FORCE SALE

SCREEN DISPLAYS	YOUR ACTION
Force	Scroll [↓] Press [F3] Force (HCS Retail), [F4] Force (TCS Restaurant)
Force Amount: $___	Key amount and press [Enter]
Auth Only $___ Card Entry/Acct #	Manually enter card, press [Enter]
Force Total $___ Yes No	Press [F1] to confirm amount, [F2] to not
Appr Code	Enter approval code, press [Enter]
Force Total $___	Force complete, remove card
Return Terminal To Clerk	Press [Enter] to print merchant receipt

ADD CLERK/SERVER

CLERK = RETAIL   SERVER = RESTAURANT

SCREEN DISPLAYS	YOUR ACTION
Server Setup	Scroll [↓] twice Press [F4] Server setup, [F3] for Clerk Setup (Note: [F3] HCS Menu Only)
Password	Key supervisor password, press [Enter]
Log On Server Log Off Server Add Server	Press [F4] Add Server
Server ID	Key Server ID (up to 4 digits), press [Enter]
Password	Key Server ID password, press [Enter] (Password to be 5-10 characters and not shared with another server)
Re-enter	Key Server ID password, press [Enter]
Server ID	To create another ID, key another Server ID, press [Enter], or [Cancel] twice to return to main menu

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LOG ON-LOG OFF CLERKS/SERVERS

SCREEN DISPLAYS	YOUR ACTION
Server Setup	Scroll [↓] twice Press [F4] for Server setup, [F3] for Clerk Setup (Note: [F3] HCS Menu Only)
Password	Key supervisor password, press [Enter]
Log On Server Log Off Server	Press [F2] Log on a clerk Press [F3] Log off a clerk
Server Id	Key Server ID, press [Enter]
Password	Key Server ID password, press [Enter]
Confirm	Press [F1] Logoff ID Press [F2] Cancel

MODIFY CLERK/SERVER PASSWORDS

SCREEN DISPLAYS	YOUR ACTION
Server Setup	Scroll [↓] twice Press [F4] for Server setup, [F3] for Clerk Setup (Note: [F3] for HCS Menu Only)
Sup Password	Scroll [↓] and press Supervisor Password, key password, press [Enter]
Modify Server	Press [F1] Server passwords
Svr Password	Key Server or Manager/Supervisor password, press [Enter] to modify
Svr Id	Key Server ID (up to 4 digits), press [Enter]
Old Pass	Key Server's old password, press [Enter]
New Pass	Key Server's new password, press [Enter] (Password to be 5-10 characters and not shared with another server)
Re-enter	Re-enter Server's new password to confirm, press [Enter]
Svr Modified	Press [Cancel] twice to return to main menu

DELETE CLERK/SERVER PASSWORDS

SCREEN DISPLAYS	YOUR ACTION
Server Setup	Scroll [↓] twice Press [F4] for Server setup, [F3] for Server Setup (Note: [F3] for HCS Menu Only)
Delete Server	Scroll [↓] and press [F2] to Delete Server
Sup Password	Key supervisor password, press [Enter]
Server Id	Key Server ID to modify (up to 4 digits), press [Enter]
Password	Key Server ID or Manager/Supervisor password, press [Enter]
Server Id	To create another ID, key another Server ID, press [Enter], or [Cancel] twice to return to main menu

COMMON ERROR CODES

CODE	DESCRIPTION	ACTION
Batch Full	Terminal has reached batch transaction capacity	Perform batch settlement
Card Not Supported	Card in use is not supported by terminal	Use a different card for transaction
Close Batch	Batch is +90% full	Perform batch settlement
Expired Card	Card has expired	Retry or ask for another form of payment
Invalid Clrk Id	Clerk number keyed has not been logged	Login clerk through Clerk Setup
Void Not Allowed	Void attempted on already voided transaction	No action

