



Vx520

XEFB410 – Retail



Sale - Swipe

Select SOFTPAY-FDMS (if option appears)

Swipe Customer's Card

Key Amount of transaction

Select Payment type (if option appears)

Press **Enter**

Select Yes to confirm amount

No to exit & restart

Terminal will connect to host

If approved – Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Sale - Keved

Select SOFTPAY-FDMS (if option appears)

Select SALE

Key Amount of Sale

Press **Enter**

Select Yes to confirm amount

No to exit & restart

Key Card #

Press **Enter**

Key Expiration date (MMYY format)

Press **Enter**

Terminal may prompt

- Card Present
- Phone Order
- CVV2 Indicator
- V-Code
- Order Number
- Address
- Zip Code
- Invoice Number

Terminal will connect to host

If approved – Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Refund – use for transaction already settled

Select SOFTPAY-FDMS (if option appears)

Select REFUND

Key Amount of Refund

Select Yes to confirm amount

No to exit & restart

Swipe or Key customer's card

If keying – press **Enter** after keying

If keying – key Exp date then **Enter**

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Void Last – use to cancel transaction in Open batch

Select SOFTPAY-FDMS (if option appears)

Select VOID

Select Yes to void last transaction

Verify item

Select Yes to void

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Void– use to cancel transaction in Open batch

Select SOFTPAY-FDMS (if option appears)

Select VOID

Select No

Select Inv# to search by invoice/item #

Acct# to search by last 4 of card

Key Invoice or last 4 of CC#

Press **Enter**

Verify item

Select Yes to void

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Settlement / Close Batch

Select SOFTPAY-FDMS (if option appears)

Select ↓ (**More** key - purple key on far left)

Select SETTLEMENT

Terminal will print to report

...

Terminal will connect to host

...

Terminal will print confirmation slip

Auth Only – use to authorize a transaction.

Note: This will attain an approval code, but will not be sent for processing until the approval code is entered in the terminal as a Ticket Only.

The terminal does not keep record of this transaction. Retain the CC#, Expiration date, approval code and amount. It is also recommended to keep contact info for the customer.

- Select SOFTPAY-FDMS (if option appears)
- Select ↓ (**More** key - purple key on far left)
- Select AUTH ONLY
- Key Amount of Sale
- Press **Enter**
- Select Yes to confirm amount
No to exit & restart
- Swipe Card or Key Card #
If Keyed – prompts will follow Sale-Keyed
Terminal will connect to host
If approved – Merchant receipt will print
- Select Yes to print customer receipt copy
No to skip customer copy

Ticket Only – use to process an approval code

Note: This will save a previously acquired approval code in the terminal to be processed during settlement.

Approval code must have been attained previously in order to complete this transaction.

- Select SOFTPAY-FDMS (if option appears)
- Select ↓ (**More** key - purple key on far left)
- Select TICKET ONLY
- Key Amount of Sale
- Press **Enter**
- Select Yes to confirm amount
No to exit & restart
- Swipe Card or Key Card #
If Keyed – enter Exp date after CC#
- Terminal may prompt
 - Order #
 - Invoice #

Key approval Code

Press **Enter**

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy
No to skip customer copy

Reprint Receipt – Reprint item in open batch

- Select SOFTPAY-FDMS (if option appears)
- Press **Reprint** (Purple key right of Alpha key)
- Select LAST RECEIPT to print last trans
ANY RECEIPT to print any trans
- Key Invoice/item #
- Press **Enter**
- Select Yes to print customer receipt copy
No to skip customer copy

Report - Summary /Totals

- Select SOFTPAY-FDMS (if option appears)
- Press **Reports** (Purple key on far right)
- Select TOTALS REPORT
Totals/Summary Report will print
- Press **Cancel** to exit

Report - Details

- Select SOFTPAY-FDMS (if option appears)
- Press **Reports** (Purple key on far right)
- Select DETAIL REPORT
Detail Report will print
- Press **Cancel** to exit

AVS & CVV/CVC Response Codes

AVS Response Codes		CVV Response codes	
Y	Address & Zip match	M	CVV Match
Z	Zip only match	N	No Match
A	Address only match	P	Not processed
N	No Match		

Terminal Response Codes

Invalid MID/Merchant ID: Typically indicates a non-accepted card type was attempted. If occurs on accepted card type, contact support.

Call Center: Transaction cannot be completed on the device. Voice authorization must be performed. If transaction is approved, must be entered in terminal as Ticket Only.

Comm/Communication error: Communication was interrupted. Verify connections and try again; If problem persists, contact support.

Decline: Transaction was declined by issuing bank.

Merchant Services: _____
 Phone Number: _____
 Tech Support #: _____
 Customer Service #: _____
 Supplies #: _____
 Voice Authorizations #: _____

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