Retail Application
Quick Reference Guide

VeriFone® Omni 3700 & Vx Series

Elavon

Credit Sale

To scroll menu, press ↓ until desired option appears.

> Swipe customer card

> Select [CREDIT]

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

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Print customer copy – [F1] for Yes or [F2] for No

Debit Sale

To scroll menu, press ↓ until desired option appears.

> Swipe card or press [SALE]

> Select [DEBIT]

> Input invoice # and press [ENTER], if prompted

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input cash back amount and press [ENTER] (only if enabled)

> Cardholder enters PIN and presses [ENTER]

> Print customer copy – [F1] for Yes or [F2] for No

Reprint

> Press [REPRINT]

> Choose from these options: [LAST/ANY]

> If LAST is selected:
  • The last receipt prints

> If ANY is selected:
  • Input invoice # and press [ENTER]

  • The selected receipt prints

Manual Sale

To scroll menu, press ↓ until desired option appears.

> Press [SALE]

> Input account # and press [ENTER]

> Input expiration date (MMYY) and press [ENTER]

> Card present – [F1] for Yes or [F2] for No

> If YES, imprint card and press [ENTER]

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Input zip code and press [ENTER], if prompted

> If NO, input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

(Manual Sale Continued)

> Input clerk ID and press [ENTER],
  if prompted
> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER]
  (purchase/business card only)

> Input V-Code and press [ENTER]

> If no code entered: Code present? Select
  [NO] [XREAD]

> Input address and press [ENTER],
  if prompted

> Input zip code and press [ENTER],
  if prompted

> Print customer copy – [F1] for Yes
  or [F2] for No

Mail/Telephone Order
To scroll menu, press ↓ until desired
option appears.
> Press [PHONE ORDER]

> Input account # and press [ENTER]

> Input expiration date (MMYY) and
  press [ENTER]

> Input invoice # and press [ENTER],
  if prompted

> Input customer # and press [ENTER]
  (purchase card only)

> Input clerk ID and press [ENTER],
  if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER]
  (purchase/business card only)

> Input V-Code and press [ENTER]

> If no code entered: Code present?
  Select [NO] [XREAD]

> Input address and press [ENTER]

> Input zip code and press [ENTER]

> Print customer copy – [F1] for Yes
  or [F2] for No

Void
To scroll menu, press ↓ until desired
option appears.
> Press [VOID]

> Void last transaction – [F1] for Yes
  or [F2] for No

> Retrieve by: [INV#] [ACCT#]

> Input invoice # or last 4 digits of account
  # and press [ENTER]

Terminal Displays:
  [NO] to cancel
  [YES] to void
  [NEXT] to scroll

> Print customer copy – [F1] for Yes
  or [F2] for No

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Credit Refund

To scroll menu, press ↓ until desired option appears

> Press [REFUND]

> Input password and press [ENTER]

> Swipe or input account # and press [ENTER]

> Select [CREDIT] or [PURCH], if prompted

> Input expiration date (MMYY) and press [ENTER] (manual sale only)

> Input last 4 digits of account # and press [ENTER] (swiped sale only)

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Print customer copy – [F1] for Yes or [F2] for No

Debit Refund

To scroll menu, press ↓ until desired option appears.

> Press [REFUND]

> Input password and press [ENTER]

> Swipe card

> Select [DEBIT]

> Input invoice # and press [ENTER], if prompted

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input original transaction date (MM/DD/YY)

> Cardholder enters PIN and presses [ENTER]

> Print customer copy – [F1] for Yes or [F2] for No

Reports

> Press [REPORTS]

> Press ↓ until desired option appears:
  [TOTLS RPT] – prints a total report
  [DETL RPT] – prints a detail report

> Press ↓ to view additional reports from the main menu screen

> Select report to print:

Report(s) prints
  Report Key:
  m = Manually keyed
  * = Trans. adjusted

Balance Inquiry
To scroll menu, press ↓ until desired option appears.
> Press [BALANCE INQ]

> Choose from these options: [CURR] [PREV]
  • Select [CURR] for current batch

  • Select [PREV] for previous batch

> The balance of the selected batch will display

Report prints

Batch Review
To scroll menu, press ↓ until desired option appears.
> Press [BATCH REVIEW]

> Input password and press [ENTER]

> Retrieve by [CLRK] [AMNT] [ACCT#] or [INV #]

> Input clerk ID, amount, last 4 digits of account #, or invoice #, and press [ENTER]

> Select [ADJ] to adjust transaction

> Select [VOID] to print receipt

> Select [PREV] to scroll

> Select [NEXT] to scroll

Settlement
To scroll menu, press ↓ until desired option appears.
> Press [SETTLEMENT]

> Input password and press [ENTER]

> Displays totals

> Confirm totals and press [ENTER]

Report prints

Manual Sale For ECI
Available only for the internet industry. To scroll menu, press ↓ until desired option appears.
> Press [SALE]

> Input account # and press [ENTER]

> Select [CREDIT], if prompted

> Input expiration date (MMYY) and press [ENTER]

> Card present – [F1] for Yes or [F2] for No

> If YES, imprint the card and press [ENTER]

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Input zip code and press [ENTER]

