DataNavigator Web Client Transaction Research V3.1

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Introduction

Purpose

This document is provided to clients using the DataNavigator® Web Client application.

The Transaction Research component of DataNavigator® allows you to search for transactions, review detailed transaction data just minutes after a transaction has occurred, and compare detail for multiple transactions.

In addition, you will have the ability to create and submit exception cases for transactions that did not complete as expected.

Note: *The ability to create and submit exception cases requires the purchase of the Exception Management System, an optional component of the Data- Navigator® Client application. Refer to the DataNavigator® Client Exception Management System User's Guide for more information. Contact your Business Development Executive for more information on optional components.*

This manual contains the following information:

- Instructions for logging onto the DataNavigator® Client application.
- Descriptions of the screens used for Transaction Research.
- Instructions for setting preferences and customizing data displays.
- Instructions for using the standard transaction search and advanced transaction search features.
- Instructions on how to use the on-line help system.

Revision Log

Date	Effective w/Version	Change
October 2021	V3.1	Added the following sections: • Nyce Information • Culiance Information
April 2021	V3.1	Updated the screen Batch Creation - Choose Dispute Type to reflect Card Status and Cardholder Possession fields.
January 2021	V3.1	• Updated the Additional Transaction Information - Part 4 section in Additional Transaction Information. • Updated Devices section to reflect **Courier Management** function. • Updated Comparing Transaction Details section to reflect **Export** button. • Updated the Transaction Search Screen - Additional/Stand-Alone/Extended Search Data to reflect **Approved By** field. • Updated the Transaction Detail - Part 1 screen to reflect **Network Recon Date** field. • Updated the Research List Screen screen to reflect **Create Issuer Cases** option.

Date	Effective w/Version	Change
August 2020	V3.0	• Updated the Visa Information section to reflect the new field CVV/ICVV Results Code in the Unique Transaction Data section. • Updated the Token screen to reflect the new field **Requestor-Service Provider ID**.
September 2019	V3.0	Updated the procedures of Create Issuer Batch.
November 2018	V2.9	Updated the Transaction Search Screen - Additional/Stand-Alone/Extended Search Data to reflect CAVV Result field.
September 2018	V2.9	Updated the Additional Transaction Information screen to reflect the new field AVS Result in Unique Transaction Data section.
August 2018	V2.9	Updated the Visa Information screen to reflect the new field ATM Routing Table ID in the SMS Information section.
July 2018	V2.9	Updated the version of the manual. No specific changes made in this manual for this version.
March 2018	V2.8	• Replaced the screen in the Maestro and Cirrus section. • Added the section Shazam Information
April 2017	V2.8	Updated the version of the manual. No specific changes made in this manual for this version.
February 2017	V2.7B	• Added Maestro and Cirrus in Conditional Links, Tabs, and Buttons. • Replaced the MasterCard ISO Information - Part 1 screen . • Added MasterCard ISO Information - Part 5 (Additional Transaction Analysis) screen. • Added a new section for Maestro and Cirrus.
July 2016	V2.7B	Updated the version of the manual. No specific changes made in this manual for this version.
February 2016	V2.5C	This update is effective as of April 2016 Spring Mandate for Visa. • Updated the Visa Information screen to reflect the new field Dynamic Currency Conversion in the Base II section.

Date	Effective w/Version	Change
		This update is effective as of April 2016 Spring Mandate for MasterCard. • Updated the MasterCard IPM screen and the MasterCard ISO to reflect the new field Wallet Identifier.

Getting Started

This chapter provides instructions for logging onto the DataNavigator® Web Client application and on each of the main menu components. Only components for which you have system access are displayed on the menu.

Before You Start

Verify that the appropriate network rules are in place. Exception processing is governed by the network's rules that issuers and acquirers participating in the network must follow. DataNavigator® has separate rule sets for each network, such as VISA, MasterCard, etc. The rule set for a specific network must be loaded in DataNavigator before you can add or update an exception case for that network.

Please contact your EMS Rules Administrator for information about which network rule sets are in place in your installation of DataNavigator ®.

Login Screen

Upon launching the DataNavigator Web Client, the user will need to enter a user ID and password.

1. Enter your **User ID**.
2. Enter your **Password**.
3. Click **Login**.

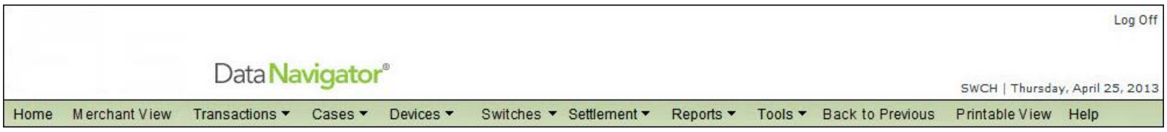
DataNavigator® Login Page

Menu Components

Once you login to the DataNavigator® Web Client application, the menu components are displayed.

Note: *The number of components present on the menu bar depends on the security access of the user.*

Menu Components



The menu components are:

- Home Page
- Merchant View
- Transactions
- Cases
- Devices
- Switches
- Settlement
- Reports
- Tools
- Back to Previous
- Printable View
- Help

Home Page

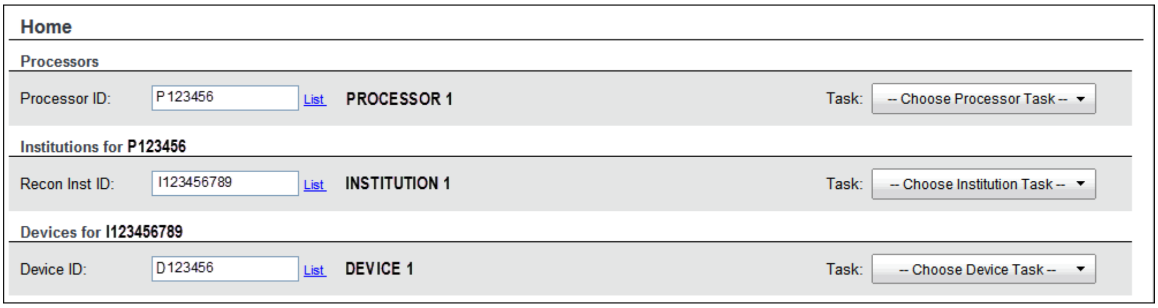
The home page is the place you begin your work. This is applicable if the user has access to a single switch. If the has access to more than one switch then the Switch Selection screen would be displayed as shown in section Switch Selection .

From the Home Page you can access the System Highlights, Preferences, and Help pages. You can also begin a transaction search or select a task based on the level you need: processor, institution, device, or merchant.

You will be able to see whatever levels you have access to. The groups build from the highest level to the lowest. For example, if you have access to more than one processor, you first select the processor. Once you select the processor, the Institution group is displayed. Here are two examples to show how the home page works.

If you have access to multiple processors, institutions and devices, your Home page will look like this:

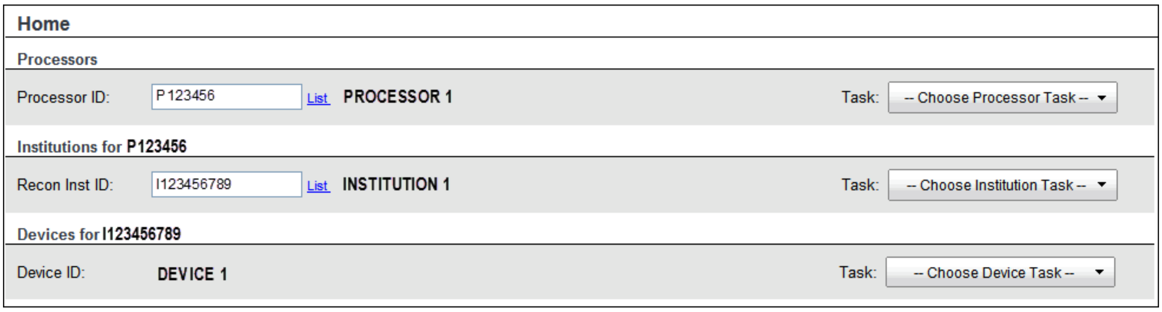
Home Page with Multiple Selection Fields



This image shows a version of the home page with multiple processors, but only one institution and one device. Your home page will display the processors, institutions, and devices that you have access to. If you don't have access to one of the levels, you will not see a group for that level.

If you have access to multiple processors, but only one institution and device, your Home page will look like this:

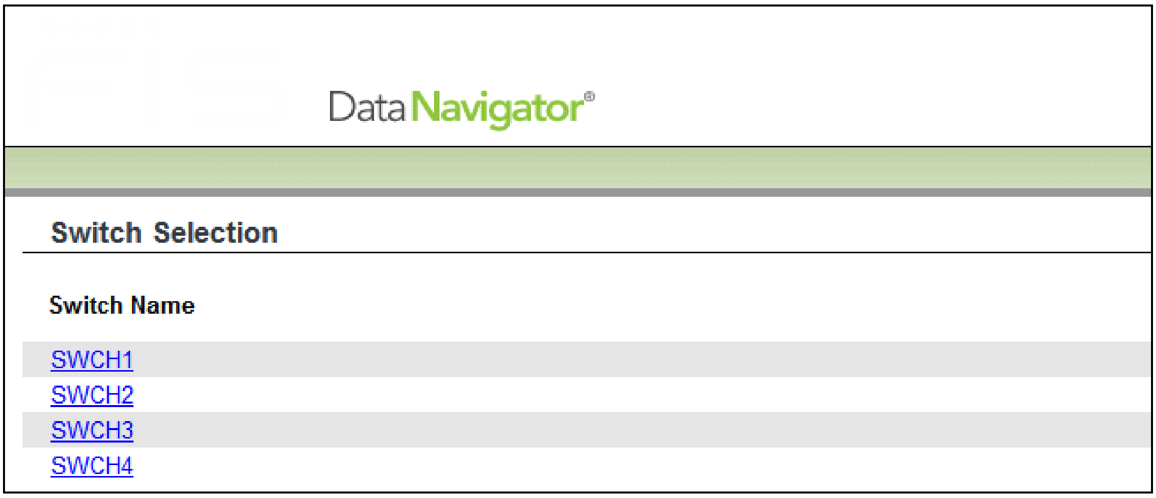
Home Page with Single Match Items



Switch Selection

Based on the user access, the **Switch Selection** page displays once the user has logged in. It displays a list of switches which relates to the different transaction channels or gateways.

Switch Selection

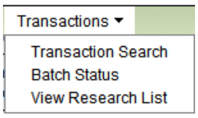


1. The available switches are displayed as links.
2. Click the required link to select the switch.
3. The **Home Page** displays for the selected switch.

Transactions

The transaction component permits you to perform the following tasks:

Transactions Function



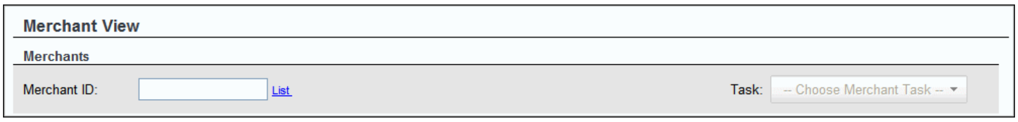
Drop Down	Does This
Transaction Search	To search for transactions based on one or more search criteria. Displays the Transaction Search screen.
Batch Status	To determine the status of a batch of cases. Displays the Batch Search Results screen.
View Research List	To view the list of transactions to research. Displays the Research List screen.

See the DataNavigator® Web Client Transaction Research Guide for more information on Transactions.

Merchant View

The **Merchant View** page permits you to search for the required Merchant and perform specific tasks on it.

Merchant View



Choose a Merchant

1. Enter the **Merchant ID**.

   OR

2. Click the **List** link next to **Merchant ID** field.

   The List dialog is displayed.

3. Enter the complete or partial merchant ID in the **Search** field to search for the merchant you are looking for.

   If present, the merchant ID and name displays in the List dialog.

4. Click the radio button next to the required merchant to select it.

   In the **Home** page the selected merchant ID displays in the **Merchant ID** field and the merchant name is displayed next to it.

5. Select a task.

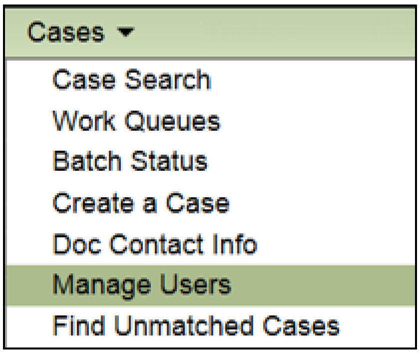
   Note: *Only those tasks to which you have access will display in the pull down menu.*

   - **Transaction Search**: Transaction Search page is displayed with the institutions belonging to the merchant you selected.
   - **Case Search**: Case Search page is displayed with the institutions belonging to the merchant you selected.
   - **Contact Information**: The Contact Information page is displayed with the contacts for the merchant displayed on the screen.
   - **View Devices**: The devices group is displayed on the home page. The institutions for the merchant you have selected are available to choose from.

Cases

The Cases component permits you to perform the following tasks. Your user security access determines if the component is displayed.

Cases Function



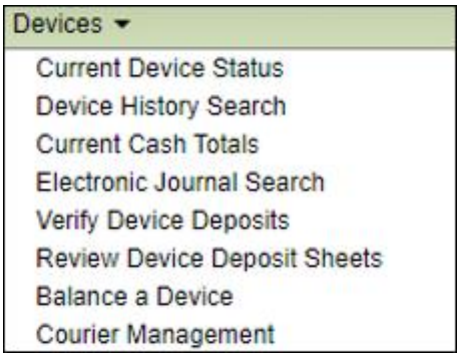
Drop Down	Does This
Case Search	Displays the Case Search page.
Work Queues	Displays the Work Queues page.
Batch Status	Displays the Batch Search Results.
Create a Case	Displays the Create Case (Step 1 of 3) page.
Doc Contact Info	Displays the Contact Information page.
Manage Users	Displays list of users to allow change of active status and reassignment of cases to another user.
Find Unmatched Cases	Displays the Unmatched Case Search Page.

See the DataNavigator® Web Client Exception Management System Guide for more information on Cases.

Devices

The Devices component permits you to perform the following tasks. Your user security access determines if the component is displayed.

Devices Function



The devices function has the following options:

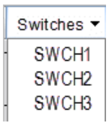
Drop Down	Does This
Current Device Status	To determine the current status of a device based on specific search criteria. Displays the Current Device Status screen.
Device History Search	To search the history of a specific device based on defined date and time ranges. Displays the Device History Search screen.
Current Cash Totals	To search for the current case totals based on specific search criteria like the Device ID, and Processor ID, Displays the Current Cash Total Search Screen,
Electronic Journal Search	To search for the electronic journal information for specific devices. Displays the Electronic Journal Search page.
Verify Device Deposits	To retrieve the list of the latest unverified deposits and to create a deposit sheet for a specific device. Displays the Verify Device Deposits screen.
Review Device Deposit Sheets	To view the deposit sheets of a specific device. Displays the Device Deposit Sheet Search screen.
Balance a Device	To select a specific device that has to be balanced. Displays the Device Cutoff Data Search screen.
Courier Management	To edit or add new courier service providers.

See the DataNavigator® Device Services User Guide for more information on Devices.

Switches

The Switches component permits you to change to another switch without logging in. Your user security access determines if the component is displayed and which switches are listed.

Switches Component

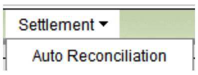


The **Switch ID** is displayed before the date when you have access to multiple switches. Refer to Menu Components.

Settlement

The Settlement component permits you to perform an automatic reconciliation of the transactions. Your user security access determines if the component is displayed.

Settlement Component

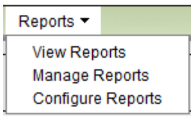


See the DataNavigator® Settlement Users Guide for more information.

Reports

The Reports component permits you to view, manage and configure reports. Your user security access determines if the component is displayed.

Reports Component



Drop Down	Does This
View Reports	• View Report: To view the reports already run via a scheduled job. Displays the View Report screen. • Run Report: To run a report on-demand. Displays the Run Report screen.

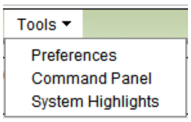
Drop Down	Does This
Manage Reports	• View Schedule Reports: To view the schedule reports using Schedule a Report. Displays the View Scheduled Reports screen. • Schedule a Report: To schedule a report. Displays the Schedule a Report screen.
Configure Reports	• To customize reports and export them to the required format. • To include third party add-in reports available in the prescribed formats.

Refer to the DataNavigator® Reports Guide for more information.

Tools

The Tools component permits you to set the users' Preferences, configure the Tracing updates via the Command Panel and view the System Highlights.

Tools Component

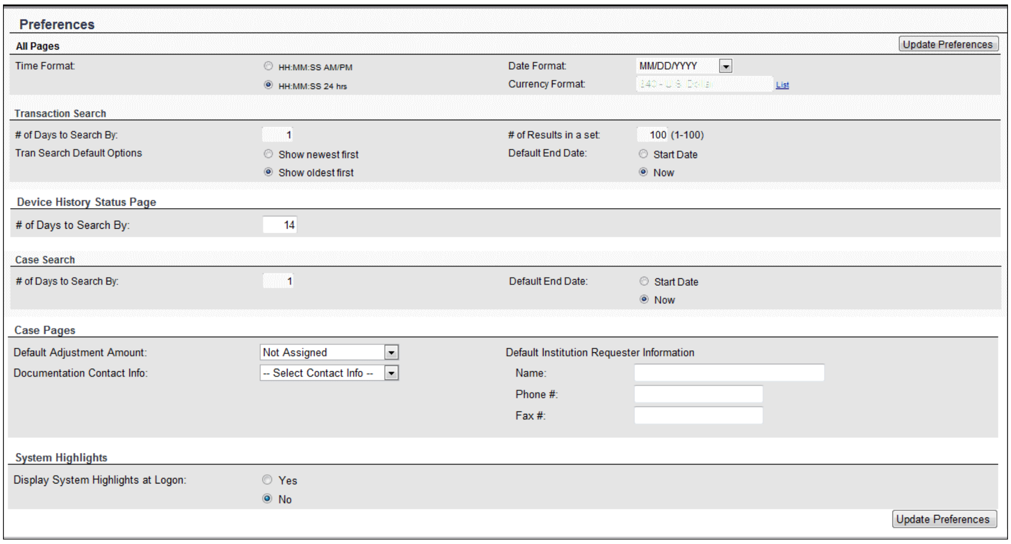


Preferences

The User Preferences screen is used to customize your DataNavigator® environment and set default values for transaction research (as well as other functions). Select the Preferences option from the Tools menu. The Preferences page for the specific user ID is displayed.

Note: *If the logged in user has the role of an Acquirer or an Issuer, then the Preferences page is displayed as shown below.*

Preferences



Field Descriptions

All Pages

- Choose HH:MM:SS: AM/PM or HH:MM:SS 24 hrs.
- Click the drop-down arrow to choose the date format.
- Click the List link to display the list of currency formats and click the format you need.

Transaction Search

- Indicate the default number of days to search by.
- Choose the option that indicates the order you want transactions displayed in after doing a search.
- Indicate the number of results to be displayed in a set.
- Choose the option that indicates what you want the default end date to be.

Device History Status Page

- Enter the default number of days you want to search by.

Case Search

- Indicate the default number of days to search by.
- Choose the option that indicates what you want the default end date to be.

Case Pages

1. Click the drop-down arrow to choose the default adjustment amount.
2. Select the documentation contact information.
3. Create default Institution Requester Information.
    - Enter the name of the institution you want to be your default requester.
    - Enter the phone number of the institution you want to be your default requester.
    - Enter the fax number of the institution you want to be your default requester.

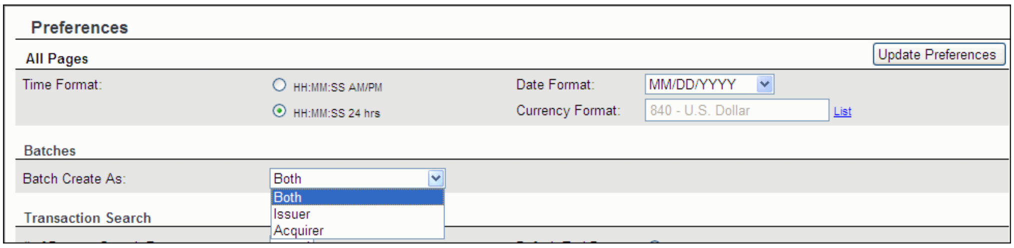
System Highlights

- Indicate if you want to display the system highlights when you log into the application.

Click the **Update Preferences** button. The system saves your preferences and displays a confirmation message at the top of the screen.

Note: *If the logged in user has the role of an Acquirer and an Issuer, then the Preferences page displays with the Batch Create As field.*

Preferences - Acquirer and Issuer



Batches

Batch Create As

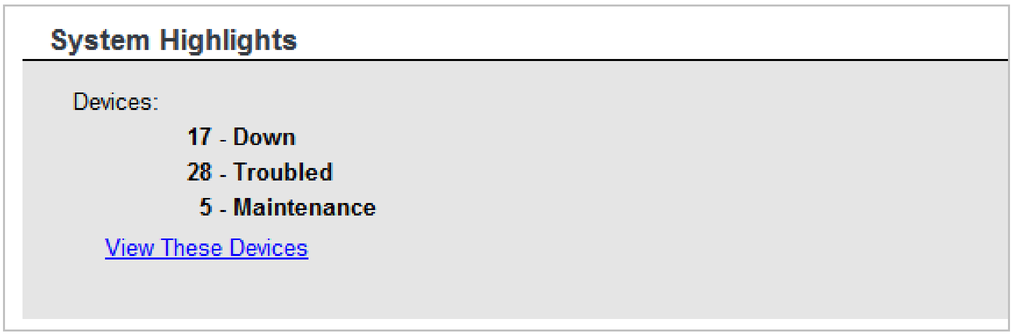
This field enables the user to create batches for Acquirer and/or Issuer cases based on the selected value. The user can choose to set their preference to Issuer, Acquirer or Both. The default value is Both.

Value	Description
Both	Enables the user to create batches for Acquirer and Issuer cases.
Acquirer	Enables the user to create batches for Acquirer cases only.
Issuer	Enables the user to create batches for Issuer cases only.

System Highlights

The System Highlights page identifies your institution’s devices that are currently in a down, troubled, or maintenance status. Select the System Highlights option from the Tools menu. The System Highlights page displays. You can also set your preferences to display the System Highlights page when you open the application.

System Highlights



If you have security access to the Device Inquiry function and have turned on the System Highlights function, the highlights information is refreshed with the latest updated information.

Note: *If System Highlights is turned on by the user through the Preferences functionality then it would be displayed as first page (Switch selection page) instead of the Home page where the user selects the required Switch.*

It is not mandatory for the user to turn on the System Highlights function to view the latest information. The user can select the System Highlights option from the Tools menu at any time to see the updated information.

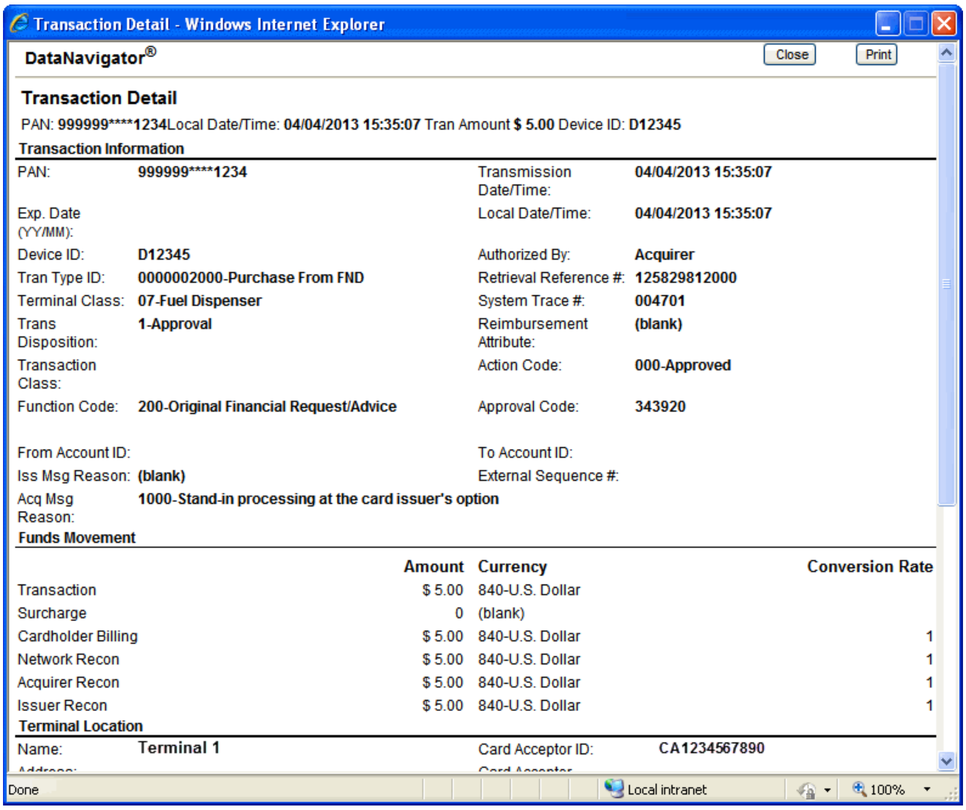
Back to Previous

This button is available in some of the search result pages in the DataNavigator® Web Client. It is located on the menu bar. Click this button to navigate to the previous page.

Printable View

The transaction details and case details can be printed to paper. Click the **Printable View** button on the menu bar to see the print preview of the details.

Printable View

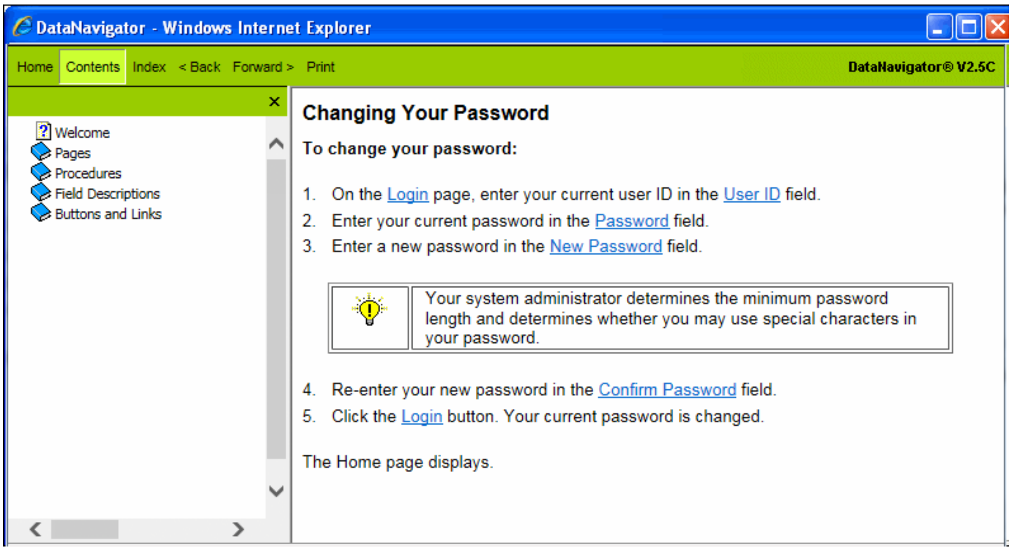


Click the **Print** button to print the details to paper or click the **Close** button to exit the print preview dialog.

Help

Click the **Help** button on the menu bar at the top of any DataNavigator® Web Client page. This link takes you to a comprehensive help system. Use the **Table of Contents** or **Index** to locate a desired topic. Once the **Help** button is selected, the Help system displays.

Online Help - Standard Example



Based on the functions you are allowed to perform, you can access specific functions described in the Help. Your individual security profile determines the buttons, links, and fields that display on a page in the application. Contact your Security Administrator for more information on the features of DataNavigator®.

The **Help** web page is comprised of two frames:

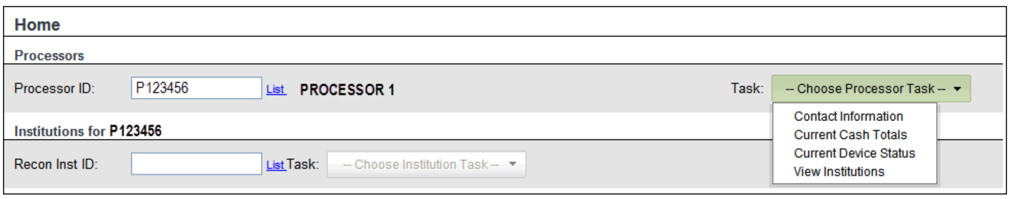
Note: *See the above figure for example of standard help format.*

- **Navigation frame on the left** - Contains the Help toolbar at the top and book icons below with links to the topics.
- **Display frame on the right** - Displays the contents of the Help topic you selected in the Navigation frame.

