1   Table of Contents

2   How to Log on to the POS Terminal

How to Log On to the POS Terminal

Each person that accepts payments at the counter has an individual Operator ID to login to the Point of Sale (POS) terminal.

Users log onto the POS terminal before each transaction.

Step 1   Using the keypad, the user inputs POS **Operator ID** and then presses the green enter button to logon to the terminal

Step 2   User is now logged onto the terminal and **Select Operation** screen displays

Point of Sale

3   How to Log Off the POS terminal

How to Log Off the POS Terminal

Users are automatically logged off the POS terminal at the end of each transaction or by pressing the red **Cancel** button.

4   How to Run a POS Transaction

How to Run a POS Transaction	The POS terminal is used to run payments, or transactions.

Step 1	Inform the cardholder of the VitalChek fee
Step 2	User inputs POS **Operator ID** and then presses the green enter button to logon to the terminal
	Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed

Step 3   **Select Operation** screen displays

Point of Sale

Step 4   Select **Payment** option by pressing corresponding number on the pinpad then press the green enter button

Step 5   Select Product screen displays with available product options

Note - agencies with multiple products use the purple key above the number 1 to scroll

Step 6 Select Product by pressing the corresponding number on the pinpad then press the green enter button

For agencies with more than 10 product selections, press # for the first 1. Ex 10 = #0, 11 = #1, 12 = #2, etc

Step 7   **Reference Number** screen displays (if applicable)

Point of Sale

Step 8   Enter Agency defined **Reference Number** (if applicable) and press the green enter button

Note: Alphabetic characters are obtained by hitting a number field multiple times to scroll through. For example: for the letter "a", press the 2 color twice

Step 9   **Enter Amount** screen displays

Step 10   Enter the **Payment Amount** using the numeric keypad. **Do not include the VCN Fee.** The VCN Fee will be added automatically. Press the green enter button.

Step 11   **Another Product** screen displays, use the purple buttons to select Yes or No.

If Yes, return to step 5 for each additional product.

Point of Sale

Step 12   Select **Yes** or **No** by pressing the corresponding purple button

Step 13   **Waiting on Card Swipe** screen displays on terminal

Point of Sale

Pin pad prompts customer to swipe card

Note: If the card will not swipe (the magnetic strip is worn or damaged), after 3 bad swipes, you will be prompted to manually enter the card number, expiration date, CV2 Code and card billing address Zip Code by using the key pad on the terminal.

Step 15   If applicable, the Debit/Credit screen displays on terminal and Pin Pad

Step 16   Select Debit or Credit by pressing the corresponding F1 or F4 button

Note - If **DEBIT** is selected, the cardholder will be prompted to enter their PIN number on the PIN pad with terminal displaying: **"Ask customer to enter PIN. Please Enter PIN"**

Step 17   **Payment** screen displays on terminal

Total Amount screen displays on Pin Pad. Select F1 for Yes or F4 for No and press the green enter button.

Point of Sale

Step 18   **Authorizing** message displays on both Terminal and Pin Pad

Step 19   The **Agency** Receipt automatically prints and the **Print** screen displays on the terminal. Select Yes to print customer receipt and press the green enter key.

Note - Printed on the receipt is the payment confirmation number and the agency reference number.

5   POS Receipt Examples

POS Receipts	Agency and Customer receipts are printed after each POS transaction.
Agency Receipt	

```
                Agency Name
               Agency Address
          Agency City, State, Zip


MID:              999999
TID:              9999999999999
Terminal  ID:     V9999999
Date / Time:      99/99/99 99:99 AM EDT
Confirmation #:   99999999

Card #:           *************9999
Expiration:       ##/##
Transaction  Type:
    Payment/Purchase/Sale       $13.52
Transaction  Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        MasterCard
Approval Code:    999999


Product Name                    $11.02
12345


         Agency Amount:    $11.02
    LexisNexis Service Fee:   $2.50

             Total Fee:    $13.52



Cardholder Signature


X----------------------------------------------------

             Merchant  Copy
```

