# **ARGOFIRE REFERENCE GUIDE**

## FREQUENTLY ASKED QUESTIONS

Q: How do I log in to ArgoFire?

A: Navigate to https://secure.ftipgw.com/Admin/login.aspx and enter your Username and Password

Q: How do I charge or refund a credit card?

A: link to Virtual Terminal CC section

Q: How do I charge or refund a credit card?

A: link to Virtual Terminal ACH section

Q: How do I set up to bill a customer every month (or other frequency)?

A: Link to Recurring Billing section.

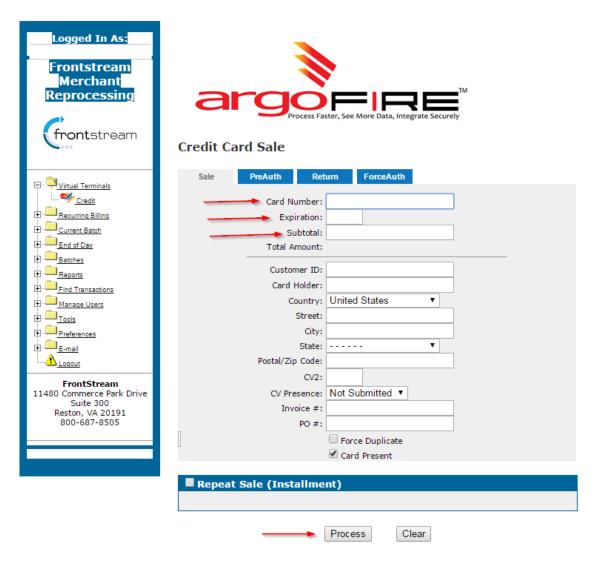
Q: How do I see transactions that have been run?

A: Link to Find Transactions section.

## -Virtual Terminal

-Credit

-Sale- Use the Sale function to charge a card by entering in the Card #, Expiration date, and subtotal. All other information is not required, but can be used for record keeping. Click process to charge the card.



-PreAuth- Use the PreAuth function to authorize an amount on a card and initiate a hold for that amount, later use the ForceAuth function to settle the authorization.

Logged In As:	
Frontstream Merchant Reprocessing	ATOOP IN THE Security
frontstream	Credit Card Pre Auth
Uirtual Terminals	Sale PreAuth Return ForceAuth
<u>Credit</u>	Card Number:
E. Recurring Billing	Expiration:
Current Batch	Subtotal:
End of Day	Total Amount:
⊞ <u>Batches</u>	Customer ID:
Reports     Find Transactions	Card Holder:
<u>Find Transactions</u> <u>Manage Users</u>	Country: United States
Tools	Street:
	City:
E-mail	State: V
Logout	Postal/Zip Code:
FrontStream	CV2:
11480 Commerce Park Drive	CV Presence: Not Submitted 🔻
Suite 300 Reston, VA 20191	Invoice #:
800-687-8505	PO #:
	Card Present
	Process Clear

Logged In As: Frontstream Merchant Reprocessing	Credit Card Credit
	Sale PreAuth Return ForceAuth
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	Process Clear

-Return- Use the Return function to refund, or credit, a card.

-ForceAuth- As mentioned, you can use the ForceAuth function to settle an existing authorization by entering in the card #, exp date, existing authorization code, and subtotal.

Logged In As:	
Frontstream Merchant Reprocessing	Credit Card Force Auth
Virtual Terminals  Credit  Recurring Billing  Current Batch  End of Day  Find ransactions  Manage Users  Manage Users  Find Transactions  Find Tr	Card Number: Expiration: Auth Code: Subtotal: Total Amount: Customer ID: Card Holder: Street: City: Postal/Zip Code:
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	CV2: CV Presence: Not Submitted ▼ Invoice #: PO #: Card Present
	Process Clear

-Check – If your merchant account is set up to process ACH or Electronic Checks, you can process ACH transactions through your ArgoFire gateway.

