

Verifone Vx610 Quick Reference Guide



Screen / Keypad Layout

Display Screen	F1
	F2
	F3
	F4

Scroll	ALPHA		
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1	2	3
4	5	6
7	8	9
*	0	#
Cancel	Back	Enter

Sale (Swiped)

- Select SoftPay
- Press Sale
- Swipe Card
- Choose Card Type
- Input Invoice #, then press Enter
- Input Dollar Amount, then press Enter
- Input Tip (if applicable), then Press Enter
- Print Customer receipt Yes (F1) No (F2)

Sale (Manual Entry)

- Select SoftPay
- Press Sale
- Input Account #, then press Enter
- Input Expiration Date, then press Enter
- Card Present F1=Yes F2=No
- Input CVV Number, then press Enter
- Input Invoice #, then press Enter
- Input Dollar Amount, then press Enter
- Input Tip (if applicable), then Press Enter
- If card not Present, Input Address and then press Enter
- Input Zip Code, then press Enter
- Print Customer receipt Yes (F1) No (F2)

Force (Manual or Swiped)

- Select SoftPay
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) scroll down and Select Force
- Swipe card or enter Account # and press Enter
- Choose Card Type
- **Manual:** Enter Expiration Date, then press Enter
- **Manual:** Imprint Card, then press Enter
- Input Invoice #, then press Enter
- Input Clerk ID, then press Enter
- Input Dollar Amount, then press Enter
- Input Tip (if applicable) press Enter
- Input Approval Number, then press Enter
- Print Customer receipt Yes (F1) No (F2)

Phone Order

- Select SoftPay
- Select Phone Order
- Swipe card or enter Account # and press Enter
- Choose Card Type
- Enter Expiration Date, then press Enter
- Input Invoice #, then press Enter

- Input Order #, then press Enter
- Input Dollar Amount, then press Enter
- Input Address and then press Enter
- Input Zip Code, then press Enter
- Input CVV Number, then press Enter
- Print Customer receipt Yes (F1) No (F2)

Void Last Transaction

- Select SoftPay
- Select Void
- Select Yes (F1)
- Verify Transaction, then Select Yes (F1)
- Print Customer receipt Yes (F1) No (F2)

Void by Invoice Number

- Select SoftPay
- Select Void
- Select No (F2)
- Select Inv# (F1)
- Input Invoice Number, then press Enter
- Verify transaction, then press Yes (F1)
- Print Customer receipt Yes (F1) No (F2)

Void by Account Number

- Select SoftPay
- Select Void
- Select No (F2)
- Select Inv# (F1)
- Swipe or Input Account Number, then press Enter
- Verify transaction, then press Yes (F1)
- Print Customer receipt Yes (F1) No (F2)

Refund

- Select SoftPay
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) scroll down and Select Refund
- Swipe card or enter Account # and press Enter
- Choose Card Type

- **Manual:** Enter Expiration Date, then press Enter
- **Imprint Card**, then press Enter
- **Input Invoice Number**, then press Enter
- **Input Dollar Amount**, then press Enter
- Print Customer receipt **Yes (F1) No (F2)**

Authorization Only

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Auth Only**
- **Swipe card or enter Account # and press Enter**
- **Choose Card Type**
- **Manual:** Enter Expiration Date, then press Enter
- **Input Invoice Number**, then press Enter
- **Dollar Amount**, then press Enter
- Print Customer receipt **Yes (F1) No (F2)**

Turn Store & Forward On / Off

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Store & Forward**
- **Select Store & Forward Mode**
- **Press On (F1) or Off (F2)**

Store & Forward Batch Review

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Store & Forward**
- **Select Batch Review**

Send Store & Forward

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Store & Forward**

- **Send Select Store & Forward**

Batch Totals

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Batch Totals**
- **Press Cancel to return to normal operation**

Batch Review

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Batch Review**
- **Select method to retrieve transaction.** (Clerk, Amount, Account # or Invoice #)

Open Tab

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Tab**
- **Select Open Tab**
- **Swipe card or enter Account # and press Enter**
- **Choose Card Type**
- **Input Invoice #**, then **press Enter**
- **Input Dollar Amount**, then **press Enter**

Close Tab

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Tab**
- **Select Close Tab**
- **Select method to retrieve transaction.** (Account # or Invoice #)
- **Input Account # or Invoice #**, then **press Enter**
- **Press Yes (F1) to Close Tab**

Delete Tab

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Tab**
- **Select Delete Tab**
- **Select method to retrieve transaction.** (Account # or Invoice #)
- **Input Account # or Invoice #**, then **press Enter**
- **Press (F1) to Delete Tab**

Settlement

- **Select SoftPay**
- Using the down-arrow (2nd Purple Key to the left of Alpha Key) **scroll down and Select Settlement**
- **Press Yes (F1) to Settle**



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