

Verifone VX 520/VX 805 EMV

Restaurant Quick Reference Card Help Desk: 1-800-859-5965

SALE Screen Prompt Action Note: If VX 805 is present, dip or swipe card into pinpad. Connect pinpad to VX 520 before powering the terminal on. From Main Screen 1. Select Sale F# Ticket # 2. Ticket # + Press Server ID: 3. Server ID + Press Amount: \$ 4. Trans Amt + Press Total: 5. Verify amount: Yes F# to continue No F# to cancel trans Card Entry or Account #: 15 keyed manually, go to step 9 Select on VX 805 if present> Not Accepted If keyed manually, go to step 9 Select Application If keyed manually yes to step 6 Select Application If prompted> Select Application If prompted> Select Application If prompted> Select Application If prompted> Select Application If yes
Note: If VX 805 is present, dip or swipe card into pinpad. Connect pinpad to VX 520 before powering the terminal on. From Main Screen 1. Select Sale F# Ticket # 2. Ticket # + Press Server ID: 3. Server ID + Press If prompted> Amount: \$ 4. Trans Amt + Press Verify amount: Yes F# to continue No F# to cancel trans Card Entry or Account #:
Connect pinpad to VX 520 before powering the terminal on. From Main Screen 1. Select Sale F# Ticket #
Ticket # 2. Ticket # + Press
Ticket # 2. Ticket # + Press Server ID: 3. Server ID + Press Amount: \$ 4. Trans Amt + Press Total: 5. Verify amount: Yes F# to continue No F# to cancel trans Card Entry or Account #: 6. Swipe or insert card. If keyed manually, go to step 9 Select on VX 805 if present> Not Accepted 5/1 Remove card. Press enter, go back to step 6. Select Application 5/1 Remove card. Press enter, go back to step 6. Select Application 8. Applications may vary depending on the card. Or Key Manually Note: Key card in manually on VX 520 Card Entry or Account #: **Select on VX 805 if present> Choose Card 5/2 Acct # + Press Choose Card 5/2 F# Select on VX 805 if present> Card Entry or Account 9. Acct # + Press Visa Check 11. Select: Yes F# Visa Check Master Money? **If prompted> 12. Select: Yes F# for debit, or No F# for credit
Server ID: <ii>Server ID: <ii>fprompted> Amount: \$ 4. Trans Amt + Press Total: <ii>fprompted> 5. Verify amount: Yes F# to continue No F# to cancel trans Card Entry or Account #: <iselect 805="" if="" on="" present="" vx=""> Not Accepted <iifprompted> 7. Remove card. Press enter, go back to step 6. Select Application <iifprompted> 8. Applications may vary depending on the card. Or Key Manually Note: Key card in manually on VX 520 Card Entry or Account #: <iselect 805="" if="" on="" present="" vx=""> Choose Card <iselect 805="" if="" on="" present="" vx=""> Card types> Override Chip Requirement? <iifprompted> 11. Select: Yes F# Yes F# for debit, or No F# for credit</iifprompted></iselect></iselect></iifprompted></iifprompted></iselect></ii></ii></ii>
Server ID: <
Amount: \$ Amount: \$ 4. Trans Amt + Press Total: **If prompted> **Cord Entry or Account #: **Select on VX 805 if present> **Select Application **Application show of the card. **If prompted> **Or Key Manually **Note: Key card in manually on VX 520 **Card Entry or Account #: **Select Application **Select on VX 805 if present> **Cord Entry or Account #: **Select on VX 805 if present> **Choose Card **Select on VX 805 if present> **Cord types> **Override Chip Requirement?** **If prompted> **If promount: **Yes F# for debit, or yes F# for credit #*If prompted> **If prompted> **If promount: **Yes F# for debit, or yes F# for credit #*If prompted> **If prompted> **If promount: **Yes F# for debit, or yes F# for credit #*If prompted> **If promount: **Yes F# for debit, or yes F# for credit #*If prompted> **If promount: **If promount: **Yes F# for debit, or yes F# for credit #*If prompted> **If promount: **If promount: **If promount: **If to continue provided in the card. **If to continue provided in the card. **If to continue provided in the provi
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Requirement? Visa Check Master Money? 12. Select: Yes F# for debit, or No F# for credit
Visa Check 12. Select: Master Money? Yes F# for debit, or No F# for credit
Visa Check Master Money? Yes F# for debit, or Alf prompted> No F# for credit
Master Money? Yes F# for debit, or <pre></pre> <pre> <pre>Yes F# for debit, or F# for credit</pre> </pre>
<pre></pre> No F# for credit
END DUTC (MINITITY)
<select 805="" if="" on="" present="" vx=""></select>
Card Present 14. Yes – go to step 15
No – go to step 16
No – go to step 16 Imprint Card 15. Imprint card +
Imprint Card 15. Imprint card +

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

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

REFUND (CRED	IT TRANSACTIONS ONLY)
Screen Prompt	Action
Select Application	Applications may vary depending on the card.
Or Key Manually	
Note: Key card in manu	ally on VX 520
Card Entry or Account #:	9. Acct # + Press
<select 805="" if="" on="" present="" vx=""></select>	
Choose Card	10. Select Card Type F#
<select 805="" if<br="" on="" vx="">present> <card types=""></card></select>	
Exp Date (MMYY)	11. Exp Date + Press
Imprint Card	12. Imprint card +
	Press 🕌
Remove Card	
Return Terminal to Server 	13. Press
Prnt Cust Copy?	14. Yes F# for cust copy

