

# **Remote Access Module (RAM) – Online Reporting User Guide**

September 2020

## Contents

1.0	Introduction.....	5
1.1	Overview.....	5
1.2	Supported Browsers .....	5
1.3	About RAM Users and Merchants.....	5
1.4	What is RAM Session? .....	6
1.5	What Are the Merchant Types? .....	6
1.6	Who Is the Currently Selected Merchant?.....	7
1.7	Changing Merchants Using the Merchant Navigation Area .....	7
1.8	Selecting Account .....	8
2.0	Using the Common RAM Functionality.....	10
2.1	Understanding the RAM Page Layout.....	10
2.1.1	Using RAM Information Links.....	10
2.1.1.1	Using the Edit Profile Hyperlink.....	11
2.1.2	Using the Edit Profile Hyperlink.....	12
2.1.2.1	Using the Quick Links Icon.....	13
2.1.2.2	Using My Favourites Icon.....	13
2.1.2.3	Using the Collapse/Expand Banner Icon .....	14
2.2	Paginating Large Amounts of Output .....	14
2.3	Using the Download Options.....	14
2.4	Posting Dates.....	15
2.5	About Currencies .....	15
3.0	Accessing RAM Pages.....	17
3.1	Login Page.....	17
3.2	Welcome Page.....	18
3.3	Unlock Session .....	18
3.4	Users Reset Their Own Password .....	19
3.5	About the Merchant Details Page .....	22
4.0	Using the Transaction Activity Pages .....	24
4.1	Opening the Processed Batches Page .....	24
4.1.1	Viewing the Transactions Page.....	24
4.2	Opening the Chargeback Status Page.....	25
4.2.1	Chargeback Status Details Page .....	26
4.3	Viewing the Retrieval Request Page.....	27
4.4	Opening the Suspense Transactions Page.....	27
4.5	Opening the Processed Transactions Page.....	28
4.6	Opening the Custom Data Search Page .....	29
5.0	Using the Funding Pages .....	31
5.1	About the Account Page .....	31
6.0	Using the Chargeback Page.....	34
6.1	Searching Chargeback Cases .....	36
6.2	Viewing Case Details .....	36
6.3	Viewing Transactions.....	37
6.4	Viewing Actions.....	37
6.5	Viewing Authorisations.....	37
6.6	Viewing Letters and Attachments.....	38
6.7	Viewing Merchant Information.....	38
6.8	Viewing Merchant Notes .....	38



© 2020 Fiserv, Inc. or its affiliates. All rights reserved. This work is confidential and its use is strictly limited. Use is permitted only in accordance with the terms of the agreement under which it was furnished. Any other use, duplication, or dissemination without the prior written consent of Fiserv, Inc. or its affiliates is strictly prohibited. The information contained herein is subject to change without notice. Except as specified by the agreement under which the materials are furnished, Fiserv, Inc. and its affiliates do not accept any liabilities with respect to the information contained herein and are not responsible for any direct, indirect, special, consequential or exemplary damages resulting from the use of this information. No warranties, either express or implied, are granted or extended by this document.

<http://www.fiserv.com>

Fiserv is a registered trademark of Fiserv, Inc.

Other brands and their products are trademarks or registered trademarks of their respective holders and should be noted as such.

This document has been created by Fiserv and is classified FISERV CONFIDENTIAL. This document is restricted to the received party and not to be forwarded or transferred without the approval of Fiserv.

# Chapter 1

## 1.0 Introduction

This chapter provides an overview of the Remote Access Module and also outlines what is contained within this guide.

### 1.1 Overview

The Remote Access Module (RAM) is an Internet application developed by OmniPay, which provides customers with access to their acquiring data held on OmniPay systems.

This document is a guide to the functionality provided by the RAM application for Merchants.

The functions supported by RAM include:

- View merchant profiles
- View submitted transactions (presentments)
- View authorisations
- View detail of transaction data on a per-MID level
- View summary transaction data on a per-MID level
- View data to help in reconciliation and back office functions
- View merchant funding
- Extract data
- View exception items (Retrievals, chargebacks)
- Upload, chargeback documents

### 1.2 Supported Browsers

RAM is approved for use on the following browser versions using default installation settings:

- Microsoft Internet Explorer 9.x+ and above (Version 11 has been verified with RAM 6.12.)
- Mozilla Firefox 2.x+ and above (Version 45 has been verified with RAM 16.2.)
- Google Chrome 40+ (Version 69 has been verified with RAM 18.6.)

Newer browser versions from these same suppliers, which come to market after a given RAM release, cannot be guaranteed to work in all cases and may have to be run in a backward compatible mode until such time as a fully compatible RAM release can be made available.

RAM may work correctly with browser versions from other suppliers but this is not specifically guaranteed.

### 1.3 About RAM Users and Merchants

Every user is assigned a User Name and Password with which to log onto RAM. You must follow the password protection procedures set by the institution and take all necessary steps to make sure that your Password remains secret.

You should be aware of the following:

- Passwords should not be shared between users
- You should not choose Passwords that consist solely of a dictionary word or that are easily derived from personal information such as first or last names, company names or telephone numbers

## 1.4 What is RAM Session?

A RAM session is invoked when you log onto RAM. This RAM session controls your access to the system and is valid only for the period covering the time from when you log on until the time when you log off (or are automatically logged off due to a timeout).

You can have two session timeouts. After the first session timeout, the session is locked but can be recovered to the point where the session was locked, on successful Password entry. After the second session timeout, the session is killed and you must log on again.

**Note:** Only one session is allowed per RAM user, if you log on a second time, the first session is automatically logged out

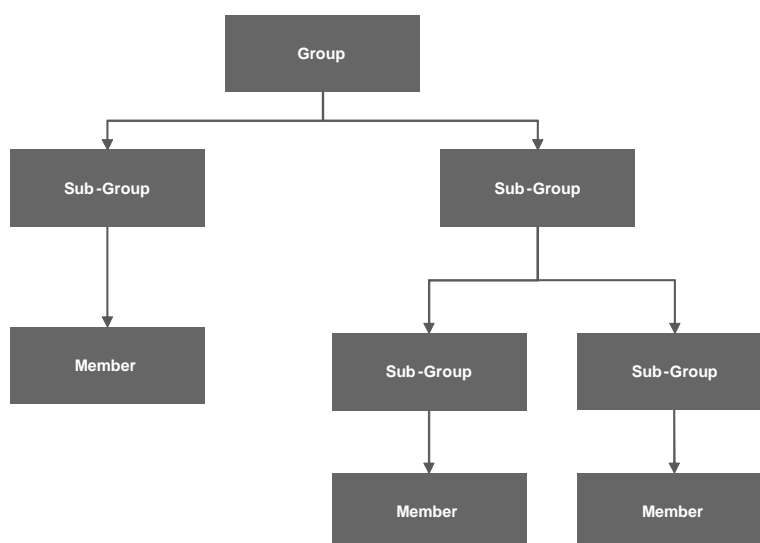
## 1.5 What Are the Merchant Types?

There are three types of merchant:

- Group merchants
- Sub-group merchants
- Member level merchants

Group or sub-group merchants are only relevant where merchants are set up within a hierarchy or chain structure as in Figure 1.1.

**Figure 1.1. Merchant Hierarchy**



A group merchant is the highest level in the hierarchy and a sub-group merchant is always between the highest and lowest level of a hierarchy. A member level merchant is the lowest level in a hierarchy.

A group and sub-group merchant cannot acquire transactions, though they can be used to aggregate billing and settlement. A member level merchant acquires transactions.

## 1.6 Who Is the Currently Selected Merchant?

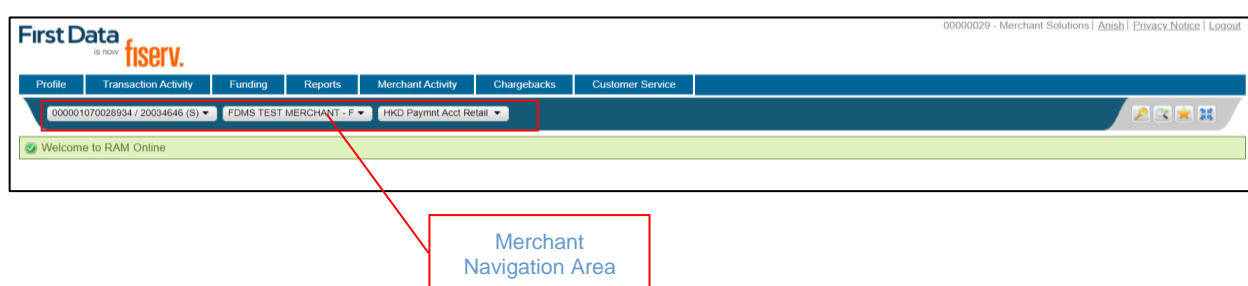
When a user logs onto RAM, the selected merchant is set to the merchant number associated with the RAM user.

The merchant number consists of an indicator (G for group merchants, S for sub-group and M for member level merchants).

## 1.7 Changing Merchants Using the Merchant Navigation Area

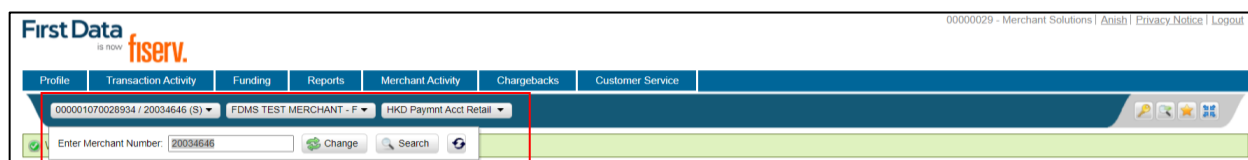
Searches based on the merchant number are controlled by a common merchant navigation area, which appears below the RAM Main Menu.

**Figure 1.2**



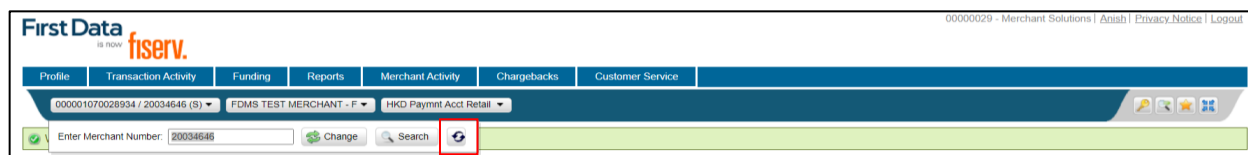
The merchant navigation area offers the option to search for data related to a particular merchant or merchant group. Alternatively, a merchant can be selected using the Select, to switch MID, use the "Enter Merchant Number" text box (Figure 1.3).

