

AVS Response Codes

VISA Codes	
Y	Address & 5-digit or 9-digit ZIP match (Domestic only)
A	Address matches, ZIP code does not
S	AVS not supported at this time (Domestic only)
R	Issuer's authorization system is unavailable, try again later (Domestic only)
U	Unable to perform address verification because either address information is unavailable or issuer does not support AVS (Domestic only)
Z	Either 5-digit or 9-digit ZIP matches, address does not or not included in request
N	Neither the ZIP nor the address matches
B	Address matches, ZIP not verified.
P	Zip matches, address not verified
C	Address and ZIP code not verified due to incompatible formats
D	Address and ZIP code match (International only)
G	Address not verified for International transaction (International only)
I	Address not verified (International only)
M	Address and ZIP code match (International only)
Mastercard Codes	
Y	Exact, all digits match, 5-digit ZIP Code
A	Address matches, ZIP code does not
S	AVS not supported at this time
R	Retry, system unable to process
U	No data from Issuer,/Authorization system
Z	5-digit ZIP matches, but address does not
N	Neither the ZIP, nor the address matches
W	For U.S. addresses, 9-digit ZIP code matches, but address does not; for address outside U.S., ZIP code matches, but address does not
Discover Codes	
Y	Address only matches
A	Address and 5-digit ZIP code match
S	AVS not supported at this time
U	Retry, system unable to process
Z	5-digit ZIP matches, but address does not
American Express Codes	
Y	Yes, address and ZIP codes are both correct
A	Address only is correct
S	AVS not supported at this time
R	System unavailable; retry
U	The necessary information is not available, account number is neither U.S. nor Canadian
Z	Zip Code only is correct
N	Neither the ZIP nor the address matches

Quick Reference Guide for the Nashville VX Series - Retail/Restaurant

Merchant # _____

Sale	
<i>Use this function to authorize and capture transactions for settlement. If the magnetic stripe is unreadable and a manual entry of the card is necessary, you must obtain a card imprint on the sales slip using a manual imprinter as verification that the card is present.</i>	
Idle Prompt	Press [1 (Credit)].
Sale Refund Force	Press [1 (Sale)].
Credit Sale Swipe Card	Swipe card or manually key card number and press [Enter].
Last Four Account Numbers Match? #### Yes/No	Verify last 4 digits of account number and press [4 (Yes)].
Expire Date MMY	Key expiration date and press [Enter].
Card Present? Yes or No	Press [4(Yes)] if the card is present or [6(No)] if the card is not present.
VISA Sale Enter Amount \$0.00	Key amount and press [Enter].
VISA Tip Amount Enter Amount \$0.00	Key amount and press [Yes/Enter].
Address	Key the first 5 digits of the customer's address and press [Enter].
ZIP Code	Key the customer's ZIP Code and press [Enter].
Dialing...	Terminal communicates with the host for approval.
Print Cust Receipt Yes/No	Press [4(Yes)] to print customer receipt.
Approved OK 0000-00 AVS = XXX	Press [Clear] to return to idle prompt.

Debit Sale	
<i>Use this function to authorize and capture transactions for settlement.</i>	
Idle Prompt	Press [2 (Debit)].
Idle Prompt	Press [1 (Sale)].
Debit Swipe Card	Swipe card on terminal or PIN pad. Note: Debit cards cannot be manually keyed.
Last Four Account Numbers Match? #### Yes/No	Verify last 4 digits of account number and press [4 (Yes)].
EDS Debit Sale Enter Amount \$0.00	Key amount and press [Enter].
EDS Debit Tip Enter Amount	Key amount and press [Enter]. Note: Tips cannot be adjusted on debit transactions.
Total \$0.00 Enter PIN	Instruct customer to enter PIN via PIN pad and press [Enter]. Do not ask customer for PIN.
Dialing...	Terminal communicates with the host for prompt.
Print Cust Receipt Yes/No	Press [4(Yes)] to print customer receipt.
Debit Sale Approved 000000	Press [Clear] to return to the idle prompt.

*Shaded sections are optional or conditional prompts

Void	
<i>Use this function to delete a transaction that is in current batch.</i>	
Idle Prompt	Press [1 (Credit)].
Sale Refund Force	Press [6(More)] 2 times.
Void View Print Trans Report Report	Press [1(Void Trans)].
Enter Invoice #	Key invoice number and press [Enter].
VS Sale OK 00000 XXXXXXXXXXXXX CLK 0000 AVS = Y Amount \$0.00 <Prev Edit Next>	Press [5(Void)].
Void Trans? Yes or No	Press [4(Yes)].
Void Complete	
VS Void Sale 00000 CLK 0000 OK0000 Amount \$0.00 XXXXXXXXXXXXX <Prev Void Next>	Press [Clear] to return to idle prompt.

Reprint	
<i>Use this function to reprint the last transaction or any transaction stored in the terminals memory.</i>	
Idle Prompt	Press [1 (Credit)].
Sale Refund Force Back Tips More	Press [6 (More)] 2 times.
Back Reprint More	Press [5(Reprint)].
Enter Invoice #	Key invoice number and press [Enter] or press [Enter] to reprint last receipt.
Print Cust Receipt Yes or No	Press [4 (Yes)] to print customer receipt.
Back Reprint More	Press [Clear] to return to idle prompt.

