



# **Forte™ POS Payment Processor**

## **Integration in eGovern / Govern V6**

**Release 6.0/6.1 Version 1**

Last Revision Update: 2017/05/18

## Version History

| Version | Date       | Modify By         | Description     |
|---------|------------|-------------------|-----------------|
| 1.0     | 2016/06/22 | Olusegun Olaniyan | Create document |
|         |            |                   |                 |
|         |            |                   |                 |
|         |            |                   |                 |
|         |            |                   |                 |

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## OVERVIEW

Govern users that have a business requirement to accept credit card payments at their Point of Sale (POS) have the option to use the Forte POS credit card terminal. This is a 3rd party integration option that has both a hardware, i.e. POS terminal with customized firmware, and a software component. Additional configuration is carried out in the *Govern New Administration (GNA)*. The aforementioned combinations along with payment processing gateways and platforms, make up the Govern Forte Payment Integration.

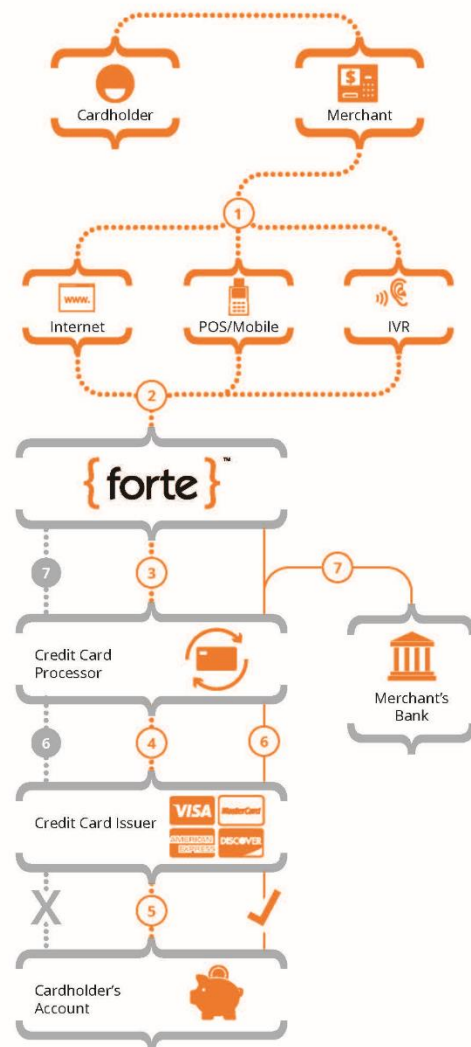
As there are other payment options available to the Govern system, configuration is managed in the OpenForms General Settings form in GNA.

Supplemental information is located at the following locations on the Govern Wiki

- Forte Payment Processor  
<http://product.govern.harrisgovern.com/322-forte>
- SYSTEM Registry  
<http://product.govern.harrisgovern.com/100-SY-Registry>

### FORTE Hardware / Software Installation

Users will need to install the driver provided by Forte on the workstation linked to the terminal device. See ***Installation of the Forte Hardware*** section in this guide.



## USER INTERFACE

The user interface is the standard for the Govern Cash Collection (CC) OpenForm.

## CONFIGURATION

**NOTE:** The following configuration was performed with the Verifone™ VX520 POS terminal.

### Installation of the Forte Hardware

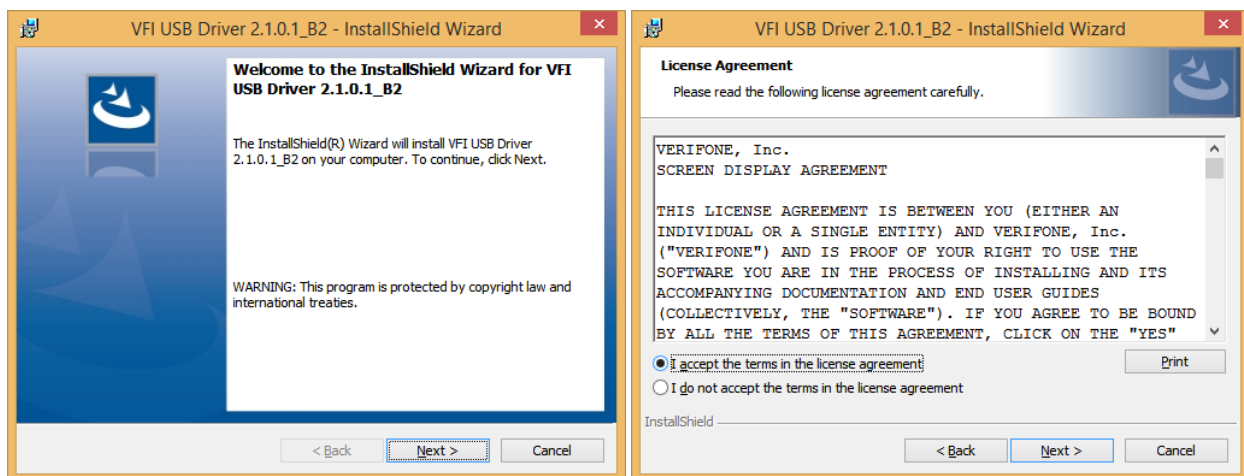
It is recommended by the Verifone Device supplier that the driver installation should occur before connecting the device. Typically users will connect a device prior to installation of the drivers.