**Figure 1.3 Select Merchant Number**



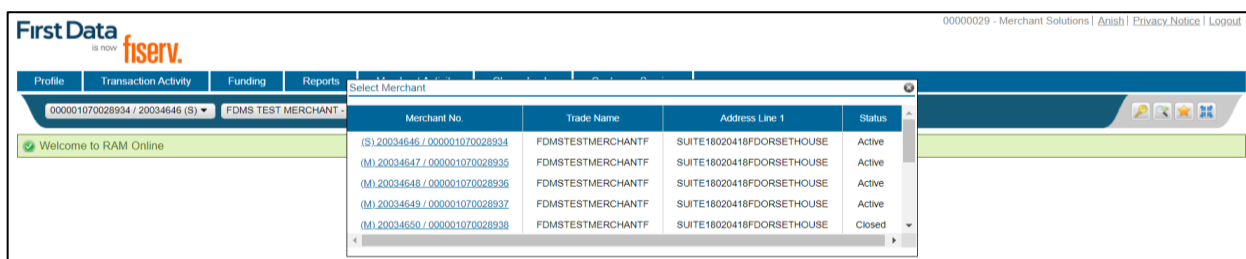
To switch MID, use the For multi-MID users, select from the list of merchants using the "Select Merchant" icon, "Enter Merchant Number" text box (Figure 1.4).

**Figure 1.4 Change Merchant Icon**



Clicking the icon will display the "Select Merchant" pop-up (Figure 1.5).

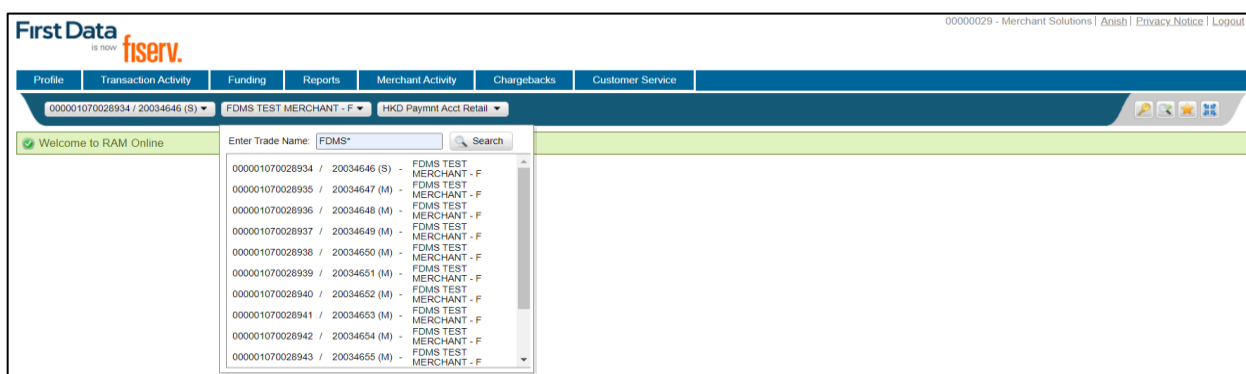
**Figure 1.5 Select Merchant Pop-up**



This pop-up will list all the merchants the user has access to. If the user has access to a group merchant, all the merchants within the group will be listed. Selecting a new merchant (through the hyperlink) will change the merchant in the Merchant Navigation section.

Merchants can also be selected using the “Select Trade Name” drop-down box (Figure 1.6).

**Figure 1.6 Select Trade Name**

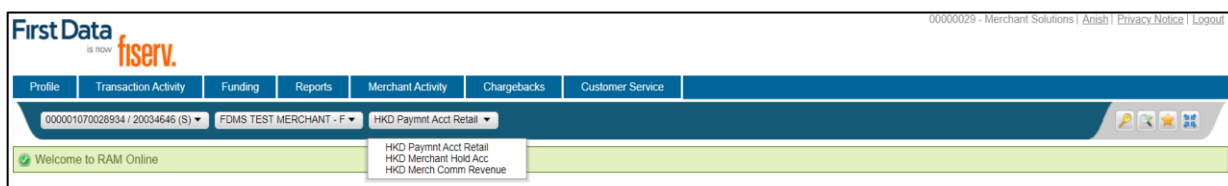


Enter the merchant trade name details you wish to search for, using the wildcard character “\*” for potential multiple matches. Select the merchant of interest from the returned list to make that merchant the active merchant.

## 1.8 Selecting Account

In addition to supporting selection of the merchant number, the merchant navigation section also allows you to select a particular account for a merchant using an account drop-down list. The “Select Account” dropdown list specifies the particular merchant account against which the search is to be performed. This drop-down is only available once a merchant has been selected.

**Figure 1.7 Select Merchant Account**



When the merchant only has one account, no selection is available.

The drop-down list will show the account status if the account is not active.



## Chapter 2

## 2.0 Using the Common RAM Functionality

This chapter describes the functionality that is common across many Remote Access Module (RAM) pages.

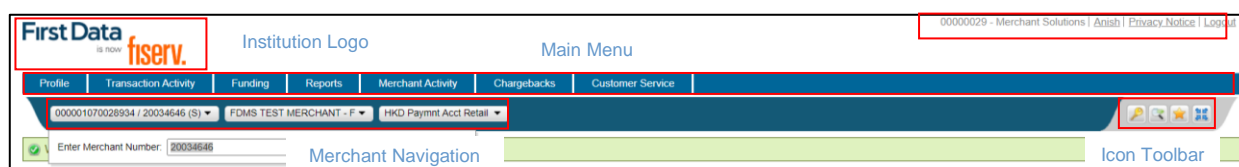
The following topics are covered:

- Understanding the RAM Page Layout
- Displaying Lists of Data
- Paginating Large Amounts of Output
- Using the Download Options
- Posting Dates

### 2.1 Understanding the RAM Page Layout

Every RAM page has the same standard layout (banner) at the top of the page (Figure 2.1).

**Figure 2.1 RAM Page Layout**



The banner section is broken into different areas

1. RAM Institution Logo. The logo displayed is specific to each RAM institution
2. RAM Information Links
3. RAM Main Menu. The Main Menu pages available to each user
4. RAM Merchant Navigation. The Merchant Navigation section allows the user change merchant and merchant account
5. RAM Icon Toolbar. This toolbar displays icons which facilitate navigation and display of RAM pages

#### 2.1.1 Using RAM Information Links

The Information Links Area (Figure 2.2) displays the institution name, the User Name and a number of hyperlinks. For users with access to edit their own profile, the User Name is displayed as a hyperlink.

**Figure 2.2. RAM Information Links Area**



Details of the functionality of the hyperlinks can be found in the following sections:

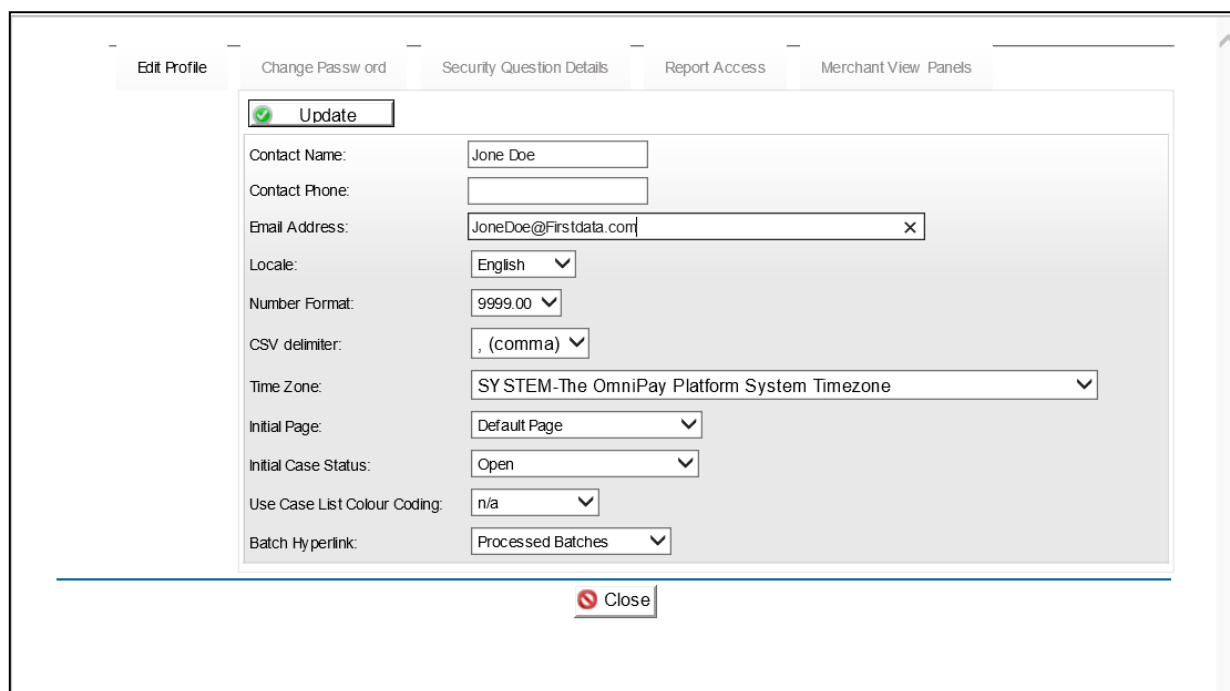
- Using the Edit Profile Hyperlink
- Displaying the Legal Disclaimer
- Displaying the Privacy Statement
- Using the Logout Hyperlink

### 2.1.1.1 Using the Edit Profile Hyperlink

Users who have authorisation to update their own profile, will have their User Name displayed in the Information Links section as a hyperlink (Figure 2.2). Selecting the hyperlink will display the Edit Profile pop-up (Figure 2.3).

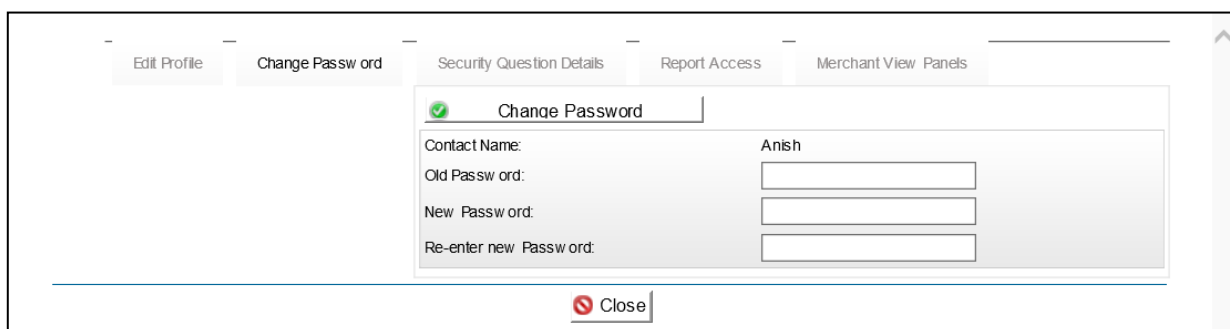
The Edit Profile tab enables you to maintain information on your own profile. After editing your profile details, click the “Update” button to save the updates.

**Figure 2.3. Edit Profile Pop-up**



The Change Password tab (Figure 2.4) on the Edit Profile pop-up allows you to change your Password.

**Figure 2.4. Change Password Tab**



As with the Change Password page (Opening the Change Password Page), the old Password has to be entered as well as the new Password (twice).

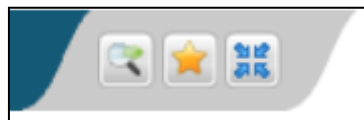
The Security Question Details (Figure 2.5) on the Edit Profile pop-up allows you to change the selected security questions and answers.

