

# Transferring EFT Info from AB to SO (Internal)

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The following was pulled from a communication regarding a customer moving from AB to SO and had questions about how to transfer their payment methods and Forte info. Future customers making the same switch would need to follow similar steps.

To move their EFT info from AB to SO, they will need to do the following, and they will likely need a Professional Services project to help them get it done.

1. Enter their Forte credentials into SedonaOffice - they can have their credentials in both AB and SO, this is allowed and will not cause errors. Just make sure they have a clear cut-off date for when they will stop processing in AB, so they don't accidentally charge the customer for the same invoice in both AB and SO.
  2. Do not transfer EFT transaction information from AB to SO. The record of the payments on the accounts can be transferred if/where needed, but not the transactions themselves. This will also help prevent double billing.
  3. Do not turn on the auto submit in the EFT setup in SO until the transfer from AB to SO is complete. This will also help prevent double billing.
  4. They will need to export their payment methods with their associated paymethod token from AB to SO. As long as they are using the same merchant ID in both AB and SO, these same tokens can be used. This means they don't need to re-tokenize the payment methods; they can simply transfer them as is.
  5. They mentioned they have two branches in SO. This means they will have the option to use the same Merchant ID for both branches, or they can choose to use a different merchant ID for each branch. If they are using the same merchant ID, simply assign their existing MID to both branches in the branches setup table, and they will be good to go. If they are going to set up a second MID, they will need brand new credentials from Forte for the new MID, and they will need Forte to do a token transfer for the payment method tokens that will be moved from the old MID to the new MID.
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