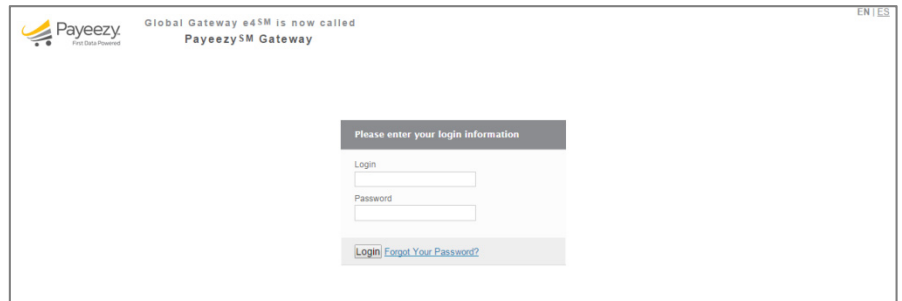
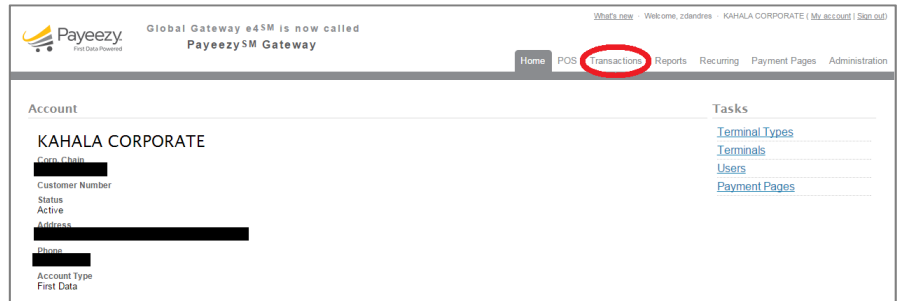


Refunds & Voids on the Gateway

1. Enter **Login** and **Password**
at <https://globalgatewaye4.firstdata.com/>

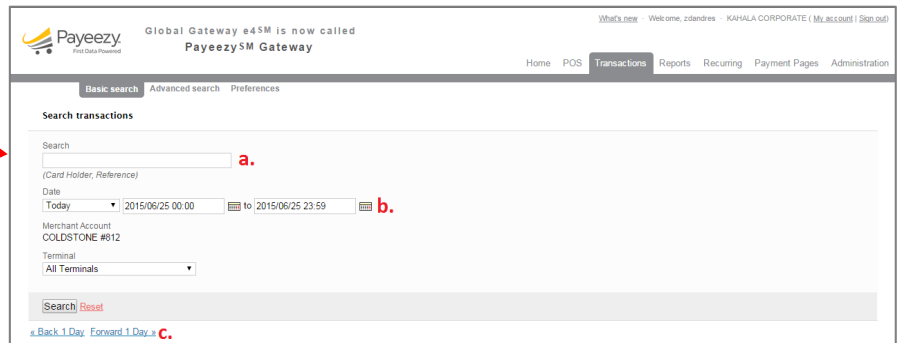


2. From the Home screen, select **Transactions**



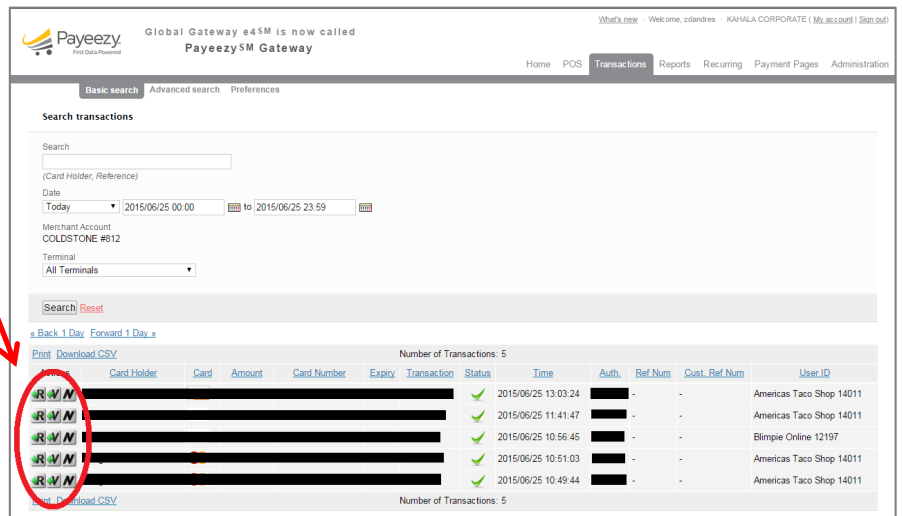
3. **Search** for card holder/card
There are three main ways to search:

