RETAIL
Checks (unreadable), to bypass. will not (not provided)
Magnetic stripe did not, or press. to bypass
A partial Verification Code. A 3-4 digit non (unreadable)
Good batch. Batch transmission (not provided)
key
NOTE: Printing the customer copy is an option on all transactions.

NOTE: Italicized steps are optional and may not be prompted for.

MAIL/PHONE SALE
• Press the purple DOWN ARROW key
• Select PHONE ORDER
• Enter sale amount and press ENTER
• Select YES
• Manually enter account number and press ENTER
• Enter expiration date (MMYY) and press ENTER
• Select option: PHONE or WEB
• If WEB, encrypted? Select YES or NO
• Enter purchase order number, and press ENTER
• Enter V-Code and press ENTER, or press ENTER to bypass
• If bypassed, select V-Code option:
  NO (no V-Code), XREAD (unreadable), or XPROV (not provided)
• Enter Zip Code and press ENTER
• Have customer enter PIN on PIN pad and press ENTER, press ENTER to bypass
• Terminal dials out – Remove the card
• Receipt prints

DEBIT SALE
• Select SALE
• Enter sale amount and press ENTER
• Enter tip amount and press ENTER
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

CREDIT REFUND
• Press the purple DOWN ARROW key
• Select REFUND
• Enter refund amount and press ENTER
• Select YES
• Swipe, tap, or insert customer card or manually enter account number and press ENTER
• Enter the desired language
• Select CREDIT
• Enter expiration date (MMYY) and press ENTER
• Terminal dials out
• Remove the card
• Receipt prints

DEBIT SALE
• Select SALE
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter expiration date (MMYY) and press ENTER
• Terminal dials out, and receipt prints

CREDIT REFUND
• Select CREDIT
• Enter sale amount and press ENTER
• Select DEBIT
• Enter card present? Select YES
• Enter expiration date (MMYY)
• Enter sale amount and press ENTER
• Select PHONE SALE
• Select the desired language
• Select CREDIT
• Enter expiration date (MMYY) and press ENTER
• Have customer enter PIN on PIN pad and press ENTER, press ENTER to bypass
• Terminal dials out
• Remove the card
• Receipt prints

MAIL/PHONE SALE
• Press the purple DOWN ARROW key
• Select PHONE ORDER
• Enter sale amount and press ENTER
• Select YES
• Manually enter account number and press ENTER
• Enter expiration date (MMYY) and press ENTER
• Select option: PHONE or WEB
• If WEB, encrypted? Select YES or NO
• Enter purchase order number, and press ENTER
• Enter V-Code and press ENTER, or press ENTER to bypass
• If bypassed, select V-Code option:
  NO (no V-Code), XREAD (unreadable), or XPROV (not provided)
• Enter street address number and press ENTER
• Enter Zip Code and press ENTER
• Terminal dials out, and receipt prints

DEBIT SALE
• Select SALE
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

CREDIT REFUND
• Press the purple DOWN ARROW key
• Select REFUND
• Enter refund amount and press ENTER
• Select YES
• Swipe, tap, or insert customer card or manually enter account number and press ENTER
• Select the desired language
• Select CREDIT
• Enter expiration date (MMYY) and press ENTER
• Terminal dials out
• Remove the card
• Receipt prints

TERMINAL MESSAGES
AMOUNT OUT-BALANCE DUE: A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press ENTER to print the receipt. Pressing CANCEL will not void the transaction.
AVS (ADDRESS VERIFICATION SERVICE): Checks if the street address and ZIP code entered match the customer’s billing address. CALL: Call Voice Authorization Center. If approved, proceed with Offline Entry.

CREDIT SALE
• Enter sale amount and press ENTER
• Enter tip amount and press ENTER, or press ENTER to bypass.
• Select YES
• Swipe, tap, or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

DEBIT SALE
• Select SALE
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

CARD TYPES ACCEPTED
• Visa
• MasterCard
• Debit Cards
• American Express
• Discover
• PayPal
• Carte Blanche
• Diners Club
• JCB
• EBT
• Gift Card Label

VERIFONE® VX 520, XEVA440

www.tsysacquiring.com

VERIFONE® VX 520, XEVA440

© 2016 Total System Services, Inc. All rights reserved worldwide. TSYS is a federally registered service mark of Total System Services, Inc. Other marks are trademarks or registered trademarks of their respective owners.

NOTE: Italicized steps are optional and may not be prompted for.
NOTE: Printing the customer copy is an option on all transactions.

