

Merchant
User Guide

Retrieval Request & Chargeback Processing

November 26, 2012 | Version 7

CHASE ™
Paymentech

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Paymentech

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Retrieval Request & Chargeback Processing

A Merchant User Guide



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Revision History

Date	Revision Summary	Page(s)
12/27/07	Complete re-write of previous manual	All
04/24/08	Re-formatted Guide and Added Discover documentation	All
04/30/08	Updated Discover Reason Codes	101-137
12/31/09	Added <i>docx</i> to acceptable file formats for uploaded documents when using Paymentech Online Chargeback Management	17
	Special Note added re processing rules for JCB USD transactions	16, 27, 41, 44
	<ul style="list-style-type: none"> • Removed Appendix A • Removed Appendix B 	removed
	Renamed Appendices C & D to Appendix A	36-61
	Added Healthcare IIAS information to manual	13
	Updated Report Images	44-57
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3/14/10	Added VISA & Discover document size limits	17
9/20/2012	Removed reference to Discover types of Retrievals as no longer valid	5
	Removed Fraud Reason Code Transmission Process as no longer valid	12
	Removed Special Note	15
	Removed Special Note and Information on Fraud Reason Code Requirements as no longer valid	16
	Updated Recourse Section per Bank Card Regulation Changes	17-18
	Updated Pre-Arbitration Section per Bank Card Regulation Changes	23 - 25
	Increased rebuttal time from 48 hours to 14 days from initiated date	26
	Added JCB & Diners Section & removed old JCB section	28

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Introduction

Chargeback Management – A Joint Effort:

As a merchant you do all you can to ensure customer satisfaction with your product or service. All sales transactions are submitted accurately and refund transactions are processed in a timely fashion. You take measures to avoid fraudulent transactions by using address verification, card security codes and employing a well-educated and aware customer service staff. Even with all your efforts, your customers may question items on their billing statement and this may result in a retrieval request or chargeback being sent to Chase Paymentech.

Chase Paymentech takes an active role in working with you to minimize the number of chargebacks and the effect on your company's bottom line. Efficient and successful recovery of monies for chargeback transactions involves careful attention to paperwork, prompt action, communication with your Chargeback Analyst, and in some instances, your customer.

Card companies provide rules and regulations for retrieval and chargeback processing which define the number of times and the reasons a transaction may be charged back and/or represented. The rules specify certain time frames within which retrieval request and chargeback processing may take place. In the event a dispute cannot be resolved through normal retrieval and chargeback processing channels, alternative processes are available. In certain situations, Pre-Arbitration, Arbitration, good faith collection and pre-compliance efforts can be made.

This user guide provides detailed information to help you successfully work your retrievals and chargebacks using the channels established and regulated by the card companies.

On-line retail retrieval request and chargeback management is available on Paymentech Online. For more information on on-line chargeback management, see the ***Paymentech Online Retail Retrieval Requests Processing User Guide*** or the ***Paymentech Online Chargeback Processing User Guide*** available on the Paymentech Online Resources Tab/User Manuals.

Retrieval Requests

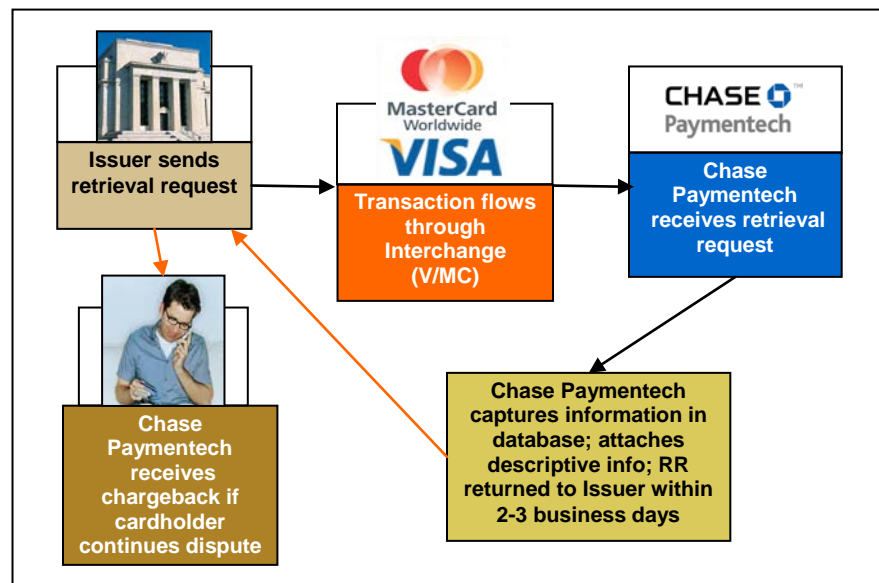
Overview:

A retrieval request asks for additional information for an item appearing on a cardholder's billing statement. The additional information is requested by an issuer usually on behalf of a cardholder. Requests are identified by specific Retrieval Reason Codes.

In all networks, issuers have the right to initiate a chargeback if the response to a retrieval request is not timely, the information received is not legible or valid, or the cardholder disputes the charge after viewing the retrieval fulfillment.

VISA and MasterCard Card-Not-Present Retrieval Request Processing Flow:

The processing flow for a VISA and MasterCard retrieval request for a card-not present transaction is illustrated below.



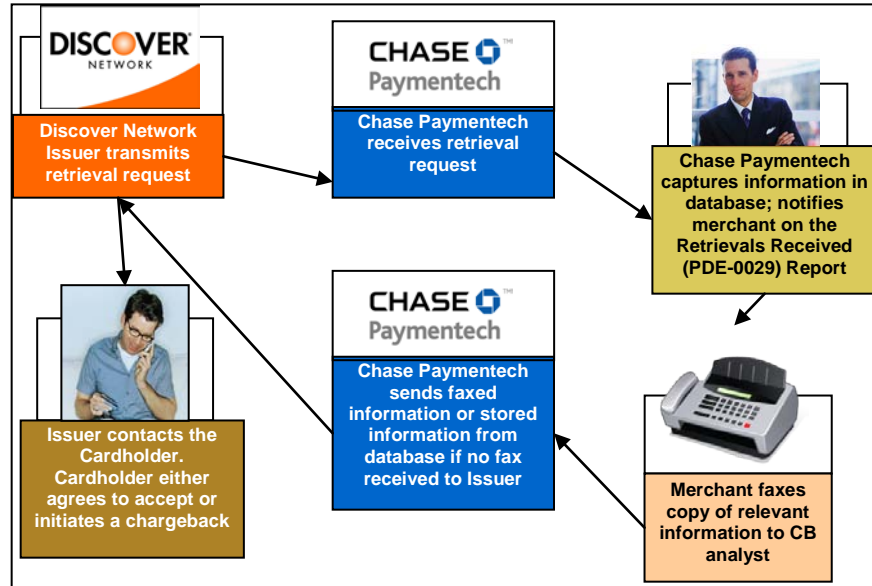
- Issuer transmits the retrieval request electronically to Chase Paymentech
 - Incoming request is matched to the original sale transaction information stored in our Transaction History database
 - Facsimile of the stored information is created and sent electronically to the issuer within 2-3 business days
 - Issuer contacts the cardholder with the additional description
 - Cardholder either agrees to accept the charge or to continue the dispute, at which point a chargeback is initiated
-

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Retrieval Requests, Continued

Discover CNP Processing Flow:

The processing flow for a Discover retrieval request for a card-not-present transaction is illustrated below.



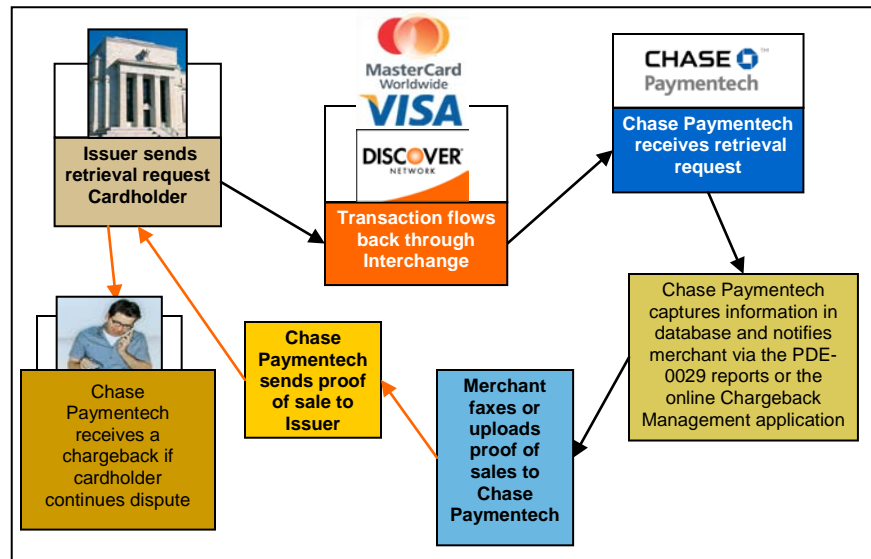
- Discover Network transmits the retrieval request electronically to Chase Paymenttech
- Incoming request is matched to the original sale transaction information stored in our Transaction History database
- Chase Paymenttech captures the information and notifies the merchant via the Retrieval Activity (PDE-0029) Report and opens a case in the Paymentech Online Chargeback Management System.
- Merchant faxes copy of itemized bill and proof of delivery along with any other relevant information to their CB analyst by the Response Due Date (21 days)
- If no response is received at Chase Paymenttech by day 25, a facsimile of the stored information is created and sent electronically to the issuer.
- Issuer contacts the cardholder with the additional information.
- Cardholder either agrees to accept the charge or to continue the dispute, at which point a chargeback is initiated

Continued on next page

Retrieval Requests, Continued

Retail Retrieval Request Processing Flow:

The processing flow of a retrieval request for a retail transaction is illustrated below.



- Issuer transmits the retail retrieval request electronically to Chase Paymentech
- Incoming request is matched to the original sale transaction information stored in our Transaction History database
- Chase Paymentech captures the information and notifies the merchant via the Retrieval Activity (PDE-0029) Report and opens a case in the Paymentech Online Chargeback Management System
- Merchant faxes copy of sales slip (or other proof of sale) to their CB analyst by the Response Due Date
- Response is sent to issuer
- Issuer notifies cardholder
- Cardholder either agrees to accept the charge or to continue to dispute it, at which point a chargeback is initiated

Response Procedure for Retail Retrieval Requests:

Follow these steps when **manually** responding to a retail retrieval request:

Step	Action
1	Obtain the original sales slip bearing the cardholder's signature
2	Note the sequence number for the item (located on the Retrieval Activity (PDE-0029) Report), your name and phone number on the sales slip
3	Fax a copy of the sales slip to Chase Paymentech's Chargeback Department at (603) 896-8708 within the 21-day time frame

Continued on next page

Retrieval Requests, Continued

**Response
Procedure for
Retail
Retrieval
Requests,
continued:**

If you are using the Paymentech Online Chargeback Management Application to work your retail retrieval requests, please refer to the ***Paymentech Online Retrieval Request Management User Guide*** for instructions.

