# Using a VeriFone Terminal and PIN Pad

Terminal: Vx520, PIN Pad: Vx805

## Enter a sale: paid with chip or swipe card

| DISPLAY Terminal | PIN Pad | ACTION |
|---|---|---|
| Sale<br>Card Verify<br>Settlement | WELCOME | Choose **Sale**. |
| **Merchants with more than one CFOAP** | | |
| Press Slct    Prev<br>Next<br>Slct<br>Exit | | Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step. |
| Sale<br><br>Amount:    $x.xx | WELCOME | Enter the total amount for this sale and press |
| Sale<br>Total: $x.xx | Total         $x.xx<br>OK? | Prompt the customer to confirm this sale total is correct, and press ↵ . |
|  | PLEASE WAIT | No action. |
| )))<br>Card Entry/Acct#: | )))<br>Tap/Insert/Swipe | Direct the customer to insert or swipe the card as appropriate. |
| Sale<br>Waiting for PIN Pad | PLEASE WAIT | No action. |
| **Magnetic-stripe cards only** | | |
|  |  | Swipe a magnetic stripe card through the pad's card reader.<br>Alternate: type the card number on the keypad, and press ↵ . |
|  | Choose       Credit<br>Card:         Debit | Direct the customer to choose the appropriate option. |
| **Magnetic-stripe debit only** | | |
| Enter PIN |  | Prompt the customer to enter this card's Personal Identification Number, and press |
| Last 4 digits: | PLEASE WAIT | Ask the customer for this payment card.<br>Enter the last four digits of this card's account number on the terminal keypad, and press ↵ . |
| **Chip card** | | |
|  |  | Insert a **chip card** face up, chip in until it clicks into place. |
| Sale… Processing…<br>Please Wait | PLEASE WAIT | Wait. |
|  | REMOVE CARD | Remove this card. |
|  | Approved | Wait for the merchant receipt to complete printing. |
| Tear Receipt<br>Press Enter Key |  | Tear the merchant receipt and have this customer sign it.<br>Press ↵ to print the customer's receipt. |

## Enter a sale: paid with contactless card, Apple Pay, or Google Wallet

| TERMINAL DISPLAY | ACTION |
|---|---|
| Sale<br>Card Verify<br>Settlement | Choose the **Sale** option. |
| **Merchants with more than one CFOAP** | |
| Sale        Prev<br>Next<br>Slct<br>Exit | Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step. |
| Sale<br>Amount:      $x.xx | Enter the total amount for this sale, and press ⏎. |
| Sale<br>Total:      $x.xx<br>OK | Confirm the amount is correct, and choose **OK**. |
| Tap/Insert/Swipe: | Have the customer tap their phone or card on the terminal. |
| Processing… | No action. |
| Tear Receipt<br>Press Enter Key | Wait for the merchant receipt to print, then tear it.<br>Have the customer sign this receipt for your records. |

## Enter a sale: customer is absent

Follow all the prompts on the terminal; the PIN pad isn't needed.

| DISPLAY | ACTION |
|---|---|
| Sale<br>Card Verify<br>Settlement | Choose **Sale**. |
| **Merchants with more than one CFOAP** | |
| Sale        Prev<br>Next<br>Slct<br>Exit | Choose the options needed to locate and select the correct menu name.<br>Choose **Sale**, and continue at the next step. |
| Sale<br>Amount:    $x.xx | Enter the total amount for this sale, and press ⏎. |
| Sale<br>Total:    $x.xx | Confirm the total is correct, and press ⏎. |
| Card Entry/Acct #: | Enter the card number on the terminal's numeric keys. |
| ExpDate(MMYY): | Enter the card's four-digit expiration month and year on the terminal, and press ⏎. |
| Card Present   Yes<br>No | Choose **No**. |
| Choose Tran   Phone<br>Web | Choose the appropriate option for this sale's origin, and press ⏎. |
| CID Code: *-or-*<br>CV222: *-or-*<br>CVS: *-or-* | Enter the three-digit security code, and press ⏎. |
| Address: | Enter the street number only for the cardholder's billing address, and press ⏎. |
| ZIP Code: | Enter the billing address ZIP code, and press ⏎. |
| Tear Receipt<br>Press Enter Key | Tear off the merchant receipt, and press ⏎.<br>Tear off the customer receipt. |

# Issue a refund: customer is present

| DISPLAY *Terminal* | *PIN Pad* | ACTION |
|---|---|---|
| Sale<br>Card Verify<br>Settlement | WELCOME | Press the first blank ▪ key. |
| Void<br>Force<br>Refund<br>Phone/Web | WELCOME | Choose **Refund**. |
| **Merchants with more than one CFOAP** | | |
| Press Slct    Prev<br>Next<br>Slct<br>Exit | WELCOME | Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step. |
| Refund<br>Amount:    $x.xx | WELCOME | Enter the amount to be refunded, and press ⏎. |
| Refund<br>Total    $x.xx | Total $x.xx<br>OK? | Prompt the customer to read the refund amount on the pad, and press ⏎ to confirm it is correct |
| Card Entry/Acct#: | )))<br>Tap/Insert/Swipe | Enter the card number on the terminal's numeric keys. |
| **Magnetic-stripe card** | | |
| | PLEASE WAIT | Swipe a magnetic stripe card through the pad's card reader.<br>Alternate: type the card number on the numeric keypad, and press ⏎. |
| Waiting for PINPAD | Choose    Credit<br>Debit | Prompt the customer to choose the correct option. |
| **Magnetic-stripe debit only** | | |
| Enter PIN | | Prompt the customer to enter this card's Personal Identification Number, and press ⏎. |
| Last 4 digits: | | Ask the customer for this payment card, and enter the last four digits of this card's account number on the terminal keypad, and press ⏎. |
| **Chip card** | | |
| | | Insert a **chip card** face up, chip in into the pad until it clicks. |
| Do not remove card. | PLEASE WAIT<br>Do Not Remove Card | No action. |
| | REMOVE CARD | Remove this card. |
| Tear Receipt<br>Press Enter Key | Approved | Wait for the refund receipt to complete printing, and then tear it.<br>Have the customer sign this receipt for your records.<br>Press ⏎ to print a receipt for this customer. |

