## SETTLEMENT

1. Tap the **triple lines** ≡ at the bottom left of the terminal.
2. Tap Settlement.
3. Enter the **password** which is the **last 4 digits of your EPI number.**
4. The settlement summary report will be printed.
5. The settlement summary report will be printed. The terminal prompt for a detailed report – select **Yes** or **No.**
6. A confirmation prompt for settling the batch will be displayed. Tap Yes to settle the batch.

## DOWNLOAD APPLICATION

1. Tap the **triple lines** ≡ at the bottom left of the terminal.
2. Tap **Download Package**
3. The screen will show your EPI, tap **Enter.**

## TIP ADJUST

1. Tap the **triple lines** ≡ at the bottom left of the terminal.
2. Tap **Tip Adjust.**
3. Enter the **transaction number** or **last 4 digits of the card number** to find the transaction you would like to tip adjust.
4. Confirm the transaction details by tapping the **Confirm** button.
5. Either select one of the **predefined tip percentages** or enter in a **tip manually.**
6. Press the **Enter** button to confirm.
7. Choose option to print merchant copy.
8. Select **Yes** if you want to perform more tip adjusts.

## CHANGE PASSWORD

1. Tap the **triple lines** ≡ at the bottom left of the terminal.
2. Tap **Change Password.**
3. Tap **General Password** to change the password for Voids, Settlements and Custom Fee Removal.
4. When prompted for the current password, enter in the **last four digits of your EPI number** and tap **Enter**.
5. Enter the **new password** and tap **Enter.**

## Customer Support
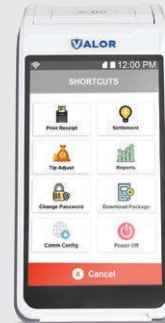### 800.944.1399
Hours: Monday – Friday 8:00AM – 6:00PM CST

SG PY

**Retail**

**Restaurant**

## Valor
**Quick Reference Guide for Model:** VL500

**Quick Reference Guide for model:**
VL500
**Default password is last 4 digits of the EPI**

## CREDIT SALE

1. Enter the **Transaction Amount** and tap **Enter.**
2. Tap **YES** on the confirmation screen.
3. **Swipe / Insert / Tap** card on display. For Manual Key Entry, select the Enter Manually option and enter the card number.
4. Enter **tip amount**, if enabled.
5. Enter the customer's phone number for SMS receipt and select the **Go Green** option.
6. Select Print Receipt if a paper receipt is requested.
7. Follow the prompts on screen for the customer copy.

## DEBIT SALE

1. Tap **CREDIT** until **DEBIT** is displayed.
2. Punch in **transaction amount** and tap **Enter**.
3. Tap **YES** on the confirmation screen.
4. **Swipe / Insert / Tap** card on display. For Manual Key Entry, select the **Enter Manually** option and enter the card number.
5. Enter the customer's phone number for SMS receipt and select the **Go Green** option.
6. Select **Print Receipt** if a paper receipt is requested.
7. Follow the prompts on screen for the customer copy.

## CREDIT REFUND

1. Tap **SALE** until **REFUND** is displayed.
2. Enter the **transaction amount** and tap **Enter.**
3. Tap **YES** on the confirmation screen.
4. **Swipe / Insert / Tap** card on display.
5. Sign on the screen and tap the **OK** button.
6. Enter the customer's phone number for SMS receipt and select the **Go Green** option.
7. Select **Print Receipt** if a paper receipt is requested.
8. Follow the prompts on screen for the customer copy.

## PRE-SALE TICKET

1. Tap the **triple lines** ≡ at the bottom left of the terminal.
2. Scroll down and tap on the **PreSale** option.
3. Enter the **amount.**
4. You will be prompted if you would like to **Scan & Pay**, tap **Yes** if you would like to use a **QR code to scan for payment**, if not then tap **No**. The receipt will print afterwards.

## CREDIT VOID

1. Tap **SALE** until **VOID** shows.
2. Enter the **transaction number** from receipt or the last 4 of the Credit Card number and hit **Enter.**
3. For password enter **last 4 digits of EPI.**
4. Tap on the transaction that needs to be Voided.
5. Enter the customer's phone number for SMS receipt and select the **Go Green** option.
6. Select **Print Receipt** if a paper receipt is requested.
7. Follow the prompts on screen for the customer copy.

## CREDIT PREAUTH

1. Tap **SALE** until **PREAUTH** shows.
2. Enter the **transaction amount** and press **Enter**.
3. **Swipe / Insert / Tap** card on display. For Manual Key Entry, select the **Enter Manually** option and enter the card number.
4. Enter the customer's phone number for SMS receipt and select the **Go Green** option.
5. Select **Print Receipt** if a paper receipt is requested.
6. Follow the prompts on screen for the customer copy.

## CREDIT CAPTURE

1. Tap **SALE** until **TICKET** shows.
2. Enter the **transaction amount.**
3. **Enter the password** (last 4 of EPI) hit Enter.
4. Enter the customer's phone number for SMS receipt and select the **Go Green** option.
5. Select **Print Receipt** if a paper receipt is requested.
6. Follow the prompts on screen for the customer copy.

## REPRINT TICKET

1. Tap the **triple lines** ≡ at the bottom left of the terminal.
2. Tap the **Reprint** option.
3. Enter either the **transaction number** or **last 4 digits** of the card number to find the transaction and tap **Enter.**
4. Tap Confirm and the receipt will print.