

Merchant Relations (Capability)

- 1. Role Definition
- 2. Example of Use
- 3. Executive Summary
- 4. Key Features

Documentation

Properties

Appears on

Relations

1. Role Definition



The bank's merchant relationships are governed by the terms and conditions maintained by this service domain. Note this covers the application of legal, regulatory and operational terms agreed with the merchant and does not cover any more general aspect of relationship management

2. Example of Use



A card charge is disputed and a case raised - the case processing process references the in-force merchant terms and conditions governing the dispute resolution

3. Executive Summary



This service domain maintains the terms and conditions agreed with merchants for cards related activity

4. Key Features

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- Establish and maintain merchant terms and conditions
- Determine the applicability of terms to specific situations
- Provide access to and explain the correct interpretation of terms

Documentation

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Properties

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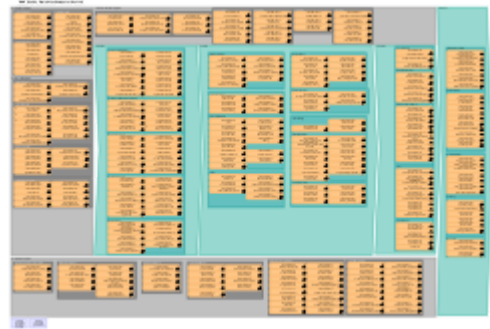
Property	Value
Service Domain	
API BIAN Portal	Merchant Relations API (https://app.swaggerhub.com/apis/BIAN-3/MerchantRelations/12.0.0)
Individual Analytics	merchantRelationshipAgreementAccumulators merchantRelationshipAgreementActivityAnalysis merchantRelationshipAgreementPerformanceAnalysis merchantRelationshipAgreementTrends&Events
Portfolio Analytics	merchantRelationshipAgreementPortfolioActivityAnalysis merchantRelationshipAgreementPortfolioMake-UpAnalysis merchantRelationshipAgreementPortfolioPerformanceAnalysis
Scenarios	
Service Role	Administer the day to day interactions with merchants, in particular for coordination of case resolution
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

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Merchant Relations SD Overview



BIAN Service Landscape V12.0 Value Ch...



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BIAN Service Landscape V12.0 Matrix Vi...

Relations

























aggregated by  Wave 6 (object_25.html?object=153745)
 Cards (object_25.html?object=172024)

is equal to  Merchant Relations (object_36.html?object=30773)

is part of  Cards (object_25.html?object=129966)

realized by

-  Merchant Relationship Agreement_ Analytics Object (object_25.html?object=111215)
-  Merchant Relationship (object_24.html?object=132069)
-  Merchant Relationship Agreement_Reporting (object_18.html?object=159232)
-  Merchant Relationship Agreement_Invocation (object_18.html?object=159237)
-  Merchant Relations_SD_Operations (object_18.html?object=159243)
-  Merchant Relationship Agreement_Instantiation (object_18.html?object=159247)
-  terminate Merchant Relationship Agreement (object_18.html?object=238116)
-  Merchant Relations_SD_Service Group (object_18.html?object=238516)
-  Merchant Relationship Agreement_Instantiation (object_18.html?object=238517)
-  request Merchant Relationship Agreement (object_19.html?object=240066)
-  Merchant Relationship Agreement_Invocation (object_19.html?object=240164)
-  retrieve Merchant Relationship Agreement (object_19.html?object=240367)
-  initiate Merchant Relationship Agreement (object_19.html?object=242158)
-  Merchant Relationship Agreement_Reporting (object_20.html?object=244055)
-  notify Merchant Relationship Agreement (object_20.html?object=246033)
-  update Merchant Relationship Agreement (object_20.html?object=252814)
-  evaluate Merchant Relationship Agreement (object_20.html?object=256629)
-  Exchange Regulatory Term (object_12.html?object=28900)
-  Notify Regulatory Term (object_12.html?object=29286)
-  Update Regulatory Term (object_12.html?object=29363)
-  Evaluate Legal Term (object_13.html?object=30225)
-  Grant Merchant Relationship Agreement (object_13.html?object=30321)
-  Retrieve Merchant Relationship Agreement (object_13.html?object=30793)
-  Retrieve Regulatory Term (object_13.html?object=31217)
-  Update Merchant Relationship Agreement (object_13.html?object=31436)
-  Update Operational Term (object_13.html?object=31822)
-  Update Legal Term (object_13.html?object=31951)
-  Request Regulatory Term (object_13.html?object=32017)
-  Merchant Relationship Agreement (object_24.html?object=33683)
-  Request Legal Term (object_13.html?object=33942)
-  Exchange Merchant Relationship Agreement (object_14.html?object=35633)
-  Exchange Operational Term (object_14.html?object=36798)
-  Notify Legal Term (object_15.html?object=38800)
-  Evaluate Regulatory Term (object_15.html?object=40467)
-  Retrieve Operational Term (object_15.html?object=41371)
-  Control Merchant Relationship Agreement (object_15.html?object=41682)
-  Retrieve Legal Term (object_15.html?object=42707)
-  Notify Operational Term (object_15.html?object=42881)
-  Exchange Legal Term (object_16.html?object=43641)
-  Request Merchant Relationship Agreement (object_16.html?object=43697)

-  Evaluate Operational Term (object_16.html?object=43978)
-  Request Operational Term (object_16.html?object=46157)
-  Notify Merchant Relationship Agreement (object_16.html?object=46497)
-  Evaluate Merchant Relationship Agreement (object_17.html?object=48862)
-  Agree Terms (object_28.html?object=58124)

serves



Partner Management (object_6.html?object=130509)
