

# Transferring Forte Tokens from One MID to Another

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Tokens are random, alpha-numeric strings that represent stored, encrypted data. Tokenization is a common practice in the payment industry to protect sensitive data. Tokens are assigned to payment methods by Forte and are stored in the customer's accounting database to reference those payment methods. All tokens Forte creates are assigned to the customer's unique Merchant ID (MID).

If companies get a new MID from Forte, and they intend to use that MID with payment methods that already exist in their accounting system, the tokens for those payment methods must be transferred from their original MID to the new MID. This process must be done in their accounting system as well as in Forte's system. The process for moving the tokens will be different in SedonaOffice, AlarmBiller, and Managely, but regardless of the program used, the first step is to have Forte transfer the tokens on their end.

The link below provides the form that the customer needs to complete:

<https://support.forte.net/support/solutions/articles/11000050974-client-data-transfer-request-form>

For assistance with this process, customers can contact Forte directly at the following email address: [integration@forte.net](mailto:integration@forte.net)

Merchants may also transfer data to a PCI-compliant third party. Select the desired option and fill out the section accordingly, sign and date the request then fax the completed form to 469-675-8731. All requests will be authenticated and verified.

Forte offers three options when it comes to client data transfers:

**Option #1:** I want to transfer all client records to a Forte Merchant ID: \_\_\_\_\_  
Include unprocessed (future) scheduled transactions:  Yes  No (Select one)  
*Client records will be transferred from one merchant account to the other after the request is approved.*

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**Option #2:** I want to transfer all client records to a Forte Merchant ID: \_\_\_\_\_  
I want to transfer client records to multiple Forte Merchant IDs:  Yes  No (Select one)  
*Merchant will be provided a spreadsheet of clients and will need to fill in the Forte Merchant IDs they are to be transferred to. Client records will be transferred to the indicated Merchant IDs after the request is approved.*

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**Option #3:** I want to transfer client records to a PCI compliant third party  
Send file via:  Email (or)  FTP (Required for 10,000+ records)  
Data to be exported:  All  CC Only  EFT Only  Client Tokens  Payment Tokens

Additional information Forte requires for third-party transfers:

*Please provide the following:*

- 1. Third party contact information including entity name and email address.*
- 2. We only accept data using a PGP Key. Please email the PGP key for encrypted file transfer to [customerservice@forte.net](mailto:customerservice@forte.net); In the body, cite applicable Forte Merchant ID(s) and reference this faxed document. (Note: self-decrypting files are no longer acceptable).*
- 3. Proof of Third Party's PCI-Compliance –This will be required if we are unable to independently verify such compliance.*