VeriFone
THE WAY TO PAY

Vx520
XEFB410 – Retail

Sale - Swipe
Select SOFTPAY-FDMS (if option appears)
Swipe Customer's Card
Key Amount of transaction
Select Payment type (if option appears)
Press Enter
Select Yes to confirm amount
        No to exit & restart
        Terminal will connect to host
  If approved – Merchant receipt will print
Select Yes to print customer receipt copy
        No to skip customer copy

Sale - Keyed
Select SOFTPAY-FDMS (if option appears)
Select SALE
Key Amount of Sale
Press Enter
Select Yes to confirm amount
        No to exit & restart
Key Card #

Press Enter
Key Expiration date (MMYY format)
Press Enter
Terminal may prompt
- Card Present
- Phone Order
- CVV2 Indicator
- V-Code
- Order Number
- Address
- Zip Code
- Invoice Number
        Terminal will connect to host
  If approved – Merchant receipt will print
Select Yes to print customer receipt copy
        No to skip customer copy

Refund – use for transaction already settled
Select SOFTPAY-FDMS (if option appears)
Select REFUND
Key Amount of Refund
Select Yes to confirm amount
        No to exit & restart
Swipe or Key customer's card
        If keying – press Enter after keying
        If keying – key Exp date then Enter
        Terminal will NOT connect to host
        Merchant receipt will print
Select Yes to print customer receipt copy
        No to skip customer copy

Void Last – use to cancel transaction in Open batch
Select SOFTPAY-FDMS (if option appears)
Select VOID

Select Yes to void last transaction
Verify item
Select Yes to void
        Terminal will NOT connect to host
        Merchant receipt will print
Select Yes to print customer receipt copy
        No to skip customer copy

Void– use to cancel transaction in Open batch
Select SOFTPAY-FDMS (if option appears)
Select VOID
Select No
Select Inv# to search by invoice/item #
        Acct# to search by last 4 of card
Key Invoice or last 4 of CC#
Press Enter
Verify item
Select Yes to void
        Terminal will NOT connect to host
        Merchant receipt will print
Select Yes to print customer receipt copy
        No to skip customer copy

Settlement / Close Batch
Select SOFTPAY-FDMS (if option appears)
Select ↓ (More key - purple key on far left)
Select SETTLEMENT
        Terminal will print to report
        …
        Terminal will connect to host
        …
        Terminal will print confirmation slip

First Data.

Auth Only – use to authorize a transaction.

Note: This will attain an approval code, but will not be sent for processing until the approval code is entered in the terminal as a Ticket Only.

The terminal does not keep record of this transaction. Retain the CC#, Expiration date, approval code and amount. It is also recommended to keep contact info for the customer.

Select SOFTPAY-FDMS (if option appears)

Select ↓ (More key - purple key on far left)

Select AUTH ONLY

Key Amount of Sale

Press Enter

Select Yes to confirm amount
　　　No to exit & restart

Swipe Card or Key Card #

If Keyed – prompts will follow Sale-Keyed

Terminal will connect to host

If approved – Merchant receipt will print

Select Yes to print customer receipt copy
　　　No to skip customer copy

Ticket Only – use to process an approval code

Note: This will save a previously acquired approval code in the terminal to be processed during settlement.

Approval code must have been attained previously in order to complete this transaction.

Select SOFTPAY-FDMS (if option appears)

Select ↓ (More key - purple key on far left)

Select TICKET ONLY

Key Amount of Sale

Press Enter

Select Yes to confirm amount
　　　No to exit & restart

Swipe Card or Key Card #
　　　If Keyed – enter Exp date after CC#

Terminal may prompt
- Order #
- Invoice #

Key approval Code

Press Enter

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy
　　　No to skip customer copy

Reprint Receipt – Reprint item in open batch

Select SOFTPAY-FDMS (if option appears)

Press Reprint (Purple key right of Alpha key)

Select LAST RECEIPT to print last trans
　　　ANY RECEIPT to print any trans

Key Invoice/item #

Press Enter

Select Yes to print customer receipt copy
　　　No to skip customer copy

Report - Summary /Totals

Select SOFTPAY-FDMS (if option appears)

Press Reports (Purple key on far right)

Select TOTALS REPORT

Totals/Summary Report will print

Press Cancel to exit

Report - Details

Select SOFTPAY-FDMS (if option appears)

Press Reports (Purple key on far right)

Select DETAIL REPORT

Detail Report will print

Press Cancel to exit

AVS & CVV/CVC Response Codes

AVS Response Codes		CVV Response codes	
Y	Address & Zip match	M	CVV Match
Z	Zip only match	N	No Match
A	Address only match	P	Not processed
N	No Match		

Terminal Response Codes

Invalid MID/Merchant ID: Typically indicates a non-accepted card type was attempted. If occurs on accepted card type, contact support.

Call Center: Transaction cannot be completed on the device. Voice authorization must be performed. If transaction is approved, must be entered in terminal as Ticket Only.

Comm/Communication error: Communication was interrupted. Verify connections and try again; If problem persists, contact support.

Decline: Transaction was declined by issuing bank.

Merchant Services: _____

　　　Phone Number: _____

Tech Support #: _____

Customer Service #: _____

Supplies #: _____

Voice Authorizations #: _____

First Data