Help · Argora Commerce

Welcome to Argora Commerce

Argora Commerce runs your shop: the counter, your orders and your shipping. This guide covers what you get today, what to have ready, how setup goes, your first day, and where to get help. We set you up together, so you won't do this alone.

Updated October 13, 2026

What you get

Everything here works today.

A register

Ring up sales at the counter in a web browser, on a laptop or a counter screen. Staff sign in with their own PIN. Take cash: Commerce shows the change due. Or send a payment link: the customer pays by card on their own phone.

Orders mode

One queue for online and phone orders: **New**, **Preparing**, **Ready**, **On the way**, **Done today**. One button moves each order to its next step.

Card payments by payment link

Send a link from the register or an order; the customer pays by card on their own phone. Money goes to your bank account automatically.

Your own shop page

Customers order online for pickup or shipping and pay by card. No website needed.

Shipping with Argora Ship

Rates from the carriers side by side, labels in one click or a whole batch, and return labels. Ship comes with Commerce at no extra charge.

Back office

Your menu or products, stock, customers, employees, the day's sales, and the settings for each location.

Emails to your customers

Receipts and order updates by email, with your logo, under your business's name. Replies come to you.

Only what you use

Commerce shows only the parts you use. Change how you sell any time in **Settings › Business**.

Coming

These are on the way. We'll tell you when each one is ready; until then, don't plan your day around them.

- **Card readers** for the counter. You buy them from Argora at our cost: we add nothing to the price.
- **Tap to Pay on iPhone:** the customer taps a card or phone on your iPhone.
- **The Argora Commerce app** for iPad and iPhone, a register you install. Today the register runs in a web browser.
- **Local delivery with your own drivers,** through the Argora Driver app on each driver's phone.
- **Text messages:** receipts and order updates by text.
- **Sales tax by the customer's address** for shipped orders. Today every order uses its location's rate.

What to have ready

Gather these before your setup call. With everything ready, setup takes one sitting.

Your business

- The name customers know you by, and the business address and phone number.
- Your logo, as an image file. You can crop it when you upload it.
- Each location's street address and sales tax rate.
- For card payments: the legal business name and EIN (or the owner's SSN for a sole proprietor), the owner's date of birth and home address, the same for anyone who owns 25% or more, and the bank account for payouts. Keep a photo ID nearby in case Stripe, our payments partner, asks for it.

What you sell

- Your menu or product list as a spreadsheet, with these columns: **category**, **item**, **price**, **taxable** and **modifiers** (options such as "Oat milk +$0.75").
- Photos and descriptions of your items, if you have them. You can add them later.

Your team

- The name and email of each person who will use the back office.
- The name of each cashier. Each gets a PIN of 4 to 8 digits for the register.

If you ship

- The address parcels leave from.
- Your box sizes in inches, and each empty box's weight in ounces.
- Your UPS or FedEx account number, if you want to use your own rates (optional).

Devices

- For each register: a laptop or a counter screen (a tablet works too) with a current web browser and a reliable internet connection.

How setup goes

Plan on about two hours, on a call with us. The owner needs to be there for the first part.

1. Your account

1. Open the invitation email and join. You sign in to every Argora app at **id.argora.net**.
2. On your account page, under **Two-factor authentication**, click **Add a passkey** or **Add an authenticator app**. We recommend it for every owner. Save your backup codes.
3. In **Argora Admin › Organization**, under **Branding**, click **Upload**, choose your logo, then **Save logo**. It shows on your receipts and customer emails.

2. How you sell

Open **commerce.argora.net**. The first time, the owner sees **Set up Commerce**, four short steps:

1. **How does your business sell?** In person, online, or both.
2. **How do online and phone orders reach your customers?** Pickup, shipping, or none.
3. **A few details:** what you sell, whether to ask for a tip, and whether to count stock.
4. **Your Commerce is ready to set up:** your modes, and a list of next steps.

Change these answers later in **Settings › Business**.

3. Card payments

Only the owner can do this step.

1. Open **Payments**. Read the Argora Payments Terms and click **Accept and set up payments**.
2. Fill in **Business details**: the business, the owner and the bank account for payouts. Stripe, our payments partner, checks the identity details. You can stop and come back; what you entered is kept.
3. Cards turn on when the checks clear. That can take from a few minutes to a day.

4. Your shop

- **Locations:** add each one with its name, time zone, sales tax rate and street address. Then fill in its **hours, contact and fees**.
- **Menu** (or **Products**): click **Import from CSV** and **Preview import**. You see what will be added and changed before you click **Import**. Then check prices, options and taxes.
- **Stock**, if you count stock: enter what you have. A counted item shows **Sold out** when it runs out.
- **Admins** (owners only): under **Invite by email**, invite each person who will use the back office, as a manager or an owner. They get an email with a link to join.
- **Employees:** add each person who uses the register with a name, a role and a PIN. Staff ring up sales; managers can also give refunds. Only an owner adds or changes a manager's PIN.
- **Settings › Managers:** choose what managers may change, and how much they may refund.

