



FIRST PAYMENT
merchant services

**Verifone
Vx Series
Quick User Guide**

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V^x General

Functions Retail Sale

1. Insert Chip Card into terminal chip reader.
2. Enter the Sale Amount and then press ENTER.
3. If a chip card, hand the terminal to the cardholder to enter their PIN.
4. The terminal will contact the host for an Authorisation and deliver one of the following responses:
 - Transaction authorised – with an AUTH Code
 - Transaction declined
 - Transaction partially authorised – if the transaction is partially authorised the terminal will display the transaction value the card issuer is willing to authorise. The partial AUTH can either be accepted by selecting “Yes” or rejected by selecting “No”. *Note: If you select YES then the customer will need to make up the balance of the sale via a different payment method.*
5. Remove the merchant copy receipt by tearing.
6. If a non-chip card, obtain and verify the cardholder’s signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.
7. Finally, a cardholder copy receipt is printed.

For referrals go to the Referral section.

Retail Sale with Contactless Enabled

1. Select Sale.
2. Key in transaction amount.
3. Terminal will prompt to check the amount entered.
 - a. If the amount is correct, select YES to continue sale.
 - b. If the amount is incorrect, select NO to rekey in amount.
4. Terminal will prompt to Present / Insert / Swipe Card.
(The first of the four green LED’s above the screen will light up to show contactless is enabled).
5. Tap the contactless card above the screen.
6. Terminal will contact host for Auth.
7. Terminal will print off Merchant copy, tear receipt and then the terminal will return to the main idle screen. *Note: The cardholder receipt is not printed by default. This option can be enabled by the appropriate Customer Service team.*

Batch / End of Day

1. Select Batch.
2. Select End of Day.
3. Enter your user password.
4. Totals are displayed. Select YES to confirm sale and refund totals. (Select NO if totals are incorrect).
5. The terminal prints a GBOK report on successful End of Day.
6. Reconcile incorrect totals using Review in the Batch Menu.

If your 'End of Day' fails, please call Customer Service.

Summary Report

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select Report.
3. Enter your password.
4. Select Summary.
5. The terminal prints a Summary report displaying the significant figures.

Totals Report

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select Report.
3. Enter your password.
4. Select Totals.
5. The terminal displays and prints a Totals report displaying the significant figures.

Review Report

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select Review.
3. Enter your password.
4. Select Totals.
5. The terminal displays and prints a Review report displaying the significant figures.

Refunds

1. Select Refund.
2. Enter Refund password (if applicable).
3. Insert Chip Card into terminal chip reader or swipe card.
4. Enter the Refund amount and press ENTER.
5. Remove the merchant copy receipt by tearing.
6. Press ENTER. Finally, a cardholder copy receipt is printed.

Referrals

If your terminal displays the referral screen below during your sale transaction:

Host Response

MID: xxxxxxxx

Referral

Press ENTER to continue.

You must telephone the authorisation centre to obtain an authorisation approval code. The transaction will automatically cancel and the terminal will revert to the main screen. Once you have received a voice authorisation and have the Auth code, repeat the transaction using the Forced Sale method, which is detailed below.

Forced Sale / Offline Mode

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select FORCE (select corresponding function button).
3. Insert Chip Card into terminal chip reader or swipe card or key card number.
4. Enter the Sale Amount and press ENTER.
5. The terminal will prompt you to enter the Authorization Code, received over the phone. *(Note: select 'Alpha' to change from numeric to alpha characters).*
6. If a chip card, hand the terminal to the cardholder to enter their PIN.
7. Remove the merchant copy receipt by tearing.
8. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.
8. Finally, a CARDHOLDER copy receipt is printed.

DCC Retail Sale

1. Insert Chip Card into terminal chip reader or swipe card or key card number.
2. Enter the Sale Amount and press ENTER.

Cardholder must be given a choice of accepting DCC or paying in the local currency.

3. Does the cardholder wish to pay in own currency?
 - Select YES to accept DCC & process the transaction in the cardholder's currency.
 - Select NO to reject DCC & process the transaction in the local currency.
 - Select PRINT RATE to print the DCC quote.
4. If a chip card, hand the terminal to the cardholder to enter their PIN.
5. Remove the merchant copy receipt by tearing.
6. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.

Finally, a CARDHOLDER copy receipt is printed.