Home Page - Processors

This is a home page of the processors

Home Page - Processors

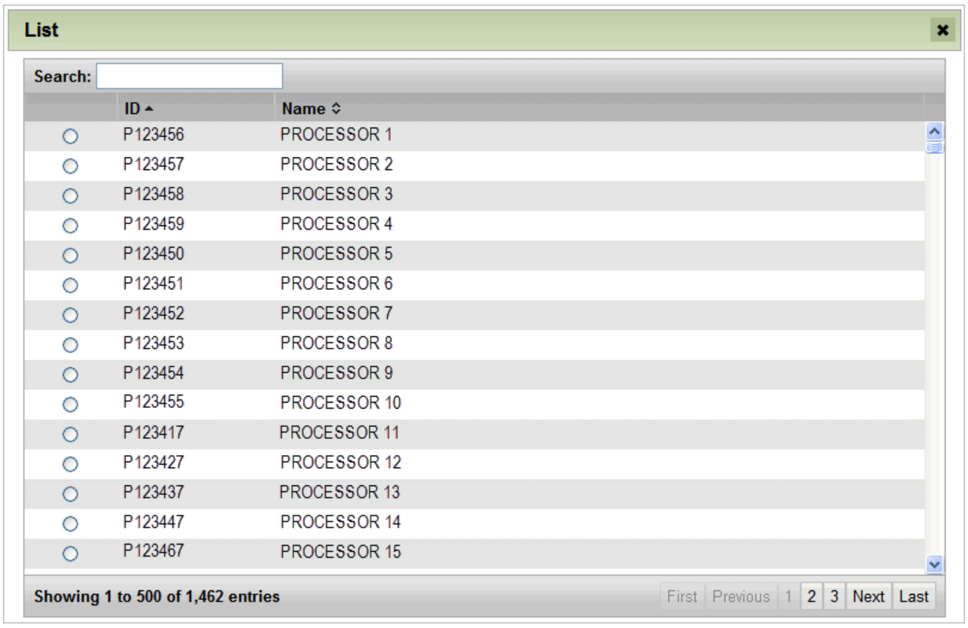


Choose a Processor

1. If you know the processor ID, enter the value in the **Processor ID** field.
   OR
2. Click the **List** link next to Processor ID field.

The List dialog is displayed.

Processor ID List



3. Enter the complete or partial processor ID in the **Search** field to search for the processor you are looking for.

   If present, the processor ID and name displays in the List dialog.

4. Click the radio button next to the required processor to select it.

   In the **Home** page, the selected processor ID displays in the **Processor ID** field and the processor name is displayed next to it.

5. Select a task.

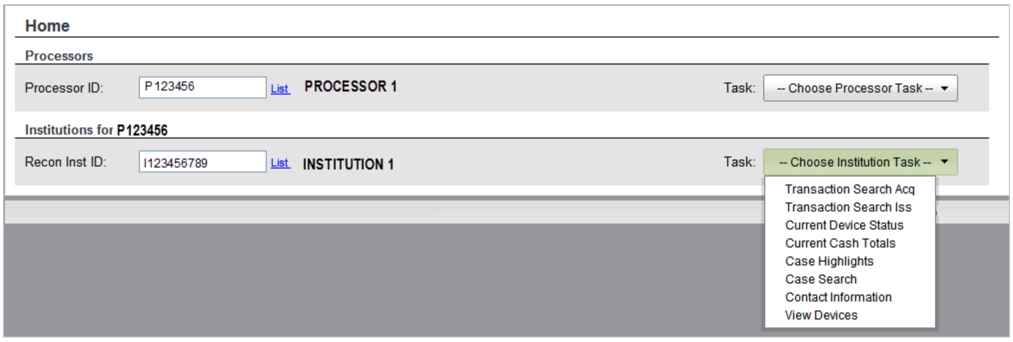
   Note: *Only those tasks to which you have access will display in the pull down menu.*

   - **Transaction Search**: Transaction Search page is displayed with the institutions belonging to the processor you selected.
   - **Contact Information**: The Contact Information page is displayed with the contacts for the processor displayed on the screen.
   - **Current Cash Totals**: Current Cash Totals page for this device is displayed.
   - **Current Device Status**: Displays the Current Device Status page with the processor ID displayed in "Search on this" field.
   - **View Institutions**: The institutions group is displayed on the home page. The institutions for the processor you have selected are available to choose from.

Home Page - Institutions

Select a specific institution by clicking the List link next to the Recon Inst ID - Recon Inst Name field. (If you have access to only one institution, then it is selected by default. If you have access to more than one institution, then the entire list is available and you can select the required institution. If there is only one device for the institution, then it is automatically selected, and displayed in the Device List for Institution section on the page.)

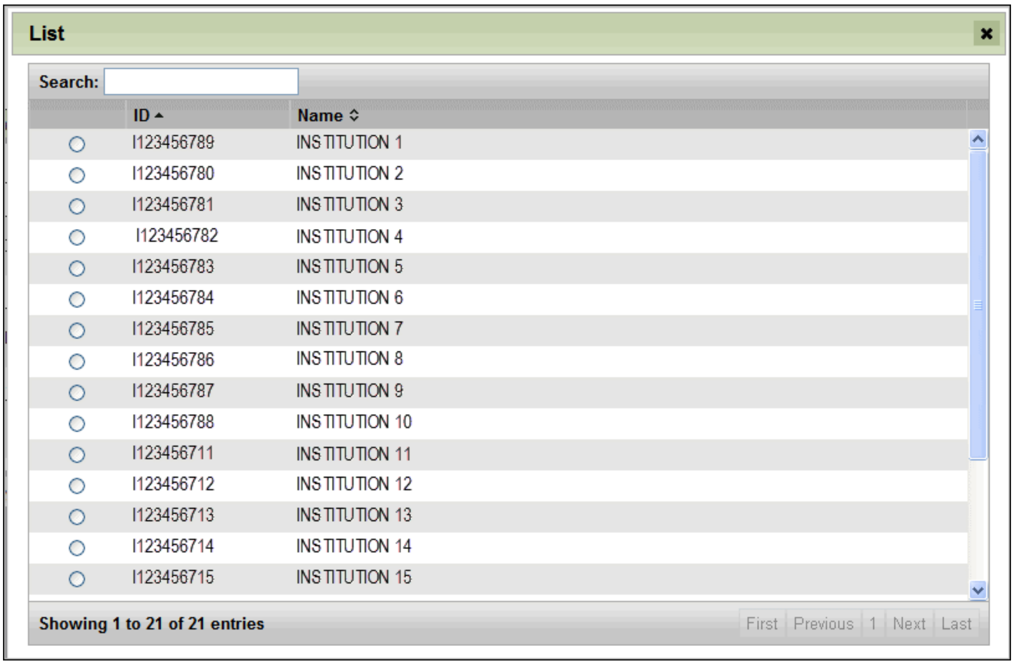
Home Page - Institution



Choose an Institution

1. If you know the institution ID, enter the value in the **Recon Inst ID** field.
   OR
2. Click the **List** link next to **Recon Inst ID** field.
   The List dialog is displayed.

   Recon Institution ID List



3. Enter the complete or partial institution ID in the **Search** field to search for the institution you are looking for.
   If present, the institution ID and name displays in the List dialog.
   Note: *Only those institutions to which you have access will display in the list.*
4. Click the radio button next to the required institution to select it.

In the **Home** page the selected institution ID displays in the **Recon Institution ID** field and the institution name is displayed next to it.

5. Select a task.

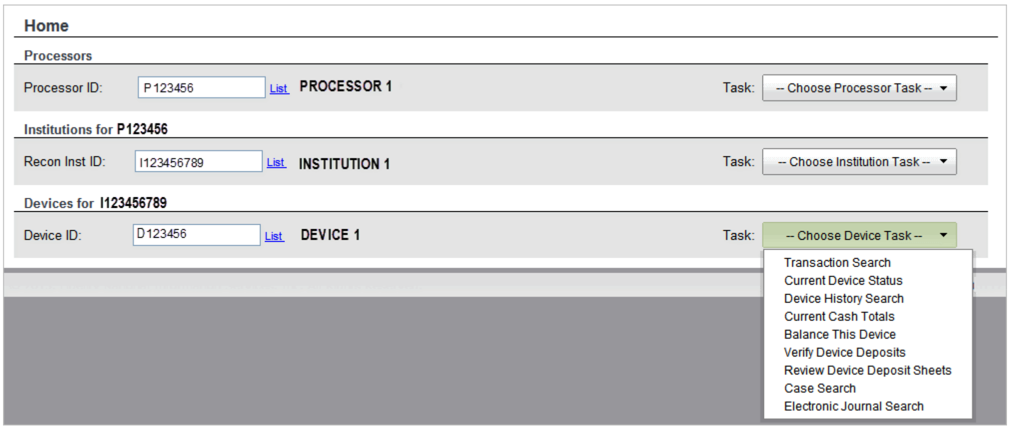
   Note: *Only those tasks to which you have access will display in the pull down menu.*

   - **Transaction Search Acq**: Transaction Search page is displayed with the institution ID from this page displayed in the **Acq Recon Inst ID** field.
   - **Transaction Search Iss**: Transaction Search page is displayed with the institution ID from this page displayed in the **Iss Recon Inst ID** field.
   - **Current Device Status**: Current Device Status search page is displayed with the institution ID from this page displayed in the **Acq Recon Inst ID** field.
   - **Current Cash Totals**: Current Cash Totals page for this device is displayed.
   - **Case Highlights**: Displays the Case Highlights page with the cases for the selected institution.
   - **Case Search**: Case search page is displayed with the institution ID from this page displayed in the **Institution** field.
   - **Contact Information**: The Contact Information page is displayed with the contacts for the processor displayed on the screen.
   - **View Devices**: Displays the Device group with the devices belonging to this institution available for selection.

Home Page - Devices

Select a specific device by clicking the List link next to the Device ID field.

Home Page - Devices



Choose a Device

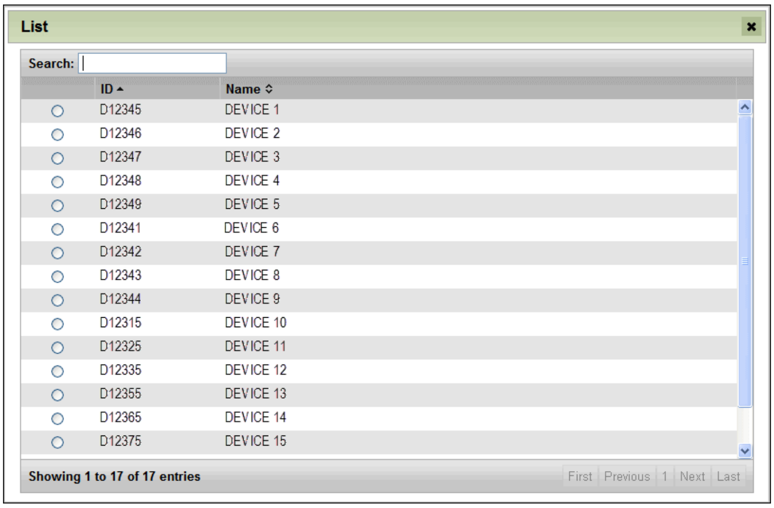
1. If you know the device ID, enter the value in the **Device ID** field.

   OR

2. Click the **List** link next to Device ID field.

   The List dialog is displayed.

Device ID List



3. Enter the complete or partial device ID in the **Search** field to search for the device you are looking for.

   If present, the device ID and name displays in the List dialog.

   Note: *Only those devices to which you have access will display in the list.*

4. Click the radio button next to the required device to select it.

   In the **Home** page, the selected device ID displays in the **Device ID** field and the device name is displayed next to it.

5. Select a task.

   Only those tasks to which you have access are displayed in the pull-down menu.

   - **Transaction Search**: Transaction Search page is displayed with the device ID from this page displayed in the **Device ID** field.
   - **Current Device Status**: Current Device Status page is displayed with the status for the current **Device ID** displayed.
   - **Device History Search**: Devices History Detail page is displayed with the last seven day's history for the selected device displayed.
   - **Current Cash Totals**: Current Cash Totals page for this device is displayed.
   - **Balance this Device**: Device Cutoff Date Results page is displayed. The most current balance sheet for the device is displayed with the rest of the device cutoff results listed.
   - **View Device Deposits**: The Device Deposits page is displayed with the deposits for this device displayed on the screen.
   - **Review Device Deposit Sheets**: The Device Deposits Sheet results page for this device is displayed.
   - Case Search: Case search page is displayed with the Device ID from this page displayed in the Device ID field.
   - **Electronic Journal Search**: Electronic Journal Search page for this device ID.

Screen Navigation

Page Links

  - Log Off - The Logoff link is located at the top right corner of the page. Click this link to log off DataNavigator®, which displays the login screen. You will be able to log off the DataNavigator® system from any page by clicking Log Off.

- DataNavigator® provides the following links to navigate to the next, previous set of pages to review the search results and to navigate across the transaction details.

Links on the Transaction Search Results

Set 2 | View Previous Set | | View Next Set |

  - View Next Set - On a transaction search, the system displays navigation for the first 45 transactions found. The View Next Set link only displays if there are more than 45 transactions found. When View Next Set is clicked, the far left set indicator will now display Set 2 and the View Previous Set link displays. Every time the View Next Set link is clicked, the set indicator displays the next sequential number.
  - View Previous Set - This link only displays if you have clicked View Next Set. The next set of results will replace the original first set of transactions. This link allows you to return to the first set of transactions found.

    After the last set of results has been displayed, the total number of transactions retrieved is then displayed within the navigation and the View Next Set link is no longer displayed.

Links on the Transaction Detail Page

Previous Tran Next Tran

  - Previous Tran - This link displays if you have navigated to the detail page of the next transaction. Click this link to view the details of the previous transaction.
  - Next Tran - This link displays if the details of the next transaction are available. Click this link to view the details of the next transaction.

Transaction Search Screens and Features

Transaction Search Screen

The Transaction Search screen is used to specify the values that are to be included in a search. The different types of search criteria are as follows:

- Primary search data
- Additional search data
- Stand-alone search data
- Extended search data
- CPP search data

Each section is explained in the following pages.

Transaction Search Screen - Primary Search Data

Specify Date Range

The fields under the Date Range specify the range of dates and times during which the transaction occurred.

- Start Date/Time - Searches begin with this date and time.
- End Date/Time - Searches are up to this date and time.
- Show newest first - Transaction list is returned with the newest dates first.
- Show oldest first - Transaction list is returned with the oldest dates first.

Search Results View - The search results are displayed as per the view selected from this drop down list.

Test Copy Specify Date Range

The fields under the Date Range specify the range of dates and times during which the transaction occurred.

- Start Date/Time - Searches begin with this date and time.
- End Date/Time - Searches are up to this date and time.
- Show newest first - Transaction list is returned with the newest dates first.

- Show oldest first - Transaction list is returned with the oldest dates first.

Test copy for version 2.7. NO audience tag.

Test copy for version 2.8

Test copy for V2.9

Search Results View - The search results are displayed as per the view selected from this drop down list.

Primary Search Data

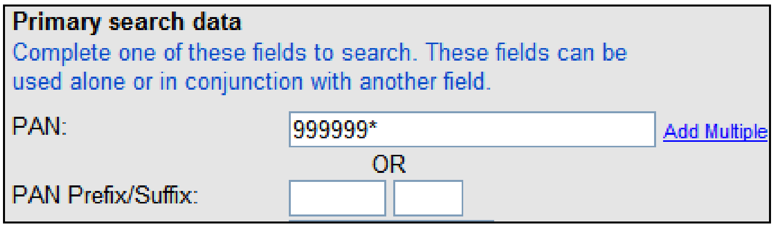
In this section of the screen you have to specify the values of the key fields which are used along with the date and time fields to search for the transactions. The fields listed under the Primary Search data may be used by itself to perform the search or in conjunction with another field.

Note: *In the Primary Search data, you can perform a search based on multiple values for each of the fields, with the exception of a partial PAN and a PAN prefix/suffix.*

Enter a value in one or more of the following key fields:

- The PAN - The Primary Account Number (also commonly known as the card number). The user can search based on any one of the following:
  - a full PAN / a partial PAN with asterisk
  - PAN Prefix/Suffix field

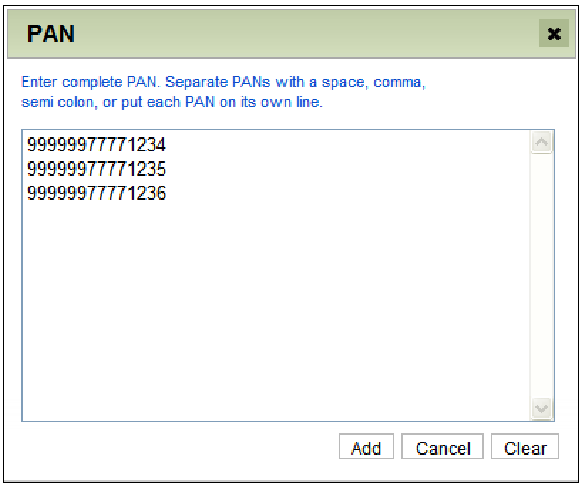
PAN Fields



The Add Multiple link, present under the PAN field, enables you to perform the search based on multiple PANs.

- Click the Add Multiple link to add more than one PAN.

Add Multiple PAN



- Enter the complete PAN.
- Click the Add button to include the multiple PANs in the Search on this field in the Transaction Search screen.

The rest of the key fields are:

- Device ID - Device (ATM or POS) identification number at the acquiring institution.
- Acq Recon Inst ID - Identifies the institution to which the transaction is reconciled.
- Iss Recon Inst ID - Identifies the institution to which this transaction is reconciled and settled.

Note:

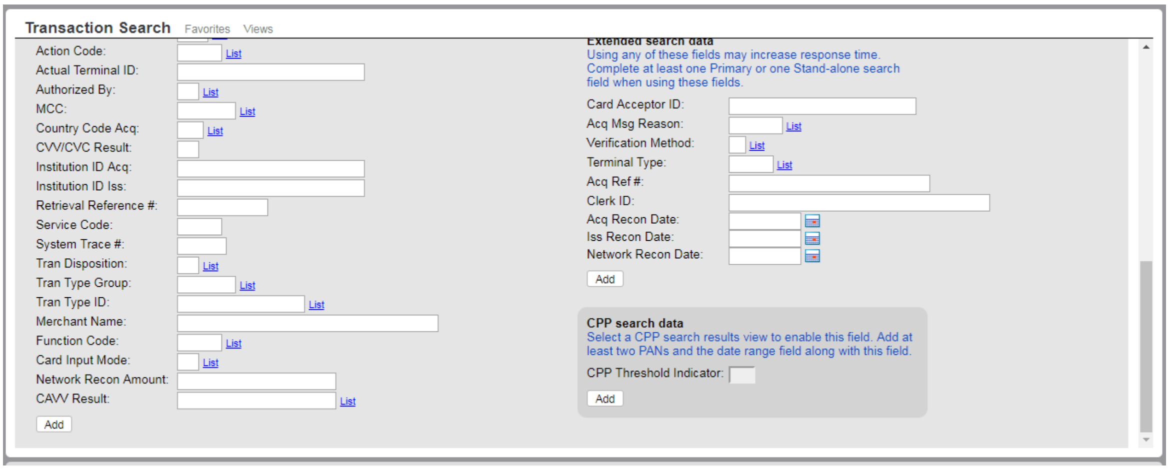
- *The Matches/Does not match radio buttons help in filtering the ID number of the institution (acquirer and issuer).*
- *These radio buttons reflect the user's selection and are active until the values for the Recon Inst ID are added to the Search on this text box.*
- *Once the values are added, the radio buttons are disabled.*
- *The buttons are enabled if all the Inst IDs for that type (acquirer and issuer) are removed.*
- *You may continue to enter a value in the Recon Inst ID (acquirer and issuer) field and also use the List link.*

- Merch Rpting Level - The Business reporting level ID of the merchant who processed the required transaction.

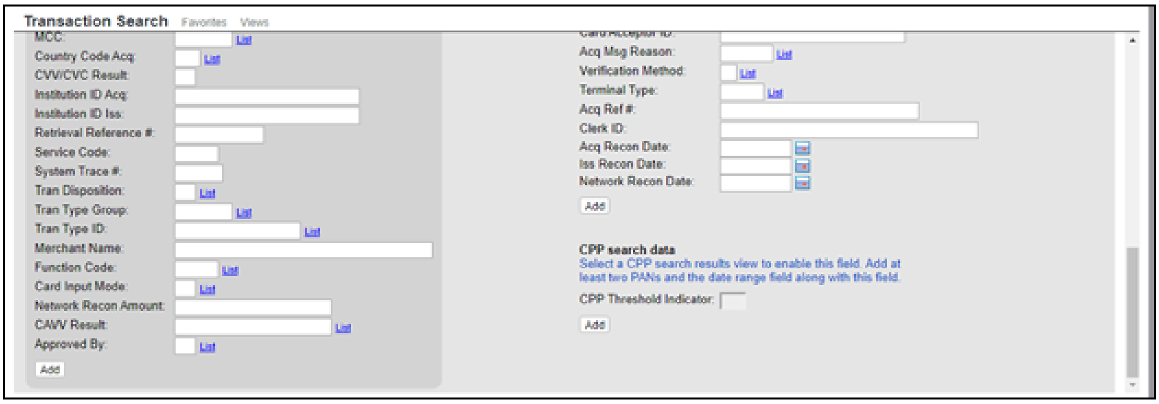
Additional/Stand-Alone/Extended Search Data

There are additional fields that can be used to search for a transaction.

Transaction Search Screen - Additional/Stand-Alone/Extended Search Data



Transaction Search Screen - Additional/Stand-Alone/Extended Search Data



Additional search data

These fields should be used along with at least one Primary or one Stand-alone search fields. This section consists of the following fields:

- Account ID - The customer account associated with the transaction.
- Account Type Group - A user-defined code for a group of account types.
- Action Code - The response returned by the authorizing network indicating whether the transaction is approved or denied. If denied, this code will reflect the reason for the denial.
- Actual Terminal ID - A number unique to the terminal owner that identifies the actual terminal used for this transaction.
- Authorized By - The list of authorizers who are permitted to authorize the transaction.
- MCC - The list of the different merchant categories.
- Country Code Acq - The country codes of the acquirer institutions.
- Institution ID Acq - The institution where the transaction occurred.
- Institution ID Iss - The institution that holds the cardholder's account.

- Retrieval Reference # - The unique reference number used to retrieve a transaction.
- System Trace # - The unique identification number to trace the transaction in the system.
- Tran Disposition - The different statuses into which the transactions can be disposed.
- Tran Type Group - A group of transaction types.
- Tran Type ID - Code used to indicate the type of financial activity involved in the transaction.
- Merchant Name - The name of the merchant where the transaction has taken place.
- Function Code - The code that further defines the transaction message.
- Card Input Mode - A code that indicates the method used to input the information from the card into the terminal. This information is useful during fraud investigations.
- Network Recon Amount - The transaction amount and any fee amount converted to network reconciliation currency.
- CAVV Result - The Cardholder Authentication Verification Value result code indicating the outcome of CAVV verification.
    - Approved By - The list of multi route approver who has approved the transaction.

Stand-alone search data

These fields can be used singly to perform the search or in conjunction with another field. This section consists of the following fields:

- Bus Proc ID Acq - The identification code for the processor where the transaction originated. This value is derived from the value logged from the original transaction for the purposes of on-line settlement and funds movement.
- Bus Proc ID Iss - The identification code for the processor where the transaction was authorized. This value is derived from the value logged from the original transaction for the purposes of on-line settlement and funds movement.
- Network ID Acq - Identifies the EFT network that acquired the transaction.
- Network ID Iss- Identifies the EFT network that authorized the transaction.

Extended search data

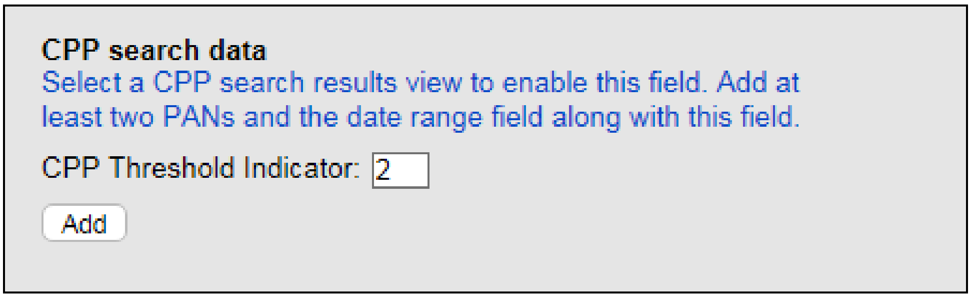
These fields are used to enhance the response time and should be used in conjunction with at least one Primary or one Stand-alone search field. This section consists of the following fields:

- Card Acceptor ID - The identification code of the POS device where the transaction is initiated.
- Acq Msg Reason - A code provided by the acquirer on the message that defines the purpose of the message. For original authorizations and financial messages it identifies why the type of message was sent. For other messages it states why the action was taken.
- Verification Method - Indicator for whether PIN or signature was used in verifying transaction.
- Terminal type - A code designating the type of terminal used for the transaction.
- Acq Ref # - The reference number of the acquirer of the transaction.
- Clerk ID - Identifies the specific employee of the card acceptor signed on or logged on to the POS terminal when this transaction was initiated. The Clerk ID is only present if the employee must sign-on or logon to the POS device prior to initiating any transaction. This is most often done using a special card created for the employee.
- Acq Recon Date - The reconciliation date of the acquirer.
- Iss Recon Date - The reconciliation date of the issuer.
- Network Recon Date - Indicates network reconciliation date.

CPP Search Data

DataNavigator Transaction Research can be used to help identify a possible common point of purchase (CPP) from your list of compromised PANs.

CPP Search Data

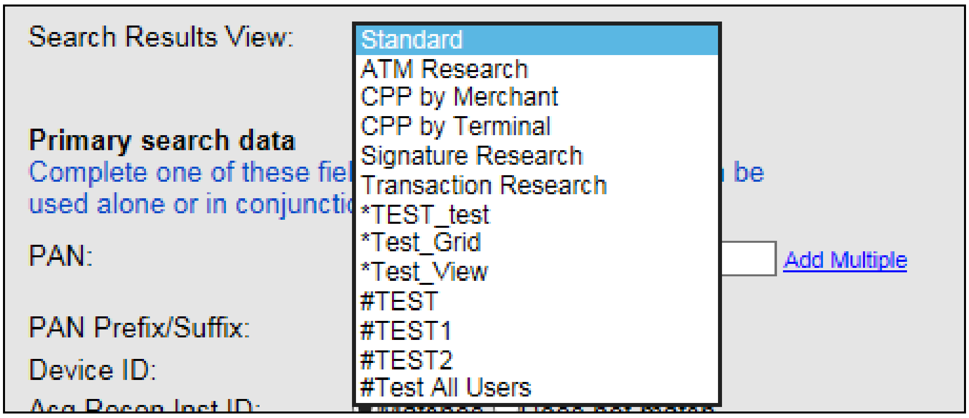


CPP Threshold Indicator

Indicates the number of cards needed to consider a terminal or merchant as a possible point of compromise. The default value is two

Note: *The CPP Threshold Indicator field is enabled only if you choose either the CPP by Merchant or the CPP by Terminal option from the Search Results View drop-down list.*

Search Results View



Transaction Search Screen Buttons

The Transaction Search screen allows you to select entities from a specific list associated with their user ID. The following buttons that are available on the Transaction Search screen assist in building the search criteria and also search for the required transactions.

Transaction Search - Buttons

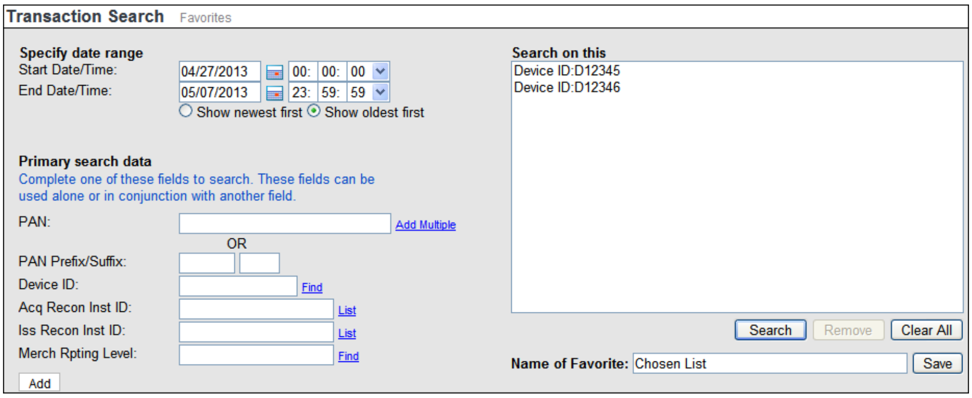
Name	Description
Add	The Add button is used to add the search field with the respective data to the Search On This section.
Search	The Search button is used to search for the information that matches the search criteria and display the applicable search results page, if data is found.
Remove	The Remove button is used to remove the search field along with the respective data from the Search On This section.
Clear All	The Clear All button is used to clear all the selected values listed under the Search On This section and you can build a new search criteria.

