ATM/Debit Card Dispute Research

ATMDebitCardDisputeMenu.dnax
DNAapp ID 8e3a5cef-7d9a-4c70-8e7c-5931f9e432e6

Overview:
The 'ATM/Debit Card Dispute Research' DNA app provides Financial Institutions the ability to capture the details of a disputed ATM/Debit Card transaction and perform automated debits and credits based on custom configuration. Using this application, the Financial Institution can track the dispute of their customers related to the scenarios when an account is debited but cash is not disbursed or an account is debited twice etc.

Key Benefits:
The application provides the capability to perform automatic transactions based on a customizable workflow. Each dispute status can be configured with an account such that moving a dispute to that status automatically transfers money between the member account and a general ledger account or between general ledger accounts. When a dispute is created, the member account holds the debit. If the dispute is moved to a status with a configured account number to debit, then that account will be debited, and the previously debited account is credited.

The App displays list of all the successful/failed transactions that are done by a given card within a specified date range, which helps the teller to identify the disputed transactions and link them with the dispute. A 'Slide-Out Panel' as a part of the App shows the current status count for all disputes within a date range.

Processing:
This application is available from the new screen *ATM/Debit Card Dispute Research*. This application enables the Financial Institution to capture the ATM/Debit Card dispute details as reported by their customers. The application offers capability to track the dispute, link the related transactions and update the status, relevant dates like Provisional Credit Date, and perform automated transactions.

The app provides the ability to configure various date parameters based on the Financial Institute's business policy.

This application also enables the Financial Institution to generate a report, extract and print all the disputes with their respective status within a specified date range.

User Configuration:
In order to access the ATMDebit Card Dispute Research interface, users must be assigned the following authorizations with all permissions:

- ATM/Debit Card Dispute Research
- ATM/Debit Dispute Tracker Interface

If users are expected to perform transactions using the ATMDebit Card Dispute Research interface, they must also be assigned the following authorizations:

- CAPR 7704

- CAPR 7754

Cashbox Configuration:
Navigation
Services -> System -> Institution -> Applications -> ATM-Debit Dispute Tracker Interface

The application requires a cashbox assigned in order to perform the transactions triggered by the configured dispute status changes. Select the Cashbox dropdown and assign a cashbox which can perform transfers between accounts. If your desired cashbox does not appear in the list, make sure that the "Batch" checkbox is checked in the cashbox configuration screen found under Services -> Services -> Institution -> Cashbox screen.

Exclusions:
The existing Cards and Agreements functionality have not been changed for this application.

Views:

VIEW_ATMDISPUTE_PCI
A database view which allows for PCI compliant visibility into the ATMDISPUTE table. Used in both CSV and print versions of the Dispute Report. It is also available for users incorporating third-party reporting services with restricted access to the DNA database. The details of the available columns, the table column that the data is pulled from, and any additional comments that are relevant for the view are included in the table below. If no comments exist, please see comments referenced by the source for additional information:

Column Name	Source	Comment
DISPUTENBR	ATMDISPUTE.DISPUTENBR	
CARDNBR	ATMDISPUTE.CARDNBR	The full card number is a masked using the same algorithm as the DNA view VIEW_CARDAGREEMENT_PCI. The first 6 and last 4 digits are visible, all other characters are replaced with an 'X' character.
AGREENBR	ATMDISPUTE.AGREENBR	
ACCTNBR	ATMDISPUTE.ACCTNBR	
CURRDEBITEDACCTNBR	ATMDISPUTE.CURRDEBITEDACCTNBR	
DISPUTETYPCD	ATMDISPUTE.DISPUTETYPCD	
CURRDISPUTESTATCD	ATMDISPUTE.CURRDISPUTESTATCD	

Column Name	Source	Comment
TXNAMT	ATMDISPUTE.TXNAMT	
EXTRTXNNBR	ATMDISPUTE.EXTRTXNNBR	
TERMINALID	ATMDISPUTE.TERMINALID	
REASONFORDISP	ATMDISPUTE.REASONFORDISP	
TXNDATE	ATMDISPUTE.TXNDATE	
MERCHANTNAME	ATMDISPUTE.MERCHANTNAME	
ITEMDTL	ATMDISPUTE.ITEMDTL	
NOTIFICATIONDATE	ATMDISPUTE.NOTIFICATIONDATE	
PROVCREDITDUEDATE	ATMDISPUTE.PROVCREDITDUEDATE	
PROVCREDITDATE	ATMDISPUTE.PROVCREDITDATE	
FINALCREDITLTRDATE	ATMDISPUTE.FINALCREDITLTRDATE	
FINALLTRDUEDATE	ATMDISPUTE.FINALLTRDUEDATE	
EXTCASEOPENDATE	ATMDISPUTE.EXTCASEOPENDATE	
EXTCOMMDATE	ATMDISPUTE.EXTCOMMDATE	
DATELASTMAINT	ATMDISPUTE.DATELASTMAINT	

Tables:

DISPUTETYP

A new table DISPUTETYP is created to allow the Financial Institution to maintain the list of the Dispute Types. The details of the table columns are given below:

Column Name	Data Type	Default Value	Comment
DISPUTETYPCD	VARCHAR2 (4)		Dispute Type Code
DISPUTETYPDESC	VARCHAR2 (30)		Dispute Type Description
FINALLETTERDUEDAYS	NUMBER (22)		Final Letter Due Days
MINIMUMDISPUTEAMT	NUMBER(29,2)	0	Minimum dispute transaction amount.
DATELASTMAINT	DATE	SYSDATE	The date when the row was most recently updated.

DISPUTESTAT

A new table DISPUTESTAT is created to allow the Financial Institution to maintain the list of the Dispute Statuses. The details of the table columns are given below:

Column Name	Data Type	Default Value	Comment
DISPUTESTATCD	VARCHAR2 (4)		Dispute Status Code
DISPUTESTATDESC	VARCHAR2 (30)		Dispute Status Description
DATELASTMAINT	DATE	SYSDATE	The date when the row was most recently updated.

DISPUTETYPDISPUTESTAT

A new table DISPUTETYPDISPUTESTAT is created to allow the Financial Institution to maintain the linkage between dispute types and dispute status. The details of the table columns are given below:

Column Name	Data Type	Default Value	Comment
DISPUTETYPCD	VARCHAR2 (4)		Dispute Type Code
DISPUTESTATCD	VARCHAR2 (4)		Dispute Status Code
DESIGNATEASRESYN	CHAR (1)	N	Designate this dispute status as resolved
SETASDEFAULTYN	CHAR (1)	N	Set this dispute status Code as default
DATELASTMAINT	DATE	SYSDATE	The date when the row was most recently updated.
DEBITACCOUNTNBR	NUMBER(22,0)		The account number of account to be debited when the dispute type enters the status.
DEBITMEMBERACCT	CHAR(1 BYTE)	N	Designate that the input ACCTNBR is for a member account and not a General Ledger account.
TXNDESCRIPTION	VARCHAR2(60 BYTE)		A configurable message applied to transaction description when an automated fund transfer occurs.
OVRDPERSNBR	VARCHAR2(20)		A configurable person number used as an override value for the automated fund transfers when necessary.

ATMDISPUTE

A new table ‘ATMDISPUTE’ is created to store the details of the disputed transactions. This table has the following columns:

Column Name	Data Type	Default Value	Comment
DISPUTENBR	NUMBER (22)		Unique Dispute number
CARDNBR	VARCHAR2 (24)		Card number
AGREENBR	NUMBER (22)		Agreement number linked with the Card
ACCTNBR	NUMBER (22)		Account associated with the card
CURRDEBITEDACCTNBR	NUMBER(22,0)	0	The account number that currently holds the debited amount.
DISPUTETYPCD	VARCHAR2 (4)		Dispute Type Code
CURRDISPUTESTATCD	VARCHAR2 (4)		Current Dispute Status Code
TXNAMT	NUMBER (23,3)		Actual Transaction Amount
EXTRTXNNBR	VARCHAR2 (22)		The transaction number appearing on slip
TERMINALID	VARCHAR2 (15)		The Terminal ID appearing on slip
REASONFORDISP	VARCHAR2 (200)		Reason for Dispute
TXNDATE	DATE		Date of Transaction
MERCHANTNAME	VARCHAR2 (200)		Merchant Name
ITEMDTL	VARCHAR2 (200)		Item Detail
NOTIFICATIONDATE	DATE		Notification Date
PROVCREDITDUEDATE	DATE		Provisional Credit Due Date
PROVCREDITDATE	DATE		Provisional Credit Date
FINALCREDITLTRDATE	DATE		Final Credit Letter Date
FINALLTRDUEDATE	DATE		Final Letter Due Date
EXTCASEOPENDATE	DATE		Case Opened on Date
EXTCOMMDATE	DATE		Communication Date
DATELASTMAINT	DATE	SYSDATE	The date when the row was most recently updated.

ATMDISPUTESTATUSHIST

A new table ATMDISPUTESTATUSHIST has been created to store the status history of the disputed transactions. This table has the following columns:

Column Name	Data Type	Default Value	Comment
DISPUTENBR	NUMBER (22)		Unique Dispute number

SEQNBR	NUMBER (22)		Auto Generated for every new record entered for a Dispute Number
EFFDATETIME	DATE		System assigned date identifying when an ATM Dispute status history record was added
HISTTYPE	VARCHAR2 (1)		System assigned value identifying the type of history record this is. There are only two used values, 'T' and 'U'. 'T' signifies that the record describes a monetary transaction which was completed as a result of the status change. 'U' signifies a change in status initiated by a user of the application.
DISPUTESTATCD	VARCHAR2 (4)		Dispute Status Code
STATUSCHGDDESC	VARCHAR2 (1000)		Reason for change of Status
PROCESSEDBY	NUMBER (22)		Case Processed By
REVIEWEDBY	NUMBER (22)		Case Reviewed By
DATELASTMAINT	DATE	SYSDATE	The date when the row was most recently updated.

ATMDISPUTETXN

A new table ATMDISPUTETXN is created to store the card transactions linkage with the dispute. The details of the table columns are given below:

Column Name	Data Type	Default Value	Comment
DISPUTENBR	NUMBER (22)		Dispute Number
CARDTXNNBR	NUMBER (22)		Card Transaction linked with the Dispute
DATELASTMAINT	DATE	SYSDATE	The date when the row was most recently updated.

Variables:

Calculation Category:
A calculation category is required to associate the calculation type:

Calculation Category	Code	Description (how used)	DateLastMaint
Calc Cat for App Store	3CAS	This calculation category will be used for associating a new calculation type	SYSDATE

Calculation Types:
A calculation type under the calculation category 'CCAS' is required to associate the variables to the application.

Calculation Type	Code	Description (how used)	MjMiYN
Calc Typ for App Store	CTAS	This calculation type will be used for associating new calculation variable	N

Calculation Variables:
The following Calculation Variable stores number of days and used to determine the 'Provision Credit Due Date' by adding the value to the 'Notification Date'.

Variable	Code	Description (how used)	Data Type	Default
ATMapp-DaysProv Credit Due	PCDD	The Number of Business Days Specified to arrive at the provisional credit due date.	NUM	<BLANK>

The Variable (PCDD) is associated at Institution Level with Calculation Type CTAS (Calc Typ for App Store).

