







VeriFone V^x 570

Voice Authorization Information
the Bank Number you will be asked for is 089900

  Merchant Number: _____
800-944-1111 _____

 Merchant Number: _____
800-528-2121 _____

 Merchant Number: _____
800-347-1111 _____



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
206-436-0505

Toll-Free 877-850-7309

Restaurant Guide



VeriFone V^x 570

Contact Information

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PINNACLE PROCESSING GROUP, INC.

Exiting the Idle Screen

MM/DD/YY HH:MM **F1**
 SOFTPAY-TSYS **F2**
 CommServer **F3**
F4

Select **F2** to enter the main credit card Menu
 If **F2** is accidentally pressed use ***.***** to return to this Menu

Credit Card Purchase

SoftPay **F1**
 Sale **F2**

Swipe or Enter or Insert Account #: **F3**
F4

Choose Card: Credit **F1**
 Debit **F2**

Amount: \$ 0.00 **F3**
F4

Print Cust Copy? Yes **F1**
 No **F2**

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 been batched must be Returned

Phone Order Check **F3**
F4

Void Refund **F1**
F2

Void Last Trans? Yes **F1**
 No **F2**

Retrieve By: Inv# **F1**
 Acct# **F2**

Invoice Number: **F3**
F4

Void Last Trans? Yes **F1**
 No **F2**

Print Cust Copy? Yes **F1**
 No **F2**

Press (located 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

Phone Order Check **F3**
F4

Void Refund **F1**
F2

Swipe or Enter or Insert Account #: **F3**
F4

Choose Card: Credit **F1**
 Debit **F2**

Amount: \$ 0.00 **F3**
F4

Print Cust Copy? Yes **F1**
 No **F2**

Press (located 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

Call Center **F1**
F2

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

DISCOVER NETWORK VISA MasterCard

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

Forced Credit Card Purchase

Off Line Server Setup **F1**
F2

Swipe or Enter or Insert Account #: **F3**
F4

Choose Card: Credit **F1**
 Debit **F2**

Amount: \$ 0.00 **F3**
F4

Total: \$ 20.50 **F3**
 Appr. Code: **F4**

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

Print Server Reports

Phone Order Check **F3**
F4

Detail Report Batch Auth Rep **F3**
F4

Server Reports Shift Reports **F1**
F2

SERVER REPORTS Total Report **F1**
F2

Press REPORTS (far right)

Press (located below ↓) until Server Reports appears

Select **F1** to view the various server reports available

Scroll through the report options then press the adjacent **F_x** key to generate the report

Adjust Tips

Phone Order Check **F3**
F4

Tip Adjust Retrieve By: Acct **F3**
 Inv# **F4**

Invoice Number: **F3**
F4

Tip Adjust VI SA Adj Prev **F1**
F2

Tip Amount: 0.00 **F3**
 New Tip: \$ 0.00 **F4**

Press TIP (second from the left) to adjust tips

Select **F4** 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

Phone Order Check **F3**
F4

Batch Totals Batch Review **F1**
F2

Batch Totals Slct Exit **F1**
F2

Press (located below ↓) until Batch Totals appears

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

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

Close Current Batch

Phone Order Check **F3**
F4

Settlement Auth Only **F3**
F4

Total: \$ 312.50 **F1**
 Enter to Confirm **F2**

Press (located below ↓) until Settlement appears

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

Press to start the batch process