

## TERMINAL MESSAGES

**AMOUNT DUE/BALANCE DUE:** A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press **ENTER** to print the receipt. Pressing **CANCEL** will not void the transaction.

**AVS (ADDRESS VERIFICATION SERVICE):** Checks if the street address and ZIP code entered match the customer's billing address.

**CALL:** Call Voice Authorization Center. If approved, proceed with Offline Entry.

**HOLD/CALL OR PICK UP CARD:** Hold the card. Use Code 10 procedure. Call the Voice Authorization Center.

**CARD SWIPE ERROR:** Magnetic stripe did not read. Swipe card again or manually key-in account number.

**COMM ERROR:** A communication error has occurred. Check line connections, call Help Desk.

**GB (NUMBER):** Good batch. Batch transmission accepted.

**MANUAL ENTRY NOT ALLOWED:** Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

**QD (NUMBER) OR RB (NUMBER):** Quit Duplicating or Rejected Batch. Call Help Desk.

**RECORD NOT FOUND:** Invoice number is not found in terminal batch.

**SETTLE FAILED, RETRY:** Settlement failed, call help desk.

**V-CODE:** Verification Code. A 3-4 digit non embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

## ICON LEGEND



## QUICK REFERENCE

Bank Name \_\_\_\_\_

Bank Phone \_\_\_\_\_

Help Desk Phone \_\_\_\_\_

V Number \_\_\_\_\_

Voice Authorization Phone \_\_\_\_\_

Merchant Number ID \_\_\_\_\_

Other \_\_\_\_\_



# Quick Reference Guide



0300038  
V071116

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VERIFONE® VX 680, XEVA440

CASH ADVANCE

## CASH ADVANCE

- Select **CASH ADVANCE**
  - Enter Teller ID and press **ENTER**
- Enter cash advance amount and press **ENTER**
- Select **YES**
- Swipe, tap, or insert customer card or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter first four digits of the card number and press **ENTER**
  - Enter expiration date (MMYY) and press **ENTER**
  - Card present? Select **YES**
  - Enter V-Code and press **ENTER**, or press **ENTER** to bypass
  - If bypassed, select V-Code option: **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
  - Enter billing street address and press **ENTER**
  - Enter Zip Code and press **ENTER**
- Select ID Type
- Enter ID number and press **ENTER**
  - Enter State code and press **ENTER**
- Enter expiration date of the ID card (MMYY) and press **ENTER**
  - Have customer enter **PIN** on PIN pad and press **ENTER**, or press **ENTER** to bypass
- Terminal dials out
  - Select **YES** or **NO** to accept or decline transaction by AVS Code result
  - Remove the card
- Receipt prints

## ADD TELLER

- Press **ENTER**
- Select **TELLER SETUP**
- Select **ADD TELLER**
  - Enter password and press **ENTER**
- Enter teller ID (1-4 characters), and press **ENTER**
- Enter teller password (5-10 characters), and press **ENTER**
- Re-enter the teller password, and press **ENTER**
- Repeat steps to add another teller

## REVERSAL (FULL/PARTIAL)

- Reversals may only be processed on cash advance transactions within the current batch.
- Tap the **SCROLL** icon until Reversal displays
  - Select **REVERSAL**
  - Select **FULL** (full amount reversed) or **PARTIAL** (partial amount reversed)
  - Select retrieval method: **INV#** (invoice #) or **AMT** (amount)
  - Enter retrieval information, and press **ENTER**
  - Transaction displays on screen; select **YES** (reverses trans), **NO** (returns to last screen), or **NEXT** (scrolls to next trans)
    - If No or Next, follow prompts.
    - If partial reversal, enter the dollar amount to be reversed and press **ENTER**
  - Terminal dials out, receipt prints

## CASH ADVANCE FORCE

- Tap the **SCROLL** icon until Cash Adv Force displays
- Select **CASH ADV FORCE**
  - Enter Teller ID and press **ENTER**
- Enter cash advance amount and press **ENTER**
- Select **YES**
- Swipe or tap customer card or manually enter account number and press **ENTER**
- Select **CREDIT**
  - Enter first four digits of the card number and press **ENTER**
  - Enter expiration date (MMYY) and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Select ID Type
- Enter ID number and press **ENTER**
  - Enter State code and press **ENTER**
- Enter expiration date of the ID card (MMYY) and press **ENTER**
- Receipt prints

## REPRINT A RECEIPT

- Tap the **REPRINT** icon
- Select reprint option: **LAST RECEIPT** (last transaction in batch) or **ANY RECEIPT** (desired transaction in batch)
  - If Any Receipt, enter invoice number and press **ENTER**
- Receipt prints

## REPORTS

- Tap the **REPORTS** icon
- Choose report: **TOTALS** (total amounts), **DETAIL** (each transaction), or **TELLER REPORTS** (teller totals/detail)
  - If Teller Reports, select option: **TOTALS** or **DETAIL**
  - If Teller Detail, select **ONE** (one teller) or **ALL** (all tellers)
  - If One teller, enter the Teller ID, and press **ENTER**
- Report prints

## BATCH SETTLEMENT

- Tap the **SCROLL** icon until Settlement displays
- Select **SETTLEMENT**
- Sale and refund totals display, press **ENTER** to confirm
  - Or key in the cash advance and refund totals and press **ENTER**
- Terminal dials out, and displays GB XXXX
- Press **ENTER**
- Settlement report prints

## FAILED SETTLEMENT

- RB** or **QD** response
- Terminal will display **RB** [NUMBER] or **QD** [NUMBER]
  - DO NOT delete batch or continue without Help Desk verification
  - Call Help Desk

## AUTHENTICATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
  - Enter password and press **ENTER**
- Select **AUTHENTICATION**
- Enter the Authentication Code and press **ENTER**
- Enter your Zip Code and press **ENTER**
- Terminal dials out, then displays **ACTIVATED**

## DEACTIVATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
  - Enter password and press **ENTER**
- Select **DEACTIVATION**
- Terminal dials out, then displays **DEACTIVATED**
- More merchants? Select **NO**
- The screen then displays Authentication Code. The terminal must be authenticated before transaction can be processed

## ALPHA CHARACTERS

- Press key corresponding with desired letter
- Tap the **ALPHA** icon until desired letter appears [Number + **ALPHA** = Letter]

## CARD TYPES ACCEPTED

- Visa
- MasterCard
- Discover

## AUTOMATIC DOWNLOADS

With this application, downloads are automatically initiated by the terminal at a preset time and date. Some automatic downloads will require the terminal to be re-authenticated. Any manual configurations performed on the terminal will be reset after a download.

*NOTE: Italicized steps are optional and may not be prompted for.  
NOTE: Printing the customer copy is an option on all transactions.*