

Continued from Tip Adjustment

- Repeat this procedure until all transactions have been adjusted, and then press **Cancel** repeatedly until the idle prompt displays.

MANUAL BATCH SETTLEMENT

End of Day Procedure

View Batch Totals

- Select **Batch Totals**.
- Select **Prev** or **Next** to scroll until TSYS displays, and then select **Sltc**. The batch information displays.
- Press **Enter** to return to the idle prompt.

Detail Report

- For VX520: Press the **Reports** key.
For VX680: Tap the **Reports** icon.
- Select **Detail Report**. -OR- If prompted, select **Clerk/Server** to print each clerk's/server's transactions with tips. -OR- If prompted, select **Unadjst Report** to print transactions without tips.
- If prompted, select **All** to print a report for all clerks/servers, or select **One** to print a report for one clerk/server.
- If prompted, key in the Clerk/Server ID, and then press **Enter**. The report prints and the terminal returns to the report menu.
- Press **Cancel** to exit.

Batch Settlement

- Tip Adjustments must be complete before Batch Settlement.
- Select **Settlement**.
- If the totals display, press **Enter** to confirm the displayed totals. -OR- If prompted, key in the total sales, total refunds, and total amount without a decimal, and then press **Enter**.
- If the batch is accepted, the screen displays GB Accepted.

TERMINAL MESSAGES

Amount Due/Exceeds Card Balance

A partial authorization has occurred. The customer's credit card did not have an available line of credit that would cover the full amount. An approval was generated for only part of the sale. Press **Enter** to acknowledge the remaining amount due and print the receipt. Then ask the customer for another form of payment for the remaining balance of the sale.

Address Verification Service (AVS)

Verifies if the street address and the ZIP Code or postal code match the customer's billing address.

Call

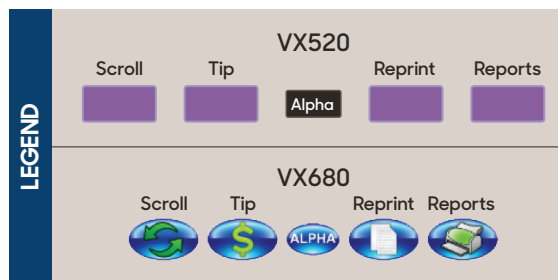
Call the Voice Authorization Center.

Declined

The transaction has been processed and is declined by the card issuer. Ask for another form of payment or follow store policy.

Hold/Call or Pick Up Card

Hold the card. Use the Suspicious Card (Code 10) procedure. Call the Voice Authorization Center.



QUICK REFERENCE	Bank Name _____
	Bank Phone _____
	Help Desk Phone _____
	V Number _____
	Voice Authorization Phone _____
Merchant ID _____	

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QUICK REFERENCE GUIDE

Verifone

Retail/Restaurant (XEVA440)



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GENERAL INFORMATION

Follow the terminal prompts and refer to the user guide for more details. Self-explanatory and uncommon prompts are not included.

To select an option:

- For VX520: Press the **purple keys** beneath the **Down arrow** and **Up arrow** to scroll to the desired selection, and then press the **F key** that corresponds with it.
- For VX680: Tap the **Scroll icon** until the desired selection displays, and then tap the option icon that corresponds with it.

To create letters and special characters, press the appropriate **number key** followed by the **Alpha key** or **Alpha icon** until the desired letter or special character displays.

Printing the customer copy is an option on all transactions.

Remove card when prompted.

Receipt prints at the end of the transaction.

SALE TRANSACTIONS

Credit Card

1. Select **Sale**.
2. Key in the amount, and then press **Enter**.
3. If prompted, key in the tip amount or have the customer key it in, and then press **Enter**.
4. If the sale total is correct, select **Yes**; otherwise, select **No**.
5. Swipe, tap, or insert the card.
6. If prompted, have the customer key in their PIN and then press **Enter**, or press **Enter** to bypass.

Debit Card

1. Select **Sale**.
2. Key in the amount, and then press **Enter**.
3. If prompted, key in the tip amount or have the customer key it in, and then press **Enter**.
4. If the sale total is correct, select **Yes**; otherwise, select **No**.
5. Swipe, tap, or insert the card.
6. Select **Debit**.
7. Have the customer key in their PIN, and then press **Enter**.

