

CASH ADVANCE

- Select **CASH ADVANCE**
- Enter Teller ID and press **ENTER**
- Enter cash advance amount and press **ENTER**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
- Enter first four digits of the card number and press **ENTER**
- Enter last four digits of the card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Card present? Select **YES** or **NO**
- Imprint the card and press **ENTER**
- 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 expiration date of the ID card (MMYY) and press **ENTER**
- Select **YES** or **NO** to accept or decline transaction by AVS Code result
- Terminal dials out
- Remove the card
- Receipt prints

REVERSAL (FULL/PARTIAL)

Reversals may only be processed on cash advance transactions within the current batch.

- Press the purple **DOWN ARROW** key 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

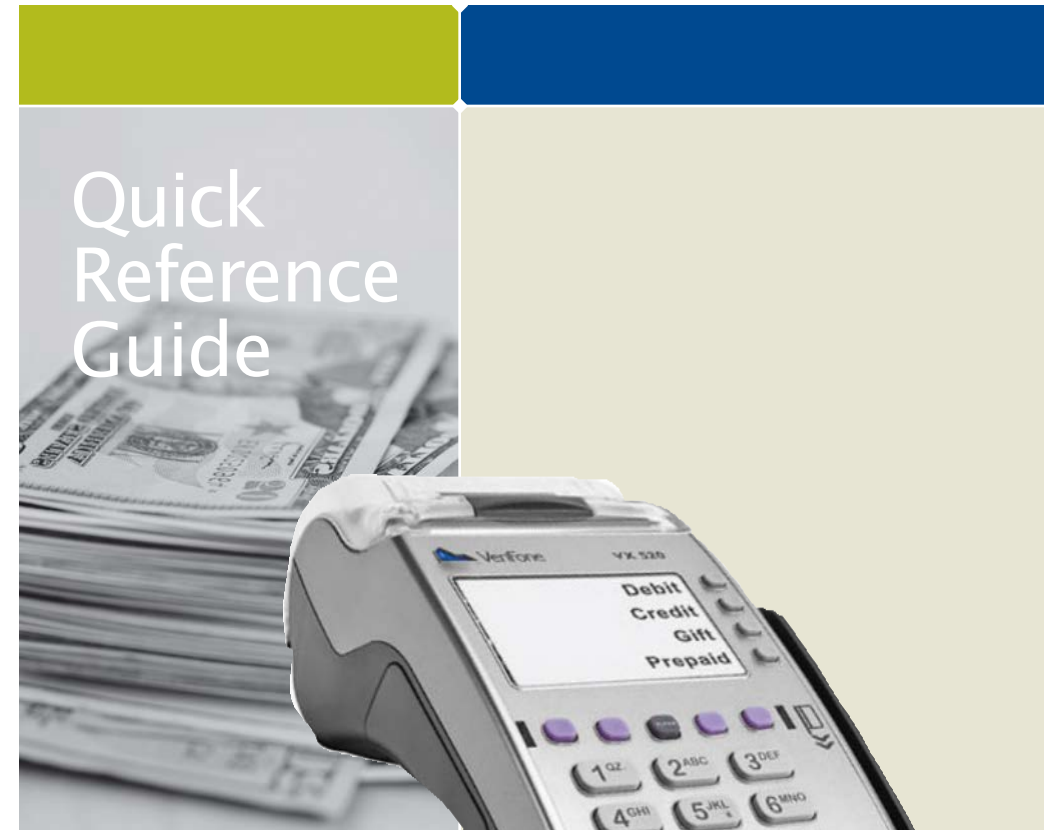
- Tap the **SCROLL** icon until Cash Adv Force displays
- Select **CASH ADV FORCE**
- Enter Teller ID and press **ENTER**
- Enter cash advance amount and press **ENTER**
- Select **YES**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
- Enter first four digits of the card number and press **ENTER**
- Enter last four digits of the card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Imprint the card 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 expiration date of the ID card (MMYY) and press **ENTER**
- Receipt prints

ICON LEGEND



QUICK REFERENCE

Bank Name _____
 Bank Phone _____
 Help Desk Phone _____
 V Number _____
 Voice Authorization Phone _____
 Merchant Number ID _____
 Other _____



VERIFONE® VX 520, XEVA433

CASH ADVANCE

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

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

REPRINT A RECEIPT

- Press the purple **REPRINT** key
- 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

- Press the purple **REPORTS** key
- 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

TRANSACTION REVIEW

- Press the purple **DOWN ARROW** key until Batch Review displays
- Select **BATCH REVIEW**
- Select retrieval method: **SRVR** (teller ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select **PREV** or **NEXT** to scroll transactions

VIEW TOTALS

- Press the purple **DOWN ARROW** key until Batch Totals displays
- Select **BATCH TOTALS**
 - Press **PREV** or **NEXT** to scroll hosts, then press **SLCT** to select host
- Batch totals display, press **ENTER** to exit

BATCH SETTLEMENT

- Select **SETTLEMENT**
- Terminal dials out, and displays GB XXXX ACCEPTED
- 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

Note: Must contact TSYS Merchant Solutions Customer Care

- 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**

ALPHA CHARACTERS

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

CARD TYPES ACCEPTED

- Visa
- MasterCard
- Discover

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 now 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.