



V^X-520 Series APACS 40 User Guide





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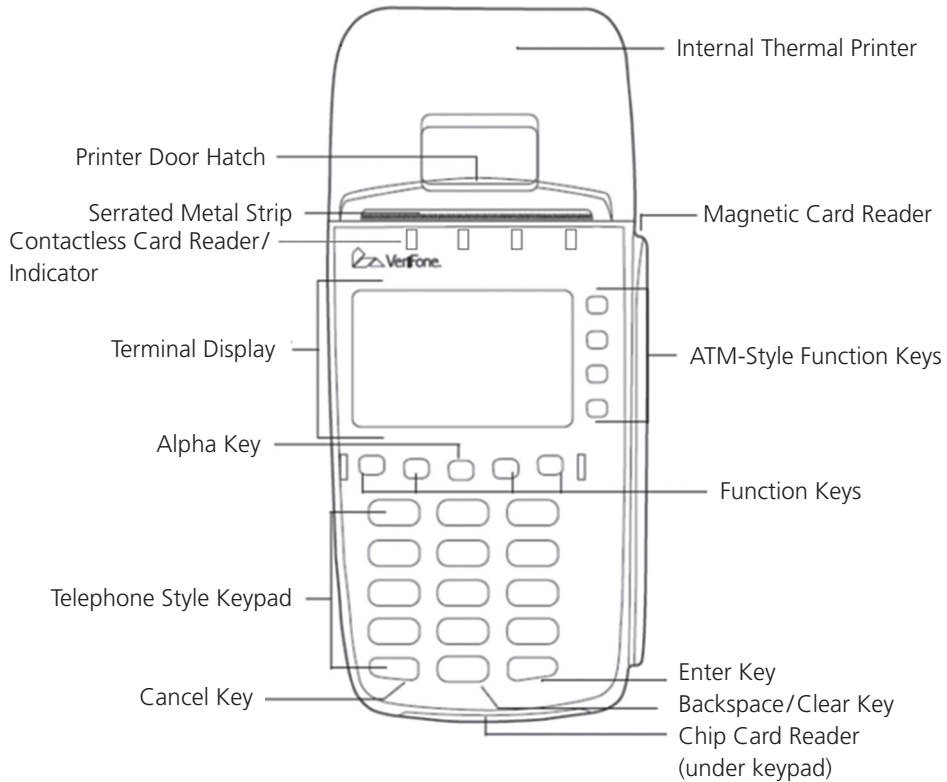
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Introduction

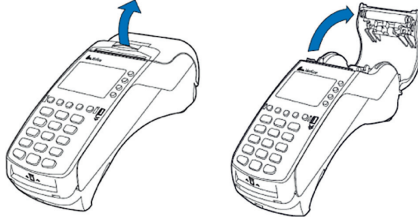
Terminal Features

The illustration below highlights the features of the terminal. The descriptions are detailed below to help you navigate your way around and there will be references to various buttons on this terminal throughout the manual. Please note that the chip card insertion slot can be found the terminal keypad and the multi-directional magnetic card reader is located on the right hand side of the device.

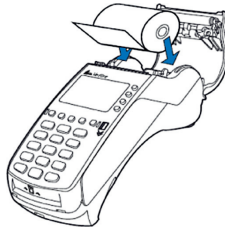


Changing Paper Roll

1. Hook your finger under the latch and lift up to swing the paper roll cover open.



2. Remove any partial roll of paper in the printer tray by lifting it up.
3. Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.
4. Hold the roll so the paper feeds from the bottom of the roll.
5. Drop the paper roll into the printer tray.

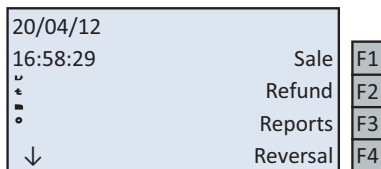
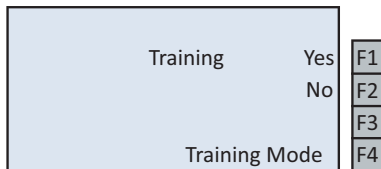
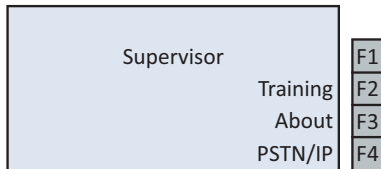
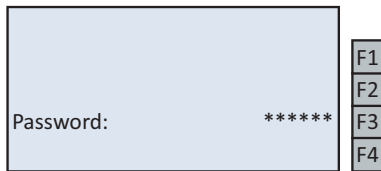
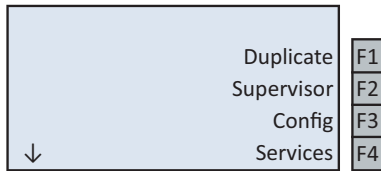
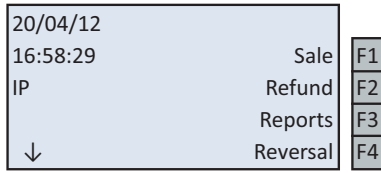