Note: Please respond to a retrieval request even though you have already issued credit. Include a note or comment that you have issued credit in your response

**Chase
Paymentech
Recommends**

Retail merchants:

- Obtain proper documentation at the time of sale
- Retain copies of transaction documents:
 - VISA – minimum of 12 months
 - MasterCard – minimum of 18 months
 - Discover – minimum of 36 months
- Develop efficient document storage to maximize retrieval of sales slips
- Respond to retrieval requests within the 21-day time frame
- Card associations require imprint if the mag-stripe cannot be read

All Merchants:

- Ensure your merchant descriptor contains a recognizable merchant name, location and/or customer service telephone number

Continued on next page

Retrieval Requests, Continued

**Retrieval
Request
Reports:**

There are two reports that provide detail on retrieval requests –

Retrievals Received (PDE-0021):

This report can be generated for merchants who wish to be notified of all retrieval activity. Merchants can use the information on this report to proactively contact the cardholder to answer questions on the sale transaction. Some merchants use the information to flag accounts for potential chargeback activity.

Retrieval Activity (PDE-0029):

This report is available for all merchants processing retail or Discover transactions. It gives prompt notification of retrievals that require a response to Chase Paymentech. Non- or late fulfillment of the retrieval request may result in a chargeback that cannot be represented. The report provides a list of outstanding requests that have yet to be worked. These remain on the report for 21 days.

Samples and field definitions for each report are located in Appendix D.

Special Note	Merchants MUST respond to a Discover retrieval request in order to avoid the retrieval request becoming a chargeback. No action is needed or required for VISA and MasterCard Card-Not-Present retrieval requests. Chase Paymentech responds on behalf of the merchant.
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Healthcare IAS Retrieval Requests

Introduction

Healthcare benefit cards, typically referred to as FSA (Flexible Spending Account) or HRA (Healthcare Reimbursement Account) debit cards are payment cards that consumers use for qualifying medical expenses like prescriptions, over the counter medications, vitamins, durable medical equipment, or medical supplies using monies allocated to special, pre-tax funded accounts that are generally part of their employer sponsored health benefit plan.

These transactions, like regular payment card transactions are subject to retrieval requests however, due to HIPPA and IRS rules, the requirement for storing transaction information as well as fulfilling the request is somewhat unique.

- First, IAS retrieval requests may occur up to 4.5 years from the date of the original transaction.
- Second, the way in which merchants are required to fulfill the request is different from typical bankcard retrievals such that the response must go directly to the card Issuer and not through Chase Paymentech. As a result of the IRS requirements, Chase Paymentech has modified its procedures to accommodate merchants who may be the recipient of an IAS retrieval request.

The following explains the merchant process for complying with IAS retrieval requests.

IAS Transactions

Merchants will be notified of Healthcare IAS retrieval requests via the Retrieval Activity (PDE-0029) Report. This report will have a separate section that contains any and all retrievals received by VISA and MasterCard. They are easily recognized as IAS transactions in by reviewing the Reason Codes listed. The Reason Codes 27 (VISA) and 43 (MasterCard) will identify the transaction as an IAS retrieval request. The report will also contain a fax number in which to forward the fulfillment. The fax number is what must be used to respond with the information requested.

Special Note	It is important that you respond via the fax numbers for these transactions. Due to HIPPA laws, the Chase Paymentech Chargeback Department will not be reviewing these requests. They must be sent directly to the requesting Issuer. If any information is sent to Chase Paymentech it will be shredded immediately due to confidentiality.
---------------------	---

Chargeback Processing

Overview:

A chargeback is the reversal of a transaction that arises from a processing technicality, a customer dispute, or fraudulent activity. It is a violation of a card association rule or regulation for which a specific reason code has been established. Chase Paymentech works as your partner to help manage and process the chargebacks you receive. A dedicated chargeback analyst is assigned to your company when you first start sending us files. In this way, the analyst becomes familiar with your company and you have a specific person to contact when necessary.

Associations regulate the processing of charged back transactions through their list of reason codes and processing timeframes. They also dictate the number of times a chargeback can be represented to the issuer.

Detailed reporting is available on the Chargeback Activity Detail (PDE-0017) report including received, represented, returned to merchant and successful recourse items. A financial summary provides a snapshot of your chargeback inventory status as of the reporting date. The financial net impact of chargeback activity is also included on your Deposit Activity Summary (FIN-0010) and any associated charges and processing fees are found on the Service Charge Detail (FIN-0011).

Special Note:	There are also reports that track monthly summary data and chargebacks won and lost. Samples and field definitions for these analysis reports are found in the Appendix D.
----------------------	---

VISA and MasterCard Chargeback Categories:

Chargebacks received from VISA and MasterCard issuers fall into two categories

- **Technical**
- **Customer Dispute**

Technical Chargebacks are initiated by the issuer for authorization or processing related reasons with no cardholder participation, such as:

- Information requested in a retrieval request was not received or was illegible or invalid
- Authorization number is missing or has been declined
- Invalid account number was used
- Late presentment of the original transaction
- Duplicate transactions

Continued on next page

Chargeback Processing, Continued

VISA and MasterCard Chargeback Categories, Continued:

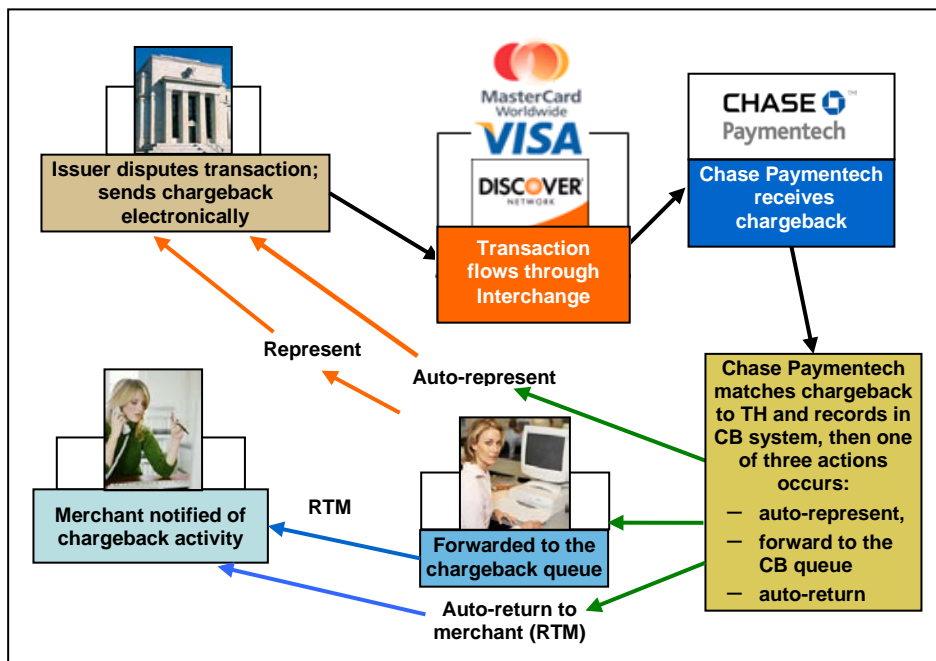
Customer Dispute Chargebacks result when a cardholder refuses to accept responsibility for a charge appearing on their card billing statement. The cardholder contacts the issuer indicating that they

- are disputing a specific charge for specific reasons (such as ordered merchandise or a service was never received, the product or service was not what was originally described, or the purchase was not authorized by the cardholder), and
- have attempted to resolve the situation with the merchant (unless fraud)

Once the card issuer has been contacted and received any required documents, the card issuer credits the cardholder's account and electronically submits the chargeback transaction bearing a specific reason code to Chase Paymentech.

Technical Chargeback Workflow:

Below is an illustration and discussion of the work flow for a technical chargeback.



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Chargeback Processing, Continued

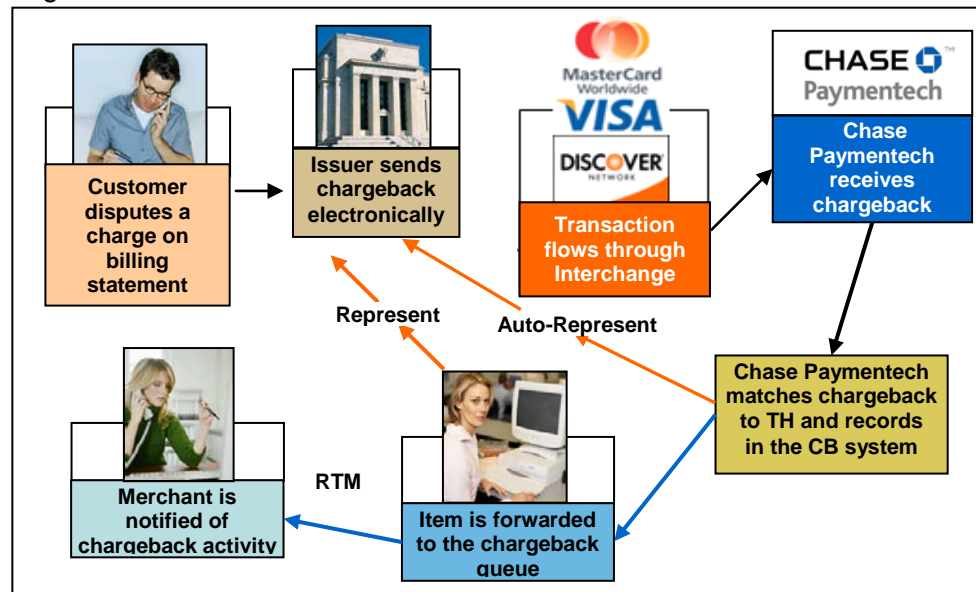
Technical Chargeback Workflow, Continued:

The following action steps are taken when processing a technical chargeback.

Step	Action
1	Issuer disputes transaction for processing or authorization reasons and initiates a chargeback electronically
2	Chargeback flows through the card association networks
3	Chase Paymentech receives the chargeback electronically
4	Chargeback transaction is compared to the original sale transaction information stored in our Transaction History database
5	If information to support representation is located, this information is attached to the chargeback transaction which is then returned or represented to the issuer
	OR
	If information is found that the transaction is not valid, the chargeback is auto-returned to the merchant
6	OR
	If insufficient information to support representation is found, the chargeback transaction is forwarded to your assigned analyst for further analysis
6	Chargeback Activity (PDE-0017) report is generated showing all chargeback activity for the reporting period, thus notifying you of what actions have been taken

Customer Dispute Chargeback Workflow:

Below is an illustration and discussion of the work flow for a customer dispute chargeback.



Continued on next page

Chargeback Processing, Continued

Customer Dispute Chargeback Workflow, Continued:

The following action steps are taken when processing a customer dispute chargeback.

Step	Action
1	Customer disputes a transaction on their billing statement
2	Issuer obtains appropriate paperwork from customer
3	Issuer initiates an electronic chargeback and forwards paperwork to Chase Paymentech
2	Chargeback flows through the card association networks
3	Chase Paymentech receives the chargeback and appropriate issuer documentation
4	Chargeback transaction is compared to the original sale transaction information stored in our Transaction History database
5	If information to support representment is located, this information is attached to the chargeback transaction which is then represented to the issuer
	OR
	If insufficient information to support representment is found, the chargeback transaction is forwarded to your assigned analyst for further analysis
6	Chargeback Activity (PDE-0017) Report is generated showing all chargeback activity for the reporting period, thus notifying you of what actions have been taken and a case is opened in the online Chargeback Management system for the item

Continued on next page

Chargeback Processing, Continued

Discover Chargeback Categories: Chargebacks received from issuers fall into three categories for Discover:

- **Fraud**
- **Processing Error**
- **Service**

Processing Error Chargebacks are initiated by the issuer for authorization or processing related reasons with no cardholder participation, such as:

- Information requested in a retrieval request was not received or was illegible or invalid
- Authorization number is missing or has been declined
- Invalid account number was used
- Late presentment of the original transaction
- Duplicate transactions

Service Chargebacks result when a cardholder refuses to accept responsibility for a charge appearing on their card billing statement. The cardholder contacts the issuer indicating that they

- are disputing a specific charge for specific reasons (such as ordered merchandise or a service was never received, or the product or service was not what was originally described), and
- have attempted to resolve the situation with the merchant

Once the card issuer has been contacted and received any required documents, the card issuer credits the cardholder's account and electronically submits the chargeback transaction bearing a specific reason code to Chase Paymentech.