**NOTE:** If you have already connected the device, and Windows detected new hardware, simply cancel any "Found New Hardware" dialogs that appear. Disconnect the Verifone Device, and proceed with the software installation.

**NOTE:** Installation and Uninstall MUST be performed by a user with administrative privileges.

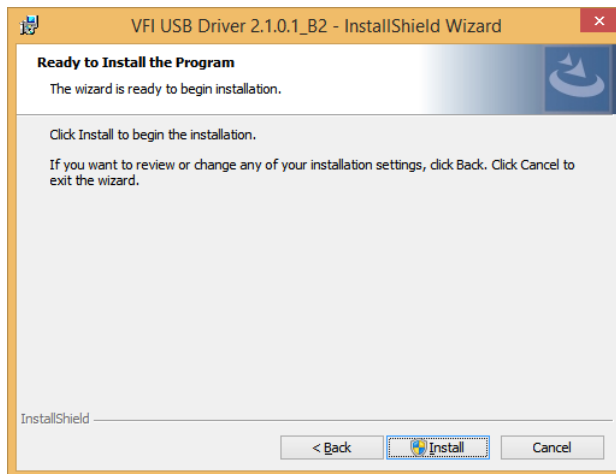
### Step 1 – Install the software

1. Locate the **VFI\_USB\_Driver\_Installer\_2.1.0.1\_B2.msi** file and double click to start the installation.



2. Click **Next**.
3. Accept the agreement and click **Next**.
4. Click **Install**.





5. During the installation, additional access may be required by the system, i.e. **Upgrader64.exe**, confirm and proceed.
6. Click Finish to complete the installation.



## Configuration of Forte™ POS Terminal

The Forte POS terminal is the hardware component of this integration. The terminal will need to be configured to operate with the Govern workstation at the point of sale.

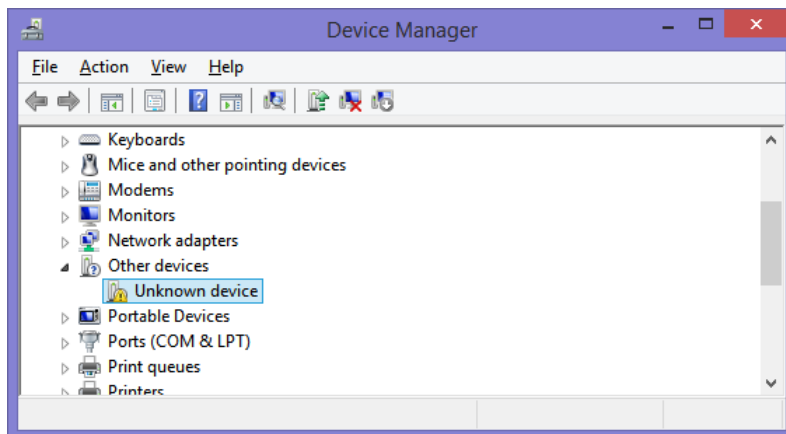
### Step 2 – Connect the Hardware

Connect the hardware to the workstation with Govern installed. Depending on the model of the terminal, typically three (3) connectors will be required:

