

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

The screenshot shows the 'Card Processing' interface with the following sections:

- Transaction Data:** Includes a warning about PII, a 'Processing card payment' status with a Visa logo, and input fields for 'Amount' (25.00) and 'PII'.
- OTC Endpoint:** Fields for 'Short name' (FS3), 'Description' (Credit and Debit #2), and 'ALC' (20180031).
- Card Processing Information:** Fields for 'Chain Code' (0V3951), 'Division' (001), 'Merchant ID' (4445035000216), and 'Card Terminal Serial Number' (284741275).
- Terminal Controls:** A set of buttons including 'Process Payment', 'Print Receipt', 'Manual Card Entry', 'Cancel Transaction' (highlighted with a red box), and 'Clear'.
- A 'Return Home' button is located at the bottom right.



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.

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.
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