Continued on next page

Chargeback Processing, Continued

Discover Chargeback Categories, Continued:

Fraud Chargebacks result when a cardholder or issuer believes that fraudulent activity may have been performed with the account. The cardholder contacts the issuer indicating that they

- are disputing a specific charge for specific reasons (such the purchase was not authorized by the cardholder)
-

Return to Merchant Workflow:

When Chase Paymentech has insufficient information to represent a chargeback, it is sent to your chargeback analyst. Your analyst will research to determine if the chargeback can be represented. If there is no support for representation, the chargeback is returned to the merchant.

Continued on next page

Chargeback Processing, Continued

Recourse

When you decide to request recourse for (or challenge) a chargeback that has been returned to you, Chase Paymentech recommends the following:

Prior to responding ...

- Note the “Due Date” which is located near the top of the Chargeback Document. Chase Paymentech must receive the recourse request by that date in order to be considered for possible representation
- Read the recommendations by reason **Code in the Chargeback Reason Code Reference Guide** and the Chargeback Analyst’s comments that appear on the Chargeback Document
- Make note of the reason code to determine if you have the appropriate supporting documentation to send with the recourse request

Then...

If using Paymentech Online Chargeback Management

- Upload clear and legible copies of the supporting documentation in an acceptable file format (*tiff, tif, jpeg, jpg, gif, bmp, txt, html, docx,, pdf, xls, and png*)
- **The total file size of submitted documents for VISA and Discover Chargebacks MUST be less than 10 MB**
- **The total file size of submitted documents for MasterCard Chargebacks MUST be 18 pages or less.**
- Add any comments that may assist the Chargeback Analyst (512 character limit)
 - Please Note – these comments are only viewable by you and Chase Paymentech. They will not go out to the issuer. If your comments need to be sent to the issuer, please scan or upload them.

(Refer to the **Paymentech Online Chargeback Management User Guide** for addition information on the procedure for challenging a returned to merchant chargeback)

Continued on next page

Chargeback Processing, Continued

Recourse, Continued

If using paper

- Check the appropriate box(es) on the Chargeback Document
- Include a summary of the challenge
- Provide a contact name and telephone number in the event the Chase Paymentech Chargeback Analyst must contact you
- Attach legible and appropriate copies of the supporting documentation
- Fax (603-896-8708) or mail to the Chargeback Department
- ***The total file size of submitted documents for VISA and Discover Chargebacks MUST be less than 10 MB***

A sample Chargeback Document is illustrated on the following page.

Continued on next page

Chargeback Processing, Continued

Recourse, Continued



Chargeback Document

Time Sensitive Document
Endpoint: FUS

Sequence # **0000001**

Due Date: **05/01/2008**

CB Analyst: **CB Analyst**
 CB Amount (Presentment - USD):
 CB Amount (Settlement - USD): 146.89
 Part RTM Amt (Presentment - USD):
 Part RTM Amt (Settlement - USD):

Company Name: **ABC Company, INC - 123456**
 Company #: **123456**
 Business Unit Name: **ABC Company**
 Business Unit #: **654321**
 TD Name: **ABC Company**
 Transaction Division #: **112233**
 Alternate ID:

Note the Return By Date

ABC Company, INC - 123456789
Mrs. Ima Person
1 Main Street
City, State 01234
United States

Chargeback Information
 CB Account #: **ABC Company, INC**
 CB Reason: **83 - Fraudulent Activity**
 Chargeback Date: **04/01/2008**
 CB Cycle: **1**
 Alt. Payments Tran ID:
 Issuer Message: **Acct Closed**

Transaction Deposit Information
 Transaction Date: **03/03/2008**
 Authorization Date: **03/03/2008**
 Transaction Account #: **4444000000000001**
 Merchant Order #: **1234ZYXW567**
 Card Type: **VI**
 AVS Response: **I3**
 Card Verification Resp (CID): **I3**
 Customer Name: **Mickey Mouse**
 Customer Address: **123 Disney Lane**
Orlando, Florida 12345
Customer address line 3
This is the final address line

Read notes from your analyst and recommended actions

Important information from your Chargeback Analyst:

Recommended Action:

If there is an AVS of I3, provide itemized bill and signed proof of delivery to the AVS address. IF RETAIL, provide sales-draft.

Representation/Collection Request

Check appropriate boxes

CHASE PAYMENTECH, L.P., has made every effort to review this chargeback for possible refunds, duplicates, and invalid or improper reason codes. If you wish to return this chargeback for possible representation or collection, please check the appropriate box below and attach all documents needed to support your request to the Chargeback department.

- Refund for _____ Date Issued _____ If only a partial refund was issued, please indicate why: _____
(Note: if a refund has not yet been issued, please **DO NOT** process one now. Your customer has already received a credit as a result of this chargeback.)
- AVS was I3. Providing itemized bill with shipping information and signed proof of delivery to the AVS address. For reason codes 37, 83, UA30, UA31 & UA32.
- The customer has not returned the merchandise. For reason codes 60, 85, RN1 & RN2. **NOTE:** You must attach a document with your company letterhead stating that the merchandise has not been returned.
- Signed proof of delivery of merchandise to the customer is attached. For reason codes 55, 30 & RG only.
- Providing itemized bill. For reason codes 63 and 75. **NOTE:** Providing billing/shipping information strengthens your rebuttal.
- Other. Please explain: _____

Provide a summary of the challenge

Name _____ Phone Number _____

Chase Paymentech Solutions, LLC
 4 Northeastern Blvd.
 Salem, NH 03079



Provide contact name and phone number



Phone: (603) 896-6000
 Fax: (603) 896-8708

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Continued on next page

Chargeback Processing, Continued

Chargeback Lifecycles

The life cycles of chargebacks are illustrated below.

Note: VISA, MasterCard and Discover allow only one representation.

VISA

Step	Action	Description
1	1 st presentment to issuer	Original transaction
2	Chargeback	Issuer initiates CB on the original transaction
3	Return to Merchant	Chase Paymentech returns the full or partial amount of the CB to the merchant
	OR	
	Representation	Chase Paymentech returns the full or partial amount of the CB to the issuer as invalid
4	Incoming Pre-Arbitration	The issuer initiates a Pre-Arbitration or Arbitration case if they do not accept the representation

MasterCard

Step	Action	Description
1	1 st presentment to issuer	Original transaction
2	1 st chargeback	Issuer initiates CB on the original transaction
3	Return to Merchant	Chase Paymentech returns the full or partial amount of the CB to the merchant
	OR	
	Representation	Chase Paymentech returns the full or partial amount of the CB to the issuer as invalid
4	2 nd chargeback	Issuer rejects the representation and returns the chargeback a second time to Chase Paymentech
5	Return to Merchant	Chase Paymentech returns the amount of the CB to the merchant
	OR	
	Outgoing Pre-Arbitration	Chase Paymentech submits a Pre-Arbitration case for the CB

Continued on next page

Chargeback Processing, Continued

Chargeback Lifecycles, Continued:

Discover:

Step	Action	Description
1	1 st presentment to issuer	Original transaction
2	Chargeback	Issuer initiates CB on the original transaction
3	Return to Merchant	Chase Paymentech returns the full or partial amount of the CB to the merchant
	OR	
	Representment Request	Chase Paymentech returns the full or partial amount of the CB to the issuer as invalid
4	Incoming Pre-Arbitration/Arbitration	Issuer initiates a Pre-Arbitration or Arbitration case if they do not accept the representment
5	Outgoing Arbitration	If Chase Paymentech submits a representment request on behalf of the merchant and Discover denies the request, an arbitration case can be submitted

Second Chargeback Notes:

If cardholder continues to dispute a transaction by not accepting the representment for

MasterCard -

- Item is returned to Chase Paymentech
- Chargeback analyst reviews item and either
 - Submits an outgoing Pre-Arbitration to issuer if warranted **OR**
 - Returns it to Merchant to be accepted

VISA and Discover –

- No second chargeback right exists
- In-coming Pre-Arbitration or Arbitration takes the place of a second chargeback

(See Exception Processing section for further detail)

Continued on next page

Chargeback Processing, Continued

**Partial
Represent-
ment/Partial
Return to
Merchant:**

VISA, MasterCard and Discover support partial representment of chargebacks when only a portion of the charged back amount qualifies for representment. The balance of the amount will be returned to the merchant. The amount split is indicated on the standard chargeback reporting and in the Paymentech Online Chargeback Management application.

Example:

A sale transaction for USD\$100.00 is presented to the issuer. The issuer initiates a chargeback for the full amount. Only a portion – USD\$70 – of the chargeback meets the representment requirements. This amount will be sent back to the issuer by Chase Paymentech as a partial Representment. The balance that does not meet representment requirements – USD\$30 – is returned to the merchant as a partial Return to Merchant.

**Special
Note:**

VISA, MasterCard, and Discover allow the Acquirer only one representment.

Exception Processing

Introduction: Alternate processes are available for recovering funds for the consumer, the issuer or the merchant outside of the normal chargeback processing arena. These alternatives may be used for valid situations when

- the time frames for chargeback initiation have expired
- the time frames for representment have expired
- a previous chargeback was represented and the issuer or cardholder continues to dispute the charge
- there is a violation of a MasterCard or VISA regulation for which no chargeback reason code exists

These alternate processes are grouped for purposes of discussion into the Exception Processing category. All exception processing is handled by senior level Chargeback Analysts at Chase Paymentech. Exception processing has no financial impact for the merchant until resolution is completed.

The exception processing discussed in this section include

- Pre-Arbitration/Arbitration
- Collection
- Pre-Compliance

Settlements for all exception processes are designated by Reason Code 98 on Chase Paymentech reporting and in the Paymentech Online Chargeback Management application.

Incoming Pre-Arbitration/ Arbitration – VISA & Discover:

Since VISA and Discover do not allow second chargebacks, any representment that is refused by the issuer will be returned to Chase Paymentech as an incoming Pre-Arbitration or Arbitration (Pre-Arb/Arb) item.

A senior level Chargeback Analyst reviews the incoming Pre-Arb/Arb and determines if it must be accepted and returned to merchant. If returned, you are notified via a reason code 98 on the Chargeback Activity Detail (PDE-0017) Report or through the Online Chargeback Management Application.

If the item can be challenged, the analyst may request additional supporting documentation from you. Once this is received, the senior level analyst will review the documentation and, if it will resolve the dispute, submit it to the issuer.

If the issuer refuses the Pre-Arbitration response, they will initiate an Arbitration case. This avenue to funds recovery is used only when the issuer and Chase Paymentech, as an Acquirer, can not mutually agree on resolution of a chargeback case. It is a final attempt to successfully dispute a chargeback. The card associations determine final liability – issuer or merchant. If the merchant is deemed liable, a 2nd chargeback with reason code 987 is sent to the merchant.

Continued on next page

Exception Processing, Continued

Outgoing Arbitration – Discover:

Arbitration may be requested when representment documentation or information that was previously unavailable can now be provided

Timeframes: An arbitration case must be submitted and received by Discover Network within 45 calendar days from the close date of the dispute.

Discover Network will make a ruling based upon the regulations and all documentation received from both the merchant and the issuer. If the case is ruled in favor of the merchant, you will see a credit with a Reason Code 98 on the Chargeback Activity Detail (PDE-0017) Report and in the Online Chargeback Management Application. If the response is unfavorable, the chargeback will remain.

