

Forte Common Data Errors

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There are a handful of data issues that can cause errors or stop payments from being processed.

1. Customer Token was imported into the ACH_Direct_Token - The payment token from Forte is the proper field.
 2. PCI non – compliant. – In the AR_ACH_Direct Table, all merchant lines that are processing payments need to have a capital “C” in the PCI_Compliance field.
 3. The merchant_ID for the cards in AR_Customer_cc needs to match either the branch merchant_ID or a valid merchant_ID in AR_ACH_Direct
 4. All Card_Types need to be upper case
 5. Forte abbreviates American Express Cards “AMEX”. Those cards need to be “AMER” in AR_customer_CC.
 6. As most Forte imports are CSV uploads, it is important to remove all hidden whitespaces.
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