



Vx520

XEFB410 – Retail



**Sale - Swipe**

Select SOFTPAY-FDMS (if option appears)

Swipe Customer's Card

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 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
- Phone Order
- CVV2 Indicator
- V-Code
- Order Number
- Address
- Zip Code
- Invoice 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 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 Last – use to cancel transaction in Open batch**

Select SOFTPAY-FDMS (if option appears)

Select VOID

Select Yes to void last transaction

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

**Void– use to cancel transaction in Open batch**

Select SOFTPAY-FDMS (if option appears)

Select VOID

Select No

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

**Settlement / Close Batch**

Select SOFTPAY-FDMS (if option appears)

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

Select SETTLEMENT

*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 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 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** – Reprint item in open batch

- 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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