Settle	
<i>Use this function at the end of each day to settle the batch for payment and clear your terminal of transaction information. These procedures are only necessary if Auto Close is disabled.</i>	
Idle Prompt	Press [1(Credit)].
Back Tips More	Press [6 (More)].
Auth Tabs Close	Press [3 (Close)].
Totals Correct? \$0.00 Yes or No	Press [4 Yes] to confirm close.
Dialing...	Terminal communicates with host for approval.
Batch Close Complete	Press [Clear] to return to idle prompt.

Partial Approval	
<i>Use this function to authorize a partial approval transaction.</i>	
Idle Prompt	Press [1(Credit)].
Sale Refund Force	Press [1(Sale)].
Credit Sale Swipe Card	Swipe card or manually key card number and press [Enter].
Expire Date MMY	Key expiration date and press [Enter].
Card Present? Yes or No	Press [4(Yes)] if the card is present or press [6(No)] if the card is not present.
VISA Sale Enter Amount \$0.00	Key amount and press [Enter].
Address	Key the first 5 digits of the customer address and press [Enter].
ZIP Code	Key customer ZIP Code and press [Enter].
Dialing...	Terminal communicates with host for approval.
Collect \$0.00 Accept Partial Amount Yes or No	Press the desired option. If No is selected, transaction will be voided. Initiate a new transaction to collect full amount.
Print Cust Receipt Yes or No	Press [4(Yes)] to print customer receipt.
Approved OK 0000-00 AVS = XXX	Press [Clear] to return to idle prompt.

Force Sale	
<i>Use this function to capture transactions when voice approval has been obtained. Referred to as a forced transaction.</i>	
Idle Prompt	Press [1 (Credit)].
Sale Refund Force	Press [3(Force)].
Credit Force Swipe Card	Swipe card or manually key card number and press [Enter].
Expire Date MMY	Key expiration date and press [Enter].
VISA Force Sale Enter Amount \$0.00	Key amount and press [Enter].
VISA Force Tip Enter Amount	Key amount and press [Enter].
Enter Auth Code	Key authorization number that was obtained by the voice authorization center and press [Enter].
Dialing...	Terminal communicates with the host for approval.
Print Cust Receipt	Press [4(Yes)] to print customer receipt.
Approved #####	Press [Clear] to return to idle prompt.

Reviews	
<i>Various types of reviews can be generated for transactions in the current batch (transactions that have not yet been settled).</i>	
Idle Prompt	Press [1(Credit)].
Back Tips More	Press [6 (More)] 2 times.
Void View Print Trans Report Report	Press the desired report to view
Net Card Card Total Total Detail	Press the desired report to view.
Terminal May Prompt: Invoice or Clerk #	Key invoice or clerk number and press [Enter].
VS Void Sale 00000 CLK 0000 OK0000 Amount \$0.00 XXXXXXXXXXXXX <Prev Edit Next>	Press [Clear] to return to idle prompt or press [6(Next)] to scroll through other transactions.

Authorization Only	
<i>This procedure is to authorize a credit card transaction. This will not capture in the terminal.</i>	
Idle Prompt	Press [1(Credit)].
Back Tips More	Press [6(More)].
Auth Tabs Close	Press [1(Auth)].
Auth Only Sale Swipe Card	Swipe card or manually key card number and press [Enter].
Expire Date MMY	Key expiration date and press [Enter].
VISA Auth Only Enter Amount \$0.00	Key authorization and press [Enter].
Dialing...	Terminal communicates with the host for approval.
Print Cust Receipt Yes or No	Press [4(Yes)] to print customer receipt.
Approved #####	Press [Clear] to return to idle prompt.

Reports	
<i>Various types of reports can be generated for transactions in the current batch (transactions that have not yet been settled).</i>	
Idle Prompt	Press [1(Credit)].
Back Tips More	Press [6(More)] 2 times.
Void View Print Trans Report Report	Press [3(Print Report)].
Net Card Card Total Total Detail	Press the desired report to print.
Printing Report	Press [Clear] to return to idle prompt.

Refund	
<i>Use this function to issue a credit to the cardholder's account for goods or services.</i>	
Idle Prompt	Press [1(Credit)].
Sale Refund Force	Press [2(Refund)].
Credit Refund Swipe Card	Swipe card or manually key card number and press [Enter].
Expire Date MMY	Key expiration date and press [Enter].
<Card Type> Refund Enter Amount \$0.00	Key amount and press [Enter].
Print Cust Receipt Yes or No?	Press [4 Yes] to print customer receipt.
VISA Refund Approved	Press [Clear] to return to idle prompt.

Balance Inquiry	
<i>Use this function to perform a balance inquiry.</i>	
Idle Prompt	Press [1(Credit)].
Back Tips More	Press [6(More)].
Back Inquiry More	Press [5 (Inquiry)].
Credit Sale Swipe Card	Swipe card or manually key card number and press [Enter].
Expire Date MMY	Key expiration date and press [Enter].
Dialing...	Terminal communicates with the host.
Approved OK 0000	Press [Clear] to return to the idle prompt.

Tip Adjustment	
<i>Use this function to add the tip amount to a transaction that is in the current batch.</i>	
Idle Prompt	Press [1 (Credit)].
Sale Refund Force Back Tips More	Press [5] Tips
Enter Invoice #	Key invoice number and press [Enter].
VS Sale 00000 Tip \$0.00 Amount \$1.00 XXXXXXXXXXXXX <Prev Edit Next>	Press [5 (Edit)].
New Tip \$0.00	Key tip amount and press [Enter].
VS Sale 00000 Tip \$0.10 Amount \$1.10 XXXXXXXXXXXXX <Prev Edit Next>	To continue adjustments: Press [6 - Next] Press [5 - Edit] Press the red-colored [Cancel] key when finished