Favorites

The Favorites option enables you to save the fields listed under the primary/additional/ advanced groups except for the date range and/or a PAN.

1. In the Transaction Search screen, enter the values for the parameters, that needs to be added to the Search on this list.
2. Specify the values for the other fields that need to be included as the search criteria.
3. Click the Add button.
4. Enter a name in the Name of Favorite field.

Setting Favorites

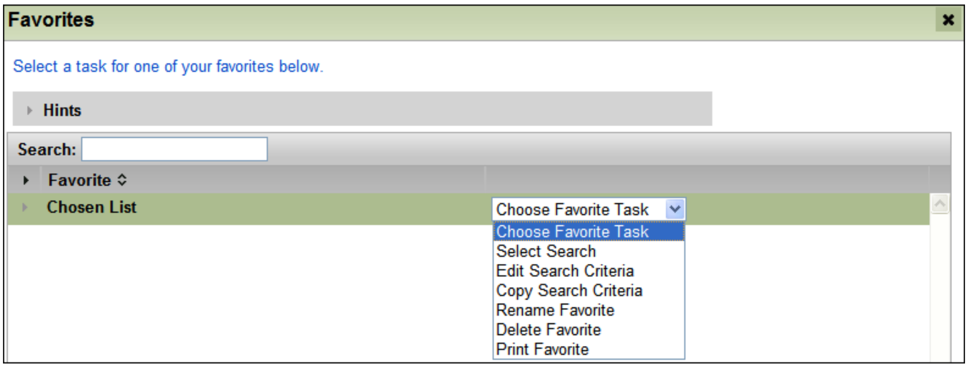


5. Click the Save button.

6. To view and query on the favorite list, click the Favorites link. The newly created favorite list is displayed and you can perform other tasks on it.

Favorites Popup

Favorites Tab - Tasks Options



Select Search

Select this option to view the Transaction Search screen. It displays the IDs and search parameters that have been stored as a Favorite.

Edit Search Criteria

This option is similar the Select Search option. The Transaction Search screen displays and you have the option of altering/refining the search criteria.

Copy Search Criteria

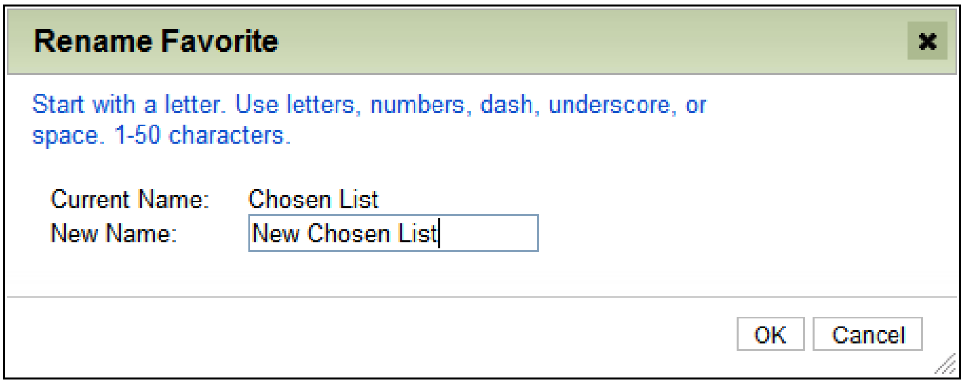
Select this option to copy the search IDs and other parameters of the existing Favorite and save it under a new name. The search parameters can be altered/refined for the new Favorite.

Rename Favorite

Select this option to rename the existing favorite list.

1. The Rename To field displays.

Rename Favorite



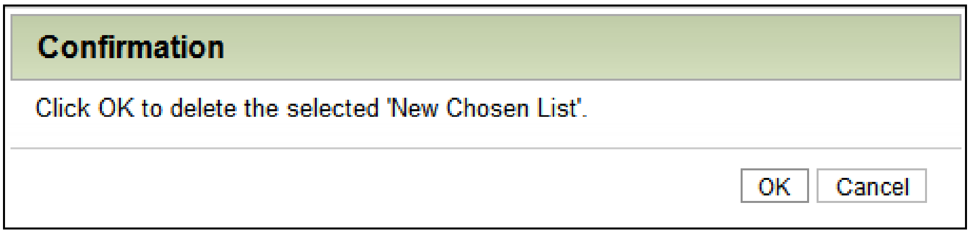
2. Enter the new name for the Favorite list.
3. Click the OK button.

Delete Favorite

Select this option to delete the Favorite.

1. A pop up displays to confirm the deletion.

Delete Favorite Confirmation



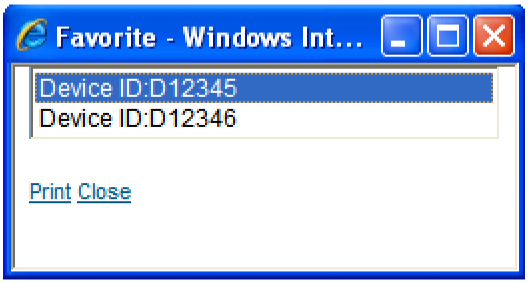
2. Click the OK button to delete the Favorite.

Print Favorite

Select this option to print the list of the IDs that are saved in the Favorite list.

1. A pop up displays with the list of IDs within the favorite list.

Print Favorite



2. Click the Print link to print the list of IDs.

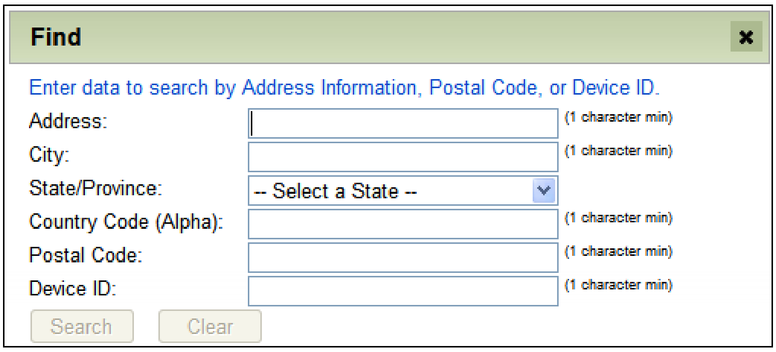
Find Entity Screens

The following screens operate similarly. Searches can be performed by entering 1 or more characters for the ID or name. If more data is entered, the search is more efficient.

Device

On the Transaction Search screen, click the Find link which appears to the right of the Device ID field. The Find popup displays.

Find Device



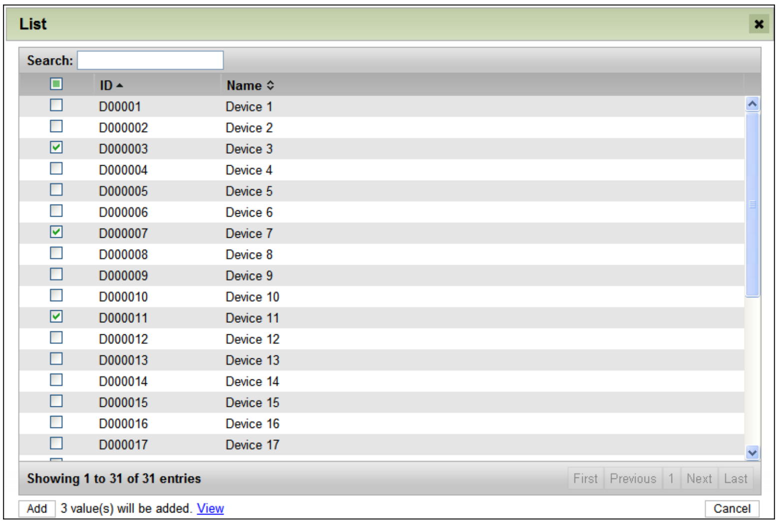
Follow these steps:

1. Enter the data in any of the following fields to search for a device:
   - In the Address field, enter a minimum of 1 character or more if the address is known to you.
   - In the City field, enter a minimum of 1 character or more if the city details are known to you.
   - In the State/Province field, select the state or Province.
   - In the Country Code (Alpha) field, enter a minimum of 1character or more if the country is known to you.
   - In the Postal Code field, enter a minimum of 1 character or more if the postal code is known to you.

- In the Device ID field, enter a minimum of 1 character or more if the device ID is known to you.

2. Click the Search button. The list of devices that matches the search criteria displays in the List popup.

Device List - Search Results

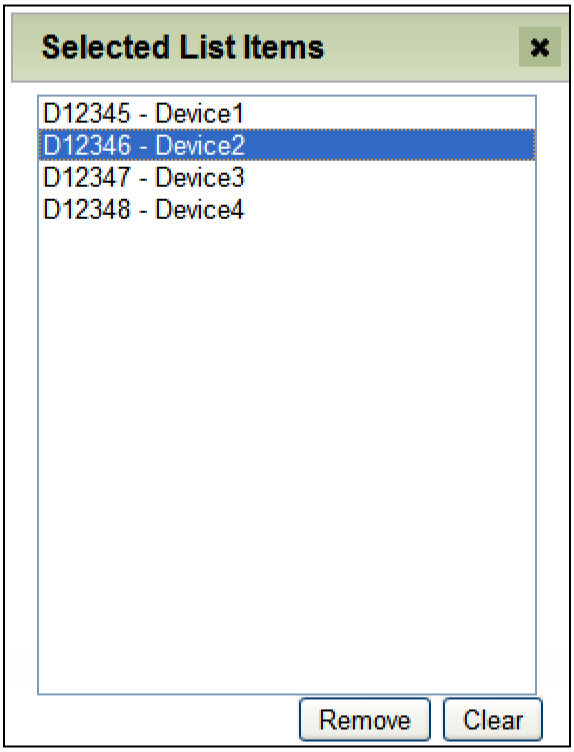


3. Select the check box next to the device you want.
4. Click the Add button at the bottom left of the popup.
5. Alternately, you can enter the device ID or name in the Search field to filter the results list and select the required device.

View Link

The View link displays the Selected List Items popup. This popup allows you to view the list of device(s) that you selected in the device List popup.

Selected List Items Popup



Buttons

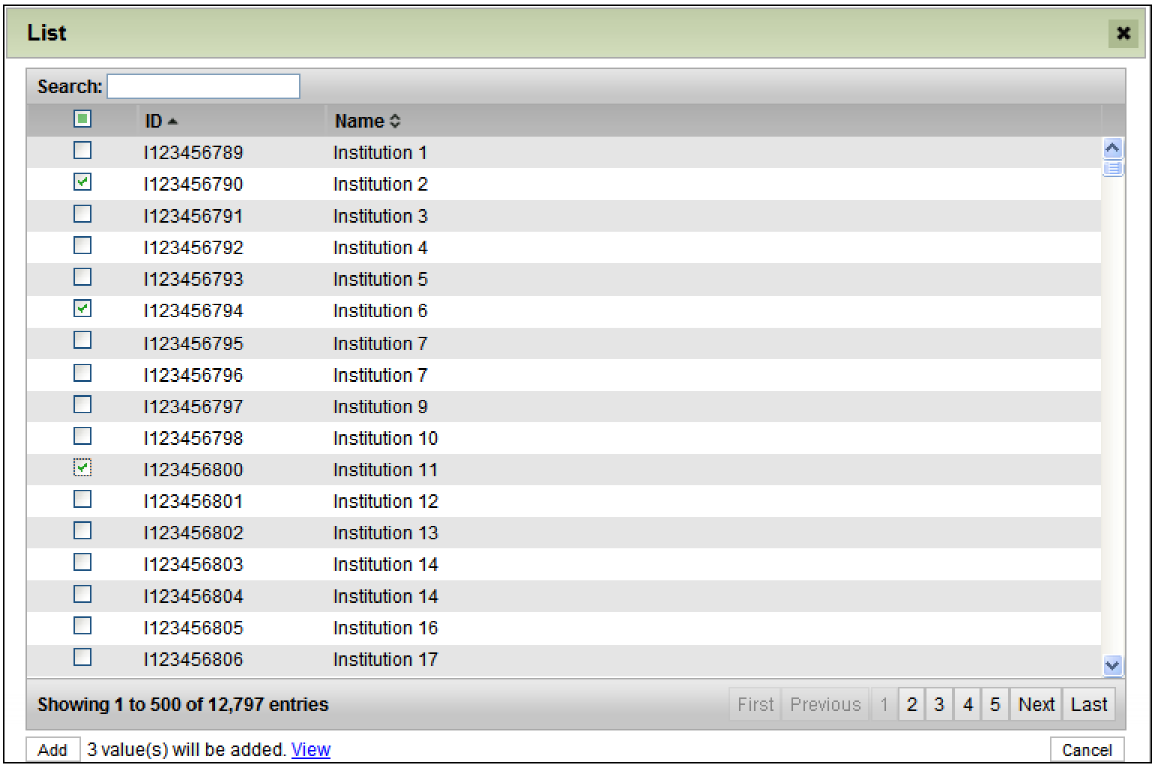
Name	Description
Remove	The Remove button is used to remove the selected device(s).
Clear	The Clear button is used to clear all the selected device(s) in the popup.

Acquirer Reconciliation Institution ID

The Acq Recon Inst ID identifies the terminal owning acquirer institution that received or paid settlement funds for a transaction.

On the Transaction Search screen, click the Find link which appears to the right of the Acq Recon Inst ID field. The List popup displays. You can search for an institution using the first digit of the institution ID or part of the institution's name.

Acquirer Recon Institution ID List - Search Result

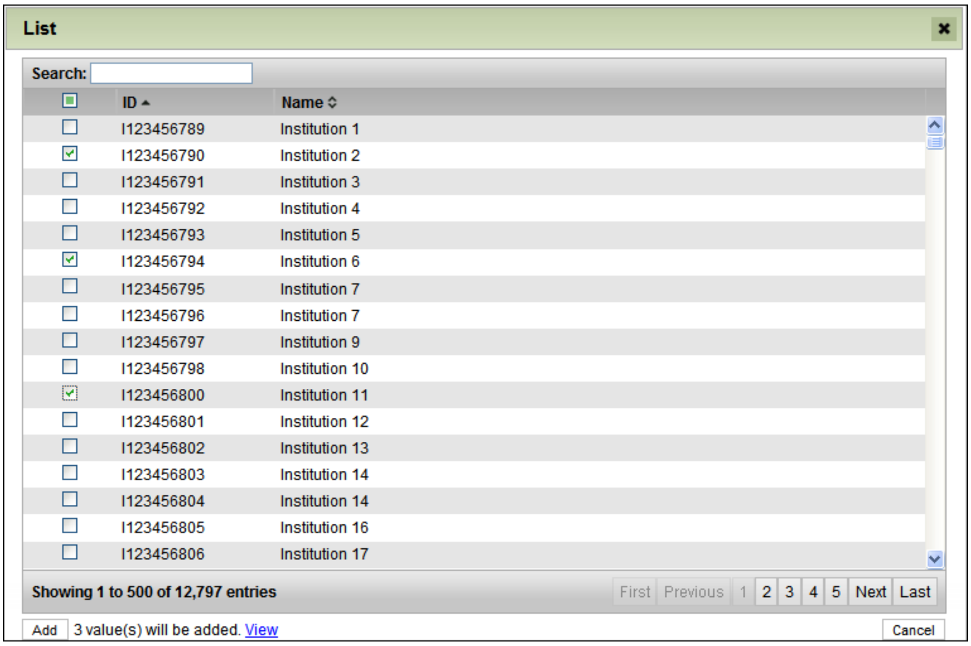


Issuer Reconciliation Institution ID

The Iss Recon Inst ID identifies the card issuing institution that receives or pays settlement funds for a transaction or one or more card holding institutions.

On the Transaction Search screen, click the Find link which appears to the right of the Iss Recon Inst ID field. The List popup displays. You can search for an institution using the first digit of the institution ID or part of the institution's name.

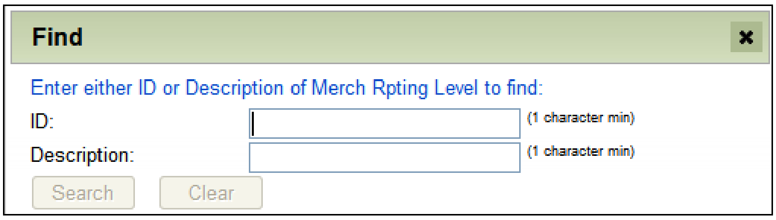
Issuer Recon Institution ID List - Search Result



Merchant Reporting Level

On the Transaction Search screen, click the Find link which appears to the right of the Merch Rpting Level field. The Find Merch Rpting Level page displays. You can search for the Reporting Level IDs using the first digit of the IDs or part of the description.

Find - Merchant Reporting Level



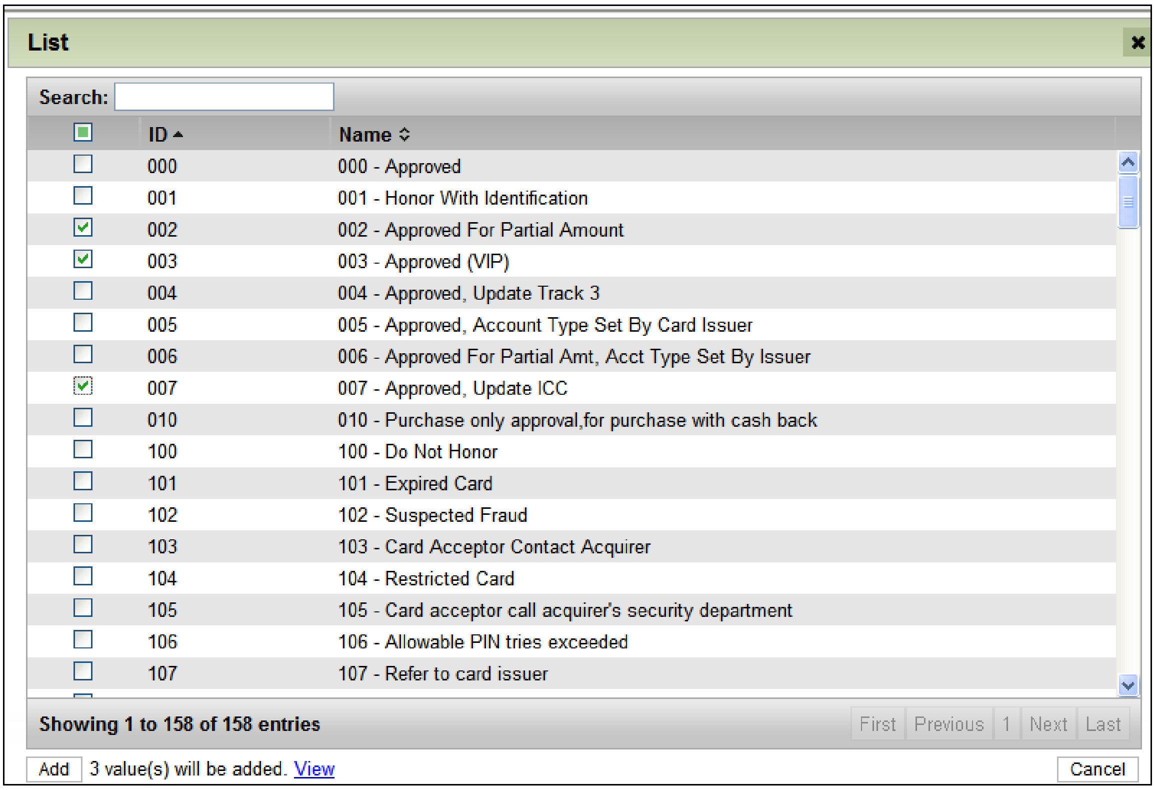
List Screens

The List screens provide the ability to select multiple values to include in the search. Select the desired values and click Include in Search. The selected values display in the Search on this section.

Action Code List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the action codes which have to be included in your search.

Action Code List - Search Result

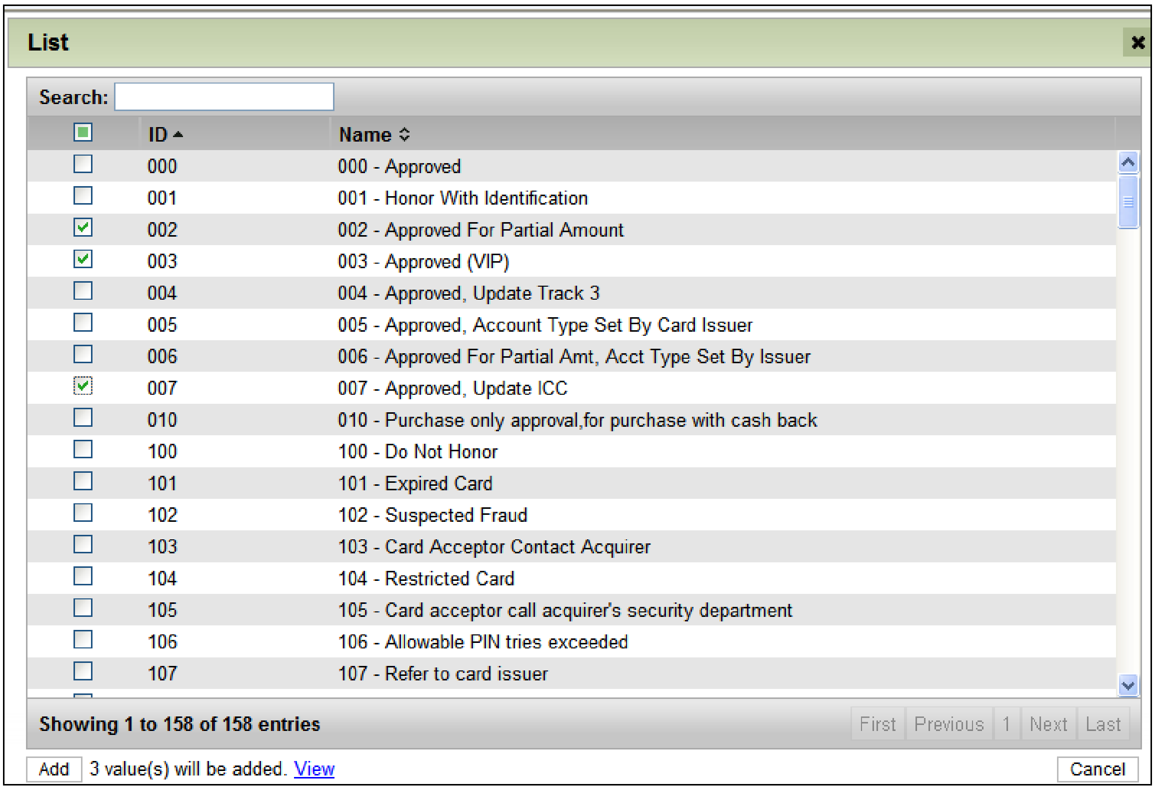


Action Code List

THIS IS A NEW TEST TOPIC FOR TESTING BUILDING NEW MAPS FOR NEW RELEASES. THIS TOPIC MUST BE DELETED FROM THE MAP BEFORE FINAL PUBLICATION.

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the action codes which have to be included in your search.

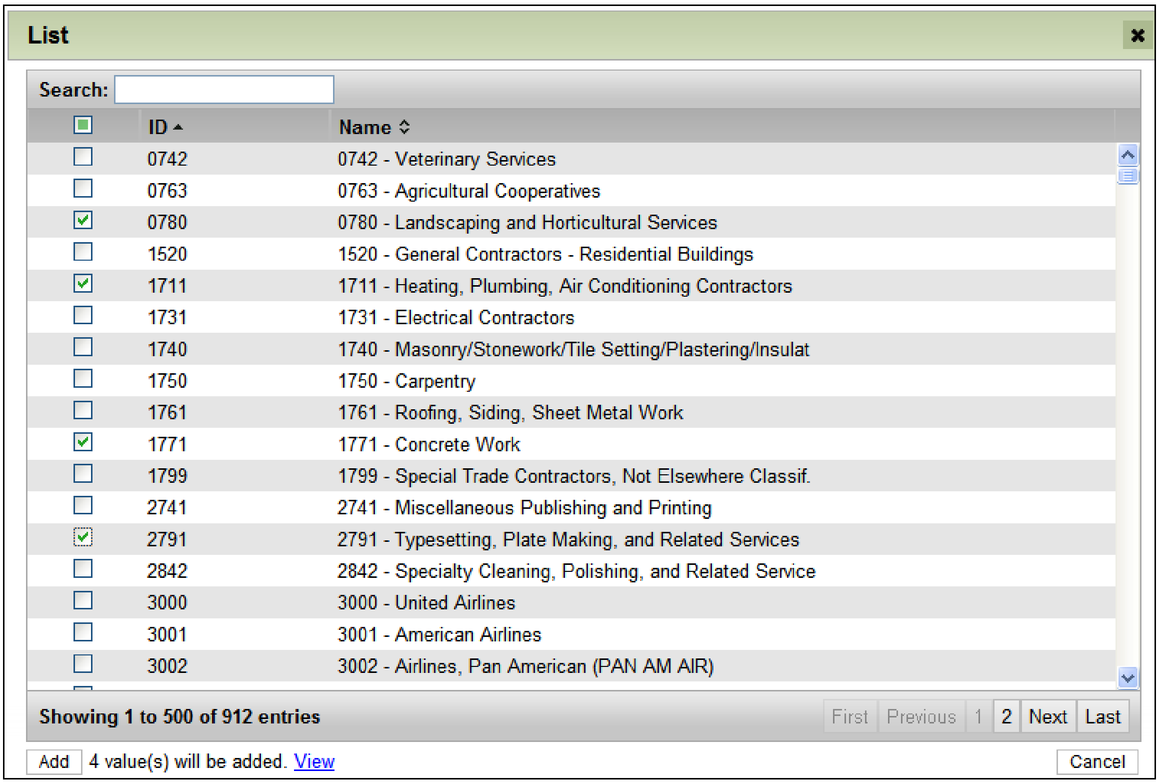
Action Code List - Search Result



MCC List

On the Transaction Search screen, click the List link, which appears to the right of the MCC field. You can select the MCC to be included in your search.

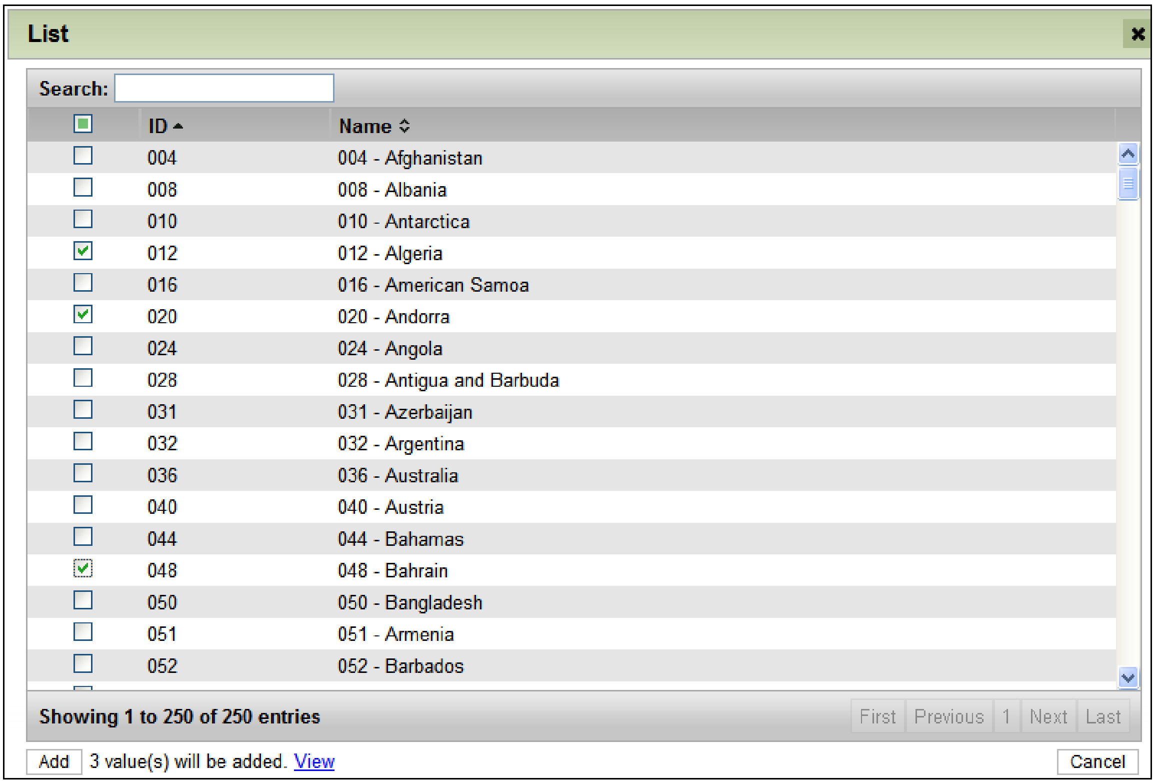
MCC List - Search Result



Country Code Acquirer List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the country codes which have to be included in your search.

