

Card Case (Capability)

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

Documentation

Properties

Appears on

Relations

1. Role Definition



Capture, track, resolve and report on card related transactional disputes, handling all the dispute resolution messages between the Issuer, the Card Network and the Acquirer.

2. Example of Use



A card holder reports a payment dispute to the contact center and a case is initiated. The account is credited and documentation requested from the merchant. The case is finally judged when the documents are available for review and all interested parties are notified of the resolution

3. Executive Summary



This service domain handles the processing of a customer card case, typically a disputed charge

4. Key Features

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- Consolidation of transaction details
- Chargeback processing
- Case decisioning and arbitration
- Case resolution

Documentation

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Properties

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Property	Value
Service Domain	
API BIAN Portal	Card Case API (https://app.swaggerhub.com/apis/BIAN-3/CardCase/12.0.0)
BIAN Proposed ISO20022 Control Record Match	CardDisputeManagementProcess
Core Business Object	 Card Case (object_26.html?object=47333)
Individual Analytics	cardCaseProcedureAccumulators cardCaseProcedureActivityAnalysis cardCaseProcedurePerformanceAnalysis cardCaseProcedureTrends&Events
Portfolio Analytics	cardCaseProcedurePortfolioActivityAnalysis cardCaseProcedurePortfolioMake-UpAnalysis cardCaseProcedurePortfolioPerformanceAnalysis
Scenarios	<div> Process Card Clearing by Issuer (views/view_55194.html)  Handle Request for Chargeback at Acquirer (views/view_55230.html)  Handle Card Chargeback at Issuer (views/view_55464.html)  Handle Request for Information for Chargeback at Acquirer (views/view_55149.html)</div>
Service Role	Capture, track, resolve and report on card related transactional disputes (includes card use and payment issues)
BIAN Life Cycle	
Registration Status	Registered

Stereotypes

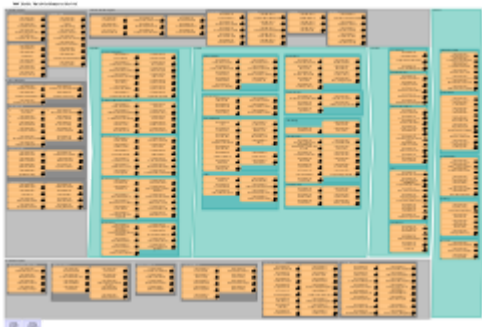
stereotype

ServiceDomain

Appears on



(views/view_51705.html)



BIAN Service Landscape V12.0 Value Ch...

(views/view_51879.html)



Card Case SD Overview

(views/view_51891.html)

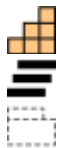


BIAN Service Landscape V12.0 Matrix Vi...

Relations



aggregated by

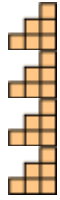


Servicing (object_25.html?object=130062)

Wave 2 (object_25.html?object=153742)

Customer Care (object_25.html?object=171879)

gets input
from



- Card Case (object_21.html?object=30796)
- Card Clearing (object_21.html?object=36804)
- Customer Case (object_22.html?object=47339)
- Session Dialogue (object_23.html?object=48273)

is equal to































Card Case (object_36.html?object=30797)





















is part of



Servicing (object_25.html?object=130062)

realized by

-  Card Case Procedure_ Analytics Object (object_25.html?object=111359)
 -  Add new service operations for Card Case SD (object_30.html?object=161627)
 -  Card Case Procedure_Reporting (object_18.html?object=214652)
 -  Card Case Procedure_Invocation (object_18.html?object=214667)
 -  Card Case_SD_Operations (object_19.html?object=214671)
 -  Card Case Procedure_Instantiation (object_18.html?object=214675)
 -  Card Case_SD_Service Group (object_19.html?object=241430)
 -  Rq CR Request manual intervention in a case (e.g. engage a specialist) (object_12.html?object=28909)
 -  Card Case Procedure (object_24.html?object=29596)
 -  Card Case (object_23.html?object=29991)
 -  Ex CR Execute an automated task against a card case (e.g. upload data) (object_13.html?object=30336)
 -  Ec BQ Accept, verify, reject etc. the arbitration result of a card case (object_13.html?object=32515)
 -  Ec BQ Accept, verify, reject etc. resolution actions for a card case (object_12.html?object=32924)
 -  Initiate a card case procedure at Issuer (object_12.html?object=33268)
 -  Co CR Control the processing of a card case (e.g. suspend) (object_13.html?object=33763)
 -  In CR Initiate a card case procedure (object_14.html?object=34929)
 -  Up BQ Update details of the resolution of a card case (object_14.html?object=36909)
 -  Re BQ Retrieve details about the chargeback for a card case (object_14.html?object=37651)
 -  Re BQ Retrieve details about the consolidation analysis of a card case (object_15.html?object=39914)
 -  Up BQ Update details of the chargeback in a card case (object_15.html?object=40870)
 -  Up CR Update details about a card case (object_16.html?object=43048)
 -  Initiate a card case procedure at Acquirer (object_16.html?object=43537)
 -  Re CR Retrieve details about a card case (object_16.html?object=44628)
 -  Up BQ Update details of the consolidation in a card case (object_16.html?object=44817)
 -  Up BQ Update details of the arbitration request of a card case (object_16.html?object=45809)
 -  Re BQ Retrieve details about the resolution actions for a card case (object_16.html?object=46177)
 -  Re BQ Retrieve details about the arbitration request for a card case (object_17.html?object=47979)
 -  Ec CR Accept, verify, reject etc. some aspect of a card case (object_17.html?object=48522)
 -  Process (object_28.html?object=58066)
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sends output to		Card Case (object_21.html?object=30796)
		Correspondence (object_20.html?object=32927)
		Card Transaction Capture (object_21.html?object=35397)
		Card Clearing (object_21.html?object=36804)
		Credit Card (object_22.html?object=40448)
		Document Directory (object_22.html?object=44708)
serves		Task Management (object_6.html?object=130474)
triggered by		Card Case (object_21.html?object=30796)
		Card Clearing (object_21.html?object=36804)
		Customer Case (object_22.html?object=47339)
triggers		Card Case (object_21.html?object=30796)
		Operational Gateway (object_21.html?object=32276)
		Correspondence (object_20.html?object=32927)
		Card Transaction Capture (object_21.html?object=35397)
		Payment Order (object_21.html?object=35550)
		Card Clearing (object_21.html?object=36804)
		Credit Card (object_22.html?object=40448)
		Merchant Acquiring Facility (object_20.html?object=42530)
		Card Network Participant Facility (object_22.html?object=42759)
		Document Directory (object_22.html?object=44708)