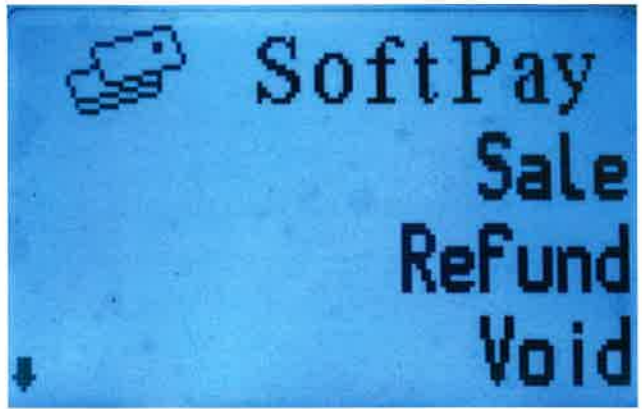


**VX520 RETAIL W/DEBIT/EBT
QUICK REFERENCE GUIDE**

If Terminal Displays "CALL CENTER" call 1-800-228-1122 for a Voice Authorization, make sure you have the **CREDIT CARD INFORMATION (Account #, Expiration Date)** since will need this to get an **Auth Code** from the voice authorization line. After you receive the **Auth Code** you can run a **TICKET ONLY** sale with the Credit Card information and the Auth Code you just received.

ORDER NUMBERS: These are to be 3-6 digits in length and to not begin with a 0

On start up the screen will display
CommServer
SoftPay FDMS
Press F3 for SoftPay FDMS to get to the Main Idle Screen



MAIN IDLE SCREEN

SWIPED

MANUAL ENTRY

CREDIT SALE

Main Idle screen	Press F2 for SALE
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Swipe Card
F1 CREDIT F2 DEBIT F3 EBT	Press F1 for CREDIT
Terminal will dial out for Authorization and Print receipt	
Customer copy	Press F1 for YES or F2 for NO

Main Idle Screen	Press F2 SALE
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE OR ENTER ACCOUNT	Enter Account #
EXP. DATE (MMYY)	Enter Expiration Date
Phone Order	Press F1 for YES or F2 for NO
if YES	
Enter CVV2 INDICATOR	F1 Skip F2 Present F3 Xread F4 Xpresent

CVV2 CODE	Enter 3 digit code on back of Card
ORDER NUMBER	Enter in Order # and Press Green ← Key
ADDRESS	Enter the number of the Billing Address Press Green ← Key
ZIP CODE	Enter the Zip Code Press Green ← Key
AMOUNT	Enter Amount and Press Green ← Key
Terminal will dial out for Authorization and Print receipt	
Customer copy	Press F1 for YES or F2 for NO
if NO	
Enter CVV2 INDICATOR	F1 Skip F2 Present F3 Xread F4 Xpresent

CVV2 CODE	Enter 3 digit code on back of Card
Terminal will dial out for Authorization and Print receipt	
Customer copy	Press F1 for YES or F2 for NO

EMV TRANSACTION (Example SALE)

Main Idle screen	Press F2 for SALE
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
Customer Interaction	
CONFIRM AMOUNT.....	Press F1 for YES or F2 for NO
SWIPE or ENTER ACCOUNT	Insert Card
Terminal will dial out for Authorization	
Will Prompt to REMOVE CARD	
Then will say RETURN TERMINAL TO CLERK	
Terminal will Print the receipt	
Customer copy	Press F1 for YES or F2 for NO

SWIPED

MANUAL ENTRY

SWIPED

MANUAL ENTRY

REFUND

Main Idle Screen	Press F3 for REFUND
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Swipe Card
F1 CREDIT F2 DEBIT F3 EBT	Select F1 CREDIT
Terminal will print a receipt	
Customer Copy	Press F1 for YES or F2 for NO

Main Idle Screen	Press F3 for REFUND
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Manual enter the Card #
F1 CREDIT F2 DEBIT F3 EBT	Select F1 CREDIT
EXP. DATE (MMYY)	Enter Expiration Date
Terminal will print a receipt	
Customer copy	Press F1 for YES or F2 for NO

DEBIT REFUND

ALL DEBIT REFUNDS MUST BE RAN ON CREDIT

Main Idle Screen	Press F3 for REFUND
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Swipe Card
F1 CREDIT or F2 DEBIT	Select F1 CREDIT
Terminal will print a receipt	
Customer Copy	Press F1 for YES or F2 for NO

Main Idle Screen	Press F3 for REFUND
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Manual enter the Card #
F1 CREDIT or F2 DEBIT	Select F1 CREDIT
EXP. DATE (MMYY)	Enter Expiration Date
Terminal will print a receipt	
Customer copy	Press F1 for YES or F2 for NO

