**Statement of Work**

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**Client Data Import**

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**Statement of Work Overview**

Forte’s Integration team is responsible for executing deliverables related to the client data import process, which is includes data massaging, importing data into applicable Forte platforms and tokenizing payment data as well as customer data if requested. Please review the following information related to import requirements, Forte’s scope of work and the associated fees to complete each import.

**Import Consultation**

Forte requires an initial consultation call with an Integration specialist to capture details related to the scope of the import. All Data Import consultation request should be sent to [integration@forte.net](mailto:integration@forte.net). Requests received after 2PM CDT will be responded to by the next business day. An Integration Specialist will contact the customer via email to schedule time to discuss the import. We recommend that the customer is prepared to discuss the following:

**Import Details**

* Estimated volume of records
* Timeline for completion (may need to be modified if request does not allow enough time for import process to be completed)
* Provide business/technical point of contact for Integration
* Confirm PCI compliant 3rd party source import data will be received from
* Confirm if access to FTP server is needed
* Provide anticipated date that data will be sent to Forte from the PCI compliant 3rd party source

**Forte Deliverables & Requirements**

* Overview of import process
* Assign Integration Specialist and customer point of contact
* Provide estimate for completion based on customer input volume estimates
* Schedule future calls to discuss outcomes from data import assessment upon receipt of data from PCI compliant 3rd Party
* Discuss tokenization options
* Review data import and customer requirements
* Email authorized contact Import Authorization & Release Form with Fee Estimate

**Data Import Requirements & Recommendations**

**PCI Requirements**

* All data files must be encrypted with Forte PGP public key in accordance with PCI requirements. Forte’s third-party file transfer public key can be accessed [here](https://support.forte.net/support/solutions/articles/11000055423-what-is-the-forte-third-party-file-transfer-public-key-).
* Data must be transferred from a PCI compliant third party which will be validated via the Visa PCI DSS or PA DSS

**Data Requirements**

* Format should be comma delimited or pipe delimited if commas must be used inside of data fields
  + If the format is comma delimited no other commas can be inside of data fields. Additional commas will cause program to assume new fields and cause error (Ex. Company Name: XYZ, Inc).
* Credit card expiration date proper format: YYYY/MM
* Credit card date cannot be expired.
  + If it is expired and in the correct format, we can remove the data but are unable to import.

**Data Import Recommendations**

* It is preferred that the client payment method data and credit card data is sent in the same file to minimize the need for additional time to aggregate the data and the potential for errors.
* We recommend that the cardholder name is listed in separate cells from the First Name, Last Name & Company Name fields.

**Customer Requirements**

A Client Data Import Authorization & Request Form must be completed before Integration can review the import data and complete the import process. This form includes the following information and will be sent via email after the consultation call has been completed.

* Fee agreement
* Business Name
* Forte Location ID (also referred to as Merchant ID or MID)
* Email address to send exception report and results
* Name and Title of Authorizing Individual (must be owner, officer or application signer)
* Signature of Authorizing Individual

**Data Import Assessment Review**

As a courtesy, Forte provides a complimentary data import review for merchants to be able to provide a more accurate estimate to complete the desire import. Upon receiving the completed authorization and release form, and subsequent data from the PCI compliant 3rd party source; Forte will require up to three (3) business days to review the details and provide an updated billing estimate. An Integration Specialist will email the business contact confirmation that the data has been received and will a schedule call to discuss outcomes related to the data import including:

* Confirm date to begin import process
* Provide estimated timeline to complete import
* Provide an updated billing estimate based on hours of expected work

**General Scope of Work**

In most cases, Integration generally requires one (1) business day for every 25,000 records to be imported. An additional one (1) to three (3) business days will be required to complete the import and tokenization once all data has been massaged. The below chart provides a general overview of the scope of work.

|  |  |  |
| --- | --- | --- |
| **Post Consult**  **Import Lifecycle** | **Volume** | **Estimated Import Lifecycle Implementation** |
| * **Data Import Review** * **Data Massaging** * **Data Import** * **Data Tokenization** | **Up to 100,000** | **5 business days** |
| **Up to 250,000** | **10 business days** |
| **UP to 500,000** | **20 business days** |
| **1M+** | **Requires full technical project plan** |

**Data Massaging & Import Fees**

Forte charges $150 per hour for massaging data which includes data cleansing, parsing, formatting as well as system import and tokenization. Below is a general guideline for the associated fee. Forte will track time using an internal tool to provide the customer a final amount that will be invoiced.

|  |  |  |
| --- | --- | --- |
| **Volume** | **Estimated Import Hours** | **Estimated Fee** |
| **Up to 100,000** | **12 - 15 Business Hours** | **$1,800 to $2,250** |
| **Up to 250,000** | **30 – 40 Business Hours** | **$4,500 to $6,000** |
| **UP to 500,000** | **60 – 80 Business Hours** | **$9,000 to $12,000** |
| **1M+** | **TBD** | **Requires full technical project plan** |

\*Estimates based upon data with average data massaging needs, imports that have extensive errors and formatting issues may require additional time.

**Additional Information**

**Special Considerations**

* REST tokens can only be used in our REST platform, SOAP tokens can be used in all of our APIs.
  + Payment and Customer tokens created via REST API are not viewable in the Virtual Terminal.
  + Payment and Customer tokens created via SOAP API are viewable in both our Dex and Virtual Terminal platforms
* The Virtual Terminal does not currently support address validation
* Schedules are not included in the import – if required additional scoping and fees may be required.

**Contacts**

**Integration Team Contact Information**

**Consult Request:** [integration@forte.net](mailto:integration@forte.net) **Technical Support:** [Integration@forte.net](mailto:Integration@forte.net)

**Support Portal:** <https://support.forte.net> **Phone:** (866) 290-5400, Option 5

**Escalation Contacts**

Any issues related to the import/export project that cannot be resolved by the Technical Support rep it can be escalated to the following:

* **Director Service Desk, Forte Customer Services**
  + Glenda Johnson, [Glenda.Johnson@csgi.com](mailto:Glenda.Johnson@csgi.com)
* **VP Payments Operations, Forte Account Management**
  + Jeanette Mbungo, [Jeanette.Mbungo@csgi.com](mailto:Jeanette.Mbungo@csgi.com)