



Credit and Gift Card Refunds



Application Tip

Card Operators have the authority to refund a credit or gift card transaction. Debit card refunds are handled separately. A refund is a transaction that credits, or returns, a credit or gift card payment to the customer. Debit card refunds are paid in cash to the customer. All refunds are processed through the **Card Transaction Query**. To complete a refund, the OTCnet Local Bridge (OLB) must be started and you must have completed your card terminal setup.



Application Tip

- Refunds are recorded in the **Audit Log**.
- Refunds are recorded as separate transactions from card payments.
- You cannot refund a previously refunded transaction. Once a refund is successfully processed, **Refund Transaction** is no longer shown on the *View Card Transaction History Details* page. If the transaction selected is for a sale transaction that has already been refunded, **Refund Transaction** does not display.

To complete a credit or gift card refund, follow these steps:

1. Click the **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. The *View Card Transaction History Details* page displays the card transaction history details. Review the details of the selected transaction record. Click **Refund Transaction**. Click **Return Home** to return to the OTCnet Home Page.



Application Tip

Click **Print Sale Receipt** if you wish to print a receipt. For more information on receipts, refer to the *Card Processing User Guide: Chapter 3: Capturing and Managing Card Payment*.

5. A *Refund Transaction* dialog box appears. Click **OK**.

6. On the *View Card Transaction History Details* page, the **Refund in Progress** message appears.
7. Next, the **Refund Transaction** dialog box appears, stating the transaction was successful. Click **Close**.



Application Tip

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



Application Tip

Once the transaction is refunded, **Refund Transaction** is no longer visible on the *View Card Transaction History Details* page.



Application Tip

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

- Click **Print Sales Receipt** to print a paper receipt.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home Page.

8. To reprint an approved payment receipt for credit and gift cards, click **Print Refund Receipt** from the *View Card Transaction History Details* page.