

CREDIT SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
 - Select the desired language
 - Select **CREDIT**
 - Enter last four digits of card number and press **ENTER**
 - Enter expiration date (MMYY) and press **ENTER**
 - Card present? Select **YES** (if No, see Mail/Phone section)
 - Imprint the card and press **ENTER**
 - Enter V-Code and press **ENTER**, or press **ENTER** to bypass
 - If bypassed, select **V-CODE** option: **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
 - Enter Zip Code and press **ENTER**
- Terminal dials out
 - Remove the card
- Receipt prints

MAIL/PHONE SALE

- Select **PHONE ORDER**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Manually enter account number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Select option: **PHONE** or **WEB**
 - If Web, encrypted? Select **YES** or **NO**
- Enter purchase order number, and press **ENTER**
- Enter V-Code and press **ENTER**, or press **ENTER** to bypass
 - If bypassed, select V-Code option:
 - **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
- Enter street address number and press **ENTER**
- Enter Zip Code and press **ENTER**
- Terminal dials out, and receipt prints

DEBIT SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
- Swipe customer card
- Select **DEBIT**
- Have customer enter **PIN** on PIN pad and press **ENTER**
 - Enter cash back amount and press **ENTER**
- Terminal dials out, and receipt prints

CREDIT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
 - Select the desired language
 - Select **CREDIT**
 - Enter expiration date (MMYY) and press **ENTER**
 - Enter last four digits of card number and press **ENTER**
- Terminal dials out
 - Remove the card
- Receipt prints

DEBIT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **DEBIT**
- Have customer enter **PIN** on PIN pad and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Terminal dials out, and receipt prints

TERMINAL MESSAGES

AMOUNT DUE/BALANCE DUE: A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press **ENTER** to print the receipt. Pressing **CANCEL** will not void the transaction.

AVS (ADDRESS VERIFICATION SERVICE): Checks if the street address and ZIP code entered match the customer's billing address.

CALL: Call Voice Authorization Center. If approved, proceed with Offline Entry.

HOLD/CALL OR PICK UP CARD: Hold the card. Use Code 10 procedure. Call the Voice Authorization Center.

CARD SWIPE ERROR: Magnetic stripe did not read. Swipe card again or manually key-in account number.

COMM ERROR: A communication error has occurred. Check line connections, call Help Desk.

GB (NUMBER): Good batch. Batch transmission accepted.

MANUAL ENTRY NOT ALLOWED: Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

QD (NUMBER) OR RB (NUMBER): Quit Duplicating or Rejected Batch. Call Help Desk.

RECORD NOT FOUND: Invoice number is not found in terminal batch.

SETTLE FAILED, RETRY: Settlement failed, call help desk.

V-CODE: Verification Code. A 3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

AUTOMATIC DOWNLOADS

With this application, downloads are automatically initiated by the terminal at a preset time and date. Some automatic downloads will require the terminal to be re-authenticated. Any manual configurations performed on the terminal will be reset after a download.



Quick Reference Guide



ICON LEGEND



QUICK REFERENCE

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant Number ID _____

Other _____

0300014
V082615

© 2015 Total System Services, Inc. All rights reserved worldwide. TSYS is a federally registered service mark of Total System Services, Inc. Other marks are trademarks or registered trademarks of their respective owner.

www.tsysmerchantsolutions.com

VERIFONE® VX 520, XEVA433

RESTAURANT

NOTE: Italicized steps are optional and may not be prompted for.
NOTE: Printing the customer copy is an option on all transactions.

REVERSAL (FULL/PARTIAL)

Reversals may only be processed on sales within the current batch.

- Press the purple **DOWN ARROW** key until Reversal displays
- Select **REVERSAL**
- Select **FULL** (full amount reversed) or **PARTIAL** (partial amount reversed)
- Select retrieval method:
INV# (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays on screen; select **YES** (reverses trans), **NO** (returns to last screen), or **NEXT** (scrolls to next trans)
– If No or Next, follow prompts.
– If partial reversal, enter the dollar amount to be reversed and press **ENTER**
- Terminal dials out, receipt prints

DEBIT RE-ENTER

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **DEBIT**
- Select type: **SALE** or **REFUND**
- Enter network ID (three digits), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Enter original trace number (six digits), and press **ENTER**
- Enter retrieval reference number (12 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
– Enter cash back amount and press **ENTER**
- Receipt prints

CREDIT OFFLINE ENTRY

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
- Select **CREDIT**
– Enter expiration date (MMYY) and press **ENTER**
– Imprint the card and press **ENTER**
– Enter last four digits of card number and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Receipt prints

AUTHORIZATION ONLY

- Press the purple **DOWN ARROW** key
- Select **AUTH ONLY**
- Enter sale amount and press **ENTER**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
– Select the desired language
– Select **CREDIT**
– Enter expiration date (MMYY) and press **ENTER**
– Enter last four digits of card number and press **ENTER**
– Imprint the card and press **ENTER**
- Terminal dials out
– Remove the card
- Receipt prints

TIP ADJUST

NOTE: Adjustments are not allowed on Smart/Chip card sales. Tip must be added at time of sale.

