



**Verifone VX 520/VX 805 EMV**  
**Restaurant Quick Reference Card**  
**Help Desk: 1-800-859-5965**

SALE	
Screen Prompt	Action
<b>Note: If VX 805 is present, dip or swipe card into pinpad.</b>	
<b>Connect pinpad to VX 520 before powering the terminal on.</b>	
From Main Screen	1. Select Sale <b>[F#]</b>
Ticket # <If prompted>	2. Ticket # + Press
Server ID: <If prompted>	3. Server ID + Press
Amount: \$	4. Trans Amt + Press
Total: <If prompted>	5. Verify amount: Yes <b>[F#]</b> to continue No <b>[F#]</b> to cancel trans
Card Entry or Account #: <Select on VX 805 if present>	6. Swipe or insert card. If keyed manually, go to step 9
Not Accepted <If prompted>	7. Remove card. Press enter, go back to step 6.
Select Application <If prompted>	8. Applications may vary depending on the card.
Or Key Manually	
<b>Note: Key card in manually on VX 520</b>	
Card Entry or Account #: <Select on VX 805 if present>	9. Acct # + Press
Choose Card <Select on VX 805 if present> <card types>	10. Select Card Type <b>[F#]</b>
Override Chip Requirement? <If prompted>	11. Select: Yes <b>[F#]</b>
Visa Check Master Money? <If prompted>	12. Select: Yes <b>[F#]</b> for debit, or No <b>[F#]</b> for credit
Exp Date (MMYY) <Select on VX 805 if present>	13. Exp Date + Press
Card Present	14. Yes – go to step 15 No – go to step 16
Imprint Card	15. Imprint card + Press
V-Code : <If prompted>	16. V-Code + Press  skip

SALE	
Screen Prompt	Action
Address (Enter street number only) <If prompted>	17. Address + Press  or Press  skip
Zip Code <If prompted>	18. ZIP Code + Press  or Press  skip
PIN Based Transactions Only	
Cash? <If prompted>	19. Cash Back Amt + Press
Enter PIN <Select on VX 805 if present>	20. Customer enters PIN Press
Accept Partial? <If prompted>	21. Yes—receipt shows the amount due. No—receipt displays insufficient funds.
Corporate Cards Only	
Customer Ref Num: <If prompted>	22. P.O. # + Press  or Press  skip
Tax Amt: \$ <If prompted>	23. Tax Amt + Press  or Press  skip
Tax Exempt: <If prompted>	24. Verify Tax Exempt status: Yes <b>[F#]</b> to continue No <b>[F#]</b> to continue
Remove Card <If prompted>	
Return Terminal to Server <If prompted>	25. Press
Print Cust Copy?	26. Yes <b>[F#]</b> for cust copy

REFUND (CREDIT TRANSACTIONS ONLY)	
Screen Prompt	Action
From Main Screen	1. Scroll  to Refund <b>[F#]</b>
Password	2. Password + Press
Ticket # <If prompted>	3. Ticket # + Press
Server ID <If prompted>	4. Server ID + Press
Amount: \$	5. Trans Amt + Press
Total: <If prompted>	6. Verify amount: Yes <b>[F#]</b> to continue No <b>[F#]</b> to cancel trans
Card Entry or Account #: <Select on VX 805 if present>	7. Swipe or insert card. If keyed manually, go to step 9

REFUND (CREDIT TRANSACTIONS ONLY)	
Screen Prompt	Action
Select Application <If prompted>	8. Applications may vary depending on the card.
<b>Or Key Manually</b>	
<b>Note: Key card in manually on VX 520</b>	
Card Entry or Account #: <Select on VX 805 if present>	9. <b>Acct #</b> + Press
Choose Card <Select on VX 805 if present> <card types>	10. Select <b>Card Type</b>
Exp Date (MMYY)	11. <b>Exp Date</b> + Press
Imprint Card	12. <b>Imprint card</b> + Press
Remove Card <If prompted>	
Return Terminal to Server <If prompted>	13. Press
Prnt Cust Copy?	14. <b>Yes</b> for cust copy

