

CORRECTIONS (VOIDS)

Use this function to delete a transaction that is in the current batch.

<p>1</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME SALE REFUND SETTLEMENT VOID CORRECTION </div> <p>Touch CORRECTION.</p>	<p>2</p> <div style="border: 1px solid black; padding: 5px;"> VOID YES NO CORRECT LAST? </div> <p>If you want to correct the last transaction, touch YES. If you want to correct a different transaction, touch NO.</p>	<p>3</p> <div style="border: 1px solid black; padding: 5px;"> VOID INV # ACCT# RETRIEVE BY: </div> <p>Touch INV# to search for transactions by invoice number or ACCT# to search by account number.</p>	<p>4</p> <div style="border: 1px solid black; padding: 5px;"> VOID INVOICE NUMBER: </div> <p>Enter the INV# (or the last four digits of the ACCT#) to find the transaction and press the green OK key to continue.</p>
<p>5</p> <div style="border: 1px solid black; padding: 5px;"> VOID YES NO NO NEXT INV # </div> <p>Touch applicable choice to continue or press CLEAR to go back.</p>	<p>6</p> <div style="border: 1px solid black; padding: 5px;"> VOID YES NO TOTAL: \$0.00 </div> <p>Touch Yes.</p>	<p>7</p> <div style="border: 1px solid black; padding: 5px;"> VOID TEAR RECEIPT PRESS OK </div> <p>The VOID will reverse the transaction and update the batch. Tear the merchant copy and then press the green OK key to print the customer copy.</p>	

REPORTS AND BALANCING

Reports and Balancing will process all sales and credits that have been entered since the last time the terminal was balanced. It will ensure that any charges/credits are applied to the customer's card and that any funds due to you are sent to your account. As part of the balance process, you should print a TOTALS or DETAIL Report to confirm your batch totals. You should balance daily in order to receive timely deposits of your funds.

<p>1</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME SALE REFUND SETTLEMENT VOID </div> <p>Touch (icon).</p>	<p>2</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> REPORTS TOTALS REPORT DETAIL REPORT SERVER REPORTS PREAUTH REPORT </div> <p>Select a report or touch (icon) to move through additional reports. The report will print. Press CANCEL to return to the main menu.</p>	<p>3</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME SALE REFUND SETTLEMENT VOID </div> <p>Touch SETTLEMENT.</p>	<p>4</p> <div style="border: 1px solid black; padding: 5px;"> SETTLEMENT TOTAL: \$0.00 </div> <p>Enter the total of the batch from your TOTALS or DETAILED Report and press the green OK key.</p>
<p>5</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME SALE REFUND SETTLEMENT VOID </div> <p>The batch will settle at the Host, the current batch is then deleted from the terminal and the transaction menu appear.</p>	<p>After Hours Support:</p> <ul style="list-style-type: none"> • If your Merchant ID Number Begins with: 3899 - 888.830.0555 • If your Merchant ID Number Begins with: 7620 or 9317 - 877.243.6542 • If your Merchant ID Number Begins with: 5363 or 5544 - 800.228.0210 		

www.signapay.com/equipment/verifone-vx680



Verifone VX680 Training Guide

INCLUDED IN YOUR BOX



- Credit Card Terminal
- Power Supply - 2 pieces
- Training Guide
- Two Rolls of Paper
- Manufacturer User Guide

TERMINAL SET-UP

Your terminal will arrive programmed and all you need to do is plug it in. You will either have your terminal set-up: **Internet Connection** or **Dial Up**. Internet is the preferred method of communication.

HOT KEYS

Red Key: Go Back to Previous Screen

Yellow Key: Back Space

Green Key: Enter

MERCHANT CUSTOMER SERVICE

Monday - Friday 8:00am - 5:00pm CST
1.800.944.1399 | SignalPay.com

TRAINING GUIDE

PURCHASES

Magnetic stripe credit cards may be swiped or keyed, but if you key in a credit card, you must obtain a manual imprint of the card to prove that the card was presented. Failure to do so could result in a chargeback. CHIP cards are inserted by the card holder into the card reader and must remain inserted for the duration of the transaction. CHIP cards may not be embossed for imprinting and should only be swiped if the terminal prompts you to do so. NOTE: For DEBIT and CHIP card transactions, you will be prompted to pass the terminal to the customer who will confirm the amount and enter their PIN to process the transaction.

