

EFT Funding for Gateway Processors

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When a customer is setup to use CSG Forte as a Gateway, they will not receive funding information from Forte for the transactions that are funded by a third party processor. This means that if you enable Funding Batches, the setting will not work for any transactions that are sent through the Gateway.

The distinction is the party doing the funding, the movement of money between accounts. If there's a third party credit card vendor, Bold still sends the transaction to Forte first. Forte then forwards that transaction to the third party credit card vendor who funds the transaction. The third party vendor then communicates that the transaction has settled to Forte and back to Bold. Since Forte is not moving the money between accounts, they do not have the funding information required to make Funding Batches function.

For example, if the customer uses a third party credit card vendor, but they use Forte for their ACH transactions, then Funding Batches will work for ACH transactions, but not credit cards. This is because Forte will be funding the ACH records and can provide that information. As they are not the funder for credit cards, Forte can't provide Bold the funding information that allows Funding Batches to work. It will be up to the customer to decide if they want to continue having Funding Batches enabled for half of their transactions and clicking through the popup for their other transaction type, or to disable the setting entirely.