AUTHORIZATION ONLY	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Auth Only</b>
Ticket # <If prompted>	2. <b>Ticket #</b> + Press
Server ID <If prompted>	3. <b>Server ID</b> + Press
Amount: \$	4. <b>Trans Amt</b> + Press
Total: <If prompted>	5. Verify amount: <b>Yes</b> to continue <b>No</b> to cancel trans
Card Entry or Account #: <Select on VX 805 if present>	6. Swipe or insert card. If keyed manually, go to step 9
Not Accepted <If prompted>	7. Remove card. Press enter, go back to step 6.
Select Application <If prompted>	8. Applications may vary depending on the card.
<b>Or Key Manually</b>	
<b>Note: Key card in manually on VX 520</b>	
Card Entry or Account #: <Select on VX 805 if present>	9. <b>Acct #</b> + Press

AUTHORIZATION ONLY	
Choose Card <Select on VX 805 if present> <card types>	10. Select <b>Card Type</b>
Override Chip Requirement? <If prompted>	11. Select: <b>Yes</b>
Visa Check Master Money? <If prompted>	12. Select: <b>Yes</b> for debit, or <b>No</b> for credit
Exp Date (MMYY)	13. <b>Exp Date</b> + Press
Card Present	14. <b>Yes</b> – go to step 15 <b>No</b> – go to step 16
Imprint Card	15. <b>Imprint card</b> + Press
V-Code : <If prompted>	16. <b>V-Code</b> + Press  or Press  skip
Address (Enter street number only) <If prompted>	17. <b>Address</b> + Press  or Press  skip

PHONE ORDER	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Phone Order</b>
Ticket # <If prompted>	2. <b>Ticket #</b> + Press
Server ID: <If prompted>	3. <b>Server ID</b> + Press
Amount: \$	4. <b>Trans Amt</b> + Press
Total: <If prompted>	5. Verify amount: <b>Yes</b> to continue <b>No</b> to cancel trans
Card Entry or Account #: <Select on VX 805 if present>	6. <b>Acct #</b> + Press
Choose Card <Select on VX 805 if present>	7. Select <b>Card Type</b>
Exp Date (MMYY)	8. <b>Exp Date</b> + Press
V-Code : <If prompted>	9. <b>V-Code</b> + Press  or Press  to skip
Address (Enter street number only) <If prompted>	10. <b>Address</b> + Press  or Press  to skip
Zip Code <If prompted>	11. <b>ZIP Code</b> + Press  or Press  to skip
Prnt Cust Copy?	12. <b>Yes</b> for cust copy

TICKET ONLY	
Screen Prompt	Action
From Main Screen	1. Scroll ↓ to Ticket Only <b>[F#]</b>
Ticket # <If prompted>	2. Ticket # + Press
Server ID <If prompted>	3. Server ID + Press
Amount: \$	4. Trans Amt + Press
Total: <If prompted>	5. Verify amount: Yes <b>[F#]</b> to continue No <b>[F#]</b> to cancel trans
Card Entry or Account #:	6. Swipe or insert card. If keyed manually, go to step 7
Or Key Manually	
<b>Note: Key card in manually on VX 520</b>	
Card Entry or Account #: <Select on VX 805 if present>	7. Acct # + Press
Choose Card <Select on VX 805 if present> <card types>	8. Select Card Type <b>[F#]</b>
Exp Date (MMYY)	9. Exp Date + Press
Imprint Card	10. Imprint card + Press
Appr Code:	11. Appr Code + 12. Press
Prnt Cust Copy?	13. Yes <b>[F#]</b> for cust copy