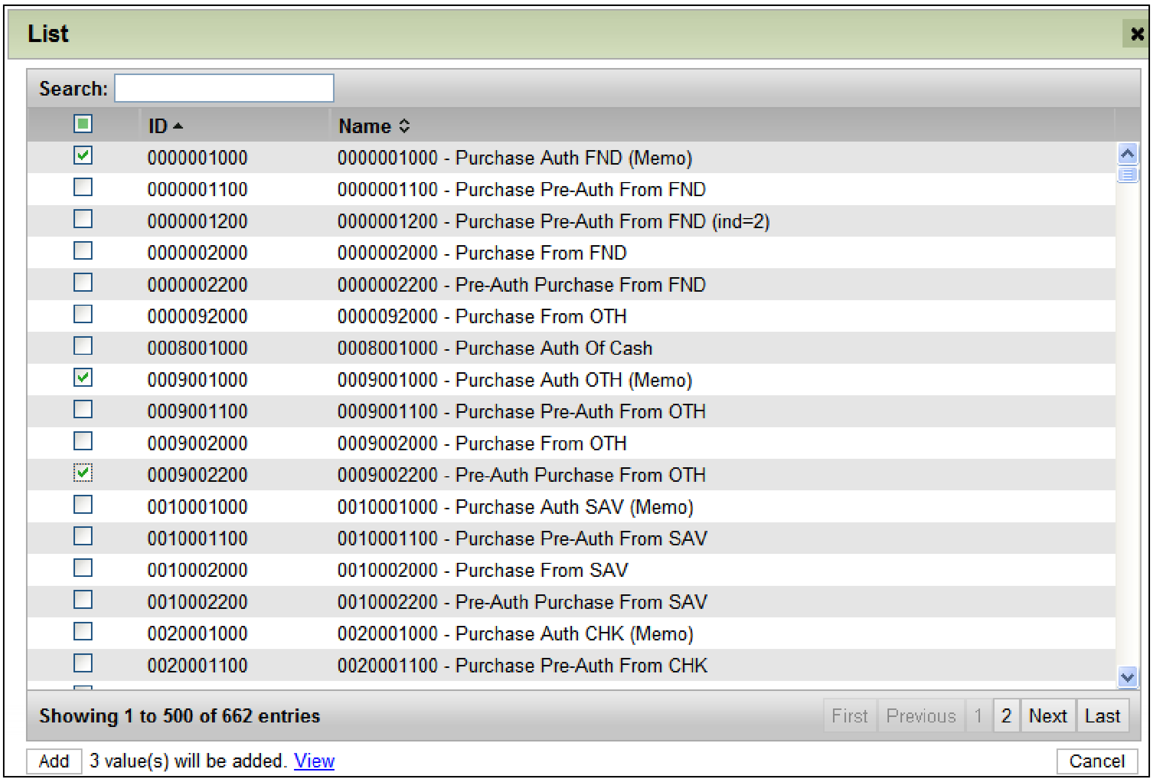
Country Code Acquirer List - Search Result



Transaction Type ID List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the Transaction type IDs which have to be included in the search.

Transaction Type ID List - Search Result



List

Search:

	ID	Name
☑	0000001000	0000001000 - Purchase Auth FND (Memo)
☐	0000001100	0000001100 - Purchase Pre-Auth From FND
☐	0000001200	0000001200 - Purchase Pre-Auth From FND (ind=2)
☐	0000002000	0000002000 - Purchase From FND
☐	0000002200	0000002200 - Pre-Auth Purchase From FND
☐	0000092000	0000092000 - Purchase From OTH
☐	0008001000	0008001000 - Purchase Auth Of Cash
☑	0009001000	0009001000 - Purchase Auth OTH (Memo)
☐	0009001100	0009001100 - Purchase Pre-Auth From OTH
☐	0009002000	0009002000 - Purchase From OTH
☑	0009002200	0009002200 - Pre-Auth Purchase From OTH
☐	0010001000	0010001000 - Purchase Auth SAV (Memo)
☐	0010001100	0010001100 - Purchase Pre-Auth From SAV
☐	0010002000	0010002000 - Purchase From SAV
☐	0010002200	0010002200 - Pre-Auth Purchase From SAV
☐	0020001000	0020001000 - Purchase Auth CHK (Memo)
☐	0020001100	0020001100 - Purchase Pre-Auth From CHK

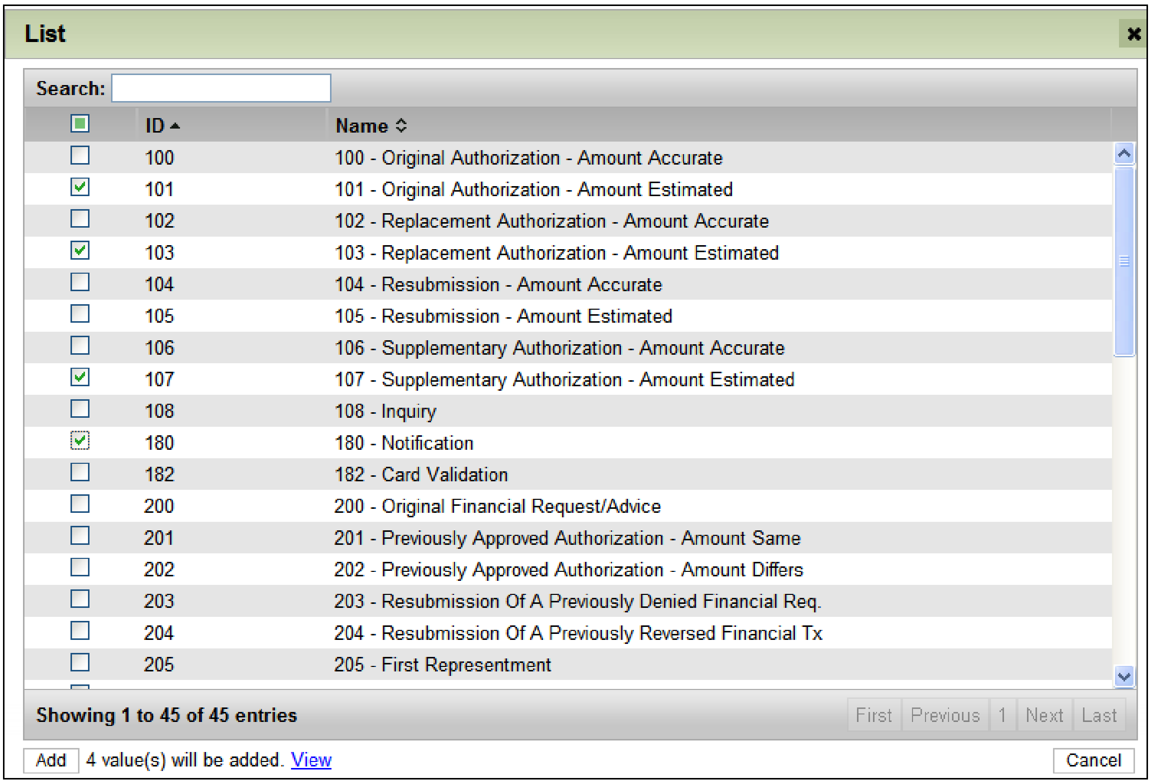
Showing 1 to 500 of 662 entries — First Previous 1 2 Next Last

Add 3 value(s) will be added. View — Cancel

Function Code List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the Function Codes which have to be included in the search.

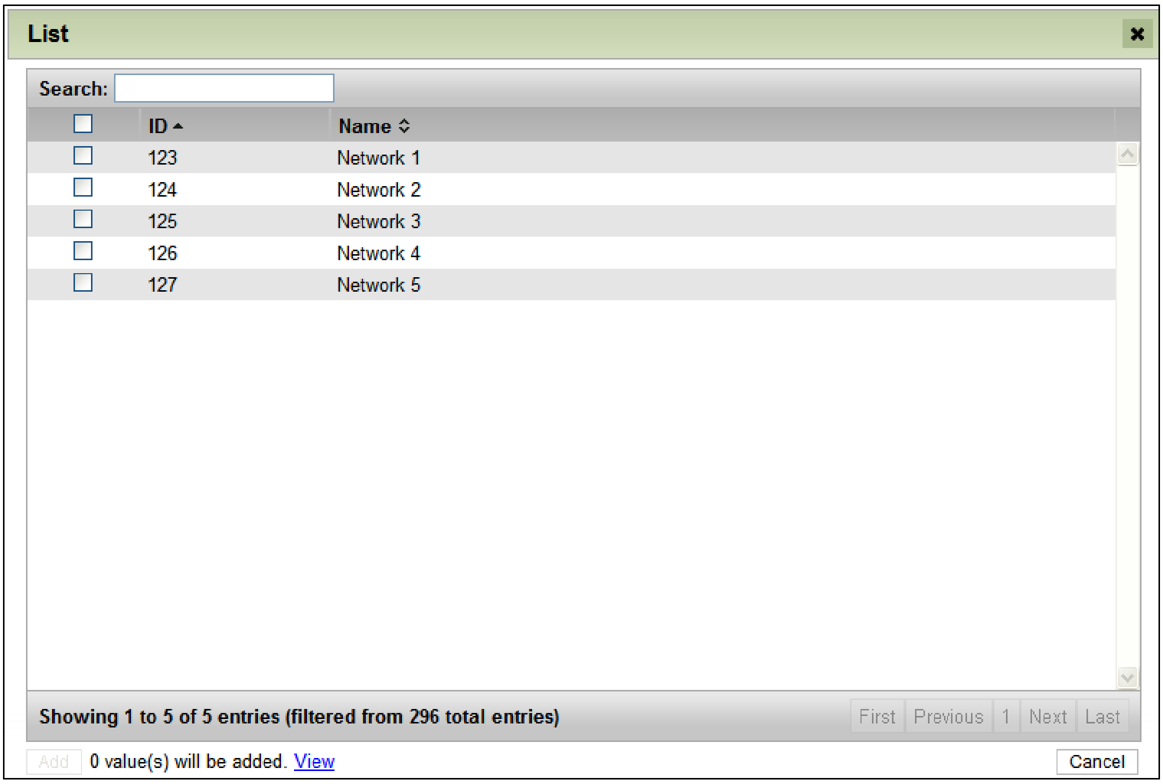
Function Code List - Search Result



Acquirer Network ID List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the network IDs which have to be included in your search.

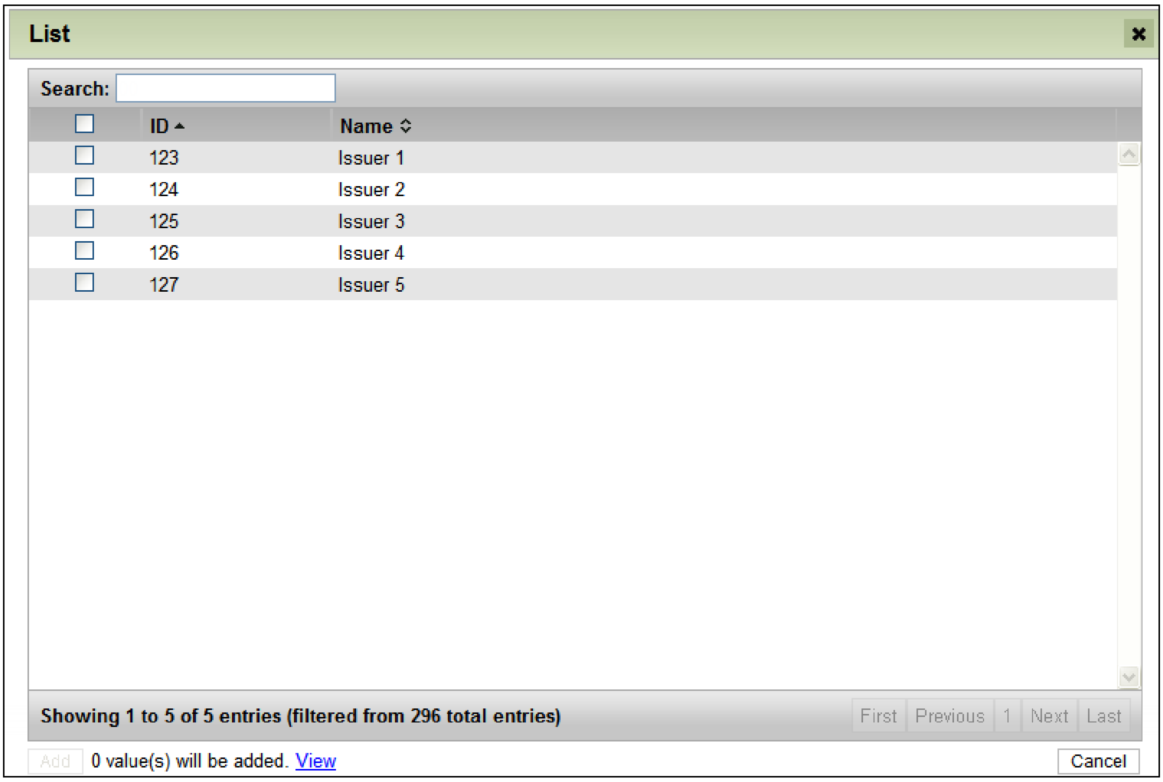
Acquirer Network ID List - Search Result



Issuer Network ID List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the network IDs which have to be included in your search.

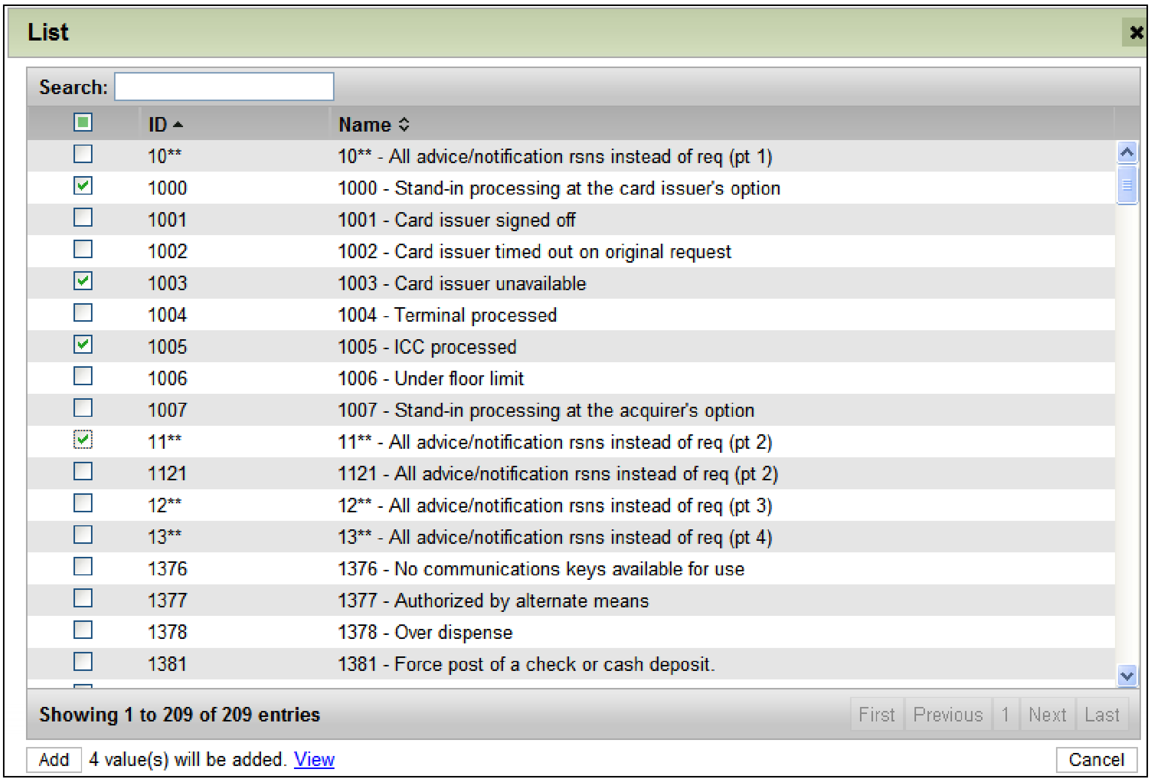
Issuer Network ID List - Search Result



Acquirer Message Reason List

On the Transaction Search screen, click the List link, which appears to the right of the field. You can select the message reasons which have to be included in the search.

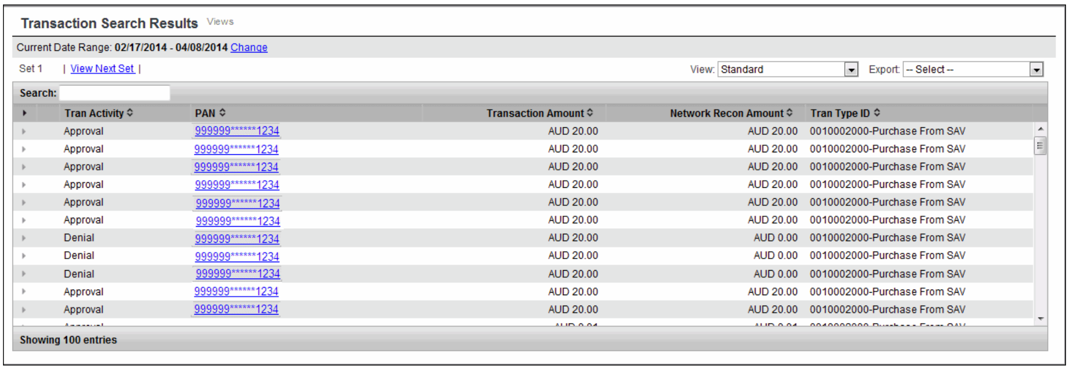
Acquirer Message Reason List - Search Result



Transaction Search Results Screen

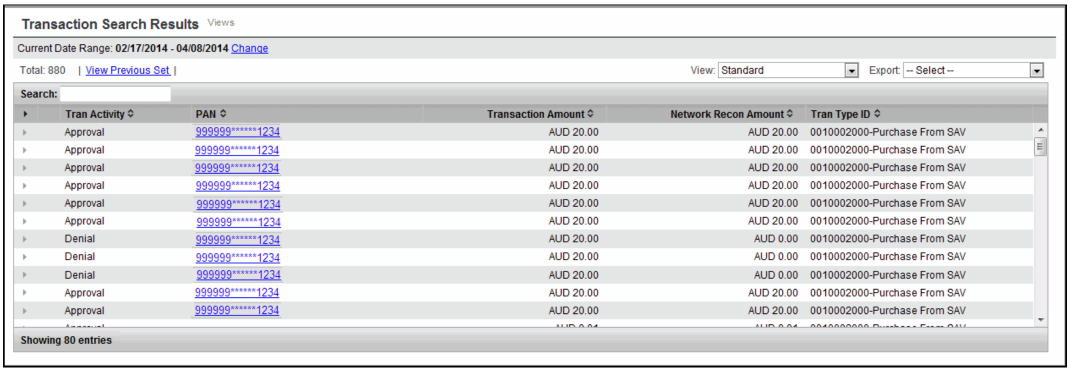
The Transaction Search Results page, displays a list of transactions that match the criteria entered on the Transaction Search screen. The number of results displayed in a page depends on the value entered in the # of Results in a set field in the Preferences page. (Refer the screen navigation on how to use View Previous Set and View Next Set links.)

Transaction Search Results - First Page



The last page of the Transaction Search Results displays the total number of transactions retrieved through the search.

Transaction Search Results - Last Page

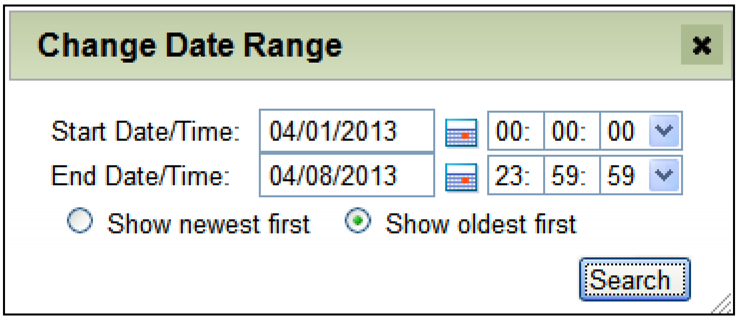


Change Date Range

This is the common information that is displayed across all the views of the transaction search results.

Click the Change link, which appears to the right of the Current Date Range. You can select a new date range to perform the search using the same search criteria. Select whether the search results should be returned with the newest or oldest date first.

Change Date Range Popup



- Start Date/Time - The beginning date to start the search for required information.
- End Date/Time - When performing a search, information is searched up to this date and time.
- Show Newest First - Select this option to display the most recent transactions at the top of the list and the oldest towards the bottom.
- Show Oldest First - Select this option to display the oldest transactions at the top of the list and the most recent at the bottom.

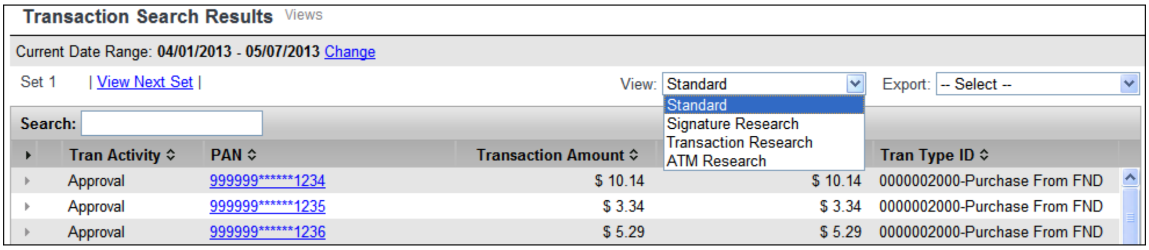
Views

You can display the results using different views. There are four pre-defined views:

- Standard (displayed by default)
- Signature Research
- Transaction Research

- ATM Research

Transaction Search Result Views



You can also create up to four unique views. See section "Views" on page 72.

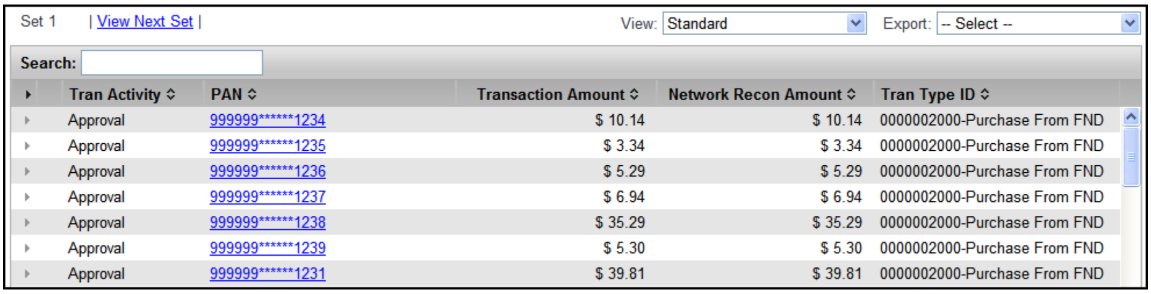
Standard View

The search results are displayed in the Standard view by default. You can view detailed information about transactions or request another search. The details of the Standard view are displayed in a grid format.

Transaction List Grid

In the Standard view, the Transaction List Grid section of the search results page is as shown below.

Transaction List Grid

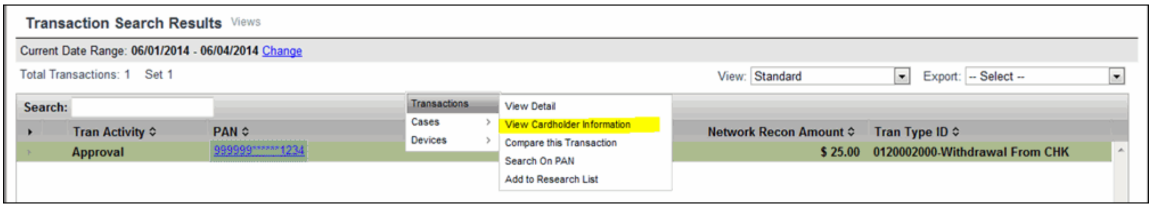


The grid consists of the following fields:

- Tran Activity - A short description of the type of activity involved in the original transaction.
- PAN - The primary account number or card number involved in the transaction.
- Transaction Amount - The amount of funds requested at the card acceptor, along with the currency code. This amount does not include fees.
- Network Recon Amount - The transaction amount and any fee amount converted to network reconciliation currency.
- Tran Type ID - The type of financial activity involved in the original transaction.

To view the transaction details, place the cursor on any part of the required transaction and right-click to view the options. The menu choices display as shown below.

Transaction List Grid - Transactions



The Transactions option provides a list of tasks that can be performed on the selected transaction. Select the task to proceed.

Transaction Options	Description
View Detail	To view the details of the required transaction.
View Cardholder Information	To view the cardholder information.
Compare this Transaction	To compare two or more transactions.
Search on PAN	To search for other transactions based on the same PAN.
Add to Research List	To add the transaction to Research List.

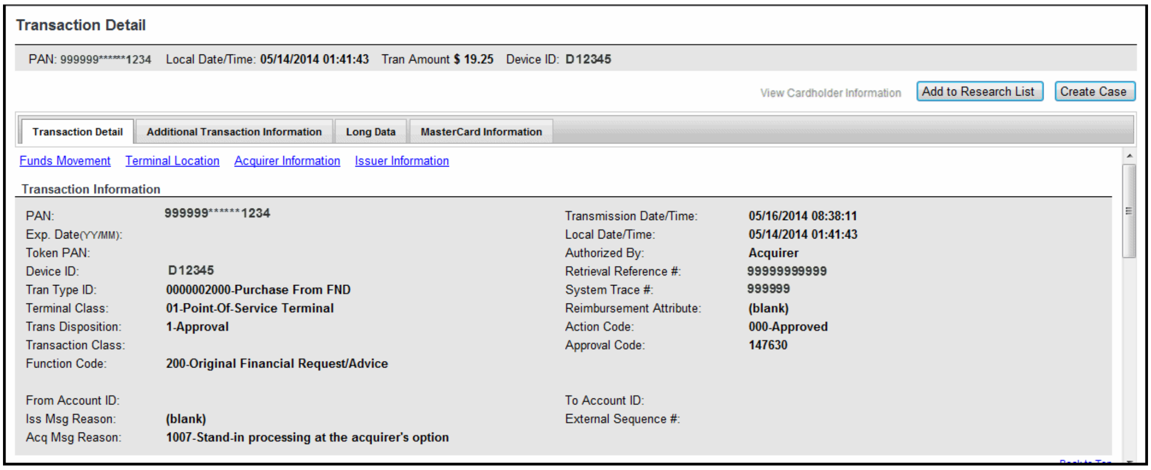
Note: *The View Cardholder Information option is displayed based on the security access of the user.*

View Cardholder Information

The Cardholder Information pop-up is displayed when you click the View Cardholder Information option from the Transaction Search Results page (as shown on page 64) or click the View Cardholder Information link from the Transaction Detail page.

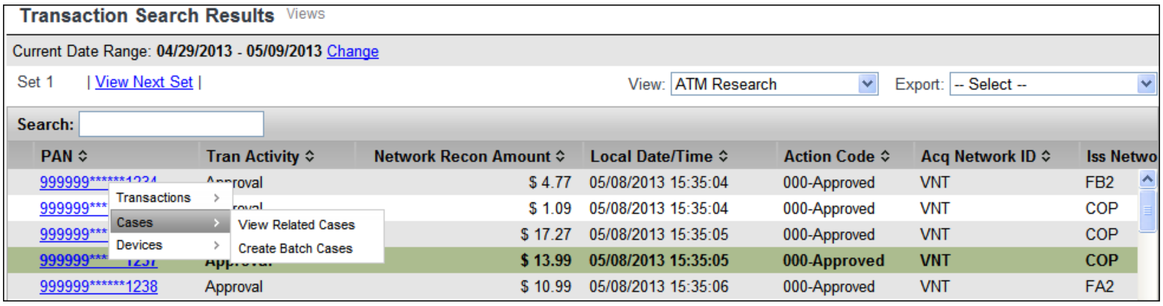
Cardholder Information

View Cardholder Information Link



To view the case details, place the cursor on any part of the required transaction and right-click to view the options. The menu choices display as shown below.

