



322-forte-POS-Integration

eGovern Forte Web Payment - Govern V6

Release 6.0 Version 1

Last Revision Update: 2017/09/19

Version History

Version	Date	Modify By	Description
1.0	2016/09/01	Olusegun Olaniyan	Create document
1.1	2017/09/19	Olusegun Olaniyan	Document update

Disclaimer

Harris Govern has taken due care in preparing this manual. However, nothing contained herein modifies or alters in any way the standard terms and conditions of the purchase, lease, or license agreement by which the product was acquired, nor increases in any way the liability of MS Govern to the customer.

Table of Contents

Version History.....	2
OVERVIEW.....	7
USER INTERFACE	7
CONFIGURATION.....	7
Configuration in Govern New Administration (GNA).....	7
Merchant Configuration.....	7
Merchant Configuration Parameters.....	8
The Payment Process	10
APPENDIX.....	14
Troubleshooting.....	14
Govern and Microsoft Internet Information Services (IIS)	14
IIS Related Issues.....	14

OVERVIEW

Forte™ integration is a 3rd party integration option that has both a hardware, i.e. POS terminal with customized firmware, and a software component. With additional configuration in the Govern New Administration (GNA) users of the *eGovern – Self Service Portal* are able to provide the option of online payment for their users. For a description of the functioning of the Govern Forte Integration, please refer to the Forte™ POS Payment Processor on the Wiki <http://product.govern.harrisgovern.com/322-forte>

USER INTERFACE

The user interface is standard for Govern online payment processors. *Refer to the Govern Cash Collection user Guide for details.*

CONFIGURATION

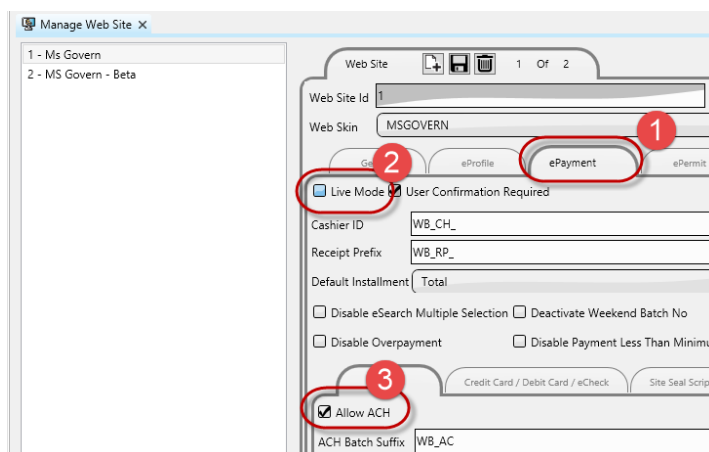
Configuration in Govern New Administration (GNA)

Merchant Configuration

To configure the Merchant in GNA...

1. Open the Govern New Administration (GNA).
2. On the GNA ribbon, select Application Configuration (tab) > Web Configuration (group) > **Manage Web Site**.
3. Under the Website tab, click to select your site; select the ePayment tab.

NOTE: When testing, deselect Live Mode (in this case the Forte UAT URL will be used). If the Live mode is selected the Forte Production URL will be used; ACH must be deselected.



