

Reports

1. Press **Reports** button (4th purple button from left)
2. Select the type of report you wish to print
3. Terminal will print selected report

Paper Size

- 2 1/4 x 1 7/8 inch thermal paper
- Verifone Vx520 with Vx820 PIN Pad



Note: Always select SOFTPAY-GLOBAL if your terminal displays the following:

MM/DD/YY HH: MM
SOFTPAY-GLOBAL

We're here to help.

Call us at 1-888-900-9192
Email us at support@paystone.com



Verifone Vx520 Quick Start Guide

This guide will help you understand how to use your Verifone Vx520 terminal.



Debit Sale

1. Select **Sale** on your main menu screen
Note: you may have to press **Menu** to find on second screen
2. Enter **Sale Amount \$**
3. Pass terminal to customer. Customer can:
 - a. Insert card
 - b. Swipe card
4. Customer is prompted to confirm sale amount
5. Customer is prompted to select account and PIN
6. Terminal will display APPROVED or DECLINED
7. You will be prompted to select whether you would like to print a customer copy of the receipt

Credit Sale

1. Select **Sale** on your main menu screen
Note: you may have to press **Menu** to find on second screen
2. Enter **Sale Amount \$**
3. Pass terminal to customer. Customer can:
 - a. Insert card
 - b. Swipe card
4. Enter last four digits of the card number
5. Terminal will prompt APPROVED or DECLINED
6. You will be prompted to select whether you would like to print a customer copy of the receipt
7. Obtain customer signature on copy of merchant receipt

Void

1. Select **Sale** on your main menu screen
2. Enter password
3. You will be asked if you would like to void the last transaction. To confirm press **Yes**. To search a different transaction to void, press **No** and select if you would like to search by invoice number or the last 4 digits of the card
4. Swipe card (debit) and allow the customer to enter their PIN (debit)
5. Terminal will display APPROVED or DECLINED
6. You will be prompted to select whether you would like to print a customer copy of the receipt

Refund

1. Select **Refund**
2. Enter password
3. Insert or swipe card or manually enter card number
4. Enter **Refund Amount \$** and press **Enter**
5. Receipt will print

Credit Pre-Auth

1. Select Pre-Auth on your main menu screen
2. Enter **Amount \$**
3. Insert or swipe card
4. Enter the last four digits of the card number
5. Terminal will display APPROVED or DECLINED
6. When prompted to select whether you would like to print a customer copy of the receipt, select **Yes**. If necessary, your customer may then sign and record the tip amount on their receipt

Credit Pre-Auth Completion

1. Select **Completion**, or on your main menu screen, and search by:
 - a. Account # - Enter last four digits of the card number
 - b. Invoice # - Enter invoice number
2. Enter **Original Amount \$**
3. Enter **Tip Amount \$**
4. Terminal will display APPROVED or DECLINED

Settlement/Batch Close

1. Press F4 for Settlement
2. Enter password
3. Totals will appear on terminal screen. Press **OK**
Note: If your terminal shows BATCH OUT OF BALANCE, please contact us at 1-888-900-9192 for assistance

Reprint Receipt

1. Press **Reprint** button (3rd purple button from the left)
2. Select if from one of the following options to print:
 - a. **Last Receipt.**
 - b. **Any Receipt.** Enter invoice number
3. Receipt will print