

ValorPay Mobile Application

USER GUIDE



VALOR
PAYTECH

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Abbreviations and Acronyms

This section provides a list of abbreviations and acronyms with their appropriate full forms to improve user comprehension.

Abbreviation	Full form
ISO	Independent Sales Organization
POS	Point of Sale
VT	Virtual Terminal
RCKT	Rocket Device

Introduction

ValorPay application is a simplified, mobile-friendly version of the Valor Portal. The mobile application is designed to enable merchants and operators to perform transactions using Virtual Terminals and RCKT devices, while retaining certain key functionalities and features available in the web portal.

Objective & scope

This user guide provides step-by-step instructions for merchants, and operators to set up the ValorPay application on their mobile devices. It also offers an overview of the key features and functionalities available in the app, aiming to support efficient tracking and flexible transaction processing.

Prerequisites

Before using the ValorPay Mobile application, ensure the following:

1. The ValorPay Mobile app is installed on your mobile device.
2. You have valid Valor Portal login credentials (Merchant or Operator account).
3. Bluetooth and GPS permissions are enabled on your device.
4. Your device has a stable internet connection (Wi-Fi or mobile data).

Benefits

The ValorPay Mobile app is designed to provide merchants, and operators with convenient access to essential payment operations directly from a mobile device. Key benefits include:

- Perform transactions on the go using Virtual Terminals and RCKT devices from your mobile.
- Access real-time reports, batch summaries, and e-invoice details synced with the Valor Portal.
- Easily connect to stores and devices, and switch between them for flexible operation.
- Secure and user-friendly interface with passcode, Touch ID, and multilingual support.

Mobile Application Setup

The ValorPay Mobile application is available for both Android and iOS devices, and the setup process is similar for both operating systems. Follow the steps below to complete the application setup:

1. Download ValorPay application on your mobile device:
 - a. **iPhone:** Scan the QR code furnished below to get routed to ValorPay Mobile application on the iPhone App Store

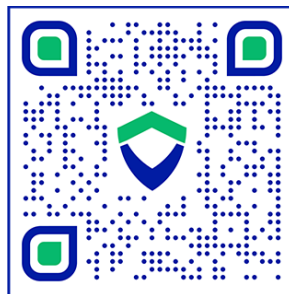


Figure 01: ValorPay Mobile Application on iOS store.

- b. **Android devices:** Scan the QR code furnished below to get routed to ValorPay Mobile application on Google Play store



Figure 02: ValorPay Mobile Application on Google Play store.

2. Launch the application, enter your **Username**, and select **Login with OTP**.

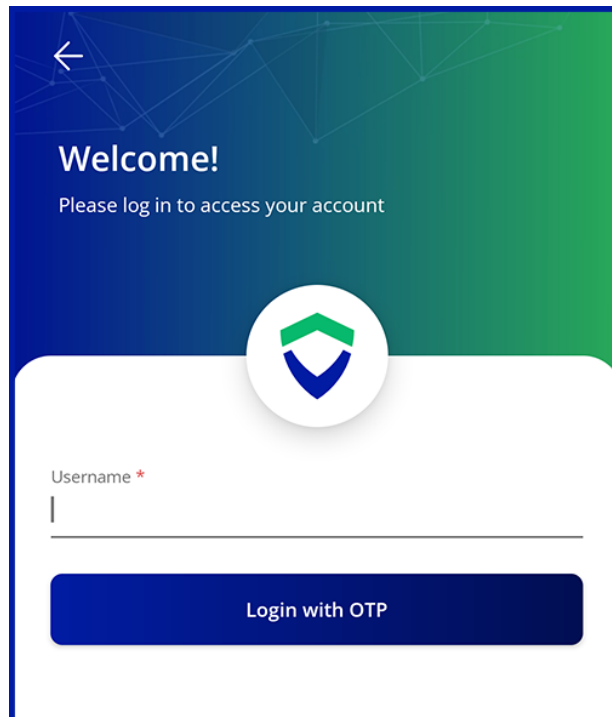
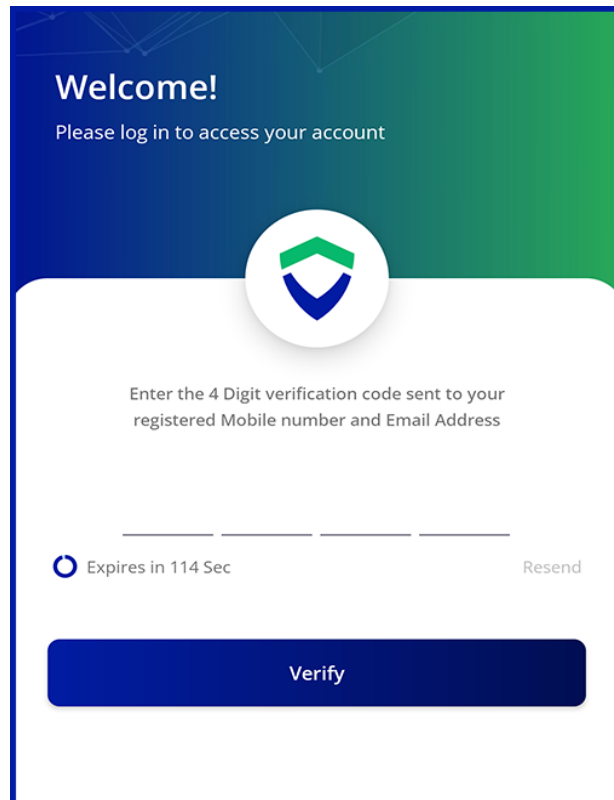


Figure 03: ValorPay Mobile Application Login Page.

3. Enter the OTP sent to your registered **Email address** and **Mobile number** to verify your account.

Note: Generated OTP is valid for 120 seconds.



The screenshot shows the OTP verification interface. At the top, a green and blue gradient header contains the text "Welcome!" and "Please log in to access your account". Below this is a circular logo with the ValorPay shield icon. The main area is white and contains the instruction "Enter the 4 Digit verification code sent to your registered Mobile number and Email Address". Below the instruction is a four-digit input field with underscores. To the left of the input field is a timer icon and the text "Expires in 114 Sec". To the right is a "Resend" link. At the bottom is a large blue button labeled "Verify".

Figure 04: ValorPay Mobile Application OTP verification page.

4. After verifying the OTP, the application will navigate to the **Set Your Passcode** screen, where you must create a 6-digit Passcode for secure access to the ValorPay application

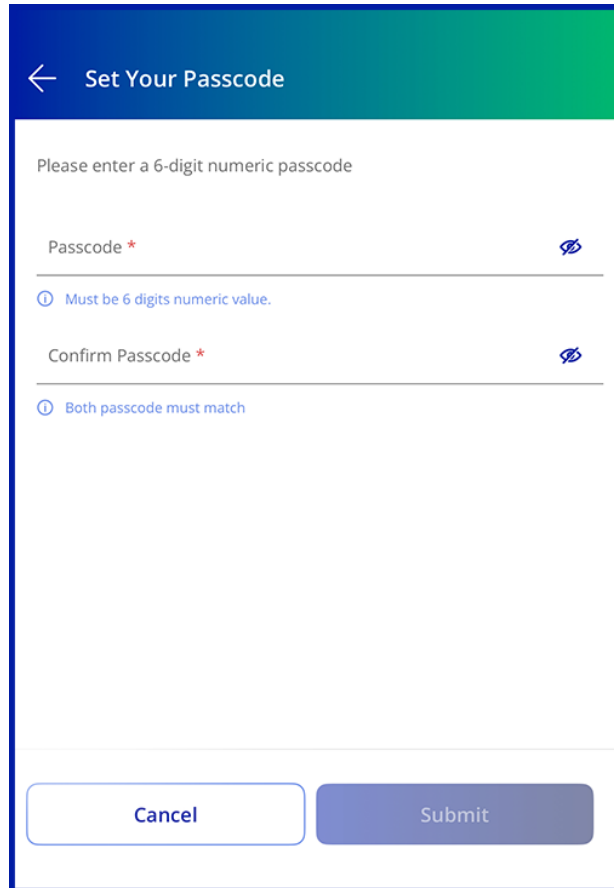


Figure 05: ValorPay Mobile Application setting Passcode.