QUICK ACCESS KEYS

KEY	FUNCTION	DESCRIPTION
1	Shift Menu	Manual Shift Processing: Increment shift number and reset shift number Auto Shift Processing: View shift numbers, start and end times of shift
3	Feed Paper	Press [3] to feed the paper
8	Keyboard Lock	Press [8] to lock or unlock keyboard
9	Cash Receipt	Print cash transaction receipt for customer, Transaction not stored in terminal
*	VMAC Menu	Returns to VMAC menu

REPORTS: CLERK/SERVER

SCREEN DISPLAYS	YOUR ACTION
Totals Report	Prints totals for all clerks/servers
Detail Report	Prints detail information on all transactions performed by all clerks/servers, or a specific clerk/server
Shift Report	Prints transaction totals per shift
Clerk/Server Table	Prints all clerks/servers, clerk/server passwords and indicates whether the clerk/server is logged in, if enabled
Unadjusted Report	Prints a series of settlement reports by date

QUICK REFERENCE GUIDE

Verifone VX 520

Review this Quick Reference Guide to learn how to run a sale, settle your batch, and troubleshoot terminal responses.

VOICE AUTHORIZATION PHONE NUMBERS

Visa®/MasterCard®	
American Express	
Discover® Network	
Gift Card	

CREDIT SALE

SCREEN DISPLAYS	YOUR ACTION
Sale	Press [F2] for Sale
Sale Amount $___	Key amount and press [Enter]
Pass Terminal To Customer	Press [Enter] or terminal auto advances
Sale Total $___ Yes No	Press [F1] Yes to confirm amount
Sale $___ Card Entry/Acct #	Insert, swipe, or tap card
Do Not Remove Card	Sale processing, do not remove card until instructed to do so
Return Terminal To Clerk/Server	Press [Enter] to print merchant receipt
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

EBT SALE

SCREEN DISPLAYS	YOUR ACTION
Sale	Press [F2] for Sale
Sale Amount $___	Key amount and press [Enter]
Pass Terminal To Customer	Press [Enter] or terminal auto advances
Sale $___ Card Entry/Acct #	Swipe card
Choose Card Credit Debit EBT	Select [F3] for EBT
Cash Food	Select [F1] for Cash Select [F2] for Food
Enter PIN	Customer enters PIN
Processing	No action
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

PIN DEBIT SALE

SCREEN DISPLAYS	YOUR ACTION
Sale	Press [F2] for Sale
Sale Amount $___	Key amount and press [Enter]
Pass Terminal To Customer	Press [Enter] or terminal auto advances
Sale $___ Card Entry/Acct #	Insert, swipe, or tap card
VISA Debit US Debit	Select [F2] for VISA Debit, [F3] US Debit
Enter PIN	Customer enters PIN, presses [Enter]
Sale Total $___ Yes No	Press [F1] Yes to confirm amount
Do Not Remove Card	Sale processing, do not remove card until instructed to do so
Return Terminal To Clerk/Server	Press [Enter] to print merchant receipt
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

EBT BALANCE INQUIRY

SCREEN DISPLAYS	YOUR ACTION
EBT Bal Inq	Scroll [↓] and Press [F4] for EBT Bal Inquiry
Card Entry/Acct #	Swipe/manually enter card, press [Enter]
Cash Food	Select [F1] for Cash Select [F2] for Food
Enter PIN	Enter PIN
Processing	No action
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

CREDIT SALE WITH TIP

SCREEN DISPLAYS	YOUR ACTION
Sale	Press [F2] for Sale
Sale Amount $___	Key amount and press [Enter]
Pass Terminal To Customer	Press [Enter] or terminal auto advances
Sale $___ Card Entry/Acct #	Insert, swipe, or tap card
Sale Total $___ Tip $___	Customer Enters Tip, Press [Enter] or terminal auto advances
Sale Total $___	Press [F1] Yes to confirm amount
Do Not Remove Card	Sale processing, do not remove card until instructed to do so
Return Terminal To Clerk/Server	Press [Enter] to print merchant receipt
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

