



First Citizens

FIRST CITIZENS BANK LIMITED

ELECTRONIC BANKING UNIT

First Floor, 62 Independence Square,

Port-Of-Spain, Trinidad, W.I.

Tel: 623-2460 / 62-FIRST / 625-DPOS

OPERATION PROCEDURES FOR

VeriFone VX510 TERMINALS



First Citizens

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1. HOST LOGON

This function is to be used to log on the terminal.

The terminal must be logged on at the start of the business day .

- Press “Host Logon : F2” key
- Await the prompt “Approved”
- Press “Cancel” (*red key*) to exit to the First Citizens display

2. PURCHASE

▪ Debit Card Transactions

How to perform a transaction using a Debit Card

- Swipe customer’s card
- Enter Sale amount then press the “Enter” key (*green key*)
- Customer confirms amount on Pin Pad by pressing the “Enter” key (*green key*)
- Select the Account Type “Current : F1” or “Savings : F2”
- Enter Pin Code then press “Enter” (*green key*)
- Await “Approved” on screen. One receipt will be generated.
- Press “Yes : F1” key for second copy

▪ Credit Card Transactions

How to perform a transaction using a Credit Card

- Swipe customer’s card
- Enter the last four (4) digits on the credit card then press “Enter” (*green key*)
- Enter Sale amount then press “Enter” (*green key*)
- Await “Approved” on screen. One receipt will be generated.
- Have customer sign receipt & perform security checks on card with Photo ID
- Press “Yes : F1” key for second copy



3. REPRINT

This function is to be used to reprint a receipt, either the last receipt or any one of the receipts of that batch.

- Press “Reprint” (second purple key from the left of the terminal)
- Press:-
 1. “Last Receipt : F2” to get a duplicate of the last transaction or
 2. “Any Receipt : F3” to reprint a trans action within the batch
 - Enter Invoice Number and press “Enter” (green key)

4. VOID

This function is to be used to reverse a transaction. It can only be used if the terminal has not been settled.

- Press the scroll key (the first purple key from the left of the terminal with the down arrow [↓] above it)
- Press “Void : F1” key
- Enter “Password”, then press “Enter” (green key)
- Enter Invoice Number and press “Enter” (green key)
- Press “Yes : F1” key. A receipt will be generated showing the amount with a minus(-) in front



5. REPORTS & SETTLEMENT

This function is to be used to settle the terminal at the end of the business work day

- Press “Settle” (fourth purple key from the left of the terminal)
- Press “Enter” (green key) to confirm

6. TAMPERING WITH TERMINALS

- Verify the identity of any third-part person claiming to be repair or maintenance personnel, prior to granting them access to modify or troubleshoot devices.
- Do not install, replace, or return devices without verification.
- Be aware of suspicious behavior around devices (for example, attempts by unknown persons to unplug or open devices).
- Report suspicious behavior and indications of device tampering or substitution to appropriate personnel (for example, to a manager or security officer).

7. CONTACTS

Officer	Contact Number
David Ollivierra	678-7339
Marcus Thomas	497-7114
Julius Williams	788-5648
Joel Bharat	737-1157
Ravi Ramdhanie	737-1156
Greville Rogers	678-4365
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