Upon completing the steps above, you will be routed to the home screen of the ValorPay mobile application.

Switch Stores and Devices

By selecting the mobile switch icon on the top pane of the home screen, you can now select from the listed stores and devices under the merchant to execute a transaction.

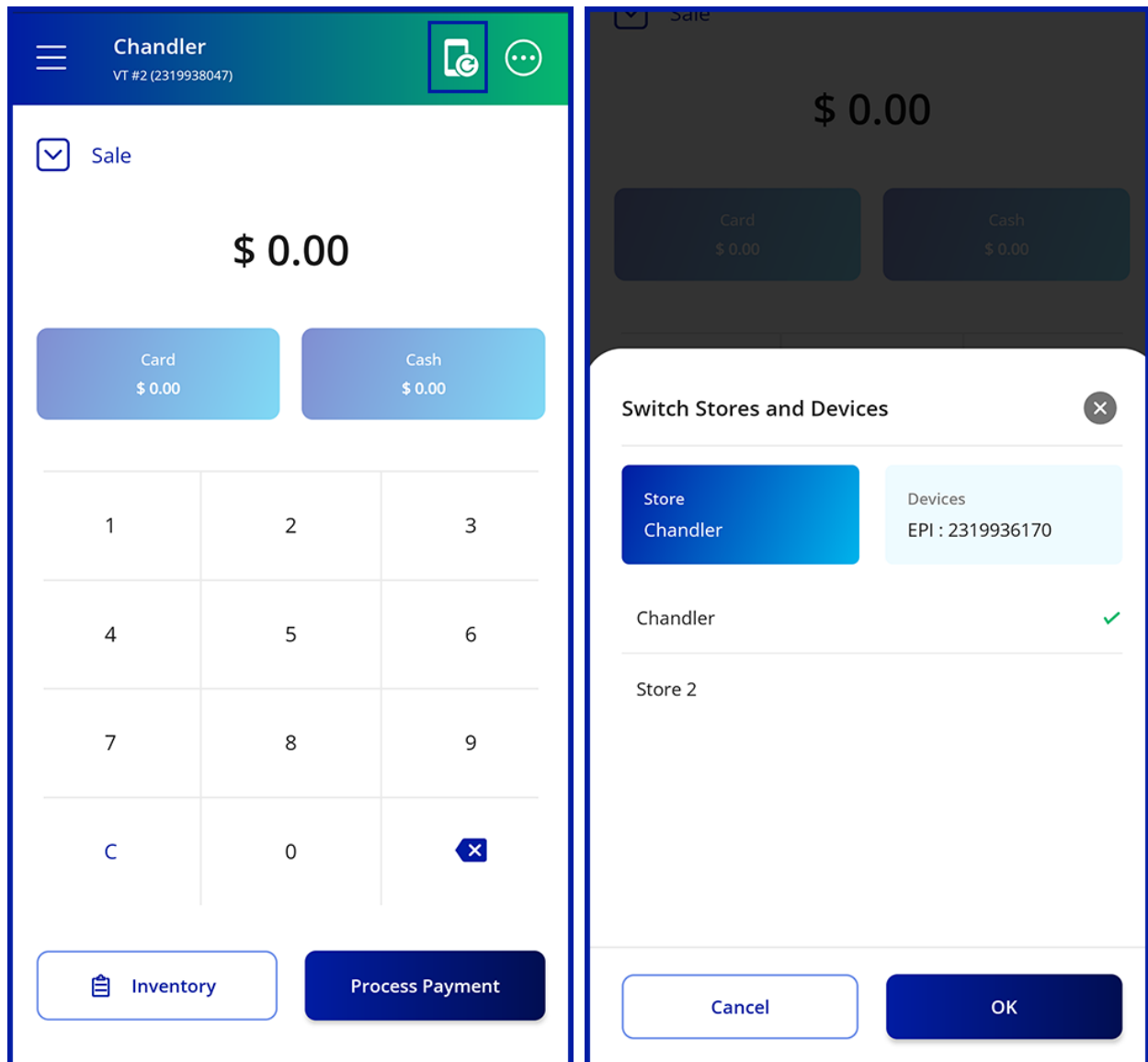


Figure 06 & 07: ValorPay Mobile Application switch store page.

Note:

- The store section displays the list of stores configured with VT or RCKT devices under the merchant.
- The devices section displays all Virtual terminals and RCKT devices from a selected store.

Pairing RCKT Device with RCKT Mobile Application

1. Select a RCKT terminal device from the list of available devices configured under the merchant store.

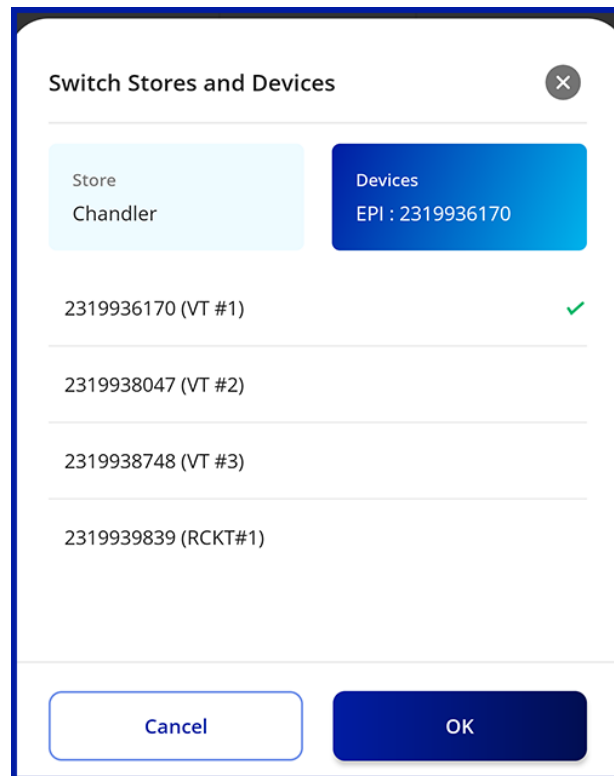


Figure 08: ValorPay Mobile Application Switch Device page.

2. Upon selecting a RCKT terminal device, a new screen appears that scans all nearby RCKT devices available for configuration. Ensure that Bluetooth and Location permissions are enabled on the mobile device to proceed.

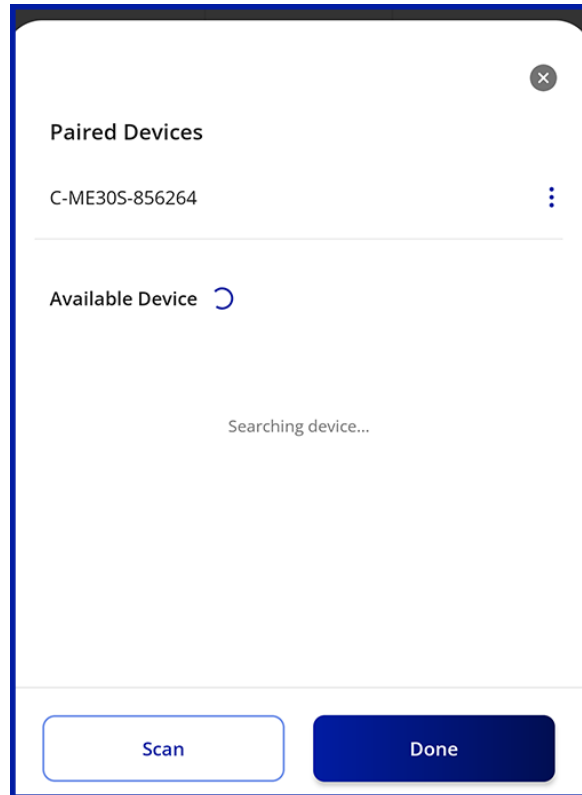


Figure 09: ValorPay Mobile Application connecting to RCKT Device.

3. Select the RCKT device EPI from the list to pair it with the RCKT physical device. Once the pairing is successful, an automatic process will complete, including **AID load**, **Param download**, and **RKI download** for the RCKT.

