

VERIFONE TERMINAL

VX520



Guide to a perfect sale
Debit Card and Credit Card
Transactions

REMEMBER TO LOG ON DAILY

HERE IS HOW

- » Select **“function”** (F4) on the Menu screen
- » Key in **“93”** and press **“enter”** (green button)
- » Enter **“password”**
- » Select **“debit”** (F3)
- » At end of transaction, terminal displays **“Approved”** and reverts to the Menu screen

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LINX / DEBIT CARD SALE

CASHIER

- » Swipe Customer's Card
- » Key in sale amount
- » Press **Enter** (green button)

CUSTOMER

- » Amount appears on PIN pad
- » Customer verifies amount on PIN pad
- » If correct, press **Enter** (green button)
- » Press "**1**" to select **Savings**
Or
Press "**2**" to select **Checking**
- » Key in PIN
- » Press **Enter** (green button)



Sale receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months)
- » Prompt appears on screen to print Customer Copy
- » Press **Enter** (green button)
- » Customer's receipt is printed
- » Tear off receipt and give to customer

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LINX / DEBIT CARD SALE - TIPPING

CASHIER

- » Swipe Customer's Card
- » Key in base sale amount
- » **N.B.** *The customer must indicate the tip amount before the transaction amount is keyed in for approval.*
- » Key in Tip amount (if applicable)
- » Confirm amount by pressing **Enter** (green button)

CUSTOMER

- » Amount appears on PIN pad
- » Customer verifies amount on PIN pad
- » If correct, press **Enter** (green button)
- » Press **"1"** to select **Savings**
- » Or
- » Press **"2"** to select **Checking**
- » Key in PIN
- » Press **Enter** (green button)



Sale receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months)
- » Prompt appears on screen to print Customer Copy
- » Press **Enter** (green button)
- » Customer's receipt is printed
- » Tear off receipt and give to customer

TO CANCEL A LINX / DEBIT CARD SALE

CASHIER



- » Select **Batch (F3)**
- » Scroll down and select **Void (F4)**
- » Enter void password
- » Press **Enter** (green button)
- » Enter invoice number of transaction to be cancelled
- » Press **Enter** (green button)

Amount of original transaction appears on terminal screen

- » If correct, press **Enter** (green button). If incorrect, press **Cancel** (red button).

Void receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months)
- » Prompt appears on screen to print Customer Copy
- » Press **Enter** (green button)
- » Customer's receipt is printed
- » Tear off receipt and give to customer

CREDIT CARD TRANSACTION

(CHIP CARD)

CASHIER



- » Insert customer's chip card into PIN pad with chip facing upwards
- » Key in sale amount on terminal
- » Press **Enter** (green button)
- » Wait for customer to confirm amount and enter PIN on PIN pad once prompted by terminal

**N.B. Not all cards will prompt for a PIN to be entered.
Leave chip card in reader for the duration of the transaction.**

Sale receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months)
- » Prompt appears on screen to print Customer Copy: Yes or No
- » Press **Enter** (green button)
- » Customer's receipt is printed
- » Follow instructions printed on receipt merchant copy
- » **Should the receipt prompt for signature, verify signature and name of cardholder on receipt by comparing with signature and name on credit card**
- » Tear off Customer Copy and give to customer, together with credit card

If a chip card is swiped on the terminal, the terminal will read the card's mag stripe information and determine that a chip is embedded on that card. The terminal will then prompt to have the chip card inserted in the chip reader.

Should this occur and no chip can easily be identified on the card, the following is to be done. The bank must be contacted immediately at 627-3348 and a Code 10 approval must be requested.