Agency Receipt - VISA Payments

Note - there are 2 separate authorization lines

Agency Receipt - VISA Payments

```
              Agency Name
             Agency Address
         Agency City, State, Zip


MID:              999999
TID:              9999999999999
Terminal  ID:     V9999999
Date / Time:      99/99/99 99:99 AM EDT
Confirmation #:   99999999

Card #:           ************9999
Expiration:       ##/##
Transaction Type:
     Payment/Purchase/Sale      $2.50
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        Visa
Approval Code:    999999

Card #:           ************9999
Expiration:       ##/##
Transaction Type:
     Payment/Purchase/Sale      $1.00
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        Visa
Approval Code:    999999

Product Name                    $1.00
12345


        Agency Amount:     $1.00
   LexisNexis Service Fee:  $2.50

            Total Fee:      $3.50



Cardholder Signature


X------------------------------------------------


          Merchant  Copy
```

Customer Receipt

```
                    Agency Name
                   Agency Address
                Agency City, State, Zip


MID:               999999
TID:               9999999999999
Terminal  ID:      V9999999
Date / Time:       99/99/99 99:99 AM EDT
Confirmation #:    99999999

Card #:            ************9999
Expiration:        ##/##
Transaction Type:
    Payment/Purchase/Sale       $13.52
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:      Credit
Card Type:         MasterCard
Approval Code:     999999


Product Name                   $11.02
12345


          Agency Amount:       $11.02
    LexisNexis Service Fee:    $2.50

              Total Fee:       $13.52



          Customer Copy
```

Customer Receipt - VISA Payments

Note - there are 2 separate authorization lines

Customer Receipt - VISA Payments

```
                Agency Name
                Agency Address
            Agency City, State, Zip


    MID:                999999
    TID:                9999999999999
    Terminal ID:        V9999999
    Date / Time:        99/99/99 99:99 AM EDT
    Confirmation #:     99999999

    Card #:             ************9999
    Expiration:         ##/##
    Transaction Type:
        Payment/Purchase/Sale    $2.50
    Transaction Date:  99/99/99 99:99 PM EDT
    Payment Type:       Credit
    Card Type:          Visa
    Approval Code:      999999

    Card #:             ************9999
    Expiration:         ##/##
    Transaction Type:
        Payment/Purchase/Sale    $1.00
    Transaction Date:  99/99/99 99:99 PM EDT
    Payment Type:       Credit
    Card Type:          Visa
    Approval Code:      999999

    Product Name                  $1.00
    12345


            Agency Amount:    $1.00
    LexisNexis Service Fee:     $2.50

                Total Fee:    $3.50




            Customer Copy
```

6 How to Void a POS Transaction

How to Void a POS Transaction	POS transactions may be voided using the POS terminal and selecting the Void option.

Step 1	User inputs POS Operator ID and then presses the green enter button to logon to the terminal
	Note - if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed

Point of Sale

Step 2   **Select Operation** screen displays

Step 3   Select the **Void** option and press the green enter key

Point of Sale

Step 4   **VOID** screen displays

Step 5   Enter the confirmation number located on the receipt and press the green enter button

Point of Sale

Step 6   Void confirmation screen displays

Step 7   Verify the amount on the terminal, press Yes or No and press the green enter key

Step 8	After pressing **Enter** to confirm **Yes**, the terminal displays the card swipe message

Pin Pad prompts the user to swipe the same card that was used for payment

Note - if the original transaction was Debit, the terminal will display the message: "Press Enter when ready to enter PIN on the PIN pad..."

User presses green enter button to OK and the customer is asked to enter PIN and press the green enter button on the PIN pad.

Note - The void amount displayed is the amount of the transaction plus the VCN fee

Step 7   After pressing **Enter** to confirm **Yes**, the Agency Receipt automatically prints

VOID RECEIPT - Agency Copy

```
                    Agency Name
                   Agency Address
                Agency City, State, Zip


MID:                999999
TID:                9999999999999
Terminal  ID:       V9999999
Date / Time:        99/99/99  99:99 AM EDT
Confirmation #:     99999999

Card #:             ************9999
Expiration:         ##/##
Transaction Type:  Void           - $13.52
Transaction Date:  99/99/99  99:99 PM EDT
Payment Type:       Credit
Card Type:          MasterCard
Approval Code:      999999


Product Name                        $11.02
12345


               Agency Amount:    - $11.02
        LexisNexis Service Fee:   - $2.50

                  Total Fee:      - $13.52



Cardholder Signature


X------------------------------------------------

               Merchant Copy
```

