
Payroc Step by Step Cloud POS process and FAQ

Process

1. Submit a Merchant Processing Application (MPA) and an Equipment Request Form (ERF), including a note that the solution is for **Cloud POS**.
2. Agent will purchase the device via the **Cloud POS Buy Now** page.
3. Payroc will send the completed VAR sheet to both the agent and Cloud POS.
4. Cloud POS and the agent will coordinate the next steps directly.

FAQ

1. **Where can I buy non-core Payroc devices?**
Visit < <https://partners.payroc.com/payroc-core-infocenter>>. Before purchasing, be sure to request a VAR sheet by submitting an Equipment Request Form (ERF) to Payroc.
2. **What do I select on the ERF?**
Choose “**VAR Only**” and include a note stating “**Cloud POS.**” Payroc will generate and send the VAR to both the agent and Cloud POS.
3. **Which devices are available?**
Devices from **PAX** and **Dejavoo** (Z and P Series).
4. **Which front ends are supported?**
We currently support **TSYS**, **Fiserv**, and **Worldpay**.

CloudPOS VAR and Deployment Process + FAQs

Step 1: Payroc ERF

Submit the Payroc MPA and ERF:

- Ensure you order VAR Only for Terminal Setup.
- Select terminal parameters as needed

- **Enter CloudPOS VAR in the comments section of the ERF – see example**

Step 2: Payroc VAR

Once the MPA is approved and the VAR is prepared, Payroc's VAR team will email it, and the ERF, to the Agent and cc CloudPOS at support@theposcloud.com.

- The approved VAR sheet
- The ERF (Equipment Request Form) with CloudPOS clearly noted

Important: Payroc will not address any pricing, ordering, or deployment questions. The email must clearly transition ownership to CloudPOS so the agent knows where to direct hardware-related inquiries.

Step 3: CloudPOS

CloudPOS will respond directly to the agent to:

- Confirm receipt of the VAR and ERF
- Share the Buy Now link
- Provide step-by-step ordering instructions
- Confirm that CloudPOS will now fully own the process — no further action is needed from Payroc

Step 4: Agent Equipment Order

- The Agent completes the purchase via the Buy Now link
- The Agent provides the order number so CloudPOS can cross-reference with the VAR

Step 5: CloudPOS File Build & Deployment

Once CloudPOS has a verified order and a matching VAR + ERF, they will:

- Begin the file build
- Schedule the deployment
- Confirm details directly with the agent

No device will be built or shipped until both the order and supporting documents are received.

Additional Information

- support@theposcloud.com is the central inbox for all submission and coordination
- sales@theposcloud.com can be looped in only for pricing or hardware clarification
- If a VAR is received without a matching order (or vice versa), CloudPOS will follow up manually
- This process currently applies to Dejavoo and PAX terminals

Frequently Asked Questions (FAQs)

1. Where can I buy non-core Payroc devices?

Visit <https://partners.payroc.com/payroc-core-infocenter>. Before purchasing, be sure to request a VAR sheet by submitting an Equipment Request Form (ERF) to Payroc.

2. What do I select on the ERF?

Choose "VAR" in the Terminal Set Up and include a note in the User Comment section: "CloudPOS VAR Only." Payroc will generate and send the VAR to both the agent and CloudPOS.

3. Where do I go if I need to update or change the terminal file build?

You will have to work with CloudPOS for any updates or changes by emailing support@theposcloud.com.

4. My merchant needs support on the device, where do they go?

The agent is required to support any device deployed by CloudPOS. Payroc Support teams will only support core products deployed by Payroc directly.

5. Will I be able to choose a shipping method with my device order from CloudPOS?

Yes, the agent will be able to select and pay for either Ground or Overnight shipping.

6. Which devices are available?

Devices from PAX and Dejavoo (Z and P Series).

EXAMPLE ERF


www.payroc.com
888.477.4510

Merchant Name:
MID #:
Teletrain:
☐ PROCESSOR
☒ AGENT

Terminal Set Up Information

☐ Ship
☒ VAR
☐ Reprogram
Quantity: 1
Terminal Type: Dojavoo P1
☐ Integrated
☐ Stand Alone
☐ Cloud

☐ Ship
☐ VAR
☐ Reprogram
Quantity:
Terminal Type:
☐ Integrated
☐ Stand Alone
☐ Cloud

Pin Debit: ☐ Yes ☐ No
Pin Pad: ☐ Internal ☐ External
Quantity: Pin Pad Type:

Connection Type: ☐ Dial-Up ☐ Ethernet ☐ 4G/LTE ☐ WIFI
EBT: ☐ Yes ☐ No FNS#

Application Type: ☐ No Tip ☐ Tip Line/Adjustment ☐ Fuel
☐ Prompt for Tip ☐ Quick Pay/QSR

Payment Terms: ☐ Sale ☐ Lease ☐ Rental
Choose the payment method: ☐ ACH Merchant ☐ ACH ISG ☐ Residual Payment ISG

Auto-Close++ ☐ Time:

Receipt Footer:

☐ Ship equipment to Merchant DBA Address (Otherwise provide shipping info below)
Name Phone
Street
City State Zip

Retail / Moto: ☐ Invoice # Prompt
☐ Multi Merchant Parent MID#

Restaurant: ☐ Servers Number of Servers ☐ Split Payment
☐ Suggested Tip % % %

Choice Program: Percentage %
☐ RewardPay Choice
Consumer Choice: ☐ Cash Price Entry ☐ Card Price Entry

VAR / GATEWAY / POS SETUP INFORMATION

VAR Setup:
Quantity:
PC/Internet Software Name Version:
Gateway/Middleware Name (If Applicable) Version:
Direct Reseller Contact Name Phone #:

Gateway Type: ☐ Payroc ☐ Auth.net
☐ VAR only ☐ Other

Gateway Functions: ☐ Virtual Terminal ☐ Traditional eCom / Shopping Cart
☐ Hosted Payment Page ☐ Digital Invoice / PayByLink

CARD SERVICES

Primary User Email: test@agent.com User Type: Admin
Mobile # Carrier
Additional Email User Type: Admin/Member
Email User Type: Admin/Member
☐ Customer Vault ☐ Level 2/3 ☐ Tax Rate %
☐ Recurring Billing ☐ Mobile ☐ Auto settle time:

ACH SERVICES

Primary User Email User Type: Admin
Mobile # Carrier
Additional Email User Type: Admin/Member
Email User Type: Admin/Member

User Comments: Cloud POS

System Comments: VAR Only Setup - Email var info to: Example@merchant.com

REPRESENTATIVE VERIFICATION

I certify the information in this Agreement is true and correct to the best of my knowledge and is as represented by the Merchant:

Sign Here
Click to Sign
Name: timmy tester
Title: Sales Agent