To assist with this approval the following is required:

1. The cardholder's full name as it appears on the card
2. The full card number
3. Any form of identification for the cardholder i.e. driver's permit, ID card or passport

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TO REFUND A CREDIT CARD TRANSACTION (CHIP CARD)

CASHIER



- » Select **New Trans (F2)**
- » Select **Refund (F4)**
- » Enter refund password
- » Insert chip card into PIN pad with chip facing upwards
- » Key in refund amount
- » Press **Enter** (green button)
- » Wait for customer to confirm amount and enter PIN on PIN pad if prompted by terminal

**N.B. not all cards will prompt for a PIN to be entered.
Leave chip card in reader for the duration of the transaction.**

Refund receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months)
- » Prompt appears on screen to print Customer Copy: Yes or No
- » Press **Enter** (green button) to print Customer's Copy
- » Customer's receipt is printed
- » Customer Copy, together with credit card, to be given to customer
- » Tear off receipt and give to customer

CREDIT CARD TRANSACTION (MAG STRIPE)

CASHIER



- » Swipe customer's card
- » Enter last four digits of card number
- » Press **Enter** (green button)
- » Key in sale amount
- » Press **Enter** (green button)
- » Confirm sale amount by pressing either **F2** or **Enter** (green button)

Sale receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months) and give to customer for signature
- » Prompt appears on screen to print Customer Copy
- » Press **Enter** (green button)
- » Customer's receipt is printed
- » Customer acknowledges by signing Merchant Copy
- » **Verify signature and name of cardholder on receipt by comparing with signature and name on credit card**
- » Tear off Customer Copy and give to customer, together with credit card

TO REFUND A CREDIT CARD TRANSACTION (MAG STRIPE)

CASHIER



- » Select **New Trans (F2)**
- » Select **Refund (F4)**
- » Enter refund password
- » Swipe customer card
- » Enter last four digits of card number
- » Press **Enter** (green button)
- » Key in refund amount
- » Press **Enter** (green button)
- » Confirm sale amount by pressing either "**F2**" or **Enter** (green button)

Refund receipt is printed

- » Tear off Merchant Copy (to be maintained for 12 months)
- » Prompt appears on screen to print Customer Copy
- » Press **Enter** (green button)
- » Customer's receipt is printed
- » PROPRIETOR/MANAGER/DESIGNATE verifies refund by signing Merchant Copy and Customer Copy
- » Customer Copy, together with credit card, to be given to customer

ADJUSTING A TIP FOR A CREDIT CARD TRANSACTION

CASHIER

Should the customer enter a tip amount on receipt, the original transaction must be adjusted to now include the tip amount.

To adjust transaction amount

- » Select **Batch (F3)**
- » Scroll down and select **Adjust (F3)**
- » Enter password
- » Press **Enter** (green button)
- » Enter invoice number of transaction to be adjusted
- » Press **Enter** (green button)
- » When prompt to confirm total amount appears select **No (F3)**
- » Prompt appears to enter tip amount
- » Press **Enter** (green button)
- » Confirm new amount by selecting **Yes (F2)**
- » Confirm new total amount by selecting **Yes (F2)**



Transaction accepted appears on screen

DEPOSIT / SETTLEMENT PROCEDURE

CASHIER



- » Select **Batch (F3)**
- » Select **Settle (F2)**
- » Select **All (F2)**
- » Verify sales total on screen
- » If correct, press **Enter** (green button) or **(F2)**
- » Verify refund total on screen
- » If correct, press **Enter** (green button) or **(F2)**

The terminal pre-prints a detailed report of debit & credit card transactions followed by a settlement report

PLEASE NOTE

Transactions processed before 8:00 p.m. Monday to Friday (exclusive of public holidays) will be deposited to account within **24** hours

Transactions processed after 8:00 p.m. Monday to Thursday (exclusive of public holidays) will be deposited to account within **48** hours

Transactions processed after 8:00 p.m. on Fridays will be deposited to account on Tuesday morning

Transactions processed on Saturdays & Sundays will be deposited to account on Tuesday morning

BALANCE INQUIRY FEATURE - LINX / DEBIT CARDS ONLY

CASHIER

- » Select **New Trans (F2)**
- » Scroll down and select **Balance (F4)**
- » Swipe customer card

CUSTOMER

- » Select account type
 - **Savings** or
 - **Checking**
- » Key in PIN and press **Enter** (green button)

Balance on account will ONLY appear on the PIN pad for the customer to see. The terminal will ONLY display whether or not the transaction has been successfully completed.

