

VeriFone Vx670 “Pay At The Table” for MICROS RES (PIN-based Debit option for Cashier/Counter operations)

VeriFone Vx670

MICROS offers the VeriFone Vx670 as the solution to “Pay At The Table” for use with MICROS RES v4.6 and above. The VeriFone Vx670 has been engineered specifically for the Table Service Restaurant environment, to allow the customer to process their own Credit (*or Debit) card payment. By putting this process in the customer’s hands, the restaurateur can speed table turns, improve payment accuracy and provide better security to the customer. *PIN-based Debit options are available with VeriFone’s PINpad 1000SE and Key Injection, with information later in this document.



Software Support

The VeriFone Vx670 product currently requires RES Version 4.6 or higher.

Operational Overview

RES software version 4.6 (or higher) supports the Vx670 with integration to the RES for payment processing. This enables the store patron to pay their check securely at the table using the device, rather than submitting payment to the server or cashier. **In addition to table side payments, this feature can be used anywhere in the restaurant where a workstation is not practical, such as curbside payments for carryout orders or patio service, with the proper wireless infrastructure.**

Currently, at the end of the meal, the 8 step payment process for a customer paying with a credit card is:

1. The customer requests the check from the server.
2. The server walks to the POS station and prints the customer’s check.
3. The server walks back to the table to drop off the check.
4. The server goes to the table to pick up the payment card.
5. The server walks to the POS station to process the transaction.
6. The server goes to the table and presents the customer with the credit card voucher to sign.
7. The customer calculates the tip, adds the new total, and leaves the receipt for the server to pickup.
8. The server walks to the POS station and closes the check.

With the VeriFone Vx670, the payment process is simplified into 3 steps:

1. When the check is requested, the Server logs into the Vx670, pulls up the guest check and prints the receipt for the guest.
2. Server hands Vx670 to customer, who swipes their own card, enters a tip and tears off the receipt after the authorization comes back from the Payment Processor.
3. The server returns to the table to pick up the signed receipt and the payment device.

Not only does this feature speed up the payment process for the customer, but it also ensures that the card never leaves the customer's hands. This makes the solution more secure than traditional electronic payment processing.

The solution supports the following payment types:

- Cash
- Credit Card
- Debit Card with PIN entry (with PINpad 1000SE)
- Gift Card Redemption

Note: To use Debit Card with PIN entry, the RES POS system must be installed with a Credit driver that supports Debit with PIN entry.

Note: Gift Card Redemption is available with the MICROS Stored Value Card (SVC) Interface.

Vx670 Specifications

Processor	32-bit Arm 9
Memory	4MB Flash, 2MB SRAM
Display	128 x128 pixel Graphical LCD Display. Supports 16 lines x 21 Characters standard font
Mag Card Reader	3-Track, High-Coercivity, Bidirectional
Keypad	3 x 4 numeric keypad, plus 16 function keys
Printer	Integrated, graphics capable thermal, 18 lines per second, 24 or 32 columns
Paper	38 mm with core (2.25 in.) x 15 M, single ply
Wireless	Wi-Fi 802.11g; WPA encryption 2.4 GHz
Security	3DES encryption, Master/Session and DUKPT key management, VeriShield file authentication
Dimensions	168mm (L) x 78 mm (W) x 58 mm (H)
Weight	Terminal 439g (0.97 lbs). Full Shipping 1.219 g (2.68 lbs)
Operating Temp	0 – 40 degrees C (32 – 104 degrees F); 5% to 90% relative humidity, non-condensing
Voltage	AC Input 100-240 VAC, 50/60 Hz; DC Output 12 VDC, 2.0 Amp

Vx670 Part Numbers

Key injection and application load services are bundled into the price of the Vx670 and PINpad 1000SE, and a **3-year comprehensive Buyer Protection Program is also included. These services must be considered when comparing pricing from other distribution sources.**

Part #	Description
400384-605	Vx670 handheld (1800 mAh battery) with DEBIT Key Injection*
400384-611	Vx670 handheld (1800 mAh battery) Credit Only (No Key Injection w/order)**

* Includes 3 Year Buyer Protection and pre-injected processor keys.

