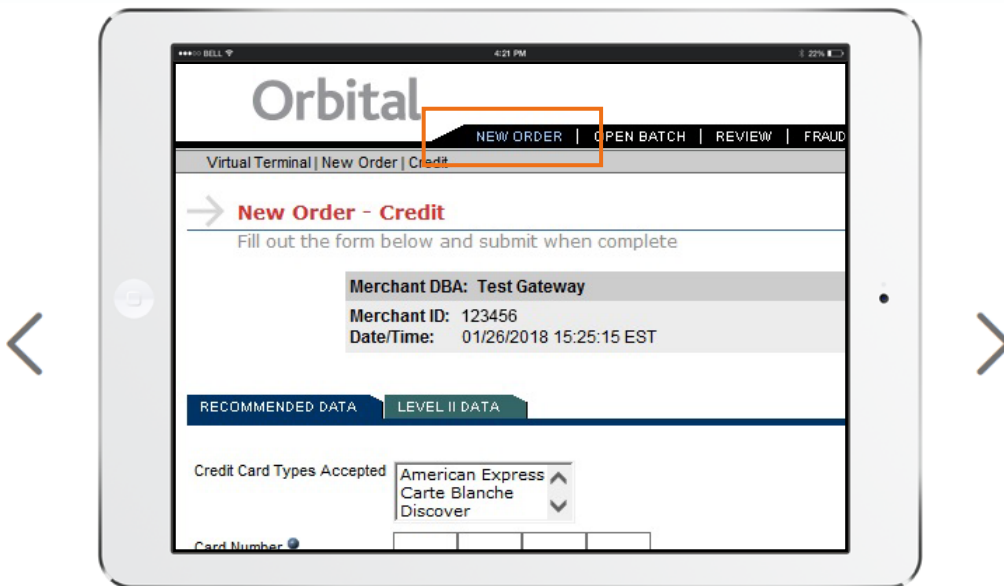


Steps

- 1 | **Select Credit**
- 2 | Enter required fields
- 3 | Enter refund/credit reason
- 4 | Click Credit button
- 5 | View response and send receipt



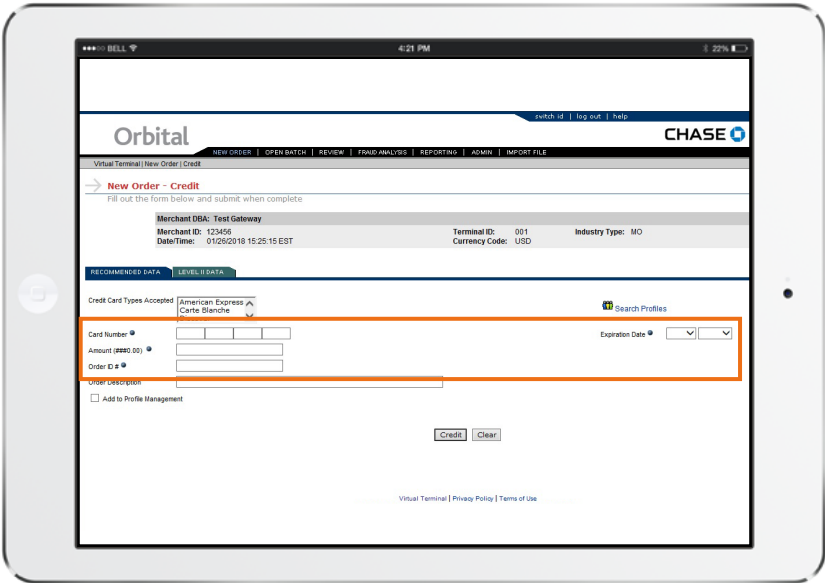
Step 1

Select Credit

On the **New Order** menu, select **Credit**.

Steps

- 1 | Select Credit
- 2 | **Enter required fields**
- 3 | Enter refund/credit reason
- 4 | Click Credit button
- 5 | View response and send receipt



The screenshot shows the Chase Orbital Virtual Terminal interface on a tablet. The screen displays the 'New Order - Credit' form, which is highlighted with an orange border. The form includes the following fields and sections:

- Merchant DBA:** Test Gateway
- Merchant ID:** 123456
- Date/Time:** 01/26/2018 15:25:15 EST
- Terminal ID:** 001
- Currency Code:** USD
- Industry Type:** MO
- RECOMMENDED DATA** and **LEVEL DATA** tabs
- Credit Card Types Accepted:** American Express, Carte Blanche
- Card Number:** Input field with a dropdown arrow
- Amount (\$\$\$):** Input field with a dropdown arrow
- Order ID:** Input field with a dropdown arrow
- Expiration Date:** Input field with a dropdown arrow
- Drop Exception:** Input field
- Add to Profile Management:** Checkbox
- Buttons:** Credit, Clear
- Footer:** Visual Terminal | Privacy Policy | Terms of Use

Step 2

Enter required fields

Enter customer credit card number, amount, order ID and expiration dates.

