Retail Application
Quick Reference Guide

VeriFone® VX 520 Series
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]

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]
> 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]

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