For referrals go to the Referral section.

DCC Forced Sale / Offline Mode

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select FORCE (select corresponding function button).
3. Insert Chip Card into terminal chip reader or swipe card or key card number.
4. Enter the Sale Amount and press ENTER.

Cardholder must be given a choice of accepting DCC or paying in the local currency.

5. Does the cardholder wish to pay in own currency?
 - Select YES to accept DCC & process the transaction in the cardholder's currency.
 - Select NO to reject DCC & process the transaction in the local currency.
 - Select PRINT RATE to print the DCC quote.
6. The terminal will prompt you to Enter the Authorization Code, received over the phone. (*Note: select 'Alpha' to change from numeric to alpha characters*).
7. If a chip card, hand the terminal to the cardholder to enter their PIN.
8. Remove the merchant copy receipt by tearing.
9. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.

Finally, a CARDHOLDER copy receipt is printed.

DCC Foreign Currency Reversal

In the event that the cardholder was not given the CHOICE & does not wish to proceed with the transaction in their own currency, the DCC transaction should be reversed in the following way:

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select VOID (select corresponding function button).
3. Enter Invoice Number from the original sale receipt.
4. Enter User Password & select Enter.
5. The invoice amount will be displayed on the screen. Confirm the amount to be voided.
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.
6. Remove the merchant copy receipt by tearing.
7. Press ENTER and the CARDHOLDER copy receipt prints. The reversal is complete.
8. Insert Chip Card into terminal chip reader or swipe card or key card number.
9. Enter the Sale Amount and press ENTER. This time select NO to reject DCC & process the transaction in the local currency.

DCC Refund

1. Select REFUND (select corresponding function button).
2. Enter Refund Password (if applicable).
3. Insert Chip Card into terminal chip reader or swipe card or key card number.
4. Enter the Refund Amount and press ENTER.

Note: the refund must be completed in the same Currency as the original sale transaction.

- Select YES to accept DCC & process the refund in the cardholder's currency.
 - Select NO to reject DCC & process the refund in the local currency.
 - Select PRINT RATE to print the DCC quote.
5. Remove the merchant copy receipt by tearing.
 6. Press ENTER. Finally, a CARDHOLDER copy receipt is printed.

V^x Restaurant Functions

Restaurant Sale

1. Insert Chip Card into terminal chip reader or swipe card.
2. Enter Server ID if enabled.
3. Enter the Sale Amount and press ENTER.
4. Enter the Tip Amount and press ENTER.
5. Confirm Total including tip by pressing ENTER.
6. If a chip card, hand the terminal to the cardholder to enter their PIN.
7. The terminal will contact the host for an Authorisation and the terminal will deliver one of the
8. following responses:
 - Transaction authorised.
 - Transaction declined.
 - Transaction partially authorised – if the transaction is partially authorised the terminal will display the transaction value the card issuer is willing to authorise. The partial auth can either be accepted by selecting “Yes” or rejected by selecting “No”. *Note: If you select YES then the customer will need to make up the balance of the sale via a different payment method.*
9. Remove the merchant copy receipt by tearing.
10. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.

Finally, a CARDHOLDER copy receipt is printed.

For referrals go to the Referral section.

Restaurant Sale with Contactless Enabled

1. Select Sale.
2. Key in transaction amount.
3. Terminal will prompt to check the amount entered.
4. If the amount is correct Select ENTER to continue sale.
5. If the amount is incorrect Select NO to rekey in amount.
6. Terminal will prompt to key in TIP amount, key amount and press Enter.
7. Terminal will display total amount including TIP and the TIP amount.
 - a. If the total amount including TIP is correct select ENTER.
 - b. If the TIP amount displayed is incorrect select NO to re-enter TIP amount.
8. Terminal will prompt to Present / Insert / Or Swipe Card.
9. Tap the contactless card above the screen.
10. Terminal will contact host for Auth.
11. Terminal will print off Merchant copy, tear receipt and then press green Enter button to print cardholder copy.

Adding a Tip after Sale

1. From the main menu, select Tip (select corresponding function button).
2. Enter invoice number from the original sale receipt.
 - To enter the tip amount only, select the relevant option on the screen.
 - To enter the adjusted total amount including the tip, select the relevant option on the screen.
3. Press CANCEL to cancel the above process.
4. Enter the tip amount as indicated by the cardholder on the receipt.
5. Confirm the total, including tip (yes / no):
 - a. If totals are correct, select YES or
 - b. Press ENTER.
6. If totals are incorrect, select NO or press CANCEL.
7. Receipt including Tip amount will print.