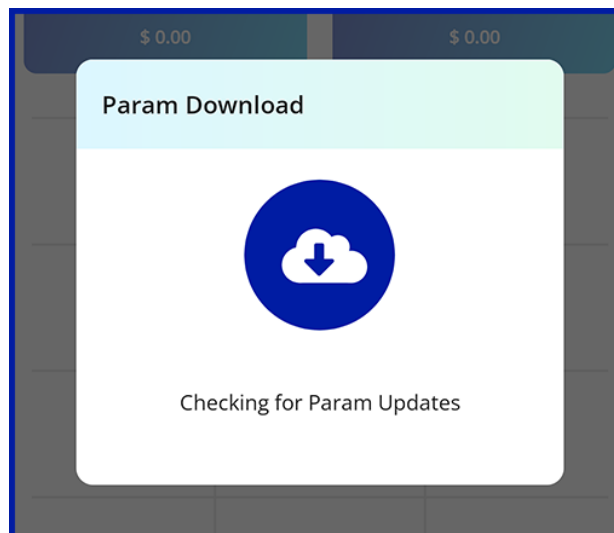


Figure 10: ValorPay Mobile Application Param Download.

Payment Types

The Payment Types menu can be accessed by selecting the Sale dropdown on the home screen. The available payment types vary based on whether the transaction is initiated through a Virtual Terminal or an RCKT device.

RCKT Device – Available Payment Types

- Quick Sale
- Sale
- Auth
- Capture Auth (Ticket)
- Refund
- Void
- Balance Enquiry
- Withdraw (EBT Cash)
- Add Value (Gift Card)
- Activate (Gift Card).

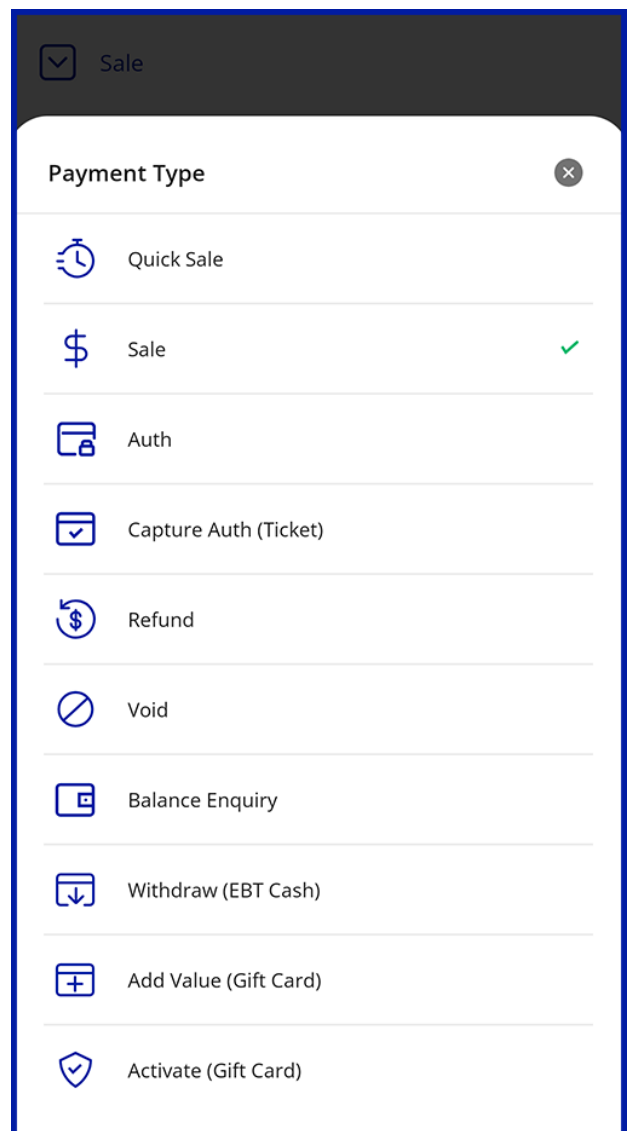


Figure 11: RCKT Payment Types in ValorPay Mobile Application.

Virtual Terminal – Available Payment Types

- Quick Sale
- Sale
- Auth
- Capture Auth
- Void
- Refund

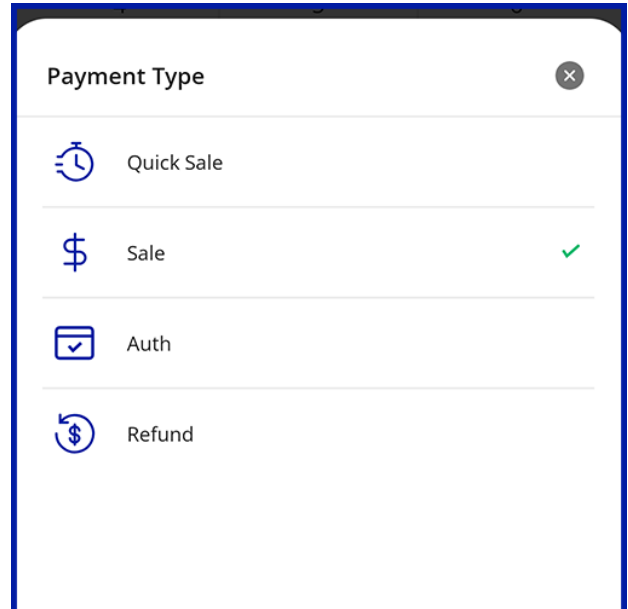


Figure 12: VT Payment Types in ValorPay Mobile Application.

Note: Dual Pricing can be enabled for both Virtual Terminal and RCKT device transactions.

Payment Methods

The ValorPay mobile application supports various methods for a merchant to obtain payments from their customers and to complete their transactions. Payment method includes:

- RCKT
- Manual
- Cash
- E-Invoice
- PayNow
- QR Pay

The list below is applicable if the EBT and Gift card option is enabled for the merchant while onboarding

