



TSYS Chargeback Resolution

Powered by Merlink

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Logging On to the Merlink Site

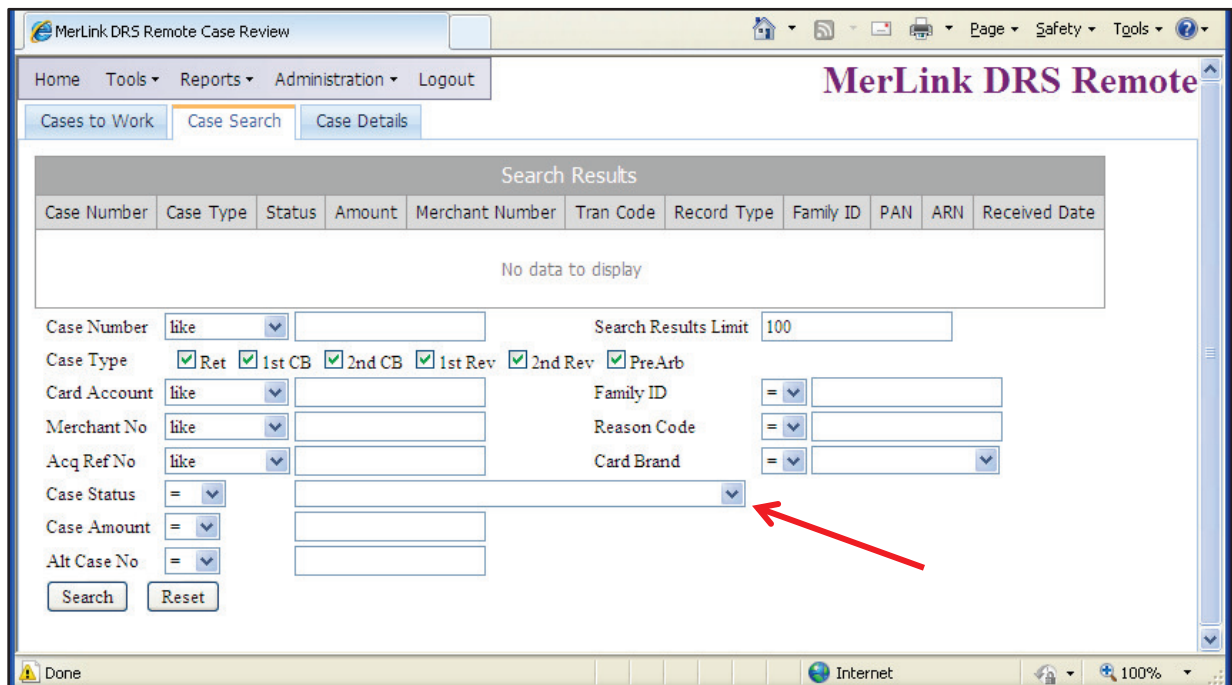
Steps:

1. Open an Internet Explorer page and navigate to the <https://demo.merlinkdrs.com> page.
2. Login: type in User Name
3. Password: type the password
4. Click **Submit**.

Searching For a Case

Steps:

1. Scroll the cursor over the **Tools** tab, the Case Review and Cases to Work sub-options display.
2. Single Click either **Case Review** or **Cases to Work** option.
 - Case Review: Display single case
 - Cases to Work: Displays list of cases
3. Single Click the Drop Down menu on the **Case Status** line to display options.



4. Select **Case Type** with match Case Status of of the following options:
 - a. 0 – 10 – Case Ready to Work
 - b. 0 – 20 – Resolved
 - c. 0 – 21 Fulfilled
5. Click the **Search** button; otherwise, start the search over by selecting **Reset** button.

You may also retrieve a specific case by entering the case number in the **Case Number** field and clicking on the Search button.

How to View Case Detail (History)

