



VeriFone V^x 510

Merchant ID

Sales Representative

Phone Number



Decline Codes Glossary

Hold	Lost or stolen card; retain the card if you can
Declined	Issuing bank declines authorization; do not run the transaction again
Call Center	Follow instructions for Voice Authorization on reverse side
Call Center 08	Request personal identification from customer before accepting card
Exceeds Limit	Transaction exceeds withdrawal amount or frequency limit
Invalid Amount	Authorization must be for at least \$1
Invalid Card	Card number entered is invalid or magnetic strip is damaged
Invalid Tran	Incorrect transaction attempted
Restricted Card	Card not eligible for transaction
Issuer Not Avail	Card network is down, see Store & Forward Guide



PINNACLE PROCESSING GROUP, INC.

24/7 Local Support
206-365-3931

Toll-Free 877-850-7309

Restaurant Guide



VeriFone V^x



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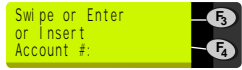


PINNACLE PROCESSING GROUP, INC.

Credit Card Purchase



Select **F2** for sales



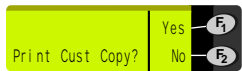
Swipe card with magnetic stripe down and to the left



Select **F1** for credit card purchases



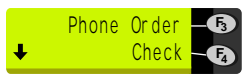
Enter the amount without a decimal point, e.g. enter \$4.10 as "410"



Press **F1** if you wish to print a customer receipt

Void Transaction

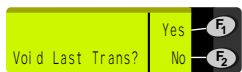
Transactions that have batched cannot be voided; they must be returned (see next section)



Press MORE (below **↓**) until Void appears



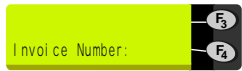
Press **F1** to void a transaction



Press **F1** to void the last transaction, or **F2** to void a different transaction



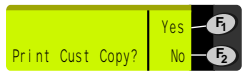
Enter **F1** to retrieve a sale by invoice number



Enter invoice number from the original receipt

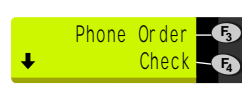


Select **F1** to void this transaction



Press **F1** if you wish to print a customer receipt

Return Credit Card Purchase



Press MORE (below **↓**) until Refund appears



Press **F2** to refund a customer



Swipe card with magnetic stripe down and to the left



Select **F1** for a credit card refund

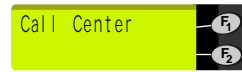


Enter the amount without a decimal point



Press **F1** if you wish to print a customer receipt

Voice Authorization



When this screen is displayed, request a voice authorization

Call the center which corresponds to the card type to obtain an authorization. The bank number you will be asked for is 089900



800-347-1111 800-944-1111 800-528-2121

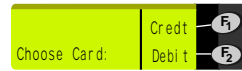
Forced Credit Card Purchase



Select **F1** for Off Line after scrolling with below **↓**



Swipe card with magnetic stripe down and to the left



Select **F1** for credit card purchases



Key in the amount without a decimal point



Enter the authorization code you received

Adjust Tips



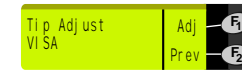
Press TIP (second from the left) to adjust tips



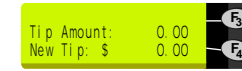
Select **F1** to retrieve a sale by invoice number



Enter invoice number from the original receipt

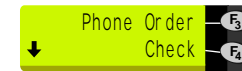


Select **F1** adjust the tip for this transaction



Key in the new tip amount without decimal point

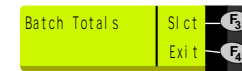
Review Current Batch Total



Press MORE (below **↓**) until Batch Totals appears



Press **F1** to access the Batch Totals menu



Press **F3** to review the current batch totals

Close Current Batch



Press MORE (below **↓**) until Settlement appears



Press **F3** for Settlement; the batch totals will be displayed



Press to start the batch process

More Information Online

Order retail supplies for your terminal
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www.pinnacleprocessinggroup.com