**Figure 2.5. Security Question Details Tab**

## 2.1.2 Using the Edit Profile Hyperlink

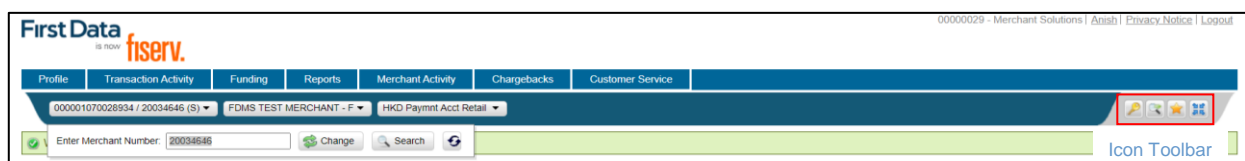
The RAM icon toolbar (Figure 2.6) displays icons which facilitate navigation and display of RAM pages.

**Figure 2.6. RAM Icon Toolbar**



To see the icon's description, roll the mouse over the icon.

**Figure 2.7 RAM Menu Toolbar**



Details of the functionality of the icons can be found in the following sections:

- Using the Quick Links Icon
- Using My Favourites Icon
- Using the Collapse/Expand Banner Icon

### 2.1.2.1 Using the Quick Links Icon

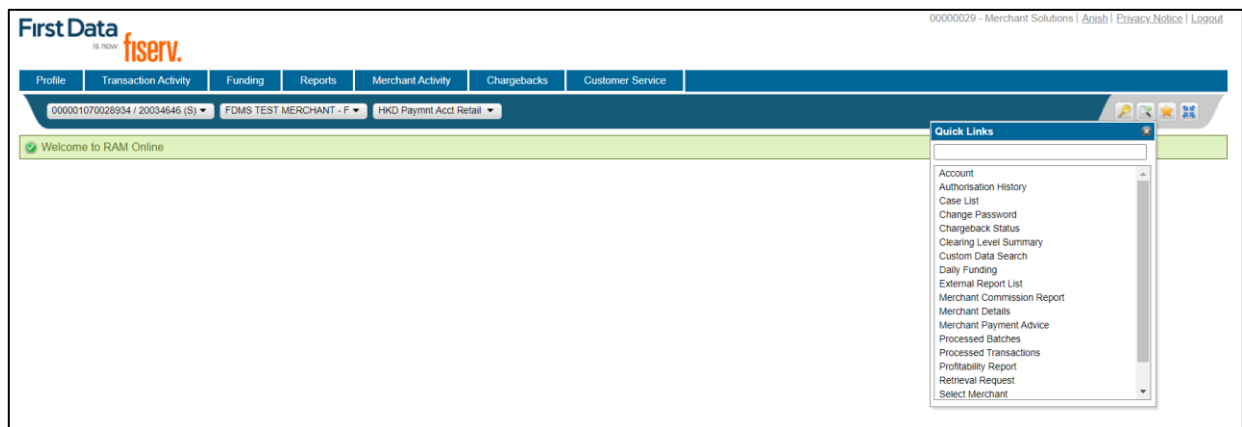
Selecting the Quick Links icon (Figure 2.8) displays the Quick Links text box (Figure 3.20).

**Figure 2.8 Quick Links Icon**



The Quick Links text box enables you to move directly to a selected RAM page. The Quick Links text box allows the name of a menu item to be typed in directly. A list of matching options appears. In Figure 2.9, the letter's' was entered and all entries beginning with D are automatically listed. The option can be selected using either the mouse or the arrow keys.

**Figure 2.9 Quick Links Text Box and Drop-Down List**



### 2.1.2.2 Using My Favourites Icon

RAM pages can be added to a favourites list using the My Favourites icon (Figure 2.10).

**Figure 2.10. My Favourites Icon**



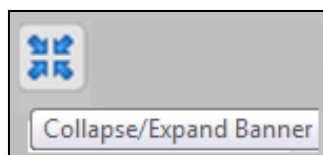
The My Favourites icon allows you to mark your pages of interest and to use the Favourites as an alternative method of RAM Navigation.

### 2.1.2.3 Using the Collapse/Expand Banner Icon

The Collapse/Expand icons allow you collapse and expand the RAM Banner.

Use the Collapse icon to show a limited menu banner (Figure 2.11).

**Figure 2.11. Collapse Icon**



Using the Collapse icon allows you to maximise the amount of space available on the page.

## 2.2 Paginating Large Amounts of Output

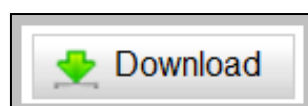
Where a RAM page can return a large amount of output, the output may be divided into multiple pages. You can navigate through the pages using the “Prev Page” and “Next Page” buttons at the end of the page. The total number of records and the current position within those records is also displayed.

Where all the output can be fitted on one page, both the “Prev Page” and “Next Page” buttons are displayed but are disabled.

## 2.3 Using the Download Options

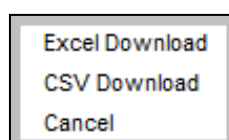
Most RAM pages offer the option to download the page output using the “Download” button (see Figure 2.12).

**Figure 2.12. Download Button**



Selecting this button displays a pop-up menu (see Figure 2.13) with options to download the file in CSV (Comma Separated Value) format or Microsoft Excel™ format, depending on your requirements.

**Figure 2.13. Download Pop-up Menu**



You should treat the downloaded file as confidential and delete the file when it is no longer required.

**Note:** OmniPay always advises customers of modifications to the RAM application, OmniPay however take no responsibility for a change to the system that adversely affects a customer-automated process relying on data downloaded.

## 2.4 Posting Dates

Most items that are visible in RAM (for example, presentments, chargebacks) are assigned a posting date.

The posting date is the internal OmniPay processing date on which OmniPay processed the item. The posting date is not necessarily the same as the calendar date. For example, items that are processed by OmniPay during the night from March 5th to the morning of March 6th (OmniPay local time) might all receive a posting date of March 5th.

In addition, many summary totals, such as the total value of all presentments submitted for an institution, are calculated based on the OmniPay posting date.

Also, many date-based searches, for example, the search for all processed batches within given date range, are conducted based on the OmniPay posting date.

## 2.5 About Currencies

There are various kinds of currencies within RAM, including:

- The **transaction currency**, which is the currency in which a transaction was performed at the Point-Of-Sale
- The **merchant settlement currency** (also known as the merchant funding currency), which is the currency in which the merchant is paid for the transaction (or is debited for the transaction in the case of chargebacks)
- The **payment network (card scheme) settlement currency**, which is the currency in which the institution settles with the payment network (Visa or Mastercard)
- The **institution local currency**, USD is set as the default base currency

## Chapter 3



## 3.0 Accessing RAM Pages

This chapter describes the Login and Welcome Pages. In addition, it also explains how to use the Select Merchant Page.

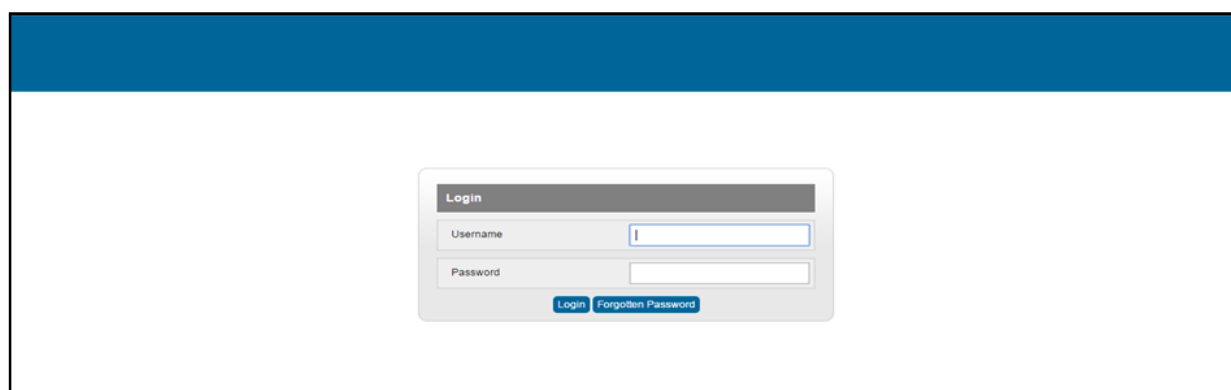
### 3.1 Login Page

You can login to the online account management system through the Internet at: [omnipaygroup.com/acquirer](https://omnipaygroup.com/acquirer).

It is recommended that you save the web address in your favourites. For security reasons, decline any request from your web browser to remember your Password.

Once the Login Page, as shown in Figure 3.1, is displayed, Enter the Username and Password that you have been provided and press Enter to access the online account management system.

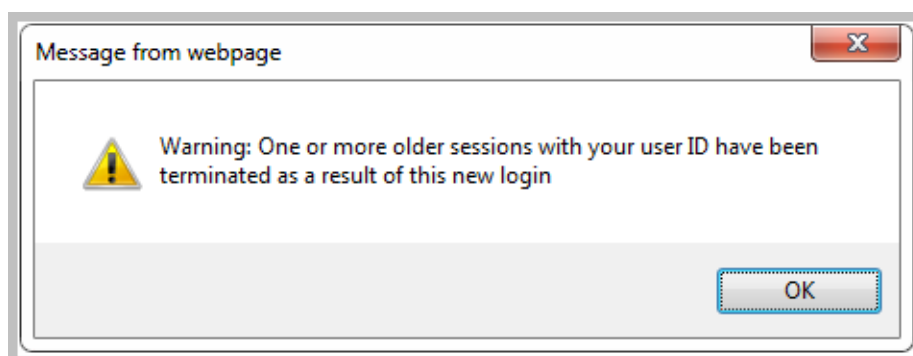
**Figure 3.1. Login Page**



**Note:** It is strongly recommended that, if prompted, you do not select the option to allow the browser to remember your Password.

If you are logged on in another session, the older session is automatically logged off and the message shown in Figure 3.2 is displayed.

**Figure 3.2. Message: Older Session Terminated**

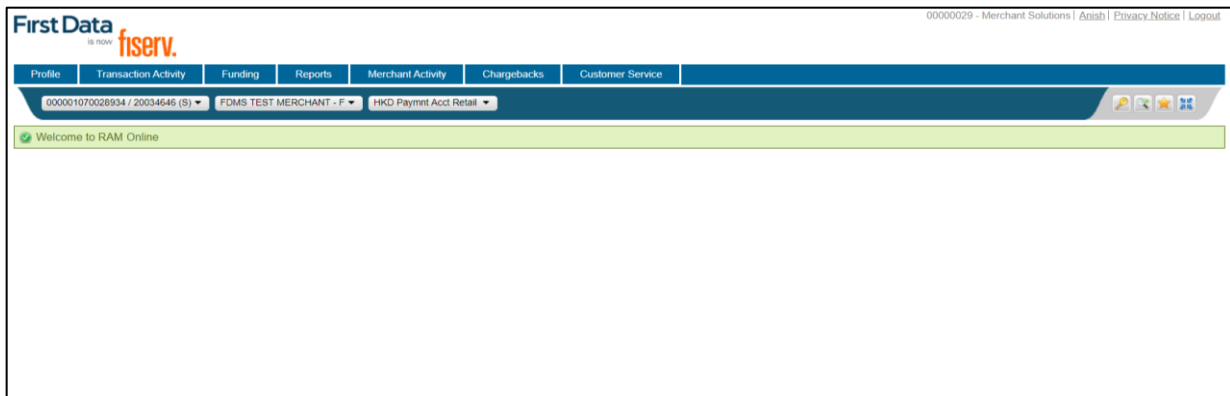


## 3.2 Welcome Page

After you have successfully logged onto RAM, the Welcome Page, as shown in Figure 3.3 is displayed. The menu pages you have been assigned access to, are displayed at the top of the page.