VOID	
Screen Prompt	Action
From Main Screen	1. Scroll ↓ to Void <b>[F#]</b>
Password	2. Password + Press
Void Last Trans Yes No	3. Yes <b>[F#]</b> = last transaction
Void Any Transaction	
Select No <b>[F#]</b> any transaction.	
Find a transaction by one of the following methods:	
<ul style="list-style-type: none"> <li>• Inv# <b>[F#]</b> + Press  first invoice in batch;</li> <li>• Next <b>[F#]</b> to scroll to next invoice in batch</li> <li>• Inv# <b>[F#]</b> + type invoice number + Press </li> <li>• Acct# <b>[F#]</b> + type last 4 digits of account number + Press </li> </ul>	
<card number> <trans amount>	4. Select Yes <b>[F#]</b>
Prnt Cust Copy?	5. Yes <b>[F#]</b> for cust copy



REPRINT A RECEIPT	
Screen Prompt	Action
From Main Screen	1. Press <b>[Reprint]</b>
<Receipt type>	2. Select Receipt Type <b>[F#]</b>
Last Receipt	
Printing...	3. Prints the last receipt.
Any Receipt	
Invoice #:	3. Inv # + Press
Prnt Cust Copy?	4. Yes <b>[F#]</b> for cust copy

BATCH REVIEW (ADJ, PRINT, VOID)	
Screen Prompt	Action
From Main Screen	1. Scroll ↓ to Batch Review <b>[F#]</b>
Password	2. Password + Press
Retrieve By:	3. Select Inv # <b>[F#]</b>
Invoice Number:	4. Press  for all or Inv # + Press  for to retrieve a specific transaction
Adjust	
Batch Review ADJ	5. Select Adj <b>[F#]</b>
Adjust Option	6. Select Adjust Type <b>[F#]</b>
Void	
Batch Review Void	5. Select Void <b>[F#]</b>


SETTLEMENT	
Screen Prompt	Action
<b>Note: Batch must be settled to receive funds.</b>	
From Main Screen	1. Select Settlement <b>[F#]</b>
Password	2. Password + Press
< Terminal displays totals >	3. Confirm totals + Press
Verify that "Settlement Successful" prints on the Settlement Report	





REPORTS	
Screen Prompt	Action
From Main Screen	1. Press <b>[Reports]</b>
<Reports>	2. Scroll ↓ and select Report Name <b>[F#]</b>
<b>Totals Report.</b> Prints transaction totals and counts arranged by card issuer. Includes grand totals.	
<b>Detail Report.</b> Prints detail information for each transaction.	
<b>Host Tot Rpt.</b> Prints totals information for each card type.	
<b>Store Fwd Rpt.</b> NOT USED	
<b>Server Reports:</b>	




REPORTS	
Screen Prompt	Action
<ul style="list-style-type: none"> <li>- <b>Totals Report:</b> Prints totals report per server</li> <li>- <b>Detail Report:</b> Prints detail report per server</li> <li>- <b>Server Table:</b> Prints server log and login information if applicable</li> <li>- <b>IRS Tip Report:</b> Prints tip activity per server</li> <li>- <b>Discount Tip:</b> Prints discount tip information per server</li> </ul>	
<b>Shift Reports.</b> Prints transaction totals per shift	
<b>Unadjst Report.</b> Prints transaction data for transactions with unadjusted tips	
<b>Batch History.</b> Prints a series of settlement reports by date	
<b>Terminal Params.</b> Prints parameter data per merchant and card type	
<b>Cards Report.</b> Lists specific data for each merchant and for each card type	
<b>Terminal Stats.</b> Prints statistical and diagnostic information about the terminal by day or week	
<b>Merchant Report.</b> Prints merchant information per merchant	
<b>VCS Ext. Error.</b> Prints and displays CommServer extended error messages information	
Server Reports	
<b>Note:</b> Applies to Detail Report and IRS Tip Report only	
<Server Reports>	3. Scroll  to the type of <b>Server Report</b> <b>[F#]</b>
Clrk Rpt Options One All	4. Select report option: <ul style="list-style-type: none"> <li>• One <b>[F#]</b> for a single server</li> <li>• All <b>[F#]</b> for all servers</li> </ul>