-The Sale function is used to process a charge to an ACH or bank account via Electronic Check. The highlighted fields are required, the remainder are for your own records

Logged In As:		
Frontstream Merchant Reprocessing	Check Sale	
Virtual Terminals      Virtual Terminals      Credit      Checks      Recurring Billing	Sale Void Return Name as it appears on your check: Check Num	ıber:
End of Day	Pay To The Order Of: Frontstream Merchant Reprocessing	5\$):
	Bank Routing/Transit: Account Number:	
	Bank Routing Code Bank Account Number	]
FrontStream 11480 Commerce Park Drive Suite 300	Show Additional Information?	
Reston, VA 20191 800-687-8505	Customer ID: Phone Number: Invoice Number: Email:	
	Social Security Number: Street Address:	
	Date of Birth: City:	
	Drivers License Number: State:	
	Account Type: Postal (Zip) Code: Checking	
	Check Type: Additional ID1: Personal	
	Additional ID1 Type: [ None]	
	Process Clear	

-Refund-use this function to process a return to an ACH account via Electronic Check. This highlighted sections are required, the remainder are for record keeping.

Logged In As:	
Frontstream Merchant Reprocessing	argoe received and the securely
(frontstream	Check Return
Virtual Terminals  Virtual Terminals  Credit  Checks Checks  Checks Che	Sale       Void       Return         PNRef #:
FrontStream 11480 Commerce Park Drive Suite 300	Show Additional Information?
Reston, VA 20191 800-687-8505	Customer ID:       Phone Number:         Invoice Number:       Email:         Social Security Number:       Street Address:         Date of Birth:       City:         Date of Birth:       State:         Drivers License Number:       State:         Account Type:       Postal (Zip) Code:
	Account Type: Postal (Zip) Code: Checking  Check Type: Personal  Process Clear

## -Recurring Billing

-Add Customer – use this function to create a customer record and store their contact and billing information, you can also store credit card or ACH information. The highlighted fields are required to save the customer record.

Logged In As:		
Frontstream Merchant Reprocessing	<u>Home   Recurring Billin</u>	ter, See More Data, Integrate Securely
Virtual Terminals     Recurring Billing     Add Customers     View Customers     View Contracts     Wiew Contract     Wiew Contracts     Wiew Contracts     Wiew Contracts     Wiew	Primary Contact Info Customer ID: First Name: Last Name: Company: Title: Department:	Email: Daytime Phone: Evening Phone: Mobile Phone: Fax: Status: • Active Inactive
Manage Users     Tools     Preferences	Billing Address         Address Line 1:         Address Line 2:         Address Line 3:         City:	State: Province: Postal (Zip) Code: Country: V

Once created, you will see this screen, you can add a credit card via the "Add Credit Card or ACH" then add a recurring contract via "Add Contract":



Add Credit Card or ACH: Once the customer record is in place, you can save a credit card or ACH account by entering the appropriate highlighted information below:

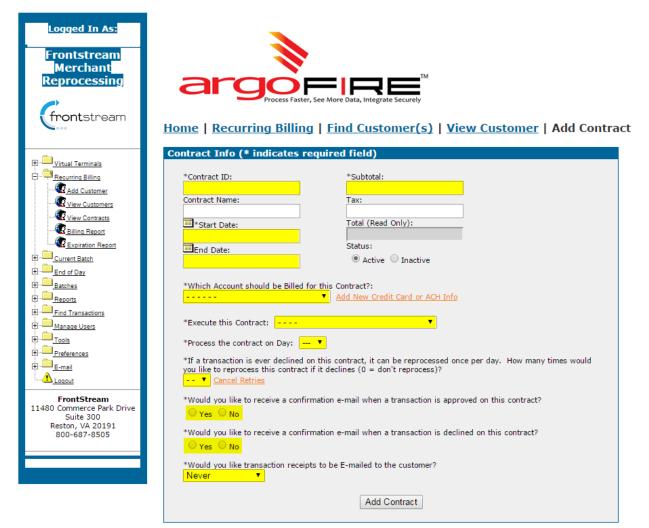
Credit card



## ACH



Add Contract-Once a credit card or ACH account is saved, you can add a contract. The contract requires the below highlighted fields. This contract will process automatically on the given day at whatever frequency you set (from daily to yearly)



-View Customers- use this function to search existing customer records. You can select from the drop down of search criteria and Press Find Customer(s) to run the search.