Manage Web Site X

1 - Ms Govern
2 - MS Govern - Beta

Web Site 1 Of 2

Web Site Id: 1

Web Skin: MSGOVERN

1

2

3

Live Mode ☒ User Confirmation Required

Cashier ID: WB_CH_

Receipt Prefix: WB_RP_

Default Installment: Total

☐ Disable eSearch Multiple Selection ☐ Deactivate Weekend Batch No

☐ Disable Overpayment ☐ Disable Payment Less Than Minimum

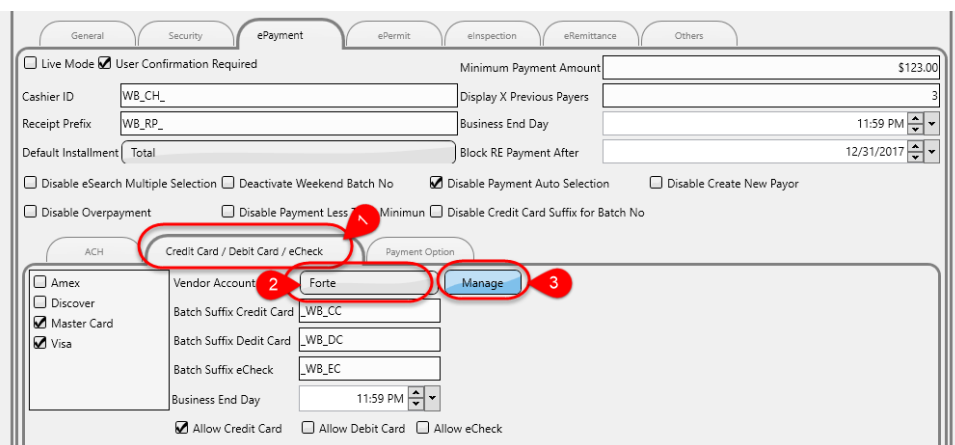
Credit Card / Debit Card / eCheck Site Seal Script

☒ Allow ACH

ACH Batch Suffix: WB_AC

Next, the processor payment must be configured. To configure the processor payment...

1. Select Credit Card/ Debit Card / eCheck.
2. In the Vendor Account select **Forte**; click **Manage**



General Security **ePayment** ePermit eInspection eRemittance Others

☐ Live Mode ☒ User Confirmation Required Minimum Payment Amount \$123.00

Cashier ID WB_CH_ Display X Previous Payers 3

Receipt Prefix WB_RP_ Business End Day 11:59 PM

Default Installment Total Block RE Payment After 12/31/2017

☐ Disable eSearch Multiple Selection ☐ Deactivate Weekend Batch No ☒ Disable Payment Auto Selection ☐ Disable Create New Payor

☐ Disable Overpayment ☐ Disable Payment Less Minimum ☐ Disable Credit Card Suffix for Batch No

ACH Credit Card / Debit Card / eCheck Payment Option

☐ Amex ☐ Discover ☒ Master Card ☒ Visa

Vendor Account **Forte** **Manage**

Batch Suffix Credit Card _WB_CC

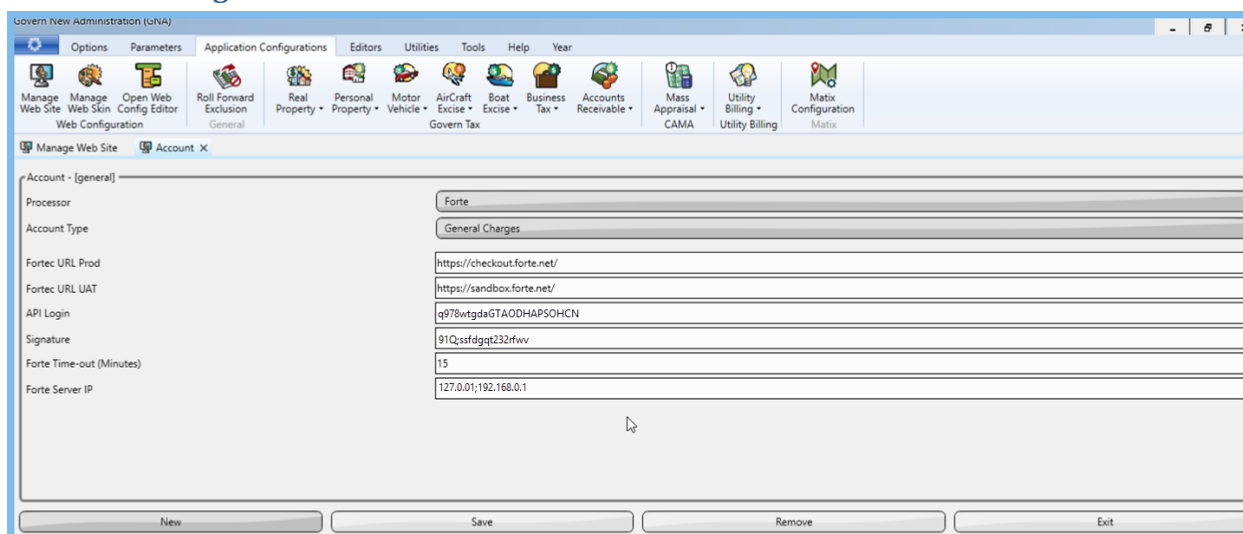
Batch Suffix Debit Card _WB_DC

Batch Suffix eCheck _WB_EC

Business End Day 11:59 PM

☒ Allow Credit Card ☐ Allow Debit Card ☐ Allow eCheck

Merchant Configuration Parameters



uGovern New Administration (uNVA)

