Retail Application
Quick Reference Guide

VeriFone® VX 520 Series

Color Key

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]

> If prompted, input password and press
[ENTER]

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]**

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]

> Select [CREDIT]

> Input last 4 digits of card # and press [ENTER]

> If manually keyed, enter expiration date 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]
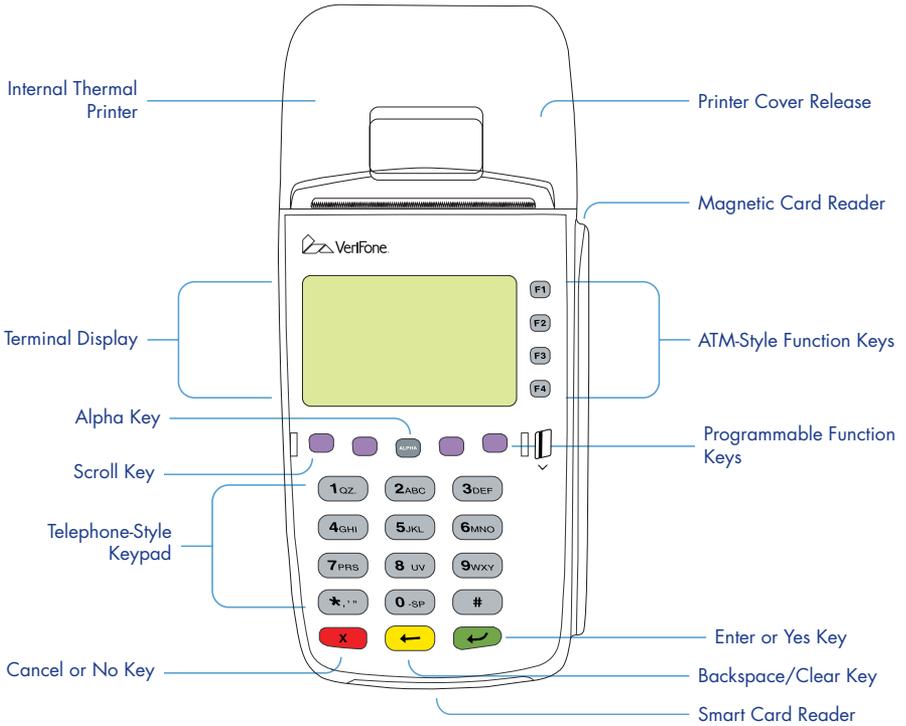
> Select [YES] or [NO] to print Customer receipt copy

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

Internal Thermal Printer

Printer Cover Release

Magnetic Card Reader

Terminal Display

ATM-Style Function Keys

Alpha Key

Programmable Function Keys

Scroll Key

Telephone-Style Keypad

Enter or Yes Key

Cancel or No Key

Backspace/Clear Key

Smart Card Reader

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