- EBT Food
- EBT Cash
- Gift Card

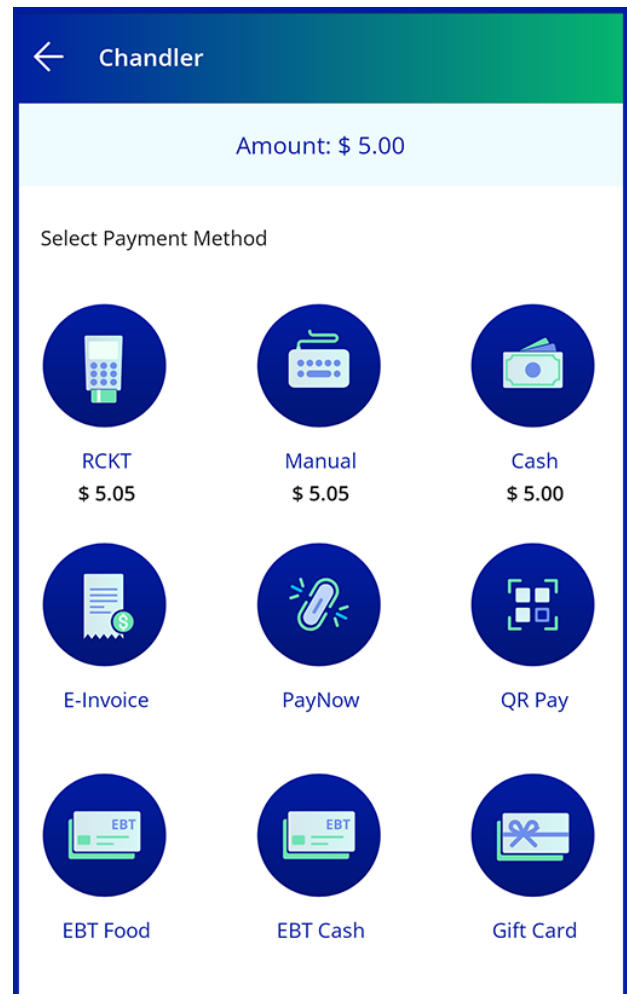
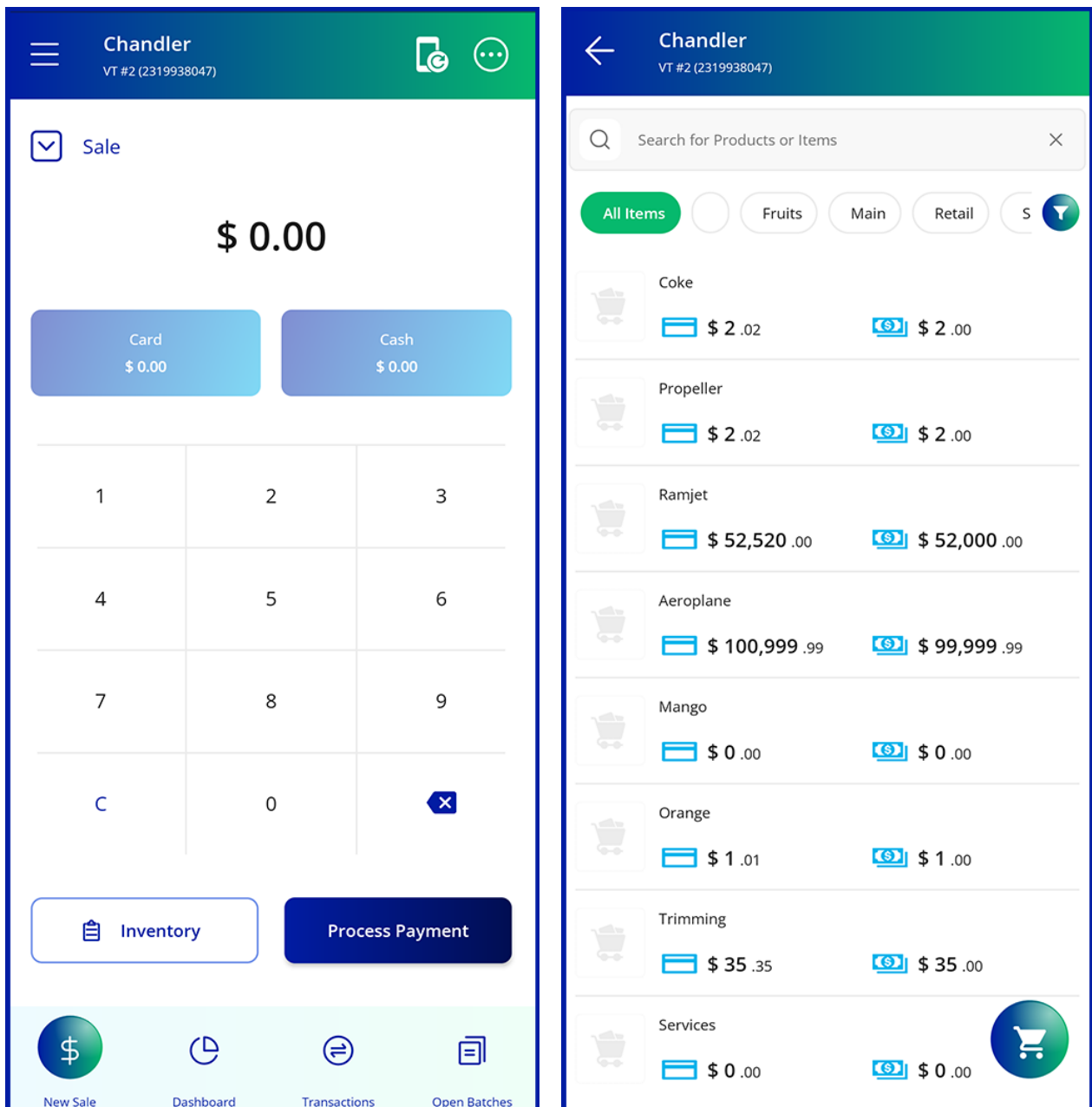


Figure 13: Payment Types in ValorPay Mobile Application.

Inventory

Merchants can select products from their inventory and perform an inventory sale using the mobile application, either through a configured Virtual Terminal or RCKT device. The inventory data is automatically updated and stays in sync with the inventory available in the Valor Portal.



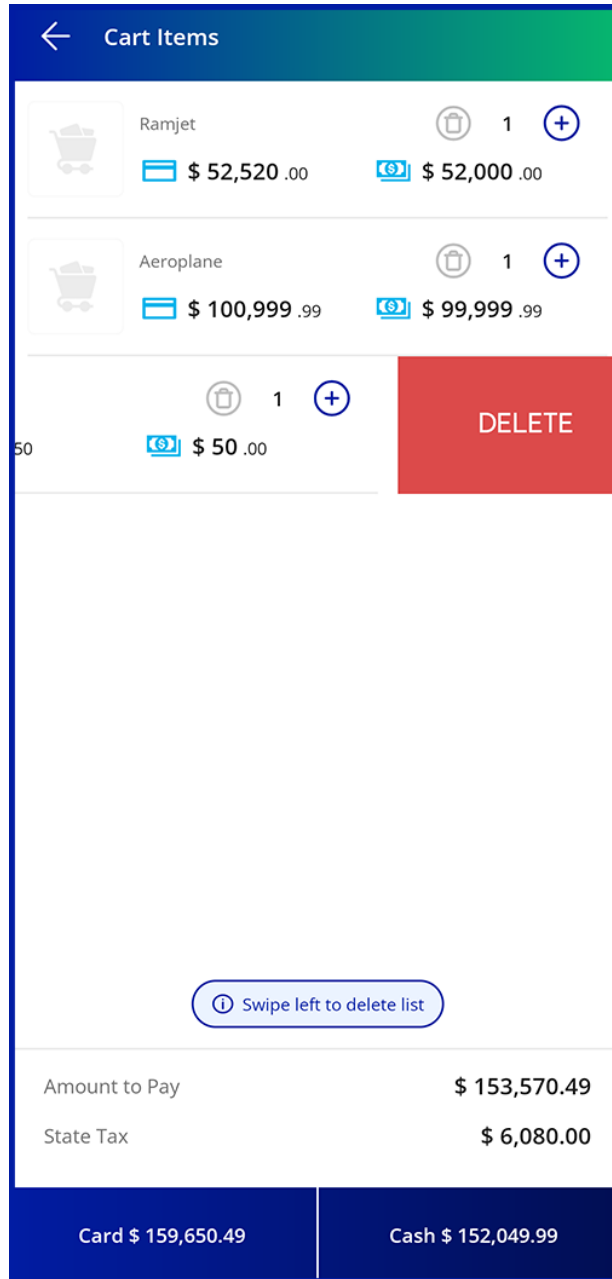


Figure 14,15, & 16: Inventory Transaction flow in ValorPay Mobile Application.

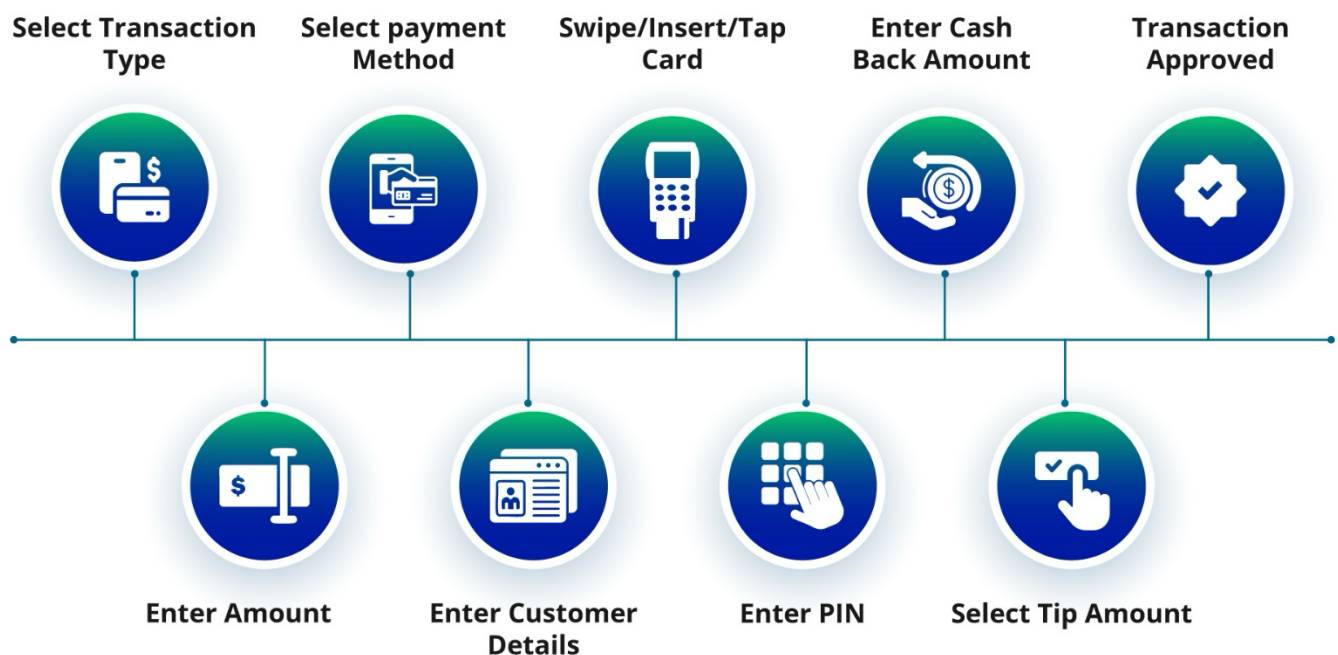
The **Cart Items** page allows merchants to review line items and their corresponding quantities in the open inventory cart. Merchants can adjust the checkout quantity or remove items from the transaction list before processing the transaction.

