

GIFT CARD - PURCHASE

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Select Purchase
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the purchase amount and press Enter
Dialing or Processing	The terminal will go out for approval
Approved Amount \$XX.XX Balance Due \$XX.XX	<i>(If enabled - The amount of sale exceeds balance)</i> The terminal will display the approved amount and the amount that is still owed by the customer. ACCEPT ANOTHER FORM OF PAYMENT FOR THE REMAINING BALANCE. To cancel the transaction and return the authorized amount to the card, initiate a GIFT VOID transaction.
Pmnt Cust Copy?	Select Yes or No to print a second receipt

GIFT CARD – BALANCE INQ.

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Select Balance Inq.
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Dialing or Processing Pmnt Cust Copy?	The terminal will go out for approval. Select Yes or No to print a second receipt.

GIFT CARD – CREDIT

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Scroll menu, select Credit
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the credit amount and press Enter
Dialing or Processing Pmnt Cust Copy?	The terminal will go out for approval. Select Yes or No to print a second receipt.

GIFT CARD – RELOAD

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Scroll menu, select Reload
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the reload amount and press Enter
Dialing or Processing Pmnt Cust Copy?	The terminal will go out for approval. Select Yes or No to print a second receipt.

GIFT CARD – UNLOAD

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Scroll menu, select Unload
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the upload amount and press Enter
Dialing or Processing Pmnt Cust Copy?	The terminal will go out for approval. Select Yes or No to print a second receipt.

GIFT CARD – CLOSE

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Scroll menu, select Close
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Dialing or Processing Pmnt Cust Copy?	The terminal will go out for approval and the receipt will indicate any cash back value. Select Yes or No to print a second receipt.

GIFT CARD – VOID

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Scroll menu, select Void
Retrieve By	Select either Invoice # or Acct # to retrieve the transaction
Invoice Number	<i>(INV Selected)</i> Type in the invoice # from the original receipt and press Enter
Last 4 Digits	<i>(ACCT Selected)</i> Type the last 4 digits of the card number and press Enter
[Transaction Detail]	Select Yes if this is the transaction to be voided
Dialing or Processing Pmnt Cust Copy?	The terminal will go out for approval. Select Yes or No to print a second receipt.

GIFT CARD – TRANSACTION SUMMARY

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Scroll Menu. Select the Gift Batch option.
Batch Offset #	Press [0] and Enter for the current batch. To view the last settled batch press [1]. User can access up to 9 previous batches.
Dialing or Processing	Transaction Summary report will print.

AVS CODES

A	Address matches, Zip Code does not
E	Error
G	International Issuer not participating in AVS
N	Neither Address nor Zip Code matches
R	Retry, system unavailable or timed out
S	Issuer is unavailable
Y	Address and Zip Code both match
Z	Zip Code matches, Address does not

CVV2/CVC2/CID CODES

M	Value matches
N	Value does not match
P	Value was not processed
S	Value on the card, but the request listed no value
U	Validation not available

AUTH ONLY

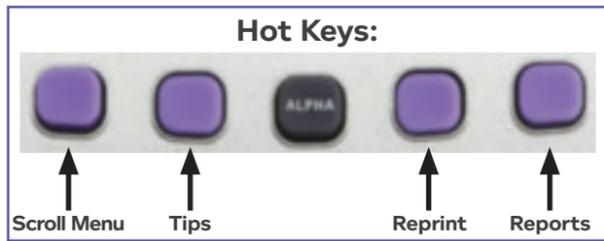
Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Auth Only.
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the amount and press Enter
Card Entry or Account Number	Swipe/Tap the card or Type the card number and press Enter. Will be prompted for exp. date on manual entries.
Choose Card	Select Credit
Dialing or Processing	The terminal will go out for approval.
Pmnt Cust Copy?	Select Yes or No to print a second receipt

PARTIAL REVERSAL

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Partial Rev.
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Old Amt	Type the original auth only amount and press Enter
New Amt	Type the new amount and press Enter
Card Entry or Account Number	Swipe/Tap the card or Type the card number and press Enter. Will be prompted for exp. date on manual entries.
Choose Card	Select Credit
Ref Num	Type the Retrieval Ref # from the original receipt and press Enter
Dialing or Processing	The terminal will go out for approval
Pmnt Cust Copy?	Select Yes or No to print a second receipt

