

# 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**

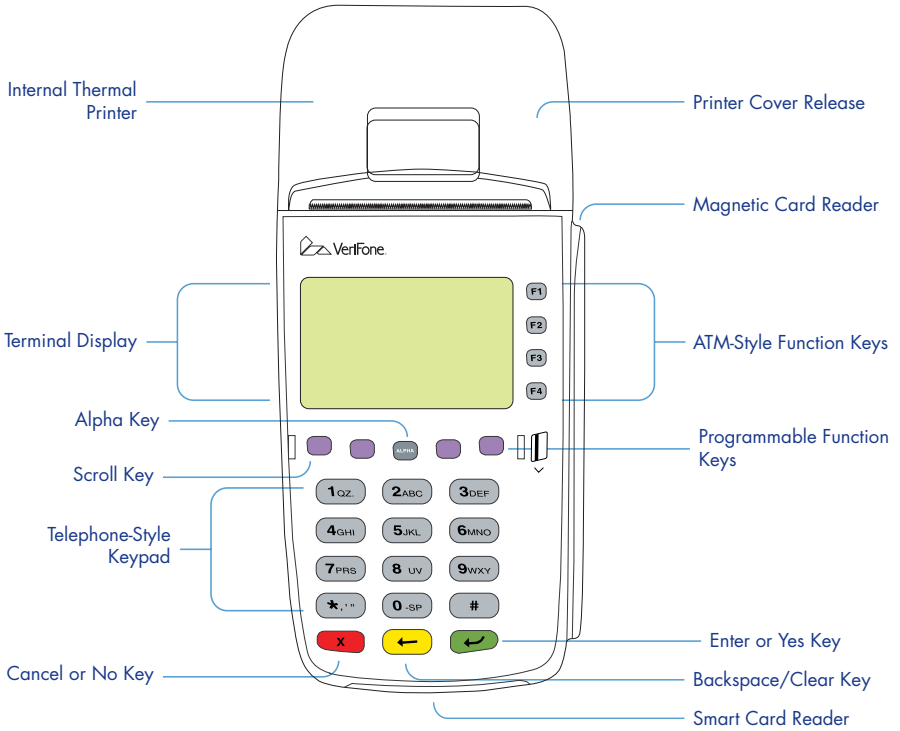
- > Select [VOID]

- > 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.

Getting Started Is: Fast, Easy, Secure & Free!

Go to [www.MerchantConnect.com](http://www.MerchantConnect.com)