Activity:
This application updates activity, using the following Activity Category and Activity Type.

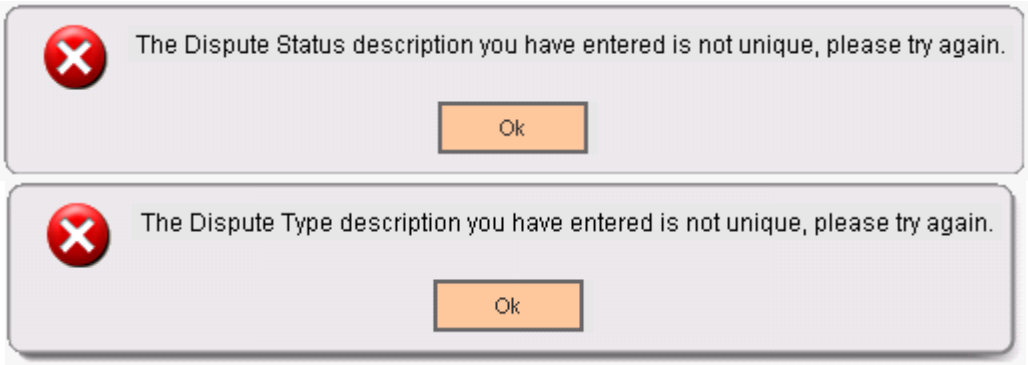
Activity Category	Code	Activity Type	Code	Activity Subject
Account Inquiry	AINQ	Transaction History	THST	Account, Person, Organization

Application Messages:
The following messages are applicable in this app:

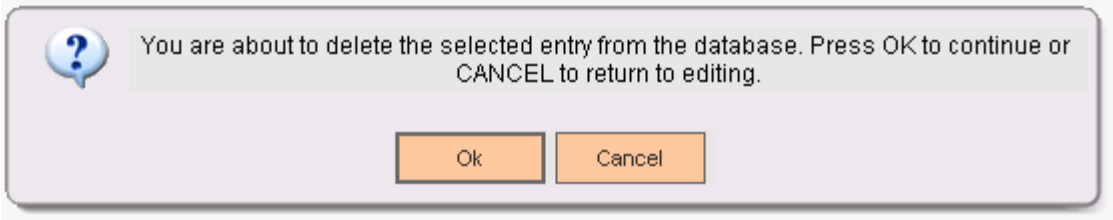
1. The error message 'The Dispute Type/Status combination you have entered is not unique, please try again.' is displayed to the user on the following screen
   a. 'Dispute Type - Status' screen, if the linking of Dispute Type Code and Dispute Status Code is not unique.

2. The error 'The Dispute [Status/Type] description you have entered is not unique, please try again.' Is displayed to the user on the following screen

a. Dispute Status screen, if 'Dispute Status Description' is not unique.
b. Dispute Type screen, if 'Dispute Type Description' is not unique.

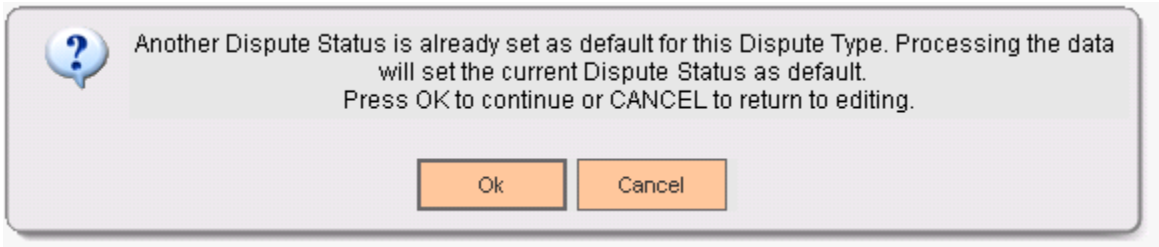


3. A confirmation message 'You are about to delete the selected entry from the database. Press OK to continue or CANCEL to return to editing.', is displayed to the user when user selects a record and clicks on 'Delete' button on 'Dispute Status', 'Dispute Type' and 'Dispute Type - Status' screens.



4. If the selected record is being used by any other screen, then an information message is displayed to the user on click of 'Delete' button on 'Dispute Status', 'Dispute Type' and 'Dispute Type - Status' screens and restricts the user from deleting the record:

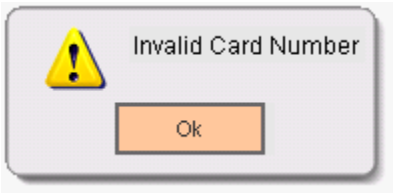
5. A confirmation message 'Another Dispute Status is already set as default for this Dispute Type. Processing the data will set the current Dispute Status as default. Press OK to continue or CANCEL to return to editing.' is displayed when the user selects the 'Set As Default' checkbox and process the data on 'Dispute Type – Status' screen and another Dispute Status is already setup as default for the selected Dispute Type.



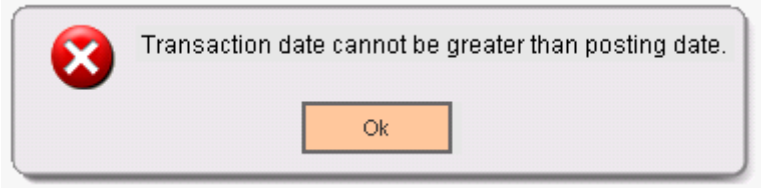
6. The application message 'The Account number entered is not on file.' is displayed when an invalid account number is entered in Search Criteria on 'ATM/Debit Card Dispute Research' screen.

7. The application error message 'From Date cannot be greater than To Date.' is raised on 'ATM / Debit Card Dispute Research' screen, 'Link Card Transaction' screen and on slide out panel 'Dispute Status Count' when user clicks on 'Query' button and the 'From Date' is greater than the 'To Date'.

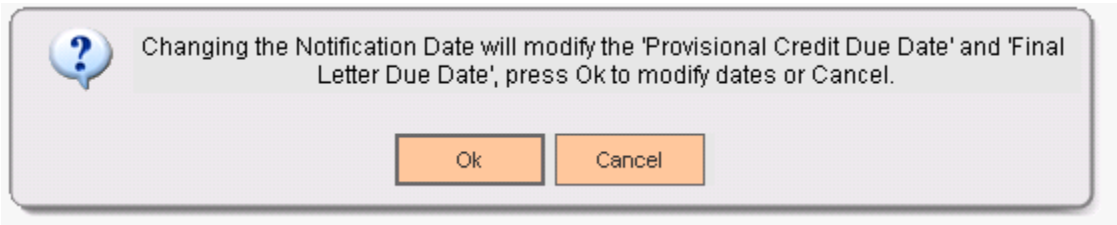
8. The application message 'Invalid Card Number' is displayed on 'ATM / Debit Card Dispute Research' screen if the provided card number is not valid.



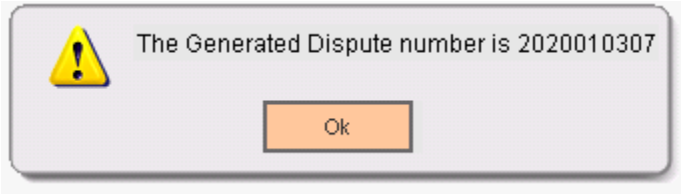
9. The application error message ‘Transaction date cannot be greater than posting date.’ is raised on the screen ‘ATM / Debit Card Dispute Research’ when the ‘Transaction Date’ is greater than the ‘Posting Date’.



10. An application message ‘Changing the Notification Date will modify the ‘Provisional Credit Due Date’ and ‘Final Letter Due Date’, press Ok to modify dates or Cancel.’ is raised on ‘ATM / Debit Card Dispute Research’ screen when user changes the ‘Notification Date’.

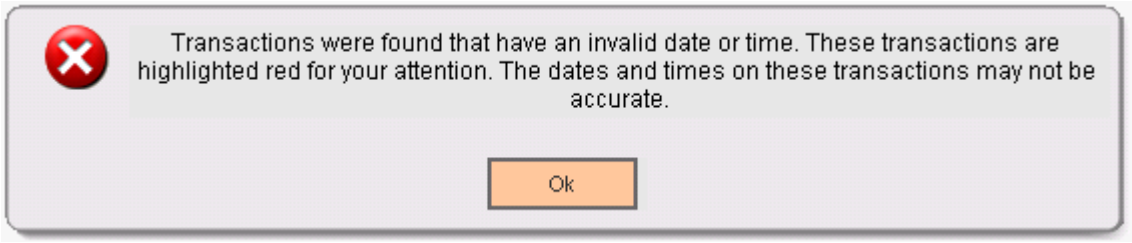


11. The application message ‘The Generated Dispute number is <*Dispute Number*>’ is displayed when a new dispute is successfully created on the ‘ATM / Debit Card Dispute Research’ screen.



12. The application message ‘The entered GL Account Number does not exist or is not currently active. Please enter a valid GL Account Number.’ Is displayed if an invalid GL is entered for an item on the Dispute State Configuration screen.

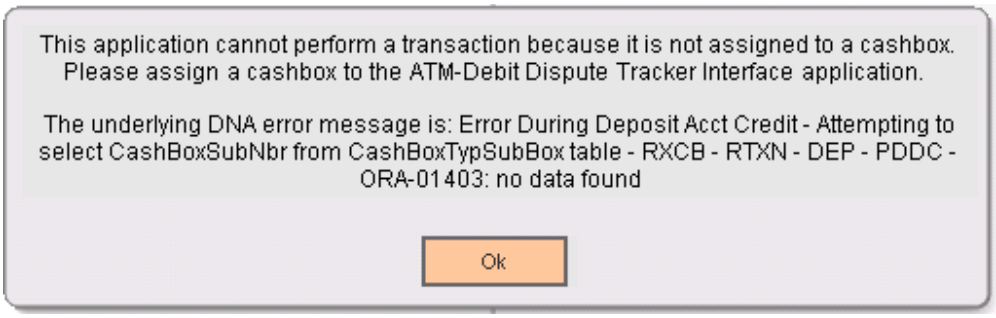
13. The application message “Transactions were found that have an invalid date or time. These transactions are highlighted red for your attention. The dates and times on these transactions may not be accurate.” Is displayed when linking transactions if the application could not read the date/time associated to a transaction returned after selecting the “Query” button.



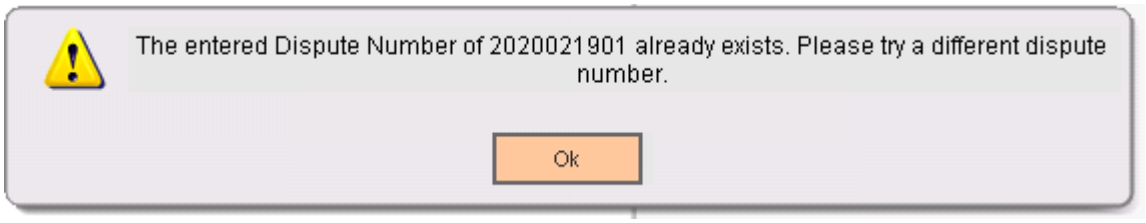
14. The application message “No disputes found!” is displayed when querying for existing disputes and non were found given the search parameters.

