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	Quick Guide on How to Use POS Terminals VX675 / VX520.

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**Purpose**

The purpose of this Quick Guide is to act as a reference document for the use of POS Terminals VX675 and VX520. To address any questions and/or report any problems the user can contact FirstBank Merchant POS Help Desk 24/7 at (787) 751-1401 or 1-800-981-9401.

**TERMINAL VX520**

**Processing ATH (Debit) Transactions**

- Press F2, (Red ATH).
- Swipe card.
- Enter the amount and press enter.
- Customer must enter the pin number
- Wait for the authorization receipt.
- Press F1 for the customer copy.

**Processing Credit Card Transactions**

- Press F2, (Red ATH).
- Swipe card.
- Enter the last 4 digits of the credit card and press enter.
- Enter the amount and press enter.
- Wait for the authorization receipt.
- Customer signs the receipt.
- Press F1 for the customer copy.

**ATH (Debit Card) Refund**

- Press F2, (Red ATH).
- Press F3 (Debit Refund).

- Enter password, then press enter.
- Swipe debit card.
- Enter the refund amount and press enter.
- The customer must enter pin number.
- Wait for the authorization receipt.
- Press F1 for the customer copy.

### Credit Card Refunds

- Press F2, (Red ATH).
- Press F4 (offline trans).
- Press F3 (credit refund).
- Swipe credit card.
- Enter the last 4 digits of the credit card and press enter.
- Enter the refund amount and press enter.
- Wait for the authorization receipt.
- Press F1 for the customer copy.

### Void a Credit Card Transaction

- Press 'A' (purple key) to scroll menu.
- Press F3 (VOID).
- Enter password, then press enter.
- Press F2 (VOID).
- Enter invoice number, then press enter.
- Press F1, to void.
- Wait for the transaction receipt.
- Press F1 for the customer copy.

### Process a Manual Transaction

- Press F2, (Red ATH).
- Press F2 (Manual Sale).
- Enter the card number, then press enter.
- Enter expiration date, then press enter.
- Enter password, then press enter.
- Enter the amount and press enter.
- Wait for the authorization receipt.
- Press F1 for the customer copy.

### Reprint Last Transaction

- Press 'A' (purple key) to scroll menu.
- Press F4 (reprints).
- Enter password, then enter.
- Press F2, (last receipt).
- Wait for the authorization receipt.
- Press F1 for the customer copy.

### Reprint Any Transaction

- Press 'A' (purple key) to scroll menu.
- Press F4 (reprints).
- Enter password, then enter.
- Press F3, (any receipt).
- Enter invoice number, then press enter.
- Wait for the transaction receipt.
- Press F1 for the customer copy.

### Print Daily Transaction Report

- Press 'A' (purple key) twice to scroll menu.
- Press F1, (reports).
- Enter password, then enter.
- Press F3, (printer).
- Press F2 (summary).
- Press F1 (all).
- Wait for the receipt.

### Settlement

- Press 'A' (purple key) to scroll menu.
- Press F2, (settlement).
- Enter password, then enter.
- Press F1, (all).
- Confirm the settlement amount and press enter.
- Wait for the settlement receipt.

## Terminal VX675

### Sale Functions

#### Sale by Swiping a Card

- Select (Red ATH)
- Swipe the Card
- Enter the amount, press (Enter)

#### *Debit Card:*

- If you need to swipe the card as Credit, select (Cancel) on the Pin Pad
- Give the Pin Pad to the customer to enter the PIN number

#### *Visa, MasterCard, Discover:*

- Select 1 for Credit on the Pin Pad
- Enter the last 4 digits of the card and press (Enter)

#### *Visa and MasterCard as ATH (Debit)*

- Select 2 for Debit on the Pin Pad
- Give the "Pin Pad" to the customer to enter the PIN number

#### Manual Sale (only with Credit Card)

- Select (Red ATH)
- Sale with Chip (EMV)
- Select (Manual Sale)
- Enter card number and press (Enter)
- Enter expiration date and press (Enter)
- Enter your password (xxxx) and press (Enter)
- Enter the amount and press (Enter)

#### Sale with Chip Card (EMV)

- Select (Red ATH)
- Insert the card on the chip reader at the bottom of the POS
- Select one option (MasterCard, Visa, Discover)
- Enter the amount you will charge, and press "Enter"
- Continue with the normal process

- If, message “Error in Chip” displays
- Remove the card from the chip reader
- Swipe the card through the reader of magnetic film
- Continue with the normal process

## Fiscal Control Number Cash or Check Transactions

### Sale:

- Select (Cash Chk)
- Press (Cash Sale)
- Enter the amount and press (Enter)

### Refund:

- Select (Cash Chk)
- Press (Cash Refunds)
- Enter the amount and press (Enter)

## Void Transactions

- Press the button A (first button from left to right) until (Void) appears
- Select (Void)
- Enter your password (xxxx) and press (Enter)
- Select (Void)
- Enter the INVOICE NUMBER of the receipt
- Press (Enter)
- Select (Yes)

## Refunds

### Refund by Swiping a Card or by Inserting Chip

- Select (Red ATH)
- Select (Refund)
- Enter your password (xxxx), press (Enter)
- Swipe the card or insert the chip
- Enter the amount, press (Enter)

### *Debit*

- If you need to swipe the card as Credit, select (Cancel) on the Pin Pad
- Give the Pin Pad to the customer to enter the PIN number

