



Account Change Requests

Address Change

Purpose of Change: Update physical and/or billing address on merchant account.

Updating with CSG Forte: An authorized contact on the account should complete the online address change request form – [Click Here](#).

Updating with Rentec Direct: Self-serve options to update address are available within Rentec’s software. If assistance is needed, contact Rentec Direct at 800-881-5139 / success@rentecdirect.com

Bank Account Change

Purpose of Change: Update bank account on file used for settlement/funding

Updating with CSG Forte: Authorized signer on account should complete the online bank change request form – [Click Here](#).

Updating with Rentec Direct: No additional steps are needed, as CSG Forte will notify Rentec Direct with the updated banking information once the request has been completed.

Legal Entity Change or Signer Change

Purpose of Change: Update legal entity information (EIN, Business Name) for the business or update signers on the application.

Updating with CSG Forte: Contact Rentec Direct for new application to be submitted with new legal entity or signer information.

Updating with Rentec Direct: Contact Rentec Direct at success@rentecdirect.com / 800-881-5139.

Contact Change

Purpose of Change: Update Primary Contact or Authorized Contacts on merchant account.

Updating with CSG Forte: An authorized signer should complete the Contact Change request form – [Click Here](#). Be sure to have the authorized contact being added to sign in the signature box by their information so we have their signature on file for future requests. Remember to indicate if any contacts should be removed. The authorized contact making the request should sign at the bottom as the person authorizing the request.

Updating with Rentec Direct: Self-serve options to update address is available within Rentec’s software. If assistance is needed, contact Rentec Direct at 800-881-5139 / success@rentecdirect.com

DBA Changes (no EIN change)

Purpose of Change: Update the DBA name without a EIN change

Updating with CSG Forte: email partnersupport@forte.net

Updating with Rentec Direct: Contact Rentec Direct at success@rentecdirect.com / 800-881-5139.

Transaction Related Inquiries

Voids & Reversals

If a transaction is needing to be voided or reversed, please contact Rentec Direct at Rentec Direct at 800-881-5139 / success@rentecdirect.com.

Transaction Failures

If you receive any of the following error messages when attempting to process a transaction, please contact Rentec Direct at 800-881-5139 / success@rentecdirect.com.

- Unable to process payment: Online Payments require a PRO or PM subscription
- Unable to process payment: ACH: Account not setup for ACH
- Unable to process payment: Invalid tenant payment data
- Unable to process payment: ACH: Renter must have first name, last name phone number
- Unable to process payment: ACH: No property linked to renter
- Unable to process payment: ACH: Property Address Invalid

Transaction Declines or Returns

For any transaction assistance related to declines or returns, please contact CSG Forte at 866-290-5400 opt 2 or partnersupport@forte.net.

Recalls

When a "recall" notice is received, proceed as normal. Forward request to Risk for further processing. When responding to the merchant, include Rentec success@rentecdirect.com and inform them the request has been submitted to Risk.

Application / Account Inquiries

Account Closure Request

Purpose of Request: Request to close merchant account
Contact CSG Forte to close your merchant account at 866-290-5400 opt 2 or email partnersupport@forte.net. CSG Forte will notify Rentec Direct once closure has been completed.

Adding additional services to existing account or additional merchant accounts

If you would like to add additional processing services or open additional merchant processing accounts, please contact Rentec Direct at Rentec Direct at 800-881-5139 / success@rentecdirect.com.

Requesting a copy of existing merchant application: please contact CSG Forte at 866-290-5400 opt 2 or partnersupport@forte.net.