- A power adapter
- USB connection cable
- Ethernet cable

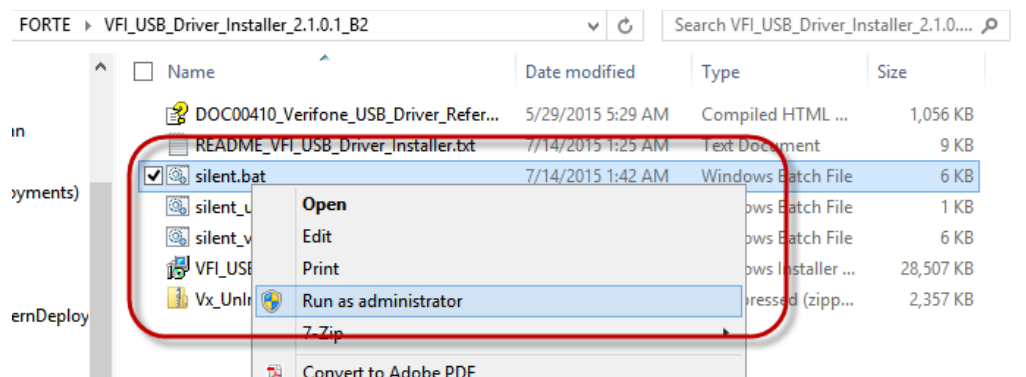
**NOTE:** When the power adapter is plugged into the back of the device, it is automatically powered up.

When the device is connected to the workstation, Windows will auto-detect the device. It can be located under the Windows Device Manager as Other Devices > **Unknown Device**.



On the screen of the device it will run through various screen that include the hardware version, the load screen, copyright screen, and so on. In approximately 15 seconds you will see the CommServer XPI Screen

In Windows, run the file **silent.bat** file as an administrator.



On the device press the F3 key; a screen displaying WELCOME will appear.

### Step 3 – Hardware Acknowledgement

When the device is connected, perform a hardware acknowledgement using the following steps.

### Step 4 – Configuration of the Software

Additional configuration is required in the Govern New Administration (GNA). This involves setting parameters in the Govern System Registry (Table: SY\_REGISTRY)

## Configuration in the Govern New Administration (GNA)

As with other Govern integrations, the configuration that is required occurs in the Govern New Administration (**GNA**). To begin the configuration in GNA:

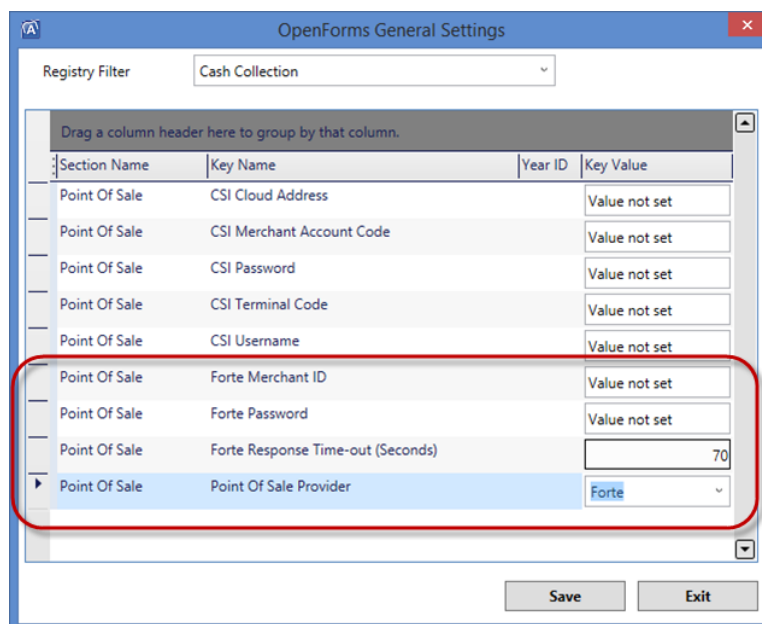
1. Launch GNA.
2. On the GNA ribbon click *Parameters (tab)* > **General Settings Editor**.
3. Select Cash Collection from the Registry Filter combo box.
4. Configure the required key values in the following Key Name columns; Forte Merchant ID, Forte Password, Forte Response Time-out (Seconds)
5. On the last parameter, select Forte from the combo-box.

