



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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