15. The application message “This application cannot perform a transaction because it is not assigned to a cashbox. Please assign a cashbox to the ATM-Debit Dispute Tracker Interface application. [The underlying DNA error message is: <System Error Message>]” Is displayed when the application needs to be assigned a cashbox or there is an underlying configuration issue with the Cashbox. Please see the “Cashbox Configuration” section for information on assigning a cashbox.

    The “System Error Message” appears only if an underlying CoreAPI error message is received, which may provide additional information to troubleshoot the issue.



16. The application message “The entered Dispute Number [XXX] already exists. Please try a different dispute number.” is displayed when attempting to create a disbute with a manually entered dispute number that is already in use.



Report:
The application generates a report AT_DISP (ATM Debit Card Dispute Report) that lists the detailed information of disputes within a specified date range and status. The report is called from the screen ‘ATM/Debit Card Dispute Research’ which will generate data on click of ‘Print’ button. The output of the report (.CSV and .PDF/.LIS file) will be stored in online report target path.

The names of the output files are defined as per the date/time of its execution.
For example:
‘AT_DISP_02072012134139550’ i.e. AT_DISP_MMDDYYYYHHMISSMLS,
Where,
MM = Month
DD = Date
YYYY = Year
HH = Hours (24 Hour Format)
MI = Minutes
SS = Seconds
MLS = Milliseconds

Layout of .PDF/.LIS File

```
Bank:    Anywhere Financial                    ATM Debit Card Dispute Report                    Run Date:  05-18-2020
Report:  AT_DISP                                                                              Post Date:  05-18-2020
                                                                                                   Page:  2 of 2
Customer Name                          Item Number Dispute Type Notify Date Prv Crd Date Pnl Ltr Date  Faxed Date  Processed By
Card Number                            Amount      Status       Item Closed Prv Crd Due  Pnl Ltr Due   Case Opened Reviewed By
Notes
Action

Merchant:  AAA

Dennis okins                           2020022101  DEV          05-14-2020                                          JoeX Banker

569421                                       0.00 INIT                     05-14-2020   05-14-2020    02-21-2020

rgsg
hjhkh

Dennis okins                           54d8s3f23   DEV

123456XXXX1234                              10.00 INIT                                                02-21-2020

rgsg
dsfsdf

Dennis okins                           ABC123      DEV          05-12-2020  05-19-2020   05-12-2020    05-17-2020  Marge Geist

569421                                      10.00 4TH          05-18-2020  05-12-2020   05-12-2020    02-21-2020  Beverly I. Serrano

Testing
Testing

         Total Dispute Count  :                 3
         Total Dispute Amount :             20.00
```

Report Parameters

Field	Description
From Date/ To Date	User is required to enter the value in 'From Date' and 'To Date' on Search Criteria Grid to get the data in report within the date range. If user does not provide any value in these fields the report output will display all the disputes.
Dispute Type	The user is required to select the required type in Dispute Type dropdown. Type 'ALL' is selected by default.
Dispute Status	The user is required to select the required status in Dispute Status dropdown. Status 'ALL' is selected by default.
Include Resolved	If the "Include Resolved" checkbox is checked, then the report will provide all disputes within the other input parameters, including those which are in a resolved status. Otherwise, if unchecked, only disputes which are not resolved are included in the report.

Field Listing: PDF/LIS File

Field	Description
Results in the Report Grouped By Merchant	
Merchant	The name of the merchant. Disputes are grouped by merchant name.
Dispute Details	
Customer Name	The primary owner of the card.

Card Number	Card number for which dispute have been registered.
Notes	This field would display the value of description of reason of dispute.
Action	This field would display the value of status change description field.
Item Number	The dispute number.
Amount	Actual disputed amount.
Dispute Type	The dispute type.
Status	The current dispute status.
Notify Date	The date card owner contacts the Financial Institution.
Item Closed	The status effective date if the current status is marked as 'Designate As Resolved', otherwise blank.
Prv Crd Date	The date Financial Institution promises to credit the disputed amount to the card owner.
Prv Crd Due	The date disputed amount credited to card owner's account.
Fnl Ltr Date	The final letter due date.
Fnl Ltr Due	Final credit letter date.
Faxed Date	The date when Financial Institution communicated with the card owner by any means.
Case Opened	The date when dispute is opened.
Processed By	The name of the employee would be displayed who processed the case.
Reviewed By	The name of the employee would be displayed who reviewed the case.
Summary in the Report	
Total Dispute Count	The total number of disputes reported.
Total Dispute Amount	The total amount of all disputes reported.

Layout of .CSV File

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Card Number	Customer Name	Item Number	Amount	Dispute Type	Dispute Status	Dispute Effective Date	Notification Date	Provisional Credit Date	Credit Letter Date	Faxed Date	Provisional Credit DueDate	Final Letter DueDate	Case Opened Date	Case Reviewed By	Case Processed By	Notes	Action
2	569421	Dennis okins	2020022101	0	DEV	INIT	2/21/2020	5/14/2020				5/14/2020	5/14/2020	2/21/2020		JoeX Banker	rgsg	hjhkh
3	123456XXXX1234	Dennis okins	54d8s3f23	10	DEV	INIT	5/15/2020							2/21/2020			rgsg	dsfsdf
4	569421	Dennis okins	ABC123	10	DEV	4TH	5/18/2020	5/12/2020	5/19/2020	5/12/2020	5/17/2020	5/12/2020	5/12/2020	2/21/2020	Beverly I. Serrano	Marge Geist	Testing	Testing

Field Listing: CSV File

Field	Description
Card Number	Card number for which dispute have been registered.
Customer Name	The primary owner of the card.
Item Number	The dispute number.
Amount	Actual disputed amount.

Dispute Type	The dispute type.
Dispute Status	The current dispute status.
Dispute Effective Date	The most recent effective date on the dispute status history of the dispute. This field is only visible in the CSV file.
Notification Date	The date card owner contacts the Financial Institution.
Item Closed Date	The status effective date if the current status is marked as 'Designate As Resolved', otherwise blank.
Provisional Credit Due Date	The date Financial Institution promises to credit the disputed amount to the card owner.
Final Letter Due Date	The final letter due date.
Provisional Credit Date	The date disputed amount credited to card owner's account.
Final Credit Letter Date	Final credit letter date.
Faxed Date	The date when Financial Institution communicated with the card owner by any means.
Case Opened Date	The date when dispute is opened.
Notes	This field would display the value of description of reason of dispute.
Action	This field would display the value of status change description field.
Case Processed By	The name of the employee would be displayed who processed the case.

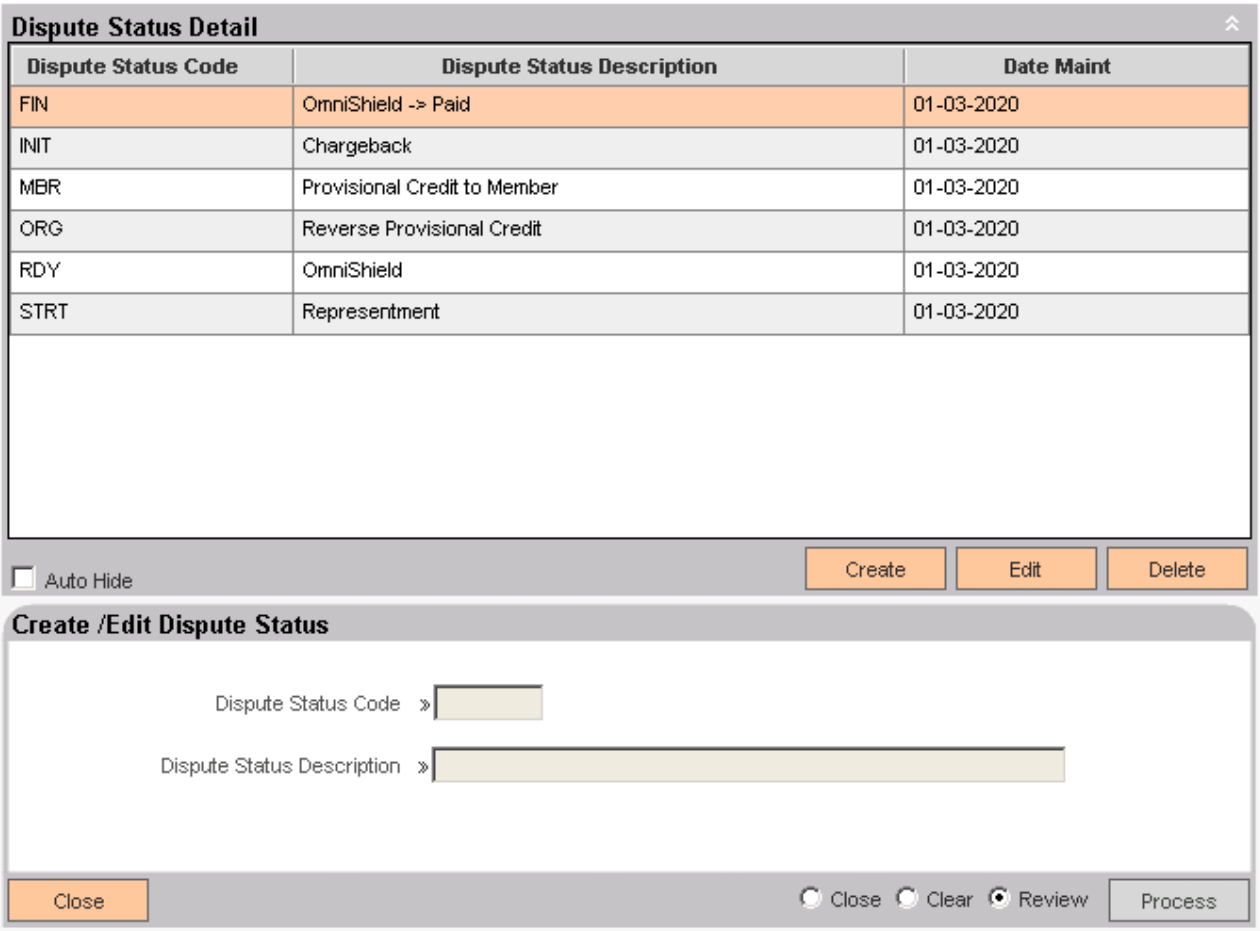
Screens:
The following new screens are created for the App 'ATM/Debit Card Dispute Research':

1. Dispute Status
2. Dispute Type
3. Dispute Type - Status
4. ATM/Debit Card Dispute Research (with Slide Out Panel)
5. Dispute Status Change History
6. Link Card Transactions

Navigation: Dispute Status
Services > System > Institution > ATM/Debit Card Dispute > Dispute Status

Screen Appearance: Dispute Status

Dispute Status



The new screen 'Dispute Status' enables the Financial Institution to maintain the dispute statuses.