** Includes 3 Year Buyer Protection. Future Key Injection is subject to added costs.

VeriFone prices are exempt from volume discounts and are subject to a **30-day lead-time.**

Vx670 Accessories Part Numbers

MICROS P/N	Description
400384-140	Base w/ Spare Battery Re-charger, Vx670
400384-210	High-Capacity Spare Battery, Vx670
600540-050	Holster, Vx670
600307-029	Paper, Case of 20 Rolls, Vx670
700503-059	USB Download Cable, Vx670 (1 per site is required for loading software updates, when or if required)

Wireless Infrastructure Required

The Vx670 is a Wireless Local Area Network (WLAN) enabled product and requires the site have a wireless network installed so that the Vx670 devices can communicate with the MICROS RES server. **It is imperative that all End Users not only consider the costs associated with this requirement, but also follow all MICROS recommendations for wireless infrastructure, in order to maintain proper security.** Documents that should be reviewed and followed include:

- *MICROS Wireless Networking Infrastructure*
- *MICROS Wireless Networking Best Practices*

Software Licensing

RES 4.6 or higher requires the purchase of Transaction Services Server (PN 003750-100, \$850.00) in order to use the Vx670, but is provided at NO CHARGE when ordering the Vx670 from MICROS.

Setup, Programming, Installation, Training, Live Support

Estimates for these services are quoted after determining Vx670 quantities desired and the Wireless Infrastructure requirements.

Order Recommendations / Considerations

There are various operational considerations when determining how many Vx670 units are needed for a restaurant. **A basic “rule-of-thumb” is to consider 1 per 2 Servers.** In restaurants where the turnover is very fast, you may need to increase this number to ensure that the Vx670 does not become the bottleneck for table turns.

Sample Order for Table Service Restaurant with 6 Servers:

Qty	Part Number	Description
3	400384-60?	Vx670 handheld
3	400384-140	Base w/ Spare Battery Re-charger, Vx670
3	400384-210	High-Capacity Spare Battery, Vx670
6	600540-050	Holster, Vx670
2	600307-029	Paper, Case of 20 Rolls, Vx670
1	700503-059	USB Download Cable, Vx670
1	003750-100	3700 Transaction Services Server (NO CHARGE w/Vx670)

VeriFone PINpad 1000SE (for PIN-based Debit)

The PINpad 1000SE is the perfect solution for restaurants that want to accept PIN based payments at the cashier or counter. The PINpad 1000SE is features improved ergonomics with large rubber keys for ease of use, and a sleek design that fits in the palm of a hand. The device is rugged and reliable, built to withstand the hard knocks at the Point of Sale. For more info, visit: <http://www.verifone.com/pin-pad/pinpad1000se.aspx>



PINpad 1000SE Part Numbers

Part #	Description
100014-033	PINpad 1000SE – with DEBIT Key Injection*
700503-058	Interface Kit, PP1000SW, DB9 Cable with Power – ORDER 1 PER PIN PAD

* Includes 3 Year Buyer Protection and pre-injected processor keys.

VeriFone prices are exempt from volume discounts and are subject to a **30-day lead-time.**

Requirements for Debit Functionality

Prior to making any hardware Debit-capable, the following requirements must be met:

- A Debit and Credit Processor Agreement must be in place between the customer and the Processor. MICROS cannot process an order without an agreement in place.
- Confirmation must be provided by the customer that Debit processing has been acquired.
- A “NEW ORDER” form for MICROS CA/EDC is submitted with “***Debit***” checked on the form. **A “Change of Service” (COS) fee will apply if “Debit” is not indicated.**
- VeriFone Debit Device Ordering form (Appendix A) must be filled out and submitted with the order.

