
MPA Approval & VAR Submission by Payroc

After the MPA is approved, Payroc's Ops team will email support@theposcloud.com (with the agent CC'd), including:

- The **approved VAR sheet**
- The **ERF (Equipment Request Form)** with **CloudPOS** noted
- **The Buy Now link** to the proper CloudPOS terminal ordering page

Important: Payroc should not answer pricing, ordering, or deployment questions. Their email should clearly hand off the process to us and include the link so the agent can begin reviewing the hardware purchase.

CloudPOS Response & Full Ownership

We will reply to that same email thread, thank the agent, and:

- Confirm receipt of the VAR and ERF
- Re-share the Buy Now link for clarity
- Give step-by-step instructions for placing the terminal order
- Confirm that CloudPOS will now manage the process fully—**no further action is needed from Payroc.**

Order Intake & Matching

- The agent completes the purchase using the Buy Now link.
- The Agent will provide the order # to help us cross-reference against the VAR.

File Build & Deployment

Once we have both a verified order **and** a matching VAR + ERF:

- Our team begins the file build
- Schedules deployment
- Confirms directly with the agent

No device is built or shipped without both components.

Additional Notes:

[Support@theposcloud.com](mailto:support@theposcloud.com) is the central inbox for this process.

- Sales@thepos [cloud.com](https://theposcloud.com) can be looped in for pricing or hardware clarifications only.
- If VARs arrive without a matching order (or vice versa), we'll follow up manually.
- This flow is live for **Dejavoo and PAX.**