

# Changing Custom fee %



## STEP 1

Go to [www.online.valorpaytech.com](http://www.online.valorpaytech.com) and enter your login credentials.

Email

Password

Remember Me [Forgot Password](#)

**SIGN IN**

**VALOR**  
PAYTECH

## STEP 2

Select **Merchant Management** in the sidebar menu.

Dashboard

User Management

**Merchant Management**

Transactions

Remote Diagnostics

Device Management

Valor Shield RT

Contact Us

Support

My Setting

Reports

Downloads

**Merchant Management**

1 Total Merchants

1 Devices

1 New Merchants (last 30 days)

1 Active Bas

Current Month Transactions

## STEP 3

Use the search bar to find the Merchant you want to adjust the **Custom Fee %** for.

The screenshot shows the Merchant Management interface. At the top, there are four summary cards: Total Merchants (1), New Merchants (last 30 days) (1), Active Merchants (last 30 days) (100%), and Last Month (Total Volume) (\$0). Below these is a search bar with a magnifying glass icon and a 'Sort By' dropdown. A blue arrow points from the search bar to the merchant list below. The merchant list contains one entry: 'John Fay's Test Merchant', owned by 'John Fay Sub ISO'. The merchant details include: Name: John Fay, Email: jfuatmerchant@valorpaytech.com, Phone: (347) 572-3784, Date: 10/08/21 10:43 AM (EST), StoreCount: 1, DeviceCount: 1, and ISO/SubISO: John Fay Test ISO / John Fay Sub ISO.

## STEP 4

When the Merchant comes up, select the **Vertical Ellipsis** on the top right of the merchant snapshot and select **Edit**.

The screenshot shows the merchant snapshot for 'John Fay's Test Merchant'. The summary cards now show: Total Merchants (1), New Merchants (last 30 days) (1), Active Merchants (last 30 days) (100%), Last Month (Total Volume) (\$0), and Current Month (Total Volume) (\$85.1). The merchant details are the same as in Step 3. A blue arrow points from the vertical ellipsis menu icon on the top right of the merchant snapshot to the 'Edit' option in the dropdown menu. The dropdown menu also includes 'Transactions', 'Valor Shield RT', and 'Edit social media'.

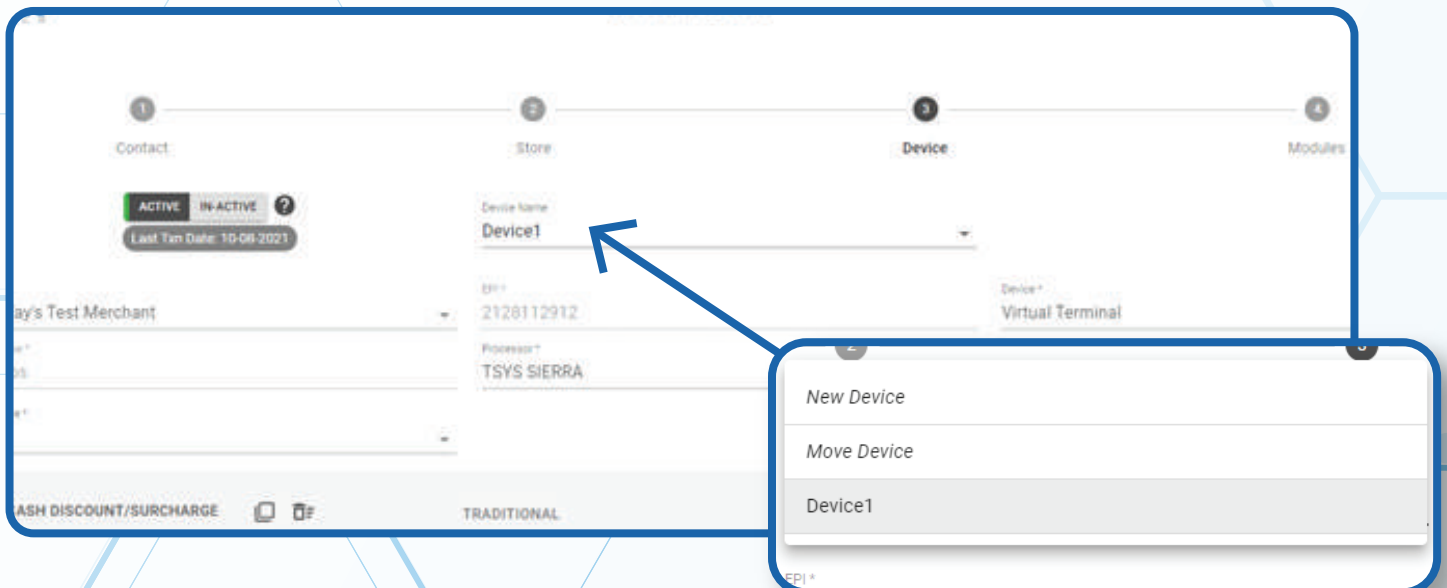
## STEP 5

Select **Device** at the top of the page to go to the **Device** page.



## STEP 6

Select the **Device** you want to change the **Custom Fee %** for from the drop-down menu at the top of the **Device** page.



## STEP 7

Update the **Custom Fee %** field at the bottom right corner of the **Cash Discount/Surcharge** section with your new **Custom Fee %**

The screenshot shows a merchant portal interface. At the top, there are status indicators: 'ACTIVE' (green) and 'IN-ACTIVE' (grey) with a help icon. Below this is a 'Last Ten Date: 10-08-2021' label. The main form contains several fields: 'Store\*' (John Fay's Test Merchant), 'Device Name' (Device1), 'Device\*' (Virtual Terminal), 'Device Type\*' (Soft Pos), 'Processor\*' (TSYS SIERRA), and 'Label Name\*' (Device1). Below these is a 'Debit Share\*' field set to 'Test'. The 'CASH DISCOUNT/SURCHARGE' section is highlighted with a blue box. It contains a table with columns for 'CASH DISCOUNT/SURCHARGE', 'TRADITIONAL', and 'GIFT CARD'. The 'Custom fee %' field is highlighted with a callout box and set to '3.500'. Other fields in the table include 'MID\*', 'Vnumber\*', 'Store no\*', 'Bin Number\*', 'Industry\*', 'Agent Bank Number\*', 'Chain\*', 'Agent\*', 'EBT Cash', 'EBT Food', 'FNS NO', 'Flat fee amount \$', and 'Custom fee %'.

## STEP 8

Select **Update Device**.



*Note: You may be prompted to add another device. If you're not adding any new devices, you may select No.*

The screenshot shows the same merchant portal interface as in Step 7. The 'CASH DISCOUNT/SURCHARGE' section is highlighted with a blue box. A callout box highlights the '+ Update Device' button, which is located at the bottom right of the section. The button is a dark grey rectangle with a white plus sign and the text '+ Update Device'.

# STEP 9

Select **Update Merchant** at the bottom of the screen.