VeriFone Vx 520 Quick Reference Guide

Quick Reference Guide



Voice Authorization Phone Numbers

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

CREDIT SALE

Terminal Display	Your Action
Idle Prompt	Select Sale
Server/Clerk ID:	<i>(If enabled)</i> Type the Server or Clerk ID and press Enter
Amount	Type the amount and press Enter
Card Entry or Account Number	Swipe/Tap the card or type the card number and press enter. Will be prompted for exp. date on manual entries.
Choose Card	Select Credit
Card Present	<i>(If enabled-Manual Only)</i> Indicate if the card is present by selecting Yes or No
V-Code	<i>(If enabled-Manual Only)</i> Type in the 3 or 4 digit code on the back of the card after the account number or press Enter in unknown.
Code Present	<i>(If Enter above)</i> Select No if no code present or XREAD if the code is not legible
Address	<i>(If enabled-Manual, Card Not Present Only)</i> Type in the address of the cardholder and press Enter
Zip Code	<i>(If enabled-Manual Only)</i> Type the zip code of the cardholder and press Enter
Dialing or Processing	The terminal will go out for approval
Customer Code	<i>(If enabled-Purchasing Card Only)</i> Type the Customer Number and press Enter
Tax Amt	<i>(If enabled-Purchasing Card Only)</i> Type the tax amount and press Enter
Tax Status	<i>(If no tax amount)</i> Select the reason for no tax
Approved Amount \$XX.XX Balance Due \$XX.XX	<i>(If enabled-Amount of Sale exceeds balance on Pre-Paid card)</i> The terminal will display the approved amount and the amount that is still owed by the customer. ACCEPT ANOTHER FORM OF PAYMENT FOR THE REMAINING BALANCE. To cancel the transaction and return the authorized amount to the card, initiate a VOID transaction.
Prnt Cust Copy?	Select Yes or No to print a second receipt

DEBIT/EBT SALE

Terminal Display	Your Action
Idle Prompt	Select Sale
Server/Clerk ID:	<i>(If enabled)</i> Type the Server or Clerk ID and press Enter
Amount	Type the amount and press Enter
Tip	<i>(If enabled)</i> Type the tip amount and press Enter
Cash	<i>(If enabled)</i> Type the cash back amount and press Enter
Card Entry or Account Number	Swipe/Tap the card
Choose Card	Select Debit or EBT
Benefit Type	<i>(EBT Only)</i> Select Cash Benefits or Food Stamps
Cash	<i>(If enabled - Cash Benefits Only)</i> Type the cash amount and press Enter
Enter PIN	Have the customer type their PIN # and press Enter
Generation #	<i>(Manual EBT Only)</i> Type the 3-digit generation # of the card and press Enter
Dialing or Processing	The terminal will go out for approval
Approved Amount \$XX.XX Balance Due \$XX.XX	<i>(Amount of Sale exceeds balance on Pre-Paid card)</i> The terminal will display the approved amount and the amount that is still owed by the customer. ACCEPT ANOTHER FORM OF PAYMENT FOR THE REMAINING BALANCE. To cancel the transaction and return the authorized amount to the card, initiate a VOID transaction.
Prnt Cust Copy?	Select Yes or No to print a second receipt

REFUND

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Refund.
Server/Clerk ID:	<i>(If enabled)</i> Type the Server or Clerk ID and press Enter
Amount	Type the amount and press Enter
Card Entry or Account Number	Swipe/Tap the card or type the card number and press Enter. Will be prompted for exp. date on manual entries.
Choose Card	Select Credit, Debit or EBT
Enter PIN	<i>(Debit/EBT Only)</i> Have the customer type their PIN # and press Enter
Generation #	<i>(Manual EBT Only)</i> Type the 3-digit generation # of the card and press Enter
Dialing or Processing	The terminal will go out for approval
Prnt Cust Copy?	Select Yes or No to print a second receipt