Tools Tab

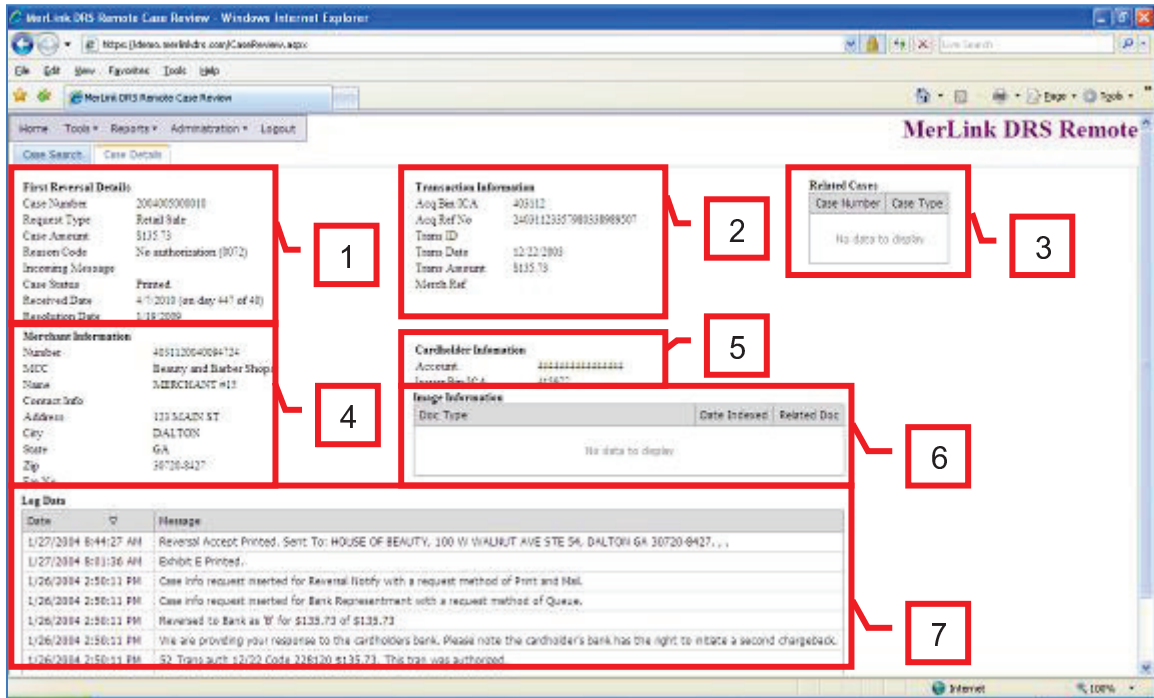
This functionality enables the user to view the entire lifecycle (history) of a chargeback case.

Steps:

1. Scroll the cursor over the **Tools** tab, the Case Review sub-option displays.
2. Single Click the **Case Review** option.
3. In the Case Number field, enter a **Specific Case** or in the **Card Account** field, enter a specific **Account Number**.
4. Click the **Search** button.
5. Single click the **Case Number** in the Search Results box to view details (history) of case.

TSYS Chargeback Resolution QRG

1.	Case Type Details <ul style="list-style-type: none"> • First Chargeback • Retrieval • Pre-Arb • Second Chargeback 	Displays the Case Type, Case Number, Request Type, Amount, Reason Code, Incoming Messages, Case Status, Received Date, Resolution Date
2.	Transaction Information	Displays the Acquirer's BIN / ICA and Reference Number, Transaction ID, Date, Amount and Merchant Reference Number
3.	Related Cases	Displays any Related Cases and the Case Number and Type associated with the case.
4.	Merchant Information	Displays the Merchant Number, MCC Description, DBA Name, and Contact Information
5.	Cardholder Information	Displays the Cardholder's Account Number and Issuer BIN / ICA Number
6.	Image Information	Displays a link to any scanned Documentation along with the date indexed and any related documentation
7.	Log Data	Displays the Date and a Description of any action that has occurred on the Case



Cases to Work

Steps:

1. Scroll the cursor over and Single Click the Case Type in the **Work Queues** box. This will display the Open cases below.

Status	Count	Net Amount	Oldest Received Date
Open Retrievals	0		
Open 1st Chargebacks	12	\$3,083.30	4/21/2012
Open 2nd Chargebacks (MC only)	0		
Open Pre-Arbitrations (Visa only)	0		
Closed Chargebacks (less than max days)	0		
Denied Reversal (less than max days)	0		

Home Tools Reports Administration Logout

Cases to Work Case Search Case Details

Chargeback and Retrieval Request Work Center

Work Queue Filters

Group: Separate multiple **GROUPS** with semicolons

Association: Separate multiple **ASSOCIATIONS** with semicolons

Merchant: Separate multiple **MERCHANTS** with semicolons

Work Queues

Status	Count	Net Amount	Oldest Received Date
Open Retrievals	0		
Open 1st Chargebacks	12	\$3,083.30	4/21/2012
Open 2nd Chargebacks (MC only)	0		
Open Pre-Arbitrations (Visa only)	0		
Closed Chargebacks (less than max days)	0		
Denied Reversal (less than max days)	0		