To change the default initial screen, see Report Access tab on the Displaying Lists of Data. In addition to a welcome message, if there are any alerts for the user, the Alert Screen page is displayed.

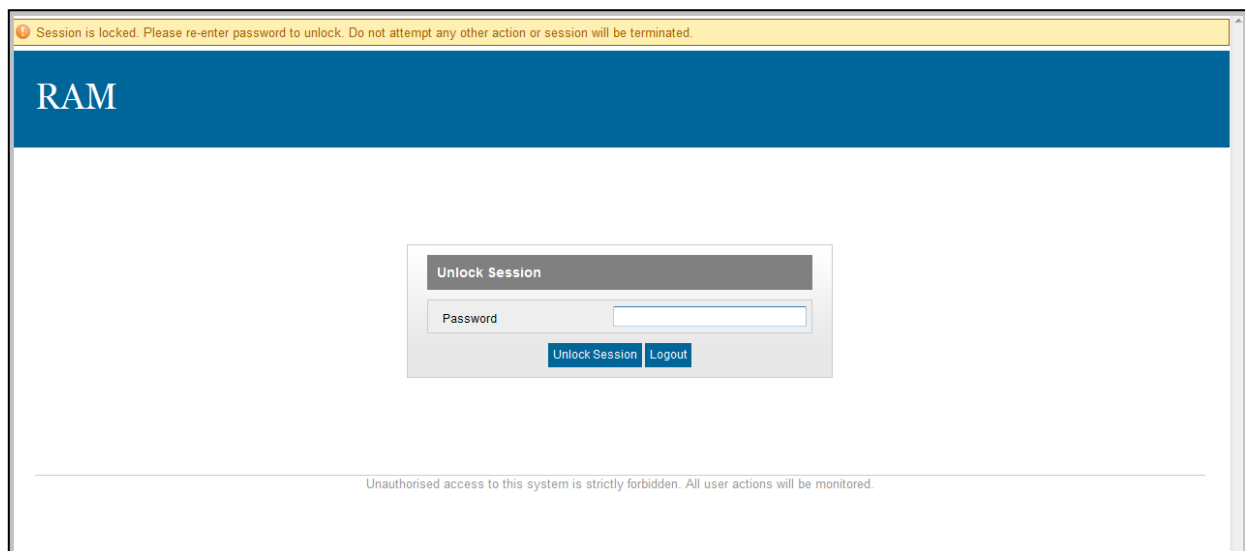
**Figure 3.3. Welcome Page**



## 3.3 Unlock Session

When a session is idle for a number of minutes, the page shown in Figure 3.4 is displayed.

**Figure 3.4. Unlock Session Page**

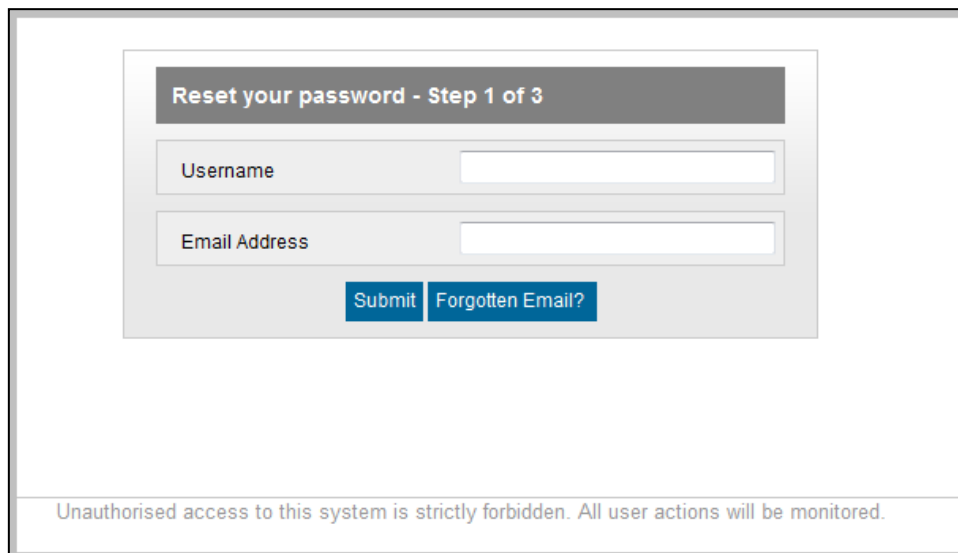


To unlock the session and go back to the previous page, enter your Password again and click the “Unlock” button.

### 3.4 Users Reset Their Own Password

1. The first step is to enter an email address to which instructions can be sent (Figure 3.5). The email address entered must be the same as the email address associated with the user on RAM.

**Figure 3.5. Forgotten Password Step 1**



**Reset your password - Step 1 of 3**

Username

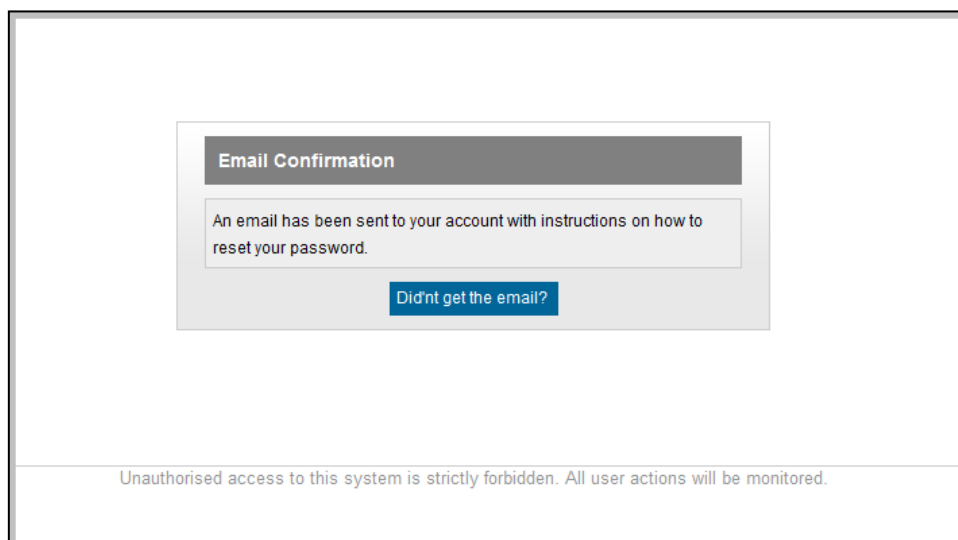
Email Address

[Submit](#) [Forgotten Email?](#)

Unauthorised access to this system is strictly forbidden. All user actions will be monitored.

A message indicating that an email has been sent to the account is displayed (Figure 3.6).

**Figure 3.6. Forgotten Password Step 1 – Email Confirmation**



**Email Confirmation**

An email has been sent to your account with instructions on how to reset your password.

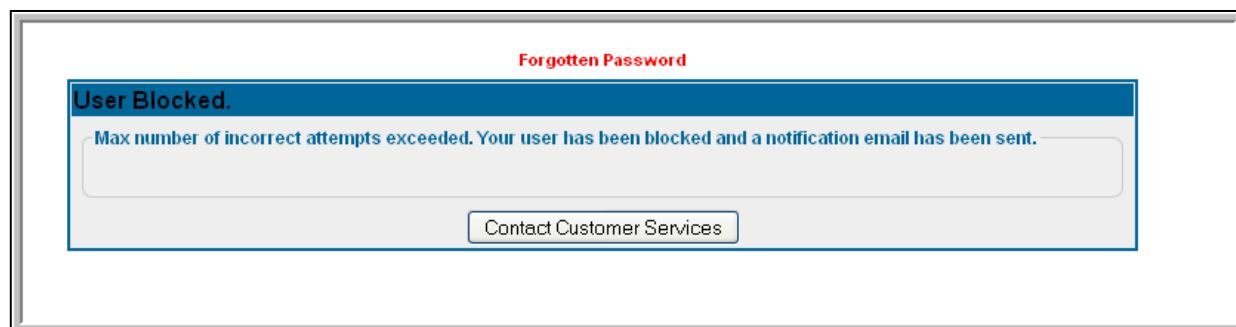
[Didn't get the email?](#)

Unauthorised access to this system is strictly forbidden. All user actions will be monitored.

If the user fails to enter valid details, the standard “Forgotten Password” page is displayed.

If more than the maximum allowed number of attempts are made to re-set the Password the user will be blocked and must contact their administrator to have their access reset (Figure 3.7).

**Figure 3.7. Forgotten Password Step 1 – User Blocked**



**Forgotten Password**

**User Blocked.**

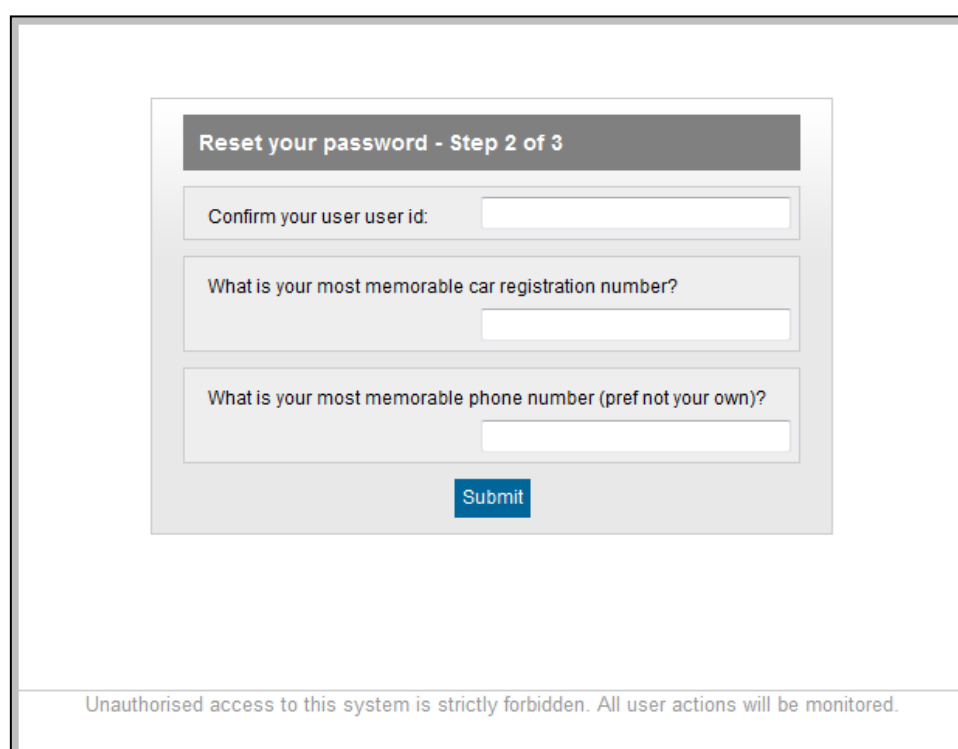
Max number of incorrect attempts exceeded. Your user has been blocked and a notification email has been sent.