Outgoing Arbitration is only used if one or more of the following are true:

- credit has been issued to the cardholder
- the necessary documentation and history records are available to support the claim
- the monetary amount of the original sales transaction warrants the cost of arbitration, and
- in the estimation of Chase Paymentech, the case will be ruled in favor of the merchant

In an arbitration case, whoever is deemed responsible for the chargeback is also responsible for paying all the fees associated with the case.

Continued on next page

Exception Processing, Continued

Outgoing Pre-Arb/Arbitration – MasterCard:

When Chase Paymentech receives a MasterCard second chargeback, a Chargeback Analyst reviews the item and determines if it can be challenged or if it must be accepted and returned to the merchant. If the item is challenged, Chase Paymentech sends an out-going good faith attempt (Pre-Arb) to resolve the chargeback within 30 days from the chargeback initiated date.

If an issuer does not accept the Pre-Arbitration request or if they do not respond within the allotted time frame, Chase Paymentech may submit the item to Arbitration if the analyst feels the case can be decided in favor of the merchant.

If the case is ruled in favor of the merchant, you will see a credit with a Reason Code 98 on the Chargeback Activity Detail (PDE-0017) Report and in the Online Chargeback Management Application. If the response is unfavorable, the chargeback will remain.

Outgoing Pre-Arbitration/Arbitration is only used if one or more of the following are true:

- credit has been issued to the cardholder
- the necessary documentation and history records are available to support the claim
- the monetary amount of the original sales transaction warrants the cost of arbitration, and
- in the estimation of Chase Paymentech, the case will be ruled in favor of the merchant

In an arbitration case, whoever is deemed responsible for the chargeback is also responsible for paying all the fees associated with the case.

Incoming Collection:

An incoming collection item in the form of a Good Faith case is generated by an issuer when they have failed to meet the timeframes for initiating a chargeback. The issuer is asking for the merchant's review and response. For VISA and MasterCard: To qualify for incoming collection, the chargeback must be over the USD50.00 minimum and be less than 1 year old. Discover has no limits on amount or age of transaction

Continued on next page

Exception Processing, Continued

Outgoing Collection – VISA & MasterCard: In the outgoing collection process, Chase Paymentech sends a Good Faith case to the issuer when time frames for representment have been exceeded. The issuer is asked to review and respond. The chargeback must be over the USD50.00 minimum and be less than 1 year old.

Special Note	Each issuer sets their own minimum amounts and time frames. Some issuers will not review any collection cases that are under \$100 or are older than 6 months.
---------------------	---

A favorable response from the issuer will be indicated by a credit with a Reason Code 98 on the Chargeback Activity Detail (PDE-0017) Report or in the Online Chargeback Management Application. If the response is unfavorable, the chargeback will remain.

Pre-Compliance – Incoming and Outgoing – VISA and MasterCard: A pre-compliance case is generated when there has been a violation of a card association rule or regulation for which there is no established reason code. The cases can be initiated by either the issuer or Chase Paymentech and are usually for technical reasons.

When an incoming pre-compliance case is received, Chase Paymentech may notify the merchant and fax a form with details about the case. The merchant has 14 days from the initiated date to provide a rebuttal (if they wish to dispute the pre-compliance case) or to issue a credit (thus avoiding a chargeback). Not all pre-compliance cases require a notification to the merchant. If the case is due to a technical reason such as no valid authorization, the analyst at Chase Paymentech will make the decision to accept or deny it.

If an incoming pre-compliance case is accepted, the merchant will receive a debit for a Reason Code 98 on the Chargeback Activity Detail (PDE-0017) Report or in the Online Chargeback Management Application.

Outgoing pre-compliance is used when a merchant requests recourse due to a credit being issued AND the chargeback is beyond the time frames allowed for representment. If an outgoing pre-compliance case is accepted by the issuer, the merchant will receive a credit for a reason code 98.

Chargeback Analysis Reporting

Introduction Chase Paymentech provides the following analysis reports to assist you in managing your chargebacks:

PDE-0017 Chargeback Activity – Monthly version

This report summarizes the count and amount of chargebacks in the following categories Received, Represented, Returned to Merchant, Recourse and Ending Inventory for the month sorted by Card Type and Reason Code. When viewed monthly, this report may indicate trends in your chargeback activity that should be investigated. For example, a sharp rise in Credit Not Processed chargeback reason codes should alert you to review your refund procedures to insure employees are adhering to your policies.

PDE-0039 Chargebacks Won/Lost Summary

This report displays the Win/Lost Success % by comparing the numbers of Chargebacks Auto-Represented, Represented by PTI, and those Represented due to recourse to then total number of Chargebacks received during the report period. The total represented success percentages are adjusted for 2nd chargebacks and incoming Pre-Arbs to determine the Total success percentage. The data is sorted by reason code for each Method of Payment (MOP) and totaled for all reason codes for all MOPs to give a Grand total for the chargebacks initiated during the date range indicated in the Initiated CB Date Range field in the report header.

The report analyzes data from three months before the current date.

JCB and Diners Retrieval and Chargeback Processing

Introduction The processing of JCB chargebacks is handled the same as Discover chargebacks. Refer to the pages that describe Discover Chargeback Processing.

Bill Me Later (BML) Chargeback Processing

Introduction: The processing of Bill Me Later chargebacks is similar to that for MasterCard chargebacks. This section provides information about BML Chargeback Processing, and describes the impact to the reports. A list of BML Chargeback Reason Codes are provided in the ***Chargeback Reason Codes Manual*** available on the Paymentech Online Resources Tab/User Manuals.

Time Frames: Below is a discussion of the timeframes allowed for the processing cycles for BML chargebacks.

1st Chargebacks

Bill Me Later usually has 120 calendar days to initiate chargebacks with some exceptions:

- Merchant Credit Not Processed (AI) – may be extended up to a year if customer returned merchandise or cancelled the service and no credit has been given
- Date of Discovery – BML may initiate a chargeback for any reason code within 60 days of a customer reporting a problem to Bill Me Later customer service

Representments

Merchants have 39 days to request recourse from Chase Paymentech under the following circumstances:

- Additional information can be provided to remedy the chargeback
- The documentation required from the issuer to support the chargeback was not received or was incomplete
- The chargeback was invalid
- The transaction reference number and/or the cardholder's account number was invalid
- The chargeback was misrouted (sent to Chase Paymentech in error)

Continued on next page

Bill Me Later (BML) Chargeback Processing, Continued

Time Frames, 2nd Chargebacks

Continued:

Bill Me Later may submit a 2nd chargeback to Chase Paymentech within 45 calendar days of the representment date under the following circumstances:

- It was incorrect or did not remedy the 1st chargeback
 - The documentation required from Chase Paymentech (merchant) was not received or was incomplete
 - Documentation missing from the 1st chargeback can be provided
 - A different chargeback reason code, not apparent when the item was first charged back, is now apparent
 - The transaction reference number and/or the cardholder's account number was invalid or was not the same as the original and can be correctly provided
-

PayPal Chargeback Processing

Introduction: The processing of PayPal chargebacks is somewhat different from other methods already documented for other card types. A list of Chargeback Reason Codes is located in the ***Chargeback Reason Codes Manual*** available on the Paymentech Online Resources Tab/User Manuals.

Time Frames: Below is a discussion of the time frames allowed for the processing of PayPal chargebacks.

1st Chargebacks

PayPal follows the same time frames as VISA and MasterCard if the consumer is having their credit card debited by PayPal for the transaction.

UK/Maestro Chargeback Processing

Introduction: The processing of UK/Maestro (Switch/Solo) is similar to that for MasterCard chargebacks. This section provides information about UK Maestro/Solo Chargeback Processing. A list of reason codes and time frames for initiating a chargeback can be found in the ***Chargeback Time Frames Manual*** and the ***Chargeback Reason Codes Manual*** available on the Paymentech Online Resources Tab/User Manuals.

Representments: Merchants have 39 calendar days to request recourse from Chase Paymentech under the following circumstances:

- Additional information can be provided to remedy the chargeback
- The documentation required from the issuer to support the chargeback was not received or was incomplete
- The chargeback was invalid
- The transaction reference number and/or the cardholder's account number was invalid
- The chargeback was misrouted (sent to Chase Paymentech in error)

2nd Chargebacks: The issuer may decide to continue the dispute by initiating a 2nd chargeback. The time frames for this are within 60 days of the representment date. The 2nd chargeback may be for the same or a different reason code and may be initiated under the following circumstances:

- It was incorrect or did not remedy the 1st chargeback
- The documentation required from Chase Paymentech (merchant) was not received or was incomplete
- Documentation missing from the 1st chargeback can be provided
- A different chargeback reason code, not apparent when the item was first charged back, is now apparent
- The transaction reference number and/or the cardholder's account number was invalid or was not the same as the original and can be correctly provided

Appendix A: Chargeback Documents and Forms

Introduction

There are a number of documents and forms used to communicate with you as chargebacks are processed. Samples and descriptions of these follow. Please note that if you are using the Paymentech Online Chargeback Management application to work your chargebacks, these forms may not be applicable.

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Information Request

The **Chargeback Information Request** form is sent to you when your Chargeback Analyst needs additional information prior to determining if the chargeback can be represented or if it must be returned to you. **(See sample form on the following page)**


The form contains the following information:

1. Endpoint – Card Association indicator
2. Sequence # – Number assigned to the chargeback by Chase Paymentech
3. Respond By Date – date by which you need to respond if challenging the item
4. CB Analyst – Chase Paymentech Chargeback Analyst assigned to your company
5. Info Requested Date – Date the form was sent to you
6. CB Amount (Settlement) – Amount of the chargeback in the Settlement currency
7. CB Amount (Presentment) – Amount of the chargeback in Presentment currency
8. Merchant name and address information
9. Company Name
10. Company # – CO number assigned by Chase Paymentech
11. Business Unit Name
12. Business Unit # – BU number assigned by Chase Paymentech
13. TD Name – Transaction Division name
14. Transaction Division # –TD number assigned by Chase Paymentech
15. Alternate ID – Alternate number used to identify the Transaction Division (if any)
16. Chargeback Information
 - CB Account # - credit card number used for the chargeback (usually the same as the Transaction Account #)
 - CB Reason – Reason code associated with the chargeback
 - Chargeback Date – Date the chargeback was initiated
 - CB Cycle – Indicates a first or second CB
 - Alt. Payments Tran ID – Used only under certain conditions
 - Issuer Message – Message from the card issuer relating to the reason for the chargeback
17. Transaction Deposit Information
 1. Transaction Date – Date of the original transaction
 2. Authorization Date – Date original transaction was authorized
 3. Transaction Account # - Credit Card used for the original transaction (usually the same as the CB Account #)
 4. Merchant Order # - Unique number assigned to the transaction by the merchant
 5. Card Type – VISA, MasterCard, JCB, etc.
 6. AVS Response – Response code given to AVS inquiry
 7. Customer Name – Name of cardholder
 8. Customer Address – Address of cardholder
18. List of information being requested by your Chase Paymentech Analyst
19. Comments from your Chase Paymentech Analyst
20. Directions for sending the requested information to Chase Paymentech

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Note: Refer to previous page for descriptions of the numbered items