VOID

Terminal Display	Your Action
Idle Prompt	Select Void
Void Last Trans?	To void the last transaction, select Yes. For another transactions, select No.
Retrieved By	<i>(If no above)</i> Select either Invoice # or Acct # to retrieve the transaction
Invoice Number	<i>(INV Selected)</i> Type in the invoice # from the original receipt and press Enter
Last 4 Digits	<i>(ACCT Selected)</i> Type the last 4 digits of the card number and press Enter
Transaction Detail	Select Yes if this is the transaction to be voided
Enter PIN	<i>(Debit/EBT Only)</i> Have the customer type their PIN # and press Enter
Dialing or Processing	The terminal will go out for approval
Prnt Cust Copy?	Select Yes or No to print a second receipt

PRIOR/FORCED SALE

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Pre-Auth
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the amount and press Enter
Card Entry or Account Number	Swipe/Tap the card or Type the card number and press Enter. Will be prompted for exp. date on manual entries.
Choose Card	Select Credit or EBT
Ref Num	<i>(If enabled)</i> Type the reference # of the original transaction and press Enter
Generation #	<i>(Manual EBT Only)</i> Type the 3-digit generation # of the card and press Enter
Appr Code	Type the approval code and press Enter
Voucher	<i>(EBT Only)</i> Type in the Voucher number and press Enter
Dialing or Processing	The terminal will go out for approval
Prnt Cust Copy?	Select Yes or No to print a second receipt

REPRINT

Terminal Display	Your Action
Idle Prompt	Press the Reprint key.
Last Receipt Any Receipt	Select either Last Receipt or Any Receipt
Invoice Number	<i>(Any Receipt Selected)</i> Type in the invoice # from the original receipt and press Enter
Printing	Duplicate receipt will print

BALANCE INQUIRY

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Balance Inq
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Card Entry or Account Number	Swipe/Tap the card or Type the card number and press Enter. Will be prompted for exp. date on manual entries.
Choose Card	Select card type
Enter PIN	<i>(Debit/EBT Only)</i> Have the customer type their PIN # and press Enter
Dialing or Processing	The terminal will go out for approval
Prnt Cust Copy?	Select Yes or No to print a second receipt

ADD SERVER/CLERK

Terminal Display	Your Action
Idle Prompt	Press Enter
Configuration Menu	Select Servers
Configure Server	Select Add Server
Password	Type the management password and press Enter
Server/Clerk ID	Type the Server/Clerk Number and press Enter
Password	Type a numeric password (5-10 digits) for the server and press Enter
Reenter	Reenter the password and press Enter
Server/Clerk ID	Type a new Server/Clerk number and press Enter or press [X] to cancel

TIP ADJUSTMENT (RESTAURANT ONLY)

Terminal Display	Your Action
Idle Prompt	Press the Adjust key
Retrieve By	Select how to retrieve the transaction
Invoice Number	<i>(If INV# Selected)</i> Type in the invoice # from the original receipt and press Enter
Transaction Detail	Select ADJ to adjust the displayed transaction
New Tip: \$	Type the Tip Amount and press Enter
[Transaction Detail With Adjusted Total]	Scroll the batch by pressing previous or next to adjust another transaction or press [X] to cancel. Press [X] again to return to the main menu.

SETTLEMENT

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Settlement.
Sales : Returns : Total: \$XX.XX	If totals are correct, press Enter to continue. A second confirmation screen may appear for Debit/EBT transactions on certain configurations.
Dialing or Processing	The terminal will go out for approval and print a Settlement report

PRINTED REPORTS

Terminal Display	Your Action
Idle Prompt	Press the Reports key
Report Options	Select Detail Report for individual transactions, Totals report for grand totals or Gift Detail to view individual Gift Card transactions. Scroll the menu to view additional reports including Server and Batch History Reports.

BATCH REVIEW

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select Batch Review.
Retrieve By	Select how to retrieve the transaction
Invoice Number	<i>(Any INV# Selected)</i> Type in the invoice # from the original receipt and press Enter
[Transaction Detail]	User can Void, Adjust or view previous or next transactions by pressing the appropriate keys

GIFT CARD - ACTIVATION

Terminal Display	Your Action
Idle Prompt	Select Gift
Gift Card Menu	Select Activate
Card Entry or Account Number	Swipe the card or Type the card number and press Enter
Server/Clerk ID	<i>(If enabled)</i> Type the server or clerk id and press Enter
Amount	Type the activation amount and press Enter
Dialing or Processing Prnt Cust Copy?	The terminal will go out for approval. Select Yes or No to print a second receipt.