Options Parameters Application Configurations Editors Utilities Tools Help Year

Manage Web Site Manage Web Skin Open Web Config Editor Roll Forward Exclusion General Real Property Personal Property Motor Vehicle AirCraft Excise Boat Excise Business Tax Accounts Receivable Mass Appraisal Utility Billing Matix Configuration Matix

Manage Web Site Account X

Account - [General]

Processor Forte

Account Type General Charges

Fortec URL Prod https://checkout.forte.net/

Fortec URL UAT https://sandbox.forte.net/

API Login q978wtgdaGTAODHAPSOHCN

Signature 91Q:xsfdgqt232rfvv

Forte Time-out (Minutes) 15

Forte Server IP 127.0.0.1;192.168.0.1

New Save Remove Exit

NOTE – *Vendor Account Configuration* information required for the General Account form is provided by **Forte™**; the following parameters are required.

- **Processor** – Select *Forte* as the Payment Processor
- **Account Type** – Set *Account Type* to General Charges
- **Forte Production URL** – Enter the production URL that calls the *Forte* API (**Provided by Forte**)
- **Forte UAT URL** – This is the test URL that calls the *Forte* API (**Provided by Forte**)
- **API Login** – Enter the Credentials to login to the API (**Provided by Forte**)
- **Signature** – Parameter for the Signature to encrypt the data that is sent to **Forte** (**Provided by Forte**)
- **Forte Time-out (Minutes)** – Enter the delay before the system “times-out” when making a payment
- **Forte Server IP** – This is the IP address or addresses to the Forte servers that perform background transactions; this information is provided by Forte. If multiple IP addresses are required, they must be separated with a semi-colon “;”.

To configure...

1. Enter the required parameters.
2. Click Save to save your entries; you will return to the **Manage Web Site** form.
3. In the *Manage Web Site* form, click Save to save the changes to the form.

NOTE: All changes are saved to (Table: USR_WEB_SITE_PRCR)

Restarting IIS

After the save process, it is recommended that you restart the IIS application pool containing the web application.

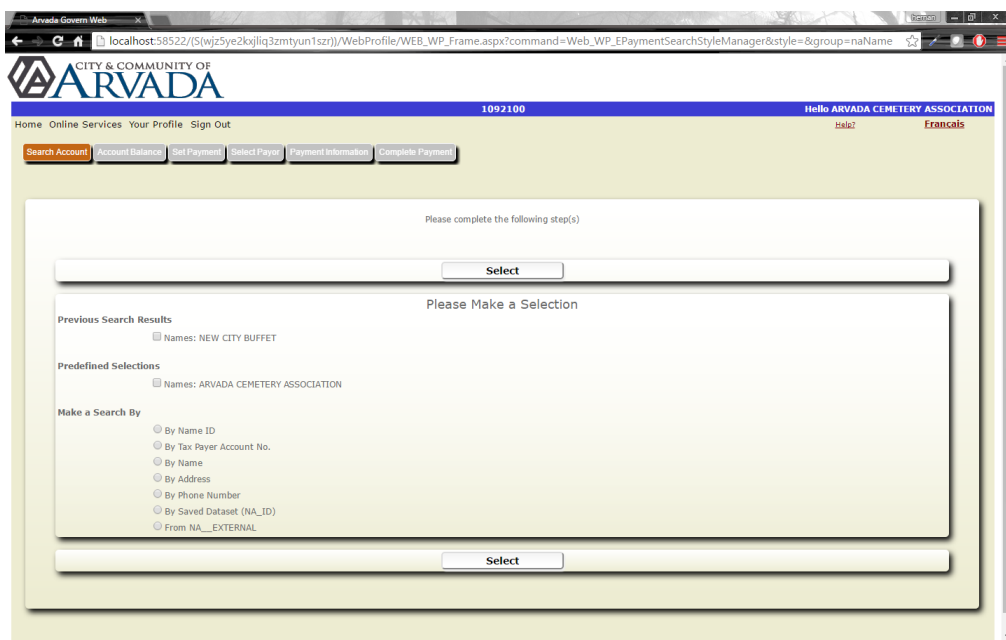
The Payment Process

NOTE – After saving the configuration information to the ePayment eComponent in the Manage Web Site form, it is recommended that you restart the IIS application pool containing the web application.