[Contact Customer Services](#)

2. The email confirmation sent will contain a hyperlink to the RAM page in the second step of the Password resetting process (Figure 3.8)

**Note:** The hyperlink included in the Password resetting email will expire after one hour; therefore the user should take action to reset their Password immediately.

**Figure 3.8. Forgotten Password Step 2**



**Reset your password - Step 2 of 3**

Confirm your user user id:

What is your most memorable car registration number?

What is your most memorable phone number (pref not your own)?

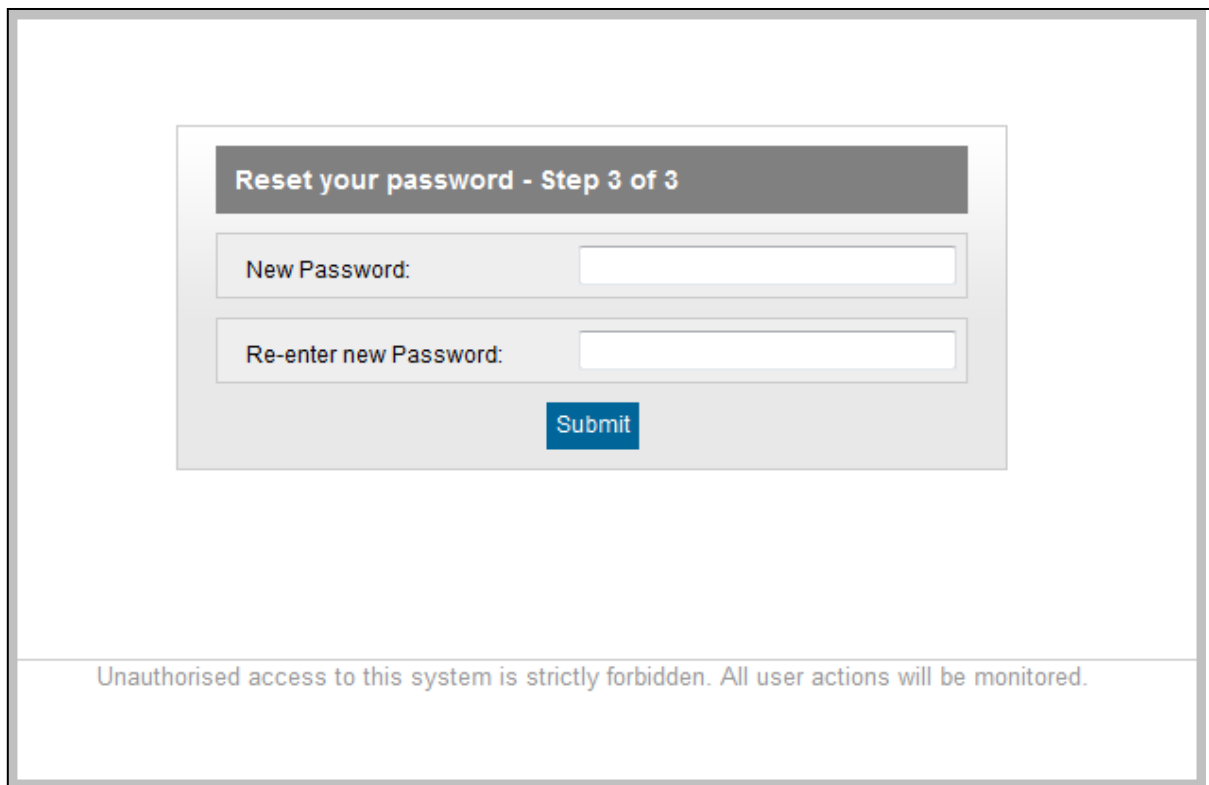
[Submit](#)

Unauthorised access to this system is strictly forbidden. All user actions will be monitored.

**Note:** If no security questions have been set up for the user in RAM, the standard Forgotten Password page is displayed.

3. After successfully confirming the User ID and answering the security questions the “Forgotten Password – Step 3 of 3” page is displayed (Figure 3.9).

**Figure 3.9. Forgotten Password Step 3**



Reset your password - Step 3 of 3

New Password:

Re-enter new Password:

Submit

Unauthorised access to this system is strictly forbidden. All user actions will be monitored.

The user can set up a new Password. Upon successfully changing the Password, the RAM Login page (Figure 3.1) is displayed.

Alternatively, users can contact our Hotline number to get their Passwords reset instantly.

### 3.5 About the Merchant Details Page

The Merchant Details page (Figure 3.10) displays information relating to the merchant.

**Figure 3.10. Merchant Details Page**

The screenshot shows the 'Merchant Details' page for a merchant with ID 0012270001. The page is divided into several sections:

- Company Information:**
  - Company Name: RF
  - Registration No.: 121
  - VAT No./TAX ID/Doc No.: 2
  - Country: Colombia
  - State: RFG
  - City/URL/Tel No.: 0742 Veterinary services
  - Merchant Category: 798 Other Miscellaneous
  - Retailer Category: Associations
  - Legal Form: Associations
  - Contact Name: English
  - Service Tel No.: By Country
  - Client Language: No
  - Client Region: N/A
  - Credit Delta Indicator: N/A
  - Billback Indicator: Active
  - Merchant Status: 11/08/2017
  - Active Date: -
  - Merchant Grade: -
- Service Contract Information:**
  - Service Contract ID/Status/Date: Service Contract 1/Active/11/08/2017
  - Client Tariff: Colombia
  - Posting Method: New
  - Settlement Method: Net Daily
  - Billing Level: Yes
  - Tier Group: N/A
  - Tier Level: N/A (Default)
  - Parent Client No.: Generate
  - Parent Trade Name: Use Default
  - Statement Generation: Use Default
  - Statement Type: 12270001002
  - Account Number: 11/08/2017
  - Account Active Date: 0.00 COP
  - Account Current Balance: Visa CBOP SMI Code: [Chart Reports](#)
- County Information:**
  - County: BOLIVAR
  - Municipality: CUCUCO
  - Municipal Tax: No
  - Withhold Income: ReteFuente General
  - Withhold VAT: ReteIVA 0%

Below the main details, there are tabs for: Bank Info, Addresses, Services/Entitlements, Terminals, References, Letters, Requests, Notes, Properties, Sales Statistics, Correspondent Bank Details, and Contract Addendum.

Payable		Receivable	
Bank Sort Code:	1227	Bank Sort Code:	1227
BIC/Swift Code:		BIC/Swift Code:	
Bank Account:	00122700001	Bank Account:	00122700001
IBAN:		IBAN:	
Funding Narrative:		Funding Narrative:	
DDays:	000	DDays:	000
Calendar Days:	000	Calendar Days:	000
Payment Format:	N/A	Payment Format:	N/A
Clearing Entity:	Savings Account	Clearing Entity:	Savings Account

The main part of the Merchant Details page displays the following:

- Contact and company details
- Merchant contract details
- Account details

Further merchant details are provided on the following tabs:

- Bank account information
- Address details – User for any correspondence
- Acquiring services – Card types accepted
- Terminal information – If applicable

## Chapter 4

## 4.0 Using the Transaction Activity Pages

This chapter describes the Transaction Activity pages, which allow you to view transactional activity, such as, processed batches and transactions, chargebacks, retrieval requests, suspense transactions, custom data transactions and funded transactions.

The following topics are covered:

- Opening the Processed Batches Page
- Opening the Chargeback Status Page
- Viewing the Retrieval Request Page
- Opening the Suspense Transactions Page
- Using the Processed Transactions Page
- Viewing the Custom Data Search Page

### 4.1 Opening the Processed Batches Page

The Processed Batches page (Figure 4.1) shows the batch(es) submitted for a given merchant or merchant group/sub-group within a selected range of posting dates. **The date range is limited to 31 days** to ensure that the performance is consistent. Searches by a specific batch number are also allowed.

**Figure 4.1. Processed Batches Page**

Batch Date	Posting Date	Batch No.	Terminal ID	Description	No of Items	Amount Total	Batch Detail	Batch Less MSC Amount
29/07/2014	29/07/2014	1	10000114	Misc. DR transaction	1	EUR 220.00	<a href="#">View Batch</a>	<a href="#">EUR 217.69</a>
29/07/2014	29/07/2014	4	10000114	Misc. DR transaction	2	EUR 120.00	<a href="#">View Batch</a>	<a href="#">EUR 118.74</a>
29/07/2014	29/07/2014	3	71911816	Misc. CR transaction	1	EUR -35.00	<a href="#">View Batch</a>	<a href="#">EUR -34.63</a>
29/07/2014	29/07/2014	2	10000114	Misc. DR transaction	1	EUR 225.00	<a href="#">View Batch</a>	<a href="#">EUR 222.64</a>

#### 4.1.1 Viewing the Transactions Page

The Transactions page (Figure 4.2) is accessed by clicking on a “View Batch” hyperlink on the Processed Batches page (see Opening the Processed Batches Page) or on the “Batch No.” hyperlink on the Processed Transactions page (see using the Processed Transactions Page). The Transactions page displays all the transactions in one particular batch.



**Figure 4.2. Transactions Page**

311201916880 / 01916880 (M)

MAC Cosmetics Canada

CAD Paymnt Acct Retail

Transaction Activity » Processed Transactions » Transactions

Merchant No. : 311201916880

Batch No. : Batch05

Card No. :

Transaction Item No. :

Search

Download

Trans Date	Tran Time	Item No	Type	Card No.	Card Type	Capture Method	Terminal ID	Terminal Capability	Auth Code	Trans Curr/Amt	Account Curr/Amt	Status	Merch Tran Ref.	Cross Rate	Custom Data	Posted Tran. Charges	E-Wallet Type	
28/07/2017	00:00:00	72938753096	Purchase	*****4134	MasterCard	Mail Order		MOTO KE	999999	CAD 1500.00	CAD 1500.00	Card not in BIN tab.	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753092	Purchase	*****3639	MasterCard	Mail Order		MOTO KE	999999	CAD 1000.00	CAD 1000.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753107	Refund (Credit)	*****0366	MasterCard	Mail Order		MOTO KE	999999	CAD -175.00	CAD -175.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753109	Refund (Credit)	*****1140	MasterCard	Mail Order		MOTO KE	999999	CAD -275.00	CAD -275.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753088	Purchase	*****2294	MasterCard	Mail Order		MOTO KE	999999	CAD 500.00	CAD 500.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753097	Purchase	*****4237	MC Comm/Purch	Mail Order		MOTO KE	999999	CAD 2000.00	CAD 2000.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753101	Purchase	*****8522	MC Comm/Purch	Mail Order		MOTO KE	999999	CAD 2500.00	CAD 2500.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753102	Purchase	*****2122	MC Comm/Bus	Mail Order		MOTO KE	999999	CAD 3000.00	CAD 3000.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By
28/07/2017	00:00:00	72938753106	Purchase	*****2950	MasterCard	Mail Order		MOTO KE	999999	CAD 3500.00	CAD 3500.00	Cleared	1111111111122	1.0000		<a href="#">Charges</a>	<a href="#">Addendum</a>	80By

Prev Page

Next Page

1 - 9 (9)

## 4.2 Opening the Chargeback Status Page

The Chargeback Status page (Figure 4.3) shows the transactions involved in the chargeback life cycle, including first and second chargebacks, representments, transfers and transfer reversals.