6. Pull paper up past the glue residue.
7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper past the glue residue to extend outside the printer door.



8. Tear the paper off against the serrated metal strip in the printer.

Training Mode



1. From the main screen, as shown. Use the left most **Purple** function key to scroll down the menu.
2. Select Supervisor, by pressing the corresponding function key (**F2**)
3. The terminal will prompt for the Supervisor password; once the password has been entered press the green **Enter** key.
4. In the Supervisor menu can be found the Training mode, select the mode by pressing the corresponding function key (**F2**)
5. The terminal will prompt to confirm the activation of Training Mode, select YES by pressing the corresponding function key (**F1**).
6. The terminal will take you back out the Supervisor menu; press the red **Cancel** key to get back to the main screen. Down the left hand side of the screen will be the word DEMO, to show that the terminal is actively in demo mode and no live transactions can be processed.

*To deactivate DEMO mode, follow the steps above and at step 5 select NO (**F2**).*

Financial Transactions

20/04/12	
16:58:29	Sale
IP	Refund
	Reports
↓	Reversal

F1
F2
F3
F4

Sale

Chip and PIN

1. While the terminal is at the main screen, insert the card into the smart card reader.
2. The terminal will prompt for the transaction value to be entered. Once the desired amount is entered press the green **Enter** key to confirm. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.
3. Hand the terminal to the customer to enter their PIN. They should press the green **Enter** key to confirm their PIN.
4. Once the customer has entered and confirmed their PIN, the merchant should receive the terminal back – to continue to get an AUTH code the merchant must press the green **Enter** key.
5. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.
6. The terminal will print the Merchant copy of the receipt and prompt remove the card. The terminal will then prompt to print a Customer copy, depending if a customer copy is required press the corresponding Function key to select Yes or No.

SALE
£0.00
KEY IN AMOUNT
Enter confirms

F1
F2
F3
F4

VISA
Acct# 4562587852364567
Amount: £1.00
To confirm amount
Enter PIN
Or press Cancel

F1
F2
F3
F4

THANK YOU
DO NOT REMOVE CARD
PLEASE RETURN HANDSET
MERCHANT PRESS Enter

F1
F2
F3
F4

VISA
Acct# 4562587852364567
Amount: £1.00
Approved


F1
F2
F3
F4

VISA
Please Remove Card

F1
F2
F3
F4

20/04/12		
16:58:29	Sale	F1
IP	Refund	F2
	Reports	F3
↓	Reversal	F4

SALE	F1
£0.00	F2
KEY IN AMOUNT	F3
Enter confirms	F4

	F1
Present / Insert Card	F2
£1.00	F3
	F4

SALE	F1
£10.00	F2
Insert, Swipe or Enter Card	F3
Account #:	F4
4444333322221111	

SALE	F1
£10.00	F2
Account #: 4444333322221111	F3
Exp Date MM/YY : 12 / 12	F4
Enter expiry date	

Customer Present?	Yes	F1
	No	F2
		F3
		F4

Customer Not Present (CNP) / Manual (Keyed) Transaction

1. From the main screen select Sale **(F1)**.
2. The terminal will prompt for the transaction value. Once the desired amount has been keyed in press the green **Enter** key. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.
3. The terminal will request for the card to be inserted into the smart card reader or presented to the contactless reader. Ignore this prompt and start keying in the long card number.
4. Once the long card number's been keyed in the terminal will prompt for expiry date of the card. Key in the date in the format shown and then press the green **Enter** key.
5. The terminal will prompt to check if the customer is present. If customer is present then select "Yes" and the terminal will prompt to take an Imprint of the card. Press **Enter** to continue the transaction once the imprint has been taken. If the customer is not present select "No".