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# Issue a refund: customer is absent

Refunds for customers not present are entered and transacted entirely on the terminal.

| TERMINAL DISPLAY | ACTION |
|---|---|
| Sale<br>Card Verify<br>Settlement | Press the third blank ⬛ key (second from right). |
| Void<br>Force<br>Refund<br>Phone/Web | Choose **Refund**. |
| Merchants with more than one CFOAP | |
| Refund      Prev<br>Next<br>Slct<br>Exit | Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step. |
| Refund<br>Amount:     $x.xx | Enter the refund amount, and press ⏎. |
| Refund      Yes<br>Total: $x.xx   No | Confirm the amount is correct, and choose **Yes**. |
| Tap/Insert/Swipe: | Type the card number on the numeric keypad, and press ⏎. |
| ExpDate(MMYY): | Enter the card's four-digit expiration month and year, and press ⏎. |
| Imprint Card.<br>Press Enter Key. | Press ⏎. |
| …processing… | No action. |
| Tear Receipt<br>Press Enter Key | Wait for the merchant receipt to complete printing, then tear it.<br>Press ⏎ to print the customer receipt. |

# Void a sale

You can only enter a void when a terminal has not yet been settled.

| TERMINAL DISPLAY | ACTION |
|---|---|
| Sale<br>Card Verify<br>Settlement | Press the first blank ⬛ key (farthest left). |
| Void<br>Force<br>Refund<br>Phone/Web | • To reprint the receipt from the previous sale, choose **Last Receipt**.<br>• To reprint a receipt from earlier in the current business day, choose **Any Receipt**. |
| Merchants with more than one CFOAP | |
| Void      Prev<br>Next<br>Slct<br>Exit | Choose the options needed to locate and select the correct menu name.<br>Choose **Sale**, and continue at the next step. |
| Void      Yes<br>Void Last Trans?  No | Choose **Yes**. |
| Void<br>Inv *invoice#*   Yes<br>*CARD* brand    No<br>Sale     Prev<br>*last 4*    Next<br>$x.xx | Review the invoice number, card brand (Amex, Discover, Mastercard or Visa), last four digits of the card number, and sale amount. Check that this is the transaction you want to void.<br>• If this is the correct, transaction, choose **Yes**.<br>• If this is not the correct transaction, choose **No**, and start over. |
| Connecting to<br>authorize…<br>…REVERSED | No action. |
| Tear Receipt<br>Press Enter Key | Press ⏎ to print the record of this void. Keep this slip for your records. |

# Reprint a receipt

You can only reprint a receipt on the same business day in which its sale, refund, or void was processed. Invoice numbers start at 0001 each new business day, and increment by one for each sale, refund, and void. Successfully settling the terminal at the close of each business day resets your terminal's memory of that day's transactions and resets the transaction counter (invoice number) to start at 0001 the next business day.

| TERMINAL DISPLAY | ACTION |
|---|---|
| Sale<br>Card Verify<br>Settlement | Press the third blank ▮ key (second from right). |
| REPRINT<br>Last Receipt<br>Any Receipt | • To reprint the receipt from the previous transaction, choose **Last Receipt**.<br>• To reprint a receipt from earlier in the current business day, choose **Any Receipt**. |
| **Merchants with more than one CFOAP** | |
| Reprint Rcp      Prev<br>Next<br>Slct<br>Exti | Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step. |
| **Any receipt option** | |
| Invoice Number: | Enter the correct four-digit invoice (transaction) number.<br>Get the invoice number from the merchant or customer receipt. Or, check the transaction details for receipts that preceded and followed the desired reprint, narrowing your selection to find the precise transaction. |
| …printing… | No action. The merchant receipt prints. |
| Reprint Cust Copy?   Yes<br>No | Choose the appropriate option for this transaction and situation. |

# Settle a terminal

| TERMINAL DISPLAY | ACTION |
|---|---|
| Sale<br>Card Verify<br>Settlement | Choose **Settlement**. |
| **Merchants with more than one CFOAP** | |
| Settlement       Prev<br>Next<br>Slct<br>Exit | Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step. |
| Calculating totals… | No action. |
| Settlement<br>Sales          $x.xx<br>Refunds        $x.xx<br>Total         $xx.xx<br>Enter to Confirm. | Review the displayed information to be certain it is correct,, and press ⏎. |
| …Processing… | No action. |
| Settle Success | Confirm that **Settlement Successful** and **OK** is printed at the bottom of the settlement report.<br>If not, attempt to settle the terminal again, or seek help to do so. |