Note - Transactions using a VISA card will display 2 authorization lines:

VISA VOID RECEIPT - Agency Copy

VISA VOID RECEIPT - Agency Copy

```
                 Agency Name
                 Agency Address
              Agency City, State, Zip


MID:              999999
TID:              9999999999999
Terminal  ID:     V9999999
Date / Time:      99/99/99 99:99 AM EDT
Confirmation #:   99999999

Card #:           ************9999
Expiration:       ##/##
Transaction Type:
    Payment/Purchase/Sale      - $2.50
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        Visa
Approval Code:    999999

Card #:           ************9999
Expiration:       ##/##
Transaction Type:
    Payment/Purchase/Sale      - $1.00
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        Visa
Approval Code:    999999

Product Name                      $1.00
12345


          Agency Amount:    - $1.00
  LexisNexis Service Fee:   - $2.50

               Total Fee:   - $3.50



Cardholder Signature


X---------------------------------------------

             Merchant Copy
```

Step 8   Terminal prompts the user to select Yes or No and press the green **Enter** button to print the **Customer Receipt**

Step 9   The terminal prints the **Customer Receipt** and returns the user to the **Enter Operator ID** screen

```
              Agency Name
             Agency Address
         Agency City, State, Zip


MID:              999999
TID:              9999999999999
Terminal ID:      V9999999
Date / Time:      99/99/99 99:99 AM EDT
Confirmation #:   99999999

Card #:           *************9999
Expiration:       ##/##
Transaction Type: Void          - $13.52
Transaction Date: 99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        MasterCard
Approval Code:    999999


Product Name                    $11.02
12345


          Agency Amount:   - $11.02
    LexisNexis Service Fee:  - $2.50

            Total Fee:    - $13.52



         Customer Copy
```

Note - Transactions using a VISA card will display 2 authorization lines:

VISA VOID RECEIPT - Customer Copy

Agency Name
Agency Address
Agency City, State, Zip

MID: 999999
TID: 9999999999999
Terminal ID: V9999999
Date / Time: 99/99/99 99:99 AM EDT
Confirmation #:   99999999

Card #:   *************9999
Expiration: ##/##
Transaction Type:
    Payment/Purchase/Sale   - $2.50
Transaction Date: 99/99/99 99:99 PM EDT
Payment Type: Credit
Card Type: Visa
Approval Code: 999999

Card #:   *************9999
Expiration: ##/##
Transaction Type:
    Payment/Purchase/Sale   - $1.00
Transaction Date: 99/99/99 99:99 PM EDT
Payment Type: Credit
Card Type: Visa
Approval Code: 999999

Product Name $1.00
12345

        Agency Amount: - $1.00
LexisNexis Service Fee: - $2.50

             Total Fee: - $3.50

Customer Copy

Point of Sale

7 How to Print Last Receipt

How to Print Last Receipt	Users can reprint the last receipt that was printed on the POS terminal.

Step 1	User inputs POS **Operator ID** and then presses the green enter button to logon to the terminal
	Note - if the Operator ID was entered incorrectly of does not have the authority for the transaction, an error message wiill be displayed

Step 2   User is now logged on to the terminal and **Select Operation** screen displays

Step 3   Select **Print Last Receipt** option and press the green enter key

Point of Sale

Step 4   The Agency Receipt will automatically print

```
                    Agency Name
                    Agency Address
                 Agency City, State, Zip


        MID:              999999
        TID:              9999999999999
        Terminal ID:      V9999999
        Date / Time:      99/99/99 99:99 AM EDT
        Confirmation #:   99999999

        Card #:           *************9999
        Expiration:       ##/##
        Transaction Type:
            Payment/Purchase/Sale      $13.52
        Transaction Date:  99/99/99 99:99 PM EDT
        Payment Type:      Credit
        Card Type:         MasterCard
        Approval Code:     999999


        Product Name                    $11.02
        12345


                    Agency Amount:    $11.02
             LexisNexis Service Fee:   $2.50

                       Total Fee:    $13.52




        Cardholder Signature


        X------------------------------------------------

                    Merchant Copy
```

