

**NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.**

**SALE (Swiped or Manually Keered)** Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

MMDDYY HHMM	Press <b>F2</b> for Sale
SWIPE OR ENTER ACCT	Swipe card or manually key card number and press <b>Enter</b>
CHOOSE CARD: DEBIT EBT	Press <b>F2</b> for Credit
LAST 4 DGTS ACCT:	Key last 4 digits of card number and press <b>Enter</b>
EXP DATE (MMYY):	Key expiration date and press <b>Enter</b>
CARD PRESENT	Press <b>F1</b> if the customer's card is present or <b>F2</b> if the customer's card is not present
IMPRINT CARD	Press <b>F1</b> that you imprinted the card
RECURRING PAYMNT?	Press <b>F1</b> if this is a recurring payment or <b>F2</b> if this is not a recurring payment
E-COMMERCE?	Press <b>F1</b> if this is an E-Commerce transaction or <b>F2</b> if this is not an E-Commerce transaction
V-CODE:	Key in the Card Code and press <b>Enter</b> or press <b>Enter</b> for other options
INVOICE NUMBER:	<b>The card code can be found on the signature line of the customer's credit card</b> Key invoice number and press <b>Enter</b>
CLERK/SERVER ID:	Key clerk or server number and press <b>Enter</b>
AMOUNT:	Key pre-tip amount and press <b>Enter</b>
TIP AMT:	Key amount and press <b>Enter</b>
ADDRESS:	Key the first 5 digits before the first letter of the customer's address and press <b>Enter</b>
ZIP CODE:	Key customer's zip code and press <b>Enter</b>
TAX AMT: \$ 0.00	Key tax amount and press <b>Enter</b>
TAX EXEMPT TRAN?	Press <b>F1</b> if the transaction was tax exempt or <b>F2</b> to return to the previous prompt. (only displayed if tax = \$0.00)
CUSTOMER NUMBER:	Key customer number or purchase number and press <b>Enter</b>
TEAR RECEIPT PRESS ENTER	Press <b>Enter</b> to print customer receipt. The AVS response code and Card Validation Code will be displayed on the printed on the receipt. If CALL CENTER is displayed, call for voice authorization and press <b>Enter</b> . If you receive voice authorization, follow the prompts to complete the transaction offline.

**REPRINT** Use this function to reprint the last transaction or any transaction stored in the terminal's memory.

MMDDYY HHMM	Press <b>Reprint</b> (3rd purple key from left)
LAST RECEIPT ANY RECEIPT	Press <b>F1</b> to reprint the last receipt or press <b>F2</b> to reprint another receipt.
INVOICE NUMBER:	Key invoice number and press <b>Enter</b>

**DEBIT SALE:** Use this function to authorize and capture transactions for settlement. This procedure is if the VX570 is connected to a Verifone 1000, 1000 Se Pin Pad.

**VX570 Terminal**

MMDDYY HHMM	Press <b>F2</b> for Sale
SWIPE OR ENTER ACCT	Swipe card
CHOOSE CARD: DEBIT EBT	Press <b>F1</b> for debit card.
<b>Terminal May Prompt:</b> CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press <b>Enter</b> Invoice Number: Key invoice number and press <b>Enter</b>
AMOUNT:	Key amount and press <b>Enter</b>
CASH:	Key cash back amount and press <b>Enter</b>
ENTER PIN	<b>Verifone 1000/1000 Se Pin Pad</b> Customer: Key pin number on PinPad and press <b>Enter</b>
DIALING... APPROVED ####	<b>VX570 Terminal</b> Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press <b>Enter</b> to print customer receipt

**DEBIT SALE:** Use this function to authorize and capture transactions for settlement. This procedure is if the VX570 is using the internal pinpad.

MMDDYY HHMM	Press <b>F2</b> for Sale
SWIPE OR ENTER ACCT	Swipe card
CHOOSE CARD: DEBIT EBT	Press <b>F1</b> for debit card.
<b>Terminal May Prompt:</b> CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press <b>Enter</b> Invoice Number: Key invoice number and press <b>Enter</b>
AMOUNT:	Key amount and press <b>Enter</b>
CASH:	Key cash back amount and press <b>Enter</b>
ENTER PIN	<b>Customer:</b> Key pin number on PinPad and press <b>Enter</b>
DIALING... APPROVED ####	Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press <b>Enter</b> to print customer receipt

**SETTLE** Use this function at the end of each day to settle the batch for payment and clear your terminal or transaction information. These procedures are only necessary if Auto Close is disabled.

