

Restaurant Application

Quick Reference Guide



VeriFone® VX 520 Series

Color Key

Required Merchant Input on Point of Sale

Required Cardholder Input on Point of Sale or External PIN Pad

Optional Merchant Prompts on Point of Sale

Credit Sale

> Select [SALE]

Optional Server ID Prompt:

> Input Server ID and press [ENTER]

> Input amount and press [ENTER]

> If prompted, select [YES] or [NO] to confirm amount

- If [NO] is selected, press [CLEAR] to end transaction

> Swipe or tap card

> Select [CREDIT]

> Input last 4 digits of card # and press [ENTER]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

If Purchasing, Business, or Commercial card:

> Input Customer # and press [ENTER]

> Input Tax Amount and press [ENTER]

> Select [YES] or [NO] to print Customer receipt copy

> If prompted "Amt Exceeds Bal - Amt Authorized \$XX.XX, Balance Due \$XX.XX, Continue?" select [YES] and collect remaining amount due with another form of payment or [NO] to reverse the authorization and cancel the transaction.

Debit Sale

> Select [SALE]

Optional Server ID Prompt:

> Input Server ID and press [ENTER]

> Input amount and press [ENTER]

> If prompted, select [YES] or [NO] to confirm amount

- If [NO] is selected, press [CLEAR] to end transaction

> Swipe or tap card

> Select [DEBIT]

Optional Cash Back Prompt:

> Select [YES] or [NO] for Cash Back

> If [YES] is selected, choose Cash Back Amount

> Cardholder enters PIN and presses [ENTER]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

> Select [YES] or [NO] to print Customer receipt copy

> If prompted "Amt Exceeds Bal - Amt Authorized \$XX.XX, Balance Due \$XX.XX, Continue?" select [YES] and collect remaining amount due with another form of payment or [NO] to reverse the authorization and cancel the transaction.

Manual Sale

> Select [SALE]

Optional Server ID Prompt:

- > Input Server ID and press [ENTER]
- > Input amount and press [ENTER]
- > If prompted, select [YES] or [NO] to confirm amount
 - If [NO] is selected, press [CLEAR] to end transaction
- > Manually input account number and press [ENTER]
- > Input expiration date and press [ENTER]
- > Select [YES] or [NO] to indicate if card is present
- > If [YES] is selected, imprint card and press [ENTER]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

If Purchasing, Business, or Commercial card:

- > Input Customer # and press [ENTER]
- > Input Tax Amount and press [ENTER]
- > Input V-Code and press [ENTER]
 - If V-Code entry is bypassed, select [NO] if the V-Code is not present
 - OR
 - [X READ] if V-Code is present but cannot be read

> If prompted, input Street Address and press [ENTER]

> If prompted, input Zip Code and press [ENTER]

> Select [YES] or [NO] to print Customer receipt copy

> If prompted "Amt Exceeds Bal - Amt Authorized \$XX.XX, Balance Due \$XX.XX, Continue?", select [YES] and collect remaining amount due with another form of payment or [NO] to reverse the authorization and cancel the transaction.

Credit Refund

If desired selection is not displayed, press key below [↓] until option appears

> Select [REFUND]

> If prompted, input password and press [ENTER]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

Optional Server ID Prompt:

> Input Server ID and press [ENTER]

> Input amount and press [ENTER]

> Swipe, tap or manually input account number and press [ENTER]

> Select [CREDIT]

> If swiped or tapped, input last 4 digits of card # and press [ENTER]

> If manually keyed, enter expiration date and press [ENTER]

> If manually keyed, imprint card and press [ENTER]

If Purchasing, Business, or Commercial card:

> Input Customer # and press [ENTER]

> Input Tax Amount and press [ENTER]

> Select [YES] or [NO] to print Customer receipt copy

Balance Inquiry

If desired selection is not displayed, press key below [↓] until option appears

> Select [BALANCE INQ]

> Select [CURR] for current batch detail or [PREV] for previous batch detail

> Report for selected batch inquiry prints



Reprint

- > Press [REPRINT]
- > Select [LAST] or [ANY]
- > If [LAST] is selected:
 - The last receipt prints
- > If [ANY] is selected:
 - Input invoice number and press [ENTER]
 - Requested Merchant receipt copy prints
- > If prompted, select [YES] or [NO] to print Customer receipt copy

Tip Adjust

- > Press [TIP]
- > If prompted, input password and press [ENTER]
- > Retrieve by [SRVR], [AMT], [ACCT], or [INV#]
- > Input (Server ID, Amount, last 4 digits of Account #, or Invoice #) and press [ENTER]
- > Select [ADJ] to adjust the displayed transaction
- > Select [PREV] or [NEXT] to scroll
- > Select [CLEAR] to exit tip adjust
- > If [ADJ] is selected:
 - The current tip amount will display if entered, press [ENTER]
 - Input new tip amount and press [ENTER]
- > Tip adjust will display Approved
- > Select [CLEAR] to return to Tip menu

Reports

- > Press [REPORTS]
- > Select from displayed reports or press key below [↓] until option appears
- > Select the desired report
- > If displayed, respond to additional prompts
- > Selected report will print