Note - Payment made with a Visa card will display 2 authorization lines:

```
                    Agency Name
                    Agency Address
                 Agency City, State, Zip


    MID:              999999
    TID:              9999999999999
    Terminal  ID:     V9999999
    Date / Time:      99/99/99 99:99 AM EDT
    Confirmation #:   99999999

    Card #:           ************9999
    Expiration:       ##/##
    Transaction Type:
        Payment/Purchase/Sale      $2.50
    Transaction Date:  99/99/99 99:99 PM EDT
    Payment Type:     Credit
    Card Type:        Visa
    Approval Code:    999999

    Card #:           ************9999
    Expiration:       ##/##
    Transaction Type:
        Payment/Purchase/Sale      $1.00
    Transaction Date:  99/99/99 99:99 PM EDT
    Payment Type:     Credit
    Card Type:        Visa
    Approval Code:    999999

    Product Name                   $1.00
    12345


                 Agency Amount:    $1.00
        LexisNexis Service Fee:    $2.50

                    Total Fee:     $3.50



    Cardholder Signature



    X-------------------------------------------------

                    Merchant Copy
```
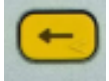
Step 5   The terminal will prompt the user to select Yes or No then the green enter button to print the customer copy of the receipt
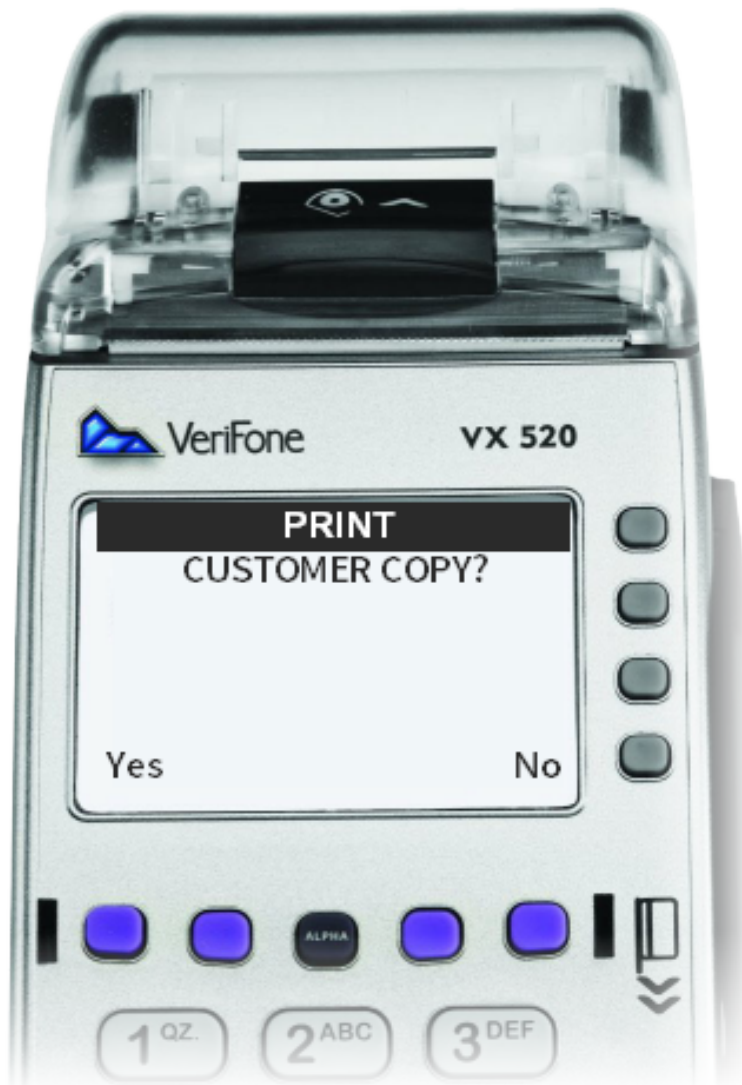
Step 6   Customer receipt prints

```
                    Agency Name
                    Agency Address
                 Agency City, State, Zip


        MID:              999999
        TID:              9999999999999
        Terminal ID:      V9999999
        Date / Time:      99/99/99 99:99 AM EDT
        Confirmation #:   99999999

        Card #:           *************9999
        Expiration:       ##/##
        Transaction Type:
            Payment/Purchase/Sale      $13.52
        Transaction Date: 99/99/99 99:99 PM EDT
        Payment Type:     Credit
        Card Type:        MasterCard
        Approval Code:    999999


        Product Name                   $11.02
        12345


                    Agency Amount:    $11.02
            LexisNexis Service Fee:    $2.50

                        Total Fee:    $13.52



                    Customer Copy
```

