Online Ordering
Refunds & Voids on the Gateway

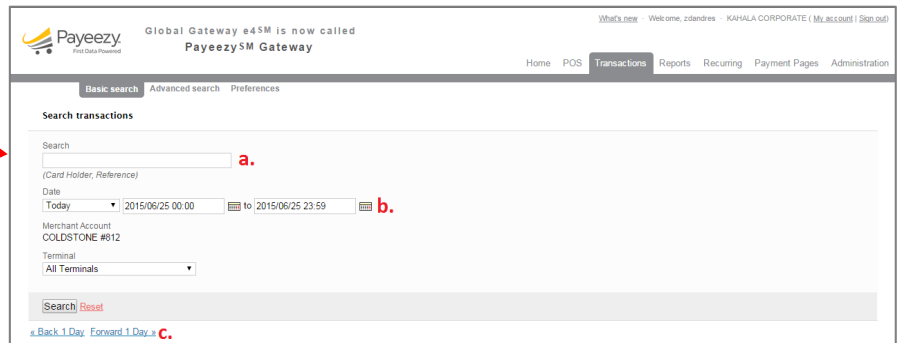1. Enter **Login** and **Password**

   at https://globalgatewaye4.firstdata.com/
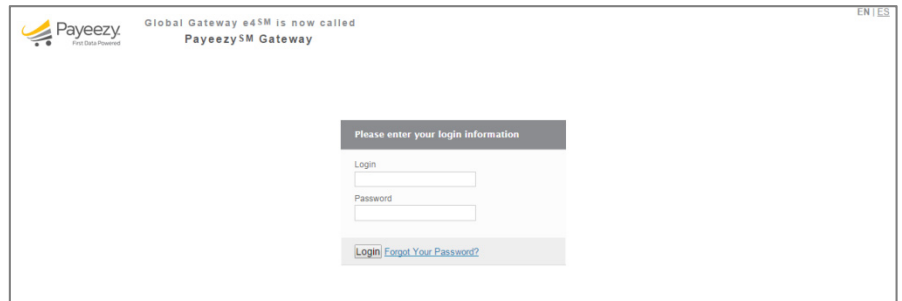
2. From the Home screen, select **Transactions**
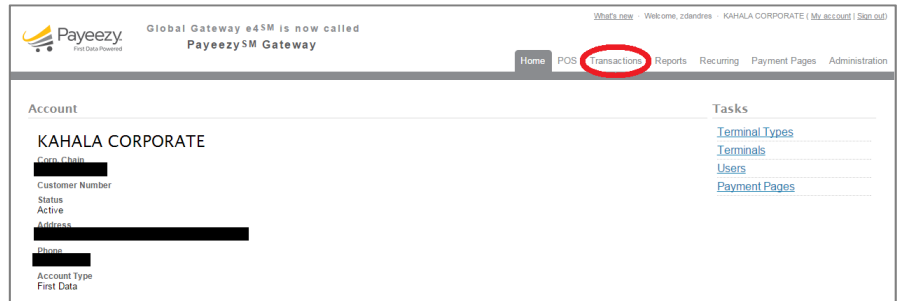
3. **Search** for card holder/card

   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*
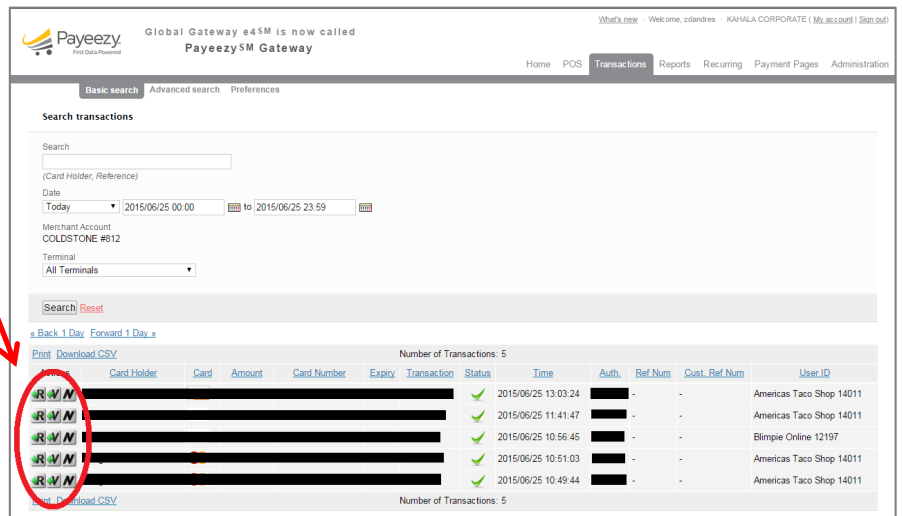
5. **Select R or V**; transaction will display

   a. Dollar amount is displayed

- If **refunding**
  dollar amount *can* be adjusted

- If **voiding**
  dollar amount *cannot* be adjusted

   b. Select **Submit Transaction**

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

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