		Chargeback Information Request Time Sensitive Document Endpoint: Visa 1	
Sequence # 123456789 2		Respond By Date: 10/20/07 3	
CB Analyst: Joe Brown 4 Info Requested Date: 10/15/07 5 CB Amount (Settlement): 75.00 6 CB Amount (Presentment): 75.00 7		Company Name: ABC Corporation, Inc 9 Company #: 123456 10 Business Unit Name: Eastern Sales 11 Business Unit #: 987654 12 TD Name: Internet Business 13 Transaction Division #: 112233 14 Alternate ID: 15	
<div style="border: 1px solid gray; border-radius: 10px; padding: 10px;">8 ABC Corporation, Inc. Alex Worthington 123 Main Street Any Town, Any State 00000 United States</div>		Chargeback Information 16 CB Account #: 4336173422228888 CB Reason: 53 – Not As Described or Defective Merchandise Chargeback Date: 10/05/07 CB Cycle: 1 Alt. Payments Tran ID: Issuer Message:	
		Transaction Deposit Information 17 Transaction Date: 09/02/07 Authorization Date: 09/02/07 Transaction Account #: 4336173422228888 Merchant Order #: 1670987WZ Card Type: Visa AVS Response: 13 Customer Name: John P. Customer Customer Address: 999 Smythe Road Any Town, Any State 00000	
In order to credit your account for the above chargeback, we need the following information:			
Provide details on how the merchandise was different from that described or how it was defective and the date the merchandise was returned to merchant 18			
Comments for your Chargeback Analyst: 19			
<hr/> <hr/> <hr/> <hr/>			
Please fax this response directly to your dedicated Chargeback Analyst using the information below.			
20			
Analyst Name: Joe Brown	Fax Number: 603.896.8708	Phone: 603.896.1234	
21			
Chase Paymentech Solutions, LLC 4 Northeastern Blvd Salem, NH 03079		Phone (603) 896-6000 Fax: (603) 896-8708	

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Document

The **Chargeback Document** details the information of the original transaction and the chargeback of that transaction. A unique Chargeback Document is attached to each item returned to you. **(See sample form following)**. There are 2 sections on this form. The top portion contains information on the original transaction and the chargeback. The bottom portion is used when you challenge the item and return it for recourse.

The Chargeback Document contains the following information in the top portion:

1. Endpoint – Card Association indicator
2. Sequence # – Number assigned to the chargeback by Chase Paymentech
3. Due Date – date by which you need to respond if challenging the item
4. CB Analyst – Chase Paymentech Chargeback Analyst assigned to your company
5. CB Amount (Presentment) – Amount of the chargeback in the Settlement currency
6. CB Amount (Settlement) – Amount of the chargeback in Presentment currency
7. Part RTM Amount (Presentment) – Amount of a partial Returned to Merchant item in Presentment currency
8. Part RTM Amount (Settlement) – Amount of a partial Returned to Merchant item in Settlement currency
9. Merchant name and address information
10. Company Name
11. Company # – CO number assigned by Chase Paymentech
12. Business Unit Name
13. Business Unit # – BU number assigned by Chase Paymentech
14. TD Name – Transaction Division name
15. Transaction Division # –TD number assigned by Chase Paymentech
16. Alternate ID – Alternate number used to identify the Transaction Division (if any)
17. Chargeback Information
 - a) CB Account # - credit card number used for the chargeback (usually the same as the Transaction Account #)
 - b) CB Reason – Reason code associated with the chargeback
 - c) Chargeback Date – Date the chargeback was initiated
 - d) CB Cycle – Indicates a first or second CB
 - e) Alt. Payments Tran ID – Used only under certain conditions
 - f) Issuer Message – Message from the card issuer relating to the reason for the chargeback

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Document, Continued:

18. Transaction Deposit Information
 - a) Transaction Date – Date of the original transaction
 - b) Authorization Date – Date original transaction was authorized
 - c) Transaction Account # - Credit Card used for the original transaction (usually the same as the CB Account #)
 - d) Merchant Order # - Unique number assigned to the transaction by the merchant
 - e) Card Type – VISA, MasterCard, JCB, etc.
 - f) AVS Response – Response code given to AVS inquiry
 - g) Customer Name – Name of cardholder
 - h) Customer Address – Address of cardholder
19. Important Information from your Chargeback Analyst – message from your Chase Paymentech analyst concerning the chargeback item
20. Recommended Action – Merchant action recommended by Chase Paymentech


The bottom portion of the Chargeback Document (**See item 21 - Representment/ Collection Request**) is to be used when you are returning a chargeback to Chase Paymentech for recourse (if by the “Due Date” listed at the top of the document) or for collection (if beyond the allowed time frame):

- Complete the appropriate section,
- List your name and phone number (22 and 23),
- Attach any additional documentation which supports representment, and
- Return the completed form and all documentation to Chase Paymentech, Attn: Chargeback Department

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Note: Refer to previous pages for descriptions of the numbered items

		Chargeback Document <small>Time Sensitive Document Endpoint: VI 1</small>	
Sequence # 135792468 2 CB Analyst: Jane Smith 4 CB Amount (Presentation - 150.00): 5 CB Amount (Settlement - 150.00): 6 Part RTM Amt (Presentation -): 7 Part RTM Amt (Settlement -): 8		Due Date: 11/05/07 3 Company Name: ABC Corporation, Inc 10 Company # 123456 11 Business Unit Name: Eastern Sales 12 Business Unit # 987654 13 TD Name: Internet 14 Transaction Division # 223344 15 Alternate ID: 16	
<p style="text-align: center;">8</p> <p style="text-align: center;"><i>ABC Corporation, Inc Alex Worthington 123 Main Street Anytown, Any State 00000 United States</i></p>		Chargeback Information 17 CB Account # 4445667811223345 CB Reason: 83 - Fraudulent Transaction Chargeback Date: 10/04/07 CB Cycle: 1 Alt. Payments Tran ID: Issuer Message: ACCT CLOSED	
		Transaction Deposit Information 18 Transaction Date: 09/15/07 Authorization Date: 09/15/07 Transaction Account # 4445667811223345 Merchant Order # 1038YH720 Card Type: VI AVS Response: I3 Customer Name: Sandra M. Jenkins Customer Address: 470 South St Anytown, Any State, 00000	
Important information from your Chargeback Analyst: 19			
Recommended Action: 20 <i>If there is an AVS of I3, provide itemized bill and signed proof of delivery to the AVS address. If RETAIL, provide sales draft.</i>			
Representation/Collection Request 21 Chase Paymentech, LLC, has made every effort to review this chargeback for possible refunds, duplicates, and invalid or improper reason codes. If you wish to return this chargeback for possible representation or collection, please check the appropriate box below and return this and all documents needed to support your request to the Chargeback department.			
<input type="checkbox"/> Refund for _____ Date Issued _____ If only a partial refund was issued, please indicate why: _____ (Note: if a refund has not yet been issued, please DO NOT process one now. Your customer has already received a credit as a result of this chargeback).			
<input type="checkbox"/> AVS was I3. Providing itemized bill with shipping information and signed proof of delivery to the AVS address. For reason codes 37 and 83.			
<input type="checkbox"/> The customer has not returned the merchandise. For reason codes 60 and 85 only. NOTE: You must attach a document with your company letterhead stating that the merchandise has not been returned.			
<input type="checkbox"/> Signed proof of delivery of merchandise to the customer is attached. For reason codes 55 and 30 only.			
<input type="checkbox"/> Providing itemized bill. For reason codes 63 and 75. NOTE: Providing billing/shipping information strengthens your rebuttal.			
<input type="checkbox"/> Other. Please explain: _____ _____ _____			
Name 22 _____		Phone Number 23 _____	
Chase Paymentech Solutions, LLC 4 Northeast Blvd. Salem, NH 03079		Phone: (603) 896-6000 Fax: (603) 896-8708	

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Recourse Document

A Senior Chargeback analyst will notify you when Chase Paymentech has received a challenged chargeback.


Refer to the following page for a sample of the **Recourse Document** that contains the following:

1. Processed date – Date the recourse decision was made
2. Sequence # - Number assigned to the chargeback by Chase Paymentech
3. Company Name
4. Company # - CO number assigned by Chase Paymentech
5. Business Unit Name
6. Business Unit # – BU number assigned by Chase Paymentech
7. TD Name – Transaction Division name
8. Transaction Division # –TD number assigned by Chase Paymentech
9. Alternate ID – Alternate number used to identify the Transaction Division (if any)
10. Merchant name and address
11. In response to your recourse request – Message on status of the recourse request
12. Chargeback Information
 - CB Amount (Presentment) – Amount of the chargeback in presentment currency
 - CB Amount (Settlement) – Amount of the chargeback in Settlement currency
 - Partial REP Amt (Presentment) – Amount of partial representment in Presentment currency
 - Partial REP Amt (Settlement) – Amount of partial representment in Settlement currency
 - Chargeback Date – Date the chargeback was initiated
 - CB Account# – Credit card number used for the chargeback (usually the same as the Transaction Account #)
 - CB Reason – Reason code associated with the chargeback
 - Alternative Payments Trans ID - Used only under certain conditions
13. Transaction Deposit Information
 - Transaction Date – Date of original transaction
 - Authorization Date – Date the original transaction was authorized
 - Transaction Account # - Credit card number used for the original transaction (usually the same as the Chargeback Account #)
 - 9. Merchant Order # - Unique number assigned to the transaction by the merchant
 - 10. Card Type – VISA, MasterCard, JCB, etc.
 - 11. AVS Response – Response code given to AVS inquiry
 - 12. Customer Name – Name of cardholder
 - Customer Address – Address of cardholder
14. Message – Message from the Chase Paymentech Chargeback analyst
15. CB Analyst – Name of the Chase Paymentech Analyst handling the recourse request
16. Phone Number – Phone number of the Chase Paymentech Analyst handling the recourse request

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Note: Refer to previous page for descriptions of the numbered items.

	Recourse Document No Response Required
<input type="checkbox"/>	Processed date: 10/29/07 1 Sequence #: 234567890123 2 Company Name: ABC Corporation, Inc 3 Company #: 123456 4 Business Unit Name: Western Sales 5 Business Unit #: 876543 6 TD Name: Internet 7 Transaction Division #: 334455 8 Alternate ID: 9
<div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: fit-content; margin: 10px auto;"><p>10 ABC Corporation, Inc Alex Worthington 123 Main Street Anytown, Any State 00000 United States</p></div>	
In response to your Recourse Request: 11 <i>Chargeback was represented with the information provided</i>	
Chargeback Information 12 CB Amount (Presentment - 62.50); CB Amount (Settlement - 62.50); Partial REP Amt (Presentment -); Partial REP Amt (Settlement -); Chargeback Date: 11/05/07 CB Account #: 4442766598871223 CB Reason: 75 - <i>Cardholder Does Not Recognize Transaction</i> Alternative Payments Tran ID:	
Transaction Deposit Information 13 Transaction Date: 10/1/07 Authorization Date: 10/1/07 Transaction Account #: 4442766598871223 Merchant Order #: HP345Y099801 Card Type: Visa AVS Response: I3 Customer Name: Samuel Johnson Customer Address: 54 South Street Anytown, Any State 00000 United States	
Message: 14	
CB Analyst: 15 Stephanie Yin	Phone Number: 16 603-896-9876
<input type="checkbox"/>	
Chase Paymentech Solutions, LLC 4 Northeastern Blvd. Salem, NH 03079	Phone: (603) 896-6000 Fax: (603) 896-8708

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Collection Letter Form

The **Collection Letter Form** is attached to a collection item when it is forwarded to you for action. Your decision should be noted on the form prior to sending it back to the Collection Specialist designated at the bottom of the form.