Logged In As:	
Frontstream Merchant Reprocessing	Home   Recurring Billing   Find Customer(s)
Virtual Terminals     Recurring Billing     Recurring Billing     Wiew Customer     View Contracts     Wiew Contrecontract     Wiew Contrecontracts     Wiew Contracts     Wiew Con	Search By: Search Value: View: Active Customers Inactive Customers All Customers Find Customer(s) Clear Filters

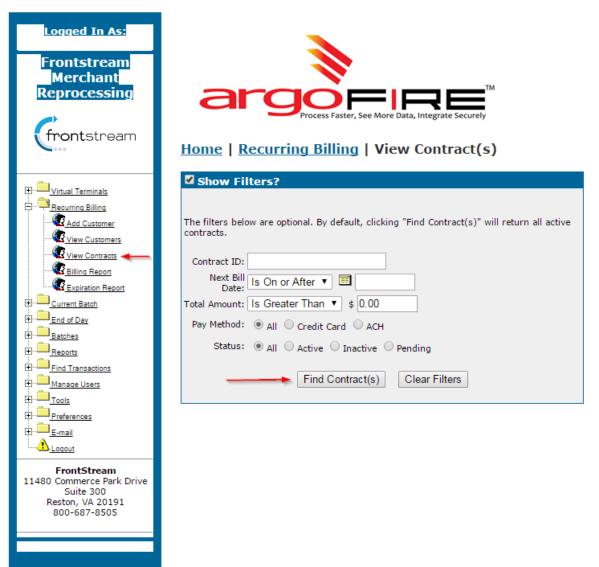
Click on the Customer ID of the customer you would like to edit, this will bring up the customer record

Logged In As: Frontstream Merchant Reprocessing	Arg.		ore Data, Integrate Securely			
Virtual Terminals      Virtual Terminals		ld: 2 Its: 1 through 2 stomers: ▼				
⊡ <u>Current Batch</u> ⊡ <u>End of Day</u>			ner Name 🔺 💌 Last Name 🔺 💌		Email 🔺 🔻	
Batches	□ <u>TEST</u> ←	733888	Test	Test test		Active Active
<ul> <li>Reports</li> <li>Find Transactions</li> <li>Manage Users</li> <li>Tools</li> <li>Preferences</li> <li>E-mail</li> <li>Locout</li> </ul> FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505				1	1	

You can then edit the customer, credit card, ACH, and Contract information

Logged In As: Frontstream Merchant Reprocessing	Home   Recurring Billing   Find Customer(s)   View Customer
<u>Virtual Terminals</u> <u>Recurring Billing</u> <u>Recurring Billing</u> <u>Recurring Billing</u> <u>Wiew Customers</u> <u>Wiew Contracts</u> <u>Billing Report</u>	Primary Contact     Edit Customer       Customer ID: TEST     Email:       Status: Active     (Daytime Phone)       Test Test     '
Expiration Report     Current Batch     Batches     Reports	Payment Info     Add Credit Card or ACH       Payment Type     Account Number     Exp Date       Delete edit     MASTERCARD     *********5454     0516
<u>Find Transactions</u> <u>Manage Users</u> <u>Manage Users</u> <u>Tools</u> <u>Preferences</u> <u>E-mail</u> <u>Logout</u>	Contracts     Add Contract       Contract ID Status Next Bill Date Bill Amount       Delete TEST       Active       4/1/2016       \$15.00       Payment History
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	

-View Contracts - Use this function to search for existing contracts and edit those you find



You can now click on the Contract ID to view and edit the individual contract.

