



# 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



## WARNING

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

## 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*



# 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>

The screenshot displays the Merchant Back Office interface. At the top, it shows 'Main Level 3' and 'Transaction Information' with 'Tax Amount: 0.00' and 'Final Amount: 136.00'. Below this, there are sections for 'Transaction Information', 'Compliance Information', and 'Industry Data - Retail'. The 'Transaction Information' section includes fields for Location, Terminal, Cashier, Business Date, Transaction Date, Transaction Time, Reference #, POS Batch#, Status, Card, Token, Account #, Cardholder, Entry Mode, Exp. Date, and Tran. Type. The 'Compliance Information' section includes Street Address, Zip Code, AVS Results, ACI Response, Card Type, Transaction ID, Order #, and Payment Processor. The 'Industry Data - Retail' section includes Invoice #.

Below the main interface, there is a table of transactions with columns for ID, Date, Terminal, Type, Status, and Amount. The table shows several transactions, including one with a negative amount of -60.00.

ID	Date	Terminal	Type	Status	Amount	Action			
12728243	12/23/2016	TRM4	SALE	Tele	VI	400556*****2149	TAS193	466.00	+ Add to Batch
182181111	11/20/2016	TRM2	SALE	MC	547358*****0014	VTLMC1	22.12	+ Add to Batch	
1516668485	01/22/2018	TRM2	CPTR	Tele	VI	400556*****2149	TAS025	48.00	+ Add to Batch
1516668485	01/22/2018	TRM2	RETN	Tele	VI	400556*****2149		-60.00	+ Add to Batch
1528871139	12/26/2016	TRM4	SALE	Tele	VI	400556*****2149	TAG437	136.00	+ Add to Batch

Below the table, there is a summary table with columns for Date, Time, Terminal, Count, and Amount:

Date	Time	Terminal	Count	Amount	Status
08/04/17	10:12 AM PDT	TRM4	55	32	\$11,991.00 Settled
07/20/17	06:04 AM PDT	TRM1	60	1	\$376.00 Settled



# 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](mailto:support@innquest.com)**

