

VeriFone Vx570

TSYS (SEVA300) Basic Functions Guide

ABOUT THIS GUIDE	2
SALES	3
CREDIT SALE Vx 570	3
CREDIT KEYED (MANUAL) SALE Vx 570	4
DEBIT SALE Vx 570	5
CREDIT AUTH ONLY Vx 570	6
SETTLEMENT	7
SETTLEMENT Vx 570	7
VOIDS/REFUNDS	7
CREDIT VOID Vx 570	7
CREDIT REFUND Vx 570	8
CREDIT OFFLINE Vx 570	9
DEBIT RE-ENTER Vx 570	10
REPORTS	11
TOTALS REPORT Vx 570	11
DETAIL REPORT Vx 570	11
STORE FWD REPORT REPORT Vx 570	11
SERVER REPORT Vx 570	12
UNADJUST REPORT REPORT Vx 570	12
BATCH HISTORY REPORT REPORT Vx 570	13
REPRINT RECEIPT Vx 570	13
TIP ADJUSTMENT	14
TIP ADJUST BY SERVER Vx 570	14
TIP ADJUST BY AMOUNT Vx 570	14
TIP ADJUST BY ACCOUNT Vx 570	15
TIP ADJUST BY INVOICE Vx 570	15

About this Guide

The quick reference guide combines all of the available options for following payment methods:

- Credit
- Debit

While not all of these payment methods will be used, the guide shows the functionality available.

This guide will outline the standard steps (listed in **NAVY BLUE**) of the terminal as well as optional steps (listed in **light blue**), that are available depending on the terminal program. If the options in **light blue** do not appear, skip step and go on to the next step. Payment methods in **light blue** are optional and may not appear on all terminal programs.

This guide will also differentiate between standard terminal operations listed in **WHITE** from additional terminal operations listed in **YELLOW**.

The 1st Action is always from the Home (VMAC) Menu.

Sales

Credit Sale Vx 570	
<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press F2 for Sale	Swipe or Enter or Insert Account #:
Swipe Card	Credit = F1 Debit = F2 EBT = F3
Choose F1 for Credit	Last 4 dgts Acct:
Enter Last 4 dgts Acct and press the Green Key	Invoice No.:
Enter Invoice Number (6 digits) press the Green Key	Server/Clerk ID:
Enter Server/Clerk ID and press the Green Key	Amount:
Enter Amount of the sale and press the Green Key	Tip:
Enter Amount of the tip and/or press the Green Key to bypass	Enter Customer Code:
Enter Customer Code and press the Green Key	Enter Sales Tax:
Enter Amount of the tax and/or press the Green Key to bypass	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Credit Keyed (Manual) Sale Vx 570

<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press F3 for Phone Order	Account #:
Enter Card Number and Press the Green Enter Key.	Credit = F1 Debit = F2 EBT = F3
Choose F1 for Credit	Exp Date (MMYY):
Enter Expiration Date and press Green Enter Key	Invoice No.:
Enter Invoice Number (6 digits) and press Green Enter Key	PO Number:
Enter Purchase Order Number (6 digits) and press Green Enter Key	Server/Clerk ID:
Enter Server/Clerk ID and Press Green Enter Key	Amount :
Enter Amount of the sale and press Green Enter Key	Tip:
Enter Amount of the tip and press Green Enter Key - (Press Green Enter Key to bypass)	V-Code:
Enter Last 3 digits on back of the card and Press Green Enter Key	Address:
Enter House Number where cardholder bill goes to, and press Green Enter Key	Zip:
Enter Zip Code where cardholder bill goes to, and press Green Enter Key	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Debit Sale Vx 570

<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press F2 for Sale	Swipe or Enter or Insert Account #:
Swipe Card	Credit = F1 Debit = F2 EBT = F3
Choose F2 for Debit	Invoice No.:
Enter Invoice Number (6 digits) press the Green Key	Server/Clerk ID:
Enter Server/Clerk ID and press the Green Key	Amount:
Enter Amount of the sale and press the Green Key	Tip:
Enter Amount of the tip and/or press the Green Key to bypass	Enter Customer Code:
Enter Customer Code and press the Green Key	Enter Sales Tax:
Enter Amount of the tax and/or press the Green Key to bypass	Enter Pin on PINPAD
Enter Pin Number on Pinpad	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Credit Auth Only Vx 570