Note - Payment made with a Visa card will display 2 authorization lines:

```
              Agency Name
             Agency Address
          Agency City, State, Zip


MID:              999999
TID:              9999999999999
Terminal  ID:     V9999999
Date / Time:      99/99/99 99:99 AM EDT
Confirmation #:   99999999

Card #:           ************9999
Expiration:       ##/##
Transaction Type:
     Payment/Purchase/Sale      $2.50
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        Visa
Approval Code:    999999

Card #:           ************9999
Expiration:       ##/##
Transaction Type:
     Payment/Purchase/Sale      $1.00
Transaction Date:  99/99/99 99:99 PM EDT
Payment Type:     Credit
Card Type:        Visa
Approval Code:    999999

Product Name                    $1.00
12345


          Agency Amount:    $1.00
   LexisNexis Service Fee:  $2.50

             Total Fee:    $3.50




          Customer Copy
```

8   Point of Sale Keys

Point of Sale Keys	Additional keys are used periodically to initiate actions/jobs.

Key	Function	Action Required
	Cancel an un-submitted transaction	Press Cancel button
	Backspace to remove alpha or numeric characters	Press back button
	Type alpha characters	Press Alpha button
	Scroll to another screen	Press scroll button

9 Helpful Hints for POS

Helpful Hints   Tips for using your Point of Sale terminal

Please be aware that before every transaction, the cardholder is aware of the VCN fee and that the amount is correct before completing the application.

The VCN fee is added automatically, so when you are prompted to enter the transaction amount, do NOT include the VCN fee.

The yellow back button functions as a backspace

If you need to cancel out of a transaction before receiving an authorization number, press the red cancel button. You will be returned to the main entry screen.

To shut down the terminal and the PIN pad, ALWAYS unplug the power from the electrical outlet FIRST and then disconnect all the cables.

Cardholder PIN number must be at least 1 digits and no more than 6 digits.

If the debit network is down, a message will be displayed: "Debit Network Unavailable. Would you like to try another card?"

Step 2	Select Operation screen displays, press #, then *, then green enter button

Point of Sale

11   Point of Sale Equipment

| **Point of Sale Equipment** | There are several components that arrive in the box with your Verifone equipment. |

Verifone VX520

Terminal

Point of Sale

Verifone VX520 Power Supply

Verifone VX 805 Pin Pad

Verifone VX 805 Pin Pad Cord

Ethernet Cable

Point of Sale

12   How to Install Point of Sale Equipment

Point of Sale Equipment	There are several components that arrive in the box with your Verifone equipment.

**Verifone
VX520

Terminal**

**Verifone
VX520 Power
Supply**

Verifone VX 805 Pin Pad

Point of Sale

Verifone VX 805 Pin Pad Cord

Ethernet Cable

Step-by-Step Installation Guide

If you experience any issues while installing your equipment, please contact our Technical Help Desk:

Phone: 1-866-628-9244, option 3.

Email: vcn_helpdesk@vitalchek.com

Step 1	Turn the Verifone VX 520 terminal over and lift cover

Step 2	The ports are exposed

Step-by-Step Installation Guide

The pin pad cord comes connected in the RS-232 port.

Step 3 Connect the ethernet cable - insert into the ETH port

Step 4 Connect the power cord to the surge protector - once all 3 cables/cords are in place replace the rear cover on the terminal and plug-in the power cord to the surge protector

Step 5 Once the power cord is plugged in the terminal and pin pad will start up. The pin pad has powered up and shows Welcome, select VitalChek on the terminal by using the F2 or F3 button. The terminal will then go to the Operator ID screen

13   Index