### *Visa, MasterCard, Discover*

- Select 1 for Credit on the Pin Pad
- Enter the last 4 digits of the card and press (Enter)

### *Visa and MasterCard as ATH (Debit)*

- Select 2 for Debit on the Pin Pad
- Give the "Pin Pad" to the customer to enter the PIN number

### Manual Refund (Only with Credit Card)

- Select (Red ATH)
- Select (Refund)
- Enter password (xxxx), press (Enter)
- Enter card number and press (Enter)
- Enter expiration date, press (Enter)
- Enter the amount, press (Enter)

## Adjust Tips

- Press button B (second button left to right)
- Enter password (xxxx), press (Enter)
- Select (Tip adjust)
- Enter the Invoice Number of the receipt and press (Enter)
- Select (ADJ)
- Enter the tip amount, press (Enter)
- Select (Exit)

## Reprint Receipt

- Enter the amount, press (Enter)
- Press button A (first button left to right) until (Reprint) appears
- Select (Reprint)
- Enter your password (xxxx) and press (Enter)
- Select (Any Receipt)
- Enter the Invoice Number of the receipt

- Press (Enter)
- Wait for the authorization receipt

### Print Daily Transaction Report

- Press button A (first button left to right) until (Reports) appear
- Select (Reports)
- Enter your password (xxxx), press (Enter)
- Select (Printer)
- Select (Summary) or (Detailed Tran)
- Select (All)
- Wait for the receipt

### Print Daily Transaction Report

- Press button A (first button left to right) until (Settlement) appears
- Select (Settlement)
- Enter your password (xxxx), press (Enter)
- Select (All)
- Confirm the amount of the deposit and press (Enter)
- Wait for the receipt of the transaction

### IVU Automatic to Manual Calculation Change

- Press 7 to change from Automatic to Manual

### Additional Transaction Processes

## Contactless Card Sale

- Select (Red ATH).
- Enter the amount and press (Enter).
- Present the card or mobile device to the POS.
- Follow the normal process.

### Manual IVU thru CTLS Transaction

- Select (Red ATH).
- Select (Sale).
- Amount 1: Enter the amount of the 10.5% SUT (IVU), without tax (if applicable).
- Amount 2: Enter the amount of the 6% Special SUT ("IVU reducido"), without tax (if applicable).
- Enter the amount of the 1% Municipal Tax.
- The total will come up. Please validate it and press (Enter).
- Payment Method (Tap, Swipe, or Account Number)
- Present the card or mobile device to the POS.
- Follow the normal process.

### IVU thru CTLS Transaction

- Select (Red ATH).
- Select (Sale).
- Amount 1: Enter the amount of the 11.5% SUT (IVU) (if applicable).
- Amount 2: Enter the amount of the 7% Special SUT ("IVU reducido") (if applicable).
- The total will come up. Please validate it and press (Enter).
- Payment Method (Tap, Swipe, or Account Number)
- Present the card or mobile device to the POS.
- Follow the normal process.

## Fleet Way Transactions

- Press A (violet button).
- Press F1 (Fleet).
- Swipe the card.
- Enter the license / registration plate or vehicle identification number (press # and alpha until you get the desired letter).



- Enter the mileage.
- Select fuel type:
  1. Premium
  2. Regular
  3. Diesel
- Amount of liters, then press enter.
- Price per liter, then press enter.
- Total gas price, then press enter.
- Wait for authorization receipt.

## Car Rental

### Car Rental / Check-In

- Select (Car Rental/Check-In)
- Swipe the card or enter the card number (the expiration date will be requested)
- Select 1 on the Pin Pad for (Credit)
- Enter the amount, press (Enter)
- Enter the last 4 digits of the card and press (Enter)

### Car Return / Check-Out

- Select (Car Return/Check-Out)
- Enter the Invoice Number of the Car Rental/Check-In
- Select (Slct)
- Enter the amount to be charged, press (Enter)

## Users / Clerks

### Add Users / Clerks

- Press button C (third button left to right)
- Enter your password (xxxx) and press (Enter)
- Select (Add User)
- Select (Users) or (Clerk)
- Enter the ID and press (Enter)
- Enter the password of the clerk and press (Enter)
- Enter the password of the clerk again and press (Enter)

### Password Change: Users to Clerk

- Press button C (third button left to right)
- Enter your password (xxxx) and press (Enter)
- Select (Modify User)
- Enter the ID of the clerk and press (Enter)
- Select (Users) or (Clerk)
- Enter the old password and press (Enter)
- Enter the new password and press (Enter)
- Enter the new password again and press (Enter)

#### Remove Users or Clerk

- Press button C (third button left to right)
- Enter your password (xxxx) and press (Enter)
- Select (Delete User)
- Select (Users) or (Clerk)
- Enter the ID of the user or clerk and press (Enter)

#### Print the list of the Clerks

- Press button C (third button left to right)
- Enter your password (xxxx) and press (Enter)
- Select A (first button from left to right) one more time
- Select (User List Rpt)

For technical assistance, you can call (787) 751-1401 or 1-800-981-9401 (Island), 24 hrs / 7 days a week. For customer service and claims, you can call (787) 773-5484, from Monday thru Friday (8:00 a.m. – 5:00 p.m.) or write us at [firstbankmerchant@evertecinc.com](mailto:firstbankmerchant@evertecinc.com)

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