VISA	F1
Enter CSC: 123	F2
	F3
	F4

Print Cust Copy?	Yes	F1
	No	F2
		F3
		F4

Customer Not Present Continued

1. The terminal will request the CSC (last 3 digits behind the card) the door number at which the card is registered to, and finally the numerical digits within the postcode in the order they appear. If any of these details are not available then press the green **Enter** key to bypass. The terminal will then contact the host for an Auth code.
2. The terminal will prompt if a customer copy is required. If YES then press F1, else select no by pressing F2.

20/04/12			F1
16:58:29	Sale		F2
IP	Refund		F3
	Reports		F4
↓	Reversal		

SALE	F1
£0.00	F2
KEY IN AMOUNT	F3
Enter confirms	F4

	F1
Present / Insert Card	F2
£1.00	F3
	F4

Press Any Key	F1
Then pass to	F2
Customer	F3
Amount: £1.00	F4

Sale:	Yes	F1
£1.00	No	F2
Would you like to		F3
Add A Gratuity?		F4

Sale with Gratuity

**Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.*

1. From the main screen select Sale **(F1)**.
2. The terminal will prompt for the transaction value to be keyed in. Key in the desired transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.
3. The terminal will prompt for the card to be inserted into the Chip reader.
4. Press any key, and then pass the terminal to the customer to continue the transaction.
5. The terminal will prompt the customer if they would like to leave a TIP. If no is selected then the terminal will continue the transaction as a normal sale.

Please Select		
Gratuity	5%	F1
Sale:	10%	F2
£1.00	15%	F3
Amount		F4

Summary			
Sale:	£1.00	Yes	F1
Gratuity:	£0.05	No	F2
Total:	£1.05		F3
IS THIS CORRECT?			F4

VISA			
Acct#	4562587852364567	F1	
Amount:	£1.05	F2	
To confirm amount			
Enter PIN			F3
Or press Cancel			F4

VISA			
Acct#	4562587852364567	F1	
Amount:	£1.05	F2	
Approved			F3
			F4

VISA			
Please Remove Card			F1
			F2
			F3
			F4

- If the customer selects Yes in the previous step, the terminal will provide the customer 3 predefined TIP options or the option to key in a specific amount. The customer must make their selection by using one of the Function keys.
- Once the customer has selected the percentage value or keyed in the specific amount they would like to leave as a TIP. The terminal will display a summary of the transaction. If the customer is not happy with the final sum they can select NO (**F2**) to go back to step 6.
- The terminal will display the full transaction value and prompt for the PIN. Customer should press the green **Enter** key to confirm their PIN.
- The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.
- Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

20/04/12	Sale	F1
16:58:29	Refund	F2
IP	Reports	F3
↓	Reversal	F4

	Duplicate	F1
	Pre-Auth New	F2
	Pre-Auth Top-up	F3
↓	Completion	F4

PRE-AUTH NEW	F1
£1.00	F2
KEY IN AMOUNT	F3
Enter Confirms	F4

	F1
Present / Insert Card	F2
£1.00	F3
	F4

Pre-Auth / Pre-Auth Top Up

**Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.*

***Note: The process on the terminal for Pre-Auth and Pre-Auth Top Up is the same, but Pre-Auth Top UP should be used if a Pre-Auth has already been taken on the same card otherwise Pre-Auth should be used.*

1. To complete a Pre-Auth, press the first **Purple** function key to scroll down to the next menu screen.
2. Select Pre-Auth New, by pressing F2 function key.
3. The terminal will prompt for the amount to be Pre-Authored. Key in the amount and then press the green **Enter** key to confirm.
4. The terminal will prompt for the card to be presented to the contactless card reader or be inserted into the Chip reader.

VISA	
Acct#	4562587852364567
Amount:	£1.00
To confirm amount	
Enter PIN	
Or press Cancel	

- F1
- F2
- F3
- F4

VISA	
Acct#	4562587852364567
Amount:	£1.00
Approved	

- F1
- F2
- F3
- F4

VISA	
Please Remove Card	

- F1
- F2
- F3
- F4

Pre-Auth transaction process continued

5. If the card is inserted into the Chip reader the terminal will prompt for a PIN number to process the transaction.
6. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.
7. Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

20/04/12	Sale	F1
16:58:29	Refund	F2
IP	Reports	F3
↓	Reversal	F4

	Duplicate	F1
	Pre-Auth New	F2
	Pre-Auth Top-up	F3
↓	Completion	F4

COMPLETION		F1
£1.00		F2
KEY IN AMOUNT		F3
Enter Confirms		F4

		F1
Present / Insert Card		F2
£1.00		F3
		F4

Completion

**Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.*

1. To complete a transaction that has been pre-authorised, press the first **Purple** function key to scroll down to the next menu screen.
2. Select Completion (**F4**).
3. The terminal will prompt for the full transaction value. Key in the desired transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.
4. The terminal will prompt for the card to be presented or inserted in to the Chip reader. If the transaction value is above the ceiling limit for a Contactless transaction the terminal will prompt for the card to be inserted into the Chip Reader.