<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press ▼ 1 time and press F4 for Auth Only	Swipe or Enter or Insert Account #:
Swipe Card or Type in Card Account Number	Credit = F1 Debit = F2
Choose F1 for Credit	<u><i>If Keyed</i></u> - Exp Date (MMYY):
Enter Expiration Date and press Green Enter Key	Imprint Card - Press Enter Key
Press Green Enter Key	<u><i>If Swiped</i></u> - Last 4 dgts Acct:
Enter the last 4 digits of the card account number and press Green Enter Key	Invoice No.:
Enter Invoice Number (6 digits) and press Green Enter Key	Server/Clerk ID:
Enter Server/Clerk ID and press Green Enter Key	Amount :
Enter Amount of the sale and press Green Enter Key	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Settlement

Settlement Vx 570	
<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press ▼ (MORE KEY) 1 time and press F3 for Settlement	Shows Sales Summary, Refund Summary and Total Settlement Amount – Enter to confirm
Press Green Enter Key to Settle	Connect, Approved Report Prints, Report should say GB XXX

Voids/Refunds

Credit Void Vx 570	
<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press ▼ (MORE KEY) 1 time and press F1 for Void	Void Last Trans? F2=No F1=Yes
If Yes:	Transaction Displays: F2=No F1=Yes F3=Next
Choose F1=Yes to Void Transaction; F2 cancels transaction; F3 has no meaning here.	
If No:	Retrieve by? F1=Inv# F2=Acct#
Choose F1 for Inv#	Invoice Number:
Enter Invoice Number and press OK (6 digits)	Transaction Displays: F2=No F1=Yes F3=Next
Choose F2=Yes to Void Transaction; F1 cancels transaction; F3 = Next	

Credit Refund Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press ▼ (MORE KEY) 1 time and press F2 for Refund	Swipe or Enter or Insert Account #:
Swipe Card or Type in Card Account Number	Credit = F1 Debit = F2
Choose F1 for Credit	<u><i>If Keyed</i></u> - Exp Date (MMYY):
Enter Expiration Date and press Green Enter Key	Imprint Card - Press Enter Key
Press Green Enter Key	<u><i>If Swiped</i></u> - Last 4 dgts Acct:
Enter the last 4 digits of the card account number and press Green Enter Key	Invoice No.:
Enter Invoice Number (6 digits) and press Green Enter Key	Server/Clerk ID:
Enter Server/Clerk ID and press Green Enter Key	Amount :
Enter Amount of the sale and press Green Enter Key	Tip:
Enter Amount of the tip and press Green Enter Key	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Offline/Forced Sales

Credit Offline Vx 570	
<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press ▼ (MORE KEY) 2 times and press F1 for Offline	Swipe or Enter or Insert Account #:
Swipe Card or Type in Card Account Number	Credit = F1 Debit = F2
Choose F1 for Credit	<i>If Keyed</i> - Exp Date (MMYY):
Enter Expiration Date and press Green Enter Key	Sale = F1 Phone = F2
Choose F1 for Sale	Imprint Card - Press Enter Key
Press Green Enter Key	<i>If Swiped</i> - Last 4 dgts Acct:
Enter the last 4 digits of the card account number and press Green Enter Key	Invoice No.:
Enter Invoice Number (6 digits) and press Green Enter Key	Server/Clerk ID:
Enter Server/Clerk ID and press Green Enter Key	Amount :
Enter Amount of the sale and press Green Enter Key	Tip:
Enter Amount of the tip and press Green Enter Key	Appr Code:
Enter Approval Code and press Green Enter Key	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Debit Re-Enter Vx 570

<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press ▼ (MORE KEY) 2 times and press F1 for Offline	Swipe or Enter or Insert Account #:
Swipe Card or Type in Card Account Number	Credit = F1 Debit = F2
Choose F2 for Debit	Sale = F1 Refund = F2
Choose F1 for Sale	Invoice No.:
Enter Invoice Number (6 digits) and press Green Enter Key	Server/Clerk ID:
Enter Server/Clerk ID and press Green Enter Key	Network ID :
Enter Network ID (3 digits) and press Green Enter Key	Settlement Date:
Enter Settlement Date (MMDD) and press Green Enter Key	Orig Tran Date:
Enter Original Date of the transaction (MMDDYY) and press Green Enter Key	Orig Tran Time:
Enter Original time of the transaction (HHMMSS) and press Green Enter Key	Orig Trace No:
Enter Trace Number and press Green Enter Key	Retrieval No:
Enter Retrieval Number and press Green Enter Key	Appr Code:
Enter Approval Code and press Green Enter Key	Amount
Enter Amount of the sale and press Green Enter Key	Connect, Approved Receipt Prints – Press Enter to Continue
Press Enter	Customer Copy Prints

