

Global Payments Rigger—VX520

Quick Training Guide

A POS solution designed specifically for the automotive and petroleum industries.


Things to know

- The POS password must be set with the Global Payments Customer Care Centre, and then changed by the merchant
- Prior to performing any transactions, fuel prices must first be set
- Use Void instead of Return, wherever possible. Transactions that are voided will not appear on cardholder statements
- Voids can only be completed on the same day as the original transaction, pre-settlement
- Customers must be present for a void transaction on a debit card
- Returns can be done anytime, for any amount (based on your applicable return limit). Return transactions will appear on cardholder statements
- Settlements should be performed at least once per day. This ensures prompt payment and reduces the chance of chargebacks. These transactions will be processed and your account(s) will be credited. The funds will be available in your account(s) according to the arrangements you made with Global Payments

Price Change


Press "Admin" ("F" key)


Press "Price Change" ("F" key)

Enter the password and press the "Enter" key 



Choose the pump type

Input prices then press the "Enter" key  after each fuel type


If the fuel type is not applicable just press the "Enter" key 




Choose "Done" and check that the prices are correct on the receipt



Sale

Choose "Sale"

Select fuel type*(F Key) or numeric code then press the "Enter" key 


Enter the dollar amount then press the "Enter" key 



NOTE: Pressing "Menu"  will display more types. If only one product is purchased, choose the "Enter" key  to bypass the second product.

Confirm the total with "Yes" and have the customer use the PIN Pad to complete the transaction.

Void

Press the purple "Menu" key  once

Select "Void" ("F" key)


Select "Yes" ("F" key) to void the last transaction


Select "Yes" ("F" key) to confirm the void



Use of the PIN Pad might be required to complete the transaction


Refund

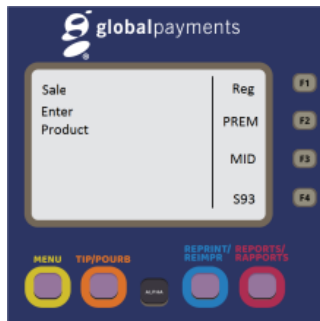
Press the purple "Menu" key  and choose "Refund"


Key in the password then press the "Enter" key 



Select the product code ("F" key)

Key in the refund amount and press the "Enter" key 





If no other products are required, press the "Enter" key  to continue

Confirm the refund amount by selecting "Yes" ("F" key)

Insert the card. The customer will use the PIN Pad to complete the refund


End of Day (Deposit)

Choose the purple "Menu" key  once and select "End of Day"

Key in the password and press the "Enter" key 

Select "Yes" ("F" key) at "Begin End of Day"



View the totals on the screen and press the "Enter" key 

Look for "In Balance" on the end of day report

If "Out of Balance" shows, contact the Global Payments Customer Care Centre at **800 599-6491**

For additional information and instructions, visit our Support Resources Centre, at: <https://www.globalpaymentsinc.com/desjardins/support>