Cancel a Card Payment

In **option one**, to cancel a card payment with Process Payment, complete the following steps:

1. From the *Card Capture—Perform Card Transaction* page, enter the pertinent card details using **Process Payment.** Click **Cancel Transaction** as shown in Figure 1 to cancel the payment.

Figure 1. Card Capture - Perform Card Transaction, cancel card payment

Application Tip

It takes about 6-8 seconds to process a payment. To cancel a payment, you must click **Cancel Transaction** during this time. On the card terminal, customers receive a message communicating that the transaction has been canceled.

2. The system prints a receipt with "Result = Canceled". Select **Return Home** to go to the OTCnet homepage.

Application Tip

The receipt is printed to your default Windows receipt printer. **Print Receipt** stays enabled to allow you to print multiple copies of a receipt.

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In **option two**, to cancel a card payment with Manual Card Entry, complete the following steps:

1. From the *Card Capture—Perform Card Transaction* page, enter the pertinent card details, using **Manual Card Entry**. Click **Cancel Transaction** to cancel the payment.

2. The system prints a receipt with "Result = Canceled". Select **Return Home** to go to the OTCnet homepage.

In **option three**, to cancel a card payment, follow this step:

1. The customer is presented with the "*Transaction Amount*" screen. The customer clicks the **red button (X)** twice.

Application Tips

- A customer can cancel a card payment at any time during the payment process.
- The customer must press the red button (X) twice to cancel the payment.
  - The first time the customer presses the red button (X) it cancels PIN entry.
  - The second time the customer presses the red button (X) it cancels the transaction.