Transaction List Grid - Cases

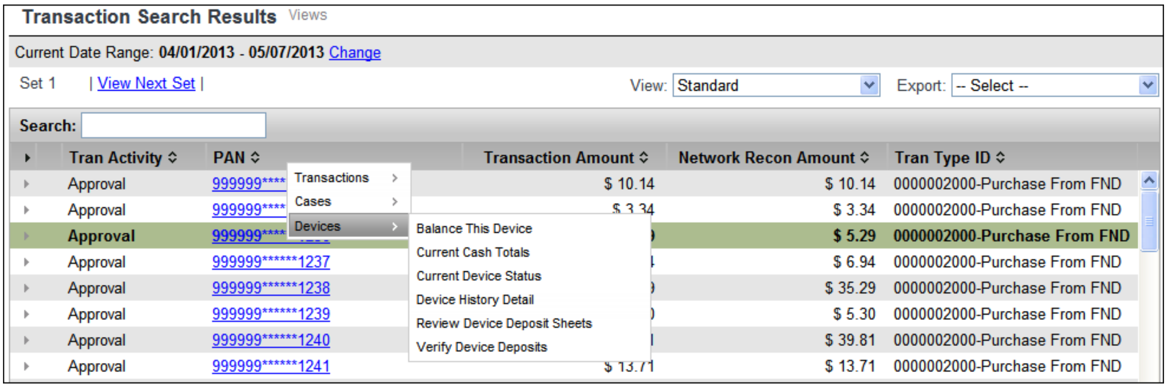


The Case option provides a list of tasks that can be performed on the selected transaction. Select the task to proceed.

Case Options	Description
View Related Cases	This lists the case(s) of a selected PAN.
Create Batch Cases	This displays the Transaction Batch Process screen to create cases for multiple transactions of a PAN.

To view the device details, place the cursor on any part of the required transaction and right-click to view the options. The menu choices display as shown below.

Transaction List Grid - Device



The Device option provides a list of tasks that can be performed on the selected transaction. Select the task to proceed.

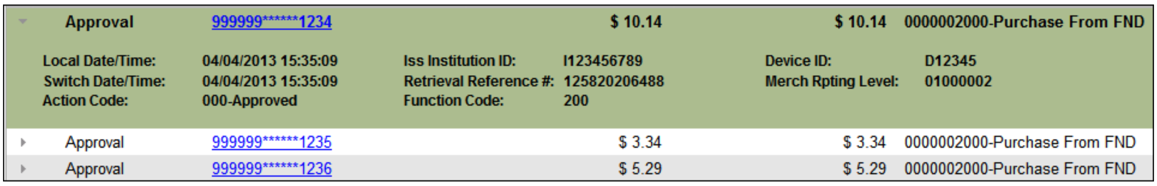
Device Options	Description
Balance This Device	This is a list of balance sheets of the selected transaction's device.
Current Cash Totals	This displays the Current Cash Totals search screen with the Device ID field completed and the selected Device ID displayed in the Search on this field.
Current Device Status	This is the device status of the selected transaction's device.
Device History Detail	The Device History Detail page displays.
Review Device Deposit Sheets	This displays the deposit sheets of the selected transaction's device.
Verify Device Deposits	Verify Device Deposits Verify device deposits page for the selected transaction's device.

The Expand and Collapse arrow button is available for each transaction in the Transaction List grid, click these buttons -

- to display the hidden field to get quick information on the specific transaction in order to determine if viewing the details is necessary.
- - to hide the specific fields of a transaction.

Note: *The Expand and Collapse arrow buttons are available only in the Standard view.*

Expand/Collapse View



Fields	Description
Local Date/Time	The date and time the original transaction occurred at the card acceptor location.
Iss Institution ID	The institution that holds the cardholder's account.
Device ID	The device (POS or ATM terminal) identification number.
Switch Date/Time	The date and time (in MM/DD/YYYY and HH:MM:SS format) the switch receives a transaction.
Retrieval Reference #	A system generated reference identification number, retaining the original source information for the transaction.
Merch Rpting Level	The Business reporting level ID of the merchant who processed the required transaction.
Action Code	It is any action and the reason for the action that is requested by the transaction authorizer and is to be performed by the card acceptor.
Function Code	A code that further defines the transaction message.

Signature Research View

Select the Signature Research option. The transaction search results are displayed as shown below.

Signature Research View

Transaction Search Results Views

Current Date Range: **04/01/2013 - 05/07/2013** Change

Set 1 | View Next Set | View: Signature Research Export: -- Select --

Search:

PAN	Tran Activity	Network Recon Amount	Local Date/Time	Action Code	Function Code	Approval C
999999******1234	Approval	$ 10.14	04/04/2013 15:35:09	000-Approved	200	474105
999999******1235	Approval	$ 3.34	04/04/2013 15:35:09	000-Approved	200	048186
999999******1236	Approval	$ 5.29	04/04/2013 15:35:12	000-Approved	200	024950
999999******1237	Approval	$ 6.94	04/04/2013 15:35:13	000-Approved	200	421973
999999******1238	Approval	$ 35.29	04/04/2013 15:35:16	000-Approved	200	073500
999999******1239	Approval	$ 5.30	04/04/2013 15:35:17	000-Approved	200	048417
999999******1240	Approval	$ 39.81	04/04/2013 15:35:20	000-Approved	200	042519
999999******1241	Approval	$ 13.71	04/04/2013 15:35:21	000-Approved	200	021223
999999******1242	Approval	$ 6.07	04/04/2013 15:35:25	000-Approved	200	063657
999999******1243	Approval	$ 22.61	04/04/2013 15:35:28	000-Approved	200	[illegible]

Showing 1 to 45 of 45 entries

Transaction Research View

Select the Transaction Research option. The transaction search results are displayed as shown below.

Transaction Research View

Transaction Search Results Views

Current Date Range: **04/01/2013 - 05/07/2013** Change

Set 1 | View Next Set | View: Transaction Research Export: -- Select --

Search:

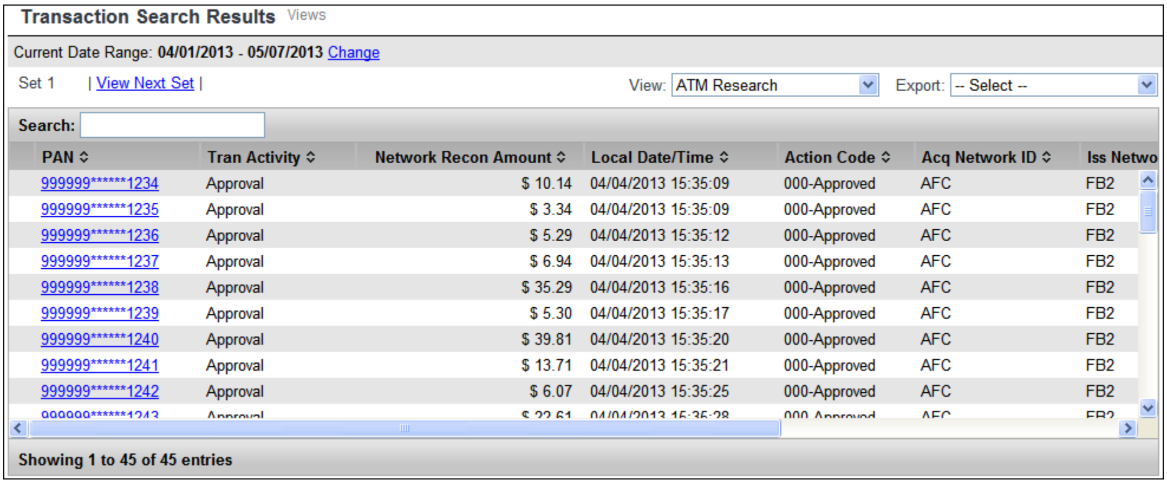
PAN	Tran Activity	Network Recon Amount	Local Date/Time	Acq Network ID	Iss Network ID	Actio
999999******1234	Approval	$ 10.14	04/04/2013 15:35:09	AFC	FB2	000
999999******1235	Approval	$ 3.34	04/04/2013 15:35:09	AFC	FB2	000
999999******1236	Approval	$ 5.29	04/04/2013 15:35:12	AFC	FB2	000
999999******1237	Approval	$ 6.94	04/04/2013 15:35:13	AFC	FB2	000
999999******1238	Approval	$ 35.29	04/04/2013 15:35:16	AFC	FB2	000
999999******1239	Approval	$ 5.30	04/04/2013 15:35:17	AFC	FB2	000
999999******1240	Approval	$ 39.81	04/04/2013 15:35:20	AFC	FB2	000
999999******1241	Approval	$ 13.71	04/04/2013 15:35:21	AFC	FB2	000
999999******1242	Approval	$ 6.07	04/04/2013 15:35:25	AFC	FB2	000
999999******1243	Approval	$ 22.61	04/04/2013 15:35:28	AFC	FB2	000

Showing 1 to 45 of 45 entries

ATM Research View

Select the ATM Research option. The transaction search results are displayed as shown below.

ATM Research View

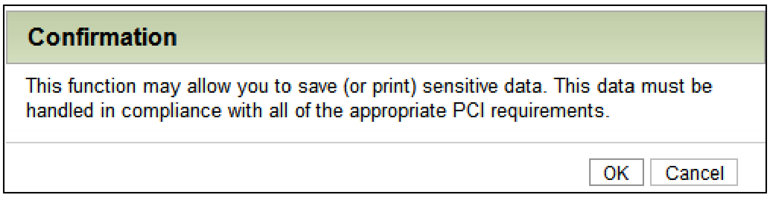


Transaction Search Result Export

Exports the transaction data that is returned in the Transaction search results page, into an Excel spreadsheet format. You can save the exported data to a file.

- Select the Export option from the drop-down list.
  - Set 1 - To export the transaction data in sets.
  - Maximum 10035 - To export maximum for 10035 transaction data.
- The confirmation message popup is displayed.

Export Confirmation Message



- Save the exported data to a file.

Export Results Data

1	PAN	Tran Activity		Ntwk Recon Amt	Local Date/Time	Action Code	Acq Network ID	Iss Network ID	Device ID	Card Acpt Name
2	999999******1234	Approval	$	10.14	04/04/2013 15:35:09	000-Approved	AFC	FB2	D12345	CA1234567890
3	999999******1235	Approval	$	3.34	04/04/2013 15:35:09	000-Approved	AFC	FB2	D12345	CA1234567891
4	999999******1236	Approval	$	5.29	04/04/2013 15:35:12	000-Approved	AFC	FB2	D12345	CA1234567892
5	999999******1237	Approval	$	6.94	04/04/2013 15:35:13	000-Approved	AFC	FB2	D12345	CA1234567893
6	999999******1238	Approval	$	35.29	04/04/2013 15:35:16	000-Approved	AFC	FB2	D12345	CA1234567894
7	999999******1239	Approval	$	5.3	04/04/2013 15:35:17	000-Approved	AFC	FB2	D12345	CA1234567895
8	999999******1240	Approval	$	39.81	04/04/2013 15:35:20	000-Approved	AFC	FB2	D12345	CA1234567896
9	999999******1241	Approval	$	13.71	04/04/2013 15:35:21	000-Approved	AFC	FB2	D12345	CA1234567897
10	999999******1242	Approval	$	6.07	04/04/2013 15:35:25	000-Approved	AFC	FB2	D12345	CA1234567898
11	999999******1243	Approval	$	22.61	04/04/2013 15:35:28	000-Approved	AFC	FB2	D12345	CA1234567899
12	999999******1244	Approval	$	10.14	04/04/2013 15:35:31	000-Approved	AFC	FB2	D12345	CA1234567900
13	999999******1245	Approval	$	10.07	04/04/2013 15:35:33	000-Approved	AFC	FB2	D12345	CA1234567901
14	999999******1246	Approval	$	26.26	04/04/2013 15:35:35	000-Approved	AFC	FB2	D12345	CA1234567902
15	999999******1247	Approval	$	11.73	04/04/2013 15:35:35	000-Approved	AFC	FB2	D12345	CA1234567903
16	999999******1248	Approval	$	38.05	04/04/2013 15:35:38	000-Approved	AFC	FB2	D12345	CA1234567904
17	999999******1249	Approval	$	8.6	04/04/2013 15:35:41	000-Approved	AFC	FB2	D12345	CA1234567905
18	999999******1250	Approval	$	5.5	04/04/2013 15:35:43	000-Approved	AFC	FB2	D12345	CA1234567906
19	999999******1251	Approval	$	24.95	04/04/2013 15:35:44	000-Approved	AFC	FB2	D12345	CA1234567907
20	999999******1252	Approval	$	5.89	04/04/2013 15:35:49	000-Approved	AFC	FB2	D12345	CA1234567908
21	999999******1253	Approval	$	2.02	04/04/2013 15:35:53	000-Approved	AFC	FB2	D12345	CA1234567909
22	999999******1254	Approval	$	4.53	04/04/2013 15:35:56	000-Approved	AFC	FB2	D12345	CA1234567910

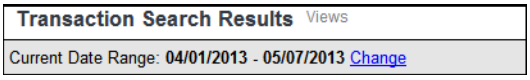
The details exported for the transactions, will be whatever detail is included in the view that was displayed. A sample of the information is listed below.

- Tran Activity - A short description of the type of activity involved in the original transaction.
- PAN - The primary account number involved in the transaction.
- Tran Amount - The amount of funds requested at the card acceptor, along with the currency code. This amount does not include fees.
- Ntwk Recon Amt - The amount or fees to be reconciled with the network providers.
- Local Date/Time - The date and time the original transaction occurred at the card acceptor location.
- Device ID - The device (POS or ATM terminal) identification number.
- Iss Institution ID - The institution that holds the cardholder’s account.
- Switch Date/Time - The date and time (in MM/DD/YYYY and HH:MM:SS format) the switch receives a transaction.
- Retrieval Reference # - A system generated reference identification number, retaining the original source information for the transaction.
- Tran Type ID - A code indicating the type of financial activity involved in he original transaction.
- Action Code - Defines the response to a request or message disposition.
- Merch Rpting Level - The Business reporting level ID of the merchant who processed the required transaction.

Views

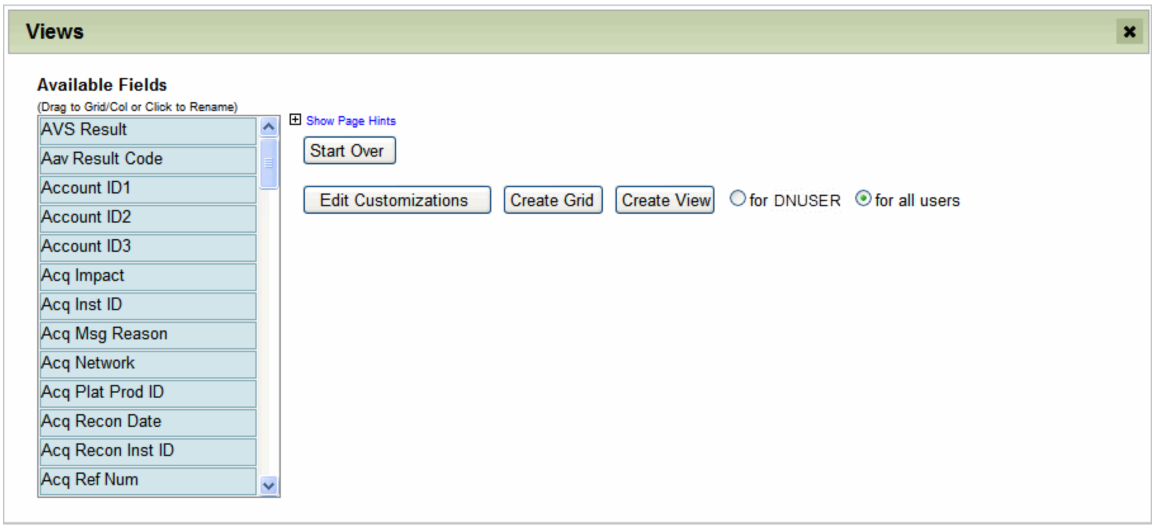
In addition to the four pre-defined views, you can create up to four custom views. Depending on your security access, you may also be able to create up to four shared custom views. Click the Views link in the Transaction Search Results screen to create custom or shared custom grids and views.

Views Link



The Views screen is displayed.

Views



Shared Custom Views

If you have the security access to create shared custom views then the option "for all users" is displayed in the Views screen as shown in the figure above. Select this option to create a shared custom view. This view would be available for all the users in that installation.

Custom Views

In the Views screen select the "for User" option to create a custom view. This view would be available only to the user who has created the view.

Field Description

Available Fields	The fields for creating your view are listed under the Available Fields column. Scroll down till the end of the list to view all the fields.
For User	This field is selected if the user wants to create custom views.
For all users	This field is selected if the user wants to create shared custom views for all the users in that installation.

View Link/Buttons

Name	Description
Show Page Hints	Expand this link to display a hint on using the features in the Views screen.
Start Over	Click this button to create a new grid/view.
Edit Customizations	Click this button to edit an existing grid/view.
Create Grid	Click this button to customize the view of the transaction search/case search results. The new grid displays the chosen fields horizontally.
Create View	Click this button to customize the view of the transaction search/case search results. The new view displays the chosen fields in columns.

Note: *Shared custom views and Custom views are built in a similar way. The difference is in the way these views are named while saving them for future use.*

- The name of a shared custom view begins with a hash symbol "#". Refer to “Shared Custom View (for all users)” on page 75.
- The name of a custom view begins with an asterisk "*". Refer to “Custom View” on page 76.

You can create the following types of views:

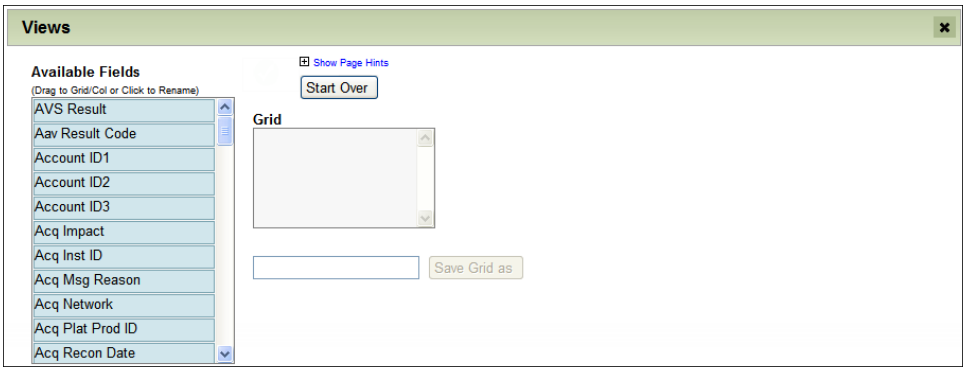
- Create Grid
- Create View

Create Grid

To create a grid:

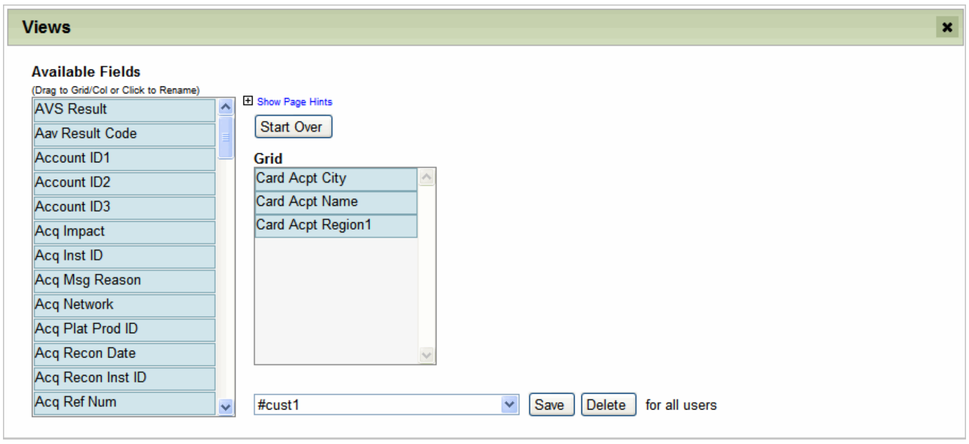
1. Select the user option (for a single user or for all users) in the Views screen.
2. Click the Create Grid button.
   This example will show you how to create a grid for all users.

Create Grid



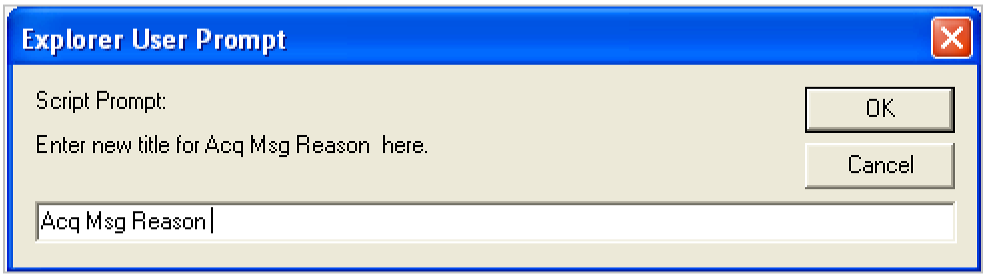
3. Drag the required fields one at a time and drop them into the empty Grid box.

Shared Custom View (for all users)



a. The field names can be renamed if required. Click the field name. A pop up displays.Rename Field

b. Enter a new title for the selected field and click the OK button to confirm the change.



4. Enter a new name for the grid and click the Save Grid as button.

5. Click the Start Over button to create another Grid view.

   Note: *Renaming a field does not move it to the grid. You can rename a field before or after moving it to the Grid field.*

Create View

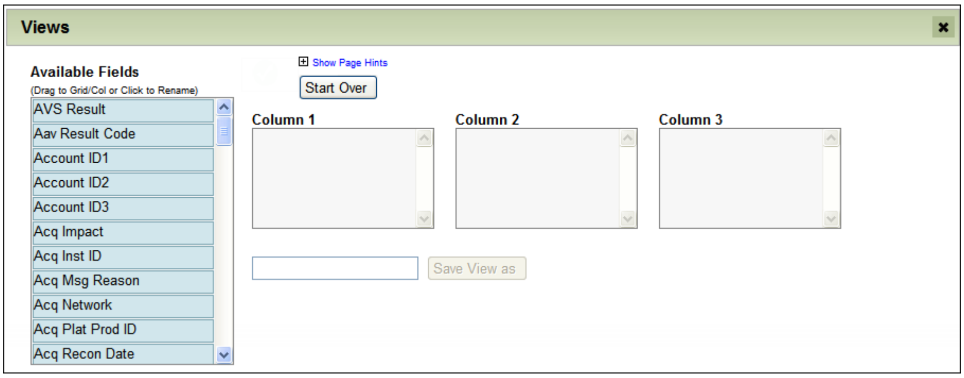
To create a view:

1. Select the user option (for a single user or for all users) in the Views screen.

2. Click the Create View button.

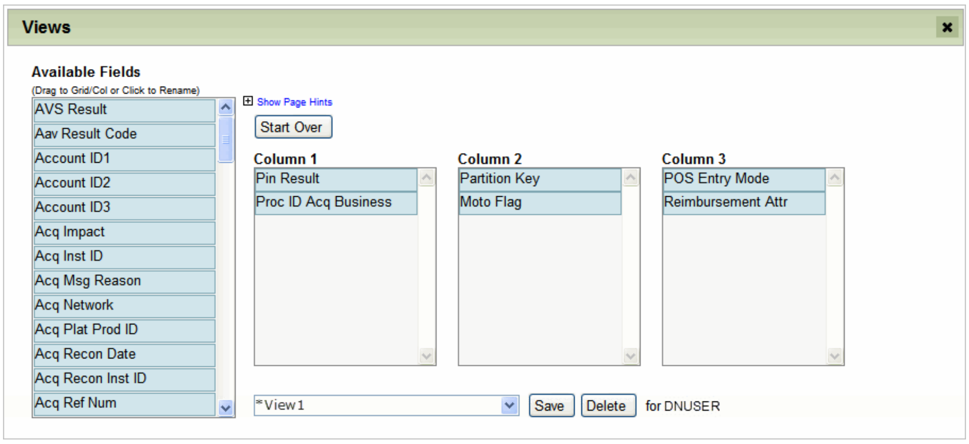
   This example will show you how to create a grid for a specific User ID.

Create View



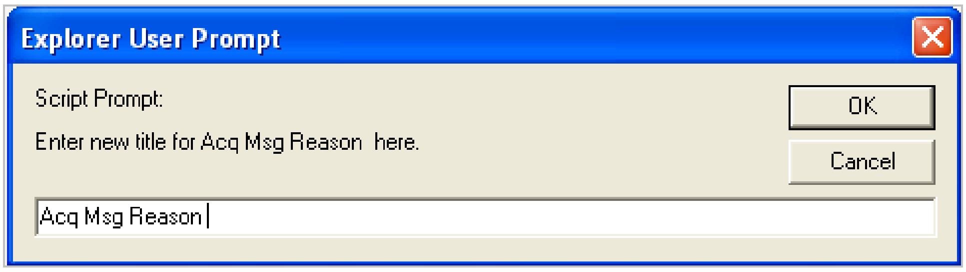
3. Drag the required fields one at a time and drop them into the empty Columns.

Custom View



a. The field names can be renamed if required. Click the field name. A pop up displays.

Rename Field



b. Enter a new title for the selected field and click the OK button to confirm the change.

4. Enter a new name for the view and click the Save View as button.
5. Click the Start Over button to create another view.

Note: *Renaming a field does not move it to the view. You can rename a field before or after moving it to the view.*

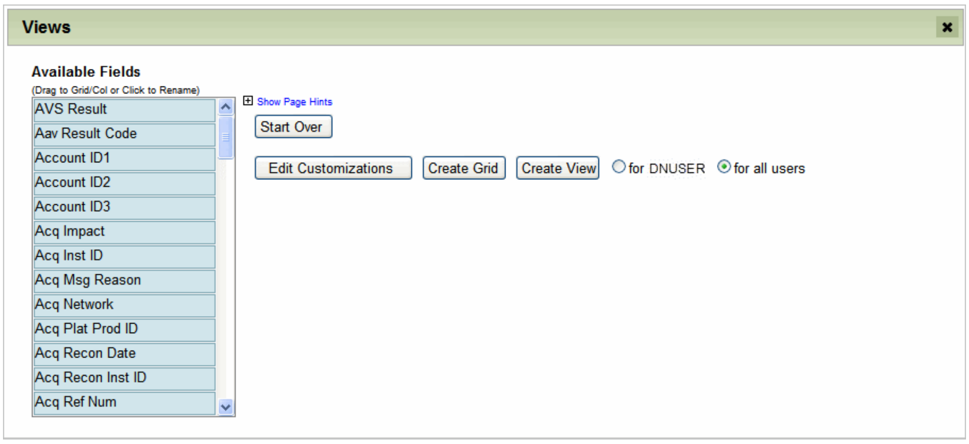
Edit Customizations

Edit Grid

To edit the grid:

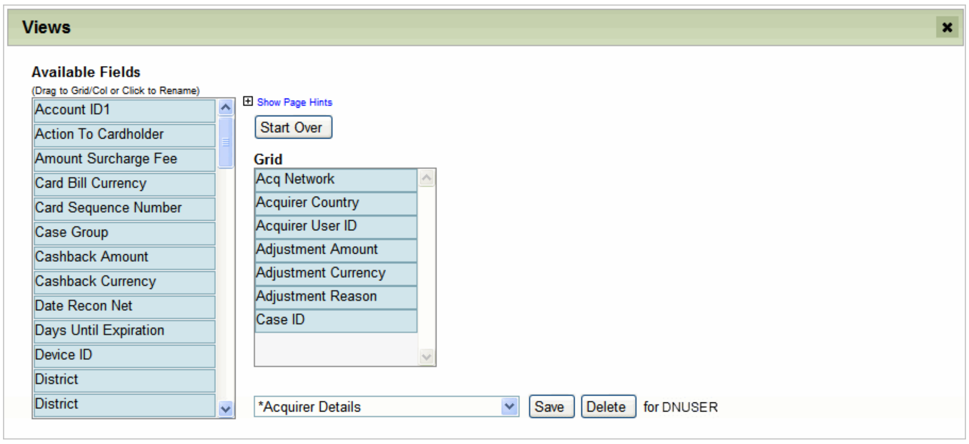
1. Select the Views link from the Transaction Search Results page. The Views screen is displayed.

   Views



2. Click Edit Customizations.
3. Select the shared custom/custom view you wish to change from the drop down list.
   The example below shows the Edit Customization for a grid for a specific User ID.

   Edit Customizations



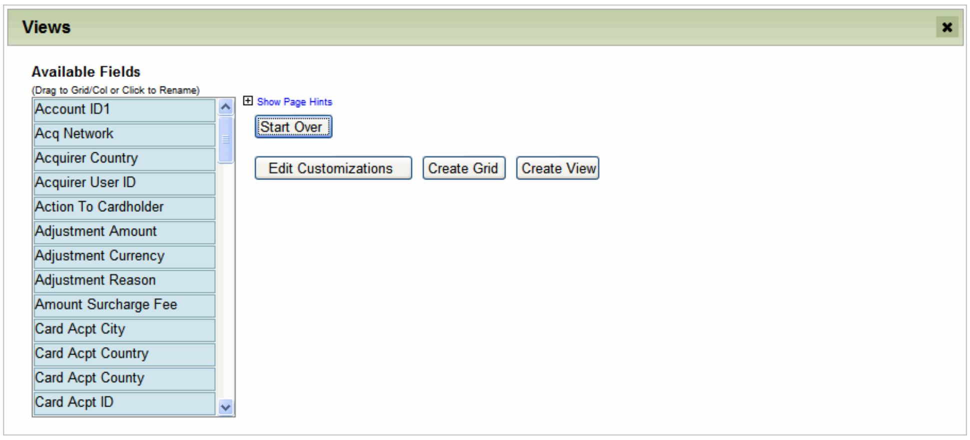
4. Complete one of the following types of changes:
   a. Make changes to the grid/view.Add, delete or rename fields as needed.Click Save.
   b. Delete the view.Click Delete. A confirmation dialog box is displayed.Click OK to delete the view.
   c. Return to the Views screen and click Start Over.