**Figure 4.3. Chargeback Status Page**

Transaction Activity » Chargeback Status

Search for:

Selected Merchant only

All Merchants

Posted Date - Start:

09/10/2018

End:

09/10/2018

Reason Code:

All

Cardholder No.:

ARN:

Card Scheme:

All

Alternate Merchant ID:

Item Type:

ALL

Search

Download

Merchant No. Client No.	Posting Date	Item Type	Card No.	ARN	Reason Code	Reason Description	Cur	Amount	CCN	Orig Post Date Orig Tran Date	Orig Type Orig Tran Amt	Merch Sett Amt Netwk Sett Amt	Original Slip Item Slip	Auth Code Batch No	Merchant DBA Name
479200184999 /00184999	09/10/2018	1st Chargeback	430000*****0041	246759896281840222465409	12	Processing Error	GBP	-25.00	000000	20181008 20181008	Purchase GBP 25.00	GBP 25.00 GBP 25.00	84022249540 84022247001	330737 38	INS
479200184999 /00184999	09/10/2018	Chargeback Transfer to Paymnt Acct Retail	430000*****0041	246759896281840222465409	12	Processing Error	GBP	25.00		20181008 20181008	Purchase GBP 25.00	GBP 25.00 GBP 25.00	84022249540 84022247088	330737 38	INS
479200184999 /00184999	09/10/2018	1st Chargeback	430000*****0058	246759896281840222465441	11	Authorization	GBP	-50.00	000000	20181008 20181008	Purchase GBP 50.00	GBP 50.00 GBP 50.00	84022249544 84022247002	327949 38	INS
479200184999 /00184999	09/10/2018	Chargeback Transfer to Paymnt Acct Retail	430000*****0058	246759896281840222465441	11	Authorization	GBP	50.00		20181008 20181008	Purchase GBP 50.00	GBP 50.00 GBP 50.00	84022249544 84022247091	327949 38	INS
479200184999 /00184999	09/10/2018	1st Chargeback	430000*****0066	246759896281840222465453	10	Fraud	GBP	-75.00	000000	20181008 20181008	Purchase GBP 75.00	GBP 75.00 GBP 75.00	84022249545 84022249999	005705 38	INS
479200184999 /00184999	09/10/2018	Chargeback Transfer to Paymnt Acct Retail	430000*****0066	246759896281840222465453	10	Fraud	GBP	75.00		20181008 20181008	Purchase GBP 75.00	GBP 75.00 GBP 75.00	84022249545 84022247093	005705 38	INS

Prev Page

Next Page

1 - 40 (40)

The transactions are grouped together by ARN (Acquirer Reference Number), which acts as a unique identifier for the chargeback life cycle.

It is possible to search for chargebacks using the following criteria:

- Merchant number
- Card number
- ARN
- Reason code
- Card scheme

In all cases, a range of posting dates must be specified. To avoid overburdening the server, restrictions are imposed on the date ranges that can be used for the search. If too large a date range is specified, RAM automatically adjusts the date range and displays a warning.

### 4.2.1 Chargeback Status Details Page

The Chargeback Status Detail page (Figure 4.4) shows the transactions detail for a particular transaction involved in the chargeback life cycle (for example, a first chargeback or a representment). The Chargeback Status Detail page is accessed through the ARN hyperlink on the Chargeback Status page (see Opening the Chargeback Status Page).

Figure 4.4 shows the Chargeback Status Detail page for a first chargeback.

#### Figure 4.4. Chargeback Status Detail Page (First Chargeback)

Transaction Activity » Chargeback Status » Chargeback Status Detail			
Transaction Type:	1st Chargeback		
Reason Code:	Credit not processed		Transfer acct:
Card No.:	4041010000000002		Merchant No: /
ARN:	74297654083411126166198		Acct. Type:
Issuer Ref:	404101		
Transfer/Chargeback Amts.:			Remainder Acct:
	Acct. amount:	EUR 23.70	Merchant No: /
	Trans. Amount:	EUR 23.70	Acct. Type:
Posted amts.:			Rental Agreement No:
	Acct. amount:	EUR 23.70	
	Trans. Amount:	EUR 23.70	
Pres. Details.:			
	Type:	Purchase	E-Wallet Type: S
	Trans Date:	20140324	V.me Additional Auth Method 01
	Trans. Amount:	EUR 23.70	V.me Additional Auth Reason Code 04
	Settle Amount:	EUR 23.70	PPOL Program Data
Message Text:	<input type="text"/>		Note Text: <input type="text"/>

## 4.3 Viewing the Retrieval Request Page

The Retrieval Request Page (Figure 4.5) displays incoming retrieval requests from the card schemes. It is possible to search for retrieval requests for particular card numbers (enter either a full card number or the last 4 digits of the card number) and particular ARNs (Acquirer Reference Numbers).

**Figure 4.5. Retrieval Request Page**

Transaction Activity » Retrieval Request

Search for: ☐ Selected Merchant only ☒ All Merchants

Posting Date - Start: 13/08/2015 End: 13/08/2015

Full Card No. or Last 4 digits: ARN: Card Scheme: All Search

Download

Merchant No. /Client No.	Item Type RR Date Reason Code Reason Description	ARN Issuer No. Item Slip Number Card Scheme Custom Data	Fulfillment Date Description	Orig Post Date Orig Tran Date Orig Tran Curr/Amt Merch Sett Curr/Amt Netwk Sett Curr/Amt	Card No. Orig Type Orig Slip Number Auth Code Orig Batch Number RAN
479161350992 /61350992	Retrieval request 13/08/2015 30 Cardholder dispute	24013965224531452278002 623412341239 53245229452 Inward VISA Dom		12/08/2015 12/08/2015 AUD 30000.00 AUD 30000.00 AUD 30000.00	460934*****0040 Purchase 53145227800 084328
479161350992 /61350992	Retrieval request 13/08/2015 28 Cardholder request	24013965224531452278006 623412341239 53245229503 Inward VISA Dom	14/08/2015	12/08/2015 12/08/2015 AUD 30000.00 AUD 30000.00 AUD 30000.00	464052*****5941 Purchase 53145227806 084328
479161350992 /61350992	Retrieval request 13/08/2015 28 Cardholder request	24013965224531452278006 623412341239 53245229463 Inward VISA Dom		12/08/2015 12/08/2015 AUD 30000.00 AUD 30000.00 AUD 30000.00	464052*****5941 Purchase 53145227806 084328
479161350992 /61350992	Retrieval request 13/08/2015 30 Cardholder dispute	24013965224531452278002 623412341239 53245229502 Inward VISA Dom	14/08/2015	12/08/2015 12/08/2015 AUD 30000.00 AUD 30000.00 AUD 30000.00	460934*****0040 Purchase 53145227800 084328

## 4.4 Opening the Suspense Transactions Page

The Suspense Transactions Page (Figure 4.6) displays transactions for a merchant that have been submitted and processed but have failed validation checks and have therefore not been posted to the merchant's account.

The date range entered is limited to 31 days.

**Figure 4.6. Suspense Transactions Page**

56789 / 00056789 (M) Sch EUR Paymnt Acct Retail

Transaction Activity » Suspense Transactions

Proc Date - Start: 01/02/2013 End: 28/02/2013

Cardholder No.:

Search Download

Proc Date	Batch Date	Trans Date	Batch No.	Tran Ref.	Card No.	Type	Currency	Amount	Reject Reason
14/02/2013	14/02/2013	14/02/2013	CCM180907_01	CNPM180907	5206	Purchase	EUR	17.95	Card not in BIN tab.
14/02/2013	14/02/2013	14/02/2013	CCM180907_01	POSM180907	5413	Purchase	EUR	74.34	Card not in BIN tab.
16/02/2013	16/02/2013	16/02/2013	CCM180907_01	CNPM180907	5206	Purchase	EUR	17.95	Card not in BIN tab.
16/02/2013	16/02/2013	16/02/2013	CCM180907_01	POSM180907	5413	Purchase	EUR	74.34	Card not in BIN tab.
22/02/2013	22/02/2013	22/02/2013	CCM180907_01	CNPM180907	5206	Purchase	EUR	17.95	Card not in BIN tab.
22/02/2013	22/02/2013	22/02/2013	CCM180907_01	POSM180907	5413	Purchase	EUR	74.34	Card not in BIN tab.

Prev Page Next Page 1 - 6 (6)

## 4.5 Opening the Processed Transactions Page

The Processed Transactions page (Figure 4.7) behaves like a combination of the Processed Batches and the Transactions pages.

- A merchant user can use the Processed Transactions page to display all processed transactions for all merchants within the merchant group or for a particular merchant

The report can show up to 100 transactions per page (scrolling).

The suggested filename for the CSV download file is Processed\_Transactions\_YYYY,mmnbvcxMDDTHHMM.csv.

**Figure 4.7. Processed Transactions Page – LHS**

Transaction Activity » Processed Transactions

Search for:

☐ Selected Merchant only

☒ All Merchants

Full Card No. or Last 4 digits:

Transaction Type:

All

Acquirer BIN/ICA:

All

Full or 4 character UTI:

Acquirer Ref.:

Merchant Name:

Internal Merchant Account:

Auth Code:

Transaction Country:

All

FPI:

Batch No.:

Transaction Currency:

All Currencies

Trans. Amt. - From:

To:

Terminal Id:

Posting Date - Start:

28/07/2017

End:

28/07/2017

Group By Merchant / Batch No.:

☐

Search

Download

Merchant No.	Batch No.	Transaction Date	Posting Date	Type	Card No.	UTI	Status	Trans. Curr.	Trans Amount	Acct. Curr.	Acct. Amount Gross	Acct. Commission Charges	Acct. Amount Net	Capture Method	Internal Batch No.	Merch Tran Ref.
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****3639		Cleared	CAD	1000.00	CAD	1000.00	16.00	984.00	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Refund (Credit)	*****0366		Cleared	CAD	-175.00	CAD	-175.00	-2.71	-172.29	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Refund (Credit)	*****1140		Cleared	CAD	-275.00	CAD	-275.00	-4.26	-270.74	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****2294		Cleared	CAD	500.00	CAD	500.00	7.75	492.25	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****4237		Cleared	CAD	2000.00	CAD	2000.00	40.00	1960.00	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****8522		Cleared	CAD	2500.00	CAD	2500.00	42.50	2457.50	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****2122		Cleared	CAD	3000.00	CAD	3000.00	60.00	2940.00	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****2950		Cleared	CAD	3500.00	CAD	3500.00	56.00	3444.00	Mail Order	<a href="#">72938753087</a>	1111111111122
<a href="#">311201916880</a>	<a href="#">Batch05</a>	28/07/2017	28/07/2017	Purchase	*****4134		Card not in BIN tab.	CAD	1500.00	CAD	1500.00	0.00	1500.00	Mail Order	<a href="#">72938753087</a>	1111111111122