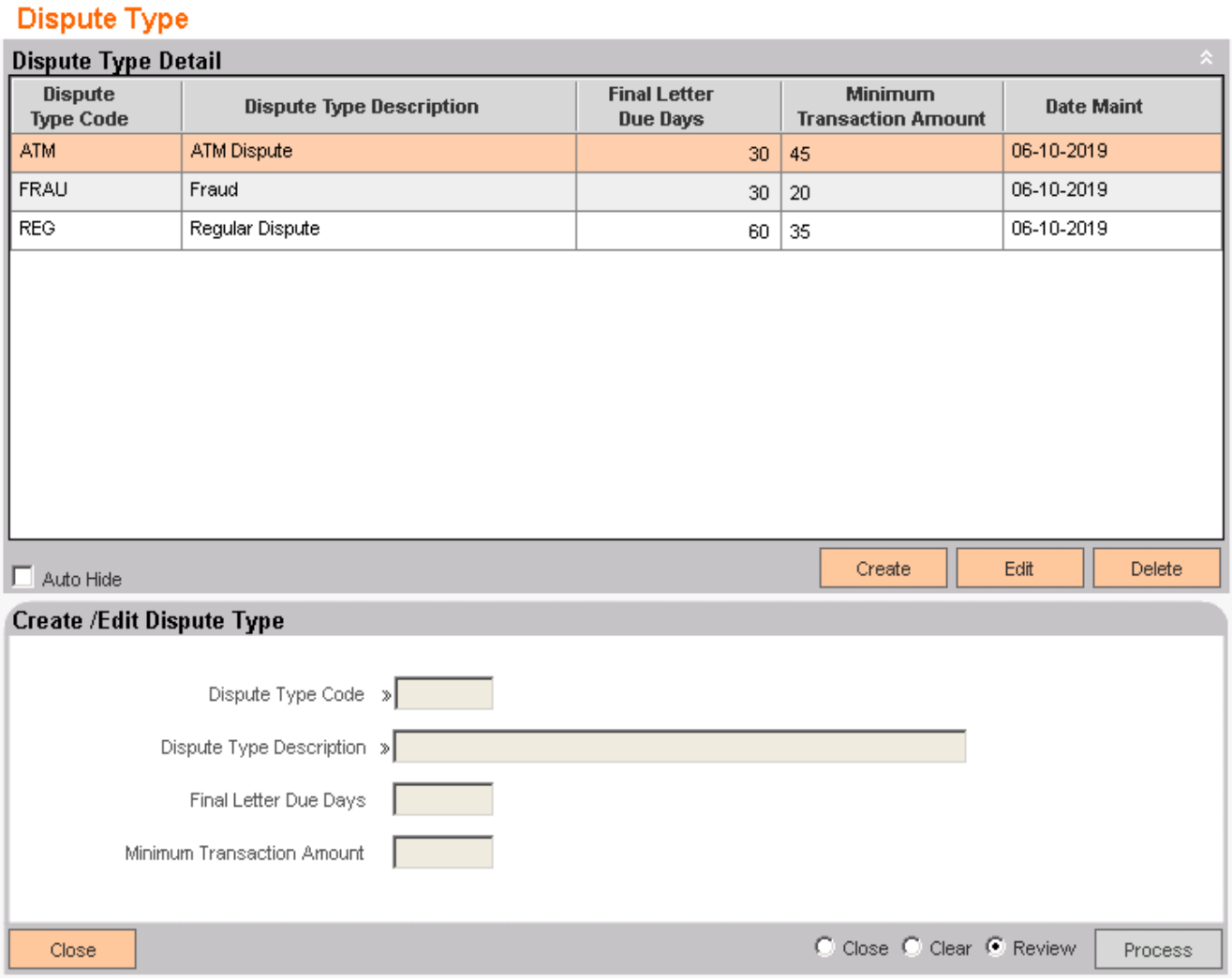
Field Listing: Dispute Status

Field	Description
Dispute Status Detail The 'Dispute Status Detail' grid displays the details of the Dispute status created by Financial Institution. This grid contains the following columns:	
Dispute Status Code	The column displays the unique code of the dispute status as defined by the Financial Institution.
Dispute Status Description	This column displays the dispute status description.
Date Maint	This column displays the date when the row was last updated.
Auto Hide	If selected, the records in the grid will be hidden on click of Create/Edit button.
Create	This button enables the user to create a new dispute status. On click, 'Create/Edit Dispute Status' group box is enabled and the caption of the group box will change to 'Create Dispute Status'.

Field	Description
Edit	This button enables the user to edit the selected record. On click, 'Create/Edit Dispute Status' group box is enabled and the caption of the group box will change to 'Edit Dispute Status'.
Delete	On click, a confirmation message 'You are about to delete the selected entry from the database. Press OK to continue or CANCEL to return to editing.' is displayed to the user. On confirmation, the selected record is deleted. An application message 'This Dispute Status Code is currently in use and therefore cannot be deleted.' is displayed to the user if the selected dispute status is in use and user will be restricted to delete the selected dispute status.
Create/Edit Dispute Status The 'Create/Edit Dispute Status' group box is enabled when user clicks on 'Create' or 'Edit' button. This group box will be used to create or edit dispute status. This group box contains the following fields:	
Dispute Status Code	This field enables the user to enter any unique code for the dispute status the user wishes to create. This is a mandatory field and disabled in Edit mode.
Dispute Status Description	This field enables the user to provide the description of the dispute status. This is a mandatory field.
Close	On click, the screen is closed. An appropriate message is displayed to the user if any unprocessed data is available on the screen.
Process	On click of this button, the data is stored in DNA database. If dispute status code being created by the user is not unique, a message 'The dispute status code you have entered is not unique, please try again' is displayed to the user and processing is canceled. User can select the Radio Buttons 'Close', 'Clear' and 'Review' and subsequently click on 'Process' Button. The following events take place: 'Close' – The screen is closed. 'Clear' – The screen displays the created/edited record and the group box 'Create/Edit Dispute Status' is cleared. 'Review' – The screen displays the created/edited record and the group box 'Create/Edit Dispute Status' is enabled with the focus remains on the screen itself.

Navigation: Dispute Type
Services > System > Institution > ATM/Debit Card Dispute > Dispute Type

Screen Appearance: Dispute Type



The new screen 'Dispute Type' enables the Financial Institution to maintain the dispute types.

Field Listing: Dispute Type

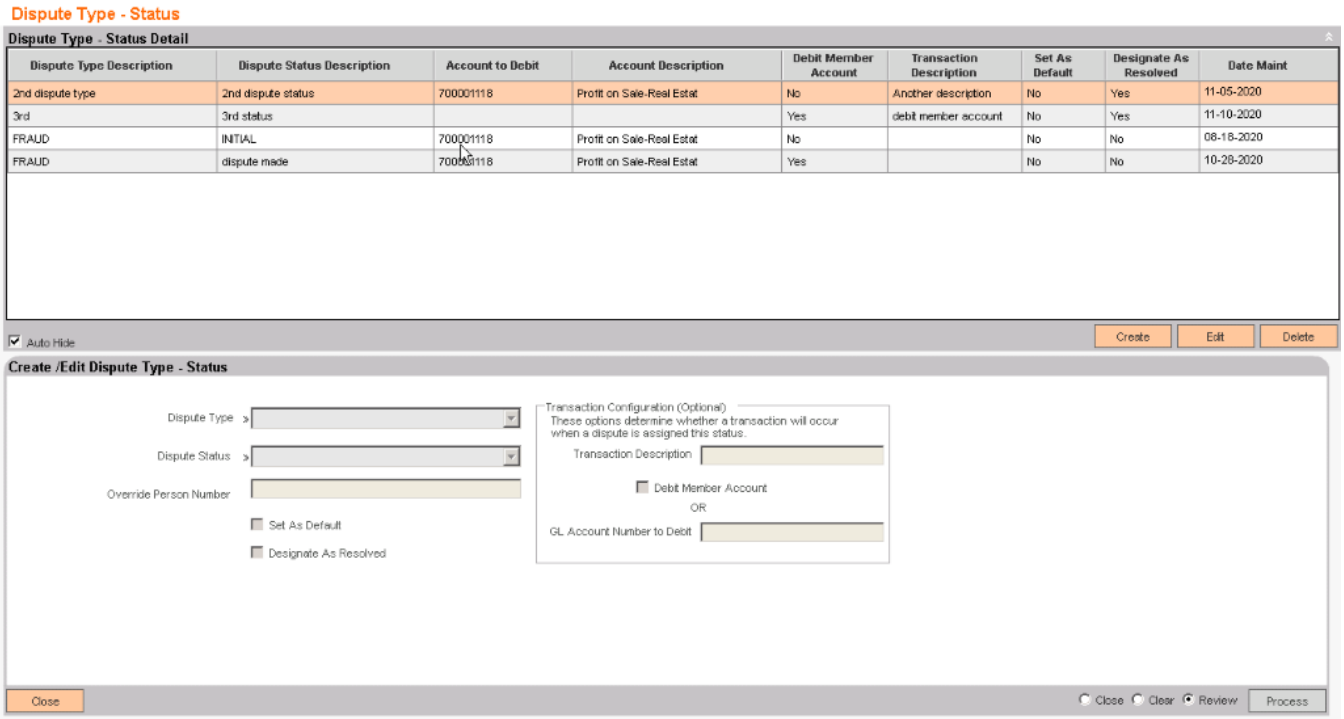
Field	Description
Dispute Type Detail The 'Dispute Type Detail' grid displays the details of the dispute type created by Financial Institution. This grid contains the following columns:	
Dispute Type Code	The column displays the unique code of the dispute type as defined by the Financial Institution.
Dispute Type Description	This column displays the dispute type description.
Final Letter Due Days	This column displays the number of final letter due days.

Field	Description
Minimum Transaction Amount	This column displays a minimum transaction amount. Any dispute created with a transaction amount below this minimum will trigger a warning to the user.
Auto Hide	If selected, the records in the grid will be hidden on click of Create/Edit button.
Create	This button enables the user to create a new dispute type. On click, 'Create/Edit Dispute Type' group box is enabled and the caption of the group box will change to 'Create Dispute Type'.
Edit	This button enables the user to edit the selected record. On click, 'Create/Edit Dispute Type' group box is enabled and the caption of the group box will change to 'Edit Dispute Type'.
Delete	On click, a confirmation message 'You are about to delete the selected entry from the database. Press OK to continue or CANCEL to return to editing.' is displayed to the user. On confirmation, the selected record is deleted. An application message 'This Dispute Type Code is currently in use and therefore cannot be deleted.' is displayed to the user if the selected dispute type is in use and user will be restricted to delete the selected dispute type.
Create/Edit Dispute Type The 'Create/Edit Dispute Type' group box is enabled when user clicks on 'Create' or 'Edit' button. This group box will be used to create or edit dispute type. This group box contains the following fields:	
Dispute Type Code	This field enables the user to enter any unique code for the dispute type the user wish to create. This is a mandatory field and disabled in Edit mode.
Dispute Type Description	This field enables the user to provide the description of the dispute type. This is a mandatory field.
Final Letter Due Days	This field enables the user to set the final letter due days for the dispute type. This value is used while creating a new dispute on 'ATM/Debit Card Dispute Research' screen to calculate the 'Final Letter Due Date' by adding these numbers of calendar days to the 'Notification Date'. If the calculated date is a non-business day then the next business day of calculated date is set as the 'Final Letter Due Date'.
Close	On click, the screen is closed. An appropriate message is displayed to the user if any unprocessed data is available on the screen.

Field	Description
Process	On click of this button, the data is stored in DNA database. If dispute type code being created by the user is not unique, a message 'The dispute type code you have entered is not unique, please try again' is displayed to the user and processing is canceled. User can select the Radio Buttons 'Close', 'Clear' and 'Review' and subsequently click on 'Process' Button. The following events take place: 'Close' – The screen is closed. 'Clear' – The screen displays the created/edited record and the group box 'Create/Edit Dispute Type' is cleared. 'Review' – The screen displays the created/edited record and the group box 'Create/Edit Dispute Type' is enabled with the focus remains on the screen itself.