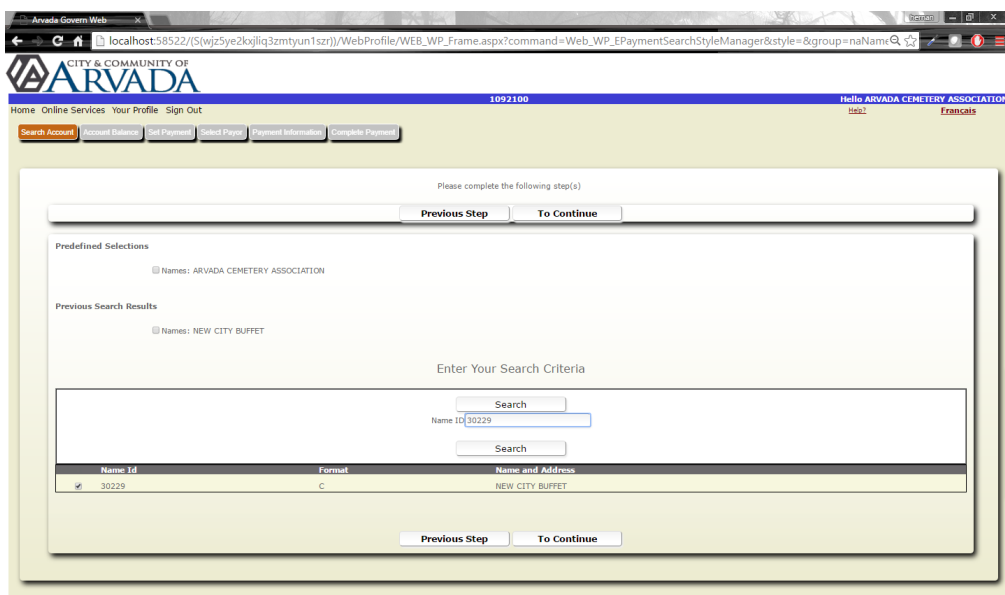
After restarting IIS, launch a browser to access the eGovern site. Start the **ePayment** process using the **Forté Checkout Payment**.

The process flow is as follows...

1.

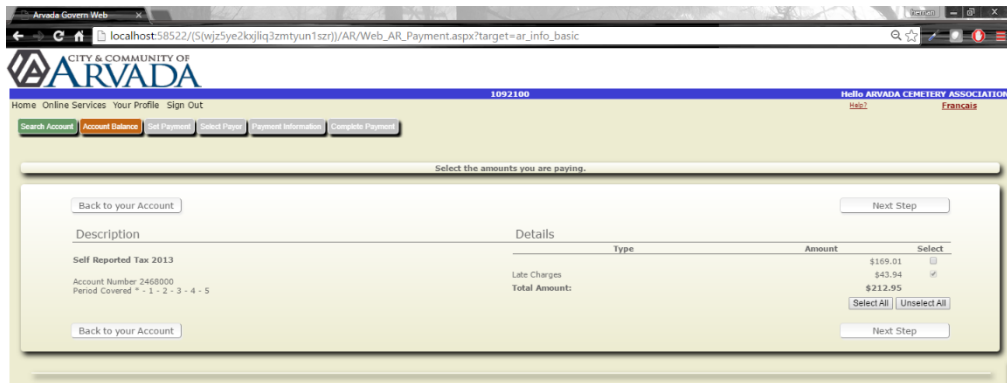


2. Search for an account.



Name Id	Format	Name and Address
30229	C	NEW CITY BUFFET

3. Select the account



Arvada Govern Web

localhost:58522/(S(wjz5ye2kxjliq3zmtyn1szzj))/AR/Web_AR_Payment.aspx?target=ar_info_basic

CITY & COMMUNITY OF ARVADA

1092100 Hello ARVADA CEMETERY ASSOCIATION

Home Online Services Your Profile Sign Out

Search Account Account Balance Set Payment Select Payer Payment Information Complete Payment

Select the amounts you are paying.