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

AUTH	ORIZATION ONLY
Choose Card	10. Select Card Type F#
<select 805="" if<="" on="" td="" vx=""><td></td></select>	
present> <card types=""></card>	
Override Chip Requirement?	11. Select: Yes F#
<if prompted=""></if>	
Visa Check Master Money? 	12. Select: Yes F# for debit, or No F# for credit
Exp Date (MMYY)	13. Exp Date + Press
Card Present	14. Yes – go to step 15 No – go to step 16
	NO - go to step 10
Imprint Card	15. Imprint card +
Imprint Card	
Imprint Card V-Code:	15. Imprint card +
V-Code :	15. Imprint card + Press 4 16. V-Code + Press 4

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

Т	ICKET ONLY
Screen Prompt	Action
From Main Screen	1. Scroll to Ticket Only F#
Ticket #	2. Ticket # + Press
Server ID	3. Server ID + Press
Amount: \$	4. Trans Amt + Press
Total: <if prompted=""></if>	5. Verify amount: Yes F# to continue No F# to cancel trans
Card Entry or Account #:	6. Swipe or insert card. If keyed manually, go to step 7
Or	Key Manually
Note: Key card in man	ually on VX 520
Card Entry or Account #:	7. Acct # + Press
<select 805="" if="" on="" present="" vx=""></select>	
Choose Card	8. Select Card Type F#
<select 805="" if<br="" on="" vx="">present> <card types=""></card></select>	
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 F# for cust copy

	VOID
Screen Prompt	Action
From Main Screen	1. Scroll
Password	2. Password + Press
Void Last Trans Yes No	3. Yes F# = last transaction

Void Any Transaction

Select **No F#** any transaction.

Find a transaction by one of the following methods:

- Inv# F# + Press First invoice in batch;
- Next F# to scroll to next invoice in batch
- Inv# F# + type invoice number + Press
- Acct# F# + type last 4 digits of account number +
- Press 🚭

<card number=""> <trans amount=""></trans></card>	4. Select Yes F#
Prnt Cust Copy?	5. Yes [F#] for cust copy

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

BATCH REVI	EW (ADJ, PRINT, VOID)	
Screen Prompt	Action	
From Main Screen	1. Scroll v to Batch Review F#	
Password	2. Password + Press	
Retrieve By:	3. Select Inv # F#	
Invoice Number:	4. Press or Inv# + Press for to retreive a specific transaction	
Adjust		
Batch Review ADJ	5. Select Adj F#	
Adjust Option	6. Select Adjust Type F#	
Void		
Batch Review Void	5. Select Void F#	

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

REPORTS	
Screen Prompt	Action
From Main Screen	1. Press Reports
<reports></reports>	2. Scroll and select Report Name F#

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

Detail Report. Prints detail information for each transaction.

Server Reports:

Host Tot Rpt. Prints totals information for each card type. Store Fwd Rpt. NOT USED

> Verifone EMV Restaurant Copyright ©2016 Worldpay

REPORTS Screen Prompt Action

- 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

 $\mbox{\bf Batch \, History}.$ 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

Merchant Report. Prints merchant information per merchant

VCS Ext. Error. Prints and displays CommServer extended error messages information

Server Reports		
Note: Applies to Detail Report and IRS Tip Report only		
<server reports=""></server>	3.	Scroll to the type of Server Report F#
Clrk Rpt Options	4.	Select report option:
One All	•	One F# for a single server
	•	All F# for all servers

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

CHIP DEBIT VOID	
Screen Prompt	Action
From Main Screen	1. Select More. Press F# to Void.
Password	2. Enter Password. Press

CHIP DEBIT VOID		
Action		
₹		
3. Select F# to Void the last transaction.		
4. Select F# for Yes .		
5. Swipe the card.		
6. Receipt prints automatically.		

p. 000	
	TABS
Screen Prompt	Action
From Main Screen	1. Select F3 for Tab
Select one of the following	lowing actions:
	Open Tab
Create new t	ab at a preapproved amount
	2. Select F2 for Open Tab
Ticket #	3. Ticket# +
Server ID <if prompted=""></if>	4. Server ID +
Amount:\$ 50.00	5. Press to accept the default Open Tab
	or Enter a different amount and press
Note: If VX 805 is present, dip or swipe card into pinpad.	
Card Entry or Account #:	6. Swipe, Tap or Insert card. If keyed manually, go to step
<select 805="" if="" on="" present="" vx=""></select>	7
Enter PIN	7. Customer enters PIN
<select 805="" if="" on="" present="" vx=""></select>	
<if prompted=""></if>	
Or Key Manually	
Card Entry or Account #:(Select on VX 520)	8. Acct # +
Choose Card <card types=""> <if prompted=""></if></card>	9. Select Card Type F#
Exp Date (MMYY)	10. Exp Date +
Imprint Card	11. Imprint card +
Printing	12. Merchant copy prints

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