DEBIT SALE (SWIPED ONLY)

Main Idle Screen	Press F2 SALE
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Swipe Card
F1 CREDIT F2 DEBIT F3 EBT	Select F2 DEBIT
AMOUNT	Enter Amount Press Green ← Key
WAITING ON PIN	Have Customer Enter PIN Green ← Key
Terminal will dial out for Authorization and Print receipt	

SEE REVERSE →

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SWIPED

MANUAL ENTRY

TICKET ONLY	
Main Idle Screen	Press PURPLE Key Below "↓" Symbol
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
TICKET ONLY will be Displayed	Press F1 for TICKET ONLY
SWIPE or ENTER ACCOUNT	Swipe the Card
APPR CODE:	Key in 6 Digit AUTH CODE Press Green ← Key
Customer Copy	Press F1 for YES or F2 for NO
Main Idle Screen	
ENTER AMOUNT.....	Press PURPLE Key Below "↓" Symbol
TICKET ONLY will be Displayed	Enter \$ Amount and press Green ← Key
Swipe or Enter ACCOUNT	Press F1 for TICKET ONLY
EXP DATE (MMYY)	Enter in Account #, Press Green ← Key Enter in Expiration Date Press Green ← Key
APPR CODE:	Key in 6 Digit AUTH CODE Press Green ← Key
Customer Copy	Press F1 for YES or F2 for NO
EBT REFUND	
Main Idle Screen	Press F3 for REFUND
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Swipe Card
Total: \$0.00 (confirm amount)	F1 YES F2 NO
F1 CREDIT F2 EBT	Select F2 EBT
F1 FOOD F2 VCHR	
F1 FOOD	
WAITING ON PIN	Have Customer Enter PIN Green ← Key
Terminal will dial out for Authorization and Print receipt	
CUSTOMER COPY	Press F1 for YES or F2 for NO
F2 VCHR	
VOUCHER S/N	Enter in Voucher # Press Green ← Key
APPR CODE	Enter Approval code Press Green ← Key
Terminal will dial out for Authorization and Print receipt	
CUSTOMER COPY	Press F1 for YES or F2 for NO
REPRINT RECEIPT	
Press PURPLE key to the right of the ALPHA key, then choose option	
F2 LAST RECEIPT or F3 ANY RECEIPT and key in INVOICE #	
REPORT	
Main Idle Screen	Press the far right PURPLE Key
TOTALS	Press F2
DETAILS	Press F3

EBT	
Main Idle Screen	Press F2 SALE
ENTER AMOUNT.....	Enter \$ Amount and press Green ← Key
SWIPE or ENTER ACCOUNT	Swipe Card
F1 CREDIT F2 EBT	Select F2 EBT
F1 FOOD F2 VCHR F3 CPUR F4 CASH	
F1 FOOD	
WAITING ON PIN	Have Customer Enter PIN Green ← Key
Terminal will dial out for Authorization and Print receipt	
CUSTOMER COPY	Press F1 for YES or F2 for NO
F2 VCHR	
VOUCHER S/N	Enter in Voucher # Press Green ← Key
APPR CODE	Enter Approval code Press Green ← Key
Terminal will dial out for Authorization and Print receipt	
CUSTOMER COPY	Press F1 for YES or F2 for NO
F3 CPUR	
CASH	Enter Cash Amount Press Green ← Key
WAITING ON PIN	Have Customer Enter PIN Green ← Key
Terminal will dial out for Authorization and Print receipt	
CUSTOMER COPY	Press F1 for YES or F2 for NO
F4 CASH	
WAITING ON PIN	Have Customer Enter PIN Green ← Key
Terminal will dial out for Authorization and Print receipt	
CUSTOMER COPY	Press F1 for YES or F2 for NO
VOID	
Main Idle Screen	Press F4 for VOID
VOID LAST TRANS?	Press F1 for YES to confirm LAST TRANS Press F2 for All Other Transactions
VOID RETRIEVE BY	Press F1 to Retrieve by INVOICE # Press F2 to Retrieve by Account #
VOID INVOICE NUMBER	Enter correct # and Press Green ← Key
VOID ACCOUNT NUMBER	Enter correct # and Press Green ← Key
CUSTOMER COPY	Press F1 for YES or F2 for NO
SETTLE	
Main Idle Screen	Press PURPLE Key Below "↓" Symbol
Settlement will be displayed	Press F2
Terminal will Dial Out and then Print a Settlement Report	

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