Logged In As: Frontstream Merchant Reprocessing		e More Data, Integrate Securely View Contract(s	)	
Virtual Terminals     Recurring Billing     Add Customer     View Customers     View Customers     View Contracts     Silling Report     Expiration Report     End of Day     Batches     Find Transactions     Find Transactions     Manage Users	Billings Found: 1	▲ ▼ Payment Type ▲ ▼ Credit Card	Next Bill Date ▲ ▼ A 4/1/2016	mount ▲ ▼ \$15.00 payment history
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505				

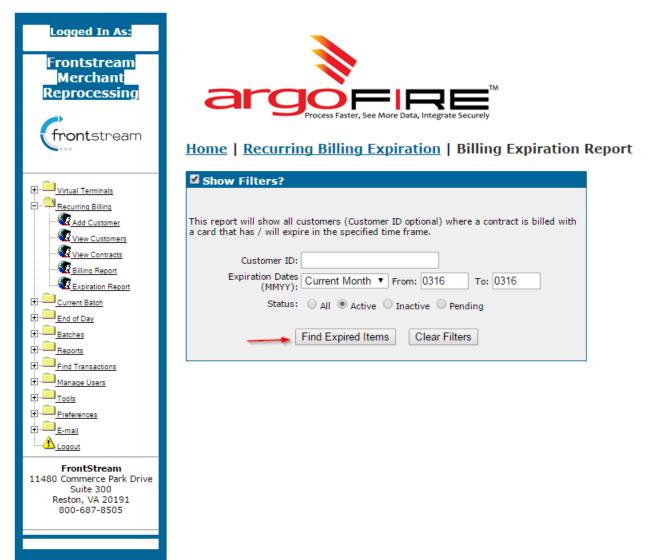
-Billing Report – Use this report to show any contracts that will bill in a given date range

Logged In As:	
Frontstream Merchant Reprocessing	Home   Recurring Billing   Billing Report
Uirtual Terminals	Show Filters?
Recurring Billing     Add Customer     Add Customers     View Customers     View Contracts     Silling Report     Expiration Report     Current Batch     Batches     Reports     Find Transactions     Manage Users     Tools     Preferences     Logout	The filters below are optional. By default, this report will show all billings that have occurred during the current month.  Transaction All  Transaction All  Customer ID:  Billed Amount: Is Greater Than  \$ 0.00  Date Range: Month-to-Day  From: 3/1/2016  To: 3/3/2016  Pay Method:  All  Credit Card  ACH  Find Billing(s)  Clear Filters
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	

You can then click the contract ID to open the specific contract or click the Ref # to show the individual transaction

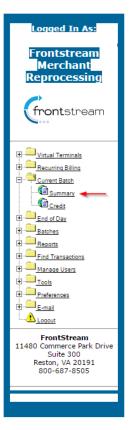
Logged In As: Frontstream Merchant Reprocessing	argo Process Fa Home   Recurring Billi	aster, See More Data, Integrate Securely	TM		
Virtual Terminals     Recurring Billing     Add Customer     Wiew Customers     Wiew Contracts     Wiew Contract     Wiew Contracts     Wiew	Billings Found: 1 Ref # A Y Contract ID A Y 49477328 TEST	Transaction Date ▲ ▼ 3/1/2016 9:38:59 AM	Customer 🔺 🔻	Payment Type ▲ ▼ MASTERCARD	Amount \$15.00
End of Day     Batches     Batches     Find Transactions     Manage Users     Tools     Preferences     E-mail     Logout					
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505					

-Expiration Report – Use this report to show any saved Credit Cards that will expire within a given date range.



## -Current Batch

-Summary – this will show a summary of transaction types in your current batch. You will not see individual transactions, but you will see totals.





