

Debit Card Refunds



Application Tip

Card Operators have the authority to refund a debit card transaction. Debit card refunds are provided in cash, by the Agency, and processed through the **Card Transaction Query**.

Debit card transactions are recorded as separate transactions in OTCnet. OTCnet does not send any data to Worldpay as a debit card refund will not be applied to a customer's card, when using a PIN number. The Agency documents the transaction as an offline process. OTCnet captures the transaction data for the cash refund.

You *do not* need the OLB or card terminal for debit card refunds. An exception is debit card payments processed using PIN Bypass on the card terminal. These payments are refunded back to the debit card, as they are recorded as credit card payments.



Application Tip

PIN Bypass is when the customer chooses to bypass entering a PIN number on the card terminal. When bypassing the PIN number entry, the debit card is run as a credit card payment. These payments can be refunded back to the debit card, as they are recorded as credit card payments.



Application Tip

A card terminal is not required for debit cash refunds. You may refund a debit transaction from any workstation.

To complete a debit card refund, follow these steps:

1. Click **Card Processing>Card Transaction Query**.
2. The *Card Processing—Query Card Transaction History* page appears. Enter the search criteria you wish to query. Click **Search**.
3. The Search Results table appears. Click the **Invoice ID** hyperlink of the card transaction details you wish to view.
4. From the *View Card Transaction History Details* page, click **Refund with Cash**.
5. The **Refund Transaction** dialog box appears. Provide the customer the cash refund for the debit card transaction. Click **OK**.



Application Tip

Once the transaction is listed as refunded, **Refund Transaction** is no longer visible.

6. The **Refund Transaction** dialog box appears. Provide the customer the cash refund and click **Close**.



Application Tip

If a customer requests a receipt, click **Print Cash Refund Receipt** before clicking **Close**.

7. Once the transaction is refunded, **Refund with Cash** is no longer visible on the *View Card Transaction History Details* page.
8. To reprint an approved payment receipt for debit cards, click the **Print Cash Refund Receipt**.



Application Tip

Additional options on the page that help you perform other tasks:

- Click **Print Cash Refund** to print the paper receipt.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home page.