

QUICK REFERENCE GUIDE

VX520 - Restaurant

Next generation all-in-one terminal to easily and securely process payments



Fast, Easy to Use,
All-In-One Solution.

Benefits at a Glance

- Accepts all payment types
- Compact hand-over design
- Paper size: 2 ¼" x 50' Thermal

Please contact our support staff for assistance/training:

877-365-5040 x 1

support@getprocesspoint.com

Secondary Terminal Support: 800-552-8227

QUICK TROUBLESHOOTING TIPS:

1. Make sure your internet or phone line is working
2. Try a "hard reset" by unplugging the power and the phone/ethernet cord from the terminal for 10 seconds
3. Plug the phone/ ethernet cord in first followed by the power cord

**When the terminal loses power, it resets to the "COMSRV - SOFTPAY/TSYS" screen. Choose the button next to "SOFTPAY/TSYS" to return to the SALE screen



ProcessPoint
PREMIER BUSINESS CONSULTANTS

CREDIT SALE

- Swipe customer card
- Enter sale amount and press **ENTER**
- Select **CREDIT**
- Terminal connects and receipt prints

MAIL/PHONE SALE

- Press the purple **MORE** button
- Select **PHONE ORDER**
- Enter sale amount and press **ENTER**
- Enter card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Enter purchase order number and press **ENTER**
- Enter V-code and press **ENTER**
- Enter street address number and press **ENTER**
- Enter zip code and press **ENTER**
- Terminal connects and receipt prints

EMV SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
- Ask customer to insert card
- Terminal connects
- Terminal will prompt to remove card
- Receipt prints

NFC SALE (contactless)

- Select **SALE**
- Enter sale amount and press **ENTER**
- Ask customer to tap card on terminal
- Terminal connects and receipt prints

TIP ADJUST

- Press the purple **TIP** button
- Select retrieval method:
INV # (invoice #)
- Enter invoice # and press **ENTER**
- Transaction displays, select **ADJ**
- Enter tip amount and press **ENTER**
- Terminal displays Approved XXXXX
- Press **ENTER**
- Press **CANCEL** to return to main screen

REFUND

- Press the purple **MORE** button
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Swipe customer card or manually enter account number
- Select **CREDIT**
- Terminal connects and receipt prints

REVERSAL (void)

**Only on sales within current batch*

- Press the purple **MORE** button
- Select **REVERSAL**
- Select **FULL** or **PARTIAL**
- Select retrieval method:
INV # (invoice #)
- Enter invoice # and press **ENTER**
- Transaction displays on screen
- Select **YES** to reverse trans
- If **PARTIAL** reversal, enter the dollar amount to be reversed and press **ENTER**
- Terminal connects and receipt prints

REPORTS

- Press the purple **REPORTS** button
- Choose report:
 - **TOTALS** (total amounts)
 - **DETAIL** (each transaction)
- Report prints

BATCH SETTLEMENT

- Select **SETTLEMENT**
- Press **ENTER** to confirm totals
- Terminal connects and displays GB XXXX Accepted
- Press **ENTER**
- Settlement report prints