EBT Card

1. Select **Sale**.
2. Key in the amount, and then press **Enter**.
3. If prompted, key in the tip amount or have the customer key it in, and then press **Enter**.
4. If the sale total is correct, select **Yes**; otherwise, select **No**.
5. Swipe, tap, insert the card, or key in the card number, and then press **Enter**.
6. If prompted, key in the expiration date (MMYY), and then press **Enter**.
7. Select **EBT**.
8. Select **Food** for a foodstamp transaction. -OR- Select **Vchr** for a foodstamp transaction when an electronic voucher has been used and an approval code already received. -OR- Select **Cash** for a cash benefit transaction.
9. If prompted, key in the cash back amount and then press **Enter**, or press **Enter** to bypass.
10. If prompted, key in the six-digit voucher approval code, and then press **Enter**.
11. If prompted, key in the 15-digit voucher serial number, and then press **Enter**.
12. Have the customer key in their PIN, and then press **Enter**.

Manual/Mail/Phone/Web

1. If a credit card must be entered manually select **Sale**. -OR- If the payment is accepted by phone or internet select **Phone Order**.
2. Key in the amount, and then press **Enter**.
3. If prompted, key in the tip amount or have the customer key it in, and then press **Enter**.
4. If the sale total is correct, select **Yes**; otherwise, select **No**.
5. Key in the card number, and then press **Enter**.
6. Key in the expiration date (MMYY), and then press **Enter**.
7. If prompted Card Present, select **Yes** if the card has been shown at the point of sale, otherwise, select **No**.
8. If prompted to indicate how the card number was obtained, select **Phone** if the card number was accepted over the phone, or select **Web** if the card number was accepted over the internet.
9. If prompted **Encrypted?**, select **Yes** if the website used for the purchase is encrypted, or select **No** if the website used for the purchase is not encrypted.
10. If prompted, key in the purchase order number, and then press **Enter**.
11. If prompted, key in the verification code and then press **Enter**, or press **Enter** to bypass.
12. If prompted to indicate why the verification code was bypassed:
 - Select **No** if the verification code is not on the card.
 - Select **Xread** if the verification code cannot be read.
 - Select **Xprov** if the verification code was not provided.
13. If prompted, key in the billing street address number, and then press **Enter**.
14. If prompted, key in the billing ZIP Code or postal code, and then press **Enter**.

SUPPORT TRANSACTIONS

Reversal

1. Select **Reversal**.
2. Select **Full** to reverse the full amount. -OR- Select **Partial** to reverse a partial amount.
3. Select **Inv#** to search for the transaction by the invoice number. -OR- Select **Amt** to search for the transaction by the dollar amount.

4. Key in the invoice number and then press **Enter**. -OR- Key in the dollar amount and then press **Enter**.
5. Select **Yes** to reverse the transaction. -OR- Select **No** to exit. -OR- Select **Next** to scroll to the next transaction.
6. If prompted, key in the dollar amount to reverse and then press **Enter**.

Refund - Credit/Debit/EBT Card

If the transaction is in the current batch reverse it.

1. Select **Refund**.
2. Key in the amount, and then press **Enter**.
3. If the sale total is correct, select **Yes**; otherwise, select **No**.
4. Swipe, tap, insert the card, or key in the card number, and then press **Enter**.
5. If prompted to choose card, select **Credit**, **Debit**, or **EBT**.
6. If prompted, have the customer key in their PIN, and then press **Enter**.
7. If prompted, key in the expiration date (MMYY), and then press **Enter**.

FUNCTIONS

Reprint

1. For VX520: Press the **Reprint** key. For VX680: Tap the **Reprint** icon.
2. Select **Last Receipt**. -OR- Select **Any Receipt**.
3. If prompted, key in the invoice number for the transaction or press **Enter** to retrieve the first invoice in the batch, and then press **Enter**.

Tip Adjustment

1. For VX520: Press the **Tip** key. For VX680: Tap the **Tip** icon.
2. Select **Clrk** to search by the clerk/server ID. -OR- Select **Amt** to search by the amount. -OR- Select **Acct** to search by the account number. -OR- Select **Inv#** to search by the invoice number.
3. Key in the information for the transaction and then press **Enter**.
4. Select **Adj** to confirm that this is the record you want to tip adjust. -OR- Select **Prev** or **Next** to scroll to another transaction. -OR- Select **Inv#** to search by the invoice number.
5. Key in the amount and then press **Enter**.
6. When prompted Tip Adjust Approved, press **Enter**.