Batch Totals

- If desired selection is not displayed, press key below [↓] until option appears**
- > Select [BATCH TOTAL]
 - > Select [SLCT]
 - > Batch totals will display
 - > Select [CLEAR] to exit

Batch Review

- If desired selection is not displayed, press key below [↓] until option appears**
- > Select [BATCH REVIEW]
 - > If prompted, input password and press [ENTER]
 - > Select [SRVR], [AMT], [ACCT], or [INV#] to search batch
 - > Input (Server ID, Amount, last 4 digits of Account #, or Invoice #) and press [ENTER]
 - > Select [ADJ] to adjust transaction displayed and follow additional prompts
 - > Select [VOID] to void transaction displayed and follow additional prompts
 - > Select [PREV] to go to the previous transaction in the batch
 - > Select [NEXT] to go to the next transaction in the batch
 - > Select [CLEAR] twice to exit

Settlement

- If desired selection is not displayed, press key below [↓] until option appears**
- > Select [SETTLEMENT]
 - > If prompted, input password and press [ENTER]
 - > Totals will display
 - > Confirm totals and press [ENTER]
 - > Settlement report prints

Open Tab

If desired selection is not displayed, press key below [↓] until option appears

> Select [TAB]

> If prompted, input password and press [ENTER]

> Select [OPEN TAB]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

Optional Server ID Prompt:

> Input Server ID and press [ENTER]

> If the displayed amount is the desired Tab amount press [ENTER]

> If the desired Tab amount is different, Input amount and press [ENTER]

> If prompted, select [YES] or [NO] to confirm amount

- If [NO] is selected, press [CLEAR] to end transaction

> Swipe, tap or manually input account number and press [ENTER]

> Select [CREDIT]

> If swiped or tapped, input last 4 digits of card # and press [ENTER]

> If manually keyed, enter expiration date and press [ENTER]

> If manually keyed, imprint card and press [ENTER]

> If prompted, input V-Code and press [ENTER]

> Input V-Code and press [ENTER]

- If V-Code entry is bypassed, select [NO] if the V-Code is not present
- OR
- [X READ] if V-Code is present but cannot be read

> If prompted, input Street Address and press [ENTER]

> If prompted, input Zip Code and press [ENTER]

> Approval code displays

> Select [CLEAR] to return to Tab menu

Close Tab

If desired selection is not displayed, press key below [↓] until option appears

> Select [TAB]

> If prompted, input password and press [ENTER]

> Select [CLOSE TAB]

> Select [INV#] or [ACCT#] to search open Tabs

> Input (Invoice # or last 4 digits of Account #) and press [ENTER]

> If desired Tab is displayed, press [YES]

- If desired Tab is not displayed, select [NEXT] to review other Tabs or [NO] to exit menu

> If Tab will be closed with the same card, select [YES]

Optional Server ID Prompt:

> Input Server ID and press [ENTER]

- Input amount of final Tab and press [ENTER]

> If prompted, select [YES] or [NO] to confirm amount

- If [NO] is selected, press [CLEAR] to end transaction

> If Tab will be closed with a different card, select [NO]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

Optional Server ID Prompt:

> Input Server ID and press [ENTER]

- Input amount of final Tab and press [ENTER]
- Swipe, tap or manually input account number and press [ENTER]
- Select [CREDIT]

- > If prompted, select [YES] or [NO] to confirm amount
 - If [NO] is selected, press [CLEAR] to end transaction
- > If swiped or tapped, input last 4 digits of card # and press [ENTER]
 - If manually keyed, enter expiration date and press [ENTER]
- > If prompted, select [YES] or [NO] to confirm amount
 - If [NO] is selected, press [CLEAR] to end transaction
 - Input V-Code and press [ENTER]
 - If V-Code entry is bypassed select [NO] if the V-Code is not present
 - OR
 - [X READ] if V-Code is present but cannot be read
 - If prompted, input Street Address and press [ENTER]
 - If prompted, input Zip Code and press [ENTER]

- > Select [YES] or [NO] to print Customer receipt copy
- > Select [CLEAR] to return to Tab menu the receipt

Delete Open Tab

If desired selection is not displayed, press key below [↓] until option appears

- > Select [TAB]
- > If prompted, input password and press [ENTER]
- > Select [DELETE TAB]
- > Select [INV#] or [ACCT#] to search open Tabs
- > Input (Invoice # or last 4 digits of Account #) and press [ENTER]
- > If desired Tab is displayed, press [YES]
- > If desired Tab is not displayed, select [NEXT] to review other Tabs or [NO] exit to Tab menu
- > Tab is deleted

Card Balance Inquiry

If desired selection is not displayed, press key below [↓] until option appears

- > Select [CARD BAL INQ]
- > Select card type

Optional Server ID Prompt:

- > Input Server ID and press [ENTER]
- > Swipe, tap or manually input account number and press [ENTER]

- > On Debit inquiry, Cardholder enters PIN and presses [ENTER]

- > Card inquiry receipt will print

Cash Receipt

- > Press [9]

Optional Server ID Prompt:

- > Input Server ID and press [ENTER]
- > Input amount and press [ENTER]
- > Cash receipt prints

Processing Tips

 = Enter or Yes

 = Backspace

 = Cancel or No

- > To scroll through the menu, press [MORE]
- > Press [3] multiple times until the paper advances to desired length

Force

If desired selection is not displayed, press key below [↓] until option appears

- > Select [FORCE]
- > Swipe or manually input account number and press [ENTER]
- > Select [CREDIT]
- > If swiped, input last 4 digits of card # and press [ENTER]
- > If manually keyed, enter expiration date and press [ENTER]
- > Select [SALE] or [PHONE]
 - If [SALE] selected, imprint card and press [ENTER]

Optional Invoice Prompt:

- > Input Invoice # and press [ENTER]

If Purchasing, Business, or Commercial card:

- > Input Customer # and press [ENTER]

Optional Server ID Prompt:

- > Input Server ID and press [ENTER]
- > Input amount and press [ENTER]

If Purchasing, Business, or Commercial card:

- > Input Tax Amount and press [ENTER]
- > Input approval code and press [ENTER]
- > Select [YES] or [NO] to print Customer receipt copy

Authorization Only

If desired selection is not displayed, press key below [↓] until option appears

- > Select [AUTH ONLY]

Optional Invoice Prompt:

- > Input Invoice # and press [ENTER]

Optional Server ID Prompt:

- > Input Server ID and press [ENTER]
- > Input amount and press [ENTER]

- > If prompted, select [YES] or [NO] to confirm amount
 - If [NO] is selected, press [CLEAR] to end transaction
- > Swipe, tap or manually input account number and press [ENTER]
- > Select [CREDIT]
- > If swiped or tapped, input last 4 digits of card # and press [ENTER]
- > If manually keyed, enter expiration date and press [ENTER]

If Purchasing, Business, or Commercial card:

- > Input Customer # and press [ENTER]
- > Select [YES] or [NO] to print Customer receipt copy

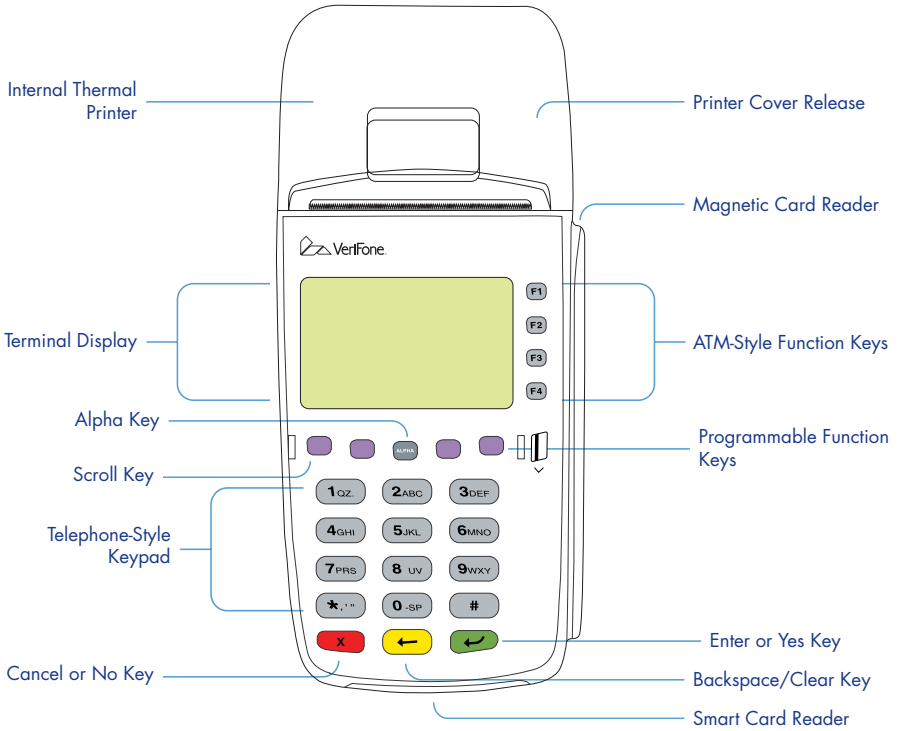
Void

If desired selection is not displayed, press key below [↓] until option appears

- > Select [VOID]
- > If prompted, input password and press [ENTER]
- > Select [YES] or [NO] to Void last transaction
- > If [YES] selected, proceed to next step
 - If desired transaction is displayed, select [YES]
- > If [NO] is selected, proceed to next step
 - Select [INV#] or [ACCT#] to search transactions
 - Input (Invoice # or last 4 digits of Account #) and press [ENTER]
 - If desired transaction is displayed, select [YES]
 - If desired transaction is not displayed, select [NEXT] to review other transactions or [NO] to exit Void menu
- > Select [YES] or [NO] to print Customer receipt copy



Terminal Key Pad Display



MerchantConnect

The Online Window To Your Payment Processing Account

MerchantConnect is your one-stop destination for online customer service. It contains everything you need to manage your electronic payment activity.

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