The following information is found on the Collection Letter Form: **(See sample form on the following page)**

1. Sequence # - the number assigned to the transaction by Chase Paymentech
2. Name and address of Merchant Contact
3. Date the document was generated
4. Unique case number assigned by Chase Paymentech
5. Merchant's reference number used by Chase Paymentech to identify the transaction
6. Issuer's BIN (Bank Identification Number)
7. Date by which we must receive your response or we will accept the request on your behalf. (Date is 21 days from date the report was generated.)
8. Cardholder's credit card number
9. Monetary amount of the transaction
10. Cardholder's name
11. Date of the sale
12. Merchant name descriptor
13. Section to be completed by you indicating your decision to accept or not accept the collection request
14. Signature of the person at your location completing the form and date the form was completed

Special Note:	If you <u>do not accept</u> the request, you <u>must</u> provide an explanation of your decision.
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Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Note: Refer to previous page for descriptions of the numbered items.

1 Sequence #: 123456789

2

Joe A. Contact
ABC Corporation, Inc
12345 Market Street
Anytown, USA 00000

Chase Paymentech, LLC
4 NORTHEASTERN BLVD.
SALEM, NH 03079
Phone: (603) 896-6000
Fax: (603) 896-8708

3 Date : 10/12/07
4 Case : ICL-12109
5 Reference # : 13245768
6 BIN : 0023456

Attached you will find a Collection Letter request on a sale involving one of your customers. We have reviewed the dispute and feel the cardholder has a valid complaint. If you have reason to dispute this cardholder's claim, please indicate below and provide us with supporting information. If not, please indicate your acceptance of the Collection Letter.

7 **** PLEASE NOTE ****

WE MUST RECEIVE YOUR RESPONSE BY:
11/01/07

8 Credit Card Number : 4234567890896745
9 Amount : 187.70
10 Customer Name : Jane Q. Customer
11 Date of Sale : 09/15/07
12 Merchant : ABC Corporation, Inc

13 PLEASE INDICATE YOUR DECISION BELOW AND RETURN TO OUR CHARGEBACK DEPARTMENT.

_____ We ARE willing to accept the Collection Letter. Please charge back this sale

_____ We ARE NOT willing to accept this. Please see explanation below.

(All documentation pertaining to this case is attached.)

14 MERCHANT CONTACT SIGNATURE: _____ DATE: _____

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Pre-Compliance Notification When Chase Paymentech is notified of a potential compliance issue, a **Pre-Compliance Notification** is sent to you. This Notification consists of the following: **(See sample form on the following page)**

1. Sequence # - the number assigned to the transaction by Chase Paymentech
2. Merchant fax number
3. Date notification faxed to Merchant
4. Case # - unique number assigned by Chase Paymentech
5. Merchant name
6. Merchant contact name
7. Credit Card Number
8. Monetary amount
9. Customer name
10. Date of sale transaction
11. Reason for case
12. Dispute section including "return by" date - to be completed with reason for dispute. You have 48 hours to respond.
13. Name of merchant contact completing the form
14. Phone number of merchant contact completing the form
15. Important message pertaining to no response from Merchant
16. Name, extension and fax number of Compliance Specialist handling the case

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

	1 Sequence #: 987654321	
Chase Paymentech, LLC. 4 NORTHEASTERN BLVD. SALEM, NH 03079 Phone: (603)896-6000		
2 FAX Number: 999-888-7777		
3 Date: 10/15/07		
4 Case: ICM-283		
5 To Merchant: ABC Corporation, Inc		
6 Contact: Rocky J. Contact		
<p>This account number has been received as a potential compliance case. If you find that a refund has been issued or if there is another valid reason for refusing this, please contact me within 48 hours of receipt of this notice.</p> <p>***EVEN IF YOU PROVIDE A REBUTTAL YOU MAY STILL BE DEBITED FOR THIS. THE FINAL DECISION IS BASED ON THE BANKCARD REGULATIONS.</p>		
7 Credit Card Number: 5987654321111111		
8 Amount: 398.00		
9 Customer Name: JANE Q.CUSTOMER		
10 Date of Sale: 07/05/07		
11 Reason for Case:		
RETURNED MERCHANDISE & ADJUSTMENTS		
<p>12 *** PLEASE NOTE, IF YOU ARE GOING TO ATTEMPT TO REFUSE THIS CASE, WE MUST RECEIVE YOUR RESPONSE BY 10/17/07. MERCHANT RESPONSE: We are disputing this because:</p> <hr/> <hr/> <hr/>		
13 Your name: _____	14 Phone #: _____	
<p>15***If no response is received, we will be accepting the case and you will receive a reason code 98 in the near future.</p>		
16 C.B. Analyst Compliance Specialist	(603) 896-6000	Fax: (603) 896-8708

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Activity (PDE-0017) Report Sample



4 Northeastern Boulevard, Salem, NH 03079-1952
Tel (603) 896-8333. Email: Merchant_Services@Paymentech.com

Chargeback Activity (PDE-0017)
ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars
Reporting Period: From 10/26/xxxx through 10/26/xxxx

			FINANCIAL SUMMARY	Chargeback Count	Chargeback Amount
BEGINNING WORK IN PROCESS				692	154,230.10
FINANCIAL ADJUSTMENTS			Chargeback Count	Chargeback Amount	
	Received	+	24	7,141.75	
	Re-Presented	-	(11)	(2,228.47)	
	Partial Representments	-	0	0.00	
	Paymentech Adjustments	-	0	0.00	
	Subtotal		13	4,913.28	
NON-FINANCIAL ADJUSTMENTS					
	Returned to Merchant	-	(187)	(42,532.75)	
	Partial Return to Merchant	-	0	0.00	
	Recourse	+	11	2,228.47	
	Subtotal		(176)	(40,304.28)	
ADJUSTMENT TO CHARGEBACK COUNT FOR PARTIAL REPRESEN			+	0	
TOTAL WORK IN PROCESS ADJUSTMENT				(163)	(35,391.00)
ENDING WORK IN PROCESS				529	118,839.10

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Activity (PDE-0017) Report Sample, continued:

DETAIL - RECEIVED														
Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	Received Amount	Issuer Chargeback Amount	CB Cycle
181186098	#####	#####	XXXXXXXXXXXXXXXXXX	MC	63	4814	09/22/XX	09/23/XX	10/26/XX	10/25/XX	12/04/XX	243.17	243.17	1
181186184	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	09/04/XX	09/05/XX	10/26/XX	10/25/XX	12/04/XX	213.14	213.14	1
181186208	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/02/XX	10/03/XX	10/26/XX	10/25/XX	12/04/XX	200.00	200.00	1
181186345	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	08/06/XX	08/07/XX	10/26/XX	10/25/XX	12/04/XX	90.54	90.54	1
181186423	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/24/XX	07/25/XX	10/26/XX	10/25/XX	12/04/XX	129.66	129.66	1
181212660	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/05/XX	08/06/XX	10/25/XX	10/26/XX	12/03/XX	165.17	165.17	1
181212661	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/05/XX	08/06/XX	10/25/XX	10/26/XX	12/03/XX	97.23	97.23	1
181212836	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	10/01/XX	10/02/XX	10/25/XX	10/26/XX	12/03/XX	392.12	392.12	1
181212945	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	07/07/XX	07/08/XX	10/25/XX	10/26/XX	12/03/XX	74.56	74.56	1
181213065	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/16/XX	09/17/XX	10/25/XX	10/26/XX	12/03/XX	399.63	399.63	1
181213306	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	08/06/XX	08/07/XX	10/25/XX	10/26/XX	12/03/XX	120.32	120.32	1
181213336	#####	#####	XXXXXXXXXXXXXXXXXX	VI	86	4814	08/21/XX	08/22/XX	10/25/XX	10/26/XX	12/03/XX	194.89	194.89	1
181213356	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/30/XX	08/31/XX	10/25/XX	10/26/XX	12/03/XX	224.25	224.25	1
181213460	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/23/XX	09/24/XX	10/25/XX	10/26/XX	12/03/XX	247.49	247.49	1
181213491	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	09/28/XX	09/29/XX	10/25/XX	10/26/XX	12/03/XX	145.44	145.44	1
181213621	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	10/17/XX	10/18/XX	10/25/XX	10/26/XX	12/03/XX	100.00	100.00	1
181213731	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/04/XX	09/05/XX	10/25/XX	10/26/XX	12/03/XX	200.00	200.00	1
181213767	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/15/XX	09/16/XX	10/25/XX	10/26/XX	12/03/XX	582.99	582.99	1
181213778	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/17/XX	09/18/XX	10/25/XX	10/26/XX	12/03/XX	733.12	733.12	1
181213984	#####	#####	XXXXXXXXXXXXXXXXXX	VI	85	4814	10/22/XX	10/23/XX	10/25/XX	10/26/XX	12/03/XX	320.67	320.67	1
181214143	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	09/04/XX	09/05/XX	10/26/XX	10/26/XX	12/04/XX	1,706.56	1,706.56	1
181214157	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/14/XX	10/15/XX	10/26/XX	10/26/XX	12/04/XX	350.00	350.00	1
181214179	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/15/XX	10/15/XX	10/26/XX	10/26/XX	12/04/XX	155.80	155.80	1
181214180	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/07/XX	10/08/XX	10/26/XX	10/26/XX	12/04/XX	55.00	55.00	1
RECEIVED TOTALS:											24	7,141.75	7,141.75	

DETAIL - RE-PRESENT															
Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	Represented Amount	Issuer Chargeback Amount	CB Cycle	Previous Partial Repr Y/N
179263451	#####	#####	XXXXXXXXXXXXXXXXXX	VI	85	4814	07/06/XX	07/07/XX	09/16/XX	10/26/XX	10/25/XX	340.31	340.31	1	N
179332332	#####	#####	XXXXXXXXXXXXXXXXXX	VI	82	4814	08/20/XX	08/21/XX	09/17/XX	10/26/XX	10/26/XX	100.00	100.00	1	N
179387448	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/15/XX	07/16/XX	09/21/XX	10/26/XX	10/30/XX	308.00	308.00	1	N
179387490	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	08/26/XX	08/27/XX	09/21/XX	10/26/XX	10/30/XX	405.90	405.90	1	N
179415864	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	08/30/XX	08/30/XX	09/20/XX	10/26/XX	10/29/XX	56.65	56.65	1	N
179415876	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/01/XX	09/02/XX	09/20/XX	10/26/XX	10/29/XX	63.73	63.73	1	N
179415965	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/15/XX	09/16/XX	09/20/XX	10/26/XX	10/29/XX	315.00	315.00	1	N
179416522	#####	#####	XXXXXXXXXXXXXXXXXX	VI	30	4814	08/20/XX	08/21/XX	09/20/XX	10/26/XX	10/29/XX	70.00	70.00	1	N
179487032	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	07/27/XX	07/28/XX	09/21/XX	10/26/XX	10/30/XX	111.74	111.74	1	N
179487172	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/06/XX	09/07/XX	09/21/XX	10/26/XX	10/30/XX	337.14	337.14	1	N
179487954	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	08/14/XX	08/15/XX	09/21/XX	10/26/XX	10/30/XX	120.00	120.00	1	N
RE-PRESENTED TOTALS:											11	2,228.47	2,228.47		

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Activity (PDE-0017) Report Sample, continued:

DETAIL - RETURNED TO MERCHANT														
Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	RTM Amount	Issuer Chargeback Amount	CB Cycle
180384924	#####	#####	XXXXXXXXXXXXXXXXXX	MC	63	4814	06/13/xx	06/15/xx	10/09/xx	10/26/xx	11/17/xx	9.99	9.99	1
180385580	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/07/xx	07/08/xx	10/09/xx	10/26/xx	11/17/xx	217.56	217.56	1
180447265	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	08/31/xx	09/01/xx	10/10/xx	10/26/xx	11/18/xx	281.13	281.13	1
180760659	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/24/xx	08/25/xx	10/15/xx	10/26/xx	11/23/xx	150.00	150.00	1
180763245	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/22/xx	08/23/xx	10/15/xx	10/26/xx	11/23/xx	304.71	304.71	1
180766629	#####	#####	XXXXXXXXXXXXXXXXXX	VI	41	4814	09/16/xx	09/16/xx	10/15/xx	10/26/xx	11/23/xx	54.93	54.93	1
180793926	#####	#####	XXXXXXXXXXXXXXXXXX	MC	60	4814	09/01/xx	09/02/xx	10/17/xx	10/26/xx	11/25/xx	150.00	150.00	1
180797719	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/22/xx	09/23/xx	10/16/xx	10/26/xx	11/24/xx	505.85	505.85	1
180797927	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/28/xx	09/29/xx	10/16/xx	10/26/xx	11/24/xx	195.18	195.18	1
180799002	#####	#####	XXXXXXXXXXXXXXXXXX	VI	86	4814	08/15/xx	08/16/xx	10/16/xx	10/26/xx	11/24/xx	100.00	100.00	1
181186098	#####	#####	XXXXXXXXXXXXXXXXXX	MC	63	4814	09/22/xx	09/23/xx	10/26/xx	10/25/xx	12/04/xx	243.17	243.17	1
181212836	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	10/01/xx	10/02/xx	10/25/xx	10/26/xx	12/03/xx	392.12	392.12	1
181213460	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/23/xx	09/24/xx	10/25/xx	10/26/xx	12/03/xx	247.49	247.49	1
181213778	#####	#####	XXXXXXXXXXXXXXXXXX	VI	75	4814	09/17/xx	09/18/xx	10/25/xx	10/26/xx	12/03/xx	733.12	733.12	1
RETURNED TO MERCHANT TOTALS:											187	42,532.75	42,532.75	

DETAIL - ENDING INVENTORY														
Sequence #	TD #	Merchant Order #	Account #	MOP Code	Reason Code	MCC	Auth Date	Original Transaction Date	Chargeback Received Date	Activity Date	Chargeback Due Date	Ending Inventory Amount	Original Chargeback Amount	CB Cycle
180467967	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	09/30/xx	10/01/xx	10/10/xx	10/11/xx	11/18/xx	219.25	219.25	1
180474132	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/24/xx	08/25/xx	10/10/xx	10/11/xx	11/18/xx	432.39	432.39	1
180474133	#####	#####	XXXXXXXXXXXXXXXXXX	VI	83	4814	08/24/xx	08/25/xx	10/10/xx	10/11/xx	11/18/xx	432.39	432.39	1
180478689	#####	#####	XXXXXXXXXXXXXXXXXX	VI	53	4814	08/04/xx	08/05/xx	10/11/xx	10/12/xx	11/19/xx	195.01	195.01	1
180478999	#####	#####	XXXXXXXXXXXXXXXXXX	VI	79	4814	08/26/xx	08/27/xx	10/11/xx	10/12/xx	11/19/xx	50.00	50.00	1
180548188	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	06/17/xx	06/18/xx	10/14/xx	10/13/xx	11/22/xx	130.84	130.84	1
180548189	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	06/17/xx	06/18/xx	10/14/xx	10/13/xx	11/22/xx	38.16	38.16	1
180553403	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/25/xx	07/26/xx	10/14/xx	10/13/xx	11/22/xx	225.00	225.00	1
180553404	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	07/26/xx	07/27/xx	10/14/xx	10/13/xx	11/22/xx	238.69	238.69	1
181213984	#####	#####	XXXXXXXXXXXXXXXXXX	VI	85	4814	10/22/xx	10/23/xx	10/25/xx	10/26/xx	12/03/xx	320.67	320.67	1
181214143	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	09/04/xx	09/05/xx	10/26/xx	10/26/xx	12/04/xx	1,706.56	1,706.56	1
181214157	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/14/xx	10/15/xx	10/26/xx	10/26/xx	12/04/xx	350.00	350.00	1
181214179	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/15/xx	10/15/xx	10/26/xx	10/26/xx	12/04/xx	155.80	155.80	1
181214180	#####	#####	XXXXXXXXXXXXXXXXXX	MC	37	4814	10/07/xx	10/08/xx	10/26/xx	10/26/xx	12/04/xx	55.00	55.00	1
ENDING INVENTORY TOTALS:											529	118,839.10	118,839.10	

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Activity (PDE-0017) Field Definitions:

Section	Field	Definitions
Financial Summary – summarizes the financial impact to the Chargeback Inventory for the reporting period	Beginning Work in Process	Lists the Chargeback Count and Chargeback Amount in Inventory at the beginning of the reporting period
	Financial Adjustments	<p>Provides summarized totals for these categories:</p> <ul style="list-style-type: none"> • Received – Count and Amount of chargebacks received by Chase Paymentech from issuers and added to Inventory during the reporting period • Represented – Count and amount of chargebacks represented to issuers by Chase Paymentech and deducted from Inventory during the reporting period • Partial Representments – Count and amount of the portion of split chargebacks that were represented to issuers and deducted from Inventory during the reporting period • Chase Paymentech Adjustments – Count and amount of adjustments made by Chase Paymentech during the reporting period • Subtotal – Net financial impact to Inventory due to the previous four line items. The impact to Inventory can be either positive or negative. The amount of the subtotal with the reversed sign (positive or negative) is indicated on the Deposit Activity Summary (FIN-0010) in the Financial Activity Section, on the Net Chargebacks line, and impacts the Net Activity amount for the reporting period

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Activity (PDE-0017) Field Definitions, continued:

Section	Field	Definitions
Financial Summary, continued	Non-Financial Adjustments	Provides summarized totals for these activity categories: <ul style="list-style-type: none"> • Returned to Merchant – Count and amount of Chargebacks returned to the merchant and deducted from Inventory, with no financial impact to the merchant’s Net Activity amount for the reporting period • Partial Return to Merchant – Count and amount of the portion of split chargebacks that were returned to the merchant and deducted from Inventory during the reporting period • Recourse – Count and amount of previous Returned to Merchant items that the merchant is sending to Chase Paymentech for possible representment • Subtotal – net impact to Inventory balance due to the previous three items. This amount does not impact the merchant’s Net Activity amount for the reporting period
	Adjustment to Chargeback Counts for Partial Representments	Split chargebacks (those that are partial representments with the balance being partial returned to merchant items) are deducted from both the Financial Adjustments section and the Non-Financial Adjustment sections in the Summary report. This line item adjusts that condition, so that the split chargebacks are counted only once in the inventory
	Total Work in Process Adjustments	Net amount of the Financial Adjustment Subtotal, the Non-Financial Adjustments Subtotal and the Adjustment to Chargeback Counts for Partial Representments. This net amount impacts the Inventory balance for the reporting period
	Ending Work in Process	Lists the count and amount of chargebacks in Inventory at the end of the processing day. Ending Work in Process Count and Amount values are the sum total of the Beginning Work in Process and the Total Work in Process Adjustments line item amounts

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Chargeback Activity (PDE-0017) Field Definitions, continued:

Section	Field	Definitions
Detail – provides transaction-level detail of all chargeback activity (Received, Re-presented, Partial Representation, Returned to Merchant, Partial Returned to Merchant, Recourse and Ending Inventory) during the reporting period	Sequence #	Number assigned by Chase Paymentech to the chargeback transaction
	TD #	Transaction Division number
	Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
	Account #	Credit card number associated with the chargeback
	MOP Code	Card association code representing the Method of Payment used for the transaction. A hyperlink to the MOP Help Guide that lists all MOP Codes and their descriptions
	Reason Code	Card association code representing the reason the transaction was charged back. A hyperlink to the Chargeback reason Code Help Guide that lists all CB Reason Codes and their descriptions
	MCC	Merchant Category Code
	Auth Date	Date the original authorization for the transaction was received
	Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech
	Chargeback Received Date	Date the chargeback transaction was received electronically by Chase Paymentech from the issuer
	Activity Date	Date that action was taken on the item
	Chargeback Due Date	Date all information is due in order to dispute Chargeback
	RTM Amount	Amount of the transaction returned to the merchant
Issuer Chargeback Amount	Amount of the chargeback requested by the issuer	

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued

Section	Field	Definitions							
Detail, continued	CB Cycle	Code established by the card associations to identify the item as a first or second chargeback							
		<table border="1"> <thead> <tr> <th>Chargeback Cycle</th> <th>VISA & Discover</th> <th>MasterCard</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>1</td> <td>1</td> </tr> <tr> <td>Second</td> <td>N/A</td> <td>3</td> </tr> </tbody> </table>	Chargeback Cycle	VISA & Discover	MasterCard	First	1	1	Second
Chargeback Cycle	VISA & Discover	MasterCard							
First	1	1							
Second	N/A	3							
Detail – Represent and Detail Recourse sections	Previous Partial Repr Y/N	An indication for the transactions appearing in these sections if there had been a previous partial representation processed							

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Appendix A: Chargeback Documents and Forms, Continued

Retrieval Received (PDE-0021) Sample Report:



4 Northeastern Boulevard, Salem, NH 03079-1952
 Tel (603) 896-8333. Email: Merchant_Services@Chasepaymentech.com

Retrieval Received (PDE-0021)

ABC Company - CO#123456

10

Currency Pair: Presentment: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars
 Reporting Period: From 12/04/XXXX through 12/04/XXXX

Sequence #	TD #	Merchant Order #	Account #	Original Sale Date	Retrieval Reason Code	Retrieval Received Date	Retrieval Amount
143065503	#####	#####	XXXXXXXXXXXXXXXXXX	11/10/XX	21	12/04/XX	91.59
143156468	#####	#####	XXXXXXXXXXXXXXXXXX	11/29/XX	33	12/04/XX	86.60
143156860	#####	#####	XXXXXXXXXXXXXXXXXX	11/17/XX	28	12/04/XX	54.13
143157003	#####	#####	XXXXXXXXXXXXXXXXXX	11/24/XX	33	12/04/XX	143.65
143156015	#####	#####	XXXXXXXXXXXXXXXXXX	10/29/XX	33	12/04/XX	273.65
Totals:						5	649.62

Continued on next page

Appendix A: Chargeback Documents and Forms, Continued


Retrieval Received (PDE-0021) Field Definitions:

Field	Definitions
Sequence #	Number assigned by Chase Paymentech to the retrieval request
TD#	Transaction Division number
Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
Account #	Credit card number associated with the retrieval request
Original Sale Date	Date the original sale transaction was deposited with Chase Paymentech
Retrieval Reason Code	Code identifying the reason the retrieval was requested. Hyperlink to Help guide listing Retrieval Reason Codes and their descriptions
Retrieval Received Date	Date the retrieval request was received by Chase Paymentech from the issuer electronically
Retrieval Amount	Amount of the transaction associated with the retrieval request

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Appendix A: Chargeback Documents and Forms, Continued

Retrieval Activity (PDE-0029) Report Sample:

