

## Debit Card and Gift Card Refunds

To complete a debit card or gift card refund, complete the following 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** as shown in Figure 1.

**Figure 1: View Card Transaction History Details, Refund With Cash**

Location: Home>>Card Processing>>Card Transaction Query

### Card Transaction History Details

View Card Transaction History Details

The following is the current information for the card transaction selected.

**Card Transaction Details**

Invoice ID:	H1H1h1111111
OTC Endpoint:	FS2
ALC:	121212
Chain Code:	343434
Division:	001
Merchant ID:	121234345656
Card Terminal ID:	555
Date / Time:	10/18/2019 15:38:14
Amount:	\$95.00
Transaction Status:	Refunded

Refund with Cash    Print Sale Receipt

Previous    Return Home



### Application Tip

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

5. The **Refund Transaction** dialog box appears. Provide the customer the cash refund for the debit card or gift 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 Tips

- If a customer requests a receipt, click **Print Cash Refund Receipt** before clicking **Close**.
  - Once the transaction is refunded, **Refund with Cash** is no longer visible on the *View Card Transaction History Details* page.
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7. To reprint an approved payment receipt for debit or gift cards, click the **Print Cash Refund Receipt**.



### Additional Buttons

- 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.
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