Using a VeriFone Terminal

Terminal: Vx520. No PIN pad.

Enter a sale: paid with chip or swipe card

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Choose **Sale**.
Merchants with more than one CFOAP	
Sale　　　　Prev 　　　　Next 　　　　Slct 　　　　Exit	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Sale Amount:　　　$x.xx	Enter the total amount for this sale, and press ⏎.
Sale　　　　Yes Total: $x.xx　　No	Confirm the amount is correct, and choose **Yes**.
Tap/Insert/Swipe:	Insert or swipe the card as appropriate.
Magnetic-stripe card	
	Swipe a magnetic stripe card through the pad's card reader. Alternate: type the card number on the numeric keypad, and press ⏎.
Sale　　　Credit Choose　　　Debit Card:	Choose the correct option to indicate the type of payment card being used.
Magnetic-stripe debit only	
Enter PIN	Position the terminal for the customer, and direct him or her to enter this card's Personal Identification Number, and press ⏎.
Return Terminal to Clerk:	Press ⏎ to dismiss this prompt.
Last 4 digits:	Ask the customer for this payment card, and enter the last four digits of this card's account number on the terminal keypad, and press ⏎.
Chip card	
	Insert a **chip card** face up, chip in into the pad until it clicks into place.
Remove Card	Remove this card and wait for the merchant receipt to complete printing,
Tear Receipt Press Enter Key	Tear the merchant card and have the customer sign it for your records. Press ⏎ to print the customer's receipt.

# Enter a sale: paid with contactless card, Apple Pay, or Google Wallet

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Choose the **Sale** option.
Merchants with more than one CFOAP	
Sale Prev Next Slct Exit	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Sale Amount: $x.xx	Enter the total amount for this sale, and press ⏎.
Sale Total: $x.xx OK	Confirm the amount is correct, and choose **OK**.
Tap/Insert/Swipe:	Have the customer tap their phone or card on the terminal.
Processing…	No action.
Tear Receipt Press Enter Key	Wait for the merchant receipt to print, then tear it. Have the customer sign this receipt for your records.

Enter a sale: customer is absent

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Choose **Sale**.
Merchants with more than one CFOAP	
Sale Prev Next Slct Exit	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Sale Amount: $x.xx	Enter the total amount for this sale, and press ⏎.
Sale Yes Total: $x.xx No	Confirm the amount is correct, and choose **Yes**.
Tap/Insert/Swipe:	Enter the card number on the keypad, and press ⏎.
Sale Credit Choose Debit Card:	Choose **Credit**.
Last 4 digits:	Enter the last four digits of this card's account number on the terminal keypad, and press ⏎.
ExpDate(MMYY):	Enter the card's four-digit expiration month and year, and press ⏎.
Card Present: Yes No	Choose **No**.
Choose Tran: Phone Web	Choose the correct option to indicate how this sale originated.
CID Code *-or-* CV222 *-or-* CVS	Enter this card's security code, and press ⏎. The security code is three digits printed on the back of most credit and debit cards, *four* digits on the *front* of American Express® cards
Address:	Enter only the street (or house) number portion of the billing address for this card, and press ⏎.
ZIP Code:	Enter the billing address postal code, and press ⏎.
…processing…	No action.
Tear Receipt Press Enter Key	Wait for the merchant receipt to print, then tear it. Press ⏎ to print the customer's receipt.

Issue a refund: customer is present

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Press the far left ⬛ key.
Void Force Refund Phone/Web	Choose **Refund**.
Merchants with more than one CFOAP	
Refund Prev Next Slct Exit	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Refund Amount: $x.xx	Enter the refund amount, and press ⏎.
Refund Yes Total: $x.xx No	Confirm the amount is correct, and choose **Yes**.
Tap/Insert/Swipe:	Insert or swipe the card as appropriate.
Magnetic-stripe card	
	Swipe a magnetic stripe card through the pad's card reader. Alternate: type the card number on the numeric keypad, and press ⏎.
Refund Credit Choose Debit Card:	Choose the correct option.
Magnetic-stripe debit only	
Enter PIN	Direct the customer to enter the Personal Identification Number for this card, and press ⏎.
Return Terminal to Clerk:	Press ⏎ to dismiss this prompt.
Last 4 digits:	Ask the customer for this payment card, and enter the last four digits of this card's account number on the terminal keypad, and press ⏎.
Chip card	
	Insert a **chip card** face up, chip in into the pad until it clicks into place.
Do not remove card	No action.
Remove Card	Remove this card and return it to this customer.
Tear Receipt Press Enter Key	Wait for the merchant receipt to complete printing, then tear it. Have the customer sign this receipt for your records. Press ⏎ to print the customer's receipt.