COMPLETION	
Enter last Auth Code:	
	F1
	F2
	F3
	F4

COMPLETION	
Enter last Auth Code:	
	1235
Total PreAuth Amount:	£1.00
	F1
	F2
	F3
	F4

VISA	
Acct#	4562587852364567
Amount:	£1.00
To confirm amount	
Enter PIN	
Or press Cancel	
	F1
	F2
	F3
	F4

VISA	
Acct#	4562587852364567
Amount:	£1.00
Approved	
	F1
	F2
	F3
	F4

VISA	
Please Remove Card	
	F1
	F2
	F3
	F4

- The terminal will prompt for the original Pre-Auth authorisation code to be entered. Key in the desired code and then press the green **Enter** key to confirm. If the Auth code is incorrect use the yellow **Clear** key to amend the number.
- The terminal will prompt for the original Pre-Auth transaction value to be entered. Key in the amount and then press the green **Enter** key to confirm. If the amount is incorrect use the yellow **Clear** key to amend the number.
- For a pin transaction the terminal will prompt for the customer to enter their PIN.
- The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.
- Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

20/04/12			
16:58:29		Sale	F1
IP		Refund	F2
		Reports	F3
↓		Reversal	F4

SALE		
£0.00		F1
KEY IN AMOUNT		F2
Enter confirms		F3
		F4

Cashback req'ed?		Yes	F1
		No	F2
			F3
			F4

VISA		
Acct#	4562587852364567	F1
Amount:	£1.00	F2
Cash:	£5.00	F3
		F4

Sale with Cashback

*Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.

** Cash Back is only available on Debit Cards.

1. From the main select Sale (**F1**)
2. The terminal will prompt for the transaction value to be keyed in. Key in the desired transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.
3. The terminal will check to see if Cash Back is required, if No then select (F2) using the function keys and the transaction will follow a standard sale process. If Yes is selected the terminal will prompt for the Cash back Value.
4. Key in the desired Cash Back transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.

VISA	
Acct#	4562587852364567
Amount:	£1.00
Cash:	£5.00
Total:	£6.00
Enter to Continue	

F1
F2
F3
F4

VISA	
Acct#	4562587852364567
Amount:	£6.00
To confirm amount	
Enter PIN	
Or press Cancel	

F1
F2
F3
F4

VISA	
Acct#	4562587852364567
Amount:	£6.00
Approved	

F1
F2
F3
F4

VISA	
Please Remove Card	

F1
F2
F3
F4

5. The terminal will show a summary of the transaction, if the totals are correct then press the green **Enter** key to continue the transaction or press the **Red** cancel key to abort.
6. The terminal will display the full transaction value and prompt for the PIN. Customer should press the green **Enter** key to confirm their PIN.
7. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.
8. Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

20/04/12			F1
16:58:29	Sale		F2
IP	Refund		F3
	Reports		F4
↓	Reversal		

Refund		F1
Password:	*****	F2
		F3
		F4

Refund		F1
£0.00		F2
KEY IN AMOUNT		F3
Enter Confirms		F4

		F1
Present / Insert Card		F2
£1.00		F3
		F4

VISA	SALE	F1
Acct#	4444333322221111	F2
Amount:	£10.00	F3
To confirm amount Enter Pin		F4
Or press Cancel		

Refund

Chip and PIN

1. From the main screen select Refund (**F2**).
2. The terminals will prompt for a supervisor code to proceed with the refund.
3. The terminal will prompt for the transaction value. Once the desired amount has been keyed in press the green **Enter** key. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.
4. The terminal will prompt for the card to be presented or inserted. Insert the card into the smart card reader.
5. The customer will be required to enter their PIN, the terminal will call the acquiring host for an AUTH code.
6. Once the AUTH code has been received the terminal will print off a merchant copy of the transaction, and then prompt to see if a customer copy is required.

