

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**.

Figure 1: Card Processing – Query Card Transaction History, Transaction Status



Application Tips

Total Records 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.
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