**Forte Merchant ID** - This value will be provided by Forte.

**Forte Password** - Enter the password that was provided by Forte.

**Forte Response Time-out (Seconds)** - Enter a default value of 70.

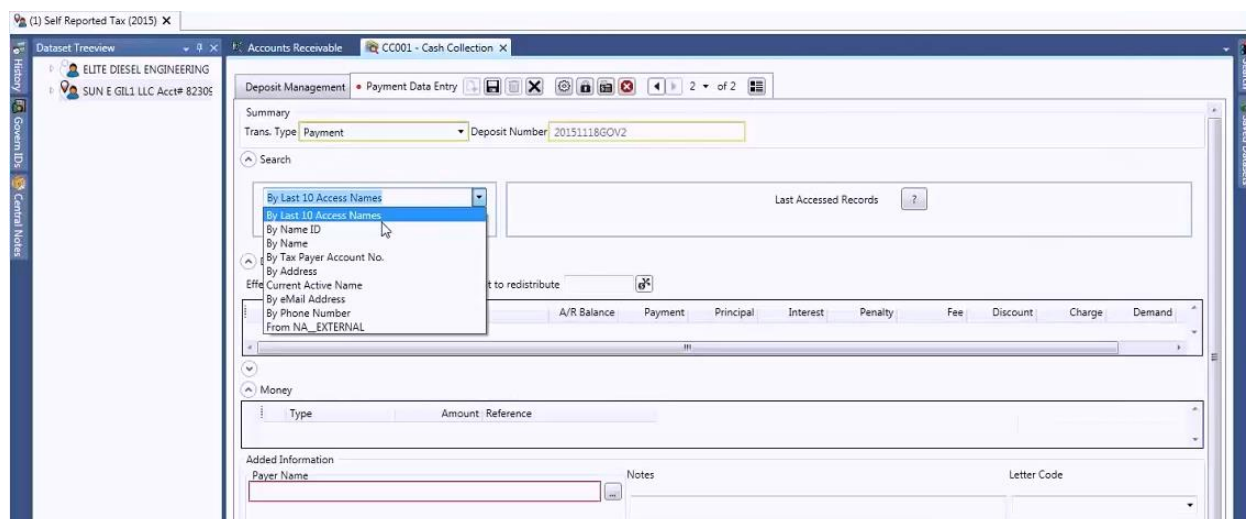
**Point of Sale Provider** - Select Forte from the combo box.



| Section Name  | Key Name                          | Year ID | Key Value     |
|---------------|-----------------------------------|---------|---------------|
| Point Of Sale | CSI Cloud Address                 |         | Value not set |
| Point Of Sale | CSI Merchant Account Code         |         | Value not set |
| Point Of Sale | CSI Password                      |         | Value not set |
| Point Of Sale | CSI Terminal Code                 |         | Value not set |
| Point Of Sale | CSI Username                      |         | Value not set |
| Point Of Sale | Forte Merchant ID                 |         | Value not set |
| Point Of Sale | Forte Password                    |         | Value not set |
| Point Of Sale | Forte Response Time-out (Seconds) |         | 70            |
| Point Of Sale | Point Of Sale Provider            |         | Forte         |

## Making a Payment

In Govern when a payment is created, in the Payment Data Entry form...



Summary

Trans. Type: Payment Deposit Number: 20151118GOV2

Search

By Last 10 Access Names

By Name ID

By Name

By Tax Payer Account No.