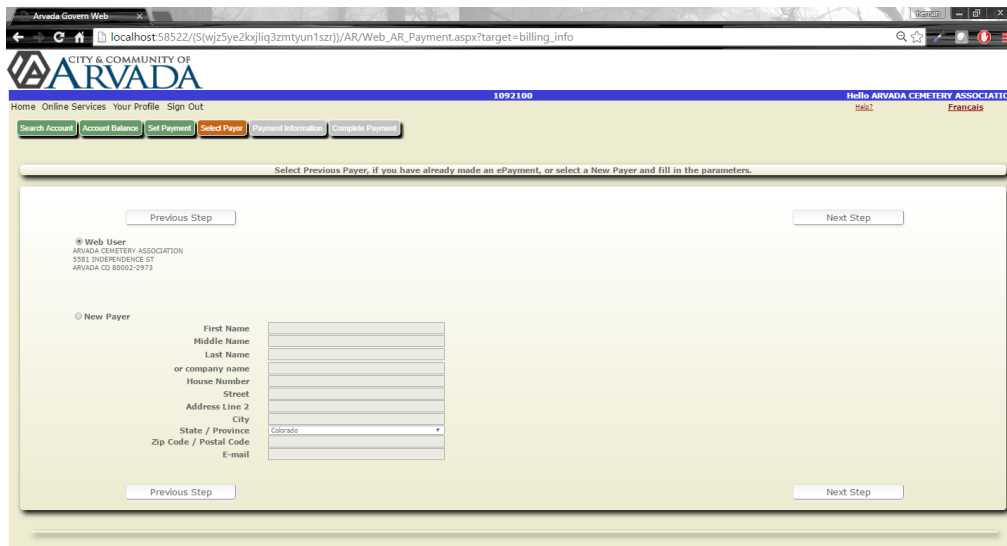
Back to your Account Next Step

Description	Details	Type	Amount	Select
Self Reported Tax 2013			\$109.01	<input type="checkbox"/>
Account Number 2468000	Late Charges		\$43.94	<input checked="" type="checkbox"/>
Period Covered * - 1 - 2 - 3 - 4 - 5	Total Amount:		\$212.95	

Back to your Account Next Step

Select All Unselect All

4. Select the balance that is to be settled.



Arvada Govern Web

localhost:58522/(S(wjz5ye2kxjliq3zmtyn1szzj))/AR/Web_AR_Payment.aspx?target=billing_info

CITY & COMMUNITY OF ARVADA

1092100 Hello ARVADA CEMETERY ASSOCIATION

Home Online Services Your Profile Sign Out

Search Account Account Balance Set Payment Select Payer Payment Information Complete Payment

Select Previous Payer, if you have already made an ePayment, or select a New Payer and fill in the parameters.

Previous Step Next Step

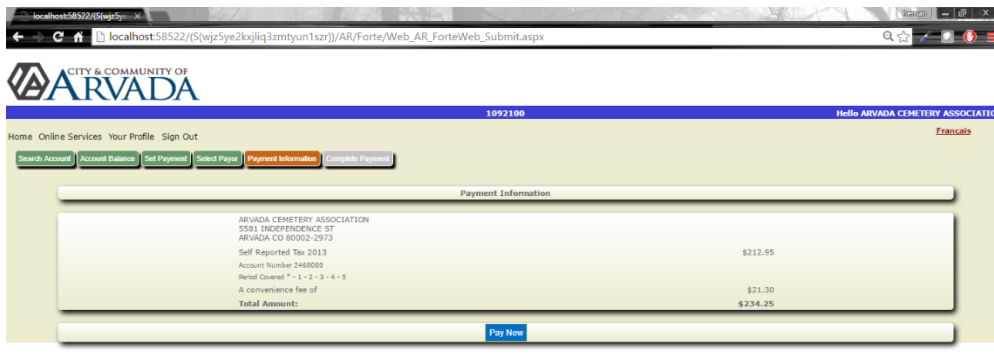
* Web User
ARVADA CEMETERY ASSOCIATION
5581 INDEPENDENCE ST
ARVADA CO 80002-2973

☐ New Payer

First Name
Middle Name
Last Name
or company name
House Number
Street
Address Line 2
City
State / Province
Zip Code / Postal Code
E-mail

Previous Step Next Step

5. Select the name of the payor.



localhost:58522/Debug2.aspx

localhost:58522/(S(wjz5ye2kxjliq3zmtyn1szzj))/AR/Forte/Web_AR_ForteWeb_Submit.aspx