MMDDYY HHMM	Press <b>F4</b> for Settlement
TOTAL: \$\$,\$\$	Key batch amount and press <b>Enter</b>
SETTLEMENT OK XXXXXXXXXXXX	Press <b>Enter</b> to print settlement report.

**DEBIT SALE:** Use this function to authorize and capture transactions for settlement. This procedure is if the VX570 is connected to an Omni 7000 le PinPad.

**7000 LE Pin Pad**

SWIPE CARD	Customer: Swipe debit card through the 7000 le PinPad.
SELECT PAYMENT TYPE	Customer: Press <b>F1</b> for ATM on 7000 le PinPad
ENTER PIN	Customer: Key pin number and press <b>Enter</b>
WANT CASHBACK? NO YES	Customer: Press desired option
<b>Terminal May Prompt:</b> ENTER CASH AMT	Customer: Key cash back amount and press <b>Enter</b>
<b>VX570 Terminal</b> CLERK ID INVOICE NUMBER	Clerk ID: Key clerk id and press <b>Enter</b> Invoice Number: Key invoice number and press <b>Enter</b>
AMOUNT: \$ 0.00	<b>Merchant:</b> Key dollar amount on VX570 terminals and press <b>Enter</b>
CONFIRM AMOUNT: NO \$\$,\$\$ YES	<b>7000 LE Pin Pad</b> Customer: Verify amount on 7000 le PinPad and Press <b>F4</b> for Yes
DIALING... APPROVED ####	<b>VX570 Terminal</b> Terminal dials to host for authorization.
TEAR RECEIPT PRESS ENTER	Press <b>Enter</b> to print customer receipt

**FORCE SALE** Use this function to capture transactions when voice approval has been obtained. Press the key under the "F" symbol.

MMDDYY HHMM	Press <b>F2</b> for Force
FORCE	Swipe card or manually key card number and press <b>Enter</b>
SWIPE OR ENTER ACCT	Press <b>F3</b> for Credit
CHOOSE CARD: DEBIT EBT CREDIT	Key expiration date and press <b>Enter</b>
EXP DATE (MMYY):	Key invoice number and press <b>Enter</b>
INVOICE NUMBER:	Key clerk or server number and press <b>Enter</b>
CLERK/SERVER ID:	Key amount and press <b>Enter</b>
AMOUNT:	Key authorization number that was obtained by the voice authorization center and press <b>Enter</b>
APPR CODE:	Press <b>Enter</b> to print customer receipt
TEAR RECEIPT PRESS ENTER	

APPROVED  Press **[Clear]** to return to the idle prompt.

# FIRST DATA MERCHANT SERVICES NASHVILLE VERIFONE® VX570 QUICK REFERENCE GUIDE

## Restaurant / Retail Config. 670

**PROGRAMMING INFORMATION**

Merchant Number \_\_\_\_\_  
 Merchant ID (MID) \_\_\_\_\_  
 Terminal ID (TID) \_\_\_\_\_  
 Download Telephone Number \_\_\_\_\_  
 Touch Tone or Rotary Dial \_\_\_\_\_

**Auto Download:** Periodically your terminal will require an application update. The terminal will print the following message when this occurs.

\*\*\*\*\*  
 Terminal Requires Application Update (Download)  
 DO NOT INTERRUPT DOWNLOAD IN PROGRESS  
 \*\*\*\*\*

**Important:** Do not press any keys or interfere with the terminal during the application update. If after the update completes, the terminal displays "Must Update Params. Start Update Now?". Press F1 to complete the terminal update.

Press **[F1]** to print customer receipt

Press the key under the **☛** symbol once

Press **[F3]** for Refund

Swipe card or manually key card number and press **[Enter]**

Press **[F3]** for Credit

Key expiration date and press **[Enter]**

Key invoice number and press **[Enter]**

Key clerk/server number and press **[Enter]**

Key refund amount and press **[Enter]**

Press **[F1]** to print customer receipt

PRINT CUST COPY?

REFUND: Use this function to issue a credit to the cardholder account for goods or services.

