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Verifone VX510/3730
QUICK REFERENCE GUIDE

Retail and Restaurant

VOICE AUTHORIZATION NUMBERS

MC/V/S/Discover@Network:.....1-800-228-1122
AMEX:.....1-800-528-2121
CUSTOMER SUPPORT:.....1-800-331-8882
CUSTOMER SUPPORT 24/7:.....1-800-228-0210

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SALE (Swipe Card)

Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM Swipe Customer Card	Swipe card or key card number and press [YES/ENTER]
2	ENTER LAST 4 NO. OF CUSTOMER CARD	Key last 4 digit of the credit card number and press [YES/ENTER]
3	Choose Card: CREDIT OR DEBIT	Press [F1] for credit card.
4	Expiration Date MMY	Key expiration date and press [YES/ENTER]
5	RECURRING TRAN?	Press [NO/CLEAR] if the transaction is a recurring payment or press [YES/ENTER] if the transaction is not present or press [YES/ENTER] if the card is present
6	IS CARD PRESENT?	Press [NO/CLEAR] if the transaction is not mail/phone order or press [YES/ENTER] if the transaction is mail/phone order
7	MAIL/PHONE ORDER?	Press [NO/CLEAR] if the transaction is from the internet or press [YES/ENTER] if the transaction is not from a the internet or press [YES/ENTER] if the transaction is from the internet
8	E-COMMERCE ORDER?	Press [1] if the website is secure or press [2] if the website is not secure
9	1 = ENCRYPTED 2 = NON - SECURE 0=SKIP 1=ENTER CV2/CID 2=ILLEGIBLE 9=NONE	Select the desire option and press [YES/ENTER]
10	ENTER CV2/CID CODE	Key in 3 digit card code and press [YES/ENTER] or press [YES/ENTER] for other options. The card code can be found on the signature line of the customer's credit card.
11	ENTER ORDER NUM.	Key order number and press [YES/ENTER]
12	ENTER ADDRESS	Key first 5 numeric digits of customer's address and press [YES/ENTER]
14	ENTER ZIP CODE	Key customer's zip code and press [YES/ENTER]
15	AMOUNT \$0.00	Key amount and press [YES/ENTER]
16	TIP AMOUNT \$0.00	Key tip amount and press [YES/ENTER]
17	ENTER CLERK/SERVER ID	Key clerk number and press [YES/ENTER]
18	TICKET / INVOICE NUMBER	Key ticket / invoice number and press [YES/ENTER]
19	VISA SALE \$0.00 SALES TAX \$0.00	Key tax amount and press [YES/ENTER]
20	VISA SALE TAX EXEMPT? (Y/N)	Press [YES/ENTER] if transaction is tax exempt. If [NO/CLEAR] is pressed, tax will be requested again (only displayed if tax = \$0.00).
21	CUSTOMER CODE	Key customer code and press [YES/ENTER]
22	VISA SALE AUTH/TKT 00 000	On approval, tear slip and have customer sign the receipt. If CALL CENTER is displayed, call for voice authorization and enter the transaction as an Offline Sale. Press [CANCEL] to return to the idle prompt.

AVS RESPONSE CODE

Y = Address and Zip match
S = Services Not Supported
U = Unavailable
N = Address and Zip does not match

PRE-SETTLEMENT INSTRUCTIONS		
1	Place all transaction receipts in sequence number order. Run an adding machine tape of the transactions.	
2	Print appropriate report (see Print Reports instructions). Compare your totals to the terminal report.	
3	If your tape matches the terminal totals, proceed with the Settlement instruction below. If your audit does not match the terminal totals, repeat steps 1 and 2.	

PRINT REPORTS		
Various types of audit and summary reports can be generated for transactions in the current batch (transactions that have not yet been settled).		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and Press [REPORTS]
2	1=CLERK 2=AUDIT 3=SUMMARY 4=MORE	Press [1], [2], [3] or [4] to select desired report and [YES/ENTER], then follow additional prompts Report is printing
3	PRINT LIST PRINTING, WAIT...	

SETTLE		
Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information.		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [SETTLE]
2	SALES TOTAL \$0.00 CORRECT ? YES OR NO	Verify net total and press [YES/ENTER] if total is correct or press [NO/CLEAR] to exit
3	CLOSE SETTLE \$0.00	The transactions have been settled for payment. Press [CANCEL] to return to the idle prompt

INDUSTRY INFORMATION

AVS (Address Verification Service) - A service designed to help reduce the possibility of fraud on Manually keyed transactions. The terminal will request the cardholder's billing address and or zip code. Entry of both address and zip code may provide better protection against fraud. If an "N" or an "X" is returned as one of the AVS codes, you may want to consider whether you want to accept the transaction, request additional ID from the customer or secure alternate means of payment. If you don't accept it then you must go back to void the transaction (see procedures for Adjust/Void Transaction). This information is required by MasterCard and VISA to help your business qualify for the best rates.

Card Code Validation - A service designed to help reduce the possibility of fraud on Card Not Present transactions. The 3 - 4 digit code printed on reverse italics on the signature stripe of the card should be entered when prompted. If the code is not entered, the user will be required to indicate why the prompt was bypassed.

Offline Sale - A captured transaction which does not dial out for authorization. Sometimes referred to as a forced transaction. Voice approval should be obtained for all offline sales. Note: If Commercial card processing is enabled, Commercial Card prompts will be displayed on all MasterCard® and VISA® transactions.

E-Commerce - A service design to help reduce the possibility of fraud on Internet transactions. The terminal will ask if the website that you used your card credit on is secure or not.

