



**Verifone Verix V & EVO**  
**Restaurant Quick Reference Card**  
**Help Desk: 1-800-859-5965**

SALE	
Screen Prompt	Action
From Main Screen	1. Select <b>Sale</b> <b>[F#]</b>
Ticket # <If prompted>	2. <b>Ticket #</b> +
Server ID: <If prompted>	3. <b>Server ID</b> +
Amount: \$	4. <b>Trans Amt</b> +
Tip: <If prompted>	5. <b>Tip Amt</b> +
Total: <If prompted>	6. Verify amount: <b>Yes</b> <b>[F#]</b> to continue <b>No</b> <b>[F#]</b> to cancel trans
Card Entry or Account #:	7. Swipe, Tap or Insert card. <i>If keyed manually, go to step 8</i>
<b>Or Key Manually</b>	
Card Entry or Account #:	8. <b>Acct #</b> +
Choose Card <card types> <If prompted>	9. Select <b>Card Type</b> <b>[F#]</b>
Visa Check Master Money? <If prompted>	10. Select: F1 for credit, F2 for ebt, F3 for gift, F4 for rewrd
Use Chip Reader	11. This response is displayed if a chip card is swiped rather than tapped or inserted. Return to step 7 to tap or insert the card.
Enter PIN	12. Customer enters <b>PIN</b>
Exp Date (MMYY)	13. <b>Exp Date</b> +
Card Present	14. <b>Yes</b> – go to step 13 <b>No</b> – go to step 16
Imprint Card	15. <b>Imprint card</b> +
V-Code : <If prompted>	16. <b>V-Code</b> + or Press  to skip
Address (Enter street number only) <If prompted>	17. <b>Address</b> + or Press  to skip
Zip Code <If prompted>	18. <b>ZIP Code</b> + or Press  to skip

SALE	
Screen Prompt	Action
<b>Debit Transactions Only</b>	
Cash? <If prompted>	19. <b>Cash Back Amt</b> +
Enter PIN	20. Customer enters <b>PIN</b>
Accept Partial? <If prompted>	21. <b>Yes</b> —go to Step 20, receipt shows the amount due. <b>No</b> —receipt displays insufficient funds.
<b>Corporate Cards Only</b>	
Customer Ref Num: <If prompted>	22. <b>P.O. #</b> + or Press  to skip
Tax Amt: \$ <If prompted>	23. <b>Tax Amt</b> + or Press  to skip
Tax Exempt: <If prompted>	24. Verify Tax Exempt status: <b>Yes</b> <b>[F#]</b> to continue <b>No</b> <b>[F#]</b> to continue
Prnt Cust Copy?	25. <b>Yes</b> <b>[F#]</b> for cust copy

REFUND (CREDIT TRANSACTIONS ONLY)	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Refund</b> <b>[F#]</b>
Password	2. <b>Password</b> +
Ticket # <If prompted>	3. <b>Ticket #</b> +
Server ID <If prompted>	4. <b>Server ID</b> +
Amount: \$	5. <b>Trans Amt</b> +
Total: <If prompted>	6. Verify amount: <b>Yes</b> <b>[F#]</b> to continue <b>No</b> <b>[F#]</b> to cancel trans
Card Entry or Account #:	7. Swipe, Tap or Insert card. <i>If keyed manually, go to step 8</i>
Visa Check Master Money? <If prompted>	8. Select: F1 for credit, F2 for debit, F3 for ebt, F4 for gift

REFUND (CREDIT TRANSACTIONS ONLY)	
Screen Prompt	Action
Enter PIN <If prompted>	9. Customer enters <b>PIN</b>
<b>Or Key Manually</b>	
Card Entry or Account #:	10. <b>Acct #</b> +
Choose Card <card types>	11. Select <b>Card Type</b>
Use Chip Reader	12. This response is displayed if a chip card is swiped rather than tapped or inserted. Return to step 7 to tap or insert the card.
Exp Date (MMYY)	13. <b>Exp Date</b> +
Imprint Card	14. <b>Imprint card</b> +
Prnt Cust Copy?	15. <b>Yes</b> for cust copy

TIP ADJUST	
Screen Prompt	Action
From Main screen	1. Press
Retrieve By: Svr Amt Acct Inv#	2. Select <b>Inv #</b>
Invoice Number:	3. Press  for all transactions
<trans info> Adj Prev Next Inv#	4. Select <b>Adj</b> or <b>Next</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 ; or Next trans.