<p>1</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME PURCHASE REFUND SETTLEMENT CORRECTION </div> <p>Touch PURCHASE.</p>	<p>2</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE AMOUNT: \$0.00 </div> <p>Enter the amount of the sale/purchase using the keypad. Press the green OK key when finished.</p>	<p>3</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE TOTAL: \$0.00 TAP/INSERT/SWIPE TAP/INSERER/GLISSER </div> <p>Verify the amount. Tap, Insert, Swipe or manually key the account number and press the green OK key when finished.</p>	<p>4</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE YES NO TOTAL: \$0.00 </div> <p>Touch YES to confirm the amount. If incorrect, press NO to decline the amount and stop the transaction.</p>
<p>5</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE CHQ SAV SELECT ACCNT </div> <p>In the case of a DEBIT transaction, the customer selects the account.</p>	<p>6</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE TOTAL: \$0.00 ENTER PIN </div> <p>The customer keys in the PIN number and presses the green OK key.</p>	<p>7</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE APPROVED REMOVE CARD </div> <p>The screen will display the status and a merchant receipt will print.</p>	<p>8</p> <div style="border: 1px solid black; padding: 5px;"> PURCHASE TEAR RECEIPT PRESS OK KEY </div> <p>Tear the merchant copy and then press the green OK key to print the customer copy.</p>

TERMINAL START-UP

When the terminal is first started up, whether at Initial Installation or when electrical power has been removed and then reapplied, the following screen will display.

1

DATE

TIME
COMMSERVER
SOFTPAY-FDCC
[OPTIONAL]

Touch SOFTPAY.

REFUND

A Refund provides funds back to the customer when:

- The customer returns purchased goods.
- You want to reverse an incorrect sale and the sale took place before the terminal was last balanced.

<p>1</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME PURCHASE REFUND SETTLEMENT CORRECTION </div> <p>Touch REFUND.</p>	<p>2</p> <div style="border: 1px solid black; padding: 5px;"> REFUND AMOUNT: \$0.00 </div> <p>Enter the amount using the keypad. Press the green OK KEY.</p>	<p>3</p> <div style="border: 1px solid black; padding: 5px;"> REFUND TOTAL: \$0.00 TAP/INSERT/SWIPE TAP/INSERER/GLISSER </div> <p>Verify the amount. Tap, Insert, Swipe or manually key account number and press the green OK key when finished.</p>	<p>4</p> <div style="border: 1px solid black; padding: 5px;"> REFUND YES NO TOTAL: \$0.00 </div> <p>Touch YES to confirm the amount. Press NO to decline the amount and stop the transaction.</p>
<p>5</p> <div style="border: 1px solid black; padding: 5px;"> REFUND APPROVED REMOVE CARD </div> <p>The screen will display status and a merchant receipt will print.</p>	<p>6</p> <div style="border: 1px solid black; padding: 5px;"> REFUND TEAR RECEIPT PRESS OK KEY </div> <p>Tear the merchant copy and then press the green OK key to print the customer copy.</p>		

REPRINT

Use REPRINT to print a copy of a transaction made since the last balance.

<p>1</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> TIME PURCHASE REFUND SETTLEMENT CORRECTION </div> <p>Touch (icon)</p>	<p>2</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> REPRINT LAST RECEIPT ANY RECEIPT </div> <p>Touch LAST RECEIPT to print the last receipt or touch ANY RECEIPT to print any other transaction in the open batch</p>	<p>3</p> <div style="border: 1px solid black; padding: 5px;"> REPRINT ANY RCPT INVOICE NUMBER: </div> <p>Enter the invoice number for the transaction you would like to reprint and press the green OK key.</p>
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