- a. Enter **Card Holder** in search box and select search
- b. Enter **Search Dates** and select search
- c. Select **Back 1 Day** or **Forward 1 Day**



4. Transactions will display; the **Actions** column will display letters representing available actions (R- Refund, V-Void*)

* Void will display only if transaction is from the current day and batches have not settled yet



5. **Select R or V;** transaction will display
 - a. Dollar amount is displayed
 - If **refunding**
dollar amount *can* be adjusted
 - If **voiding**
dollar amount *cannot* be adjusted
 - b. Select **Submit Transaction**

Search transactions

Search (Card Holder, Reference)

Date Today 2015/06/25 00:00 to 2015/06/25 23:59

Merchant Account COLDSTONE #912

Terminal All Terminals

Search Reset

Back 1 Day Forward 1 Day

Print Download CSV Number of Transactions: 6

Actions	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
						Tagged Void	✓	2015/06/25 13:38:57				zsdandres
						Purchase	✓	2015/06/25 13:03:24				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 11:41:47				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 10:56:45				Blimpie Online 12197
						Purchase	✓	2015/06/25 10:51:03				Americas Taco Shop 14011

Refund Transaction

Transaction Tag 937516785

Refund Amount 0.53 USD (Maximum Refund USD 0.53)

Reference Number

Customer Reference

Reference Number 3

Fraud Suspected

Submit Transaction or Cancel

Date Today 2015/06/25 00:00 to 2015/06/25 23:59

Merchant Account COLDSTONE #912

Terminal All Terminals

Search Reset

Back 1 Day Forward 1 Day

Print Download CSV Number of Transactions: 5

Actions	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
						Purchase	✓	2015/06/25 13:03:24				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 11:41:47				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 10:56:45				Blimpie Online 12197

Void Transaction

Transaction Tag 937521740

Amount 0.53 USD

Reference Number

Fraud Suspected

Submit Transaction or Cancel

Actions	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
						Purchase	✓	2015/06/25 10:49:44				Americas Taco Shop 14011

Print Download CSV Number of Transactions: 5

6. A **receipt** will display allowing you to print or email a copy

APPROVED

===== TRANSACTION RECORD =====

ATS ECOM 14011
780 W ELLIOTT RD
TEMPE, AZ 85284
United States
WWW.AMERICATACOSHOP.COM

TYPE: Refund

ACCT: Mastercard \$ 0.53 USD
(\$ 0.53 USD was requested)

CARDHOLDER NAME :
CARD NUMBER :
DATE/TIME : 25 Jun 15 13:33:40
REFERENCE # :
AUTHOR. # : RETURN
TRANS. REF. :

Approved - Thank You 100

Please retain this copy for your records.

Print Email Close

APPROVED

===== TRANSACTION RECORD =====

ATS ECOM 14011
780 W ELLIOTT RD
TEMPE, AZ 85284
United States
WWW.AMERICATACOSHOP.COM

TYPE: Void

ACCT: Mastercard \$ 0.53 USD

CARDHOLDER NAME :
CARD NUMBER :
DATE/TIME : 25 Jun 15 13:38:57
REFERENCE # :
AUTHOR. # :
TRANS. REF. :

Approved - Thank You 100

Please retain this copy for your records.

Cardholder will pay above amount to card issuer pursuant to cardholder agreement.

Print Email Close

7. The summary transaction list will now **show V or R on the status line** for the modified transactions

New voided and/or refunded transactions will also be listed

Search transactions

Search (Card Holder, Reference)

Date Today 2015/06/25 00:00 to 2015/06/25 23:59

Merchant Account COLDSTONE #912

Terminal All Terminals

Search Reset

Back 1 Day Forward 1 Day

Print Download CSV Number of Transactions: 7

Actions	Card Holder	Card	Amount	Card Number	Expiry	Transaction	Status	Time	Auth.	Ref Num	Cust. Ref Num	User ID
						Tagged Refund	✓	2015/06/25 13:43:40				zsdandres
						Tagged Void	✓	2015/06/25 13:38:57				zsdandres
						Purchase	✓	2015/06/25 13:03:24				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 11:41:47				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 10:56:45				Blimpie Online 12197
						Purchase	✓	2015/06/25 10:51:03				Americas Taco Shop 14011
						Purchase	✓	2015/06/25 10:49:44				Americas Taco Shop 14011

Print Download CSV Number of Transactions: 7