**Figure 4.8. Processed Transactions Page – RHS**

Transaction Activity » Processed Transactions

Search for: ☐ Selected Merchant only ☒ All Merchants

Full Card No. or Last 4 digits:  Transaction Type:  Acquirer BIN/ICA:

Full or 4 character UTI:  Acquirer Ref.:  Merchant Name:

Internal Merchant Account:  Auth Code:  Transaction Country:

FPI:  Batch No.:  Transaction Currency:

Trans. Amt. - From:  To:  Terminal Id:

Posting Date - Start:  End:  Group By Merchant / Batch No.: ☐

Batch	Merch Tran Ref.	Acquirer Ref.	Auth Code	Merchant Name	Transaction Country	Acquirer BIN/ICA	Area of Event	FPI	Expiry Date	Internal Merchant Account	Cross Rate	Additional Charges	Posted Tran. Charges	E-Wallet Type
<a href="#">53087</a>	111111111122	854456472097	999999	US BIN number Test.	Canada	0011753	Foreign - MASTER	E18	200502		1.0000	4.92	<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	MC refund Transact1.	Canada	0011753	Domestic - CAN	F42	200502		1.0000		<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	MC refund Transact2.	Canada	0011753	Domestic - CAN	F42	200502		1.0000		<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	CAD domstc curmt date.	Canada	0011753	Domestic - CAN	F42	200502		1.0000	0.46	<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	UK Corporate MC test.	Canada	0011753	Foreign - MASTER	E37	200502		1.0000	9.84	<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	UK Purchasing MC test.	Canada	0011753	Foreign - MASTER	E35	200502		1.0000	12.3	<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	UK Business MC test.	Canada	0011753	Foreign - MASTER	E38	200502		1.0000	14.76	<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122	854456472097	999999	MC Debit card test.	Canada	0011753	Foreign - MASTER	E18	200502		1.0000	17.22	<a href="#">Charges</a>	<a href="#">80Byte</a>
<a href="#">53087</a>	111111111122		999999	UK BIN Number Test.	Canada				200202		1.0000		<a href="#">Charges</a>	<a href="#">80Byte</a>

## 4.6 Opening the Custom Data Search Page

The Custom Data Search Page (Figure 4.9) displays transactions associated with a particular item of custom data that was received from the merchant.

**Figure 4.9. Custom Data Search Page**

980200911991 / 00911991 (M) PP GBP Paymnt Acct Retail

Transaction Activity » Custom Data Search

Search for: ☒ Selected Merchant only ☐ All Merchants

Custom Data:

Merchant Transaction Ref.:

Custom Data ARN	Merchant No. Card No.	Posted Date	Transaction Source	Transaction Destination	Transaction Category Tran. Type	Account Type	Trans. Amt.	Trans. Curr.	Acct. amount	Acct. Curr.	Slip No.	Merchant Transaction Ref.
7CRD55CWN76A 749988	00911991 4751	25/08/2015	Inward FDMS settl.	Outward	Presentments Purchase		8.50	GBP	8.50	GBP	<a href="#">53317267925</a>	7CRD55CWN76A

1 (1)

## Chapter 5

## 5.0 Using the Funding Pages

This chapter describes the Funding Pages, which support the functionality to view postings to merchant accounts.

### 5.1 About the Account Page

The Account Page (Figure 5.1) shows postings to merchant accounts for the specified range of posting/value dates. All monetary items affecting a merchant's account(s) can be viewed through this page.

**Figure 5.1. Account Page**

101162287995 / 62287995 (M) L USD Paymnt Acct Retail																
Funding » Account																
Posting Date <input checked="" type="radio"/> Value Date <input type="radio"/>																
From: 27/02/2017 To: 28/02/2017																
Search Download																
Posted Date	Value Date	Trans Type	Slips	Ref No	Rev.	Trans. Curr	Trans. Amt.	Acc. Amt.	Acc. Charges	Acc. Amt. Net	Card Type	Batch No.	ARN	Addendum ARN	Fee Sequence Code	Fee Des
28/02/2017	28/02/2017	Assessment Fee	2	70864059580		INR	19.80	0.33	0.00	-0.33	Mastercard					
28/02/2017	28/02/2017	MC Cross-Border Fee US	2	70864059581		INR	180.00	3.00	0.00	-3.00	Mastercard					
28/02/2017	28/02/2017	Per Tran Fee	2	70864059582		INR	33.48	0.56	0.00	-0.56	Mastercard					
28/02/2017	28/02/2017	Per Tran Fee Debit	1	70864059585		INR	11.16	0.19	0.00	-0.19	Mastercard					
28/02/2017	28/02/2017	Assessment Fee	2	70864059588		EUR	0.10	0.11	0.00	-0.11	Mastercard					
28/02/2017	28/02/2017	MC Cross-Border Fee US	2	70864059589		EUR	0.90	1.00	0.00	-1.00	Mastercard					
28/02/2017	28/02/2017	Per Tran Fee	2	70864059590		EUR	0.17	0.19	0.00	-0.19	Mastercard					
28/02/2017	28/02/2017	Visa ISA fee US	4	70864059627		INR	782.00	13.20	0.00	-13.20	Visa					
28/02/2017	28/02/2017	Per Tran Fee	4	70864059628		INR	122.76	2.05	0.00	-2.05	Visa					
28/02/2017	28/02/2017	Per Tran Fee Debit	1	70864059630		INR	11.16	0.19	0.00	-0.19	Visa					
28/02/2017	28/02/2017	Visa ISA fee US	5	70864059636		EUR	50.76	56.40	0.00	-56.40	Visa					
28/02/2017	28/02/2017	Per Tran Fee	5	70864059637		EUR	7.87	8.74	0.00	-8.74	Visa					
28/02/2017	28/02/2017	Per Tran Fee Debit	1	70864059641		EUR	0.33	0.37	0.00	-0.37	Visa					
28/02/2017	28/02/2017	Per Tran Fee Debit	1	70864059642		EUR	0.33	0.37	0.00	-0.37	Mastercard					

Field	Description
Rev	<p>"Yes" if this is a reversal. Blank otherwise. For example, "Yes" for chargebacks that were originally charged to the merchant (that is, chargebacks that were transferred to the merchant's payment account retail), but which the merchant was able to successfully defend (and which were then reversed out of the merchant's payment account retail).</p>
Trans Curr/Amt	Transaction currency and amount of the item in question.
Acc. Amt	The gross amount posted to the account, in the account currency (the transaction amount is converted to the account currency if necessary).
Acc. Charges	Applicable charges for the item, expressed in the account currency.
Acc. Amt. Net	The net amount in the account currency, after taking into account any charges.
Card Type	<p>The type of credit card used in the transaction. This is only available for:</p> <ul style="list-style-type: none"> <li>* Merchant Purchase Deposits.</li> <li>* Merchant Debits.</li> <li>* Chargebacks.</li> </ul>
Batch No.	<p>The batch number used to submit the transaction This is only available for:</p> <ul style="list-style-type: none"> <li>* Merchant Purchase Deposits.</li> <li>* Merchant Debits.</li> </ul> <p>The batch number is displayed as a hyperlink. Clicking the hyperlink brings you to either the "Processed Batches" page (see Opening the Processed Batches Page) or the "Processed Transactions" page (see Opening the Chargeback Status Page). The page opened is determined by the user profile settings (Displaying Lists of Data).</p>
ARN	<p>Acquirer Reference Number. This is only available for Chargebacks.</p>
Addendum ARN	ARN created by transferring a transaction or by Misc. Batch Input.
Fee Sequence Code	Fee Sequence Code for a transaction.
Fee Sequence Description	Fee Sequence Description per Fee Sequence Code.



## Chapter 6

## 6.0 Using the Chargeback Page

This chapter describes the options and functions available in the RAM Chargeback System for users that work dispute cases.

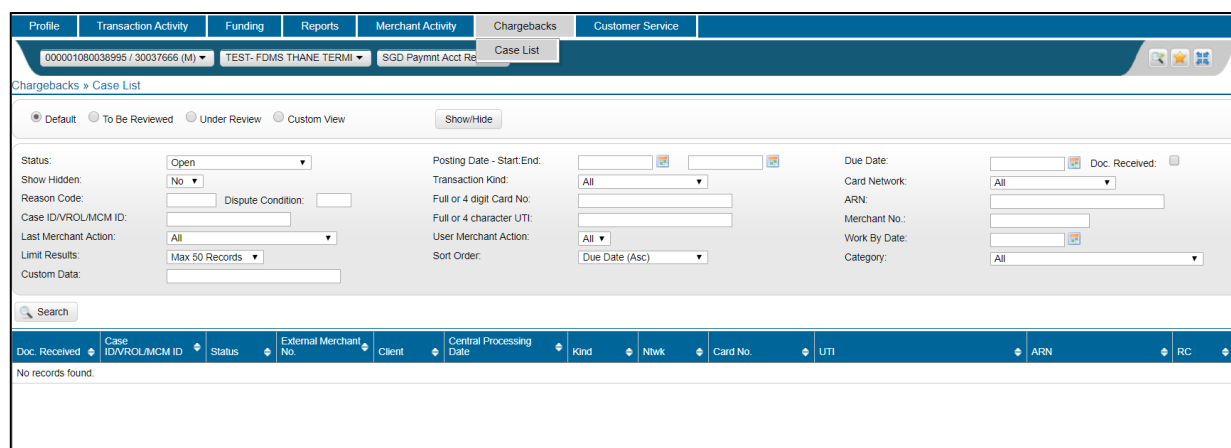
Column	Description
Doc. Received	Date when the corresponding documentation from VROL or MasterCom was received.
Case ID	The unique identifier for a case assigned by OmniPay Systems. It is also a link to the Chargeback Case Detail Page.
Inst.	Institution Number. This column is hidden if you have access to only one institution.
Status	Current case status.
External Merchant No.	External Merchant Number.
Client	Client Number (Internal Merchant Number).
Central Processing Date	Central processing date of the latest incoming transaction for the case.
Kind	Transaction kind abbreviation of the latest incoming transaction for the case.
Ntwk	Card Network.
Card No.	Card Number. Masked
UTI	Acquirer Reference Number. It is also a link to the Chargeback Case Detail Page.
ARN	Unique Transaction Identifier.
RC	Card network reason code.
Reason Code	Reason code description.
Case Priority	Priority of the case category.
Netwk Sett Amt	Network settlement amount of the latest incoming transaction for the case.
Netwk Sett Curr	Network settlement currency of the latest incoming transaction for the case.
Local Amt	Settlement amount expressed in the institution's local currency.
Local Curr	Local currency associated with the local amount.
Work By Date	The date by which a case should be actioned.
Due Date Countdown	The countdown to the due date, that is, the number of days left to the due date.
Due Date	Case due date.
Posting Date	Posting date of the latest incoming transaction for the case.
CCN	Chargeback reference number.
Assigned To	Chargeback user name assigned to the case.
Merchant Name	Merchant Master DBA name.
Capture Method	Capture method of the original presentment.