Navigation: Dispute Type - Status
Services > System > Institution > ATM/Debit Card Dispute > Dispute Type - Status

Screen Appearance: Dispute Type – Status



The screen 'Dispute Type - Status' enables the Financial Institution to link the dispute statuses with the dispute type.

Field Listing: Dispute Type - Status

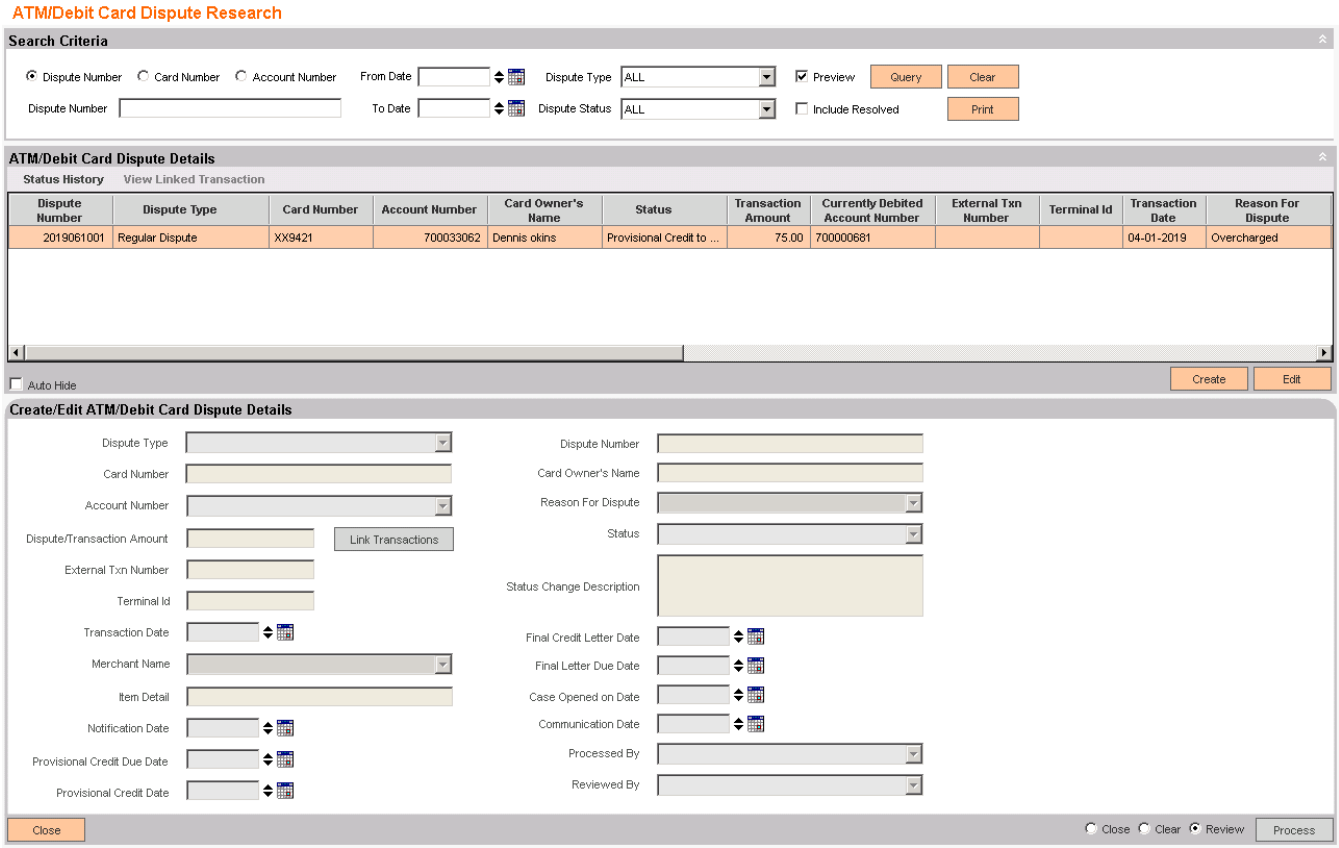
Field	Description
Dispute Type - Status Detail The 'Dispute Type - Status Detail' grid displays the details of the linkage of dispute type and dispute status created by Financial Institution. This grid contains the following columns:	
Dispute Type Description	This column displays the dispute type description.
Dispute Status Description	This column displays the dispute status description.
Account to Debit	This column displays the account number to debit when a dispute enters the status.
Account Description	This column displays the account description to debit when a dispute enters the status.
Debit Member Account	This column displays a flag indicating if the member account associated with the dispute will be debited upon entering that status.
Transaction Description	This column displays a custom transaction description that will be entered into the account's transaction history when an automated transaction takes place.
Set As Default	This column displays whether the selected dispute status is set as default for the selected dispute type.
Designated As Resolved	This column displays whether the selected dispute status is designate as resolved for the selected dispute type.
Date Maint	This column displays the date when the row was last updated.
Auto Hide	If selected, the records in the grid will be hidden on click of Create/Edit button.
Create	This button enables the user to create a new linkage between dispute type and dispute status. On click, 'Create/Edit Dispute Type - Status' group box is enabled and the caption of the group box will change to 'Create Dispute Type - Status'.
Edit	This button enables the user to edit the selected record. On click, 'Create/Edit Dispute Type - Status' group box is enabled and the caption of the group box will change to 'Edit Dispute Type - Status'.
Delete	On click, a confirmation message 'You are about to delete the selected entry from the database. Press OK to continue or CANCEL to return to editing.' is displayed to the user. On confirmation, the selected record is deleted. An application message 'This Dispute Type Code and Dispute Status Code is currently in use and therefore cannot be deleted.' is displayed to the user if the selected dispute type - status is in use and user will be restricted to delete the selected dispute type - status.

Field	Description
Create/Edit Dispute Type - Status The 'Create/Edit Dispute Type - Status' group box is enabled when user clicks on 'Create' or 'Edit' button. This group box will be used to create or edit the linkage of dispute type and dispute status. This group box contains the following fields:	
Dispute Type	This dropdown displays the list of Dispute Types created on 'Dispute Type' screen. This is a mandatory field and disabled in edit mode.
Dispute Status	This dropdown displays the list of Dispute Statuses created on 'Dispute Status' screen. This is a mandatory field and disabled in edit mode.
Override Person Number	This text box displays the override person number for the Dispute Type – Status. This field is used to provide an override person number to handle automated funds transfers which require override access (such as debiting a member's account when the draft would create a negative balance). This is an optional field, but the value is required where an override is necessary to complete the transaction.
Set As Default	This check box enables the user to set the selected dispute status as default for the selected dispute type. The default dispute status will be selected by default on creating a new dispute for the dispute type on the 'ATM/Debit Card Dispute Research' screen.
Designate As Resolved	This check box enables the user to set the selected dispute status as designate as resolved for the selected dispute type.
Close	On click, the screen is closed. An appropriate message is displayed to the user if any unprocessed data is available on the screen.
Process	On click of this button, the data is stored in DNA database. If dispute type and dispute status linkage being created by the user is not unique, a message 'The Dispute Type/Status combination you have entered is not unique, please try again' is displayed to the user and processing is canceled. User can select the Radio Buttons 'Close', 'Clear' and 'Review' and subsequently click on 'Process' Button. The following events take place: 'Close' – The screen is closed. 'Clear' – The screen displays the created/edited record and the group box 'Create/Edit Dispute Type - Status' is cleared. 'Review' – The screen displays the created/edited record and the group box 'Create/Edit Dispute Type - Status' is enabled with the focus remains on the screen itself.
Transaction Configuration (Optional) The 'Create/Edit Dispute Type - Status' group box is enabled when user clicks on 'Create' or 'Edit' button. This group box will be used to create or edit the linkage of dispute type and dispute status. This group box contains the following fields:	

Field	Description
Transaction Description	This is a free text field to describe the transaction taking place under these configuration details.
Debit Member Account	This checkbox serves as the flag to debit the member's account for this transaction type.
GL Account Number to Debit	This field is used to enter the GL Account Number to debit for this transaction type.

Navigation: ATM/Debit Card Dispute Research
Services > Services > Institution > ATM/Debit Card Dispute Research

Screen Appearance: ATM/Debit Card Dispute Research



The new screen 'ATM/Debit Card Dispute Research' enables the Financial Institution to capture the disputed transaction details for the respective ATM/Debit Card.

Field Listing: ATM/Debit Card Dispute Research

Field	Description
Search Criteria	
This group box enables the user to provide the search criteria for the disputed transactions. This group box contains the following fields:	

Field	Description
Dispute Number	On selection of Dispute Number radio button, the label for the textbox changes to 'Dispute Number'. If required the user may enter the appropriate dispute number. If user provides value in dispute Number field then 'From Date', 'To Date', 'Dispute Status' and 'Dispute Type' fields will be disabled.
Card Number	On selection of Card Number radio button, the label for the textbox changes to 'Card Number'. If required the user may enter the appropriate card number.
Account Number	On selection of Account Number radio button, the label for the textbox changes to 'Account Number'. If required the user may enter a valid account number. If user enters an invalid account number in this field an appropriate application message is displayed.
Dispute Number/Card Number/ Account Number	The label for Text Field changes as per the Radio Button selection. User may add the Dispute Number/Card Number/Account Number for which the details need to be queried. If 'Card Number' radio button is selected, wild card search is allowed. The wild card character for a series of characters is '%' (e.g., 123%, 1%34, or %23). An underscore (_) can be used in place of any character in a wild card search (e.g., _23% can be entered to return 12345, 22322, and 323595). This is an optional field.
From Date/ To Date	These fields are available for the user to search the disputes based on the notification date. These fields provide the capability to search the disputes having 'Notification Date' within the specified date range The application error message 'From Date cannot be greater than To Date' is raised if 'From Date' is greater than the 'To Date'. These fields will be disabled and set to blank if 'Dispute Number' is entered.
Dispute Type	This field is available for the user to search the disputes based on the dispute type. This dropdown is filled with the list of dispute types created by Financial Institution and 'ALL' option. By default option 'ALL' is selected.
Dispute Status	This field is available for the user to search the disputes based on the dispute status. This dropdown filled with the list of dispute statuses linked with the selected dispute type and 'ALL' option. If 'ALL' is selected in the dispute type then all the dispute statuses as created by Financial Institution are filled in this dropdown. By default option 'ALL' is selected in this field.