Transaction Summary (Current Batch) for Frontstream Merchant ...: 6094

Payment Type	Deposit Amt	Deposit Qty	Return Amt	Return Qty	Net Amt	Net Qty
CASH	\$0.00	0	\$0.00	0	\$0.00	0
AMEX	\$0.00	0	\$0.00	0	\$0.00	0
CARTBLANCH	\$0.00	0	\$0.00	0	\$0.00	0
DINERS	\$0.00	0	\$0.00	0	\$0.00	0
DISCOVER	\$0.00	0	\$0.00	0	\$0.00	0
JAL	\$0.00	0	\$0.00	0	\$0.00	0
JCB	\$0.00	0	\$0.00	0	\$0.00	0
MASTERCARD	\$0.00	0	\$0.00	0	\$0.00	0
VISA	\$0.00	0	\$0.00	0	\$0.00	0
VOYAGER	\$0.00	0	\$0.00	0	\$0.00	0
WEX	\$0.00	0	\$0.00	0	\$0.00	0
DEBIT	\$0.00	0	\$0.00	0	\$0.00	0
ECHECK	\$0.00	0	\$0.00	0	\$0.00	0
EBT	\$0.00	0	\$0.00	0	\$0.00	0
EGC	\$0.00	0	\$0.00	0	\$0.00	0
Totals	\$0.00	0	\$0.00	0	\$0.00	0

-Credit- This will show any transactions that you have not yet settled. Usually, because of a built in autosettlement, these are transactions from the current day. Any transaction in this batch, can be voided. This will be separated for Credit, Debit, and Checks.

Logged In As:	
Frontstream Merchant Reprocessing	Credit Transactions for Frontstream Merchant: 6094 Er Filters
Virtual Terminals     Recurring Billing     Corrent Batch     Corrent Batch     Corrent Day     Corrent Day	Items per page 10 Refresh (0 will fill everything on one page) Ref # Customer ID Inv # Date Result Payment Account # Name Type Status Approval Auth Amt Capture User Register PO Num # A A A A A A A A A A A A A A A A A A A
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	

-Debit

-Checks

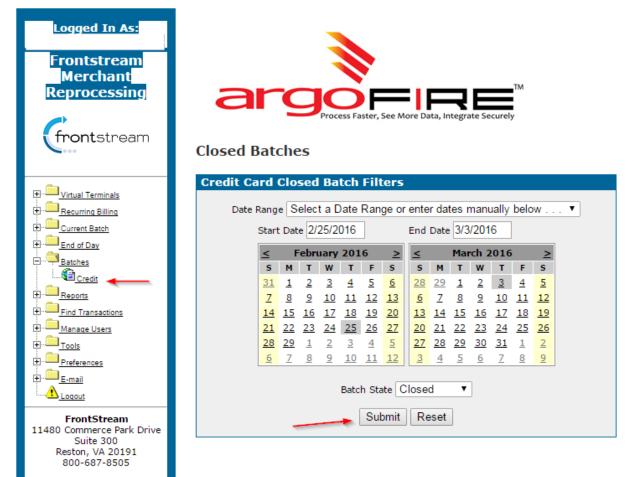
## -End of Day

-Credit-Use this function to manually settle or close the current batch. If there is anything to settle, a button will appear below the "Credit Card Transactions" box.



## -Batches

-Credit- Use this function to search for any batches settled in the given date range. You can then select a batch to show each individual transaction that was settled in the given batch



You will see the results below. You can click the detail to view individual transactions or click Summary to view a breakdown by card type.

Logged In As:
Frontstream Merchant Reprocessing
frontstream
B Vitual Terminals B Mecuring Billing B Mecuring Billing B Mecuring Batch B Mecuring Batch B Mecuring Batches
Preferences <u>E-mail</u> <u>Loqout</u>
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505



Results for Frontstream Merchant ...: 6094

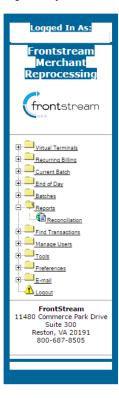
	Batch ID Num	Batch ID	Settle Time	Net Trx	Net Amt	Batch Status (Code)
Detail Summary	<u>15121110363982</u>	OK 009 1211 0013	12/11/2015 1:36:39 PM	50	\$228.32	Settled(1)
Detail Summary	15120222413851	OK 008 1203 0015	12/3/2015 1:41:38 AM	17	(\$17.00)	Settled(1)
Detail Summary	15120213433012	OK 007 1202 0013	12/2/2015 4:43:30 PM	10	\$216.57	Settled(1)
1						

## -Reports

-Reconciliation – use this function to run a basic report showing breakdowns of batches by transaction type. This will show a net amount to expect an approximation of as a deposit.



