

Quick Reference Guide  
RETAIL APPLICATION



VeriFone® Omni™ 3700 & Vx Series



NOVA NETWORK

## Quick Reference Guide

# RETAIL APPLICATION

### CREDIT SALE

To scroll menu, press ↓ until desired option appears.

- > Swipe customer card
- > Select **[CREDIT]**, if prompted
- > Input last 4 digits of account # and press **[ENTER]**
- > Card present? **[NO/YES]**
- > Input invoice # and press **[ENTER]**, if prompted
- > Input customer # and press **[ENTER]** (purchase card only)
- > Input clerk ID and press **[ENTER]**, if prompted
- > Input \$ amount and press **[ENTER]**
- > Input tax amount and press **[ENTER]** (purchase/business card only)
- > Print customer copy? **[YES/NO]**

### DEBIT SALE

To scroll menu, press ↓ until desired option appears.

- > Swipe card or press **[SALE]**
- > Select **[DEBIT]**, if prompted
- > Input invoice # and press **[ENTER]**, if prompted
- > Input clerk ID and press **[ENTER]**, if prompted
- > Input \$ amount and press **[ENTER]**
- > Input cash back amount and press **[ENTER]** (only if enabled)
- > Cardholder enters PIN and presses **[ENTER]**
- > Print customer copy? **[YES/NO]**

### REPRINT

- > Press **[REPRINT]**
- > Choose from these options: **[LAST/ANY]**
- > If **LAST** is selected:
  - The last receipt prints
- > If **ANY** is selected:
  - Input invoice # and press **[ENTER]**
  - The selected receipt prints

### MANUAL SALE

To scroll menu, press ↓ until desired option appears.

- > Press **[SALE]**
- > Input account # and press **[ENTER]**
- > Select **[CREDIT]**, if prompted
- > Input expiration date (MMYY) and press **[ENTER]**
- > Card present? **[NO/YES]**
- > If **YES**, imprint card and press **[ENTER]**
- > Input V-Code: Card present? **[NO]**, then press **[ENTER]**
- > Code present? **[NO/XREAD]**
- > Input invoice # and press **[ENTER]**, if prompted
- > Input customer # and press **[ENTER]** (purchase card only)
- > Input clerk ID and press **[ENTER]**, if prompted
- > Input \$ amount and press **[ENTER]**
- > Input tax amount and press **[ENTER]** (purchase/business card only)
- > Input address and press **[ENTER]**
- > Input zip code and press **[ENTER]**
- > Print customer copy? **[YES/NO]**

## MAIL/TELEPHONE ORDER

To scroll menu, press ↓ until desired option appears.

- > Press **[PHONE ORDER]**
- > Input account # and press **[ENTER]**
- > Input expiration date (MMYY) and press **[ENTER]**
- > Input customer # and press **[ENTER]** (purchase card only)
- > Input V-Code: Card present? **[NO]**, then press **[ENTER]**
- > Code present? **[NO/XREAD]**
- > Input customer # and press **[ENTER]**, if prompted
- > Input clerk ID and press **[ENTER]**, if prompted
- > Input \$ amount and press **[ENTER]**
- > Input tax amount and press **[ENTER]** (purchase/business card only)
- > Input address and press **[ENTER]**
- > Input zip code and press **[ENTER]**
- > Print customer copy? **[YES/NO]**

## VOID

To scroll menu, press ↓ until desired option appears.

- > Press **[VOID]**
- > Void last transaction? **[NO/YES]**
- > Retrieve by: **[INV#]** **[ACCT#]**
- > Input invoice # or last 4 digits of account # and press **[ENTER]**

### Terminal Displays:

**[NO]** to cancel  
**[YES]** to void  
**[NEXT]** to scroll

- > Print customer copy? **[YES/NO]**



## BALANCE INQUIRY

To scroll menu, press ↓ until desired option appears.

- > Press **[BALANCE INQ]**
- > Choose from these options: **[CURR]**  
**[PREV]**
  - Select **[CURR]** for current batch
  - Select **[PREV]** for previous batch
- > The balance of the selected batch will display
- > Report prints

## BATCH REVIEW

To scroll menu, press ↓ until desired option appears.

- > Press **[BATCH REVIEW]**
- > Retrieve by **[AMNT/ACCT#/INV#]**
- > Input amount, last 4 digits of account #, or invoice #, and press **[ENTER]**
- > Select **[ADJ]** to adjust transaction
- > Select **[VOID]** to print receipt
- > Select **[PREV]** to scroll
- > Select **[NEXT]** to scroll

## SETTLEMENT

To scroll menu, press ↓ until desired option appears.

- > Press **[SETTLEMENT]**
- > Input password and press **[ENTER]**
- > Displays totals
- > Confirm totals and press **[ENTER]**
- > Report prints

## MANUAL SALE FOR ECI

Available only for the internet industry

- > Press **[SALE]**
- > Input account # and press **[ENTER]**
- > Select **[CREDIT]**, if prompted
- > Input expiration date (MMYY) and press **[ENTER]**
- > Card present? **[NO/YES]**
  - If **YES**, imprint the card and press **[ENTER]**
    - Input \$ amount and press **[ENTER]**
    - Input zip code and press **[ENTER]**
    - Terminal dials for authorization and prints a receipt if approved
  - If **NO**, choose either the Phone or Web transaction type
  - If **Web**:
    - Encrypted? **[NO/YES]**
      - Input clerk ID and press **[ENTER]**
    - Input \$ amount and press **[ENTER]**
    - Input address and press **[ENTER]**
    - Input zip code and press **[ENTER]**
- > Print customer copy? **[YES/NO]**

## VeriFone® Omni™ 3700 & Vx Series

### FORCE

To scroll menu, press ↓ until desired option appears.