TO CLEAR TERMINAL, PRESS THE CANCEL KEY (red button)

TROUBLE SHOOTING

LOADING PAPER CASHIER

- » Lift the black tab to open paper well
- » Place paper roll into the well, with paper rolling from underneath the roll, leaving 1 inch out of the well
- » Close the lid until you hear a 'snap'

REPRINT TRANSACTION CASHIER

- » Scroll down and select **Main (F3)**
- » Scroll down and select **Reprint (F3)**
- » Select **Last (F2)** transaction or enter the **Invoice # (F3)** of transaction to be reprinted
- » If **Last** is selected, the terminal prints a copy of the last invoice on the terminal
Or
- » If **Invoice** is selected, enter the invoice number of the copy required
- » Press **Enter** (green button)

PRINTING AN AUDIT REPORT BEFORE SETTLING CASHIER

- » Scroll down and select **Main (F3)**
- » Scroll down and select **Reports (F4)**
- » Select **Audit (F2)**
- » The option to select either **"All" (F2)** or **"By Acq" (Acquirer) (F3)** will be displayed
- » Select **All (F2)** to print an audit report for all credit and debit transactions
Or
- » Select **"By Acq" (F3)** and the option to select the credit only transactions **(F2)** or the debit only transactions **(F3)** will be provided

TROUBLE SHOOTING

COMMON ERRORS

- » In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal
- » If the code you are experiencing is not shown, retry the transaction
- » If the error persists, contact the Help Desk for support

ERROR CODE	DESCRIPTION	ACTION
Expired Card	The card's expiration date has passed.	Ask for another form of payment
Invalid Card	The four digits keyed do not match the account number from the card's magnetic stripe.	Re-key the last four digits of the card number. If the problem persists, ask for another form of payment.
Paper Out	The terminal is out of paper.	Load a new roll of paper
Please Try Again – CE	Communications error.	Check the telephone line or network cable, then retry the transaction
Please Try Again – LC	Lost Carrier	Check the telephone line or network cable, then retry the transaction
Please Try Again – TO	Time Out	Check the telephone line or network cable, then retry the transaction
Retry Batch Trans	The terminal's memory of the last batch settlement has not been effectively cleared	Perform Batch Settlement.
Settlement Required	The terminal has reached batch transaction capacity	Perform Batch Settlement.
Unsupported Card	The terminal is not configured for the card type.	Request an alternate form of payment.

IMPORTANT SECURITY INFORMATION

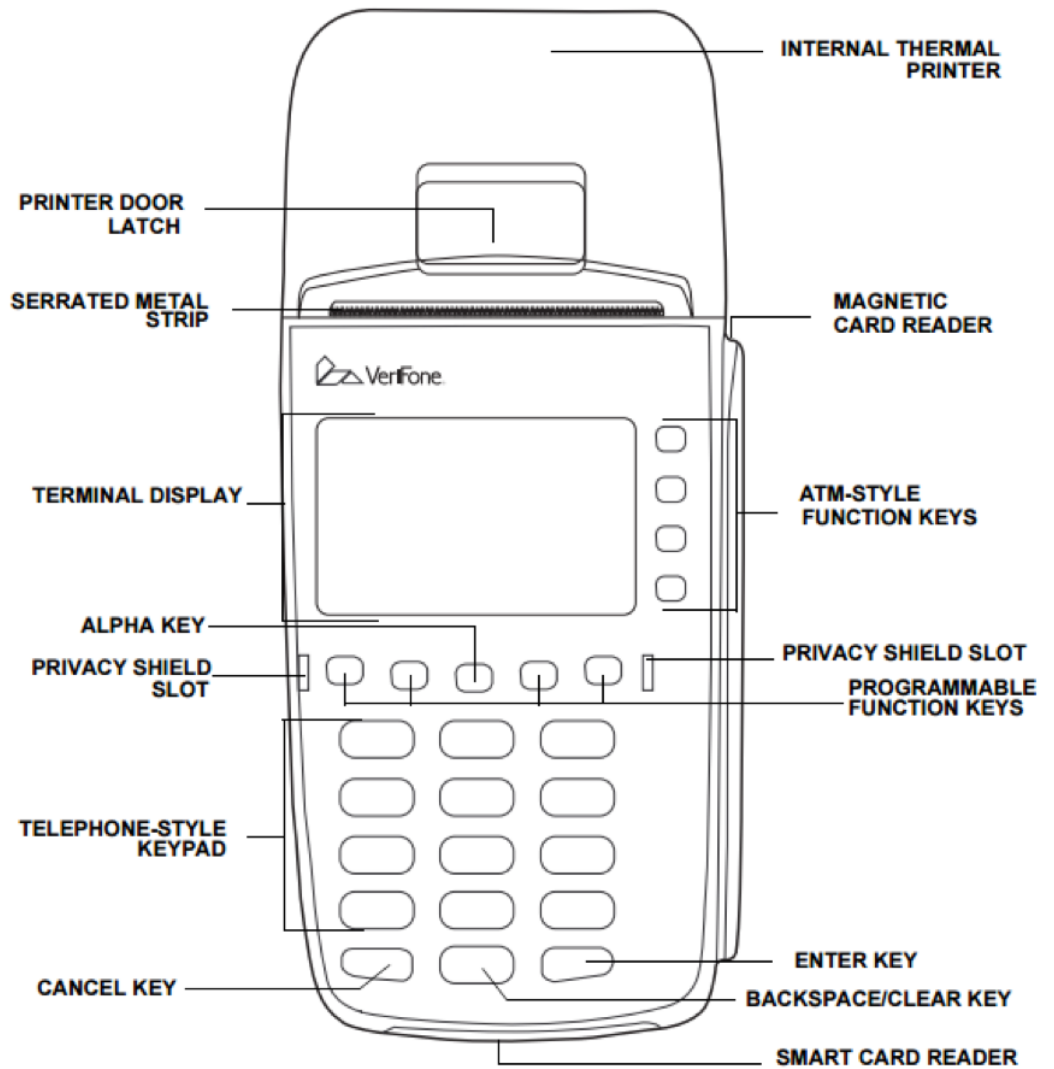
Should you at anytime question the authenticity of any card being presented to you, please contact the Help Desk at 625-4411 Ext 29911 and request a **“CODE 10 APPROVAL”**.