5. A register

1. In **Registers and stations**, click **Add a station**, choose the location and what it **Opens in** (Register or Orders), then **Get a code**.
2. On the register's browser, open **commerce.argora.net/station** and type the code and a name, like "Front counter". The code works once, for 15 minutes.
3. Staff then sign in on it with their PIN.

6. Shipping

Only if you ship. **Shipping** in Commerce walks you through it, with links into Argora Ship: your ship-from address, a box you ship in, and how labels are paid.

Your first day

Signing in

- **Back office:** commerce.argora.net, with your Argora sign-in.
- **Register:** your PIN. The register locks itself after 5 minutes without a touch, and anyone can lock it by hand.

A sale at the counter

1. Tap the items, then **Charge**.
2. Choose **Cash**, enter what the customer handed you, and give the change shown. Or send a **Payment link** and the customer pays by card on their phone.
3. The customer can have a receipt by email.

Save for later keeps a sale open under **Saved sales**. The register needs an internet connection.

Phone orders

In Orders mode, click **New phone order**: pick the items and the customer, then how it leaves (pickup or shipping). Take the payment now in cash, or choose **Pay at pickup**: the order stays in the queue until it's paid.

Refunds

At the register, open **Recent sales** and click **Refund**. Staff need a manager's or owner's PIN. In the back office, open the order from **Sales history**. Managers refund within the limits you set.

End of the day

Today in the back office shows the day for any location: what you collected, tips, refunds, tax, and cash by tender. Count the drawer against the cash line.

Shipping with Argora Ship

- **Rates side by side.** Every carrier you can use, cheapest first, next to what the carrier charges at the counter.
- **From an order:** in Orders mode, **Buy label and print**. Select several orders to buy and print their labels together.
- **Many at once: Bulk labels** in Argora Ship buys up to 500 labels from a spreadsheet and prints them in one file.
- **USPS pickups:** at the end of the day, **End of day: SCAN form** puts the day's USPS labels on one form for the carrier to scan.
- **Returns:** make a return label and email it to the customer from the label's page. They get a link to print it, with the date to use it by.
- **Unused labels:** void a label the carrier hasn't scanned, for a refund. A label never scanned is voided by itself after 28 days and refunded in full. Refunds reach your postage balance when the carrier confirms them; USPS can take 2 to 4 weeks.
- **Your own carrier account:** connect your UPS or FedEx account in **Carriers** to see your own rates next to ours. The carrier bills you for those labels.

Paying for postage

Labels are paid up front from your postage balance, in **Settings › Postage** in Argora Ship. Top up by card from $25, or let a card on file reload it when it runs short.

New businesses can spend up to $250 a month on postage. The limit rises to $2,500 by itself once you've been with Argora Ship for 30 days and your first payment has cleared. Need more? An owner clicks **Raise my limit**.

What it costs

- **Commerce:** your monthly price is the one we agreed with you. It appears on your Argora bill in **Argora Admin › Billing**. Add a card there with **Add payment method**.
- **Argora Ship:** included with Commerce, at no extra charge. You pay for postage. Postage is at discounted carrier rates, below the carrier's retail price; labels on your own UPS or FedEx account are $0.15 each. Insurance, if you add it, is the carrier's fee: about 1% of the value you insure, $1 at least.
- **Card payments:** one price per payment, Stripe's processing included; no separate Stripe bill. **Payments › Settings › Fees** shows your exact prices. Each sale shows its fee, and payouts arrive after fees.

Getting help

Contact us

- **Email:** support@argora.net. It's also **Help & support** in the menu under your name in every Argora app.
- **Hours:** Monday to Friday, 9am–5pm Pacific. A message sent outside those hours is answered the next business day.
- **Phone:** none yet; email us.
- **Support page:** argora.net/support, with these details, every guide and what's live today.

A register is lost or stolen

In **Registers and stations**, click **Revoke** next to it. It is signed out at once and needs a new code to come back.

Can my staff see my sales numbers?

No. Staff use the register with a PIN and never see the back office. People you invite to the back office see it, and managers work within the limits you set in **Settings › Managers**.

What about sales tax?

Each location charges its own rate. Commerce shows the tax on every sale and on **Today**. You file and pay the tax.

Who do customer emails come from?

From Argora's address under your business's name. When a customer replies, the reply reaches the owner, or the address you set in **Settings › Customer emails**, where you also choose which emails go out.