

# Verifone Omni VX510 - VX510 LE - VX520 - VX570 - VX610 - Terminal Guide

## Check Transaction Procedure

|   |                              |                                 |      |         |
|---|------------------------------|---------------------------------|------|---------|
| John Smith<br>123 Anywhere Street<br>America, USA 12345 | Home Phone #<br>Work Phone # | Auth Code<br>Driver's License # | Date | 77058   |
| Pay To The Order Of:                                    |                              |                                 |      | Dollars |
| Memo:   |                              |                                 |      |         |

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary.)

Driver's License #, Authorization #, and home phone # must be written on check.

Check series # must 101 or higher. No counter checks accepted.

Check must be written on U.S. account. No altered Checks.

### Check Sale

1. Press the *F* Key for < Check.
2. Press *F2* for < Check Sale.
3. The terminal will display "Scan Check" - Insert Check into the Reader.
4. The terminal will then prompt for the amount. - Key the check amount. Press *Enter*.
5. Terminal will display "Enter State Code" - The terminal defaults to state of location (Out-of-State license, see List for numeric State Code value). Press *Enter*.
6. Terminal will prompt for the Driver's License. - Swipe or Enter the Driver's License #. (Include any alpha characters)
7. The terminal will then dial for Authorization.
8. Press *Enter* for Customer copy of receipt.
9. Press *F4* Key to exit, then the \* key to return to the Main Menu.

### IMPORTANT NOTICE

Customer must print their name & phone number on the signed receipt.  
If using an imager the phone # must be on the check.  
Checks must be batched the same day that they are processed.

### To Void a Check

1. Press the *F* key for Checks.
2. Press purple *MORE* key.
3. Press *F4* key>*VOID*.
4. Terminal will Display "Manager Password". Press *1* then *ENTER*.
5. The terminal will prompt to "Enter Reference #" (from sales receipt) then press *ENTER*.
6. Terminal will display transaction info, Press *F3* Key>*VOID*. Terminal will Display "Dialing, Please Wait..."
7. Terminal will Display "Void Accepted". Press *ENTER* for customer copy.
8. Press *F4* Key to exit, then the \* key to return to the Main Menu.

### State Codes

|       |       |       |       |       |       |       |       |                |
|-------|-------|-------|-------|-------|-------|-------|-------|----------------|
| 01-AL | 11-DC | 19-IA | 27-MN | 35-NM | 44-RI | 53-WA | 65-NF | 60-AS          |
| 02-AK | 12-FL | 20-KS | 28-MS | 36-NY | 45-SC | 54-WV | NS-NS | American Samoa |
| 04-AZ | 13-GA | 21-KY | 29-MO | 37-NC | 46-SD | 55-WI | 68-ON | 78-VI          |
| 05-AR | 14-PR | 22-LA | 30-MT | 38-ND | 47-TN | 56-WY | 69-PE | Virgin Is.     |
| 06-CA | 15-HI | 23-ME | 31-NE | 39-OH | 48-TX | 61-AB | 70-PQ | 99-ML          |
| 08-CO | 16-ID | 24-MD | 32-NV | 40-OK | 49-UT | 62-BC | 72-YT | Military ID    |
| 09-CT | 17-IL | 25-MA | 33-NH | 41-OR | 50-VT | 63-MB | 66-GU |                |
| 10-DE | 18-IN | 26-MI | 34-NJ | 42-PA | 51-VA | 64-NB | Guam  |                |

**Customer Service: 888-481-0757**  
**Technical Support: 877-438-3249**

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## Batching and Image Upload

### How to Batch

1. Press the *F* Key for < Check.
2. Press the purple "More" key.
3. Press *F2* >BATCH MENU.
4. Press *F2* >CLOSE BATCH.
5. The terminal will prompt for the Manager Password.
6. Press *1* and then *ENTER*.
7. The terminal will then prompt you to confirm.
8. Press *F3* >CLOSE BATCH.
9. The terminal will then dial to close the check batch.
10. The terminal will then print a confirmation of the settlement.
11. Press *F4* >EXIT.
12. Press the \* key to return to the Main Menu.

### Image Upload

(Check Imager Only)

1. Press the *F* Key for < Check.
2. Press the purple "More" key.
3. Press *F1* >SCANNER MENU.
4. Press *F4* >UPLOAD IMAGES.
5. The terminal will then display the image count.
6. Press *F3* >UPLOAD IMAGES.
7. The display will read "Please Wait...Connecting"
8. The terminal will then display the image upload status, along with the number of images uploaded. It will then return to the Scanner Menu.
9. Press *F4* Key to exit, then the \* key to return to the Main Menu.

### CHECK READER MESSAGES

**MANAGER NEEDED-RE-PRESENTED CHECK:** This means that the check has already been seen in our system. The merchant will need to OVERRIDE the transaction to get a receipt to print with the changes/override.

1. Terminal will display "Manager Needed Represented Check" instead of printing a receipt. Select "Force".
2. Terminal will prompt for a Manager Password, key in 1 and press ENTER. Terminal will dial to process the override, OVERRIDING the original transaction and printing a new receipt.

**MANAGER NEEDED: DAY/LOC/AMT:** This message means that the check has exceeded the ACH limits of guarantee. Press the RED X to return to the main Checks screen.

**NO ACH:** NO ACH is a valid authorization response, it simply means that the check was determined to be ineligible for electronic processing. You can accept that check as a form of payment, simply write the 6 digit approval code that followed NO ACH on the face of the check along with the DL number and phone number and manually present the check for deposit at your bank. Should the check be dishonored by the bank, the check will be guaranteed in accordance with the contract / service.

**ERROR IN MICR:** Terminal cannot read the numbers by the magnetic ink. Transaction can be manually verified through the terminal, but will need to be manually deposited. These transactions are still eligible for guarantee.

**ID FLAGGED:** This message informs the Merchant that the check has been declined due to a problem with the customer's I.D or account. OVERRIDE only for your most frequent customers. These checks are not guaranteed.

**DECLINED CHECK:** The message is to inform the merchant that the check has been declined due to a problem with the customer's I.D or account. THIS CANNOT BE APPROVED OR OVERRIDDEN.

**ERROR IN ID:** Check default state to ensure the correct state code was entered. Check to see if DL# has a letter and enter the corresponding letter with the DL#.

### CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

\*Temporary Checks   \*Cashier's Checks   \*Third Party Checks  
\*Credit card checks   \*Money Orders   \*Payroll Checks  
\*Checks written to employees or self  
\*Payable Through/Equity Line/Loan Checks  
\*Checks drawn on banks outside of USA  
\*Corporate checks that are not ACH-able  
(terminal will determine eligibility).

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