Field	Description
Preview	This checkbox allows the user to preview/print the report. If this check-box is checked, the generated report (in .PDF format) is previewed to User and the same gets saved in the online report output folder after clicking the Print button. If this check-box is un-checked, the output of generated report directly goes to the printer and the .LIS output file gets saved in the online report output folder. A comma separated output file (.CSV) also gets generated and saved in the online report output folder. The 'Preview' checkbox is checked by default.
Include Resolved	This checkbox allows the user to include resolved disputes in the search results.
Print	This button generates the report (AT_DISP) and prints the dispute details on the basis of the value provided in 'From Date', 'To Date', 'Dispute Type' and 'Dispute Status' fields. The output of the report will be stored in online report target path.
Query	The 'Query' button is used to search the records based on the entered search criteria. On click, the searched records will be filled in the 'ATM/Debit Card Dispute Details' grid.
Clear	On click of this button, the values provided by the user in the Search Criteria group-box are cleared. The Clear button also clears the Grid 'ATM/Debit Card Dispute Details'.
ATM/Debit Card Dispute Details This grid displays the ATM/Debit Card Disputes based on the parameters provided in the 'Search Criteria' group box. This grid have the following columns:	
Dispute Number	This column displays the dispute number.
Dispute Type	This column displays the dispute type.
Card Number	This column displays the card number. Last four digits of the card are visible to the user and rest all digits are masked.
Account Number	This column displays the account number.
Card Owner's Name	This column displays the card owner's name.
Status	This column displays the current dispute status.
Transaction Amount	This column displays the disputed amount or the transaction amount as entered by user.
Currently Debited Account Number	This column displays the currently debited account number.
External Txn Number	This column displays the transaction number.
Terminal Id	This column displays the terminal Id.

Field	Description
Transaction Date	This column displays the transaction date.
Reason For Dispute	This column displays reason for dispute.
Status Change Description	This column displays the reason for status change.
Merchant Name	This column displays the merchant name.
Item Detail	This column displays the item details.
Notification Date	This column displays the notification date.
Provisional Credit Due Date	This column displays the provisional credit due date.
Provisional Credit Date	This column displays the provisional credit date.
Final Credit Letter Date	This column displays the final credit letter date.
Final Letter Due Date	This column displays the final letter due date.
Case Opened on Date	This column displays the case opened on date.
Communication Date	This column displays the communication date.
Processed By	This column displays the name of the employee who processed the dispute.
Reviewed By	This column displays the name of the employee who reviewed the dispute.
Auto Hide	If selected, the records in the grid will be hidden on click of Create/Edit button.
Create	This button enables the user to create a new ATM/Debit Card dispute. On click, the label for the group box changes to 'Create ATM/Debit Card Dispute Details' and be enabled for the user to enter the required details.
Edit	This button enables the user to edit an existing record, selected from the Grid 'ATM/Debit Card Dispute Details'. On click, the label for the group box changes to 'Edit ATM/Debit Card Dispute Details' and the group box gets enabled for user to edit the dispute details. This button is disabled if no record is selected in the Grid 'ATM/Debit Card Dispute Details'.
Status History	This content menu enables the user to view the history of status change of the dispute. On click, the new screen 'Dispute Status Change History' is opened with all the history of changed statuses of the selected record. The 'Status History' content menu is enabled only when user select any record in 'ATM/Debit Card Dispute Details' grid. Please refer the 'Field Listing' section of 'Dispute Status Change History' screen for detailed information.

Field	Description
View Linked Transaction	This menu enables the user to view the linked card transactions with the selected dispute. On click, the new screen 'Link Card Transactions' is opened for the selected record. The 'Link Card Transactions' content menu is enabled if any record is selected in 'ATM/Debit Card Dispute Details' grid and the selected record contains any linked transaction. Please refer the 'Field Listing' section of 'Link Card Transactions' screen for detailed information.
Create/ Edit ATM/Debit Card Dispute Details This group box enables the user to create/edit ATM/Debit card disputes. This group box contains the following fields:	
Dispute Type	This dropdown is pre-filled with the dispute types created on 'Dispute Type' screen. The user is required to select the required dispute type from the dropdown. This is a mandatory field and will be read-only in edit mode.
Card Number	This field enables the user to enter the disputed ATM/Debit Card number. If user enters invalid card number in this field an appropriate message is displayed. In edit mode, this field is in read-only and the card number is masked. This is a mandatory field.
Account Number	This drop-down list is pre-filled with the account numbers linked to the selected card when creating a dispute. This is a mandatory field.
Dispute/Transaction Amount	This field enables the user to enter the disputed amount or the transaction amount for the dispute. This field remains editable until the dispute is saved; however, once the dispute is saved, the field cannot be edited due to the potential funds transfers that take place during the dispute process. This is an optional field.
Link Transactions	This button enables the user to link the dispute with multiple transactions associated with the particular ATM/Debit card when creating a dispute. On click, a new screen 'Link Card Transactions' displays. Please refer 'Field Listing' section of 'Link Card Transaction' screen for detailed information. This button is enabled during creation of a dispute, however, once the dispute is saved, the button becomes disabled. This is due to the nature of automated transactions which may occur with the account after saving a dispute.
External Txn Number	This field enables the user to enter the ATM/Debit Card transaction number from the ATM slip. This is an optional field.
Terminal ID	This field enables the user to enter the ATM/Debit Card Terminal ID from the ATM/Debit Card slip. This is an optional field.

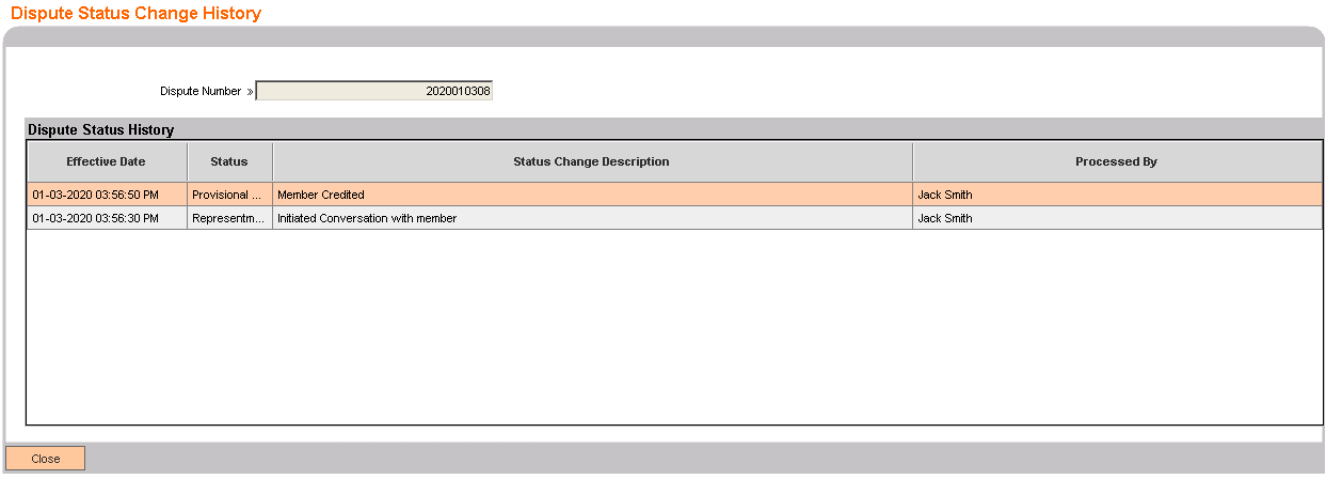
Field	Description
Transaction Date	This field enables the user to enter the disputed ATM/Debit Card Transaction date. This is a mandatory field.
Merchant Name	This field is an editable drop-down field. When a single transaction is linked to a dispute, then this field will attempt to parse the merchant name from the external transaction description of the linked transaction. The algorithm used to parse the merchant name is as follows: - Ignore any instances of the phrase “Internal:” and “External:”. - Ignore the last two words of the description, which are in the format of “CITY STATE”. - If the Description contains the word ”ATM”, then ignore any words prior to the first instance of “ATM”. - Ignore any extra whitespace (tabs, newlines, multiple spaces, etc) If multiple transactions are linked, no automatic actions are taken. The available options in the drop-down are pre-filled with the merchant name provided for the other disputes. If user does not select the merchant name from the drop down and input a new value in the drop-down, then this new value will start appearing in the dropdown list next time onwards. This is an optional field.
Item Detail	The user is required to enter the details of the dispute in this field. This is an optional field.
Notification Date	This is the date the card owner reported the issue to Financial Institution. To accommodate third-party processes, this field accepts dates prior to the current posting date. If user changes the date in ‘Notification Date’ field, an application message ‘Changing the Notification Date will modify the ‘Provisional Credit Due Date’ and ‘Final Letter Due Date’, press Ok to modify dates or Cancel’, displays to the user. User is required to select the appropriate option in the message. This is an optional field.

Field	Description
Provisional Credit Due Date	This is the date on which Financial Institution promises to credit the disputed amount to card owner. The value in this field is calculated as the value of the 'Notification Date' + the Number of Business Days provided in Calculation Variable 'ATMapp-DaysProv Credit Due'. The Financial Institution will set the correct value in calculation variable to obtain the required value in this field. If no value is set in the calculation variable then this field is the same as the notification date by default. If user changes the date in 'Notification Date' field, an application message displays on the 'ATM/Debit Card Dispute Research' screen. User is required to select the appropriate option in the message. By clicking Ok, the date in this field will change as per the calculation, 'Notification Date' + the Number of Business Days provided in Calculation Variable 'ATMapp-DaysProv Credit Due'. This is an optional field.
Provisional Credit Date	This is the Date disputed amount credited to card owner's account. This is an optional field.
Dispute Number	This field is editable on dispute creation and is optional. If left blank, the field is populated with an auto-generated dispute number. If manually entered, the value must be unique. When editing an existing dispute this field is disabled.
Card Owner's Name	This field is a disabled field. This field is automatically populated by respective ATM/Debit Card owner's name after the user provides the disputed ATM/Debit Card number in the Card Number field.
Reason For Dispute	This field is an editable drop-down field. This field enables the user to briefly describe the reason for dispute. This field is pre-filled with the 'Reason For Dispute' value provided for the other disputes. If user does not select a value from the drop down and input a new value, then this new value will start appearing in the dropdown list next time onwards. This is a mandatory field.
Status	This dropdown is filled with the list of dispute statuses linked with the selected dispute type. The dispute status having 'Set As Default' option checked in the Dispute Type – Dispute Status linkage, is selected by default.
Status Change Description	This field enables the user to briefly describe the reason for status change of the dispute. If this is the initial status in a dispute, this field describes the reason for the dispute. This is a mandatory field.
Final Credit Letter Date	This is the date when final Letter to card owner is provided by financial institution. This is an optional field.

Field	Description
Final Letter Due Date	The date when Financial Institution promises to issue the final letter to the card owner. The default value in this field is calculated by adding the calendar days as setup in 'Final Letter Due Days' for the selected dispute type to the 'Notification Date' provided. If the calculated date is a non-business day then next business day to the calculated date is set as the 'Final Letter Due Date'. If 'Null' or 'Zero (0)' value is set in 'Final Letter Due Days' field on 'Dispute Type' screen against the selected dispute type then the current post date is displayed in this field by default. If user changes the date in 'Notification Date' field, an application message 'Changing the Notification Date will modify the 'Provisional Credit Due Date' and 'Final Letter Due Date', press Ok to modify dates or Cancel' displays on the 'ATM/Debit Card Dispute Research' screen. By clicking Ok, the date in this field will change as per the calculation above. This is an optional field.
Case Opened on Date	This is the date when the respective agency opened the case. This is an optional field. To accommodate third-party processes, this field accepts dates prior to the current posting date.
Communication Date	The date when Financial Institution communicated to Card Owner. This is an optional field.
Processed By	This drop down is pre-filled with the employees list. This field enables users to select the employee who processed the dispute. The login employee would be displayed as default. This is a required field.
Reviewed By	This drop down is pre-filled with the employees list. This field enables users to select the employee who reviewed the dispute. This is an optional field.
Close	On click, the screen is closed. An appropriate message is displayed to the user if any unprocessed data is available on the screen.
Process	On click, the respective ATM/Debit Card dispute record is saved in the DNA database. The application message 'The Generated Dispute number is <AtmDispute.DisputeNbr>', is displayed to the user in 'Create' mode: The <AtmDispute.DisputeNbr> displays the new ATM Dispute Number auto generated by the application. User can select the Radio Buttons 'Close', 'Clear' and 'Review' and subsequently click on 'Process' Button. The following events take place on the selection of radio buttons, after the 'Process': 'Close' - The screen closes and focus returns to Services menu. 'Clear' – The screen contents clears and focus remains on the screen itself. 'Review' – The focus remains on the screen itself.