SALE
£0.00

KEY IN AMOUNT
Enter confirms

F1
F2
F3
F4


Present / Insert Card
£1.00

F1
F2
F3
F4

VISA
Acct# 4562587852364567
Amount: £1.00
Approved

F1
F2
F3
F4

VISA

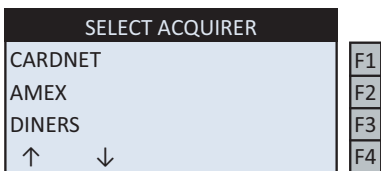
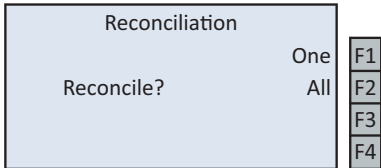
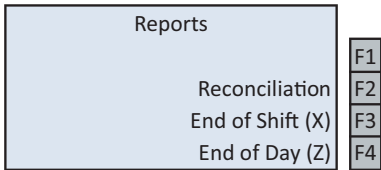
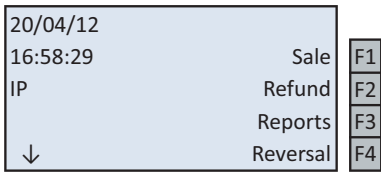
Yes
No

Print Customer Copy?

F1
F2
F3
F4

Contactless

1. From the main menu select Refund **(F2)**
2. The terminals will prompt for a supervisor code to proceed with the refund.
3. The terminal will prompt for the transaction value. Once the desired amount has been keyed in press the green **Enter** key. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.
4. The terminal will prompt for the card to be presented or inserted. Request the customer to present their card to the contactless card reader above the screen.
5. Once the terminal has authorised the transaction, a merchant receipt with print and the terminal will prompt to see if a customer copy is required.

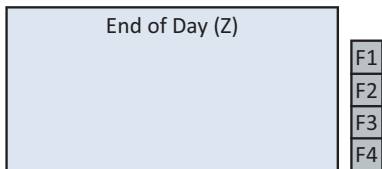
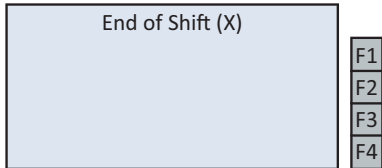
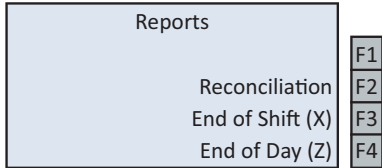
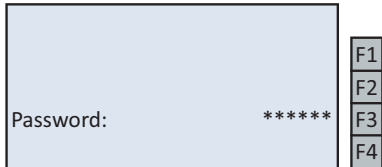
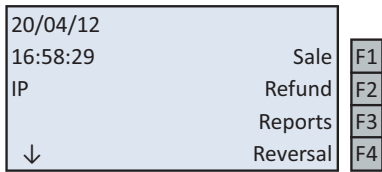


Reports

Reconciliation Report

1. From the main screen select Reports (**F3**)
2. The terminal will prompt for the supervisor password. Key in the password and then press the green **Enter** key.
3. In the Reports Menu select Reconciliation (**F2**).
4. The terminal will prompt if one or all the acquirers are to be reconciled. If the terminal has been configured with Amex or Diners Merchant ID, then it is recommended that **All** acquirers are reconciled.

If ONE is selected, the terminal will display a screen which lists all the acquirers the terminal is configured to. Use the **Purple** function buttons beneath the arrows to select which acquirer should be reconciled. Once the desired acquirer is selected press the green **Enter** key, the terminal will then connect to the acquirer host system to reconcile the totals.



X and Z reports

1. From the main screen select Reports (**F3**)
2. The terminal will prompt for the supervisor password. Key in the password and then press the green **Enter** key.
3. In the Reports Menu select End of Shift (**F2**) for the X-balance or End of Day (**F3**) for the Z-balance.

When a "X" report is taken, the terminal is "reading" the transaction value taken since the last X report. These reports are generally taken during business hours to look at your sales totals at any time of the day.

"Z" reports the all of the sales totals taken since the last End of Day report was run. Totals will be reset back to zero after each Z report. Typically, the Z report is run when a business closes for the day to get your sales totals for the day.



Helpdesk Number

Enter Merchant ID for future reference

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