Transaction Flow

The transaction flow within the ValorPay Mobile Application enables seamless payment processing for merchants. While the flow may vary depending on the payment type, a generic flow includes the following steps:

- Initiating the Transaction
- Selecting Payment Method
- Processing Payment
- Transaction Authorization
- Receipt Generation
- Transaction Completion

Sample Transaction Flow for Sale Transaction Executed Using RCKT Device with Configured Cashback.



Executing Sale - RCKT Dual Pricing

The ValorPay mobile application displays the Dual Pricing option for Virtual Terminals and RCKT devices configured under the Cash Discount & Surcharge profile. The EBT option will appear if enabled during the RCKT device onboarding process in the portal.

1. Enter the transaction amount and select **Process Payment**.

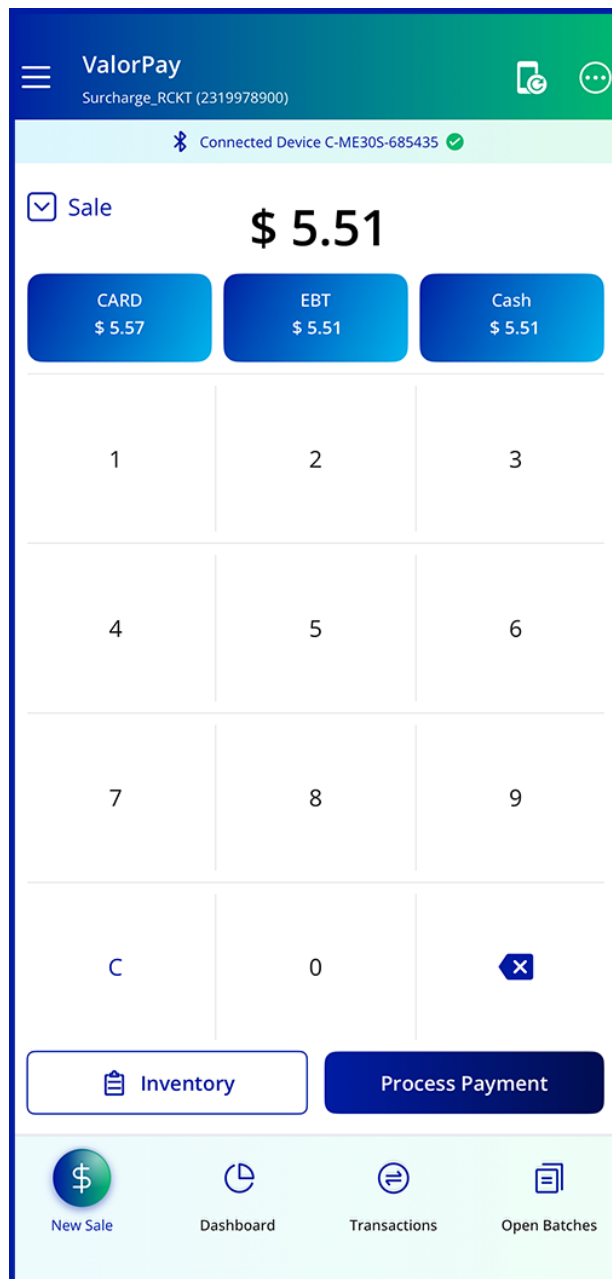


Figure 17: Processing payment in ValorPay Mobile Application.

Note: The application will display the transaction price differences between Card, Cash, and EBT, based on the device configuration. You can then select your desired payment method to process the transaction.

2. Select a Payment method in which you want to execute the transaction.

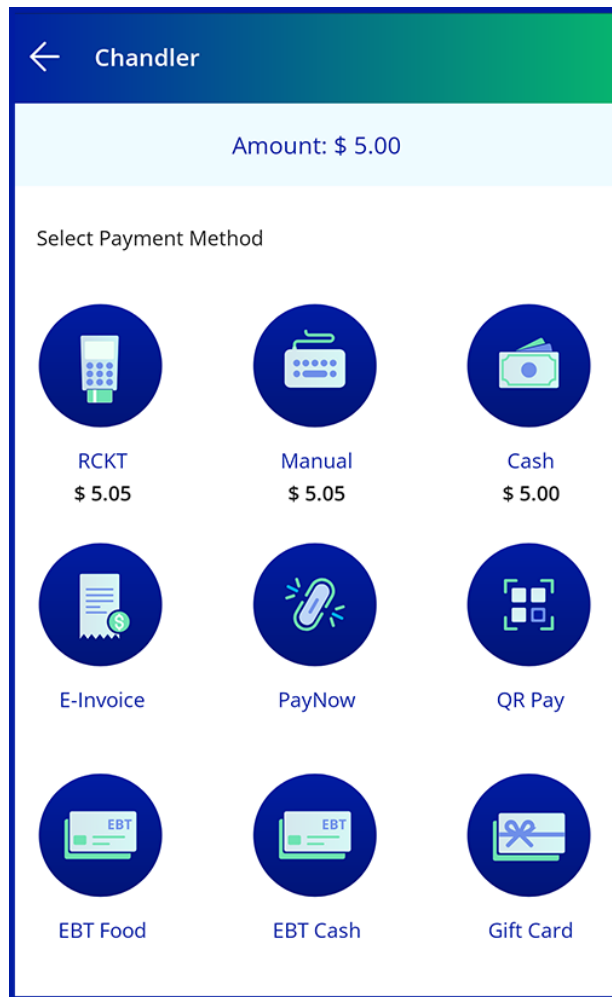
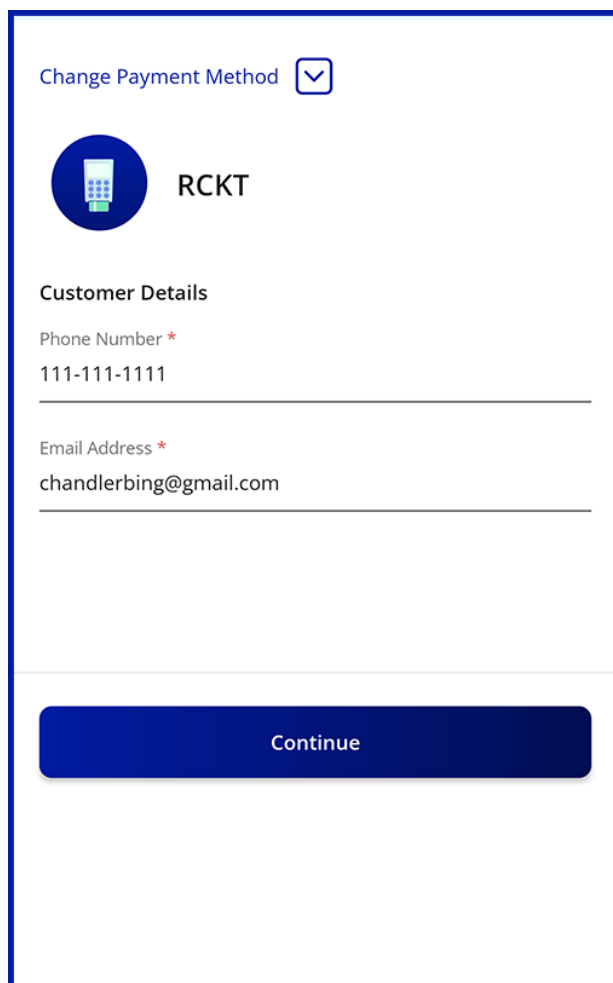


Figure 18: Selecting Payment method screen in ValorPay Mobile Application.