AUTHORIZATION ONLY	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Auth Only</b>
Ticket # <If prompted>	2. <b>Ticket #</b> +
Server ID <If prompted>	3. <b>Server ID</b> +
Amount: \$	4. <b>Trans Amt</b> +
Total: <If prompted>	5. Verify amount: <b>Yes</b> to continue <b>No</b> to cancel trans

Card Entry or Account #:	6. Swipe, Tap or Insert card. <i>If keyed manually, go to step 7</i>
Enter PIN <If prompted>	7. Customer enters <b>PIN</b>
<b>Or Key Manually</b>	
Card Entry or Account #:	8. <b>Acct #</b> +
Choose Card <card types>	9. Select <b>Card Type</b>
Use Chip Reader	10. This response is displayed if a chip card is swiped rather than tapped or inserted. Return to step 6 to tap or insert the card.
Exp Date (MMYY)	11. <b>Exp Date</b> +
Imprint Card	12. <b>Imprint card</b> +
Prnt Cust Copy?	13. <b>Yes</b> for cust copy




TICKET ONLY	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Ticket Only</b>
Ticket # <If prompted>	2. <b>Ticket #</b> +
Server ID <If prompted>	3. <b>Server ID</b> +
Amount: \$	4. <b>Trans Amt</b> +
Tip: <If prompted>	5. <b>Tip Amt</b> +
Total: <If prompted>	6. Verify amount: <b>Yes</b> to continue <b>No</b> to cancel trans
Card Entry or Account #:	7. Swipe, Tap or Insert card. <i>If keyed manually, go to step 8</i>
<b>Or Key Manually</b>	
Card Entry or Account #:	8. <b>Acct #</b> +
Choose Card <card types>	9. Select <b>Card Type</b>
Use Chip Reader	10. This response is displayed if a chip card is swiped rather than tapped or inserted. Return to step 7 to tap or insert the card.
Exp Date (MMYY)	11. <b>Exp Date</b> +
Imprint Card	12. <b>Imprint card</b> +
Appr Code:	13. <b>Appr Code</b> +






Pmnt Cust Copy?	14. Yes <b>[F#]</b> for cust copy
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VOID	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Void</b> <b>[F#]</b>
Password	2. <b>Password</b> + 
Void Last Trans Yes No	3. <b>Yes</b> <b>[F#]</b> = last transaction





  


Void Any Transaction	
Select <b>No</b> <b>[F#]</b> any transaction. Find a transaction by one of the following methods:	
<ul style="list-style-type: none"> <li><b>Inv#</b> <b>[F#]</b> +  for first invoice in batch; <b>Next</b> <b>[F#]</b> to scroll to next invoice in batch</li> <li><b>Inv#</b> <b>[F#]</b>; type invoice number + </li> <li><b>Acct#</b> <b>[F#]</b>; type last 4 digits of account number + </li> </ul>	
<card number> <trans amount>	4. Select <b>Yes</b> <b>[F#]</b>
Pmnt Cust Copy?	5. <b>Yes</b> <b>[F#]</b> for cust copy

TABS	
Screen Prompt	Action
From Main Screen	1. Select <b>F3</b> for <b>Tab</b>
Select one of the following actions:	
Open Tab	
Create new tab at a preapproved amount	
	2. Select <b>Open Tab</b> <b>[F#]</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 
Card Entry or Account #:	6. Swipe, Tap or Insert card. <i>If keyed manually, go to step 7</i>
Enter PIN <If prompted>	7. Customer enters <b>PIN</b>
Or Key Manually	
Card Entry or Account #:	8. <b>Acct #</b> + 
Choose Card <card types> <If prompted>	9. Select <b>Card Type</b> <b>[F#]</b>