Adding Servers (if enabled)

1. From the idle screen, either press the downward button situated on the screen in the bottom left hand corner (Touch screen specific) or press the far most left button directly underneath the screen (Non-touch screen specific).
2. Select Server (select corresponding function button).

To add a new server:

1. Select ADD to add a new server.
2. Enter Server Number & Press ENTER.
3. Enter Server Name & Press ENTER.

To remove a server:

1. Select DELETE to remove a server.
2. Enter Server Number & Press ENTER.

To view Server list:

1. Select VIEW from Server Menu to view the servers currently logged on.

DCC Restaurant Sale

1. Insert Chip Card into terminal chip reader or swipe card or key card number.
2. Enter Server ID if enabled.
3. Enter the Sale Amount and press ENTER.

Cardholder must be given a choice of accepting DCC or paying in the local currency.

4. Does the cardholder wish to pay in own currency?
 - Select YES to accept DCC & process the transaction in the cardholder's currency.
 - Select NO to reject DCC & process the transaction in the local currency.
 - Select PRINT RATE to print the DCC quote.
5. Enter the Tip Amount and press ENTER.
6. Confirm Total including tip by pressing ENTER.
7. If a chip card, hand the terminal to the cardholder to enter their PIN.
8. Remove the merchant copy receipt by tearing.
9. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.
10. Finally, a CARDHOLDER copy receipt is printed.

For referrals go to the Referral section.

V^x Hotel Functions

Pre-Authorisation / Check In

1. Select PREAUTH (select corresponding function button).
2. Insert Chip Card into terminal chip reader or swipe card or key card number.
3. Enter the Pre-Auth amount and press ENTER.
4. If a chip card & the cardholder is present, hand the terminal to the cardholder to enter their PIN.
5. Remove the merchant copy receipt by tearing.

Completion / Check Out

The host reference number from the original Pre-Auth Receipt is required.

1. Select Completion (select corresponding function button).
2. Insert Chip Card into terminal chip reader or swipe card or key card number.
3. Enter Host Reference Number and press ENTER.
4. Enter the Completion amount and press ENTER.
5. If a chip card, hand the terminal to the cardholder to enter their PIN.
6. Remove the merchant copy receipt by tearing.
7. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.
8. Finally, a CARDHOLDER copy receipt is printed.

DCC Pre-Authorisation / Check In

1. Select PREAUTH (select corresponding function button).
2. Insert Chip Card into terminal chip reader or swipe card or key card number.
3. Enter the Pre Auth amount and press ENTER. Cardholder must be given a choice of accepting DCC or paying in the local currency.
4. Does the cardholder wish to pay in own currency?
 - Select YES to accept DCC & process the transaction in the cardholder's currency.
 - Select NO to reject DCC & process the transaction in the local currency.
 - Select PRINT RATE to print the DCC quote.
5. If a chip card, hand the terminal to the cardholder to enter their PIN.
6. Remove the merchant copy receipt by tearing.
7. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.

Finally, a CARDHOLDER copy receipt is printed.

For referrals go to the Referral section.

DCC Completion / Check Out

The host reference number from the original Pre-Auth Receipt is required.

1. Select Completion (select corresponding function button).
2. Insert Chip Card into terminal chip reader or swipe card or key card number.
3. Enter Host Reference Number and press ENTER.
4. Enter the Completion amount and press ENTER.

Cardholder must be given a choice of accepting DCC or paying in the local currency.

5. Does the cardholder wish to pay in own currency?
 - Select YES to accept DCC & process the transaction in the cardholder's currency.
 - Select NO to reject DCC & process the transaction in the local currency.
 - Select PRINT RATE to print the DCC quote.
6. If a chip card, hand the terminal to the cardholder to enter their PIN.
7. Remove the merchant copy receipt by tearing.
8. If a non-chip card, obtain and verify the cardholder's signature on the merchant copy receipt. Is the signature valid?
 - a. Yes, press ENTER.
 - b. If signature is not valid, select No or press CANCEL.
9. Finally, a CARDHOLDER copy receipt is printed.