Retail 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 Clerk ID Prompt:

> Input Clerk 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 Clerk ID Prompt:

> Input Clerk 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 Clerk ID Prompt:

> Input Clerk 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 # 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 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 Clerk ID Prompt:

> Input Clerk 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

Reprint

> Press **[REPRINT]**

> Select **[LAST]** or **[ANY]**

> If **[LAST]** is selected:

- The last receipt prints

> If **[ANY]** is selected:

- Input Invoice # and press **[ENTER]**
- Requested Merchant receipt copy prints

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

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

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

Balance 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

Manual Sale For ECI

Available only for the internet industry.

> Select **[SALE]**

Optional Clerk ID Prompt:

> Input Clerk ID and press **[ENTER]**

> Input amount and press **[ENTER]**

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

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

> Manually input Account # and press **[ENTER]**

> Input expiration date and press **[ENTER]**

> Select **[NO]** to indicate card not present

> Select **[WEB]**

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 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

Force

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

> Select **[FORCE]**

> Swipe or manually input Account # and press **[ENTER]**

> Select **[CREDIT]**

> 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 Clerk ID Prompt:

> Input Clerk 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 Clerk ID Prompt:

> Input Clerk 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]

> 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

Card Balance Inquiry

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

> Select [CARD BAL INQ]

> Select card type

Optional Clerk ID Prompt:

> Input Clerk 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 Clerk ID Prompt:

> Input Clerk 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

Mail/Telephone Order

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

> Select [PHONE ORDER]

> Manually input Account # and press [ENTER]

> Input expiration date and press [ENTER]

Optional Invoice Prompt:

> Input Invoice # and press [ENTER]

If Purchasing, Business, or Commercial card:

> Input Customer # and press [ENTER]

Optional Clerk ID Prompt:

> Input Clerk ID and press [ENTER]

> Input amount and press [ENTER]

If Purchasing, Business, or Commercial card:

> Input Tax Amount and press [ENTER]

> Input V-Code and press [ENTER]

- If V-Code entry is bypassed, select [NO] if V-Code is not present

  OR

- [X READ] if V-Code is present but cannot be read

> Input Street Address and press [ENTER]

> Input Zip Code 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] is selected, proceed to next step

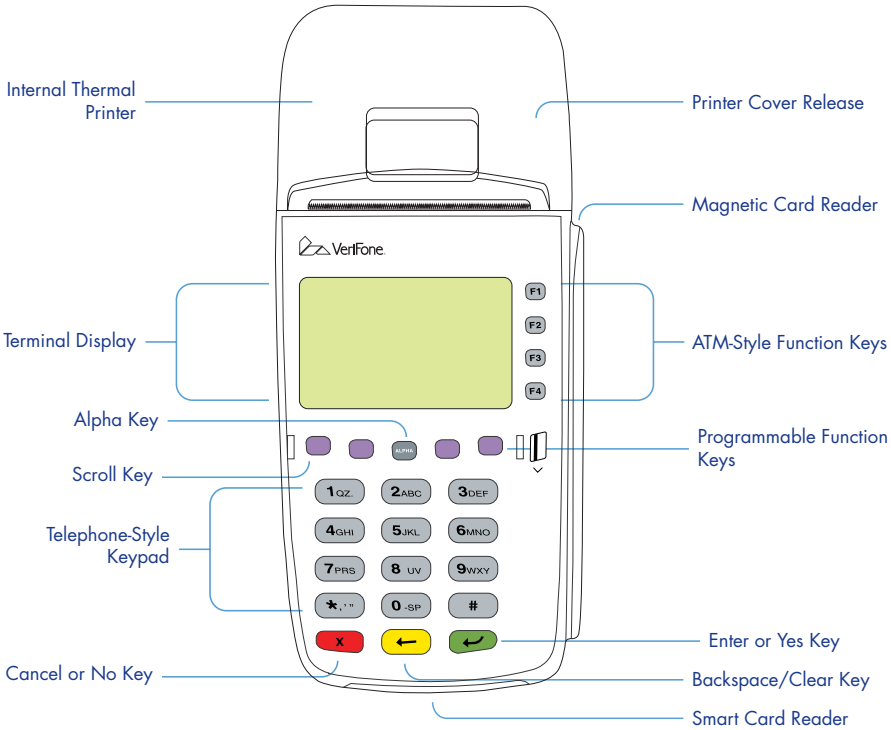
- If desired transaction is displayed, select [YES]

> 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

RTL-QRG-1371-US REV 1012 ©2012 Elavon Inc.