Navigation: Dispute Status Change History
Services > Institution > ATM/Debit Card Dispute Research > Status History

Screen Appearance: Dispute Status Change History



Field Listing: Dispute Status Change History

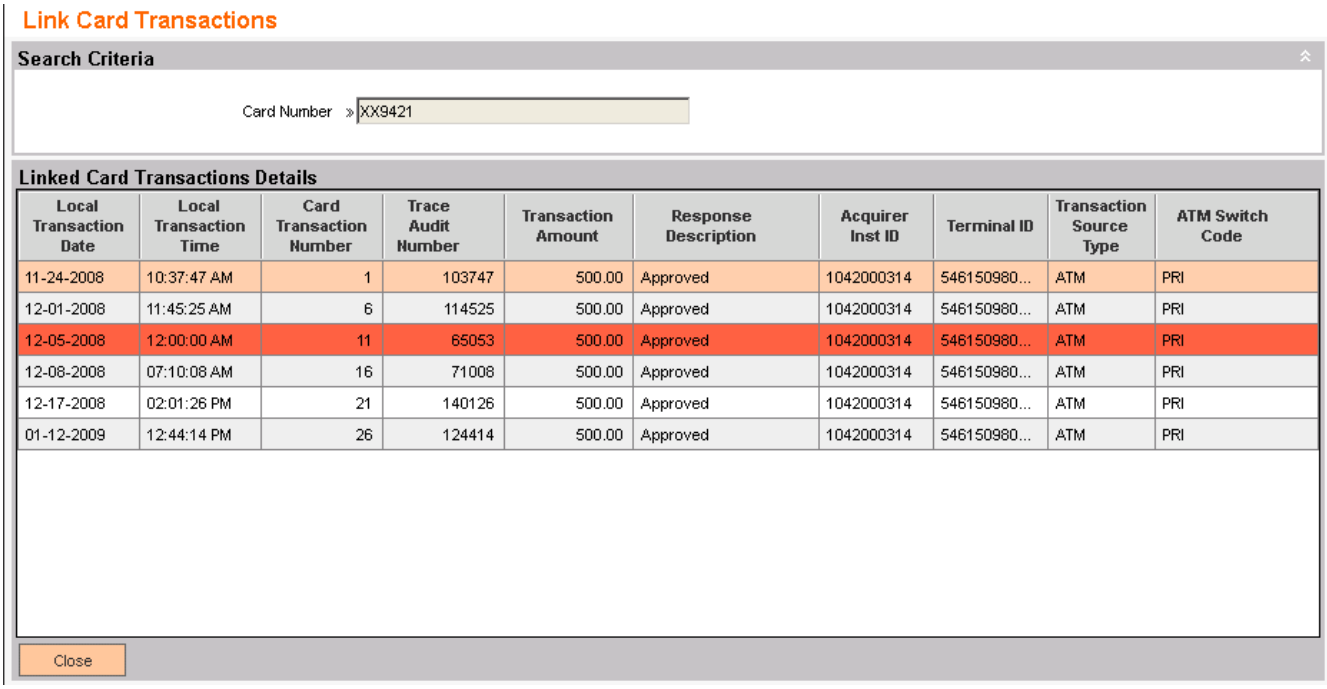
Field	Description
Dispute Number	This field displays the dispute number of the selected record in 'ATM/Debit Card Dispute Details' Grid on 'ATM/Debit Card Dispute Research' screen. This field is disabled.
Dispute Status History This grid displays the history of the dispute status and name of the employee who processed the dispute. This grid contains the following columns:	
Effective Date	This column displays the effective date time of the status change.
Status	This column displays the status of the dispute.
Status Change Description	This column displays the status description provided by the user at the time of status change.
Processed By	This column displayed the name of the employee who processed the dispute.
Close	On click, the screen is closed and the previous screen 'ATM/Debit Card Dispute Research' is displayed to the user.

Navigation: Link Card Transactions

- Services > Institution > ATM/Debit Card Dispute Research > View Linked Transaction

- Services > Institution > ATM/Debit Card Dispute Research > Create/Edit ATM/Debit Card Dispute Details > Link Transactions (button)

Screen Appearance: Link Card Transactions
(When opens through View Linked Transaction Content Menu on 'ATM/Debit Card Dispute Research' screen)

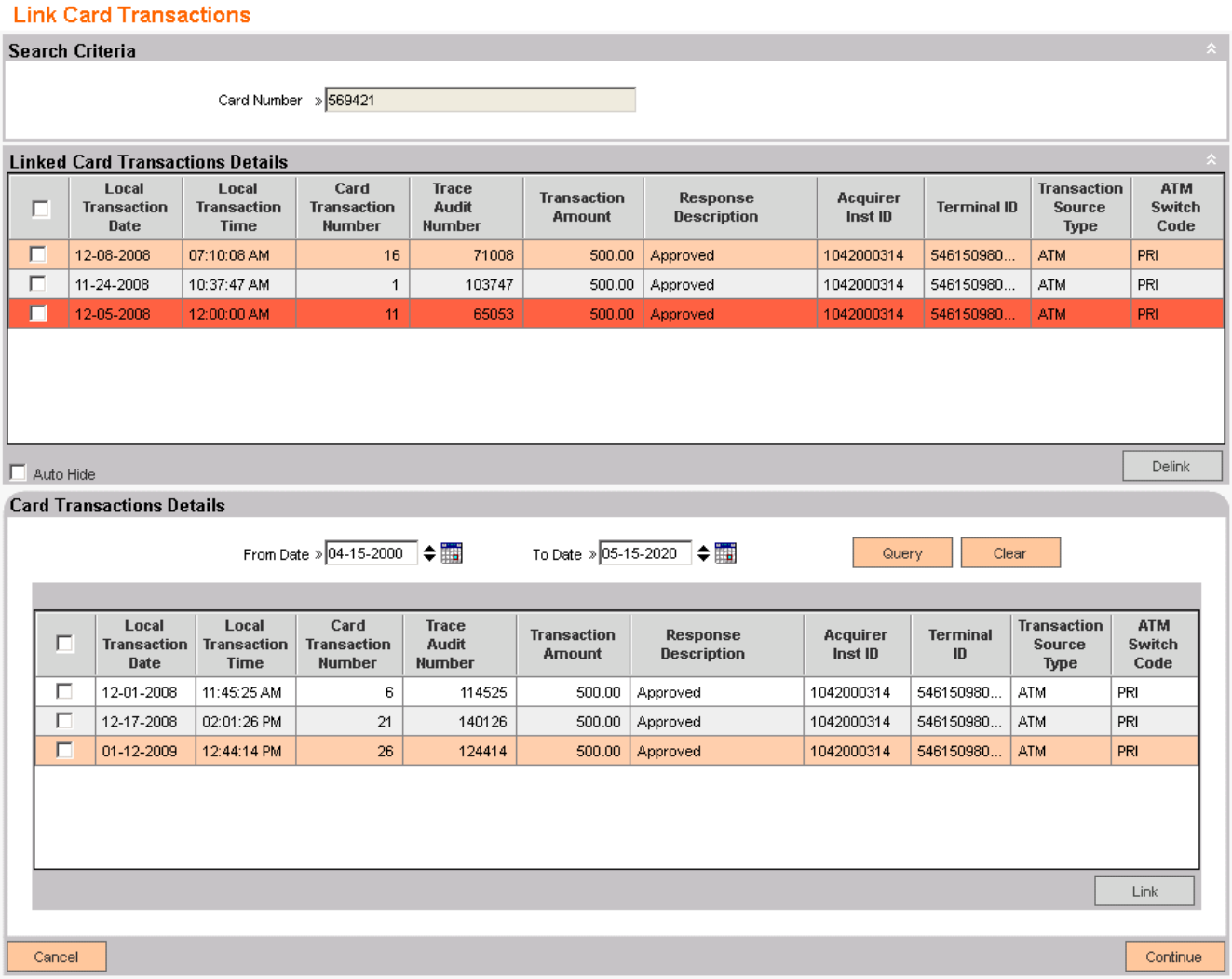


Local Transaction Date	Local Transaction Time	Card Transaction Number	Trace Audit Number	Transaction Amount	Response Description	Acquirer Inst ID	Terminal ID	Transaction Source Type	ATM Switch Code
11-24-2008	10:37:47 AM	1	103747	500.00	Approved	1042000314	546150980...	ATM	PRI
12-01-2008	11:45:25 AM	6	114525	500.00	Approved	1042000314	546150980...	ATM	PRI
12-05-2008	12:00:00 AM	11	65053	500.00	Approved	1042000314	546150980...	ATM	PRI
12-08-2008	07:10:08 AM	16	71008	500.00	Approved	1042000314	546150980...	ATM	PRI
12-17-2008	02:01:26 PM	21	140126	500.00	Approved	1042000314	546150980...	ATM	PRI
01-12-2009	12:44:14 PM	26	124414	500.00	Approved	1042000314	546150980...	ATM	PRI

This screen enables the user to view the linked card transaction with the selected dispute. Rows highlighted in red indicate the application ran into an issue reading the date or time on the transaction and may not be completely accurate. Hovering over the "Local Transaction Time" or "Local Transaction Date" cells for the row will display a tooltip also explaining that information.

The transaction will still, however, be available within the query and can still be linked/delinked. This is purely to make the user aware that the information presented in the row may not match what appears in the transaction log.

Screen Appearance: Link Card Transactions
(When opens through Link Transaction Button on 'ATM/Debit Card Dispute Research' screen)



Local Transaction Date	Local Transaction Time	Card Transaction Number	Trace Audit Number	Transaction Amount	Response Description	Acquirer Inst ID	Terminal ID	Transaction Source Type	ATM Switch Code
12-08-2008	07:10:08 AM	16	71008	500.00	Approved	1042000314	546150980...	ATM	PRI
11-24-2008	10:37:47 AM	1	103747	500.00	Approved	1042000314	546150980...	ATM	PRI
12-05-2008	12:00:00 AM	11	65053	500.00	Approved	1042000314	546150980...	ATM	PRI

Local Transaction Date	Local Transaction Time	Card Transaction Number	Trace Audit Number	Transaction Amount	Response Description	Acquirer Inst ID	Terminal ID	Transaction Source Type	ATM Switch Code
12-01-2008	11:45:25 AM	6	114525	500.00	Approved	1042000314	546150980...	ATM	PRI
12-17-2008	02:01:26 PM	21	140126	500.00	Approved	1042000314	546150980...	ATM	PRI
01-12-2009	12:44:14 PM	26	124414	500.00	Approved	1042000314	546150980...	ATM	PRI

This screen enables the user to maintain the linked card transaction for the selected dispute. The red rows indicate transactions the application had difficulty reading either the date or time of the transaction. Please see the previous “Screen Appearance: Link Card Transactions” section for a more complete description of the red rows.