Payment Processor Support for Debit

The current processors supported by MICROS (via Transaction Vault) for Debit transactions are:

- Chase Paymentech
- FDMS North
- Fifth Third
- Heartland

Debit Encryption Key

A Debit “Encryption Key” (Key) is required for injection into the PIN Debit hardware. Keys have been developed for specific Payment Processors noted above. To determine which Key is needed for a merchant’s hardware, the Merchant ID (MID) number is required.

Existing MICROS sites must ask their Payment Processor for their MID number and insure the Processor is asked specifically for the ***Debit*** MID, since Debit and Credit MID numbers can sometimes differ. For existing sites adding PIN Debit, a “COS” is required.

New sites requiring Debit (and/or Credit) must complete a “NEW ORDER” form.

If both Credit and Debit are required, both **Credit and Debit** options must be selected when completing the form, in order for MICROS to coordinate the required MID numbers with VeriFone.

The VeriFone Debit Device Ordering Form (Appendix A) must also be completed and submitted with either a COS or NEW ORDER form above. For Debit hardware being installed at a new site, a MID number may not be established yet. In that case, “**New Merchant**” should be indicated in the MID Number field of the VeriFone Debit Device Ordering Form.



End User Warranty from VeriFone

(*Buyer Protection Program Repair Service)

This Warranty is only provided by VeriFone, not from MICROS or DCRS Solutions.

The Vx670 and PINpad 1000SE are bundled a 3-Year Buyer Protection Program Repair Service (BPP), direct from VeriFone. This BPP provides complete coverage for the covered device. The service includes repairs required as a result of acts of nature, spillage, and accidental breakage.

However, Customers should consider subscribing to a Software Support & Help Desk Plan with DCRS Solutions, so DCRS can provide initial troubleshooting and phone support, prior to shipping a Vx670 or PINpad 1000SE to VeriFone.

Specific Services performed by VeriFone include the following as applicable:

1. Diagnosing of Equipment to isolate problem
2. Dating equipment in and out of repair process for tracking and reporting
3. Repair or replacement of defective or weak components, including PCB assemblies (boards) and print mechanisms
4. Cleaning of internal components, cases, keys and accessories
5. Replacement of lens if necessary
6. Replacement of cases and keys that are defective, worn or scratched
7. Installing applicable Engineering Change Orders
8. Installing ribbon and paper in printers
9. Maintaining repair history on all equipment serviced
10. Monthly reporting itemizing and summarizing repair/refurbish activity as prearranged for major repair customers
11. Power cycle test of repaired equipment
12. Burn in and power cycling of Equipment as required detecting unreported problems
13. Re-boxing in new boxes with packing inserts
14. Buyer Protection Plan will be utilized by the MICROS end user. The end user will initiate the return of the non-functioning device. Freight in will be the responsibility of the end user
15. **Upon deployment of the device by MICROS to the end user, MICROS will no longer be responsible for the end user service. VeriFone will be responsible for these services.**

End User Warranty on Peripheral Products

Peripherals carry a Verifone manufacturer's warranty. **The warranty on all VeriFone products begins on the date-of-shipment from Verifone to MICROS.** Warranty transfers to end user and no other MICROS warranty is provided. Shipping and handling time should be around 30 days.

Charging Cradles	13 Months (approx. 12 months to End User Customer)
Batteries	13 Months (approx. 12 months to End User Customer)
Cables	90 Days (approx. 60 days to End User Customer)

Please note: Batteries are consumable items. Over time, the battery's runtime will deteriorate. It is recommended that batteries be replaced periodically.

Repair Process

All repair requests follow the same process.

VeriFone Repair Return Process for End Users

How to return a non-functioning unit for repair:

The customer must first obtain a VeriFone return authorization (RA) number. To initiate the process, the serial number of each device that requires repair must be available. There are two different methods listed below to obtain the RA number:

- The customer calls VeriFone at 800-834-9133. The customer will be asked for their customer contact and return ship information, along with the serial number of each non-functioning device.
- The customer may send an e-mail to obtain a RA number, which would include the serial number of the unit needing repair, reported problem, and the return ship to information. The e-mail address is: l_mra_help@smokestack.verifone.com

Once RA number is received, the customer ships the non-functioning device to:

VeriFone MRA Repair
c/o Flextronics, Inc
4400 Commerce Crossings Blvd
Louisville, KY 40229

The RA number should be noted on the outside of the box, to help streamline the process and reduce the turnaround time for repair.