> Terminal dials for authorization and prints a receipt if approved

> If NO, choose either the Phone or Web transaction type

> If Web:

> Encrypted – [F1] for Yes or [F2] for No, if prompted

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER]

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Input V-Code and press [ENTER]

> If no code entered: Code present? Select [NO] [XREAD]

> Input address and press [ENTER]

> Input zip code and press [ENTER]

> Print customer copy – [F1] for Yes or [F2] for No

Force

To scroll menu, press ↓ until desired option appears.
> Press [FORCE]

> Swipe or input account # and press [ENTER]

> Select [CREDIT] or [PURCH], if prompted

> Input expiration date (MMYY) and press [ENTER] (manual sale only)

> Input last 4 digits of account # and press [ENTER] (swiped sale only)

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Input auth code and press [ENTER]

> Print customer copy – [F1] for Yes or [F2] for No

Authorization Only

To scroll menu, press ↓ until desired option appears.
> Press [AUTH ONLY]

> Swipe or input account # and press [ENTER]

> Choose from these options: [CREDIT/DEBIT/ PURCH], if prompted

> Input expiration date (MMYY) and press [ENTER] (manual sale only)

> Input last 4 digits of account # and press [ENTER] (swiped sale only)

> Input invoice # and press [ENTER], if prompted

> Input customer # and press [ENTER] (purchase card only)

> Input clerk ID and press [ENTER], if prompted

> Input $ amount and press [ENTER]

> Input tax amount and press [ENTER] (purchase/business card only)

> Print customer copy – [F1] for Yes or [F2] for No

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

Vx610 Specific Functions

How to Power on:
> Press and hold down **[ENTER]** until unit powers on

How to Power off:
> Ensure power cord is not connected

> Press and hold down **[CANCEL]** until unit powers off

NOTE: The terminal will go into sleep mode after 10 minute of inactivity. It will power off automatically after 30 minutes of inactivity.

Communication Status:
Wireless communication is being used

Dial communications is being used

Terminal's antenna is working properly and is connected to the wireless network

Terminal's antenna is unable to connect to the wireless network

Terminal's power cord is connected

Wireless signal strength is between 1% to 25%

Wireless signal strength is between 26% to 50%

Wireless signal strength is between 51% to 75%

Wireless signal strength is between 76% to 100%

Battery Status:
Battery level is below 10% capacity. Plug the unit into the power source to recharge
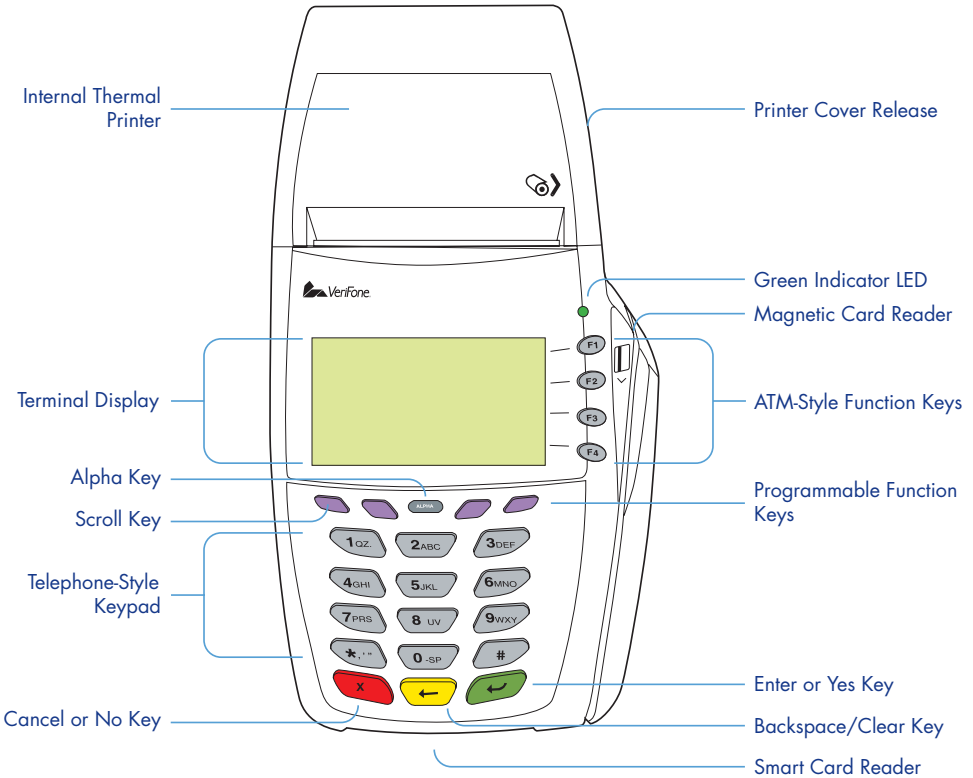
Empty Battery

Full Battery

Terminal Key Pad Display

Internal Thermal Printer

Printer Cover Release

Terminal Display

Green Indicator LED

Magnetic Card Reader

ATM-Style Function Keys

Alpha Key

Scroll Key

Programmable Function Keys

Telephone-Style Keypad

Enter or Yes Key

Cancel or No Key

Backspace/Clear Key

Smart Card Reader

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