TIP ADJUSTMENT

SCREEN DISPLAYS	YOUR ACTION
Main Menu	Press [TIP] (2nd purple key from the left)
Retrieve By	Press [F1] Server ID, [F2] Transaction amount, [F3] Account number, [F4] Invoice number
Adj [Card Type] Amt [Tran Type] Acct [Card #] Inv #	Press [F1] to confirm transaction for tip, [F2] to scroll up [F3] to scroll down, [F4] Invoice number
New Tip $___	Key tip amount and press [Enter]

REFUND

SCREEN DISPLAYS	YOUR ACTION
Refund	Scroll [↓] and Press [F1] Refund
Refund Amount $___	Key amount and press [Enter]
Pass Terminal To Customer	Press [Enter] or terminal auto advances
Refund $___ Card Entry/Acct #	Insert, swipe, or tap card
Refund Total $___ Yes No	Press [F1] Yes to confirm refund amount
Do Not Remove Card	Sale processing, do not remove card until instructed to do so
Return Terminal To Clerk	Press [Enter] button to print receipt
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

VOID

SCREEN DISPLAYS	YOUR ACTION
Void	Press [F4] to select Void
Void Last Trans? Yes No	Press [F1] to Void, [F2] to void other transaction
Inv # Refund Acct# $___ Yes No	Press [F1] to void displayed transaction, [F2] to Not, [F3] to void another transaction
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

VERIFONE VX 520 HOT KEYS

SCROLL MENU   TIPS   ALPHA   REPRINT   REPORTS

AUTHORIZATION ONLY

SCREEN DISPLAYS	YOUR ACTION
Auth Only	Scroll [↓] and press [F2] for Auth Only
Amount $___	Key amount and press [Enter]
Auth Only $___ Card Entry/Acct #	Insert, Swipe, or Tap card
Auth Only Total Yes No	Press [F1] to confirm amount, [F2] to not
Do Not Remove Card	Auth Only processing, do not remove card until instructed to do so
Return Terminal To Clerk/Server	Press [Enter] to print merchant receipt
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

SETTLEMENT

SCREEN DISPLAYS	YOUR ACTION
Settlement	Press [F3] for Settlement
Password	Key password, press [Enter]
Sale $___ Refund $___ Total $___	Press [Enter] to confirm
Sale $___	Key sales total, press [Enter] to confirm
Sale $___ Refund $___	Key refund total, press [Enter] to confirm
Sale $___ Refund $___	Key batch total, press [Enter] to confirm
Settlement	Press [F3] for Settlement
Password	Key password, press [Enter]
Settl Neg Batch Yes No	Press [F1] Settle negative batch [F2] to Cancel
Settle Success	Response will display, settlement report prints and screen returns to idle

CLOSE TAB (RESTAURANT ONLY)

SCREEN DISPLAYS	YOUR ACTION
Tab	Scroll [↓] and press [F2] for Tab
Open Tab	Press [F3] Close Tab
Retrieve by Inv # Acct#	Press [F1] Invoice number, [F2] Account number
Inv # Yes No Next	Press [F1] for displayed transaction, [F2] to Return to Tab menu, [F3] for next transaction
Amount $___ New Amount $___	Key Amount, Press [Enter]. Press [Enter] again to accept amount, or key amount and press [Enter]
Pass Terminal To Customer	Press [Enter] to confirm
Total: $___ Tip: $___	Press [Enter]
Total Yes No	Press [F1] Yes, [F2] No
Return Terminal To Clerk/Server	Press [Enter] to print merchant receipt
Prt Cust Copy? Yes No	Press [F1] Yes to print customer receipt

REPRINT RECEIPT

SCREEN DISPLAYS	YOUR ACTION
Reprint	Scroll [↓] twice and Press [F3] for Reprint
Last Receipt Any Receipt	Press [F2] to print last receipt, [F3] to print another receipt
Reprint Any Recpt Invoice Number	Key Invoice #, press [Enter]

LEGEND — ■ Transaction with customer   ■ Administrative   ■ Reports

CHASE ○   J.P.Morgan