3. Select **Continue** after entering the customer Mobile number and Email address.



Change Payment Method

 **RCKT**

Customer Details

Phone Number *
111-111-1111

Email Address *
chandlerbing@gmail.com

Continue

Figure 19: Entering Customer Details in ValorPay Mobile Application.

- A page is displayed on the merchant app, to indicate user to initiate payment process using the RCKT device by **Tap**, **Swipe**, or **Insert** provision available.

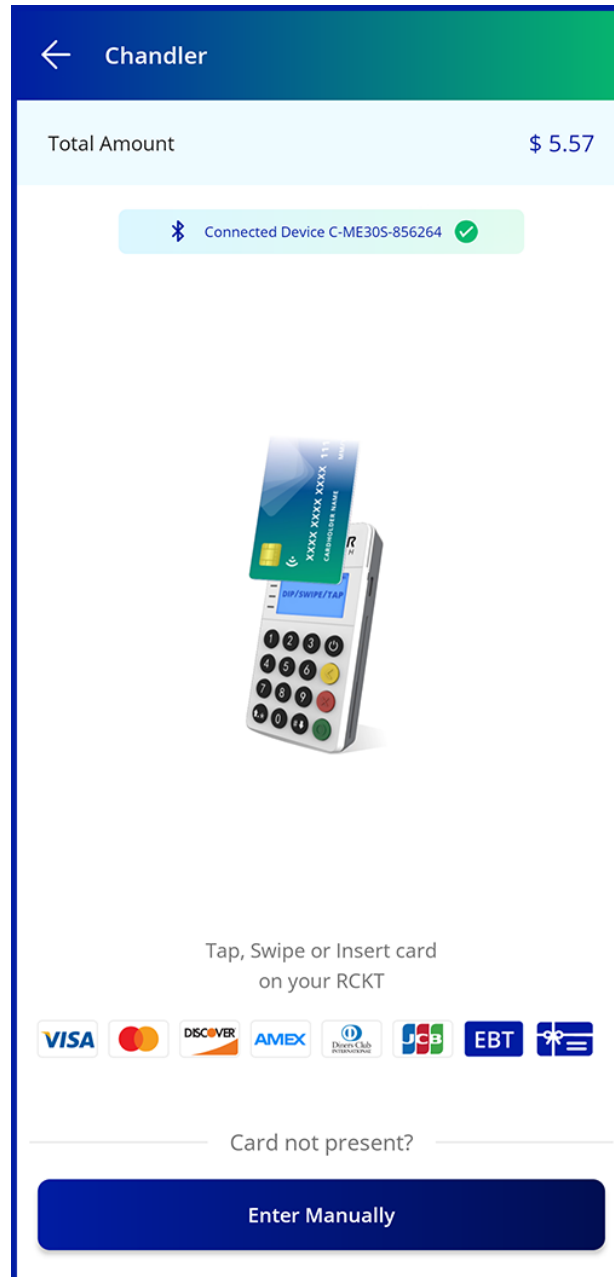


Figure 20: Customer Card Processing screen in ValorPay Mobile Application.

5. ValorPay and the RCKT device will display a screen to **Enter PIN** to authenticate the transaction.

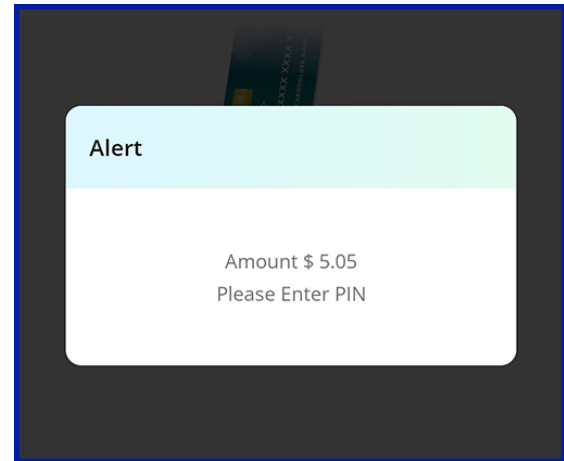


Figure 21: Enter PIN in RCKT Device notification in ValorPay Mobile Application.

6. Having the **Cashback** option enabled, the merchant can enter the desired cashback amount and select **Continue** to complete the transaction.

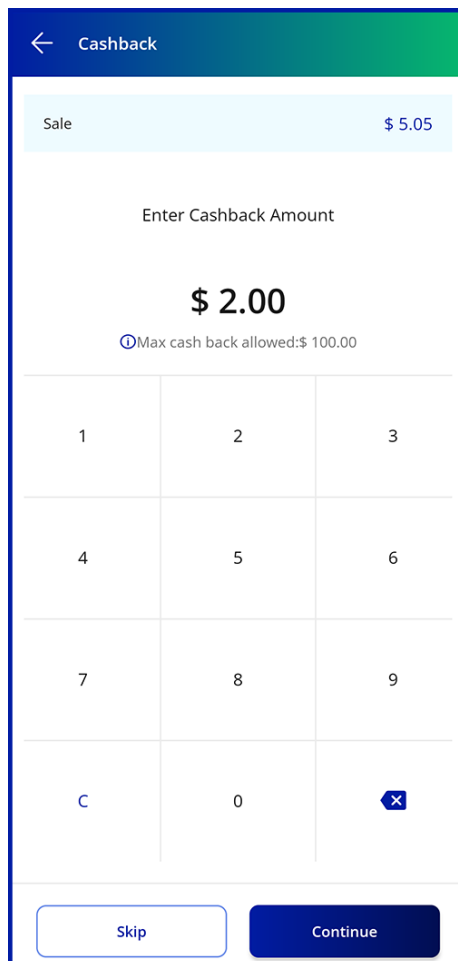


Figure 22: Cashback screen in ValorPay Mobile Application.

On completion of the transaction, the ValorPay Mobile application prompts a confirmation screen showing the transaction execution status.

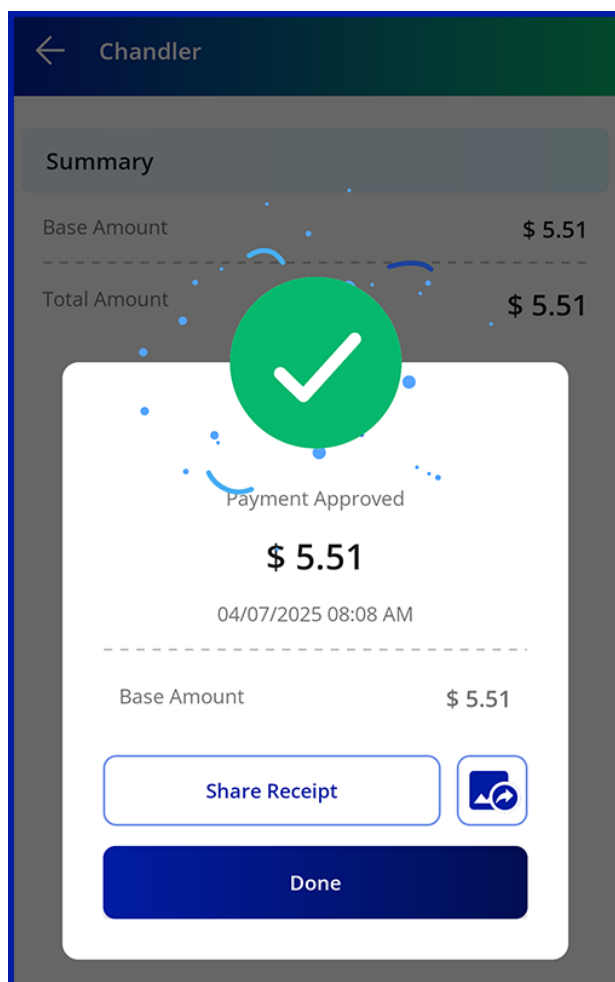


Figure 23: Transaction Completion status screen in ValorPay Mobile Application.