You will see the results as below. American Express will be shown as negative because it is funded separately.





Reconciliation Report from 12/01/2015 to 03/03/2016

This report helps reconcile your bank deposit to your ArgoFire settlement. Because settlements occur before deposits, this report starts with settlements from the week before the deposit date you requested. The number of days between the settlement date and the deposit date can vary due to bank holidays and other factors. So work backward from the deposit date to find the corresponding settlement date. Usually it is several days before the deposit date. If a date had no activity to settle, or a Type had no activity within a date, that date/Type will not appear on the report. In other words, you'll only see date and Type rows when there is activity.

#### 12/02/2015 Settlement

	Loro occient	Terre .					
Туре	Submitted Count	Submitted Amount	<b>Refund Count</b>	<b>Refund Amount</b>	Return Count	Return Amount	Net Amount
Card	10	\$216.57	17	(\$17.00)	0	\$0.00	\$199.57
TOTALS	10	\$216.57	17	(\$17.00)	0	\$0.00	\$199.57

#### 12/11/2015 Settlement

Туре	Submitted Count	Submitted Amount	<b>Refund Count</b>	<b>Refund Amount</b>	Return Count	Return Amount	Net Amount
Card	50	\$228.32	0	\$0.00	0	\$0.00	\$228.32
TOTALS	50	\$228.32	0	\$0.00	0	\$0.00	\$228.32

#### 01/21/2016 Settlement

Туре	Submitted Count	Submitted Amount	<b>Refund Count</b>	<b>Refund Amount</b>	Return Count	Return Amount	Net Amount
TOTALS	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

## -Find Transactions

-Credit-search for specific transactions using the criteria shown. Identify individual transactions by Reference # on the far left of the report. You can download this report into XML, Excel, and PDF format.

Logged In As: Frontstream Merchant Reprocessing frontstream	Find Credit Tr	ans	sac			See N	lore [	Data, I	ntegra	te Se	curel	тм				
E.	Date	Pape		oloc	taľ	)ato	Ran	<b>ae</b> 0	r ente	r da	tos r	nani	vlle	belo		
Euring Billing	Date	Start		_			rvan	geo	End				-	bero		
<u>Current Batch</u> <u>End of Day</u>		Start			5/20	10		-				201	0			
H Batches		Start	c i im						End	Time	e					
Heports		≤				2016	_	2	<u> </u>			rch 2	_	_	2	
Find Transactions		<b>S</b> 28	M 29	T 1	<b>w</b> 2	т <u>3</u>	F 4	5	<b>S</b> 28	M 29	T 1	<b>w</b>	т 3	F 4	5 5	
Credit		<u>6</u>	Z	8	2			12	<u>6</u>	Z	8	2	10	<u>11</u>	_	
Hanage Users		<u>13</u>	_	_		<u>17</u>		<u>19</u>	<u>13</u>			<u>16</u>				
		20 27	21 28	<u>22</u> 29		<u>24</u> 31	1	<u>26</u> 2	20 27		<u>22</u> 29	<u>23</u> 30	<u>24</u> 31	1	26	
<u>Preferences</u> <u></u>		3	4	5	<u>6</u>	Z	8	9	3	4	5	<u>6</u>	Z	8	2	
	_															
FrontStream	Auth Code											ype				•
11480 Commerce Park Drive Suite 300	Card Holder											/oid [	_			
Reston, VA 20191	Card Number								Pa	iyme		ype				•
800-687-8505	User											tus	All			•
	Register								-			Ref				
	Invoice Number PO Number								Т		Amo ch N					
	Customer ID:									Dat	CH N	un				
	customer 10.															
			_			-	Sub	mit	R	ese	t					

