

# Verifone Omni

## VX510 - VX510 LE - VX 570

### Terminal Guide

#### Check Transaction Procedure

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code 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.
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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 State Code chart). Press *Enter*.
6. Terminal will prompt for the Driver's License. Swipe or Enter the Drivers License #. (Include any alpha characters)
7. The terminal will then dial for Authorization.
8. Press *Enter* for Customer copy of receipt.

#### **IMPORTANT NOTICE**

\*Customer must print their name & phone number on the signed receipt.  
\*If using an imager the phone # must be on the check.

#### To Void a Check

1. Press *F3* key>VOID
2. Terminal will Display "Scan Check".
3. Insert the check into the reader.
4. The terminal will prompt to "Enter Amount" and Press *Enter*. Terminal will Display "Enter State Code." Press *Enter*.
5. Press *F2* Key>VOID. Terminal will Display "Dialing, Please Wait..."
6. Terminal will Display Auth #.
7. Press *F4* Key>Print Customer Receipt.

#### **IMPORTANT NOTICE**

\*Any Voids after Batch Out will require a merchant reversal.

#### 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	
05-AR	14-PR	22-LA	30-MT	38-ND	47-TN	56-WY	69-PE	78-VI
06-CA	15-HI	23-ME	31-NE	39-OH	48-TX	61-AB	70-PQ	Virgin Is.
08-CO	16-ID	24-MD	32-NV	40-OK	49-UT	62-BC	72-YT	99-ML
09-CT	17-IL	25-MA	33-NH	41-OR	50-VT	63-MB	66-GU	Military ID
10-DE	18-IN	26-MI	34-NJ	42-PA	51-VA	64-NB	Guam	

**Customer Service: 888-481-0757**  
**Technical Support: 800-933-0064**

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### Terminal Guide

#### 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 the purple "More" key to return to the Main Menu.

#### **CHECK READER MESSAGES**

##### MANAGER NEEDED-RE-PRESENTED CHECK:

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

**MANAGER NEEDED-DAY/LOC/AMT:** This message means the check amount has exceeded the normal ACH limits of guarantee. Press, "ENTER". Terminal will prompt for OVERRIDE. Press "Clear" to return to main 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:** This message informs the merchant that the terminal cannot read the check numbers by the magnetic ink provided. The check cannot be verified. The merchant has the option to manually deposit the check if they choose to. If this consistently happens with several checks by different banks, please contact technical support. It should also be noted that other electronic devices emit an electromagnetic field that may interfere with the reader's ability to read the magnetic ink. It is recommended to place the check reader one foot away from any other device.

**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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