- > Press **[FORCE]**
- > Swipe or input account # and press **[ENTER]**
- > Select **[CREDIT]**, if prompted
- > Input expiration date (MMYY) and press **[ENTER]**  
(manual sale only)
- > Input last 4 digits of account # and press **[ENTER]**  
(swiped sale only)
- > Input customer # and press **[ENTER]**  
(purchase card only)
- > Input invoice # and press **[ENTER]**, if prompted
- > Input clerk ID and press **[ENTER]**, if prompted
- > Input \$ amount and press **[ENTER]**
- > Input tax amount and press **[ENTER]**  
(purchase/business card only)
- > Input auth code and press **[ENTER]**
- > Print customer copy? **[YES/NO]**

### AUTHORIZATION ONLY

To scroll menu, press ↓ until desired option appears.

- > Press **[AUTH ONLY]**
- > Swipe or input account # and press **[ENTER]**
- > Choose from these options:  
**[CREDIT/DEBIT/EBT]**, if prompted
- > Input expiration date (MMYY) and press **[ENTER]**  
(manual sale only)
- > Input last 4 digits of account # and press **[ENTER]**  
(swiped sale only)
- > Input clerk ID and press **[ENTER]**, if prompted
- > Input customer # and press **[ENTER]**  
(purchase card only)
- > Input \$ amount and press **[ENTER]**
- > Input tax amount and press **[ENTER]**  
(purchase/business card only)
- > Print customer copy? **[YES/NO]**

# VeriFone® Omni™ 3700 & Vx Series

## PROCESSING TIPS



= Enter or Yes



= Backspace



= Cancel or No

- > To scroll through the menu, press **[MORE]**
- > Press **[3]** multiple times until the paper advances to desired length

## Vx610 SPECIFIC FUNCTIONS

### How to Power on:

- > Press and hold down **[ENTER]** until unit powers on

### How to Power off:

- > Ensure power cord is not connected
- > Press and hold down **[CANCEL]** until unit powers off

**NOTE:** The terminal will go into sleep mode after 10 minute of inactivity. It will power off automatically after 30 minutes of inactivity.

### Communication Status:



Wireless communication is being used



Dial communications is being used



Terminal's antenna is working properly and is connected to the wireless network



Terminal's antenna is unable to connect to the wireless network



Terminal's power cord is connected



Wireless signal strength is between 1% to 25%



Wireless signal strength is between 26% to 50%



Wireless signal strength is between 51% to 75%



Wireless signal strength is between 76% to 100%

### Battery Status:



Battery level is below 10% capacity. Plug the unit into the power source to recharge



Empty Battery



Full Battery

## CREDIT REFUND

To scroll menu, press ↓ until desired option appears.

- > Press [REFUND]
- > Input password and press [ENTER]
- > Swipe or input account # and press [ENTER]
- > Select [CREDIT], if prompted
- > Input expiration date (MMYY) and press [ENTER]  
(manual sale only)
- > Input last 4 digits of account # and press [ENTER]  
(swiped sale only)
- > Input invoice # and press [ENTER],  
if prompted
- > Input customer # and press [ENTER]  
(purchase card only)
- > Input clerk ID and press [ENTER],  
if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER]  
(purchase/business card only)
- > Print customer copy? [YES/NO]

## DEBIT REFUND

To scroll menu, press ↓ until desired option appears.

- > Press [REFUND]
- > Input password and press [ENTER]
- > Swipe card and press [ENTER]
- > Select [DEBIT], if prompted
- > Input invoice # and press [ENTER],  
if prompted
- > Input clerk ID and press [ENTER],  
if prompted
- > Input \$ amount and press [ENTER]
- > Input original transaction date  
(MM/DD/YY)
- > Cardholder enters PIN and presses  
[ENTER]
- > Print customer copy? [YES/NO]

## REPORTS

- > Press [REPORTS]
- > Select report to print:  
[TOTLS RPT] – prints a total report  
[DETL RPT] – prints a detail report
- > Press ↓ to view additional reports from  
the main menu screen
- > Select report
- > Report(s) prints  
Report Key:
  - m = Manually keyed
  - \* = Trans. adjusted



# MerchantConnect

## THE ONLINE WINDOW TO YOUR PAYMENT PROCESSING ACCOUNT

MerchantConnect is your one-stop destination for online customer service, support and reporting. It contains everything you need to manage your electronic payment activity:

### MY ACCOUNT

Manage your account online. View statements, view or update your profile, request new products and track equipment shipments.

### MY REPORTS

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

### SUPPORT

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

**GETTING STARTED IS FAST, EASY,  
SECURE, AND FREE!**

Go to [www.MerchantConnect.com](http://www.MerchantConnect.com)