Welcome Packet

roomMaster
PAYMENTS
Powered by valpay

About Us

- Established in 2022 roomMaster Payments was created to improve the merchant service experience for our roomMaster clients. Our goal is to **eliminate** third-party processing, streamline customer support, and provide our merchants with the **best** over all experience they have grown to know and love with the roomMaster product.

Implementation Process

- **You will get a call from us when application is approved to go over:**
  - **Quantity of devices**
  - **Connection type (ETH/ Wi-Fi)**
  - **Shipping address**
  - **Make and models of devices**
  - **Schedule an installation date/time**
  - **Name your devices per physical location**

- **Connect all cords to hardware**
- **Power on**
- **Connect device to network**
- **Board Device**
- **We will notify roomMaster Payments team of completion**

- **roomMaster will reach out within 30 minutes of terminal board**
- **Remote into your PC**
- **Implement changes to software**
- **Run test transactions with you**
- **Walk through live credit card reporting in roomMaster**

Keep in mind...

- ❑ Shipping via UPS
- ❑ Boarding ~ 15 minutes per device
- ❑ You may require purchase of additional ETH cords
- ❑ You may require an ethernet port Switch

Link in photo to buy Amazon Switch

WARNING
⚠️ Avoid plugging anything into the RS232 port. **May cause tamper.**

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Merchant Back Office

- **Merchant details**

- **Banking information**

- **Additional locations**

- **Processing fee's (daily discounting reconciliation)**

- **Transaction details (daily discounting reconciliation)**

- **Chargebacks**

- **Deposit detail & breakdown (daily discounting reconciliation)**

- **Back-office URL below**

- **Username is the email from your credit application**

- **Submit support ticket for additional users to be added**

roomMaster Payments Backoffice
https://ui.tenerum.net/auth/login

Support

| Credit Card, Debit, ACH Processing | EMV Chip-Card Terminals | Tokenization for Recurring Billing | API Driven Integration Capabilities | Omni-Channel Payment Solution | PCI-DSS Level 1 Certified |

Please communicate ValPay's Bank IDs to your Bank to authorize payments:

Fidelity & Cardknox - 9000036136/ 526123456

General Inquiries: 813-288-4900
24/7 – 365 days a year

Support: support@innquest.com

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