Your results page will appear as below. You can click on the PNRef# to open options to print a receipt, process a refund or reprocess a sale.

ogged In As:																	
ontstream Merchant processing	ar	- G Proces	s Faster, See Mo	re Data, Integrate Ser	TM												
frontstream	Credit Tran			stream Me	rchant		Format: XML	Download									
Virtual Terminals Recurring Billing	Ref # Cus	tomer ID	#	Date	Result	Payment Type A *	Account Type A V		Name	Туре	Status	Approval Code 🔺 🔻	Auth Am	t Capture	User	Register	PON
Current Batch	49477328 TES		3/1/2016	9:38:59 AM			MASTERCARD			RepeatSale		CLIENT NOT		\$15.00	fron6514		-
End of Day	49102483 TES			9:43:23 AM			MASTERCARD			RepeatSale		CLIENT NOT		\$15.00	fron6514		
Batches	48988635				APPROVED		VISA	***********************4346		ForceCapture			\$0.00	\$1,980.00			
Reports	48507329			15 1:34:06 PM			VISA	***************************************		ForceCapture			\$0.00	\$9.15	fron6514		
Find Transactions	48507328						MASTERCARD	**********************2558		ForceCapture			\$0.00	\$10.19	fron6514		
Summary	48507327			015 1:34:04 PM			MASTERCARD	***********7691		ForceCapture			\$0.00	\$5.31	fron6514		
Credit	48507326			15 1:34:03 PM			VISA	********************2208		ForceCapture	APPROVAL	221208	\$0.00	\$5.35	fron6514		
Manage Users Tools	48507325		12/11/20	15 1:34:02 PM	APPROVED	MASTERCARD	MASTERCARD	***************************************		ForceCapture	APPROVAL	239688	\$0.00	\$4.30	fron6514		
Preferences	48507324		12/11/20	15 1:34:01 PM	APPROVED	VISA	VISA	***********5837		ForceCapture	APPROVAL	081918	\$0.00	\$4.02	fron6514		
E-mail	48507323		12/11/20	15 1:34:00 PM	APPROVED	VISA	VISA	*************6512		ForceCapture	APPROVAL	924705	\$0.00	\$4.14	fron6514		
Logout	1234567	8															
FrontStream Commerce Park Drive Suite 300 leston, VA 20191 800-687-8505	Receipt for thi E-Mail Receip Print Receipt PNRef Date Time	YourEmail@e 48507327 12/11/2015 1:34:04 PM	mai [EST]	Yes, F			91?										
	Trans Type	ForceCaptu				5.31 to accor	unt										
	Issuer	MASTERCAR		*****	******7691	L?											
	Account	********	/691	Voc. (	Charge Accou												
	Exp Date Entry Method		_	Tes, C	sharge Accou												
	Total Amt	s5.31															
	Result	Approved															
	AuthCode	246156															
	Message	APPROVA															

## -Manage Users

-Add- Use to add a new user account to your gateway. Use security level to determine what the user can do. 1 is lowest, 4 is the highest. You can configure this in Preferences > Security Settings

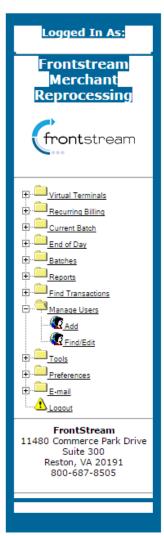
Logged In As: Frontstream Merchant Reprocessing	<u>Home   Users  </u> Add User	
FrontStream 11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	City: Province: V Country: Canada V Send User Settlement Emails Send User Recurring Emails Send User Decline Emails	Street Address 2: State: ▼ Postal Code: Time Zone: Eastern ▼

Save User

-Find/Edit- Use to search and edit existing users on your gateway



You can then click the username to edit the user or reset the password.