Issue a refund: customer is absent

Refunds for customers not present are entered and transacted entirely on the terminal.

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Press the third blank ▣ key (second from right).
Void Force Refund Phone/Web	Choose **Refund**.
Merchants with more than one CFOAP	
Refund Prev Next Slct Exit	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Refund Amount: $x.xx	Enter the refund amount, and press ⏎.
Refund Yes Total: $x.xx No	Confirm the amount is correct, and choose **Yes**.
Tap/Insert/Swipe:	Type the card number on the numeric keypad, and press ⏎.
ExpDate(MMYY):	Enter the card's four-digit expiration month and year, and press ⏎.
Imprint Card. Press Enter Key.	Press ⏎.
…processing…	No action.
Tear Receipt Press Enter Key	Wait for the merchant receipt to complete printing, then tear it. Press ⏎ to print the customer receipt.

Void a sale

You can only enter a void when a terminal has not yet been settled.

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Press the first blank ▣ key (farthest left).
Void Force Refund Phone/Web	• To reprint the receipt from the previous transaction, choose **Last Receipt**. • To reprint a receipt from earlier in the current business day, choose **Any Receipt**.
Merchants with more than one CFOAP	
Void Prev Next Slct Exit	Choose the options needed to locate and select the correct menu name. Choose **Sale**, and continue at the next step.
Void Yes Void Last Trans? No	Choose **Yes**.
Void Inv *invoice#* Yes *CARD* brand No Sale Prev *last 4* Next $x.xx	Review the invoice number, card brand (Amex, Discover, Mastercard or Visa), last four digits of the card number, and sale amount. Check that this is the transaction you want to void. • If this is the correct, transaction, choose **Yes**. • If this is not the correct transaction, choose **No**, and start over.
Connecting to authorize… …REVERSED	No action.
Tear Receipt Press Enter Key	Press ⏎ to print the record of this void. Keep this slip for your records.

Reprint a receipt

You can only reprint a receipt on the same business day in which its sale, refund, or void was processed. Invoice numbers start at 0001 each new business day, and increment by one for each sale, refund, and void. Successfully settling the terminal at the close of each business day resets your terminal's memory of that day's transactions and resets the transaction counter (invoice number) to start at 0001 the next business day.

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Press the third blank 🟪 key (second from right).
REPRINT Last Receipt Any Receipt	• To reprint the receipt from the previous transaction, choose **Last Receipt**. • To reprint a receipt from earlier in the current business day, choose **Any Receipt**.
Merchants with more than one CFOAP	
Reprint Rcp Prev Next Slct Exti	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Any receipt option	
Invoice Number:	Enter the correct four-digit invoice (transaction) number. Invoice numbers start at 0001 and increment by one for each sale, refund, and void. Get the invoice number from a merchant or customer receipt or check the details on receipts that preceded and followed the desired reprint.
…printing…	No action. The merchant receipt prints.
Reprint Cust Copy? Yes No	Choose the appropriate option for this transaction and situation.

Settle a terminal

TERMINAL DISPLAY	ACTION
Sale Card Verify Settlement	Choose **Settlement**.
Merchants with more than one CFOAP	
Settlement Prev Next Slct Exit	Choose the options needed to locate and select the correct menu name. Then choose **Sale**, and continue at the next step.
Calculating totals…	No action.
Settlement Sales $x.xx Refunds $x.xx Total $xx.xx Enter to Confirm.	Review the displayed information to be certain it is correct, and press ⏎.
…Processing…	No action.
Settle Success	Confirm that **Settlement Successful** and **OK** is printed at the bottom of the settlement report. If not, attempt to settle the terminal again, or seek help to do so.