CITY & COMMUNITY OF ARVADA

1092100 Hello ARVADA CEMETERY ASSOCIATION

Home Online Services Your Profile Sign Out

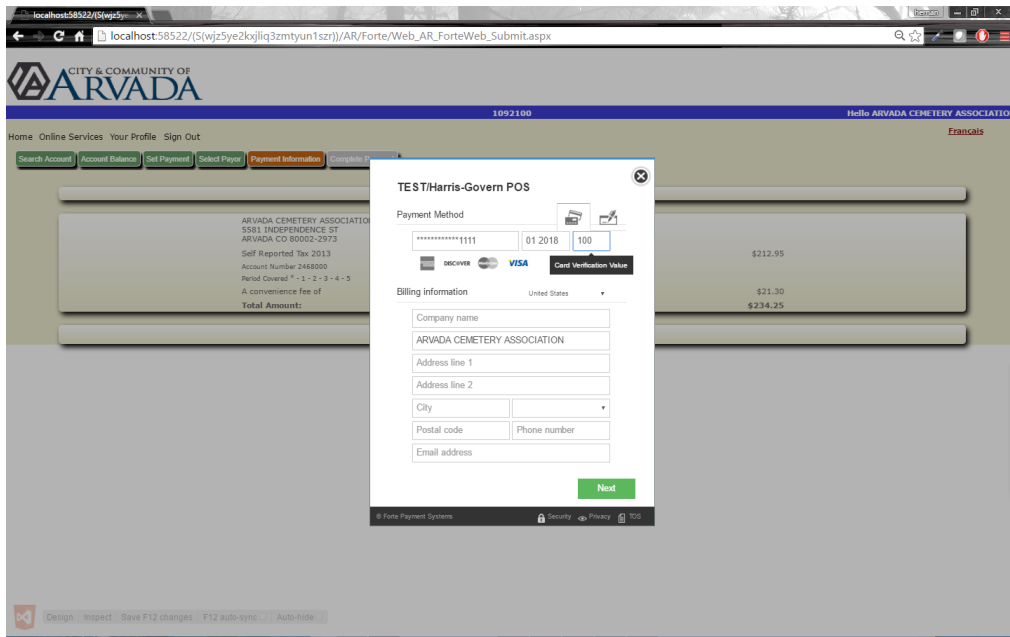
Search Account Account Balance Set Payment Select Payer Payment Information Complete Payment

Payment Information

ARVADA CEMETERY ASSOCIATION 5581 INDEPENDENCE ST ARVADA CO 80002-2973 Self Reported Tax 2013 Account Number 2468000 Period Covered * - 1 - 2 - 3 - 4 - 5 A convenience fee of	\$212.95 \$21.30
Total Amount:	\$234.25

Pay Now

6. Pay your balance.

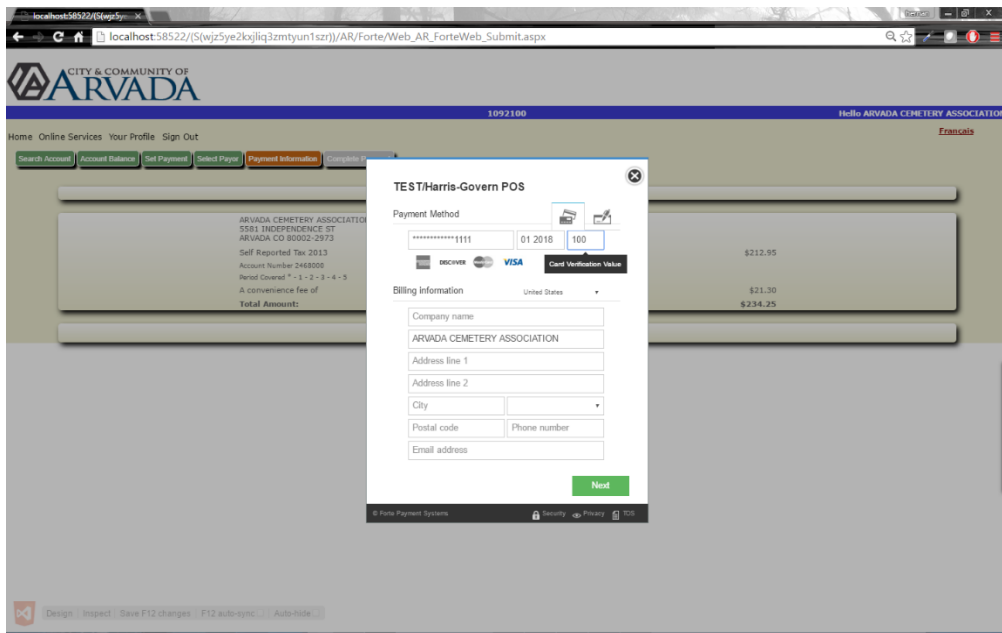


The screenshot shows a web browser window with the URL `localhost:58522/(S(wjz5ye2kxjlq3zmtyn1szrj))/AR/Forfe/Web_AR_ForteWeb_Submit.aspx`. The page displays the ARVADA CITY & COMMUNITY OF logo and a navigation bar. A modal window titled "TEST/Harris-Govern POS" is open, showing the following fields:

- Payment Method:** Includes a card icon, a masked card number, an expiration date of 01/2018, and a card verification value of 100. Logos for DISCOVER and VISA are visible.
- Billing Information:** Includes fields for Company name (ARVADA CEMETERY ASSOCIATION), Address line 1, Address line 2, City, Postal code, Phone number, and Email address.

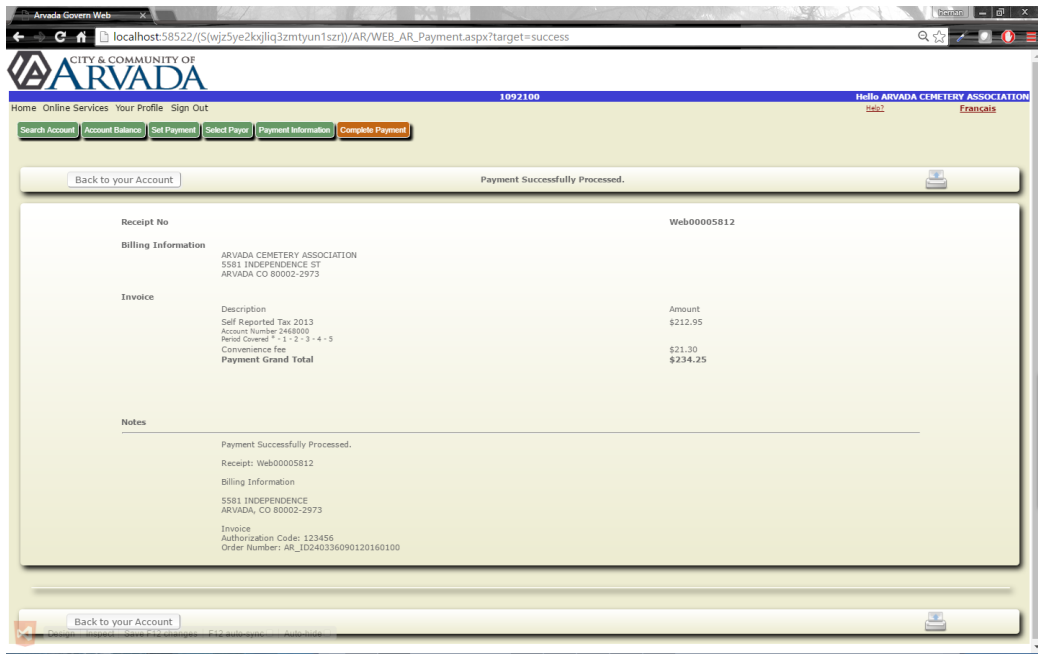
The background page shows account details for ARVADA CEMETERY ASSOCIATION, including a self-reported tax for 2013 and a total amount of \$234.25.

7. Enter your method of payment.



This screenshot is identical to the one above, showing the same web browser window and modal payment form. The URL, page content, and modal fields are all the same as in the previous image.

8. Give authorization for the payment.



Arvada Govern Web

localhost:58522/(S(wjz5ye2xjllq3zmtyn1szi))/AR/WEB_AR_Payment.aspx?target=success

CITY & COMMUNITY OF ARVADA

Home Online Services Your Profile Sign Out

1092100 Hello ARVADA CEMETERY ASSOCIATION

Search Account Account Balance Set Payment Select Payment Payment Information **Complete Payment**

Back to your Account Payment Successfully Processed.

Receipt No		Web00005812
Billing Information		
ARVADA CEMETERY ASSOCIATION 5581 INDEPENDENCE ST ARVADA CO 80002-2973		
Invoice		Amount
Self Reported Tax 2013		\$212.95
Account Number 2448000		
Period Covered 1 - 1 - 2 - 3 - 4 - 5		
Convenience fee		\$21.30
Payment Grand Total		\$234.25
Notes		
Payment Successfully Processed.		
Receipt: Web00005812		
Billing Information		
5581 INDEPENDENCE ARVADA, CO 80002-2973		
Invoice		
Authorization Code: 123456		
Order Number: AR_ID0240336090120160100		

Back to your Account

Payment confirmation is presented. An email message is also sent to the user that will contain the details of the payment.