Menu Options

This section of the guide will give you an overview of the options available in the ValorPay Mobile application.

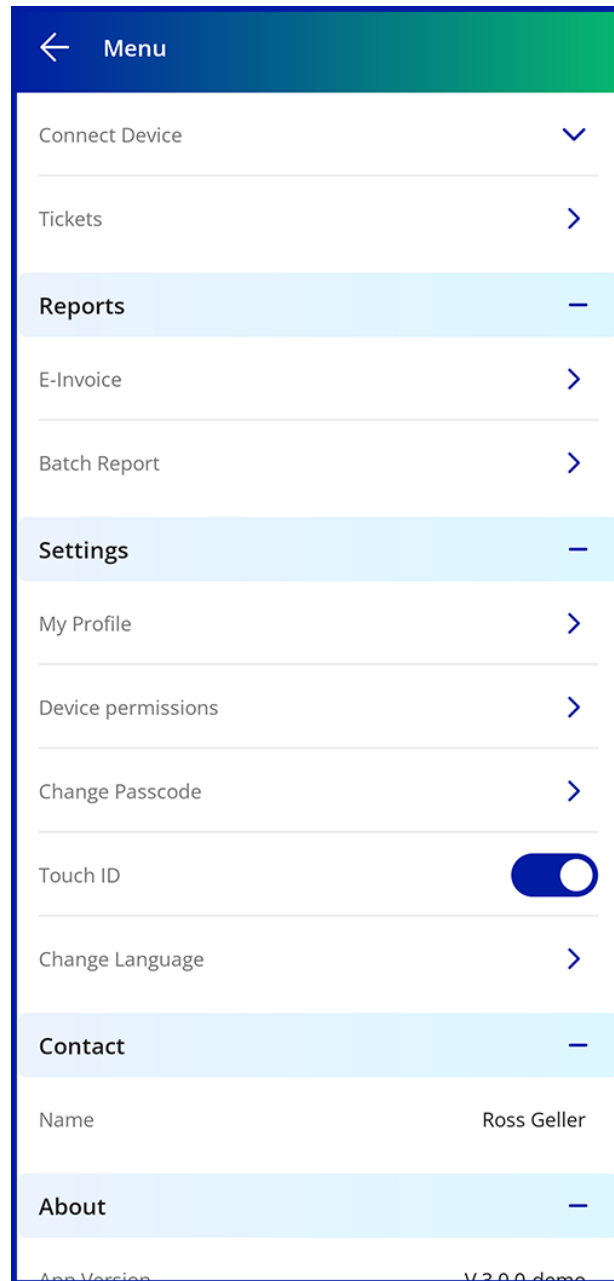


Figure 24: Menu Options in ValorPay Mobile Application.

Connected Device

Allow the merchant to scan and establish connection with nearby RCKT device.

Tickets

Provides option for the merchant to create a **Call Me Back** ticket for any of their registered stores and devices.

Reports

Displays **E-Invoice** and **Batch Report** of the merchant.

Settings

Provides access to app settings, including **My Profile**, **Device Permissions**, **Change Passcode**, **Face ID or Touch ID**, and **Change Language**.

Contact

Displays ISO contact details associated with the merchant.

About

Allows the merchant to view the **App Version**, access the **Rate Us** page, **Knowledge Base**, and review the **Privacy Policy**.

Logout

Logs the merchant out from the ValorPay Mobile application.

Dashboard

The Dashboard provides merchants with a general overview of their stores and devices, by using the filtering options such as **Recent**, **Today**, **Yesterday**, **MTD**, and **Last Month**, the Dashboard displays **Total Amount**, **Transaction Count**, **Avg. Volume**, **Transaction Overview**, **Pending E-Invoice**, **Unsettled TXN Count**, **Last Settled Batch**, **Pending Authorizations**, **Stores**, **Users**, **Devices**, and **Connect Device**.

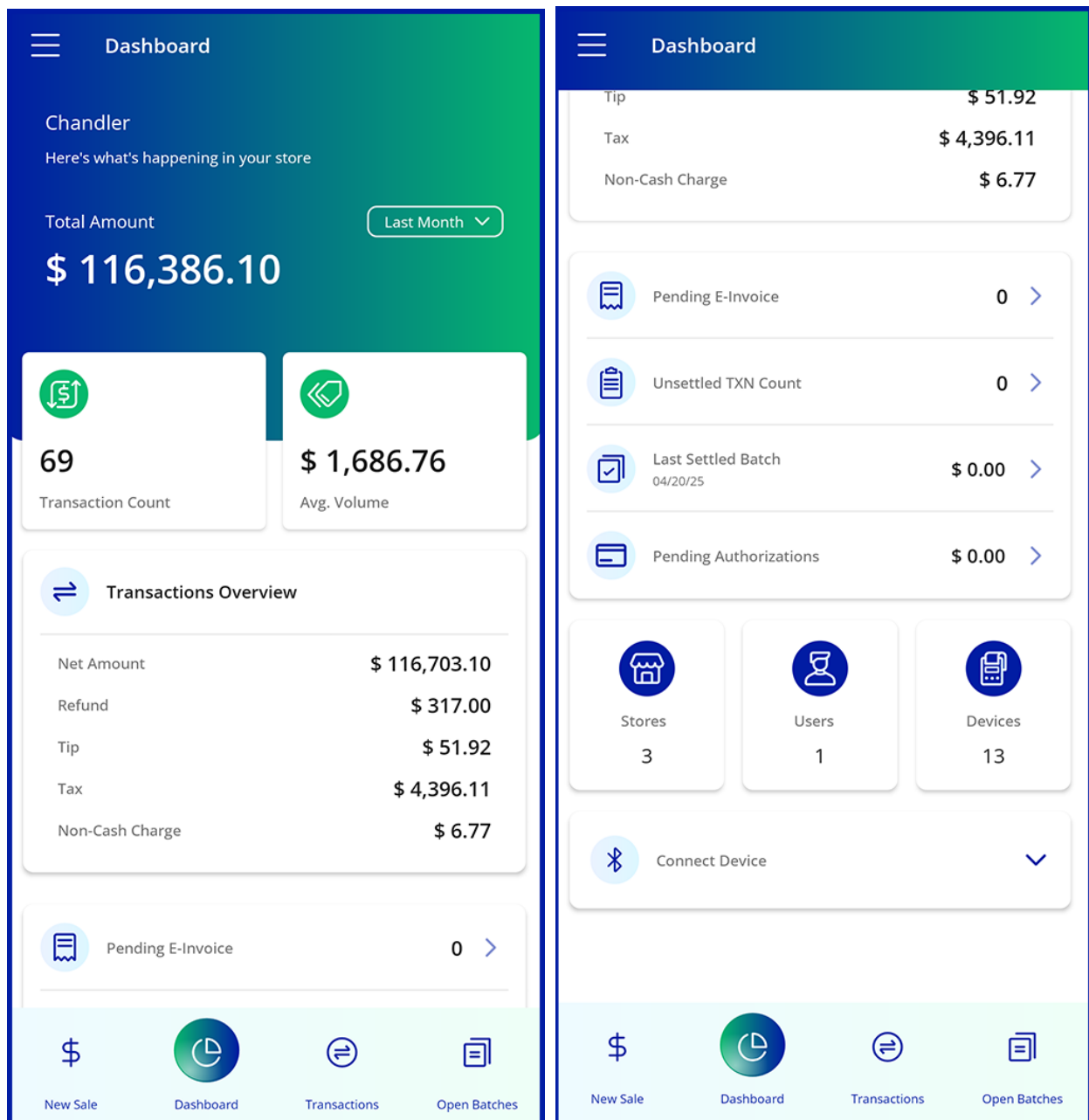


Figure 25 & 26: Dashboard screen in ValorPay Mobile application.

Transactions

The Transactions section displays a log of all transactions executed under the merchant account. By selecting the vertical ellipsis next to a transaction entry, merchants can perform **Void Transaction**, **Issue Refund**, **Open Ticket**, **Email Receipt**, and send **SMS Receipt**.

