

The Quick Reference Guide provides step-by-step instructions of daily terminal operations.

First Data™

VeriFone VX 680

PRE-AUTHORIZATION (Completion)

The completion of an approved PREAUTH must be done within 10 days of obtaining a PREAUTH transaction. Refer to your Card Acceptance Agreement for more information regarding pre-authorizations.

In restaurant environments, pre-authorizations should not be processed when CHIP cards are presented by the cardholder. CHIP cards in a restaurant environment should be processed as PURCHASE transactions. TIP entry is available at the time of the PURCHASE for CHIP and debit cards.

①	②	③
Touch	Touch PreAuth/Complete	Touch Complete.
④	⑤	⑥
Touch the desired search method: Clerk, Amount, Account Number or Invoice Number	For example, enter the invoice number. The leading zeros in an invoice are not required.	If the correct transaction is shown, touch COMP. If you touch PREV or NEXT, you will move to the previous or next open pre-auth transaction in the batch.
⑦	⑧	
Enter the new transaction amount, including tips and/or adjustments. Press the green OK key.	Tear the merchant copy and then press the green OK key to print the customer copy.	

CORRECTIONS (Voids)

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

①	②	③
Touch CORRECTION.	If you want to correct the last transaction, touch YES. If you want to correct a different transaction, touch NO.	Touch INV# to search for transactions by invoice number or ACCT# to search by account number.
④	⑤	⑥
Enter the INV# (or the last four digits of the ACCT#) to find the transaction and press the green OK key to continue.	Touch applicable choice to continue or press CLEAR to go back.	Touch Yes.
⑦		
The CORRECTION will reverse the transaction and update the batch. Tear the merchant copy and then press the green OK key to print the customer copy.		

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.

①	②	
		Additional prompts may appear as options vary from report to report.
Touch	Select a report or touch to move through additional reports. The report will print. Press CANCEL to return to the main menu.	
③	④	⑤
Touch SETTLEMENT.	Enter the total of the batch from your TOTALS or DETAILED Report and press the green OK key.	The batch will settle at the Host, the current batch is then deleted from the terminal and the transaction menu appear.



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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 charge-back. 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.

①	②	③
Touch PURCHASE.	Enter the amount of the sale/purchase using the keypad. Press the green OK key when finished.	Verify the amount. Tap, Insert, Swipe or manually key the account number and press the green OK key when finished.
④	⑤	⑥
Touch YES to confirm the amount. If incorrect, press NO to decline the amount and stop the transaction.	In the case of a DEBIT transaction, the customer selects the account.	The customer keys in the PIN number and presses the green OK key.
⑦	⑧	
The screen will display the status and a merchant receipt will print.	Tear the merchant copy and then press the green OK key to print the customer copy.	

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

Touch SOFTPAY-FDCC.

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.

①	②	③
Touch REFUND.	Enter the amount using the keypad. Press the green OK key.	Verify the amount. Tap, Insert, Swipe or manually key account number and press the green OK key when finished.
④	⑤	⑥
Touch YES to confirm the amount. Press NO to decline the amount and stop the transaction.	The screen will display status and a merchant receipt will print.	Tear the merchant copy and then press the green OK key to print the customer copy.

REPRINT

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

①	②	③
Touch	Touch LAST RECEIPT to print the last receipt or touch ANY RECEIPT to print any other transaction in the open batch.	Enter the invoice number for the transaction you would like to reprint and press the green OK key.

PRE AUTHORIZATION

The pre-authorization of a credit card provides you with an approval code confirming that funds are available to the cardholder. It does not charge the card. The customer is charged the transaction amount only upon completion of the pre-authorization transaction. Pre-authorizing a card places a hold on the funds for a period of 10 days. If you do not complete the pre-authorization within this period, the hold will be released. CHIP cards being used for a Pre-Auth will require the cardholder to be present for PIN entry. In restaurant environments, pre-authorizations should not be done when CHIP cards are presented by the cardholder. CHIP cards in a restaurant environment should be processed as PURCHASE transactions.

①	②	③
Touch	Touch PREAUTH/COMPLETE.	Touch PREAUTH.
④	⑤	⑥
Enter the amount of the pre-auth using the keypad. Press the green OK key.	Verify the amount. Tap, Insert, Swipe or manually key account number and press the green OK key when finished.	Touch YES to confirm the amount. If the amount is incorrect, press NO to decline the amount and stop the transaction.
⑦	⑧	⑨
Key PIN number and press the green OK key.	The screen will display status and a merchant receipt will print.	Tear the merchant copy and then press the green OK key to print the customer copy.