Open 1st Chargebacks

Case Number	Case Type	Status	Amount	Merchant Number	Tran Code	Record Type	Family ID	PAN	ARN	Received Date
2012152004064	1	10	\$172.54	3934000000017012	5		4041761	92934	24307922057900018204584	4/21/2012
2012152004066	1	10	\$95.79	3934000000017012	5		4041763	92934	24307922057900018895969	4/21/2012
2012152004068	1	10	\$25.00	3934000000017012	5		4041765	54112	24307922102900010800046	4/21/2012
2012152004065	1	10	\$25.00	3934000000017012	5		4041762	29652	24307922090900016151133	4/21/2012
2013067001091	1	10	\$2,151.94	3934000000017012	5		4047782	45084	24307923049900017901866	3/7/2013
2013067001093	1	10	\$223.80	3934000000017012	5		4047784	84336	24307923020900018000315	3/7/2013
2013067001090	1	10	\$104.00	3934000000017012	5		4047781	90296	24307923038900014000020	3/7/2013
2013067001089	1	10	\$101.00	3934000000017012	5		4047780	66462	24307923002900017809601	3/7/2013
2013067001092	1	10	\$56.67	3934000000017012	5		4047783	80862	24307923050900011798298	3/7/2013
2012152004073	1	10	\$64.26	3934000000393033	5		4041770	13845	24307922090900948735383	3/20/2013

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2. To begin working a case, scroll the cursor over and Single Click the **Case**.

How to Work a Case

1. From the Case Details tab, you will have two options:
 - a. Respond to Case
 - b. Accept Responsibility



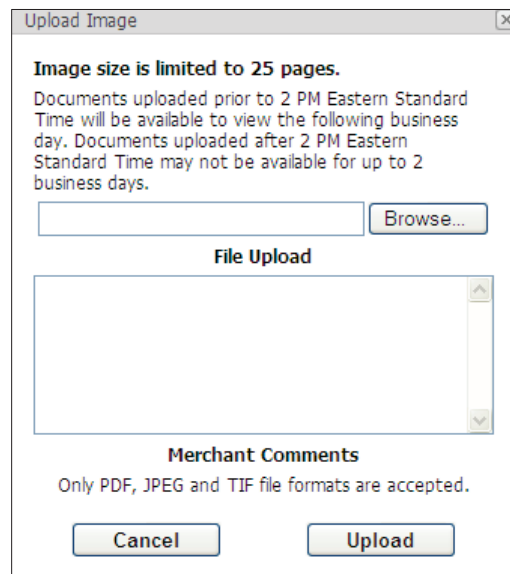
Respond to Case

Steps:

1. Click the **Respond To Case** button.
2. Upload Image window will open up.
3. Click on the **Browse** button to upload any supporting documentation from your internal files.
4. Click mouse into Merchant Comments box to include any free form comments regarding or supporting the case.

File Upload: Allows you to attach any documentation (PDF, JPEG or TIF) to support your case.

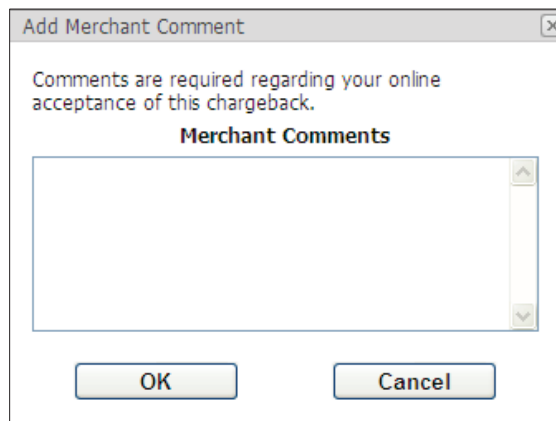
Merchant Comments: Free form text box to allow you to provide additional details/comments regarding case.

A screenshot of a 'Upload Image' dialog box. The title bar says 'Upload Image' with a close button. The main text reads: 'Image size is limited to 25 pages. Documents uploaded prior to 2 PM Eastern Standard Time will be available to view the following business day. Documents uploaded after 2 PM Eastern Standard Time may not be available for up to 2 business days.' Below this is a text input field and a 'Browse...' button. Underneath is a section titled 'File Upload' with a large empty text area. Below that is a section titled 'Merchant Comments' with the text 'Only PDF, JPEG and TIF file formats are accepted.' At the bottom are 'Cancel' and 'Upload' buttons.

Accept Responsibility

Steps:

1. Click the **Accept Responsibility** button.
2. Add Merchant Comment window will open up.
3. Click mouse into **Merchant Comments** box to include any free form comments regarding the case.
4. Click the **OK** button when complete.



How to Work a Case Using Family ID

Steps:

1. Scroll the cursor over the **Tools** tab, the Case Review sub-option displays.
2. Single Click the **Case Review** option.
3. Scroll the cursor over the **Case Search** tab and single click.
4. Input the Family Identification number in the **Family ID** field.
5. Click the **Search** button.

The Search Results will display all cases related to that Family ID.

6. Double click the **Case Number** in the Search Results box to view details and work case.

How to Change Password

Steps:

1. Scroll the cursor over the **Tools** tab, the Case Review sub-option displays.