By Address

Current Active Name

By eMail Address

By Phone Number

From NA\_EXTERNAL

to redistribute

A/R Balance Payment Principal Interest Penalty Fee Discount Charge Demand

Money

Type Amount Reference

Added Information

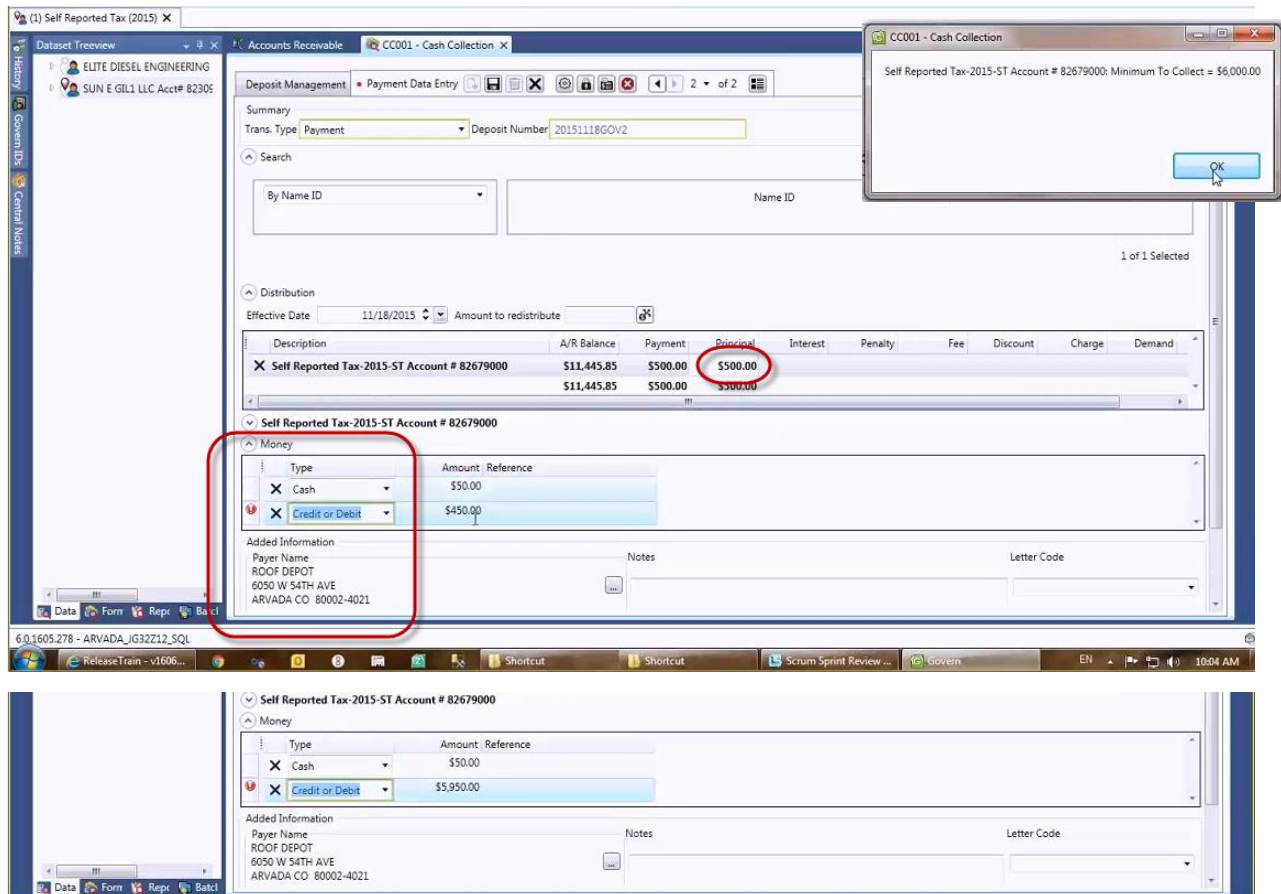
Payer Name

Notes

Letter Code

A payment amount of \$500.00 is entered under the Payment column, the various payment types are entered...

NOTE: If a minimum payment has been specified, a pop up will be displayed.



Dataset Treeview: ELITE DIESEL ENGINEERING, SUN E GILLI LLC Acct# 82305

Accounts Receivable: CC001 - Cash Collection

Deposit Management: Payment Data Entry

Summary: Trans. Type: Payment, Deposit Number: 20151118GOV2

Search: By Name ID, Name ID

Distribution: Effective Date: 11/18/2015, Amount to redistribute: \$

| Description                                  | A/R Balance | Payment  | Principal | Interest | Penalty | Fee | Discount | Charge | Demand |
|--|-------------|----------|-----------|----------|---------|-----|----------|--------|--------|
| Self Reported Tax-2015-ST Account # 82679000 | \$11,445.85 | \$500.00 | \$500.00  |          |         |     |          |        |        |
|  | \$11,445.85 | \$500.00 | \$500.00  |          |         |     |          |        |        |

Self Reported Tax-2015-ST Account # 82679000

Money:

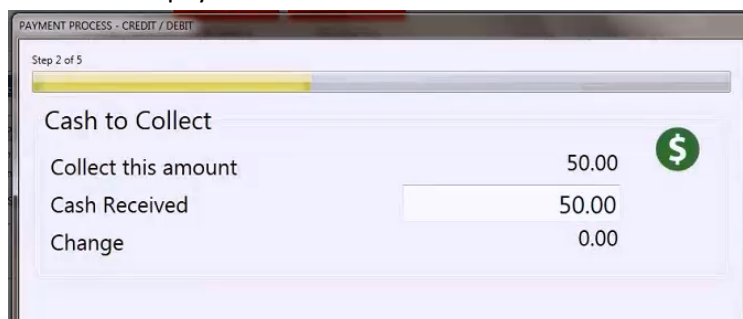
| Type            | Amount   | Reference |
|-----------------|----------|-----------|
| Cash            | \$50.00  |           |
| Credit or Debit | \$450.00 |           |

Added Information:

Payer Name: ROOF DEPOT  
6050 W 54TH AVE  
ARVADA CO. 80002-4021

Notes: Letter Code:

1. Click Save to confirm the amount to be paid.
2. The payment process screen is displayed; each payment type is acknowledged and processed. First the cash payment.