V CODE: Verification Code. A 3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

DEBIT SALE
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

CREDIT SALE
• Select SALE
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

CREDIT REFUND
• Press the purple DOWN ARROW key
• Select REFUND
• Enter refund amount and press ENTER
• Select YES
• Swipe, tap, or insert customer card or manually enter account number and press ENTER
• Select the desired language
• Select CREDIT
• Enter expiration date (MMYY) and press ENTER
• Terminal dials out
• Remove the card
• Receipt prints

DEBIT SALE
• Select SALE
• Enter sale amount and press ENTER
• Select YES
• Swipe or insert customer card
• Select DEBIT
• Have customer enter PIN on PIN pad and press ENTER
• Enter cash back amount and press ENTER
• Terminal dials out, and receipt prints

CREDIT REFUND
• Press the purple DOWN ARROW key
• Select REFUND
• Enter refund amount and press ENTER
• Select YES
• Swipe, tap, or insert customer card or manually enter account number and press ENTER
• Select the desired language
• Select CREDIT
• Enter expiration date (MMYY) and press ENTER
• Terminal dials out
• Remove the card
• Receipt prints

TERMINAL MESSAGES
AMOUNT OUT-BALANCE DUE: A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press ENTER to print the receipt. Pressing CANCEL will not void the transaction.
AVS (ADDRESS VERIFICATION SERVICE): Checks if the street address and ZIP code entered match the customer’s billing address. CALL: Call Voice Authorization Center. If approved, proceed with Offline Entry.

CARD SWIPS ERROR: Magnetic stripe did not read. Swipe card again or manually key-in account number.
COMM ERROR: A communication error has occurred. Check line connections, call Help Desk.
GB (NUMBER): Good batch. Batch transmission accepted.
MANUAL ENTRY NOT ALLOWED: Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.
QD (NUMBER) OR RB (NUMBER): Quit Duplicating or Rejected Batch. Call Help Desk.
RECORD NOT FOUND: Invoice number is not found in terminal batch.
SETTLE FAILED, RETRY?: Settlement failed, call help desk.

0300033
V081616
**CREDIT OFFLINE ENTRY**
- Press purple DOWN ARROW key until Offline displays.
- Select OFFLINE.
- Enter amount and press ENTER.
- Enter password and press ENTER.
- Select YES.
- Enter account number and press ENTER.
- Enter approval code (six digits), and press ENTER.
- Receipt prints.

**AUTHORIZATION ONLY**
- Press the purple DOWN ARROW key until Offline displays.
- Select AUTH ONLY.
- Enter amount and press ENTER.
- Select YES.
- Enter approval code (six digits), and press ENTER.
- Receipt prints.

**BALANCE INQUIRY**
- Press the purple DOWN ARROW key until Balance Inquiry displays.
- Select BALANCES INQ.
- Swipe, tap, or insert customer card or manually enter account number and press ENTER.
- Enter the desired language.
- Choose card? Select CREDIT or CASH.
- If CREDIT, enter expiration date (MMYY) and press ENTER.
- If CREDIT, enter card number (three digits), and press ENTER.
- Present card and press ENTER.
- Enter original transaction date (MMDDYY), and press ENTER.
- Enter settlement date (MMDD), and press ENTER.
- Select transaction type: FOOD or CASH.
- Enter original transaction date (MMDDYY), and press ENTER.
- Enter original time (HHMMSS), and press ENTER.
- Enter original trace number (six digits), and press ENTER.
- Enter settlement date (MMDD), and press ENTER.
- Enter transaction amount and press ENTER.
- Enter original transaction date (MMDDYY), and press ENTER.
- Select transaction type: FOOD or CASH.
- Enter original transaction date (MMDDYY), and press ENTER.
- Enter original time (HHMMSS), and press ENTER.
- Enter original trace number (six digits), and press ENTER.
- Enter settlement date (MMDD), and press ENTER.
- Enter transaction amount and press ENTER.
- Enter original transaction date (MMDDYY), and press ENTER.
- Select transaction type: FOOD or CASH.
- Enter original transaction date (MMDDYY), and press ENTER.
- Enter original time (HHMMSS), and press ENTER.
- Enter original trace number (six digits), and press ENTER.
- Enter settlement date (MMDD), and press ENTER.
- Enter transaction amount and press ENTER.
- Enter original transaction date (MMDDYY), and press ENTER.
- Select transaction type: FOOD or CASH.
- Enter original transaction date (MMDDYY), and press ENTER.
- Enter original time (HHMMSS), and press ENTER.
- Enter original trace number (six digits), and press ENTER.
- Enter settlement date (MMDD), and press ENTER.
- Enter transaction amount and press ENTER.
- Enter original transaction date (MMDDYY), and press ENTER.
- Select transaction type: FOOD or CASH.
- Enter original transaction date (MMDDYY), and press ENTER.
- Enter original time (HHMMSS), and press ENTER.
- Enter original trace number (six digits), and press ENTER.
- Enter settlement date (MMDD), and press ENTER.
- Enter transaction amount and press ENTER.
- Enter original transaction date (MMDDYY), and press ENTER.