TIP ADJUST	
Screen Prompt	Action
From Main screen	1. Press <b>[TIP]</b>
Retrieve By: Srvr Amt Acct Inv#	2. Select <b>Inv #</b> <b>[F#]</b>
Invoice Number:	3. Press  for all transactions
<trans info> Adj Prev Next Inv#	4. Select <b>Adj</b> <b>[F#]</b> or <b>Next</b> <b>[F#]</b> to view next trans
New tip: \$xx.xx	5. <b>Tip Amt</b> + 
Password	6. <b>Enter password</b>
Total	7. <b>Total amount displayed</b>
	8. Main menu <b>[X]</b> ; or Next trans. <b>[F#]</b>

CHIP DEBIT VOID	
Screen Prompt	Action
From Main Screen	1. Select <b>More.</b> Press <b>[F#]</b> to <b>Void.</b>
Password	2. Enter Password. Press

CHIP DEBIT VOID	
Screen Prompt	Action
	
Void Last Transaction	3. Select <b>[F#]</b> to <b>Void</b> the last transaction.
Confirm Last Transaction	4. Select <b>[F#]</b> for <b>Yes.</b>
Card Entry or Account Number	5. Swipe the card.
Enter PIN <Select on VX 805 if present>	6. Receipt prints automatically.

TABS	
Screen Prompt	Action
From Main Screen	1. Select F3 for <b>Tab</b>
Select one of the following actions:	
Open Tab	
Create new tab at a preapproved amount	
	2. Select F2 for <b>Open Tab</b>
Ticket # <If prompted>	3. <b>Ticket #</b> + 
Server ID <If prompted>	4. <b>Server ID</b> + 
Amount:\$ 50.00	5. Press  to accept the default <b>Open Tab</b> or Enter a different amount and press 

Note: If VX 805 is present, dip or swipe card into pinpad.	
Card Entry or Account #: <Select on VX 805 if present>	6. Swipe, Tap or Insert card. <i>If keyed manually, go to step 7</i>
Enter PIN <Select on VX 805 if present> <If prompted>	7. Customer enters <b>PIN</b>
Or Key Manually	
Card Entry or Account #:(Select on VX 520)	8. <b>Acct #</b> + 
Choose Card <card types> <If prompted>	9. Select <b>Card Type</b> <b>[F#]</b>
Exp Date (MMYY)	10. <b>Exp Date</b> + 
Imprint Card	11. <b>Imprint card</b> + 
Printing...	12. Merchant copy prints

TABS	
Screen Prompt	Action
<b>Close or Delete Tab</b> Present final bill and receipt or cancel an open tab	
	13. Select <b>Close Tab</b> <input type="button" value="F#"/> or <b>Delete Tab</b> <input type="button" value="F#"/>
Retrieve by: Inv# Acct#	14. Select <b>Inv #</b> <input type="button" value="F#"/>
Invoice Number:	15. <b>Invoice Num</b> + <input type="button" value="⏮"/>
<Transaction>	16. Select <b>Yes</b> <input type="button" value="F#"/> to close the tab. Select <b>No</b> or <b>Next</b> for another transaction.
Cnfrm same card <If prompted>	17. Select <b>Yes</b> <input type="button" value="F#"/>
Ticket #: <If prompted>	18. <b>Ticket #</b> + <input type="button" value="⏮"/>
Server ID: <If prompted>	19. <b>Server ID</b> + <input type="button" value="⏮"/>
New Amt:	20. <b>Amt</b> + <input type="button" value="⏮"/>
Tip: <If prompted>	21. <b>Tip Amt</b> + <input type="button" value="⏮"/>
Print Cust Copy?	22. <b>Yes</b> <input type="button" value="F#"/> for cust copy
<b>Tab Report</b> Report totals on open and closed tabs	
	23. Select <b>Tab Rpt</b> <input type="button" value="F#"/> to print Open Tab Report