MMDDYY HHMM

REFUND

SWIPE OR ENTER ACCT

CHOOSE CARD:  
DEBIT EBT CREDIT

EXP DATE (MMYY):

INVOICE NUMBER

CLERK/SERVER ID

AMOUNT:

PRINT CUST COPY?

**TIP ADJUSTMENT** Use this function to adjust the tip amount.

Press **[Tip]** (2<sup>nd</sup> purple key from left)

Key password and press **[Enter]**

Retrieve by:

Key in the requested information (i.e. Server ID) and press **[Enter]**

The terminal displays the selected transaction. Press **[F1]** to add a tip to the displayed Transaction

Key new tip amount and press **[Enter]**

Write tip amount on merchant receipt. Press **[Clear]** to return to the idle prompt.

MMDDYY HHMM

PASSWORD:

RETRIEVE BY:

SERVER ID:

SALE XXXXXXXXXXXXXXXX  
\$XX.XX

TIP AMOUNT:  
NEW TIP

APPROVED OK####

**REPORTS** Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

Press **[Reports]** the purple key (1<sup>st</sup> purple key on right)

Key password and press **[Enter]**

Press appropriate key to select desired report. Press the key under **☛** for additional reporting options

MMDDYY HHMM

PASSWORD:

TOTALS REPORT  
DETAIL REPORTS

**OPEN TAB** Use this function to authorize an open tab amount. Open tabs must be closed before settlement.

Press the key under the **☛** symbol two times

Press **[F4]** for Tab

Press **[F2]** for Open Tab

Swipe card or manually key card number and press **[Enter]**

Press **[F2]** for Credit

Key expiration date and press **[Enter]**

Key amount and press **[Enter]**

MMDDYY HHMM

TABS

OPEN TAB

SWIPE OR ENTER ACCT

CHOOSE CARD:  
DEBIT EBT CREDIT

EXP DATE (MMYY):

AMOUNT:

**AUTHORIZATION ONLY** This procedure is to authorize a credit card transaction. This will not capture in the terminal.

Press the key under the **☛** symbol two times

Press **[F1]** for Auth Only

Swipe card or manually key card number and press **[Enter]**

Press **[F3]** for Credit

Key expiration date and press **[Enter]**

Press **[F1]** if the customer's card is present or **[F2]** if the customer's card is not present

Key invoice number and press **[Enter]**

Key clerk or server number and press **[Enter]**

Key amount and press **[Enter]**

Key the first 5 digits before the first letter of the customer's address and press **[Enter]**

Key customer's zip code and press **[Enter]**

Press **[Enter]** to print customer receipt

MMDDYY HHMM

AUTH ONLY

SWIPE OR ENTER ACCT

CHOOSE CARD:  
DEBIT EBT CREDIT

EXP DATE (MMYY):

CARD PRESENT

INVOICE NUMBER:

CLERK/SERVER ID:

AMOUNT:

ADDRESS:

ZIP CODE:

TEAR RECEIPT  
PRESS ENTER

**VOID** Use this function to delete a transaction that is in the current batch.

Press the key under the **☛** symbol.

Press **[F1]** for Void

Press **[F1]** to void the last transaction or press **[F2]** to void a transaction within the current batch

Press **[F1]** to recall the transaction by the invoice number or **[F2]** to recall the transaction by the customer's account number

Key requested information (i.e. Invoice Number) and press **[Enter]**

Press **[F1]** to void the displayed transaction or press **[F3]** for the next transaction

Press **[F1]** to print customer receipt

MMDDYY HHMM

VOID

VOID LAST TRANS?

VOID RETRIEVE BY:

VOID INVOICE NUMBER:

VOID VISA  
VOID SALE XXXXXXXXXXXXXXXX  
VOID \$XX.XX

PRINT CUST COPY?

**CLOSE TAB** Use this function to close an open tab amount.

Press the key under the **☛** symbol two times

Press **[F4]** for Tab

Press **[F3]** for Close Tab

Press **[F1]** to retrieve transaction by the invoice number or **[F2]** to retrieve transaction by the customer's account number

Key in the requested information (i.e. Invoice Number) and press **[Enter]**

Press **[F1]** to close the displayed transaction or press **[F3]** for the next tab transaction

Key new tab amount and press **[Enter]**

MMDDYY HHMM

TABS

CLOSE TAB

RETRIEVE BY:

INVOICE #

XXXXXXXXXXXXXXXXXXXX  
\$XX.XX

NEW AMT: