

EMV NOTES

- Check the card for a Chip
- When prompted for Card Entry, Insert card with chip facing in and upward
- EMV card must remain inserted during the entire transaction. DO NOT remove until prompted.
- Follow the on screen prompts
- Receipt will print after card is removed

CREDIT CARD SALE

Terminal Display	Your Action
Idle Prompt	Select SALE.
Server/Clerk ID	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the amount and press [ENTER].
Card Entry or Account Number	INSERT/SWIPE/TAP the card or TYPE the card number and press [ENTER]. Will be prompted for exp. date on manual entries.
Choose Card	If prompted, select CREDIT or DEBIT.
Card Present	(If enabled-Manual Only) Indicate if the card is present by selecting YES or NO.
V-Code	(If enabled-Manual Only) 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	(If Enter above) Select NO if no code present or XREAD if the code is not legible.
Address	(If enabled-Manual, Card Not Present Only) Type in the address of the cardholder and press [ENTER]
Zip Code	(If enabled-Manual Only) Type the zip code of the cardholder and press [ENTER]
Dialing or Processing	The terminal will go out for approval.
Customer Code	(If enabled-Purchasing Card Only) Type the Customer Number and press [ENTER]
Tax Amt.	(If enabled-Purchasing Card Only) Type the tax amount and press [ENTER]
Tax Status	(If no tax amount) Select the reason for no tax.
Approved Amt. xx.xx Balance Due xx.xx	(If enabled-Amount of Sale exceeds balance on Pre-Paid card) 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 CARD SALE

Terminal Display	Your Action
Idle Prompt	Select SALE.
Server/Clerk ID	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the amount and press [ENTER].
Tip	(If enabled) Type the tip amount and press [ENTER].
Cash	(If enabled) Type the cash back amount and press [ENTER].
Card Entry or Account Number	INSERT/SWIPE/TAP the card.
Choose Card	Select DEBIT or EBT.
Benefit Type	(EBT Only) Select Cash Benefits or Food Stamps.
Cash	(If enabled - Cash Benefits Only) Type the cash amount and press [ENTER].
Enter PIN	Have the customer type their PIN # and press [ENTER]
Generation #	(Manual EBT Only) Type the 3-digit generation # of the card and press [ENTER].
Dialing or Processing	The terminal will go out for approval.
Approved Amt. xx.xx Balance Due xx.xx	(Amount of Sale exceeds balance on Pre-Paid card) 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	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the amount and press [ENTER].
Card Entry or Account Number	INSERT/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	(Debit/EBT Only) Have the customer type their PIN # and press [ENTER].
Generation #	(Manual EBT Only) 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.
Retrieve By	(If no above) Select either Invoice # or Acct # to retrieve the transaction.
Invoice Number	(INV Selected) Type in the invoice # from the original receipt and press [ENTER].
Last 4 Digits	(ACCT Selected) 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	(Debit/EBT Only) 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.

FORCE

Terminal Display	Your Action
Idle Prompt	Scroll Menu. Select FORCE.
Server/Clerk ID	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the amount and press [ENTER].
Card Entry or Account Number	INSERT/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.
Generation #	(Manual EBT Only) Type the 3-digit generation # of the card and press [ENTER].
Appr Code	Type the approval code and press [ENTER].
Voucher	(EBT Only) Type in the Voucher number and press [ENTER]
Dialing or Processing	The terminal will dial out to confirm approval.
Prnt Cust Copy?	Select YES or NO to print a second receipt.

REPRINT

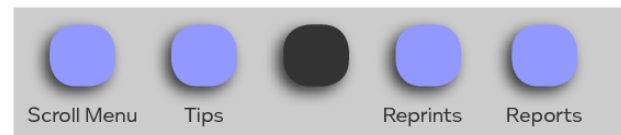
Terminal Display	Your Action
Idle Prompt	Press the REPRINT key.
Last Receipt Any Receipt	Select either Last Receipt or Any Receipt.
Invoice Number	(Any Receipt Selected) Type in the invoice # from the original receipt and press [ENTER].
Printing	Duplicate receipt will print.

VeriFone® Vx

Quick Reference Guide



Hot Keys



Voice Authorization Phone Numbers

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

vantiv
smarter/faster/easier/payments.

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.

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	Renter 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	(If INV# Selected) 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 xx.xx Returns xx.xx 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.

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	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the credit amount 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.

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	(If enabled) Type the server or clerk id 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.

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	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the reload amount 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.

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	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the unload amount 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.

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	(If enabled) 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 Amt. xx.xx Balance Due xx.xx	(If enabled- The amount of sale exceeds balance) 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.
Prnt Cust Copy?	Select YES or NO to print a second receipt.

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	(If enabled) Type the server or clerk id and press [ENTER].
Amount	Type the activation amount 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.

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	(If enabled) Type the server or clerk id and press [ENTER].
Dialing or Processing	The terminal will go out for approval and the receipt will indicate any cash back value.
Prnt Cust Copy	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	(INV Selected) Type in the invoice # from the original receipt and press [ENTER].
Last 4 Digits	(ACCT Selected) 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	The terminal will go out for approval.
Prnt Cust Copy?	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 Approved	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.