Query Card Transaction History

To complete a card transaction query, complete the following steps:

1. From the **Card Processing** tab, click **Card Transaction Query**.
2. The **Card Processing – Query Card Transaction History** page appears. Enter your search criteria.
   - Under **Search Criteria**,
     - Enter an Endpoint, *optional*
     - Enter the Chain Code, *optional*
     - Enter Division, *optional*
     - Enter ALC (Agency Location Code), *optional*
     - Enter Merchant ID, *optional*
     - Enter Invoice ID, *optional*
     - Select a From and To Date range, *optional*
     - Under **Transaction Status**, click the **Processed** or **Refund** radio button, *optional*

**Application Tips**

- The maximum Date range is 30 days.
- A **Processed** payment is a completed payment.
- A **Refunded** payment is a payment that has been credited back to a customer.

3. Click **Search**. The Search Results table appears, as shown in Figure 1. Click **Count** to display the **Total Records** and **Total Card Amount**.
Total Records are displays showing the total number of records that are displayed from the query results.

- **Total Records** = Captured + Refunded

Total Card Amount displays the total amount value for all the transactions that are displayed from the query search results.

- **Total Card Amount** = Capture – Refunded

4. Click the **Invoice ID** hyperlink of the card transaction details you wish to view. The **View Card Transaction History Details** page displays. Review the details of the selected transaction record.

5. Refund a credit or gift card transaction by clicking **Refund Transaction**.

6. Refund a debit card transaction with cash by clicking **Refund With Cash**. Click **Print Sale Receipt** to print a paper receipt.
Additional Buttons

- Click Refund Transaction to refund a card transaction.
- Click Print Sale Receipt to print a paper receipt.
- Click Previous to return to the previous page.
- Click Return Home to return to the OTCnet Home Page.