

PAX ROOM FAQs



Q: What is ROOM?

A: ROOM is PAX Technology's Restaurant/Retail Online Ordering Management solution. It's an all in one solution that provides seamless e-commerce and card-present integrations.

Q: Is ROOM a full POS Solution?

A: No, ROOM offers a simple to use platform to manage online retail/restaurant orders.

Q: Do I have to use an e-commerce gateway?

A: Yes, ROOM is compatible with Authorize.net, CardPointe (CardConnect), and Payeezy (First Data).

Q: Can the merchant process a payment using the ROOM app?

A: Yes, ROOM integrates to the payment application of your choice to process in person payments.

Q: Do I have to use both pick-up and delivery options with ROOM?

A: No, ROOM is flexible. Only use the features the merchant desires.

Q: How do I contact ROOM support?

A: You can email room@pax.us

Q: Can the ROOM app be used on a non-PAX terminal?

A: No, the ROOM solution is designed to work with PAX Android Terminals.

Q: Can the consumer online ordering site be connected to an existing website?

A: Yes.

Q: When does the promotion for the ROOM launch end?

A: Please contact POS Portal or The Phoenix Group for promo expirations.

Q: Is ROOM accessible to consumers through Android Google Play Store or iOS App Store?

A: No, currently consumers will use their mobile devices to place an order on the merchant's website or the online ordering site.

For more information, contact us at room@pax.us