The customer is responsible for outbound shipping costs. VeriFone will pay for return shipping via ground transport. The typical turnaround time, from time of receipt, to time of departure from the VeriFone Repair Center, is 7-10 business days.

Debit Re-injection Service Fees for Existing Terminals

Debit re-injection is the process of having a debit device, already in the field, returned to have a PIN debit key re-injected. This process is required in 2 instances:

1. Customer taking Debit wants to change Payment Processors. The new Processor requires a different debit encryption key (KSN#) be injected into the terminal.
2. Customer (using Vx670 for Credit only) wants to start taking PIN Debit.

The process includes injection services only and is the same for both Vx670 and PINpad 1000SE products, taking approximately 5-7 business days. Outbound shipping from DCRS and Return shipping to DCRS is included in the Service Fee, **however pickup from, and/or redelivery to, a customer's site is not included.**

The terminal is returned in the same condition. **No repair services are performed at this facility.** Units received at this facility, which are in need of repair, will be returned to the originating site without the injection service performed.

Part #	Description	Service Fee
TASQ-VX670	Vx670 Key Injection (or Re-injection) with Return Ship	\$98
TASQ-1000SE	PINpad 1000SE Key Re-injection with Return Ship	\$68

DCRS USE ONLY

ORDERING INFORMATION

The Vx670 and PINpad 1000SE must be ordered on a separate Purchase Order (PO) for each site, and can be shipped to DCRS or dropped shipped directly to the customer site. Each order placed for PIN debit devices requires the VeriFone Debit Device Order Form (Appendix A).

Placing orders for new sites (no credit or debit):

Sites installing MICROS POS and or CA/EDC with PIN debit for the first time is considered a "New Site" and will require the following:

- Purchase Order with correct part numbers and pricing for VeriFone devices
- VeriFone Debit Device Order Form (see, Appendix A)
 - Indicate "new merchant" in the MID # field
- New Order form for CA/EDC

Placing orders for existing sites with credit only (no debit hardware devices):

Sites installing PIN debit for the first time and currently using integrated CA/EDC will require the following:

- Purchase Order with correct part numbers and pricing for VeriFone devices
 - Also required; Change of Service part number and price
- VeriFone Debit Device Order Form (see, Appendix A)
- Change of Service form

Placing orders for existing sites with debit wishing to change debit processor:

Sites currently using integrated credit and PIN debit and wish to change existing processor will require the following:

- Purchase Order for the Change of Service part number and price
 - Also required; Key Injection part number and price (see PMA07-894 Revised under Debit Key Injection/Re-injection Services for Existing Terminals)
- VeriFone Debit Device Order Form (see, Appendix A)
- Change of Service form

Appendix A

VeriFone Debit Device Ordering Form

Complete and submit with the CA/EDC Ordering Form when Debit is ordered. For Vx670 orders without Debit Key Injection, only drop shipment information is required.

Please check one:	
<input type="checkbox"/> CA/EDC New Order Form Attached	
<input type="checkbox"/> CA/EDC Change of Service Form Attached	
PO#/IPO#::	
Acquiring Bank:	
MID #:	
Installation Date:	

For MICROS use only – Sales Order #	
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Quantity	Product	MICROS Part Number
	Vx670, With Debit Key Injection	400384-605
	PINpad 1000SE, With Debit Key Injection	100014-033
	<i>Vx670, No Debit Key Injected</i>	400384-611
	Vx670 Key Injection + Return Ship	400384-381
	PINpad 1000SE Key Re-injection + Return Ship	400384-380
	<i>Reserved For Future Product</i>	

Ship To (Circle one): **Customer Site** or **DCRS Solutions**

Ship To Contact: _____

Ship To Phone: _____

Ship To Address: _____

Key Encrypted devices should be stored in a locked secure location until installation.