

LODGING . CASE STUDY

How InnQuest Built Payments Into roomMaster

The problem

Hotels run a payments operation whether they want to or not: a card at booking, a deposit, a folio at checkout, plus every Expedia and Booking.com reservation with its own reconciliation. For roomMaster properties, all of it ran outside the software, through whatever processor each hotel signed up with on its own.

What we did

InnQuest, whose roomMaster PMS runs in 5,500+ properties across 100+ countries, was the first Valsoft software business to move onto ValPay. Customers board through Tenerum, our lodging gateway, which connects to the booking engines hotels already use and settles through ValPay's platform.

The card flow now lives inside roomMaster, reconciliation is one view, and InnQuest earns on volume that used to belong to an outside processor. We ran it on ourselves before offering it to any external partner.



985

properties live

95%+

payments attach rate

5,500+

roomMaster properties

Properties on ValPay, year over year