The Help Desk representative will ask you a series of **“YES”** or **“NO”** questions designed to assist with managing the situation.

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TROUBLE SHOOTING

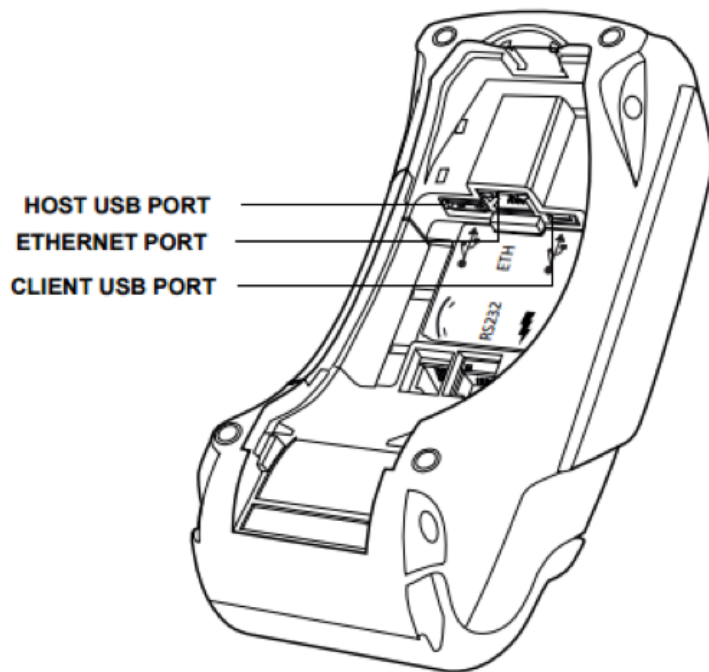
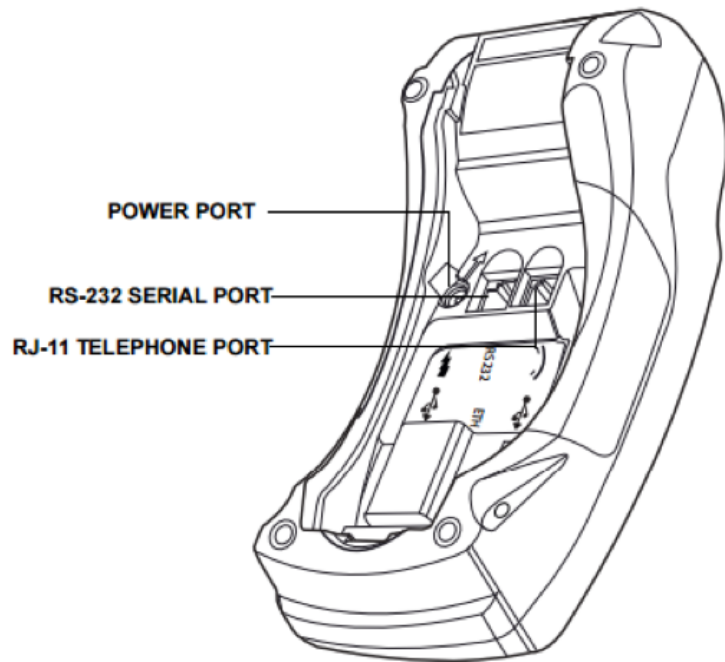
VX 520 TERMINAL FRONT PANEL VIEW