Column	Description
Last Merchant Action	Last merchant action taken on the case.
User Merchant Action	ser who performed the last merchant action on the case.
Custom Data	The custom data reference that has been entered in the 80byte file.
Transaction Date	The presentment transaction date.
Merch Tran Ref.	The presentment original merchant reference value.
Merchant Funding Currency	The currency in which the merchant was funded for the presentment.
Merch Funding Amt Gr	The presentment amount gross in merchant funding currency.

In order to work a chargeback case, you first search for and select a case, then review its details and finally take one or more actions. By searching cases, you can generate a list of cases and then select a case to work on. You search for cases using the Case List page.

Merchant will click on Chargebacks > Case List

**Figure 6.1.**



## 6.1 Searching Chargeback Cases

In order to view a chargeback case, you first search for and select a case, then review its details and finally take one or more actions.

**Figure 6.2.**

Chargebacks » Case List

☒ Default 
 ☐ To Be Reviewed 
 ☐ Under Review

Status:  
 Posting Date - Start/End:   
 Due Date:

Show Hidden:  
 Transaction Kind:  
 Card Network:

Reason Code:  
 Full or 4 digit Card No.:  
 ARN:

Case ID/VROL:  
 Full or 4 character UTI:  
 Merchant No.:

Institution:  
 Last Merchant Action:  
 User Merchant Action:

Work By Date:  
 Assigned To:  
 Limit Results:

Sort Order:  
 Category:  
 Custom Data:

Max displayable rows exceeded. Showing 50 of Total Rows (105).

Doc. Received	Case ID/VROL	Inst	Status	External Merchant No.	Client	Central Processing Date	Kind	Ntwk	Card No.	UTI	ARN
07/10/2016	<a href="#">20161006808153</a>	22	Open	64015457	64015457	06/10/2016	RRQ	VI	425405*****5883		<a href="#">74008606271638958010266</a>
07/10/2016	<a href="#">20161006808152</a>	22	Open	64015457	64015457	06/10/2016	RRQ	VI	425405*****5883		<a href="#">74008606269638951363666</a>
30/09/2016	<a href="#">20160928755181</a>	22	Open	64015481	64015481	28/09/2016	CBK1	MC	515665*****0912		<a href="#">85447916256636901330879</a>
06/10/2016	<a href="#">20160910620398</a>	22	Open	65749666	65749666	01/10/2016	CBK2	MC	510197*****8581		<a href="#">85449476223631779174494</a>
	<a href="#">20161001777329</a>	22	Open	65163579	65163579	01/10/2016	CBK1	MC	540061*****8835		<a href="#">85449476254636886234347</a>
05/10/2016	<a href="#">20161004788595</a>	22	Open	65749666	65749666	04/10/2016	CBK1	VI	490117*****8813		<a href="#">74008536222631773249499</a>
05/10/2016	<a href="#">20161004788574</a>	22	Open	65847114	65847114	04/10/2016	CBK1	VI	492181*****0240		<a href="#">74008506244634855855990</a>

## 6.2 Viewing Case Details

To access the Chargeback Case Detail page (Figure 6.3), click the required Case ID or ARN link on the Case List page.

**Figure 6.3. Chargeback Case Detail Page**

Chargebacks » [Case List](#) » Chargeback Case Detail

Navigation / Quick Search Section

Case 7 of 200

**Details Section**

Case No.: 20120913270212  
 ARN: 24679892246235367719461  
 Status: Open  
 Category: Chargebacks  
 Chargeback Progress: CBK1 - 1st chargeback  
 Network Reason Code: 71 - CBK: Declined Authorizati...  
 Central Proc: 02/09/2012  
 Document Indicator: \*- No document is required  
 Visa Case Number:

Due: 15/10/2012  
 Work By Date:  
 Closed Date:  
 Case Value: EUR 600.00  
 FX Protection: Y  
 Suggested XFR Value: EUR 600.00

Merchant No.: 174062809994 / 62809994  
 Merchant DBA Name: .VISA  
 Pres Capture Method: Mail Order  
 Ticket Number:  
 Passenger Name:  
 Cardholder No.: 8451  
 Exp. Date YYYYMM:  
 CCN: 456004  
 Retrieval Reference ID:

Card Network: Visa Base II  
 Card Brand: Classic  
 Sending Bin / Member ID: 456004  
 Issuer Country: Australia  
 Issuer Name:

Receiving Bin / Member ID: 467989  
 Refund: N/A  
 Institution Name: Demo  
 Assigned To:

**Tabbed Section**

Transactions | Actions | Authorisations | Letters/Attachments | Merchant Information | User Notes | Merchant Notes | Attachment | Merchant Actions

	Txn Kind	Tran. Type	Posting Date	Reason Code	Document Indicator	Netwk Settle Amt Gr	Message	Prtl	Rev.	MC Fraud Notification
<input type="button" value="Go"/>	CBK1	Purchase	03/09/2012	71 - CBK: Declined Authorization	**- No document is required	EUR 600.00		No	No	
<input type="button" value="Go"/>	CBK1	Purchase	10/09/2012	71 - CBK: Declined Authorization	**- No document is required	EUR 600.00		No	No	
<input type="button" value="Go"/>	CBK1	Purchase	04/09/2012	71 - CBK: Declined Authorization	**- No document is required	EUR 600.00		No	No	
<input type="button" value="Go"/>	PRF	Purchase	02/09/2012	-	-	EUR 600.00		No	No	

## 6.3 Viewing Transactions

To view the incoming and outgoing transactions for a case on the Chargeback Case Detail page (Figure 6.3), click the “Transactions” tab. Table 4.8 describes the columns displayed on the “Transactions” tab.

## 6.4 Viewing Actions

To view all recorded actions performed on a case on the Chargeback Case Detail page, click the “Actions” tab (Figure 6.4).

**Figure 6.4. Chargeback Case Detail Page-Actions Tab**

Transactions   Actions   Authorisations   Letters/Attachments   Merchant Information   User Notes   Merchant Notes   Attachment   Merchant Actions										
	Action	Entity	Entity ID	Reply Item	Amount	Partial	Status	Action Date	Performed By	Note
<div><div></div><div>Go</div></div>	Assign Case	Case	20120913270212			No	Processed	13/09/2012 09:07:41	system	TANYA.BRADY@FIRSTDATA.COM
<div><div>View Details</div><div>Go</div></div>	Add Incoming Transaction	Case	20120913270212			No	Processed	13/09/2012 09:07:41	system	
<div><div></div><div>Go</div></div>	Assign Case	Case	20120913270212			No	Processed	13/09/2012 09:07:41	system	Audrey Messina
<div><div></div><div>Go</div></div>	Add Incoming	Case	20120913270212			No	Processed	13/09/2012 09:07:41	system	

## 6.5 Viewing Authorisations

To view all the possible authorisation matches for the case on the Chargeback Case Detail page, click the “Authorisations” tab (Figure 6.5). The authorisation highlighted in bold is the currently matched authorisation.

**Figure 6.5. Chargeback Case Detail Page-Authorisations Tab**

Transactions		Actions	Authorisations	Letters/Attachments	Merchant Information	User Notes	Merchant Notes	Attachment	Merchant Actions								
		Card No	Expiry MMYY	Amount	Auth Code	Auth Date	Resp Code	Int RC	Ext RC	R	POS Entry Mode	V	AVS Rslt	CV2 Rslt	Code 10	T	ecom Type
<div><div></div><div>Go</div></div>	5217	0914	AUD 7.27	251370	10/05/2012 20:33:00	Transaction approved	000	00		810		S				M	Channel-encrypted ec
<div><div>View Details</div><div>Unmatch Auth</div></div> <div><div>Go</div></div>	5217	0914	AUD 7.27	447208	11/05/2012 06:04:00	Transaction approved	000	00		810		S				M	Channel-encrypted ec

100

## 6.6 Viewing Letters and Attachments

To view all the letters and attachments of a case on the “Chargeback Case Detail” page, click the “Letters/Attachments” tab (Figure 6.6).

**Figure 6.6. Chargeback Case Detail Page-Letters/Attachments Tab**

Transactions	Actions	Authorisations	Letters/Attachments	Merchant Information	User Notes	Merchant Notes	Attachment	Merchant Actions
Letter Category: Merchant Debit Letters Letter: 2nd C/B Debit Advice Generate								
	Name	Template Type	Template Category	Network Form Type	Status with VROL/MasterCom	External Document ID	Creation Date	Created By
<input type="text"/> Go	VROL_Testy.tif	Case Uploads	Visa Network Form	Representation	<a href="#">Sent Successfully</a>		10/04/2017	G
<a href="#">View Details</a> <a href="#">View Ad. Info</a> <a href="#">Edit Uploads</a>	Representation.xml	Case Uploads	Visa Network Form	Representation	<a href="#">Sent Successfully</a>		10/04/2017	G
<input type="text"/> Go	20170406889119_TDM50031.TIF	Case Uploads	N/A	Chargeback	Received		07/04/2017	Image System User
<input type="text"/> Go	Chargeback.xml	Case Uploads	Visa Network Form	Chargeback	Received		07/04/2017	Image System User

## 6.7 Viewing Merchant Information

To view all merchant details of a case on the Chargeback Case Detail page, click the “Merchant Information” tab (Figure 6.7).

**Figure 6.7. Chargeback Case Detail Page-Merchant Information Tab**

Transactions	Actions	Authorisations	Letters/Attachments	Merchant Information	User Notes	Merchant Notes	Attachment	Merchant Actions		
Company Name:		INC			FX Protection:		Yes		Client Status:	
Trade Name:		CE AUD			E-Commerce Ind.:		E-Commerce transactions only		Service Contract:	
Merchant No.:		AUD			Client Language:		English		Contract Status:	
MCC:		8999 - Services,not elsewhe							Active	
									Active	
Address Category		Contact Name	Address	Zip/Postcode	City	Country	Phone	Fax	Email	Delivery Method
Dispute Address		JULIE	PARKWAY	68	LA	United States	402-	402-	JGC@IL.COM	Printfile

## 6.8 Viewing Merchant Notes

Merchant notes are created by merchant-type RAM users. To view all merchant notes on a case on the Chargeback Case Detail page, click the “Merchant Notes” tab (Figure 6.8).

**Figure 6.8. Chargeback Case Detail Page-Merchant Notes Tab**

Transactions	Actions	Authorisations	Letters/Attachments	Merchant Information	User Notes	Merchant Notes	Attachment	Merchant Actions
	Action	Entity	Entity ID	Status	Action Date	Performed By	Note	
<div><div></div><div></div><div>Undo Action</div><div>View Details</div><div>Set As Processed</div></div> <div>Go</div>	Request Compliance	Case	20100921265006	Approved	04/10/2010 11:11:02	Demo User		
<div>Go</div>	Arbitration Won	Case	20100921265006	Approved	04/10/2010 11:10:51	Demo User		



**fiserv.**

© 2020 Fiserv, Inc. or its affiliates. All rights reserved. Fiserv is a registered trademark of Fiserv, Inc. Other products referenced in this material may be trademarks or registered trademarks of their respective companies.