Edit View

To edit the view:

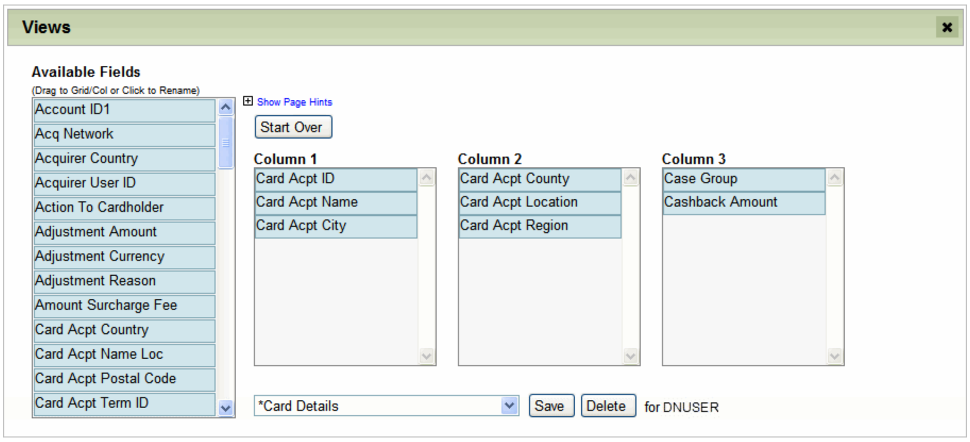
1. Select the Views link from the Transaction Search Results page. The Views screen is displayed.

   Edit a View main page



2. Click Edit Customizations.
3. Select the shared custom/custom view you wish to change from the drop down list.
   The example below shows the Edit Customization for a view for a specific User ID.

   Edit Customizations page

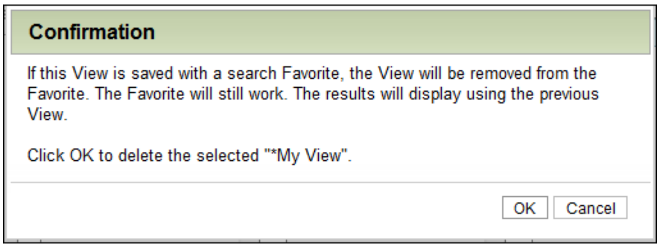


4. Select the View you wish to change from the drop down list.
5. Complete one of the following types of changes:
   a. Make changes to the view.Add, delete or rename fields as needed.Click Save.
   b. Delete the view.Click Delete. A confirmation dialog box is displayed.Click OK to delete the view.
   c. Return to the Views dialog and click Start Over.

Deletion of View Saved with a Search Favorite

If you wish to delete a view that has been saved with a search favorite, then the following confirmation dialog box is displayed.

Confirmation to Delete View saved with a Search Favorite



Transaction Detail Screen

The Transaction Detail screen contains specific information about individual transactions and provides a series of tabs offering detailed transaction information.

Standard View

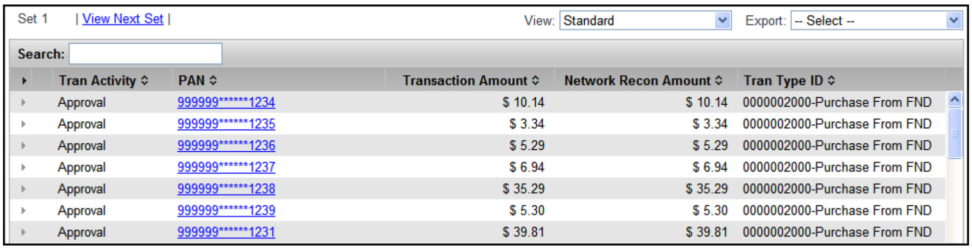
The search results are displayed in the Standard view by default. You can view detailed information about transactions or request another search. The details of the Standard view are displayed in a grid format.

Standard View

When the Transaction Search results are displayed in the Standard view, you can access the Transaction Detail screen for the required transaction.

1. In the Transaction Search Results scroll the page to view the required transaction.

Transaction List Grid

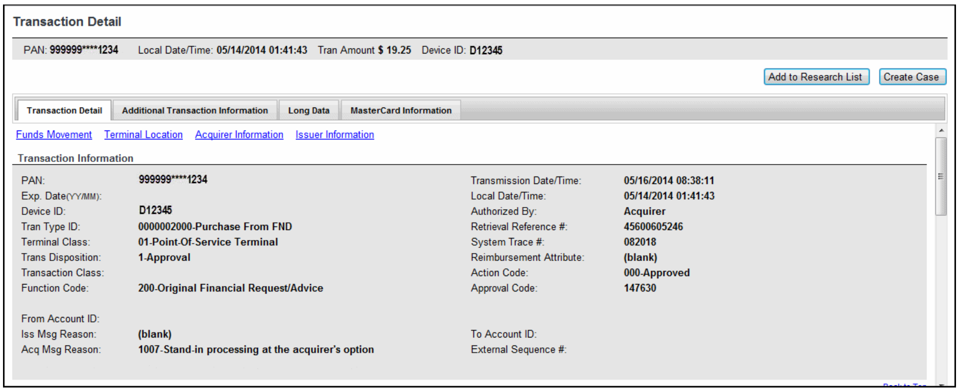

Set 1 | View Next Set | View: Standard Export: -- Select --

Search:

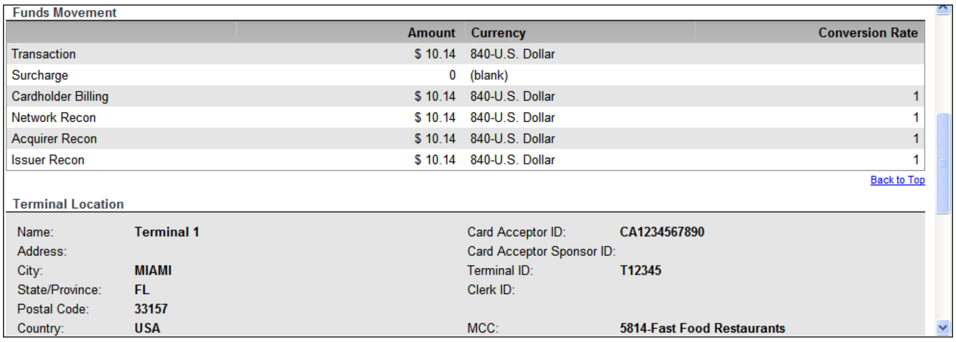
Tran Activity	PAN	Transaction Amount	Network Recon Amount	Tran Type ID
Approval	999999******1234	$ 10.14	$ 10.14	0000002000-Purchase From FND
Approval	999999******1235	$ 3.34	$ 3.34	0000002000-Purchase From FND
Approval	999999******1236	$ 5.29	$ 5.29	0000002000-Purchase From FND
Approval	999999******1237	$ 6.94	$ 6.94	0000002000-Purchase From FND
Approval	999999******1238	$ 35.29	$ 35.29	0000002000-Purchase From FND
Approval	999999******1239	$ 5.30	$ 5.30	0000002000-Purchase From FND
Approval	999999******1231	$ 39.81	$ 39.81	0000002000-Purchase From FND

2. Click the PAN link of the transaction to view the details as shown below.

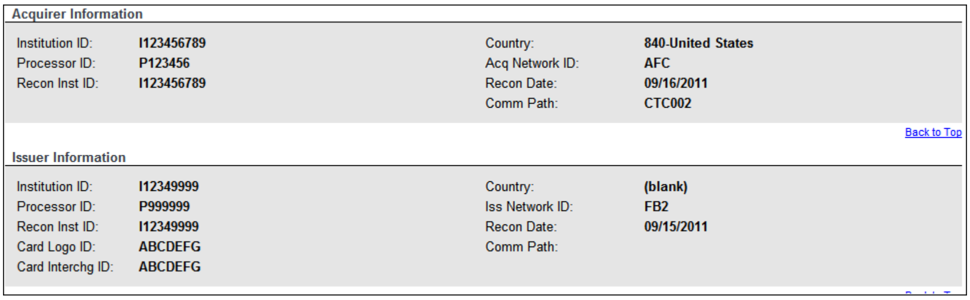
Transaction Detail - Part 1



Transaction Detail - Part 2



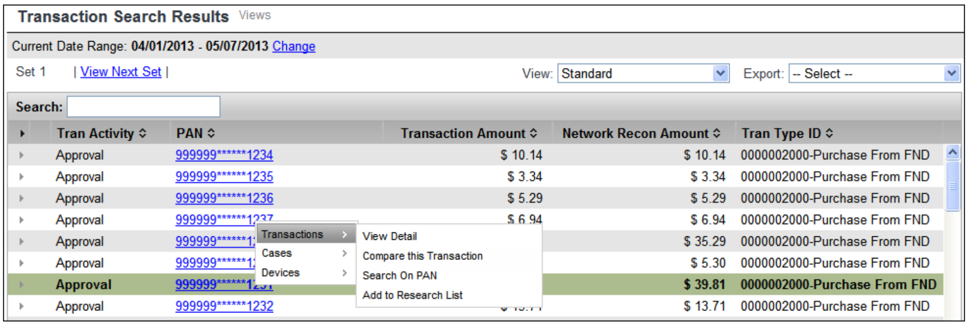
Transaction Detail - Part 3



Note: *Exception, fee, and fraud cases are created using the Exception Management System, an optional component of the DataNavigator® application. Contact your Account Executive for more information.*

3. Alternately, in the Transaction Search Results page, place the cursor on the required transaction and right-click to view the options as shown below.

Transactions View Detail Option



4. Select the Transactions View Detail option to see the Transaction Detail page.

Transaction Detail Information

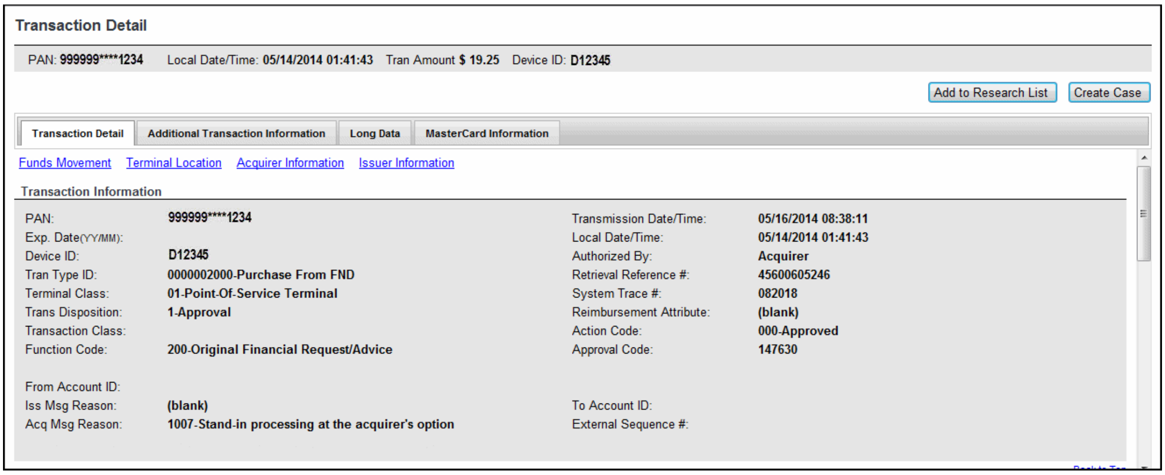
The Transaction Detail screen, contains links to various informational sections pertaining to the transactions:

- Transaction Information
- Funds Movement
- Terminal Location
- Acquirer Information
- Issuer Information

The Create Case option is also provided.

Note: *There may be some fields on the transaction detail that are blank. The word (blank) may be displayed or the field may be blank.*

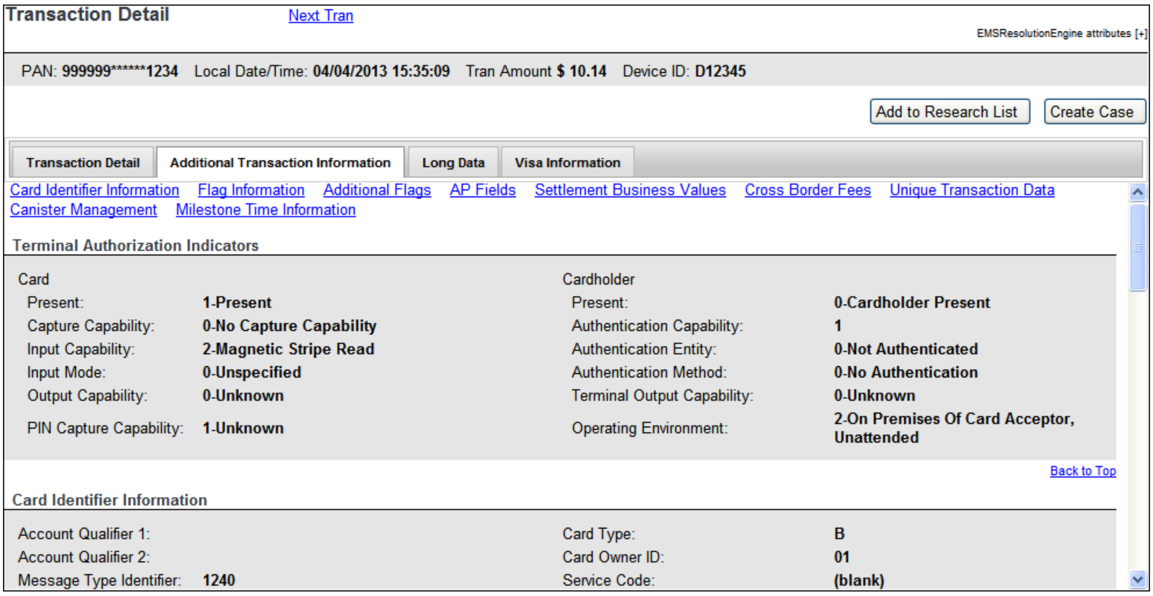
Transaction Detail



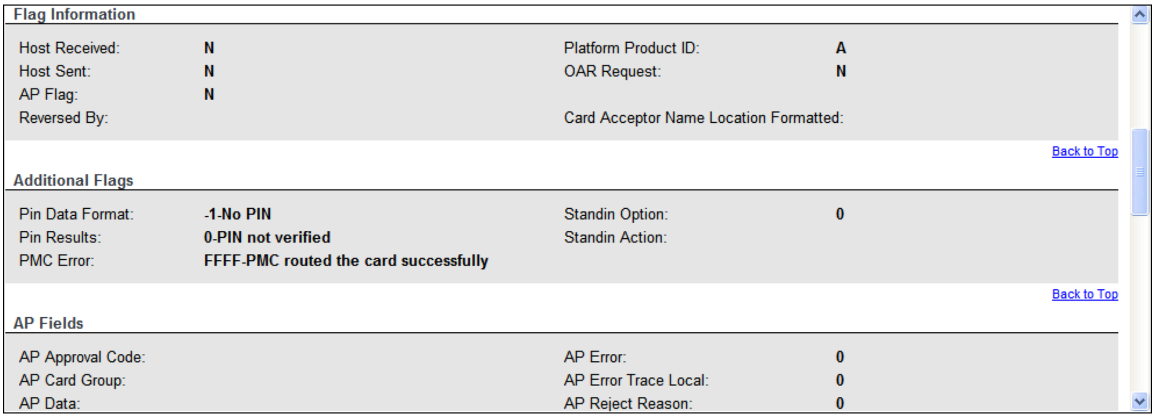
Additional Transaction Information

The Additional Transaction Information screen, contains links to various informational sections pertaining to the transactions.

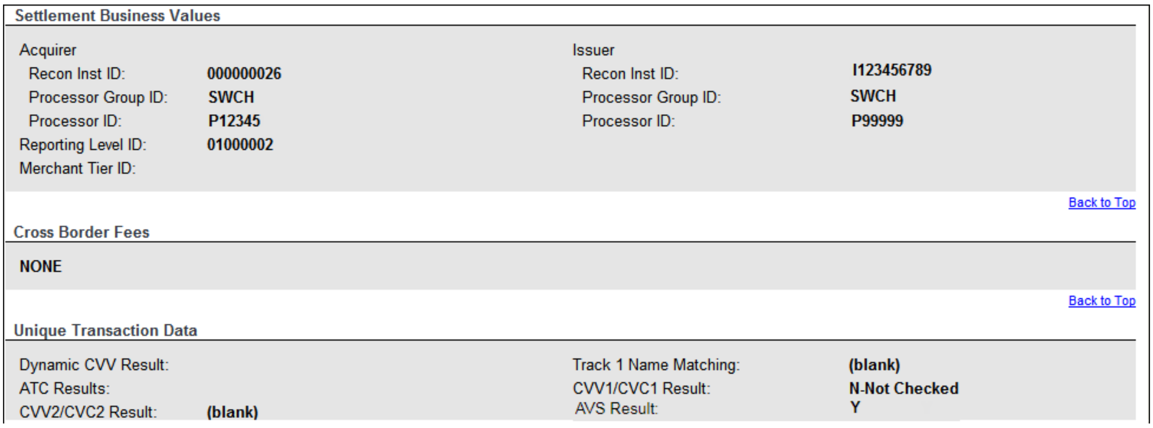
Additional Transaction Information - Part 1



Additional Transaction Information - Part 2



Additional Transaction Information - Part 3



Settlement Business Values

Acquirer		Issuer	
Recon Inst ID:	000000026	Recon Inst ID:	I123456789
Processor Group ID:	SWCH	Processor Group ID:	SWCH
Processor ID:	P12345	Processor ID:	P99999
Reporting Level ID:	01000002		
Merchant Tier ID:			

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Cross Border Fees

NONE

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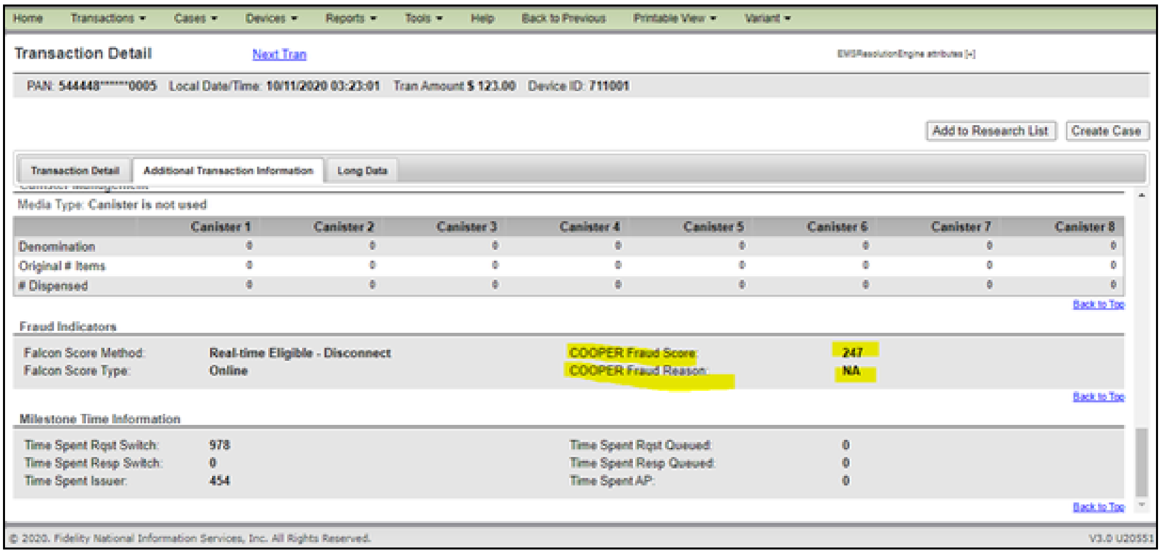
Unique Transaction Data

Dynamic CVV Result:		Track 1 Name Matching:	(blank)
ATC Results:		CVV1/CVC1 Result:	N-Not Checked
CVV2/CVC2 Result:	(blank)	AVS Result:	Y

Additional Transaction Information - Part 4



Home | Transactions | Cases | Devices | Reports | Tools | Help | Back to Previous | Printable View | Variant

Transaction Detail Next Tran

PAN: 544448******0005 Local Date/Time: 10/11/2020 03:23:01 Tran Amount $ 123.00 Device ID: 711001

Add to Research List | Create Case

Transaction Detail | Additional Transaction Information | Long Data

Media Type: Canister is not used

	Canister 1	Canister 2	Canister 3	Canister 4	Canister 5	Canister 6	Canister 7	Canister 8
Denomination	0	0	0	0	0	0	0	0
Original # Items	0	0	0	0	0	0	0	0
# Dispensed	0	0	0	0	0	0	0	0

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Fraud Indicators

Falcon Score Method:	Real-time Eligible - Disconnect	COOPER Fraud Score:	247
Falcon Score Type:	Online	COOPER Fraud Reason:	NA

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Milestone Time Information

Time Spent Rqst Switch:	978	Time Spent Rqst Queued:	0
Time Spent Resp Switch:	0	Time Spent Resp Queued:	0
Time Spent Issuer:	454	Time Spent AP:	0

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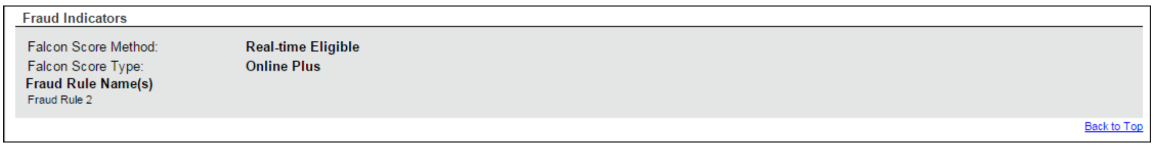
If there are fraud indicators for the transaction, then the Fraud Indicator fields display with data, and the fraud rule name from the Fraud Navigator application appears as shown below.

Fraud Indicators with Data



Fraud Indicators

Falcon Score Method:	Real-time Eligible
Falcon Score Type:	Online Plus
Fraud Rule Name(s)	
Fraud Rule 2	

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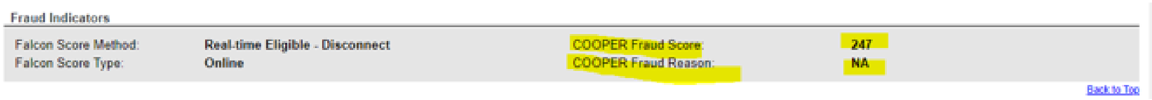
If there are Cooper datava then the COOPER Fraud Score and COOPER Fraud Reason fields appears in Fraud Indicators section as shown below:

Fraud Indicators with Cooper Data



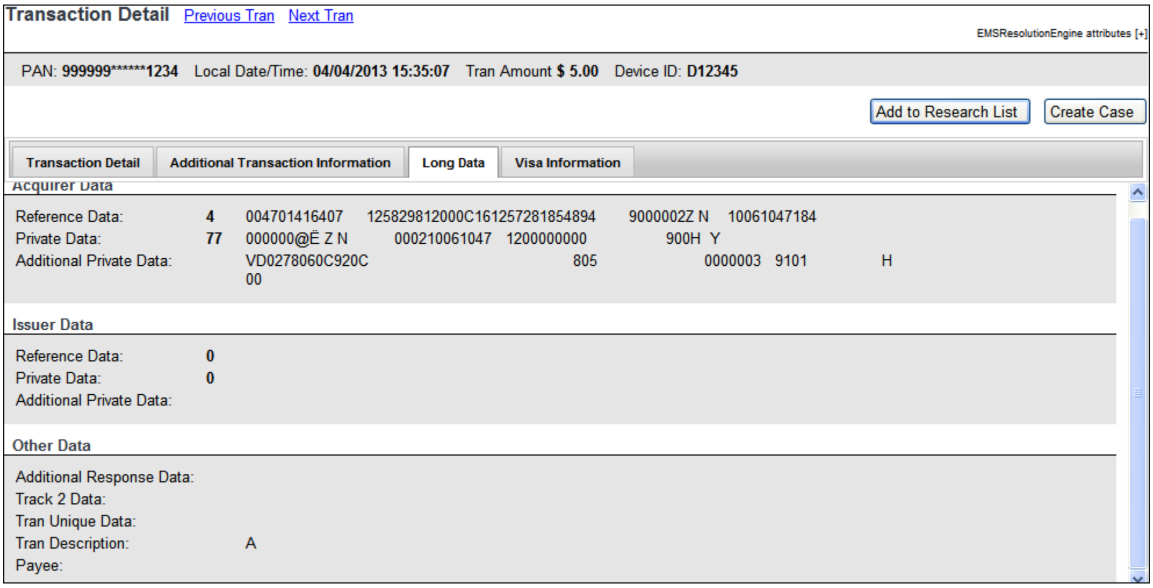
***Note:** If there are no fraud indicators and Cooper details, then Fraud Indicator section will not appear.*

- Terminal Authorization Indicators
- Card identifier Information
- Flag Information
- Additional Flags
- AP Fields
- Settlement Business Values
- Cross Border Fees
- Unique Transaction Data
- Canister Management
- Fraud Indicators
- Milestone Time Information

Long Data

The Long Data screen contains the raw data that is received from the switch. This data is not formatted and is displayed as is under the different sections. The data pertains only to a specific transaction.

Long Data



- Acquirer Data
- Issuer Data

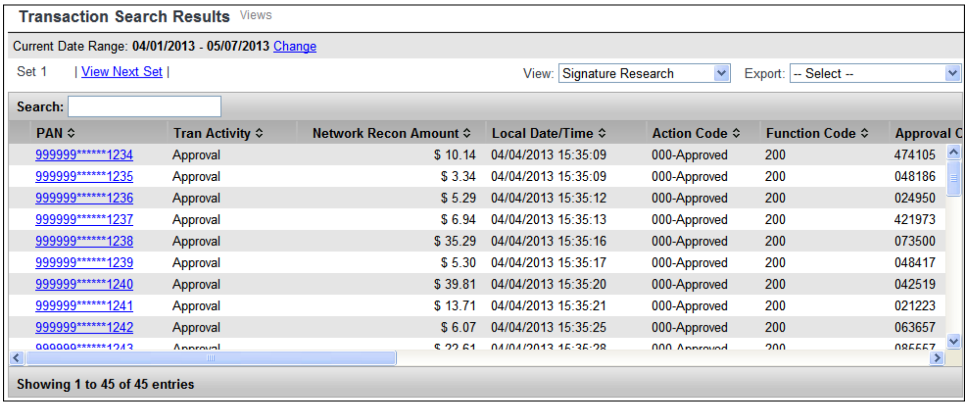
- Other Data

Transaction Detail Screen for Other Views

The Transaction Detail screen for the other views, i.e. Signature Research, Transaction Research and ATM Research are similar. The details tabs vary depending only on the type of transaction and/or the network that routed the item.

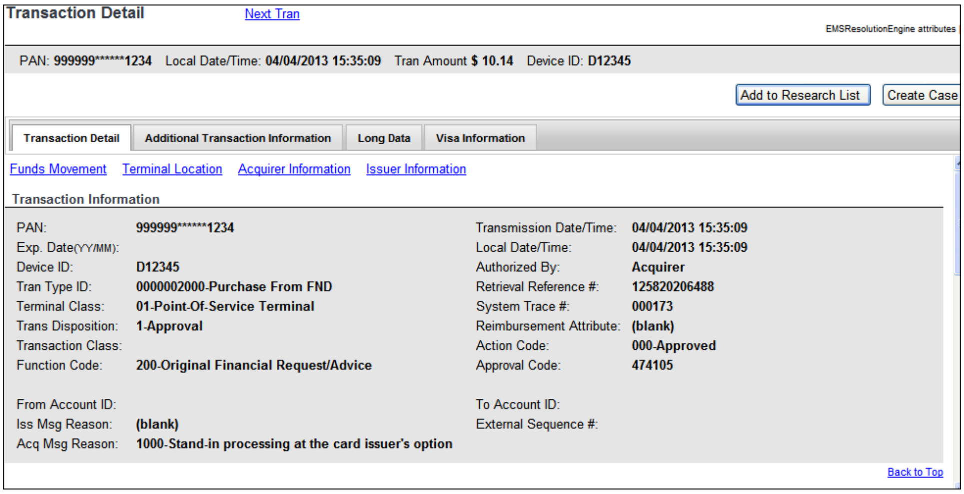
1. In the Transaction Search Results screen for the Signature Research/Transaction Research/ATM Research view, right click on the required transaction to view the available options. Refer to the transactions drop down image.