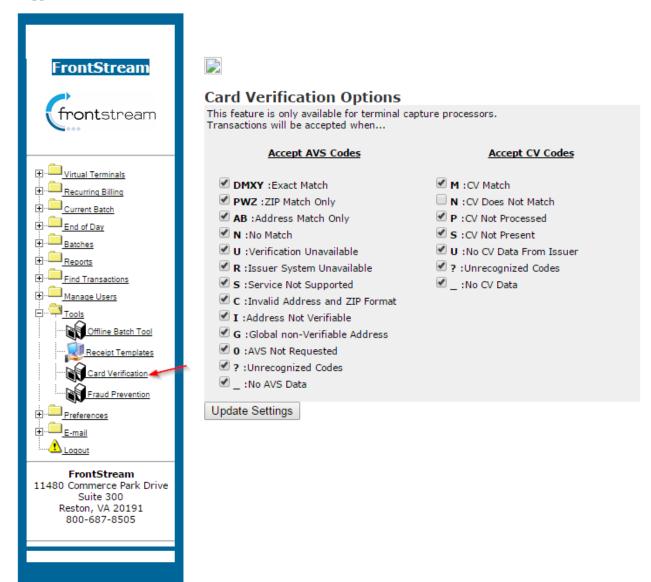
## Home | Users | Find User(s)

Show	Filters					
User Name	Last Name	First Name	Partner ID	Status	Email	Creation Date
<u>fron6514</u> (default)			100	ACTIVE	email@email.com	8/13/2015 7:14:49 AM
<u>wace6661</u>	API user		100	ACTIVE	<u>email@email.com</u>	10/22/2015 10:24:00 AM

## -Tools

-Card Verification – Use the card verification options to configure the accepted AVS (Address Verification System) and CV (card verification) codes. AVS will cross check the address information provided with the information associated with the card and return one of the responses below. The CV will cross check the CV number entered with the CV associated with the card and return one of the responses below.

Any checked responses will be Approved by ArgoFire, assuming there are no other issues with the card, while any unchecked will be declined. For more detail on these codes, please contact Frontstream Support.



-Fraud Prevention – Use the Fraud Prevention options to configure extra limits for your transactions:

-Limit – Set a transaction floor and ceiling to decline any transaction below the floor or above the ceiling

-Velocity – Set a velocity/frequency limit to the amount of transactions that can be processed in a given time (ex: Velocity Limit: 5 Velocity Interval: 1 min means only up to 5 transactions can be processed in a one minute interval, any over the limit will be declined.

-BIN – Input specific card numbers or BIN ranges that you do not want to process under any circumstances. Any card number listed here will be automatically declined

- IP – Input specific IP addresses to block any transactions originating from that IP address.

FrontStream	Fraud Prevention Options
frontstream	Limit Blocking Transactions containing an amount above or below the configured limits will be declined
Uitual Terminals	Floor Limit: Ceiling Limit: Blank disables) (Blank disables)
End of Day Batches	Velocity Blocking Transactions above the configured allowed count will be dedined
Poports     Find Transactions     Manage Users	Velocity Limit: Velocity Interval: 1 min  (Blank disables)
Tools     Offline Batch Tool     Offline Batch Tool     Receipt Templates     Card Verification     Second Prevention	BIN Blocking Transactions containing the listed card numbers will be declined Add Card
FrontStream	Denied Card List           Remove Selected           Remove All
11480 Commerce Park Drive Suite 300 Reston, VA 20191 800-687-8505	IP Blocking
	Transactions that originate from the listed IP addresses will be declined           Add IP
	Denied IP List          Remove Selected         Remove All
	Update Settings

## -Preferences

-Access Control – identify specific IP addresses or Country that can access the gateway

-Device Setup – Connect devices to the Argofire gateway, such as Card readers, pinpads and check readers. For assistance, please reach out to Frontstream support.

-Password – Reset your password

-Security- Update security settings and determine which security levels can perform what tasks. 1 is the lowest Security level and 4 is the highest.

Still have questions? Give us a call at 1-800-687-8505 option 3, option 6!