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TROUBLE SHOOTING

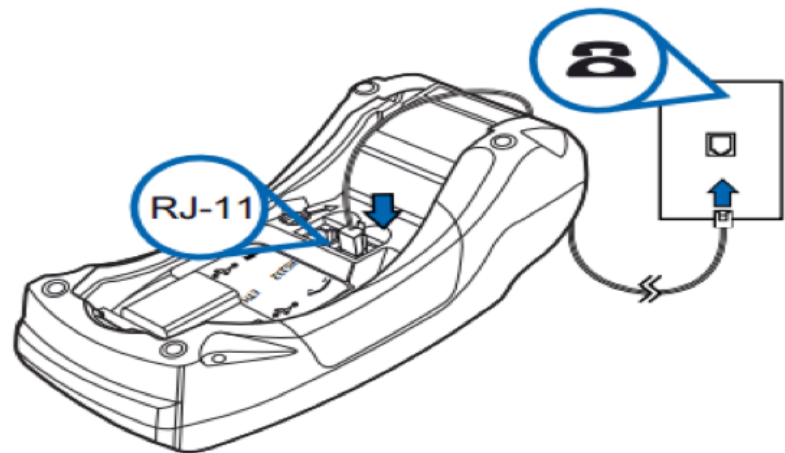
VX 520 TERMINAL REAR PANEL POWER & COMM. PORT VIEW



TROUBLE SHOOTING

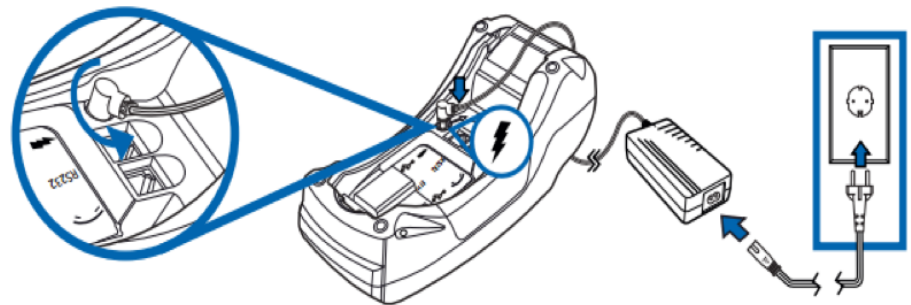
CONNECTING THE TELEPHONE LINE TO THE TERMINAL

- » Connect the telephone cord to the communication port on the terminal above the ☎ icon.
- » Then route the telephone line directly to the telephone wall jack. This is a direct connection and it is recommended that the line be dedicated to the terminal.



CONNECTING THE POWER SUPPLY TO THE TERMINAL

- » Insert the power cord into the circular port with the ⚡ icon and turn counter clockwise to securely lock into place.



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TROUBLE SHOOTING

HOW DO I CHANGE THE PAPER ROLL? *CASHIER*

- » Lift the black tab to open paper well



- » Place paper roll into the well, with paper coming up from the underneath of the roll, leaving at least one ("1") inch outside of the well



- » Close the lid ensuring that you hear a "SNAP" sound