Reports

Totals Report Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Report	F2 = Totals Report; F3 = Detail Report; F4 = Store Fwd Rpt
Press F2 for Totals Report	Report will Print

Detail Report Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Report	F2 = Totals Report; F3 = Detail Report; F4 = Store Fwd Rpt
Press F3 for Detail Report	Report will Print

Store Fwd Report Report Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Report	F2 = Totals Report; F3 = Detail Report; F4 = Store Fwd Rpt
Press F4 for Store & Forward Report	Report will Print

Server Report Vx 570

<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Report	F1 = Totals Report; F2 = Detail Report; F3 = Store Fwd Rpt
Press ▼ (MORE KEY) 1 time and press F1 for Server Report	F2 = Totals Report; F3 = Detail Report; F4 = Server Table; ▼ (MORE KEY) 1 time F1 = IRS Tip Report; ▼ (MORE KEY) 1 time F2 Discount Tip
Choose from any of these reports F2 = Totals Report; F3 = Detail Report; F4 = Server Table; ▼ 1 time F1 = IRS Tip Report; ▼ 1 time F2 Discount Tip	Report will Print

Unadjust Report Report Vx 570

<u><i>Action</i></u>	<u><i>Display</i></u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F2 = Phone Order; F3 = Check;
Press Report	F1 = Totals Report; F2 = Detail Report; F3 = Store Fwd Rpt
Press ▼ (MORE KEY) 1 time and press F3 for Unadjust Report	Report will Print

Batch History Report Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Report	F2 = Totals Report; F3 = Detail Report; F4 = Store Fwd Rpt
Press ▼ (MORE KEY) 1 time and press F4 for Batch History Report	BATCH HIST RPTS F1 = Date; F2 = All
If an exact batch date is needed choose F2; If you would like all of the batches in memory choose F3	(If F1) = Reprnt Batch Rpt - Settlement Date: / (If F2) = Report will print
Enter in the Date of the settlement (MMDDYY) and press Green Enter Key	Report will Print

Reprint Receipt Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Reprint	Last Trans = F2; Any Receipt = F3
If Last Receipt press F2	Receipt will Print – Prnt Cust Copy F2=No F1=Yes
Choose F1=Yes to Print Customer Copy ; F2 goes back to 1st choice	
If Any Receipt press F3:	Invoice Number:
Enter Invoice Number and press the Green Enter Key	Receipt will Print – Prnt Cust Copy F2=No F1=Yes
Choose F1=Yes to Print Customer Copy ; F2 goes back to 1st choice	

Tip Adjustment

Tip Adjust by Server Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Report	F1 = Srvr; F2= Amt; F3 = Acct; F4 = Inv#
Choose F1 for Srvr	Server ID:
Enter Server ID and press the Green Enter Key	Shows Transaction F1 = Adj; F2 = Prev; F3 = Next; F4 = Exit
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Total....Processing... Approved...Receipt Prints.

Tip Adjust by Amount Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Adjust	F1 = Srvr; F2= Amt; F3 = Acct; F4 = Inv#
Choose F2 for Srvr	Amount: \$ 0.00
Enter Amount of the sale and press the Green Enter Key	Shows Transaction F1 = Adj; F2 = Prev; F3 = Next; F4 = Exit
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Total....Processing... Approved...Receipt Prints.

Tip Adjust by Account Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Adjust	F1 = Srvr; F2= Amt; F3 = Acct; F4 = Inv#
Choose F3 for Account	Last 4 digits:
Enter last 4 digits of the card number and press the Green Enter Key	Shows Transaction F1 = Adj; F2 = Prev; F3 = Next; F4 = Exit
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Total....Processing... Approved...Receipt Prints.

Tip Adjust by Invoice Vx 570

<u>Action</u>	<u>Display</u>
From Home Menu Choose SOFTPAY - TSYS	SOFTPAY F2 = Sale; F3 = Phone Order; F4 = Check;
Press Adjust	F1 = Srvr; F2= Amt; F3 = Acct; F4 = Inv#
Choose F4 for Invoice	Invoice Number:
Enter invoice number on receipt and press the Green Enter Key	Shows Transaction F1 = Adj; F2 = Prev; F3 = Next; F4 = Exit
To scroll to the next transaction hit F2 for NEXT, to adjust hit F1	Current Tip Amount shows; asks for the new tip amount
Enter Amount of the tip and press OK	Total....Processing... Approved...Receipt Prints.