AMG Advanced Merchant Group

Quick Reference Guide
VX520
RETAIL/RESTAURANT

Credit Card Sale

> Press Sale

> Enter Amount

> Swipe Card

> Confirm Sale Amount

> If prompted to do so, Press [Yes] to Print Customer Copy

Credit Card Refund

> Press [↓] / [More] Until You Reach Option

> Press [Refund]

> Swipe or Insert Card

> Press [Credit] if Prompted

> Amount + [↵]

> To Print Customer Copy, Press [Yes]

Authorization

> Press [↓] / [More] Until You Reach Option

> Press [Auth Only]

> Swipe or Insert Card

> Amount + [↵]

Manual Sale

> Press [Sale]

> Account # + [↵]

> Press [Credit] if Prompted

> Exp Date + [↵]

"CARD PRESENT"
If Present, Press [Yes]

> Amount + [↵]

> V-Code* + [↵]

If code is not known or not present (Xread), Press Enter to bypass, then select the appropriate response.

> If prompted, enter Zip Code + [↵]

> To Print Customer Copy, Press [Yes]

Force Sale

> Press [↓] / [More] Until You Reach Option

> Press [Force]

> Swipe or Insert Card

> Press [Credit]

> Amount + [↵]

> Approval Code + [↵]

> If Prompted to do so, Press [Yes] to Print Customer Copy

Debit Sale

> Swipe Card

> Or Press [Sale] then Swipe or Insert Card

> Press [Debit]

> Amount + [↵]

> Enter Cash Back $$ + [↵] if Prompted

> CUSTOMER: Key PIN # + [Enter]

> If prompted to do, press [Yes] to Print Customer Copy

Void

> Press [↓] / [More] Until You Reach Option

> Press [Void]

> To Void Last Transaction Press [Yes]

> Or to Void Any Transaction Press [No]

> To Retrieve Any Transaction by Invoice # Press [Yes]

> Or to Retrieve by Account # Press [Acc #]

> To Confirm Void Press [Yes]

Notes

Pressing the 3 key from the Main Menu will advance the paper.
To Enter Password when prompted, key in 1Alpha Alpha 66831 then [↵].
Terminal will also prompt for clerk ID and invoice number if those options are activated.

* The V-Code, or Card Security Code, is often requested for manually entered transactions. This code can be found on the back of the card as the last three digits on the right side of the signature panel, directly below the mag stripe.

V 4.14

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Reprint

> Press [Reprint]

> To Print Last Transaction Press [Last Receipt] If Prompted

> Or to Print Any Transaction in Batch Press [Any Receipt]

> Then Invoice + [↵]

Tip Adjustment

> Press [Tip]

> Select Search Method to Retrieve Ticket [Serv] [Amt] [Acct] [Inv]

> Follow Prompts then Press [↵]

> Press [Adj]

> Tip Amount + [↵]

Tabs

> Press [↓] / [More] Until You Reach Option Then Press [Tab]

> OPTIONS: [Open Tab] [Close Tab] [Del Tab] [Tab Rpt]

> Open Tab: Follow prompts like a regular sale. Press Enter to accept tab amount or key in new amount and press Enter.

> Close or Delete Tab: Select Transaction by [Inv] [Acct]

> Tab Reports: Select Print Option to Print Tab Report

Totals Report

> Press [Reports]

> To Print Totals by Card Type Press [Totals Report]

Batch Review

> Press [↓] / [More] Until You Reach Option Then Press [Batch Review]

> Password + [↵]

> Select Search Method to Retrieve Ticket then Press [Serv/Clrk] [Amt] [Acct] [Inv]

> Enter Data as Requested Then Press [↵]

> Transaction Displays Select Option Then Press [Adj] [Void] [Prev] [Next]

> Hit [Reprint] to print the receipt

> ADJUSTMENT OPTIONS: Press [Amt] [Tip] [Serv/Clrk] [Appv] to select appropriate edit function

> Enter New Data as Requested Then Press [↵]

> VOID OPTION: Voids the Transaction

Manual Shift Change

> Press [1]

> To Increment Shift Press [Yes]

TIP Adjust with EMV

> Press [9] Cash Receipt

> Enter Amount of Bill

> Receipt Prints with TIP Line

> Take CARD & completed RECEIPT to terminal

> Run EMV transaction with total of SALE & TIP

Detail Report

> Press [Reports]

> To Print Detail Summary Press [Detail Report]

Balance / Settle

> Press [Settle] Until You Reach Option

> Press [↵] to Confirm Totals

Add Servers

> Press [↵]

> Press [Server Setup]

> Password + [↵]

> Enter a 1 - 4 Digit ID # + [Add Server]

> Enter a Password + [↵]

Business Credit Cards

> When a business credit card is used in making a sale, there may be additional steps involved.

> Tax Amount - Enter the Tax on the Sale Amount Then Press [↵]

> Customer Number - Enter the Five-Digit Number (Ex. 12345) or the Invoice Number Then Press [↵]