- Press the purple **TIP** key
- Select retrieval method: **CLRK** (clerk ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select option **ADJ** (adjust tip), **PREV** (previous trans), **NEXT** (next trans), or **INV#** (retrieve another invoice #)
- Enter the tip amount and press **ENTER**
- Terminal displays 'Approved XXXXXX', press **ENTER**
- Select **PREV**, **NEXT**, or **INV#** to retrieve another transaction

BALANCE INQUIRY

- Press the purple **DOWN ARROW** key until Balance Inq. displays
- Select **BALANCE INQ.**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
– Select the desired language
– Choose card? Select **CREDIT** or **EBT**
– If Credit, enter expiration date (MMYY) and press **ENTER**
– If EBT, select type: **FOOD** or **CASH**
– If EBT, have customer enter **PIN** on PIN pad and press **ENTER**
- Terminal dials out
– Remove the card
- Receipt prints

OPEN TAB

- Press the purple **DOWN ARROW** key until Tab displays
- Select **TAB**
- Select **OPEN TAB**
- Enter tab amount, and press **ENTER**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
– Select the desired language
– Select **CREDIT**
– Enter expiration date (MMYY) and press **ENTER**
– Enter last four digits of card number and press **ENTER**
– Imprint the card and press **ENTER**
– Enter server ID and press **ENTER**
– Enter Zip Code and press **ENTER**
- Terminal dials out
– Remove the card
- Receipt prints

CLOSE TAB

- Press the purple **DOWN ARROW** key until Tab displays
- Select **TAB**
- Select **CLOSE TAB**
- Select retrieval method: **INV#** (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select option: **YES** (close tab), **NO** (exit), **NEXT** (next trans)
- Use same card? Select **YES** or **NO**
– If No, swipe customer card, insert customer card, or manually enter account number and press **ENTER**
– Select the desired language
– Select **CREDIT**
– Enter expiration date (MMYY) and press **ENTER**
– Card present? Select **YES** (if No, see Mail/Phone prompts)
– Imprint the card and press **ENTER**
– Enter server ID and press **ENTER**
– Enter tab amount, and press **ENTER**
- Select **YES**
– Enter Zip Code and press **ENTER**
– Remove the card
- Receipt prints

DELETE TAB

- Press the purple **DOWN ARROW** key until Tab displays
- Select **TAB**
- Select Del **TAB**
- Select retrieval method: **INV#** (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select option: **YES** (delete tab), **NO** (exit), **NEXT** (next trans)
- If Yes, terminal displays 'Tab deleted' and returns to idle prompt

ADD SERVER

- Press **ENTER**
- Select **SERVERS**
- Select **ADD SERVER**
– Enter password and press **ENTER**
- Enter clerk ID (1-4 characters), and press **ENTER**
- Enter clerk password (5-10 characters), and press **ENTER**
- Re-enter the clerk password, and press **ENTER**
- Repeat steps to add another clerk

REPRINT A RECEIPT

- Press the purple **REPRINT** key
- Select reprint option: **LAST RECEIPT** (last transaction in batch) or **ANY RECEIPT** (desired transaction in batch)
– If Any Receipt, enter invoice number and press **ENTER**
- Receipt prints

REPORTS

- Press the purple **REPORTS** key
- Choose report: **TOTALS** (total amounts), **DETAIL** (each transaction), or **CLERK/SERVER** (clerk totals/detail)
– If Clerk/Server, select option: **TOTALS** or **DETAIL**
– If Clerk/Server Detail, select **ONE** (one clerk) or **ALL** (all clerks)
– If One clerk, enter the Clerk ID, and press **ENTER**
- Report prints

TRANSACTION REVIEW

- Press the purple **DOWN ARROW** key until Batch Review displays
- Select **BATCH REVIEW**
- Select retrieval method: **CLRK** (clerk ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select **PREV** or **NEXT** to scroll transactions

VIEW TOTALS

- Press the purple **DOWN ARROW** key until Batch Totals displays
- Select **BATCH TOTALS**
– Press **PREV** or **NEXT** to scroll hosts, then press **SLCT** to select host
- Batch totals display, press **ENTER** to exit

BATCH SETTLEMENT

- Press the purple **DOWN ARROW** key
- Select **SETTLEMENT**
- Terminal dials out, and displays GB XXXX ACCEPTED
- Press **ENTER**
- Settlement report prints

FAILED SETTLEMENT

- RB or QD response
- Terminal will display RB [NUMBER] or QD [NUMBER]
 - DO NOT delete batch or continue without Help Desk verification
 - Call Help Desk

AUTHENTICATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
– Enter password and press **ENTER**
- Select **AUTHENTICATION**
- Enter the Authentication Code and press **ENTER**
- Enter your Zip Code and press **ENTER**
- Terminal dials out, then displays **ACTIVATED**

ALPHA CHARACTERS

- Press key corresponding with desired letter
- Press ALPHA until desired letter appears [Number + ALPHA = Letter]

CARD TYPES ACCEPTED

- Visa
- MasterCard
- Debit Cards
- American Express
- Discover
- Carte Blanche
- Diners Club
- JCB
- EBT