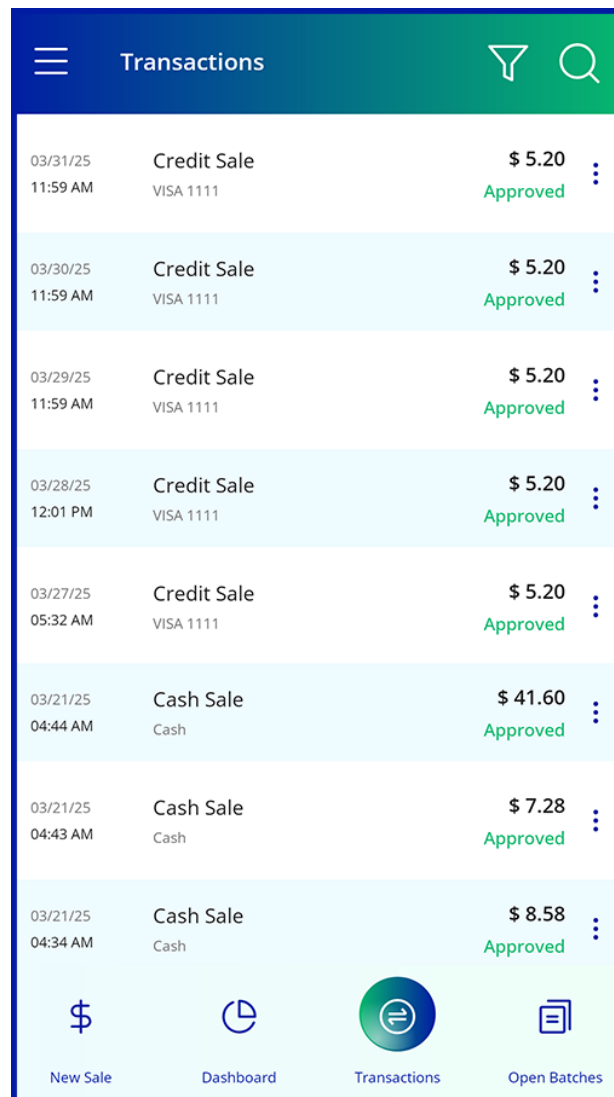


Figure 27: Transactions screen in ValorPay Mobile application.

The transaction log includes predefined filters such as **Date**, **Status**, **Type**, and **Card Types** to help merchants quickly locate specific transactions. On navigating to the vertical ellipses of a specific executed transaction, the merchant can either delete or see an overview of the transaction.

Transaction Details

When the merchant selects a specific transaction from the Transactions Page, the **Transaction Details** page displays the information provided by the merchant or operator to execute the transaction. From this page, the merchant can issue a refund, Void a transaction, capture authorization, open a ticket, and send an SMS or email receipt for the selected transaction.

Transaction Details

Credit Auth

Unsettled TXN

Date

04/23/25 06:52 AM

Total Amount

\$ 5.55

Status

Approved

Void

Summary

Base Amount

\$ 5.55

Payment Information

Mode of Payment

VT

Card Holder

gsgghss

Visa

1111

RRN

511310751364

Approval Code

111111

Device Details

Epi

2319938748

Type

Virtual Terminal

Name

VT #3

Processor

TSYS SIERRA

Store

Chandler

Merchant

Chandler

Customer Details

Email Address

murali.katni@gmail.com

Phone Number

558-875-9088

Rating

Good

Email Receipt

SMS Receipt

Transaction Details

Payment Information

Mode of Payment

VT

Card Holder

gsgghss

Visa

1111

RRN

511310751364

Approval Code

111111

Device Details

Epi

2319938748

Type

Virtual Terminal

Name

VT #3

Processor

TSYS SIERRA

Store

Chandler

Merchant

Chandler

Customer Details

Email Address

murali.katni@gmail.com

Phone Number

558-875-9088

Rating

Good

Email Receipt

SMS Receipt

Figure 28 & 29: Transactions screen in ValorPay Mobile application.

Open Batches

This section displays all open batches under a merchant account, based on the selected store or device. Merchants can perform **Tip Adjust**, **Void Transaction**, and **Open Ticket** for any particular transaction within the Open batch. In addition, merchants have the option to **manually close** an open batch if required.

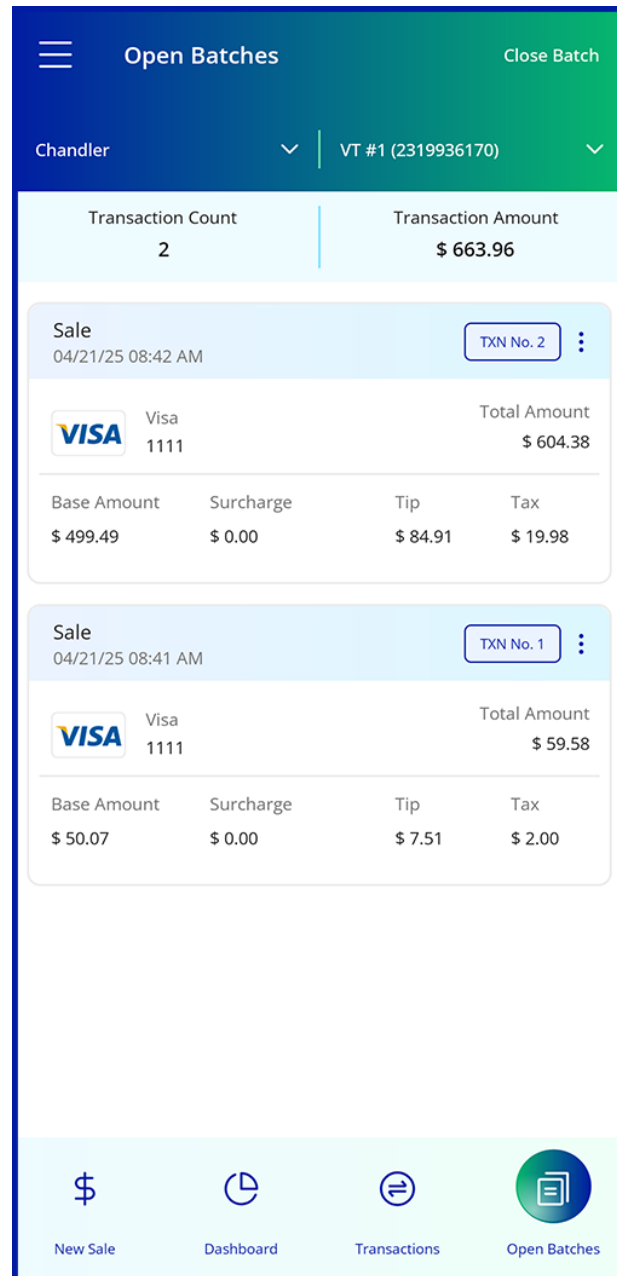


Figure 30: Open Batch screen in ValorPay Mobile Application.

Conclusion & contact details

As we conclude our user guide, we are committed to creating a positive impact in delivering precision and perfection across all Valor platforms. This ValorPay Mobile application is one of Valor's recent innovations aimed at providing a secure and reliable electronic payment. We truly believe that this user guide serves as an indispensable source for your regular operations, and we are delighted to be a vital stakeholder in your business. We are immensely grateful for your encouragement and look forward to unwavering support.

At Valor, we are extremely glad to assist you with your questions and queries. Please e-mail us at sales@valorpaytech.com or dial 1.800.615.8755 to get in touch with our support team. Make sure to visit www.valorpaytech.com/kb for additional resources on Valor products and solutions. We anticipate your unwavering support for all our future endeavors and wish to remain a loyal partner in your business, leading towards a successful journey in your business.

Version history

Document Name	Version	Date (MM/DD/YYYY)
ValorPay Mobile Application User Guide	1.0	12/06/2025



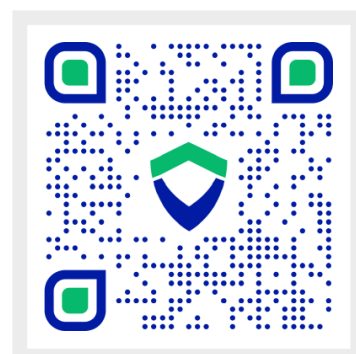
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