PAYMENT PROCESS - CREDIT / DEBIT

Step 2 of 5

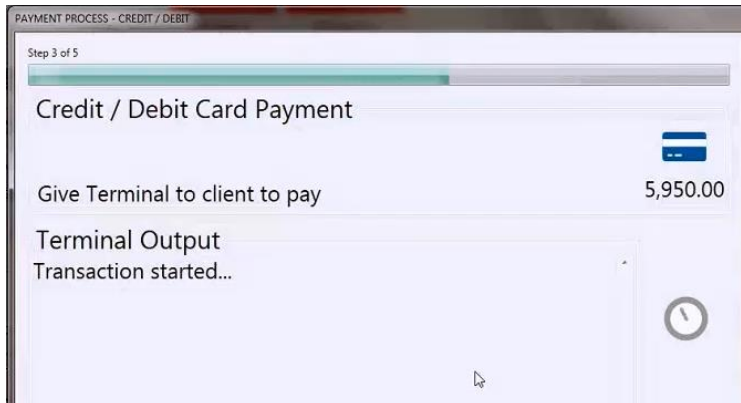
Cash to Collect

Collect this amount 50.00

Cash Received 50.00

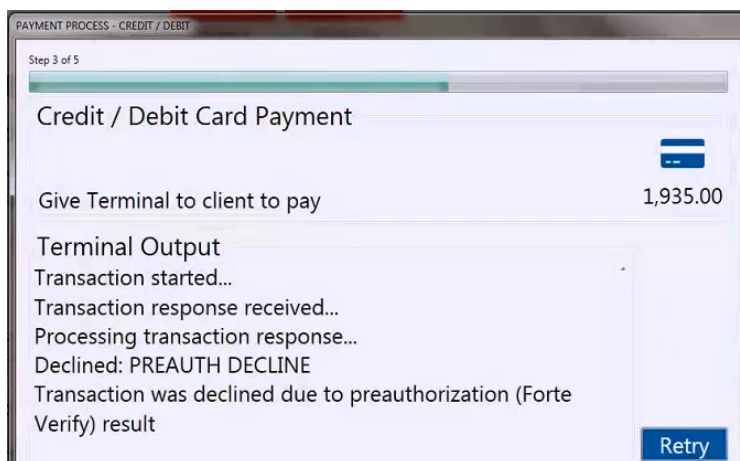
Change 0.00

3. The next payment is the Credit Debit payment. The user is cued to pass the terminal device to the payer.



4. The users Credit or Debit card is swiped and the transaction is processed.

**NOTE:** If the payment is declined, as per the CC payment process workflow, an error page will be generated, with the option to retry or cancel the payment.



When the transaction is complete, the terminal user can print out the receipt as a record of the transaction.



**NOTE:** After the **Save** action is performed in the Govern interface, i.e. *Payment Data Entry* form, the payment can no longer be deleted. (The trashcan icon is not available for selection)

## APPENDIX A

### Troubleshooting

The section is reserved for any troubleshooting information related to installing and configuring the FORTE payment processor.

**NOTE:** The following should be verified prior to connecting the payment device:

- All installations **MUST** be performed by users with administrator rights.
- When performing the driver installation, running the silent.bat file is the preferred option.
- The software driver installation must be performed prior to connecting any hardware devices.

### Issues with Freezing of the Forte Application

During initial setup of the device, when there are issues with the Forte Application freezing the screen of the device, e.g. the WELCOME screen remains permanent. If the terminal “hangs”, it typically is an indication that the device is having a problem with one of its connections.

**RESOLUTION** – One possible resolution involves users trying the following steps:

1. Enter the Forte application without anything but the power connected to the terminal.
2. If successful, then connect either the mini USB or the Ethernet cable and reboot the terminal.
3. Now enter the Forte application again.