

## CREDIT SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
  - Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Select **YES**
- Swipe, tap, or insert customer card or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Card present? Select **YES** (if No, see Mail/Phone section)
  - Imprint the card and press **ENTER**
  - Enter V-Code and press **ENTER**, or press **ENTER** to bypass
  - If bypassed, select V-Code option: **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
  - Enter Zip Code and press **ENTER**
  - Have customer enter **PIN** on PIN pad and press **ENTER**, press **ENTER** to bypass
- Terminal dials out
  - Remove the card
- Receipt prints

## MAIL /PHONE SALE

- Press the purple **DOWN ARROW** key
- Select **PHONE ORDER**
- Enter sale amount and press **ENTER**
- Select **YES**
- Manually enter account number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Select option: **PHONE** or **WEB**
  - If Web, encrypted? Select **YES** or **NO**
- Enter purchase order number, and press **ENTER**
- Enter V-Code and press **ENTER**, or press **ENTER** to bypass
  - If bypassed, select V-Code option: **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
- Enter street address number and press **ENTER**
- Enter Zip Code and press **ENTER**
- Terminal dials out, and receipt prints

## DEBIT SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe or insert customer card
- Select **DEBIT**
- Have customer enter **PIN** on PIN pad and press **ENTER**
  - Enter cash back amount and press **ENTER**
- Terminal dials out, and receipt prints

## CREDIT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Select **YES**
- Swipe, tap, or insert customer card or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

## DEBIT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Select **YES**
- Swipe, tap, or insert customer card or manually enter account number and press **ENTER**
- Select **DEBIT**
- Have customer enter **PIN** on PIN pad and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Terminal dials out, and receipt prints

## CARD TYPES ACCEPTED

- Visa
- MasterCard
- Debit Cards
- American Express
- Discover
- PayPal
- Carte Blanche
- Diners Club
- JCB
- EBT
- Private Label

## TERMINAL MESSAGES

**AMOUNT DUE/BALANCE DUE:** A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press **ENTER** to print the receipt. Pressing **CANCEL** will not void the transaction.

**AVS (ADDRESS VERIFICATION SERVICE):** Checks if the street address and ZIP code entered match the customer's billing address.

**CALL:** Call Voice Authorization Center. If approved, proceed with Offline Entry.

**HOLD/CALL OR PICK UP CARD:** Hold the card. Use Code 10 procedure. Call the Voice Authorization Center.

**CARD SWIPE ERROR:** Magnetic stripe did not read. Swipe card again or manually key-in account number.

**COMM ERROR:** A communication error has occurred. Check line connections, call Help Desk.

**GB (NUMBER):** Good batch. Batch transmission accepted.

**MANUAL ENTRY NOT ALLOWED:** Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

**QD (NUMBER) OR RB (NUMBER):** Quit Duplicating or Rejected Batch. Call Help Desk.

**RECORD NOT FOUND:** Invoice number is not found in terminal batch.

**SETTLE FAILED, RETRY:** Settlement failed, call help desk.

0300033  
V081616

**V-CODE:** Verification Code. A 3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

## AUTOMATIC DOWNLOADS

With this application, downloads are automatically initiated by the terminal at a preset time and date. Some automatic downloads will require the terminal to be re-authenticated. Any manual configurations performed on the terminal will be reset after a download.



# Quick Reference Guide



### ICON LEGEND



### QUICK REFERENCE

Bank Name \_\_\_\_\_  
Bank Phone \_\_\_\_\_  
Help Desk Phone \_\_\_\_\_  
V Number \_\_\_\_\_  
Voice Authorization Phone \_\_\_\_\_  
Merchant Number ID \_\_\_\_\_  
Other \_\_\_\_\_  
\_\_\_\_\_

*NOTE: Italicized steps are optional and may not be prompted for.*  
*NOTE: Printing the customer copy is an option on all transactions.*

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VERIFONE® VX 520, XEVA440

RETAIL

## REVERSAL (FULL/PARTIAL)

Reversals may only be processed on sales within the current batch.

- Press the purple **DOWN ARROW** key until Reversal displays
- Select **REVERSAL**
- Select **FULL** (full amount reversed) or **PARTIAL** (partial amount reversed)
- Select retrieval method: **INV#** (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays on screen; select **YES** (reverses trans), **NO** (returns to last screen), or **NEXT** (scrolls to next trans)
  - If No or Next, follow prompts.
  - If partial reversal, enter the dollar amount to be reversed and press **ENTER**
- Terminal dials out, receipt prints

## DEBIT RE-ENTER

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter transaction amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **DEBIT**
- Select type: **SALE** or **REFUND**
- Enter network ID (three digits), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Enter original trace number (six digits), and press **ENTER**
- Enter retrieval reference number (12 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
  - Enter cash back amount and press **ENTER**
- Receipt prints

## CREDIT OFFLINE ENTRY

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
  - Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Select **YES**
- Swipe or tap customer card or manually enter account number and press **ENTER**
- Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Imprint the card and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Receipt prints

## AUTHORIZATION ONLY

- Press the purple **DOWN ARROW** key
- Select **AUTH ONLY**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe, tap, or insert customer card or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Imprint the card and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

## TIP ADJUST

- Press the purple **TIP** key
- Select retrieval method: **CLRK** (clerk ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select option **ADJ** (adjust tip), **PREV** (previous trans), **NEXT** (next trans), or **INV#** (retrieve another invoice #)
- Enter the tip amount and press **ENTER**
- Terminal displays 'Approved XXXXXX', press **ENTER**
- Select **PREV**, **NEXT**, or **INV#** to retrieve another transaction

## BALANCE INQUIRY

- Press the purple **DOWN ARROW** key until Balance Inq. displays
- Select **BALANCE INQ.**
- Swipe, tap, or insert customer card or manually enter account number and press **ENTER**
  - Select the desired language
  - Choose card? Select **CREDIT** or **EBT**
  - If Credit, enter expiration date (MMYY) and press **ENTER**
  - If EBT, select type: **FOOD** or **CASH**
  - If EBT, have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

## EBT SALE (FOOD STAMPS/CASH BENEFITS)

- Select **SALE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Select **FOOD** or **CASH**
  - If Cash Benefits, enter cash back amount and press **ENTER**
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

## EBT SALE (ELECTRONIC VOUCHER)

- Select **SALE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Enter voucher approval code (six digits), and press **ENTER**
- Enter voucher serial number (15 digits), and press **ENTER**
- Terminal dials out, and receipt prints

## EBT OFFLINE (FOOD STAMPS/CASH BENEFITS)

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Select transaction type: **FOOD** or **CASH**
  - If Food Stamps, select re-enter type: **FSALE** (food sale) or **FREFN** (food refund)
- Enter network ID (three digits), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Enter original trace number (six digits), and press **ENTER**
- Enter retrieval reference number (12 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Receipt prints

## EBT OFFLINE (ELECTRONIC VOUCHER)

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Select transaction type: **VCHR**
- Enter network ID (three digits), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Enter original trace number (six digits), and press **ENTER**
- Enter retrieval reference number (12 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Enter voucher approval code (six digits), and press **ENTER**
- Enter voucher serial number (15 digits), and press **ENTER**
- Receipt prints

## EBT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

## ADD CLERK

- Press **ENTER**
- Select **SERVERS**
- Select **ADD SERVER**
  - Enter password and press **ENTER**
- Enter clerk ID (1-4 characters), and press **ENTER**
- Enter clerk password (5-10 characters), and press **ENTER**
- Re-enter the clerk password, and press **ENTER**
- Repeat steps to add another clerk

## REPRINT A RECEIPT

- Press the purple **REPRINT** key
- Select reprint option: **LAST RECEIPT** (last transaction in batch) or **ANY RECEIPT** (desired transaction in batch)
  - If Any Receipt, enter invoice number and press **ENTER**
- Receipt prints

## REPORTS

- Press the purple **REPORTS** key
- Choose report: **TOTALS** (total amounts), **DETAIL** (each transaction), or **CLERK/SERVER** (clerk totals/detail)
  - If Clerk/Server, select option: **TOTALS** or **DETAIL**
  - If Clerk/Server Detail, select **ONE** (one clerk) or **ALL** (all clerks)
  - If One clerk, enter the Clerk ID, and press **ENTER**
- Report prints

## TRANSACTION REVIEW

- Press the purple **DOWN ARROW** key until Batch Review displays
- Select **BATCH REVIEW**
- Select retrieval method: **CLRK** (clerk ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select **PREV** or **NEXT** to scroll transactions

## VIEW TOTALS

- Press the purple **DOWN ARROW** key until Batch Totals displays
- Select **BATCH TOTALS**
  - Press **PREV** or **NEXT** to scroll hosts, then press **SLCT** to select host
- Batch totals display, press **ENTER** to exit

## BATCH SETTLEMENT

- Press the purple **DOWN ARROW** key
- Select **SETTLEMENT**
- Sale and refund totals display, press **ENTER** to confirm
  - Or key in the sale and refund totals and press **ENTER**
- Terminal dials out, and displays GB XXXX **ACCEPTED**
- Press **ENTER**
- Settlement report prints

## FAILED SETTLEMENT

**RB** or **QD** response

- Terminal will display **RB** [NUMBER] or **QD** [NUMBER]
- DO NOT delete batch or continue without Help Desk verification
- Call Help Desk

## AUTHENTICATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
  - Enter password and press **ENTER**
- Select **AUTHENTICATION**
- Enter the Authentication Code and press **ENTER**
- Enter your Zip Code and press **ENTER**
- Terminal dials out, then displays **ACTIVATED**

## DEACTIVATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
  - Enter password and press **ENTER**
- Select **DEACTIVATION**
- Terminal dials out, then displays **DEACTIVATED**
- More merchants? Select **NO**
- The screen then displays Authentication Code. The terminal must be authenticated before transaction can be processed

## ALPHA CHARACTERS

- Press key corresponding with desired letter
- Press **ALPHA** until desired letter appears [Number + **ALPHA** = Letter]