Transaction Search Results - Signature Research View



2. Click the Transactions View Detail option.
3. The Transaction Detail page displays with other tabbed information.

Transaction Details - Signature Research View



Refer to "Additional Transaction Information", "Long Data" and "Visa Information" for more details.

Conditional Links, Tabs and Buttons

There are several conditional links, tabs or buttons that may appear on the Transaction Detail screen across all the views depending on the transaction type.

- Electronic Journal
- Integrated Circuit Card
- MasterCard
- Maestro and Cirrus
- Visa
- Pulse Information
- Star Information
- BBL
- Deposit Detail
- Token

Electronic Journal

Note: *The Electronic Journal tab is displayed based on the user's security privileges.*

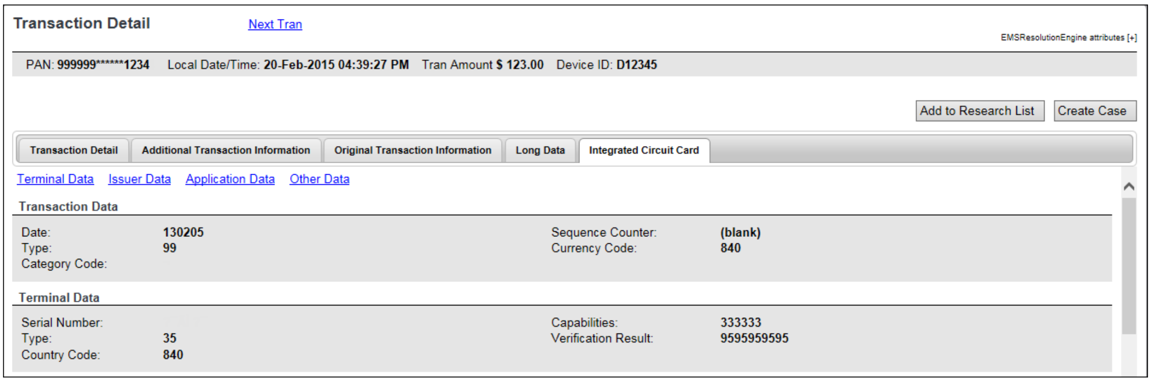
The Electronic journal tab displays the selected transaction's electronic journal details that were logged by the ATM. When resolving transaction issues, it can be helpful to see what information the machine recorded with reference to the transaction information sent through the approval process.

Electronic Journal

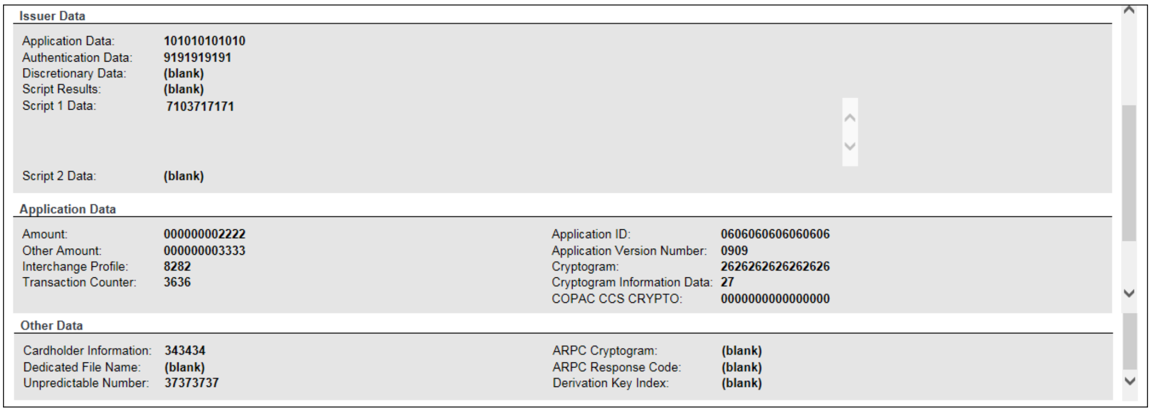
Integrated Circuit Card

This link only displays if the card has an embedded chip and if the acquirer of the transaction captured the data during the transaction.

Integrated Circuit Card Information - Part 1



Integrated Circuit Card Information - Part 2



MasterCard

This link only displays if there is MasterCard information. There are 2 different MasterCard tabs, MasterCard IPM and MasterCard ISO.

MasterCard IPM

MasterCard IPM Information - Part 1 (Acquirer Reference Data)

Transaction Detail Next Tran

EMSResolutionEngine attributes [+]

PAN: **999999******1234** Local Date/Time: **02/07/2015 04:36:46** Tran Amount **$ 10.00** Device ID: **D12345**

View Case | View Cardholder Information | Add to Research List | Create Case

Transaction Detail | Additional Transaction Information | Long Data | MasterCard Information

Acquirer Reference Data | Acquirer Private Data | Payment Facilitator Information

Acquirer Reference Data

Reference # Data:	**05186144252000000000022**	Codes	
Trace ID:	**MCC01109U0904**	Acceptance Brand ID:	**DMC-Debit MasterCard**
Indicators		Business Service Level:	**(blank)**
Interchange Rate:	**75**	Business Service ID:	
Life Cycle Support:		Institution ID:	**999901**
Settlement:	**M-Mastercard Clearing and Net Settlement**		

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MasterCard IPM Information - Part 2 (Acquirer Private Data)

Acquirer Private Data

Card	
Data Input Capability:	**2-Magnetic stripe reader capability**
Input Mode:	**1-Manual input-no terminal**
Present:	**1-Card present**
Capture Capability:	**0-No capture capability**
Output Capability:	**0-Unknown-data not available**
Cardholder	
Authentication:	**9-Unknown-data not available**
Present Data:	**0-Cardholder present**
Authentication Entity:	**9-Unknown-data not available**
Authentication Method:	**9-Unknown-data not available**
Tran Type:	**00-Purchase (Goods and Services)**
From Account:	**00**
To Account:	**00**
Terminal	
Data Output:	**0-Unknown-data not available**
Operating Environment:	**1-On card acceptor premises-attended terminal**
Type:	**NA**
Merchant Phone:	**(800) 555-6666**
Cust Service Phone:	**(800) 555-6666**
Additional Contact Info:	
Merchant Postal Code:	**90210**
ECS Level Indicator:	
Interchange Life Cycle:	
Program Reg ID:	
Payment Trans Initiator:	**(blank)**
QPS Eligibility Indicator:	**(blank)**
CVC2 Program Indicator:	**(blank)**
Remote Payment Prog Ind:	**(blank)**
Transit Trans Type Ind:	
Transportation Mode Ind:	
PPOL Program Data:	**(blank)**
Multiple Clearing Seq #:	
Multiple Clearing Seq Count:	

MasterCard IPM Information - Part 3 (Payment Facilitator Information)

Payment Facilitator Information

Payment Facilitator:	**00000053124**
Independent Sales Org. ID:	**00000022134**
Sub-Merchant ID:	**1515151515**

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MasterCard IPM Information - Part 4 (Installment Payment Data)

Installment Payment Data

Installment Type:	20-Issuer-financed	1st Installment Amount:	$ 12.34
# of Installments:	3	Subsequent Installment Amount:	$ 23.09
Interest Rate:	123.45 %	Tax ID:	123123123123123123
Annual Percentage Rate:	123.23 %	Installment Fee:	$ 23.30

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MasterCard ISO

MasterCard ISO Information - Part 1

Transaction Detail Previous Tran Next Tran EMSResolutionEngine attributes [+]

PAN: 400000*******0001 Local Date/Time: 03-Feb-2017 08:03:40 Tran Amount $ 25.00 Device ID: IN00K5

View Cardholder Information | Add to Research List | Create Case

Transaction Detail | Additional Transaction Information | Long Data | MasterCard Information | Token

Acquirer Reference Data | Acquirer Private Data | POS Data | Unique Transaction Data | Installment Payment Data | Additional Transaction Analysis

Acquirer Reference Data

System Trace #:	001047	Banknet Reference #:	MCC000007
Local Date/Time:	0127080340	Banknet Date:	0127
Tran Category Code:	(blank)		

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Acquirer Private Data

Acq Institution ID:	840 L	Additional Data Length:	720
Message Class:	0	Intermediate Network Fac Data:	022
POS			
PAN Entry Mode:	90-PAN auto-entry via magnetic stripe		
PIN Entry Mode:	2-Terminal does not have PIN entry capability		
Cardholder Indicator:	0-Cardholder present		
Terminal Capability:	7-Mag stripe reader and key entry		
Terminal Indicator:	1-Unattended terminal (cardholder-activated terminal, home PC, mobile phone, PDA)		
Indicators		Codes	
Cash Advance:	0	PIN Service:	(blank)
Settlement Amount:	1	Advice Reason:	100
Card Amount:		Processing:	000000
Electronic Commerce:		Banknet Error:	2
Retrieval Reference #:	1	Response:	(blank)
Data Received:		Record:	00
Magnetic Stripe		Advice Detail:	MCI
Status:			
Compliance Error:			
Processor Pseudo ICA:			
Authorization System Date/Time:			
Partial App Term Support Ind:	(blank)		
Remote Payment Prog Ind:	(blank)		
Transit Trans Type Ind:			
Transportation Mode Ind:			
Wallet Identifier:	(blank)		

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MasterCard ISO Information - Part 2 (Payment Facilitator Information)

Payment Facilitator Information

Payment Facilitator:	00000053124
Independent Sales Org. ID:	00000022134
Sub-Merchant ID:	1515151515

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MasterCard ISO Information - Part 3

POS Data

POS Entry Mode:	000	PIN Capture Code:	
POS Data:			

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Unique Transaction Data

AVS Result:		CVC2 Acq Result:	(blank)
AVS Matrix Result:		CVC2 Iss Result:	(blank)
CVC1 Result:	N	CVC2 Presence Indicator:	(blank)
CVC2 Response Indicator:		CVC2 Matrix Result:	(blank)
Dynamic CVV Result:		ATC Results:	
AAV Result Code:	(blank)		
UCAF Data:			

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MasterCard ISO Information - Part 4 (Installment Payment Data)

Installment Payment Data

Installment Type:	20-Issuer-financed	1st Installment Amount:	$ 12.34
# of Installments:	3	Subsequent Installment Amount:	$ 23.09
Interest Rate:	123.45 %	Tax ID:	123123123123123123
Annual Percentage Rate:	123.23 %	Installment Fee:	$ 23.30

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MasterCard ISO Information - Part 5 (Additional Transaction Analysis)

Additional Transaction Analysis

Transaction Disposition:	CI-Continue processing with information
Test Results:	SNAOVP SNA - Request service not allowed for this product OVP - CDCVM (was possible but) not performed

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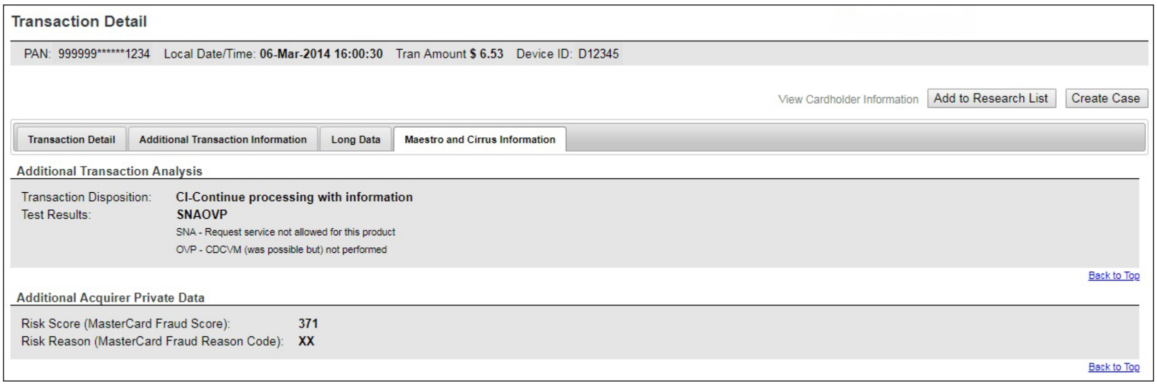
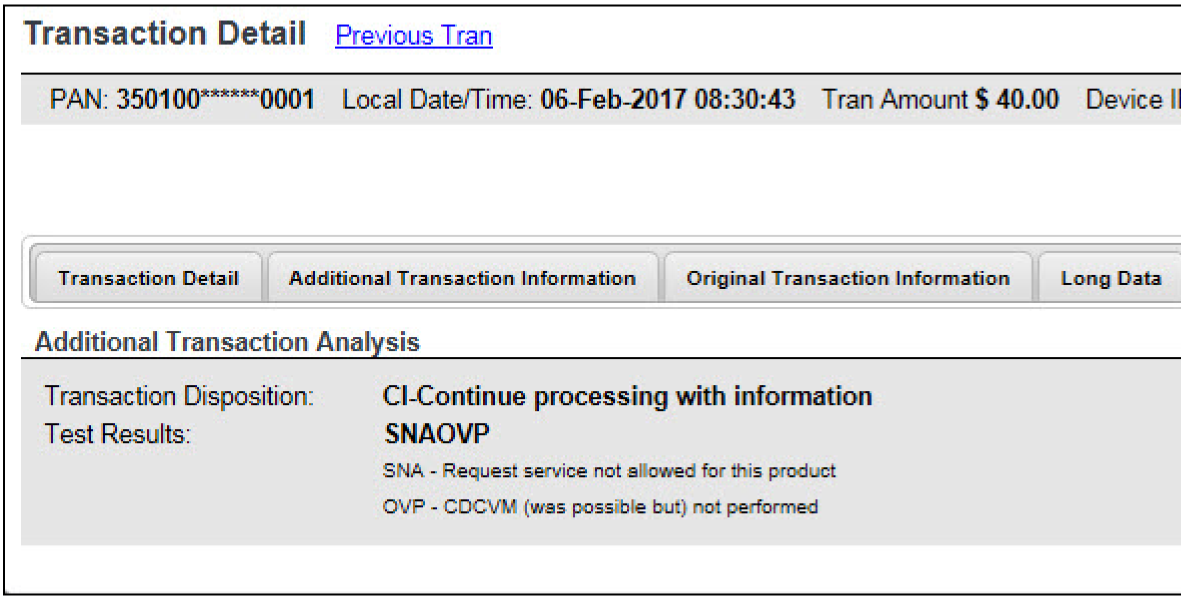
Maestro and Cirrus

The Maestro and Cirrus tab displays information about the Maestro and Cirrus transactions. This tab is displayed on the main Transaction Detail page. The Additional Transaction information is displayed when one of the fields (either Transaction Disposition or Test Results) contains data. The Additional Acquirer Private Data section displays the Risk score and associated Risk Reason.

Maestro and Cirrus



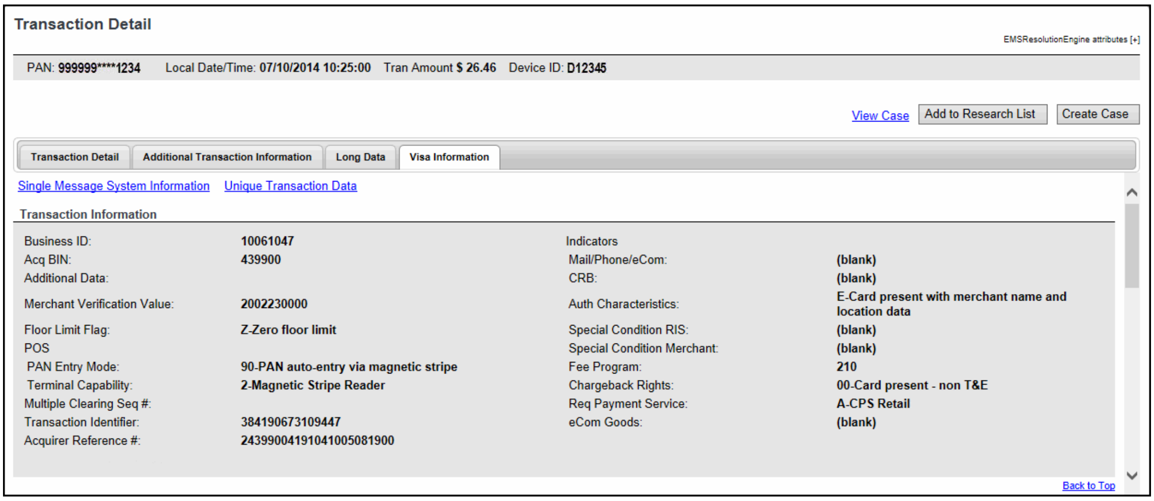
Maestro and Cirrus



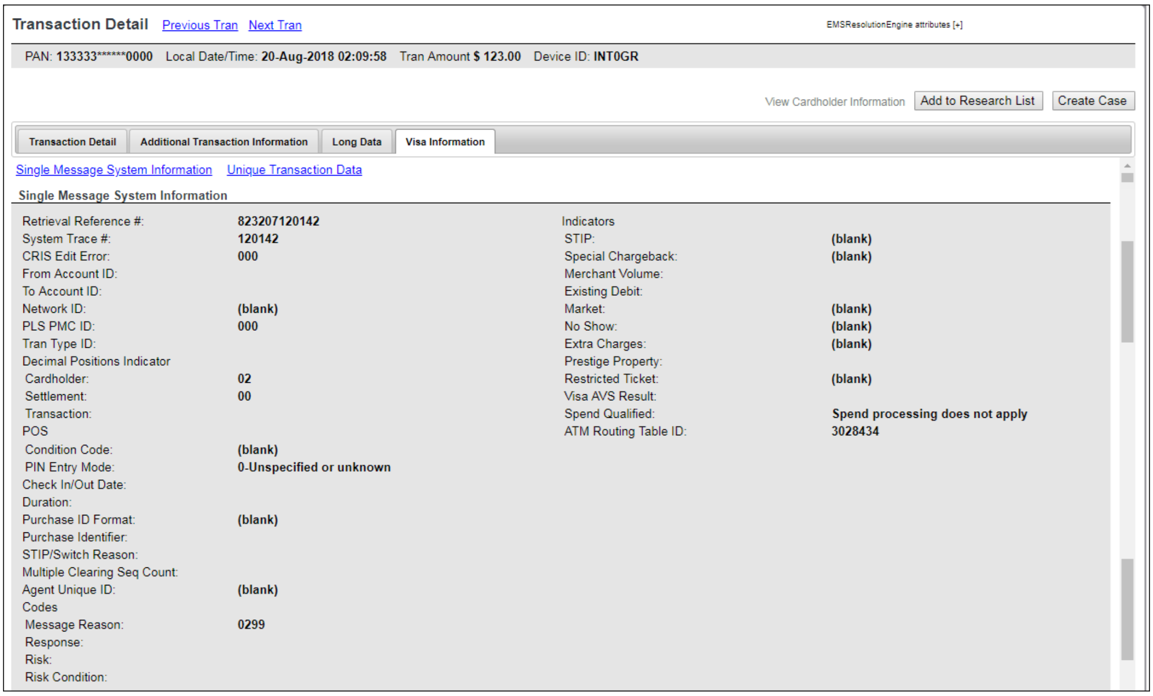
Visa Information

This link only displays if there is Visa information.

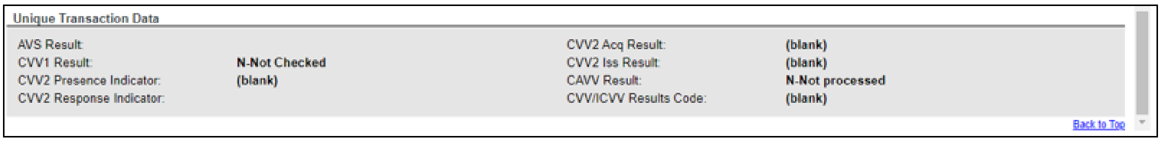
Visa Information



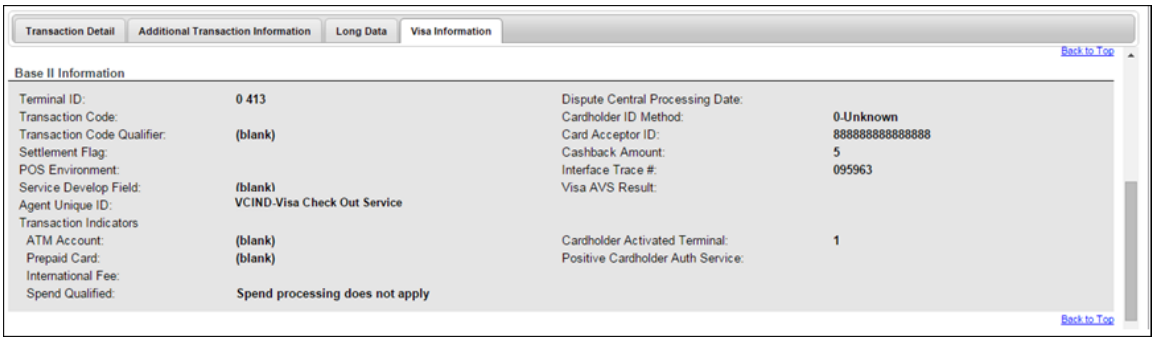
Visa SMS Information



Visa Information - Unique Transaction Data



Visa Base II Information

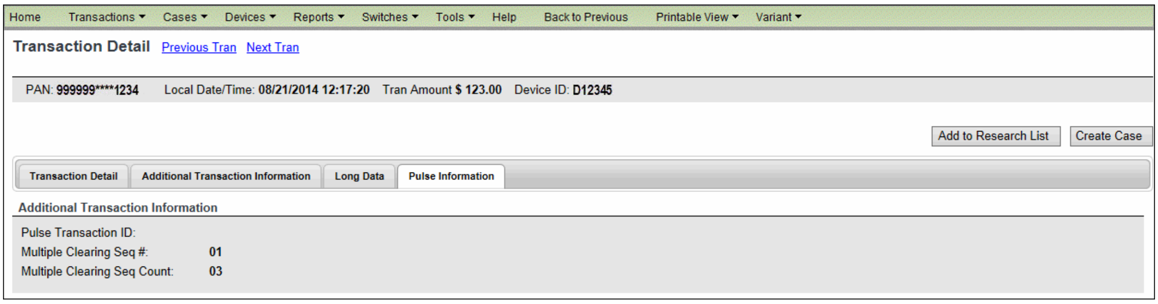


Note: *In most cases, the Single Message Information System (SMS) displays in the Visa tab. If the Visa tab has the Base II information, then the Base II information section replaces the SMS section.*

Pulse Information

This tab is displayed only if the Transaction ID has a value.

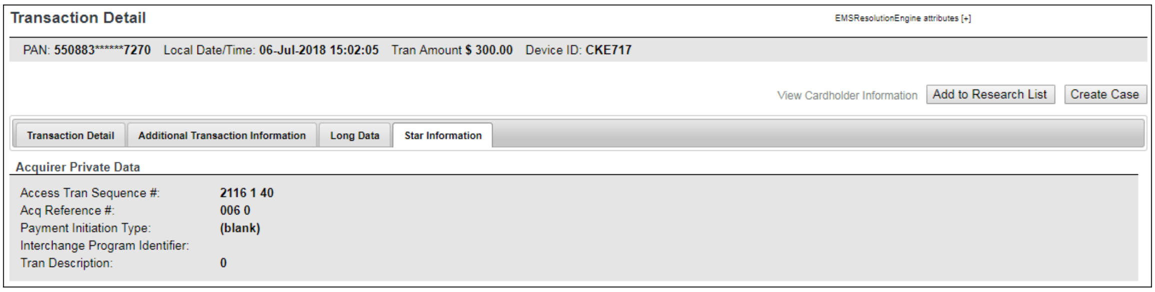
Pulse Information



Star Information

This tab only displays if there is Star information.

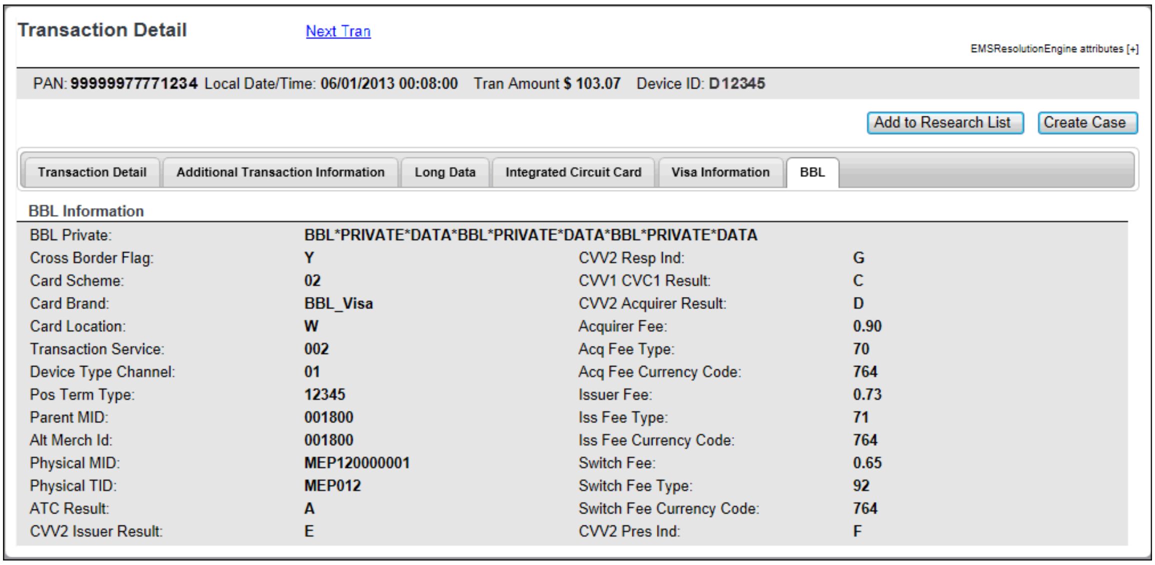
Star Information



BBL

This link displays only if there is BBL information.

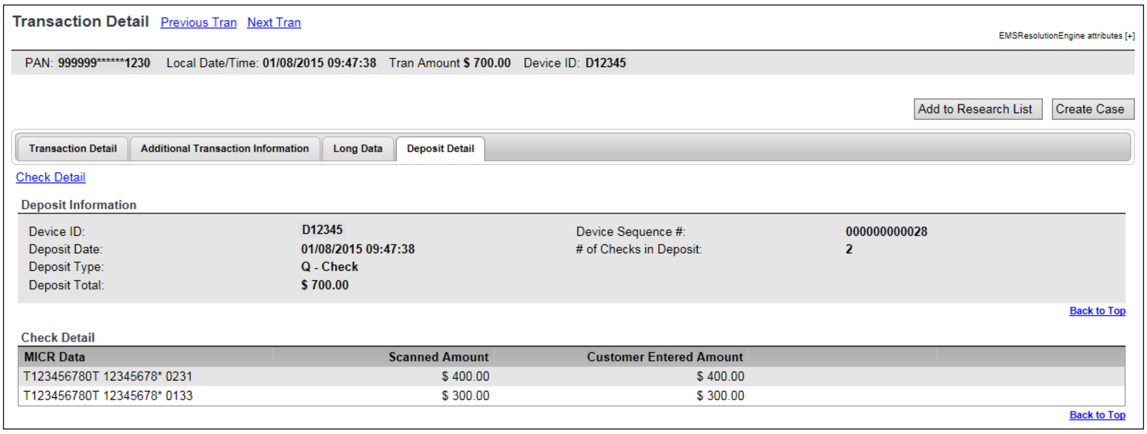
BBL



Deposit Detail

The Deposit Detail screen contains the details of the check deposits that are associated with the transaction. If there are no deposits, then this tab is not displayed.