Field Listing: Link Card Transactions

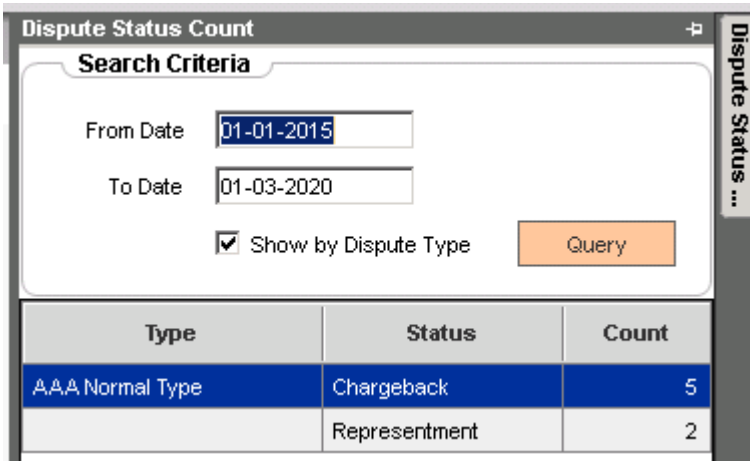
Field	Description
Search Criteria This group box contains the following field:	
Card Number	This field displays the card number for the selected dispute. In create mode the actual card number is displayed and in edit mode the card number is displayed in masked format. When the screen is opened through the 'View Linked Transaction' content menu on 'ATM/Debit Card Dispute Research' screen, the card number is displayed in masked format. This field is disabled.
Linked Card Transactions Details This grid displays the list of card transaction details that are linked with dispute transaction for the card number selected in 'Search Criteria'. This grid contains the following columns:	
	This column contains the check boxes for each record to enable the user to select the transactions to delink from the dispute. A checkbox is available as the column header to check/uncheck all the records in the grid.
Local Transaction Date	This column displays the local transaction date.
Local Transaction Time	This column displays the local transaction time.
Card Transaction Number	This column displays the card transaction number.
Trace Audit Number	This column displays the trace audit number.
Transaction Amount	This column displays the transaction amount.
Response Description	This column displays the response description.
Acquirer Inst ID	This column displays the acquirer Institution ID.
Terminal ID	This column displays the terminal ID.
Transaction Source Type	This column displays the transaction source type.
ATM Switch Code	This column displays the ATM switch code.
Delink	On click, the selected transaction is delinked and removed from the grid. This button is not available when the screen is opened through the 'View Linked Transaction' content menu on 'ATM/Debit Card Dispute Research' screen.
Close	On click, the screen is closed and the previous screen 'ATM/Debit Card Dispute Research' is displayed to the user. This button is not available when the screen is opened through the 'Link Transactions' button on 'ATM/Debit Card Dispute Research' screen.

Field	Description
Card Transactions Details This group box displays the card transaction based on the 'From Date' and 'To Date'. These transactions are not yet linked with the selected dispute. This group box is not available when this screen is opens through the 'View Linked Transaction' content menu on 'ATM/Debit Card Dispute Research' screen. This group box contains the following fields/columns:	
From Date/To Date	'From Date/To Date' fields provide the capability to search the card transactions having 'Local Transaction Date' within the specified date range mentioned in these fields. The application error message 'From Date cannot be greater than To Date.' is raised if 'From Date' is greater than the 'To Date'. These fields are mandatory fields. By default the date in 'From Date' is set as 30 days prior to the current post date and 'To Date' is set as the post date
Query	On click of this button, the card transactions performed within the specified date range are populated in the grid.
Clear	On click of this button, the grid is cleared and 'Card Transaction Details' group box move back to initial stage.
	This column contains the check boxes for each record to enable the user to select the transactions for linking with the dispute. A checkbox is available as the column header to check/uncheck all the records in the grid
Local Transaction Date	This column displays the local transaction date.
Local Transaction Time	This column displays the local transaction time.
Card Transaction Number	This column displays the card transaction number.
Trace Audit Number	This column displays the trace audit number.
Transaction Amount	This column displays the transaction amount.
Response Description	This column displays the response description.
Acquirer Inst ID	This column displays the acquirer Institution ID.
Terminal ID	This column displays the terminal ID.
Transaction Source Type	This column displays the transaction source type.
ATM Switch Code	This column displays the ATM switch code.
Link	On click, the selected transactions are linked with the dispute and move to 'Linked Card Transaction Details' grid above.
Close	On click, the screen is closed. An appropriate message is displayed to the user if any unprocessed data is available on the screen.

Field	Description
Continue	On click, the screen is closed and user is moved back to the previous screen 'ATM/Debit Card Dispute Research'. Note: The data is not processed on this screen. The linked/delinked transactions details are passed to the 'ATM/Debit Card Dispute Research' screen and are processed with the other details on click on 'Process' button.

Slide Out Panel: Dispute Status Count

Navigation:
Services > Institution > ATM/Debit Card Dispute Research > Dispute Status Count (Slide out Panel)



The Slide out Panel 'Dispute Status Count' is available and displayed when 'ATM/Debit Card Dispute Research' screen is opened. This slide-out enables users to view the dispute counts based on the status within the specified date range.

Field Listing:

Field	Description
Search Criteria This group box enables the user to provide the search criteria for the status wise count of disputed transactions.	
From Date/To Date	'From Date/To Date' fields provide the capability to search the disputes having 'Notification Date' within the specified date range mentioned in these fields. The application error message 'From Date cannot be greater than To Date.' is raised if 'From Date' is greater than the 'To Date'. These fields are mandatory fields. By default, the date in 'From Date' is set as the first day of the year and 'To Date' is set as the post date.

Field	Description
Show by Dispute Type	This check box enables the user to view the dispute count details based on dispute type. If this check box is checked, the grid displays the dispute counts for dispute type and dispute status combination. If this check box is unchecked, the grid displays the dispute counts based on the dispute statuses only.
Query	On click of this button, the application search the disputes based on the values provided in the search criteria.
Type	This column displays the dispute type. This column is displayed only when 'Show by Dispute Type' check box is checked.
Status	This column displays the Status of disputes.
Count	This column displays the Count of Disputes as per their type and status.

Additional Requirements:

Before executing this application, the Financial Institution require following prerequisites at their environment:

- DNA version 4.5 or higher
- Core API 2.2 or higher
- If Reporting Server and Core Object Director server are setup on separate machine, then AT_DISP.SQT should be manually copied from File Share BAT_EXE\EXTN folder to Reporting Server BAT_EXE folder.
- The required set-up script/ steps have been executed before running this application.
- This application will be available if the Financial Institution has provided the authorization rights for the same to the respective users.
- Financial Institutions using the prior releases of this APP cannot be upgraded to version 4.0.0.0. If they wish to use this version, the prior version should be uninstalled and then install App version 4.0.0.0.

Configuration Checklist:

Item	Test Environment	Production Environment
Table ATMDISPUTE ATMDISPUTESTATUSHIST ATMDISPUTETXN DISPUTESTAT DISPUTETYP DISPUTETYPDISPUTESTAT View VIEW_ATMDISPUTE_PCI		
Variable		

Entities:
Dispute Status
(Application A6D51CA6-2738-41ED-BF06-F43E52579508)
(Authorization BUST - Business Tables)

Dispute Type
(Application 29C15D9A-0668-438C-B522-09AF5B83F28F)
(Authorization BUST - Business Tables)

Dispute Type - Status
(Application 4DFC1682-F95C-4383-AA1A-367C31101B11)
(Authorization BUST - Business Tables)

ATM/Debit Card Dispute Research
(Application 4B286A43-E2EC-4c9a-8A05-3897DBDB66EA)
(Authorization ATMD - ATM/Debit Card Dispute Research)

Dispute Status Change History
(Application 46B459BF-4FC7-4902-B9E4-850ABDD6880C)
(Authorization ATMD - ATM/Debit Card Dispute Research)

Link Card Transactions
(Application F07B27F7-11DA-455f-97E2-A972B80AD6BD)
(Authorization ATMD - ATM/Debit Card Dispute Research)

AT_DISP
(Application 0ED9D1FD-8341-4ADE-AEE0-150FC3E93D26)

Revisions:

Date	App Version #	Change
05/2021	4.2.0.3	**Fixes** • Fixed issues raised from v4.2.9.2 validation submitted by RCG.
01/2021	4.2.0.2	**Documentation** • Adjusted font formatting for documentation revision section • Corrected Calc Cat code in documentation
11/2020	4.2.0.1	**Documentation** • Updates provided for editable field documentation mismatch • Added additional column information for table DISPUTETYPDISPUTESTAT **Application** • Added an additional column named OVRDPERSNBR to the DISPUTETYPDISPUTESTAT table

Date	App Version #	Change
		• Provided the OVRDPERSNBR to the methods which build debit requests so the transaction can be approved when authorized **Fixes** • Added additional validation to the GL account to address unhandled exception caused from alpha characters in the account number field • Added "WHERE NOT EXISTS" clauses to INSERT statements
05/2020	4.1.0.1	**Documentation** • Included references to CAPR 7754 and CAPR 7704 permissions for new users • Split CSV and PDF report field listings into two separate sections. • Updated screenshots. **Application** Added/Modified • PCI compliant database view for the ATMDISBUTE table. ○ The CSV and PDF dispute reports now use this view to keep the data display consistent with what would be available for third-party reporting tools. • Additional details in error messages when the application fails performing a transaction. • If multiple transactions are linked to a dispute, the transaction amount will be automatically totaled instead of being set to zero. • Reduced the character length of many column headers in the PDF version of the dispute report. Each header now fits in the cell it corresponds to in the details. **Fixes** • Removed non-functional "Close," "Clear," and "Review" radio buttons from "Link Card Transactions" screen. • The columns in the "ATM/Debit Card Dispute Research" screen are now resizable.

Date	App Version #	Change
		• The tab order of fields in the ATM Dispute Research screen should now be more intuitive. • Canceling the processing of a dispute when selecting "No" on the minimum transaction amount prompt no longer closes the currently open dispute. • GLR and GLD codes are now used for transactions against GL accounts, instead of WTH and DEP.
02/2020	4.0.1.18	**Added** • Row highlighting in linked transactions screens for rows where the app could not parse the DNA local date and/or time. • Only the "Case Open" date now automatically populates on new disputes unless calculation variable is set. **Fixed** • Auto-Hide checkbox not functioning correctly in linked transactions screens • New transactions feature not properly adding the balance to journal entries • Top panel not resizing correctly in Dispute Type – Status window. • Installer intermittently fails.
06/2019	4.0.0.0	Enhanced version to include automated transactions
02/2013	3.0.0.0	Enhanced version
07/2012	2.0.1.0	Revised Version
05/2012	2.0.0.0	Enhanced version
05/2011	1.0.0.0	Revised version
04/2011	1.0.0.0	Draft Version Created