APPENDIX

The following table have been created or modified to implement this feature:

- `USR_WEB_SITE_PRCR` (Used to store Merchant Configut)

Troubleshooting

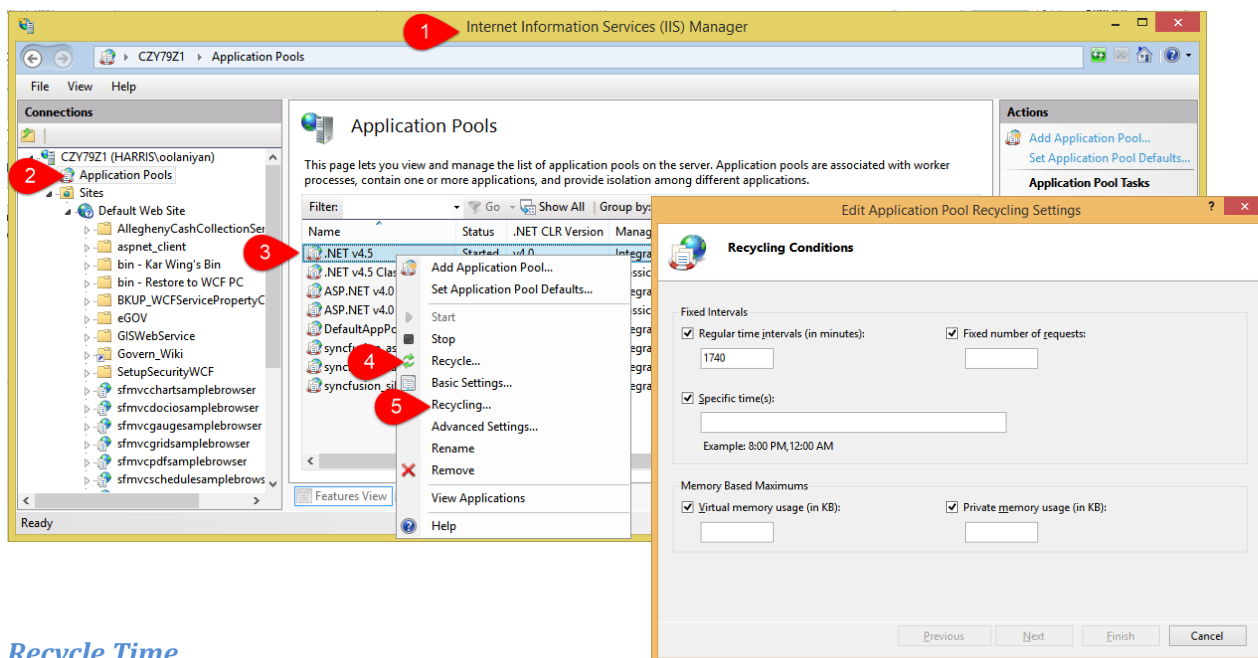
The section is reserved for any troubleshooting information related to installing and configuring the FORTE payment processor.

Govern and Microsoft Internet Information Services (IIS)

As indicated in the configuration section of this user guide, when the configuration information to the ePayment eComponent has been saved in the Manage Web Site form, it is always recommended that administrators recycle the application pool on the IIS server that is hosting the application.

IIS Related Issues

When there are issues related to IIS after making configuration changes in the Govern New Administration (GNA), it is recommended that the application pool with your process be periodically restarted.



Recycle Time

By default, IIS will recycle all application pools every 29 hours. The recycle time interval can be specified (in minutes) or at a specific time each day. Alternatively IIS can be configured to recycle based on the amount of virtual memory, or physical memory that the process in the application pool is using; on the IIS Manager screen select the recycling menu option (5). The application pool can also be programmed to recycle based upon the number of requests the application has processed.

For additional details on programming and managing IIS refer to the Microsoft Web Site at
[https://msdn.microsoft.com/en-us/library/aa720473\(v=vs.71\).aspx](https://msdn.microsoft.com/en-us/library/aa720473(v=vs.71).aspx)