DEBIT		
Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as an offline transaction.		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM SWIPE CUSTOMER CARD	Press [DEBIT]
2	DEBIT SWIPE CUSTOMER CARD	Press [F1] for Ticket Only
3	DEBIT SALE AMOUNT \$0.00	Swipe card or key account number and press [ENTER]
4	DEBIT TIP AMOUNT \$0.00	Press [F1] for credit card.
5	DEBIT CASH AMOUNT \$0.00	Key expiration date and press [ENTER]
6	TOTAL \$0.00 CORRECT? YES OR NO	Key amount and press [ENTER]
7	TOTAL \$00.0 WAITING FOR PIN	Key authorization number that was obtained by the voice authorization center and press [ENTER]
8	DEBIT APPROVAL OK 000 00	Tear slip and have customer sign the receipt. Press [CANCEL] to return to the idle prompt.

VOID		
Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as an offline transaction.		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [F4] for Void
2	VOID	Key item number and press [YES/ENTER]
3	ITM: 00 CORRECT ? YES OR NO	Verify transaction. Press [YES/ENTER] to void displayed transaction or press [CANCEL] to return to the idle prompt.
4	TRANSACTION ACCEPTED	Tear slip and have customer sign the receipt

REFUND		
Use this function to issue a credit to the cardholder's account for goods or services.		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [REFUND]
2	REFUND	Swipe card or key card number and press [YES/ENTER]
3	VISA REFUND EXPIRATION DATE MMY	Key expiration date and press [YES/ENTER]
4	VISA REFUND AMOUNT \$0.0	Key amount and press [YES/ENTER]
5	VISA REFUND TRANSACTION ACCEPTED	Tear slip and have customer sign the receipt. Press [CANCEL] to return to the idle prompt

OPEN TAB		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM SWIPE CUSTOMER CARD	Press [OPEN TAB]
2	OPEN TAB SWIPE CUSTOMER CARD	Swipe card or key card number and press [YES/ENTER]
3	VISA OPEN TAB EXPIRATION DATE MMY	Key expiration date and press [YES/ENTER]
4	VISA OPEN TAB ENTER SERVER ID	Key server number and press [YES/ENTER]
5	VISA OPEN TAB AMOUNT \$0.00	Key amount and press [YES/ENTER]
6	VISA AUTHORIZE AUTH/TKT 000000	Tear slip and have customer sign the receipt. Press [CANCEL] to return to the idle prompt.
Use this function to authorize an open tab transaction.		

ADJUSTING A TRANSACTION, CLOSE TAB and ADD TIP		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM SWIPE CUSTOMER CARD	Press [ADJUST]
2	ENTER SERVER ID	Key server number and press [YES/ENTER]
3	ENTER ITEM NUMBER	Key item number and press [YES/ENTER]
4	TOTAL (000) \$ 0.00 CLOSE TAB?	Verify amount and press [YES/ENTER] to close open tab
5	TOTAL (000) \$ 0.00 ENTER TIP	Key tip amount and press [YES/ENTER]
6	TOTAL (000) \$ 0.00 CORRECT? YES OR NO	Verify amount, press [YES/ENTER] if the amount of the transaction is correct or press [NO/CLEAR] if the amount of the transaction is not correct.
7	TOTAL (000) NEW AMOUNT \$ 0.00	Key new amount and press [YES/ENTER]
8	TRANSACTION ACCEPTED	Press [CANCEL] to return to the idle prompt
Use this function to change the amount of a transaction, to change or add a tip, or to close an open tab transaction.		

VIEW TOTALS		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [ADJUST]
2	TOTALS 00 ITEMS GRAND \$0.00	Press [←] to view sales totals
3	TOTALS 00 ITEMS REFUND \$0.00	Press [←] to view refund totals. Press [CANCEL] to exit
Batch totals can be viewed at any time for the transactions in the current batch.		

OFFLINE SALE		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [OFFLINE]
2	** OFFLINE MODE ** ENTER ACCOUNT NUMBER	Swipe card or key card number and press [YES/ENTER]
3	VISA OFFLINE EXPIRATION DATE MMY	Key expiration date and press [YES/ENTER]
4	VISA OFFLINE AMOUNT \$0.00	Key amount and press [YES/ENTER]
5	VISA OFFLINE ENTER APPROVAL CODE	Key authorization number obtained through the voice authorization center and press [YES/ENTER]
6	VISA OFFLINE TRANSACTION ACCEPTED	Tear slip and have customer sign the receipt. Press [CANCEL] to return to the idle prompt.
Use this function to capture transactions when voice approval has been obtained. Sometimes referred to as a forced transaction.		

AUTHORIZATION ONLY / CARD VERIFY		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [CARD VERIFY/AUTH]
2	AUTHORIZE SWIPE CUSTOMER CARD	Swipe card or key card number and press [YES/ENTER]
3	VISA AUTHORIZE EXPIRATION DATE MMY	Key expiration date and press [YES/ENTER]
4	VISA AUTHORIZE AMOUNT \$0.00	Key amount and press [YES/ENTER]
5	VISA AUTHORIZE APPROVED 000 00	Tear slip and have customer sign the receipt. Press [CANCEL] to return to the idle prompt.
Use this function to authorize transaction without affecting the batch.		

REPRINT		
STEP	TERMINAL PROMPT	ACTION
1	MMDYYYY HH:MM	Swipe customer card and press [REPRINT]
2	REPRINT ITEM ENTER ITEM NUMBER	Key item number and press [YES/ENTER]
3	REPRINT ITEM 0	Press [CANCEL] to return to the idle prompt
Use the function to reprint a transaction that is in the current batch.		