Steps

- 1 | Select Credit
- 2 | Enter required fields
- 3 | **Enter refund/credit reason**
- 4 | Click Credit button
- 5 | View response and send receipt

The screenshot displays the Chase Orbital Virtual Terminal interface on a tablet. The screen shows the 'New Order - Credit' form. The 'Order Description' field is highlighted with an orange box. The form includes fields for Card Number, Amount, and Order ID, and a 'Credits' button.

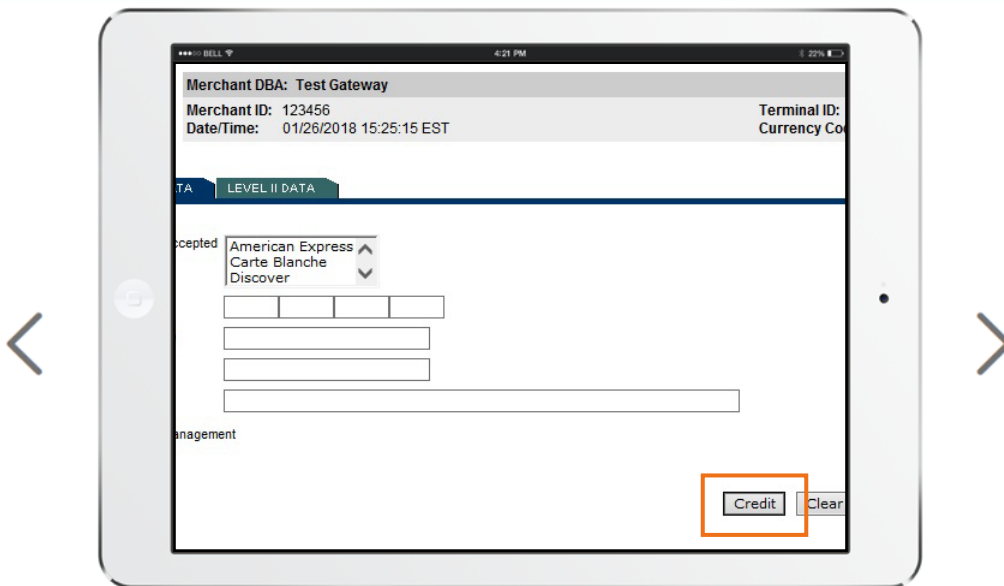
Step 3

Enter refund/credit reason (optional)

If desired, enter reason for the refund in the order description field.

Steps

- 1 | Select Credit
- 2 | Enter required fields
- 3 | Enter refund/credit reason
- 4 | **Click Credit button**
- 5 | View response and send receipt



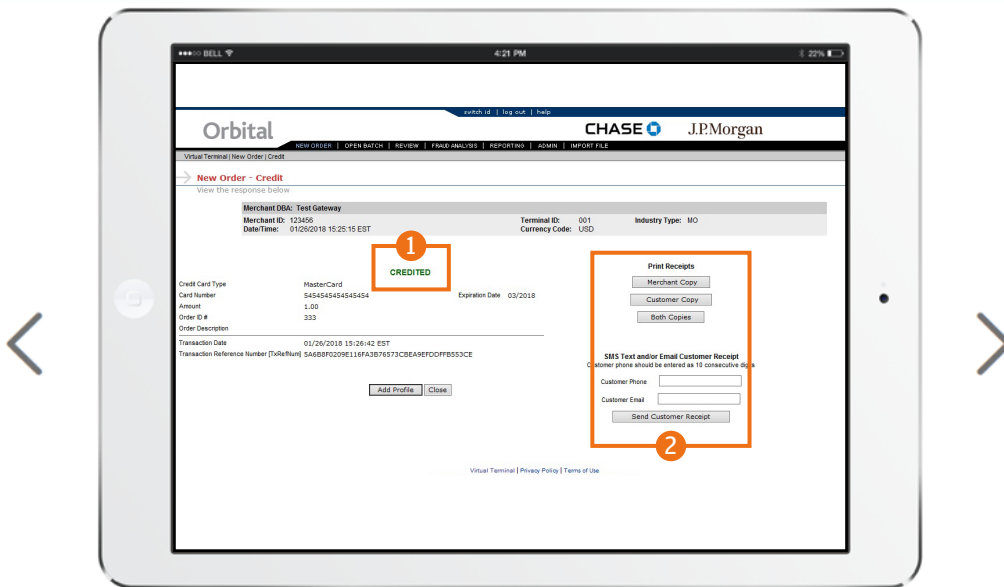
Step 4

Click Credit button

Click the **Credit** button to complete the refund.

Steps

- 1 | Select Credit
- 2 | Enter required fields
- 3 | Enter refund/credit reason
- 4 | Click Credit button
- 5 | **View response and send receipt**



Step 5

View response and send receipt

1. View credited response. The refund is now complete.
2. Print, text or email customer receipt.