 4 Northeastern Boulevard, Salem, NH 03079-1952 Tel (603) 896-8333. Email: Merchant_Services@Chasepaymentech.com														
Retrieval Activity (PDE-0029)														
ABC Company - CO# 123456														
Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars														
Reporting Period: From 10/26/XXXX through 10/26/XXXX														
Retrieval Requests Received														
Sequence#	TD #	Merchant Order #	MOP	Account #	Auth Date	Auth Code	Original Transaction Date	Retrieval Reason Code	Retrieval Rcv Date	Response Due Date	Retrieval Amount	Terminal #	Batch #	
18121392:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	10/12/XX	#####	10/13/XX	33	10/26/XX	11/16/XX	400.00			
Totals:											1	400.00		
Retrieval Requests Outstanding														
Sequence#	TD #	Merchant Order #	MOP	Account #	Auth Date	Auth Code	Original Transaction Date	Retrieval Reason Code	Retrieval Rcv Date	Response Due Date	Retrieval Amount	Terminal #	Batch #	
18036515:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	09/12/XX	#####	09/13/XX	33	10/08/XX	10/29/XX	138.44			
18037010:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	08/06/XX	#####	08/07/XX	28	10/08/XX	10/29/XX	52.99			
18042714:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	08/30/XX	#####	08/31/XX	28	10/09/XX	10/30/XX	548.74			
18045545:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	07/01/XX	#####	07/02/XX	33	10/10/XX	10/31/XX	305.24			
18047112:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	10/06/XX	#####	10/07/XX	33	10/11/XX	11/01/XX	502.64			
18071927:	#####	#####	VI	XXXXXXXXXXXXXXXXXX	08/08/XX	#####	08/09/XX	33	10/15/XX	11/05/XX	478.61			
18072636:	#####	#####	MC	XXXXXXXXXXXXXXXXXX	09/25/XX	#####	09/26/XX	41	10/16/XX	11/06/XX	104.99			
18078932:	#####	#####	MC	XXXXXXXXXXXXXXXXXX	09/11/XX	#####	09/12/XX	41	10/17/XX	11/07/XX	515.77			
Totals:											32	8,798.85		

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Appendix A: Chargeback Documents and Forms, Continued

Retrieval Activity (PDE-0029) Field Definitions:

Section	Field	Definitions
Retrieval Requests Received – details all retail retrieval requests as well as Discover Card-Not-Present retrieval requests received electronically by Chase Paymentech from issuers during the reporting period	Sequence #	Number assigned by Chase Paymentech to the retrieval request
	TD#	Transaction Division number
	Merchant Order #	Order number assigned by the merchant and submitted to Chase Paymentech with the original sale transaction
	MOP	Method of Payment
	Account #	Credit card number associated with the retrieval request
	Auth Date	The date of the original authorization
	Auth Code	Authorization code associated with the original transaction
	Original Transaction Date	Date the original sale transaction was deposited with Chase Paymentech
	Retrieval Reason Code	Code identifying the reason the retrieval was requested. Hyperlink to Help guide listing Retrieval Reason Codes and their descriptions
	Retrieval Received Date	Date the retrieval request was received by Chase Paymentech from the issuer electronically
	Response Due Date	Date by which Chase Paymentech needs to receive the sales slip for the original sales transaction
	Retrieval Amount	Amount of the transaction associated with the retrieval request
Terminal ID	Number of the terminal which processed the original sale transaction associated with the retrieval request. (Will display if the merchant submits data in transaction record). This field will appear blank for any Card-Not-Present transactions	
Batch #	Number assigned by the terminal upon closing the batch of transactions. (Will display if the merchant submits data in transaction record). This field will appear blank for any Card-Not-Present transactions.	

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Appendix A: Chargeback Documents and Forms, Continued

Retrieval Activity (PDE-0029) Field Definitions, continued:

Section	Field	Definitions
Outstanding Requests Received – all retail retrieval requests as well as Discover Card-Not-Present retrieval requests received outstanding for a period of 21 calendar days for which there has been no response		Column headings for this section of the report are identical to those described above

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Appendix A: Chargeback Documents and Forms, Continued

Chargebacks Won/Lost Summary (PDE-0039) Report Sample:



4 Northeastern Boulevard, Salem, NH 03079-1952
 Tel (603) 896-8333. Email: Merchant_Services@Chasepaymentech.com

Chargebacks Won/Lost Summary (PDE-0039)

ABC Company - CO# 123456

Currency Pair: Presentation: USD - U.S. Dollars/ Settlement: USD - U.S. Dollars

Reporting Period: From 10/26/XXXX through 10/26/XXXX

* Total Success % = (Total representations - Incoming 2nd CBs or Pre-Arbs)/Total CBs Received

Reason Code	Received		Auto-Represented		Represented by PTI		Represented due to Recourse		Auto-Rep / Total CBS Success %	PTI-Rep / Total CBS Success %	Recourse / Total CBS Success %	Incoming 2nd CBs / Pre-Arbs		Representation Success %	*Total Success %
	Count	Amount	Count	Amount	Count	Amount	Count	Amount				Count	Amount		
MOP: VISA															
71 DECLINED AUTHORIZATION	1	52.57	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
81 FRAUDULENT TRANS-CARD PRESENT	1	52.01	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
82 DUPLICATE PROCESSING	2	71.92	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
VISA Totals	4	176.50	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%
ALL MDPS															
Grand Total	4	176.50	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0	0.00%	0.00%

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Appendix A: Chargeback Documents and Forms, Continued

Chargebacks Won/Lost Summary (PDE-0039) Report Field Definitions:

Field	Definitions
MOP	Method of Payment (VISA, MasterCard, JCB, Diner's and other Settled MOPs)
Reason Code	Listing of the reason codes for each MOP associated with the chargebacks received during the initiated CB date range
Received – Count and Amount	Number and amount of chargebacks received during the date range listed by reason code
Auto-Represented Count and Amount	Number and amount of chargebacks auto-represented by Chase Paymentech during the date range listed by reason code
Represented by PTI Count and Amount	Number and amount of chargebacks represented by Chase Paymentech's chargeback analysts during the date range listed by reason code
Represented due to Recourse	Number and amount of chargebacks represented as a result of merchant challenge or recourse during the date range listed by reason code
Auto-Rep/Total CBs Success %	Success percentage of auto-represented chargebacks compared to the total chargebacks received during the date range listed by reason code
PTI-Rep/ Total CBs Success %	Success percentage of PTI represented chargebacks compared to the total chargebacks received during the date range listed by reason code
Recourse/Total CBs Success %	Success percentage of chargebacks represented due to recourse compared to the total chargebacks received during the date range listed by reason code
Incoming 2 nd CBs/Pre-Arbs Count and Amount	Number and amount of 2 nd chargebacks and incoming Pre-Arbs (Reason Code 98) that are matched to the same sale (Acquirer's Reference Number – ARN) regardless of status
Total success %	Total success % is calculated as follows: Total representations (auto-, PTI, Recourse) minus Incoming 2 nd Chargebacks and Pre-Arbs divided by the total number of chargebacks received during the date range listed by reason code
MOP - Total	Column totals for each MOP
MOP - ALL	Grand Total for all reason codes for all MOPs. Total success % in this section represents the overall success percentage for the reporting period

Glossary

Introduction: This **Glossary** includes a comprehensive list of terms and their definitions pertaining to Retrieval Requests and Chargeback Processing.

Acquirer	Card Association member who enters into Merchant Agreements and who, directly or indirectly, passes the initial sales transaction through Interchange. The acquirer represents the merchant in the chargeback process
Arbitration	Process used as a last resort to resolve a complaint outside of the normal chargeback processing cycles
Bank Initiated Chargeback	Also referred to as a technical chargeback initiated by the issuer for technical or authorization-related reasons
Card-not-present Transaction	Non face-to-face sales transaction (mail, phone, online) charged to a cardholder's credit card
Cardholder	Person to whom the credit card was issued or one authorized by such a person to use the credit card
Cardholder Initiated Chargeback	Also referred to as a customer dispute chargeback results when a customer refuses to accept a charge appearing on a monthly billing statement
Cardholder Letter Chargeback	Letter addressed to the issuer detailing the reason for the dispute of a charge and the attempt to resolve the problem with the merchant Reversal of a sales transaction initiated by the issuer arising from a processing technicality or customer dispute
Chargeback Activity - Financial Summary and Detail	Report providing a Financial Summary and Detail of CB activity. The detail section provides information in five categories: Chargebacks Received, Recourse, Represented, Returned To Merchant and Ending Inventory
Chargeback Activity - Summary	Monthly report which summarizes CB activity by card type and reason code for the following five categories: Chargebacks Received, Recourse, Represented, Returned To Merchant and Ending Inventory
Chargeback Document	Document sent by Chase Paymentech with the issuer support documentation (if any) when a chargeback is returned to a merchant. This document incorporates the form for Representation/Collection Requests

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Glossary, Continued

Chargeback Information Request	Form sent to you when your Chargeback Analyst needs additional information prior to determining if the chargeback can be represented or if it must be returned to you
Chargeback Inventory	Suspense account used by Chase Paymentech to record any changes in status to the number and/or monetary amount of chargeback items
Chargeback Processing Cycle	Set of VISA/MasterCard guidelines used in negotiating a chargeback item
Collection	Process used to obtain funds after all chargeback time frames have expired. Incoming Collections are initiated by the issuer. Outgoing Collections are initiated by Chase Paymentech on a merchant's behalf
Collection Letter Form	Form attached to a collection letter when it is forwarded to the merchant for action. The form is returned when a decision has been made to accept or refuse the collection request
Documentation	Information required by VISA and MasterCard to support a chargeback or representment of a chargeback item
Expedited Billing Dispute Form	Document prepared by the issuer detailing a MasterCard chargeback dispute
Facsimile	Replica of a sales draft or replica of a transaction stored in Chase Paymentech's transaction database
Interchange	VISA/MasterCard network through which transaction information is passed from acquirer to issuer
Issuer	Bank or other financial institution that issues a VISA, MasterCard, JCB card or other card types. The issuer represents the cardholder in the chargeback process
Partial Representment	When only a portion of the charged back amount qualifies for representment. The balance of the amount will be returned to the merchant. Supported by VISA and MasterCard
Pre-Arbitration (Pre-Arb)	Process used in an attempt to resolve a complaint outside of the normal chargeback processing cycle; preliminary to possible Arbitration

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Glossary, Continued

Pre-Compliance Notification	The form faxed to the merchant to give notice of a potential compliance chargeback
Presentment	Deposit of an original transaction to Interchange
Questionnaire	Document prepared by the issuer detailing a VISA chargeback dispute
Recourse	Chargeback items which have been returned to Chase Paymentech with sufficient applicable documentation to support representment
Reason Code	Two-digit (VISA and MasterCard) or alpha (JCB) code indicating the reason for which a chargeback is initiated. Chase Paymentech also defines a limited number of reason codes
Refund	Voluntary credit given by the merchant when requested by the customer to resolve a problem. Giving refunds appropriately and quickly may eliminate a potential chargeback
Representment	Return of a chargeback item to the issuer with documented evidence to support the return
Request for Information	Form sent to you when your Chargeback Analyst needs additional information prior to determining if the chargeback can be represented or if it must be returned to you
Retail Order	Face-to-face transaction in which the cardholder presents a credit card to the salesperson for use in charging the sale
Retrieval Activity Report	Report detailing all retail retrieval requests and Discover card-not-present requests received and those outstanding for the specified date range; terminal ID and Batch number information is included
Retrievals Received Report	Report detailing all retrieval requests received during the specified date range
Retrieval Request	Request for additional information on a charge appearing on a cardholder's billing statement initiated by the issuer at the cardholder's request. A successful response to a retrieval request may eliminate a potential chargeback.
Time Frame	Amount of time set by VISA/MasterCard regulation during which a chargeback or a representment may be initiated

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Glossary, Continued

Transaction	Charge or refund to a customer
Transaction Date	Date the charge or refund to a customer was processed through Interchange
Transaction History Database	Abbreviated TH, Chase Paymentech's database in which is stored transaction history i.e., authorizations, deposits, retrieval requests, and chargebacks
Warning Bulletin	List of all credit cards the issuers will not honor