TABS	
Screen Prompt	Action
Use Chip Reader	10. This response is displayed if a chip card is swiped rather than tapped or inserted. Return to step 8 to tap or insert the card.
Exp Date (MMYY)	11. <b>Exp Date</b> + 
Imprint Card	12. <b>Imprint card</b> + 
Printing...	13. Merchant copy prints
Close or Delete Tab	
Present final bill and receipt or cancel an open tab	
	2. Select <b>Close Tab</b> <b>[F#]</b> or <b>Delete Tab</b> <b>[F#]</b>
Retrieve by: Inv# Acct#	3. Select <b>Inv #</b> <b>[F#]</b>
Invoice Number:	4. <b>Invoice Num</b> + 
<Transaction>	5. Select <b>Yes</b> <b>[F#]</b> to close the tab. Select <b>No</b> or <b>Next</b> for another transaction.
Cnfrm same card <If prompted>	6. Select <b>Yes</b> <b>[F#]</b>
Ticket #: <If prompted>	7. <b>Ticket #</b> + 
Server ID: <If prompted>	8. <b>Server ID</b> + 
New Amt:	9. <b>Amt</b> + 
Tip: <If prompted>	10. <b>Tip Amt</b> + 
Print Cust Copy?	11. <b>Yes</b> <b>[F#]</b> for cust copy
Tab Report	
Report totals on open and closed tabs	
	2. Select <b>Tab Rpt</b> <b>[F#]</b> to print Open Tab Report

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

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

REPORTS	
Screen Prompt	Action
From Main Screen	1. Press <b>[Reports]</b>
<Reports>	2. Scroll  to <b>Report Name</b> <b>[F#]</b>

**Totals Report.** Prints transaction totals and counts arranged by card issuer. Includes grand totals.

**Detail Report.** Prints detail information for each transaction.

**Host Tot Rpt.** Prints totals information for each card type.

**Store Fwd Rpt.** NOT USED

**Server Reports:**

- *Totals Report: Prints totals report per server*
- *Detail Report: Prints detail report per server*
- *Server Table: Prints server log and login information if applicable*
- *IRS Tip Report: Prints tip activity per server*
- *Discount Tip: Prints discount tip information per server*

**Shift Reports.** Prints transaction totals per shift


**Unadjst Report.** Prints transaction data for transactions with unadjusted tips



**Batch History.** Prints a series of settlement reports by date













**Terminal Params.** Prints parameter data per merchant and card type

**Cards Report.** Lists specific data for each merchant and for each card type

**Terminal Stats.** Prints statistical and diagnostic information about the terminal by day or week

REPORTS	
Screen Prompt	Action
<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>
Srvr Rpt Options One All	4. Select report option: <ul style="list-style-type: none"> <li>• <b>One</b> <b>[F#]</b> for a single server</li> <li>• <b>All</b> <b>[F#]</b> for all servers</li> </ul>

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

PHONE ORDER	
Screen Prompt	Action
From Main Screen	1. Scroll  to <b>Phone Order</b> <b>[F#]</b>
Ticket # <If prompted>	2. <b>Ticket #</b> + Press 
Clerk ID: <If prompted>	3. <b>Clerk ID</b> + Press 
Amount: \$	4. <b>Trans Amt</b> + Press 
Total: <If prompted>	5. Verify amount: <b>Yes</b> <b>[F#]</b> to continue <b>No</b> <b>[F#]</b> to cancel trans
Card Entry or Account #:	6. <b>Acct #</b> + Press 
Choose Card	7. Select <b>Card Type</b> <b>[F#]</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

PHONE ORDER	
Screen Prompt	Action
Prnt Cust Copy?	12. Yes <input type="checkbox"/> F# for cust copy