



Vx520

XEFB410 – Restaurant



Sale - Swipe

Select SOFTPAY-FDMS (if option appears)

Swipe Customer's Card

Key Server ID

Press Enter

Key Amount of transaction

Select Payment type (if option appears)

Press Enter

Select Yes to confirm amount

No to exit & restart

Terminal will connect to host

If approved – Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Sale - Keved

Select SOFTPAY-FDMS (if option appears)

Select SALE

Key Server ID

Press Enter

Key Amount of Sale

Press Enter

Select Yes to confirm amount
No to exit & restart

Key Card #

Press Enter

Key Expiration date (MMYY format)

Press Enter

Terminal may prompt

- Card Present and/or Phone Order
- CVV2 Indicator and/or V-Code
- Address and/or Zip Code
- Invoice or Order Number

Terminal will connect to host

If approved – Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Refund – use for transaction already settled

Select SOFTPAY-FDMS (if option appears)

Select REFUND

Key Server ID

Press Enter

Key Amount of Refund

Select Yes to confirm amount

No to exit & restart

Swipe or Key customer's card

If keying – press Enter after keying

If keying – key Exp date then Enter

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Void– use to cancel transaction in Open batch

Select SOFTPAY-FDMS (if option appears)

Select VOID

Select Yes to void last item

No to void another item in batch

Select Inv# to search by invoice/item #
Acct# to search by last 4 of card

Key Invoice or last 4 of CC#

Press Enter

Verify item

Select Yes to void

Terminal will NOT connect to host

Merchant receipt will print

Select Yes to print customer receipt copy

No to skip customer copy

Tip Adjust

Select SOFTPAY-FDMS (if option appears)

Press Tip Adjust (Purple key left of Alpha key)

Select Option to search by:

Srvr(Server), Amt(amount), Acct(last 4), Inv#(Invoice/Item #)

Key Requested info

Press Enter

Verify Item

Select ADJ

Key Tip amount

Press Enter

Terminal will say Approved

Press Enter to continue adjusting OR

Cancel x2 to return to main screen

Settlement / Close Batch

Select SOFTPAY-FDMS (if option appears)

Select ↓ (More key - purple key on far left)

Select SETTLEMENT

If untipped items exist, terminal will go to adjust screen. Follow tip adjust procedures or Select EXIT to settle

Terminal will print to report

Terminal will connect to host

Terminal will print confirmation slip

Auth Only – use to authorize a transaction.

Note: This will attain an approval code, but will not be sent for processing until the approval code is entered in the terminal as a Ticket Only.

The terminal does not keep record of this transaction. Retain the CC#, Expiration date, approval code and amount. It is also recommended to keep contact info for the customer.

- Select SOFTPAY-FDMS (if option appears)
- Select ↓ (More key - purple key on far left)
- Select AUTH ONLY
- Key Server ID
- Press Enter
- Key Amount of Sale
- Press Enter
- Select Yes to confirm amount
No to exit & restart
- Swipe Card or Key Card #
If Keyed – prompts will follow Sale-Keyed
Terminal will connect to host
If approved – Merchant receipt will print
- Select Yes to print customer receipt copy
No to skip customer copy

Ticket Only – use to process an approval code

Note: This will save a previously acquired approval code in the terminal to be processed during settlement. Approval code must have been attained previously in order to complete this transaction.

- Select SOFTPAY-FDMS (if option appears)
- Select ↓ (More key - purple key on far left)
- Select TICKET ONLY
- Key Server ID
- Press Enter
- Key Amount of Sale
- Press Enter
- Select Yes to confirm amount
No to exit & restart

Swipe Card or Key Card #

If Keyed – enter Exp date after CC#

Terminal may prompt

- Order #
- Invoice #

Key approval Code

Press Enter

Terminal will NOT connect to host
Merchant receipt will print

Select Yes to print customer receipt copy
No to skip customer copy

Reprint Receipt

- Select SOFTPAY-FDMS (if option appears)
- Press Reprint (Purple key right of Alpha key)
- Select LAST RECEIPT to print last trans
ANY RECEIPT to print any trans
- Key Invoice/item #
- Press Enter
- Select Yes to print customer receipt copy
No to skip customer copy

Report - Summary /Totals

- Select SOFTPAY-FDMS (if option appears)
- Press Reports (Purple key on far right)
- Select TOTALS REPORT
Totals/Summary Report will print
- Press Cancel to exit

Report - Details

- Select SOFTPAY-FDMS (if option appears)
- Press Reports (Purple key on far right)
- Select DETAIL REPORT
Detail Report will print
- Press Cancel to exit

AVS & CVV/CVC Response Codes

AVS Response Codes		CVV Response codes	
Y	Address & Zip match	M	CVV Match
Z	Zip only match	N	No Match
A	Address only match	P	Not processed
N	No Match		

Terminal Response Codes

Invalid MID/Merchant ID: Typically indicates a non-accepted card type was attempted. If occurs on accepted card type, contact support.

Call Center: Transaction cannot be completed on the device. Voice authorization must be performed. If transaction is approved, must be entered in terminal as Ticket Only.

Comm/Communication error: Communication was interrupted. Verify connections and try again; If problem persists, contact support.

Decline: Transaction was declined by issuing bank.

Merchant Services: _____
 Phone Number: _____
 Tech Support #: _____
 Customer Service #: _____
 Supplies #: _____
 Voice Authorizations #: _____

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