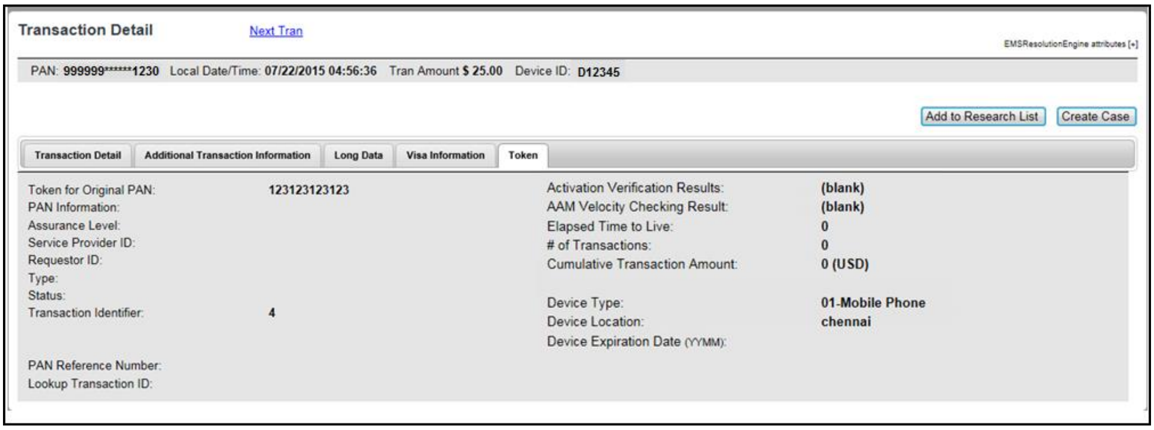
Deposit Detail



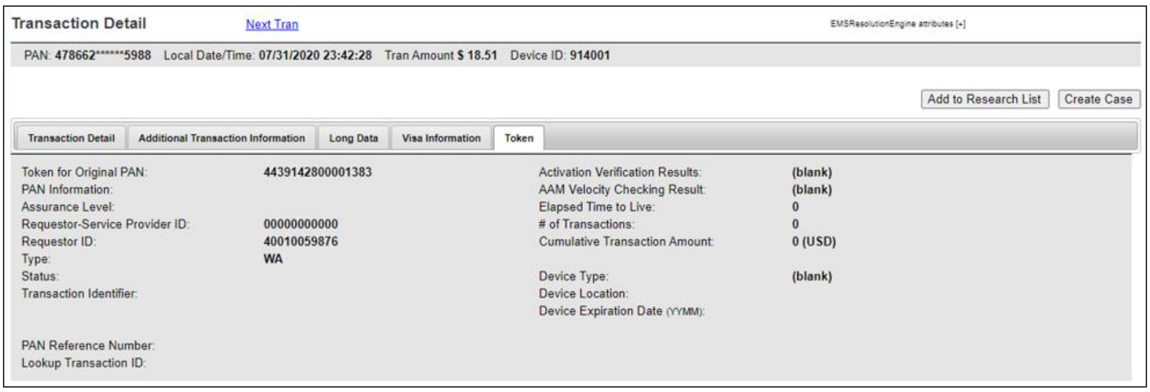
Token

This tab displays information about the token transactions for issuers and acquirers. It is displayed only if the transaction has the associated token information.

- In Token transaction, if the Token Service Provider value is 2 bytes or empty, the following screen is displayed:



- In Token transaction, if Token Service Provider value is 11 bytes, the following screen is displayed, that is, the **Service Provider ID** field is replaced with **Requestor-Service Provider ID** field.



Case Buttons

More than one type of case can be created for a transaction, a standard case, fee case, or fraud case. Only a standard case and fee case can be created from the Transaction Detail page.

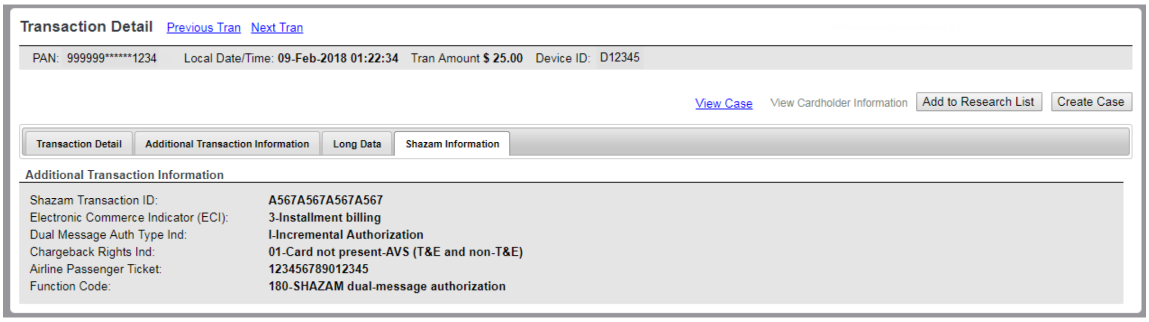
Note: *Fraud and Fee cases can be created from the transaction detail screen for national networks. Regional networks do not allow Fraud/Fee cases.*

- Create Case - This button only displays for a transaction based on the network in which the transaction is occurring. For national networks, this button is displayed until all these type of exceptions (Standard, Fee, Fraud) are processed against the transaction.
- View Case - This link displays only if an exception is associated with the transaction.

Shazam Information

This tab displays information about the Shazam transactions for issuers and acquirers. It is displayed only if the associated Shazam fields contain data.

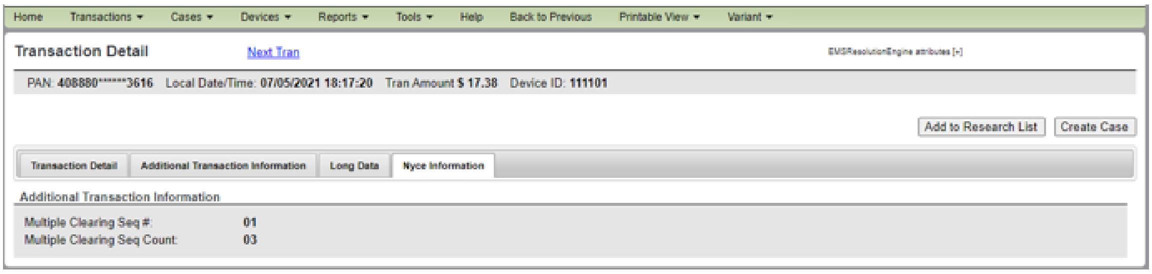
Shazam Information



Nyce Information

This tab displays information about the Nyce transactions for issuers and acquirers. The tab will always be displayed for Nyce transactions.

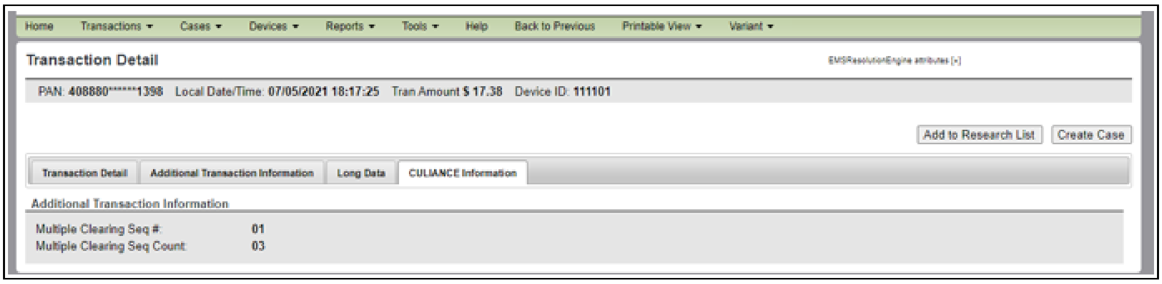
Nyce Information



Culiance Information

This tab displays information about the Culiance transactions for issuers and acquirers. The tab will always be displayed for Culiance transactions.

Culiance Information



Transaction Search Procedures

The Transaction Search screen can be accessed from the Transactions drop down menu on the home page.

Starting a Transaction Search

Before you begin searching, you usually have some transaction data to be used in your search. This transaction data may be from a customer inquiry, a settlement report, or some other data source. You can begin a search for transactions by using the Processor ID, Institution ID, or Device ID.

1. To begin a transaction search, log on to DataNavigator® as explained in Logging onto the DataNavigator Web Client. Follow the steps below to perform a standard transaction search. Refer to Refining Your Transaction Search for a more filtered search.
2. The Home Page is at Processors level:
   a. If you have access to more than one processor, select a processor.
   b. Select Transaction Search from the Choose Processor Task drop-down menu. The Transaction Search screen is displayed with the selected processor in the Search on this window.
3. Home Page is at Institution level:
   a. If you have access to more than one institution, select an institution.
   b. Choose one of the following: To search for a transaction for an acquiring institution, choose Transaction Search Acq in the Choose Task Field. To search for a transaction for an issuing institution, choose Transaction Search Iss in the Choose Task field. To search for a transaction done at a specific terminal, locate the device ID. Then choose Transaction Search in the Choose Task field. The Transaction Search screen is displayed with the selected institution and/or device ID in the Search on this window.
4. Home Page is at Device level:
   a. Select the specific terminal. Choose the respective Institution. Click View Devices in choose task list box for the selected Institution to list the set of Devices within this Institution. Locate the required Device ID and choose Transaction search in the Choose task list box for the selected Device ID.
5. On the Transaction Search page, use the Start Date/Time and End Date/Time fields to specify a range of dates and times during which the transaction occurred.
   a. Click the icon to select dates.
   b. With the cursor in the desired fields, increase or decrease the hours, minutes, or seconds value for the Start Date/Time and End Date/Time fields.
6. Enter the Primary Search data. Refer to Primary Search Data for more details.
7. Click the Add button to add the search criteria to the Search on this window. You can review the search criteria and add additional search conditions.
8. After confirming the search conditions, click the Search button to initiate the search.
9. If the information currently entered is enough data to obtain your search results, click the Search button. Otherwise, you can continue with the Refining Your Transaction Search section.

Refining Your Transaction Search

This section outlines the different methods to filter the data in order to refine the transaction search.

Choosing Search Data

This section contains key search fields to build your search criteria. If you are starting the search from the Processor home page, the search requires at least one of these fields. In the Choose Search Data section, enter or select a value in one or more of the required fields.

1. You can enter the first 6 (or more) characters of the cardholder's account number in the PAN field followed by an asterisk *. For example, the user can enter 1233456* as the PAN.
2. Do one of the following in the Device ID field:
   a. Enter the exact terminal identifier.
   b. Click the Find link to locate and choose one or more device IDs. When using this option, you need to know the information for any one of the following search parameters for the device: Address, City, State/Province, Country Code, Postal Code, Device ID.
3. In the Acq Recon Inst ID field, review the selected institution ID, which is automatically displayed in the Search on this section.
   a. Enter the exact institution where the transaction was reconciled.
   b. Click the Find link to locate and choose the institution where the transaction was reconciled.
4. In the Iss Recon Inst ID field, review the selected institution ID, which is automatically displayed in the Search on this section.
   a. Enter the exact institution where the transaction was reconciled.
   b. Click the Find link to locate and choose the institution where the transaction was reconciled.
5. Do one of the following in the Merch Rpting Level field:
   a. Enter the merchant reporting level identifier.
   b. Click the Find link to locate and choose one or more merchant reporting level IDs. When using this option, you need to know the information for any one of the following search parameters for the merchant reporting level: ID, Description

Using Additional Search Data

If the search needs more refinement, additional search fields are available. Refer to "Additional/Stand-Alone/Extended Search Data" for more details about the optional fields to further refine your search. The following fields are required to enter a value to use in the search:

- Account ID
- Actual Terminal ID
- Institution ID Acq
- Institution ID Iss
- Retrieval Reference #
- System Trace #
- Merchant Name
- Card Acceptor ID
- Acq Ref #
- Clerk ID
- Network Recon Amount

Note: *You can search on multiple values by selecting the check box and clicking the Add button. This sequence can be repeated as necessary until all the desired values for the search are listed.*

The following fields have a list box, allowing you to select multiple values at a time:

- Account Type Group
- Action Code
- Authorized By
- MCC
- Country Code Acq
- Tran Disposition
- Tran Type Group
- Tran Type ID
- Function Code
- Bus Proc ID Acq
- Bus Proc ID Iss
- Network ID Acq
- Network ID Iss
- Acq Message Reason
- Verification Method
- Terminal Type
    - Approved By

Using CPP Search Data

The CPP search data is used to determine a common point of purchase from your list of compromised PANs.

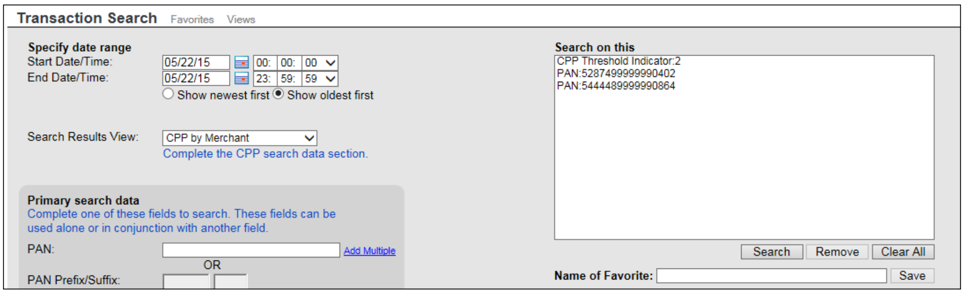
To create a list of transactions by terminal or merchant in which two or more PANs from the provided list were used:

1. Create a custom view. Refer to "Views" for more information on creating a custom view.
2. In the custom view, add one of the following two fields:
    a. CPPCardAcceptorTerminal or
    b. CPPCardAcceptorID.
3. Add any other fields required for the view.
4. On the Transaction Search screen add your list of PANs to the search.

   Note: *You are required to enter a minimum of two PANs to perform a search based on CPP.*
5. Enter the date range.
6. From the Search Results View field, select the CPP by Merchant or the CPP by Terminal option.

   The CPP Threshold Indicator field is enabled.
7. Change the CPP Threshold Indicator if required. (The default is two which indicates that transactions at common locations where two or more of the provided PANs were used at that location would be displayed.)

Selection of Multiple PANs for CPP Search

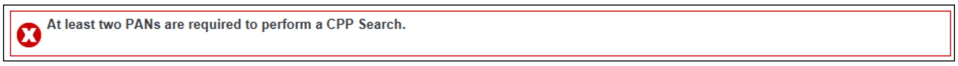


8. Click the Search button.

   The Transaction Search Results screen is displayed. The results display transactions that were used at a common terminal (or common merchant).

   If you try to perform a search using a single PAN, then the following error message is displayed.

CPP Search Error Message



Selected Search Criteria Box

These procedures can be used to add values to or remove values from the Selected Search Criteria box:

- Adding Values - You can add a value to the Selected Search Criteria box by clicking on a value and click the Add button.
- Removing Values - You can remove values from the Selected Search Criteria box by clicking on a value and click on the Remove button to remove. The Clear All button can be used to remove all data from the Search on this box.

Printing Transaction Search Results

The Printable View option on the menu bar can be used to print the Transaction Details of the required transactions. This option appears only on the search results page in the application.

1. In the Transaction Search Results page, navigate to the required transaction.
2. Right-click and select the Transactions View Detail option.

   The Transaction Detail page displays.
3. Click the Printable View option from the menu bar.
4. Click Ok to the confirmation message displayed.

   The preview window displays.
5. Click the Print button to print the details.

   Or
6. Click the Close button to close the preview window.

Transaction Search Tips

Listed below are tips for improving the response time of your searches:

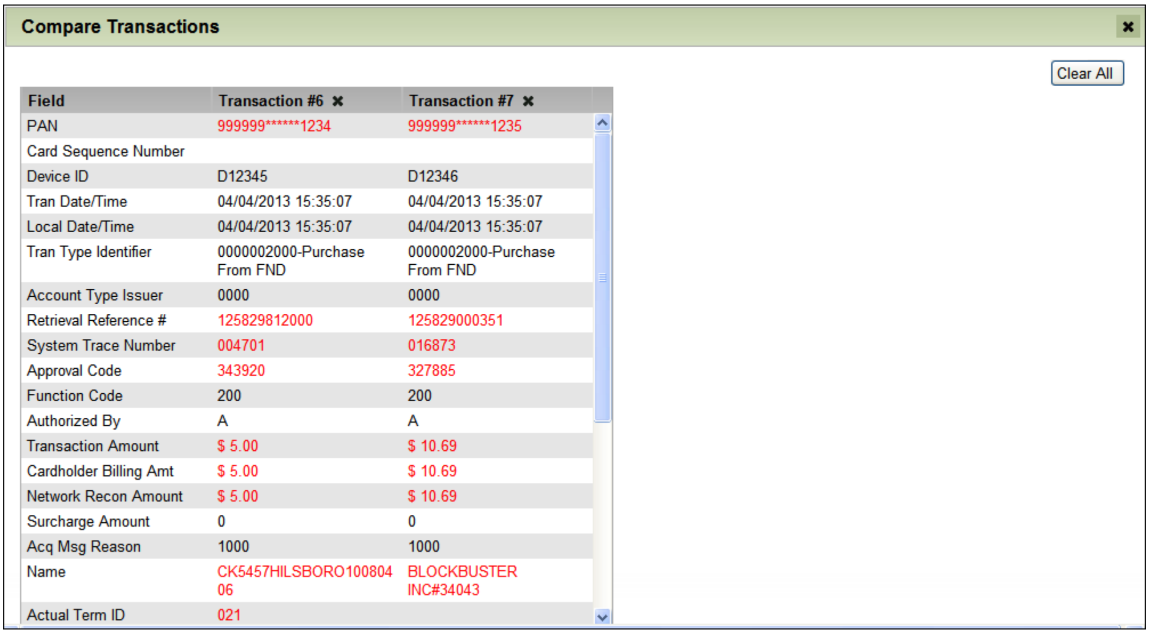
- Limit the scope of your query by using specific values in the Primary Search Criteria or Primary Selections fields.
- Specify as much of the PAN as possible.
- Specify as short a range as possible in the Start Date/Time and End Date/Time fields, especially when performing searches using Device ID, Issuer Recon Inst ID, or pseudo (intercept) terminals.
- Queries on more recent transactions will be quicker than queries on older data.

Note: *If response time is abnormally slow, contact your Business Development Executive for assistance.*

Comparing Transaction Details

When you compare two transactions, the details can be viewed in the Compare page.

Compare Transactions



Compare Transactions

Clear All

Field	Transaction #6	Transaction #7
PAN	999999******1234	999999******1235
Card Sequence Number		
Device ID	D12345	D12346
Tran Date/Time	04/04/2013 15:35:07	04/04/2013 15:35:07
Local Date/Time	04/04/2013 15:35:07	04/04/2013 15:35:07
Tran Type Identifier	0000002000-Purchase From FND	0000002000-Purchase From FND
Account Type Issuer	0000	0000
Retrieval Reference #	125829812000	125829000351
System Trace Number	004701	016873
Approval Code	343920	327885
Function Code	200	200
Authorized By	A	A
Transaction Amount	$ 5.00	$ 10.69
Cardholder Billing Amt	$ 5.00	$ 10.69
Network Recon Amount	$ 5.00	$ 10.69
Surcharge Amount	0	0
Acq Msg Reason	1000	1000
Name	CK5457HILSBORO10080406	BLOCKBUSTER INC#34043
Actual Term ID	021	

To initiate this process, you must locate the two transactions that have to be compared on the Transaction Search Results page:

1. Right-click on a transaction and select the Transactions option followed by Compare this Transaction. Repeat the same for another transaction(s) that have to be compared.
2. Click the Compare link on the top of the Transaction Search Results page to view the details of the selected transactions.

   The Compare page displays.
3. The first column lists all the fields and the subsequent columns display the corresponding values of the selected transaction(s).
4. If you want to remove any of the transaction(s) from the Compare page, click the "X" image in the column header. The transaction is removed.

5. If you want to remove all selected transactions from the Compare page, click the Clear All button. All transactions are removed.

6. If you want to export all selected transactions from the Compare page, click the Export button. All transactions are exported.

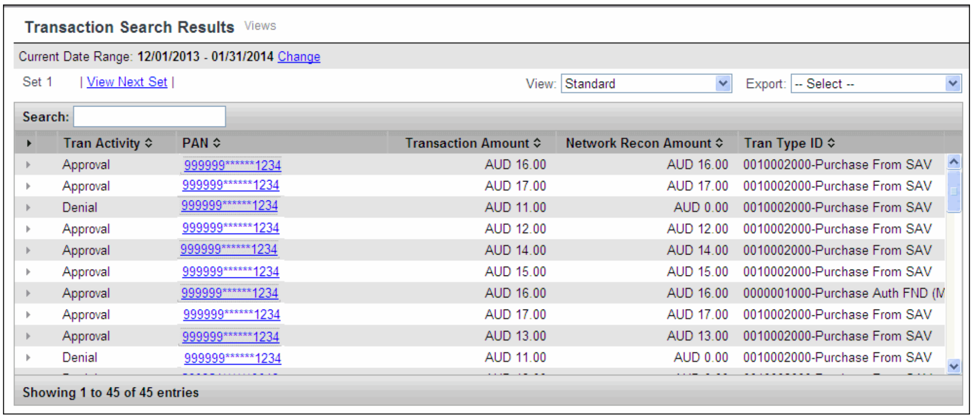
Transaction Batch

You can create Acquirer and/or Issuer cases based on the user role.

1. Perform a transaction search.

   The Transaction Search Results page is displayed.

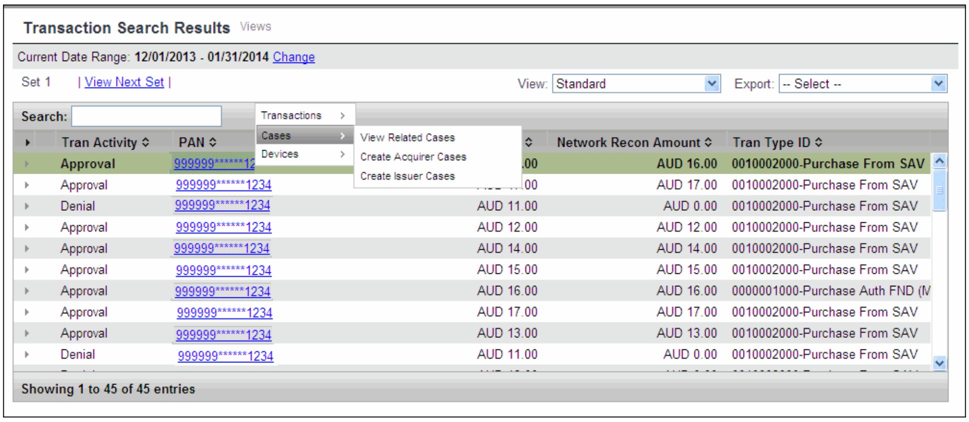
   Transaction Search Results



You have the option to change the view. You are permitted to use one of your own views or choose from one of the standard views.

2. Right click any transaction to view the menu.

   Transaction Search Results - Cases Option



3. Highlight Cases. The Cases menu is displayed.

Note: In the Preferences page, if the Batch Create As field has been set to Both, then the available options are Create Acquirer Cases and Create Issuer Cases.

4. Select the required option to create the batch.

   Note: *The view selected for processing the batch, if changed, will not change the view the user is using in transaction research.*

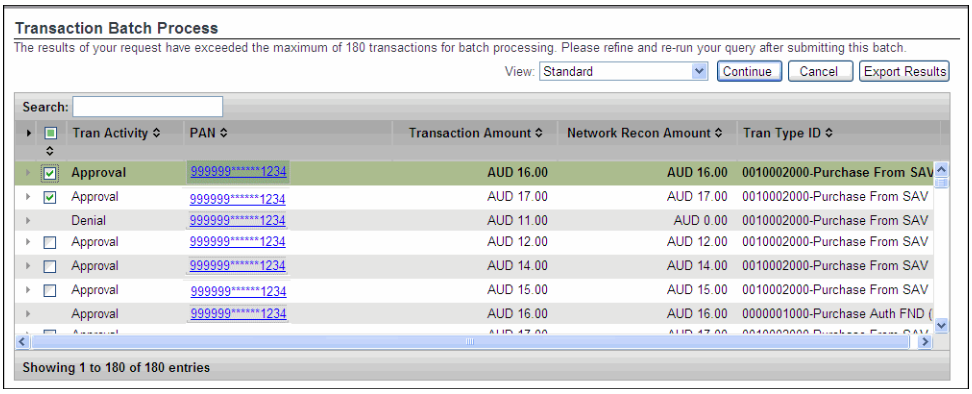
Create Acquirer Batch

To create an Acquirer Batch:

1. Navigate to the Transaction Search Results page.
2. Right-click any transaction to view the menu.
3. Highlight Cases. The Cases menu is displayed.
4. Select the Create Acquirer Cases option.

   The Transaction Batch Process page is displayed.

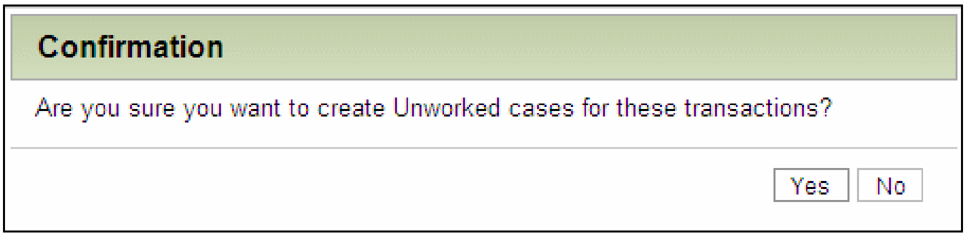
   Transaction Batch Process - Acquirer



5. Select the checkbox next to the required transactions that are to be included in the batch.
6. Click the Continue button.

   A confirmation prompt is displayed.

   Confirmation Prompt

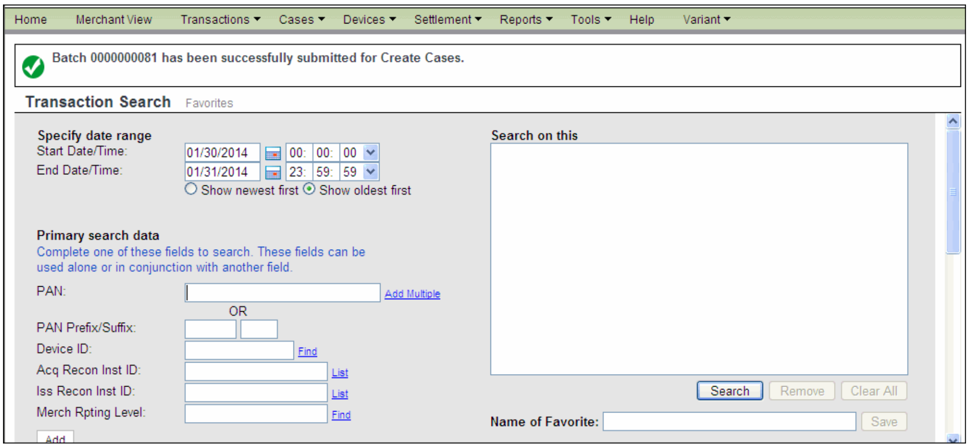


7. Click the Yes button to confirm the creation of Unworked cases for the selected transactions.

   The control returns to the Transaction Search page and a confirmation message displays below the main menu.

   Note: *If you click the No button the control returns to the Transaction Batch Process page.*

Batch Creation Confirmation Message



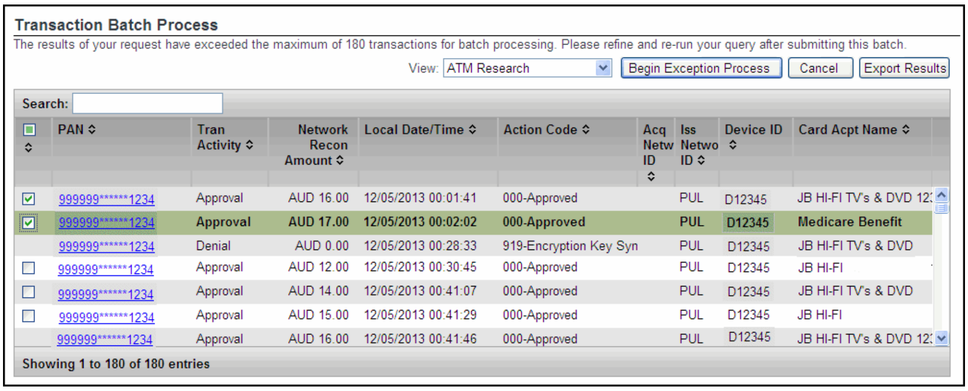
Create Issuer Batch

To create an Issuer Batch:

1. Navigate to the Transaction Search Results page.
2. Right-click any transaction to view the menu.
3. Highlight Cases. The Cases menu is displayed.
4. Select the Create Issuer Cases option.

   The transaction search results are re-filtered based on the PAN of the selected transaction. This only applies to the Issuer batch. The Transaction Batch Process page is displayed.

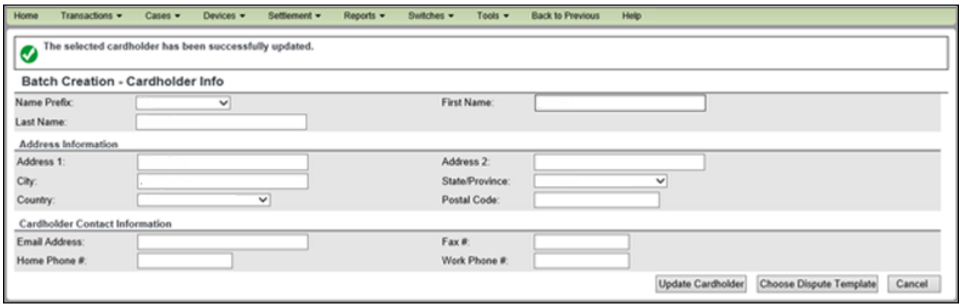
   Transaction Batch Process - Issuer



5. Select the checkbox next to the required transactions that are to be included in the batch.
6. Click the Begin Exception Process button.

   The Batch Creation - Cardholder Information screen is displayed.

Batch Creation - Cardholder Info

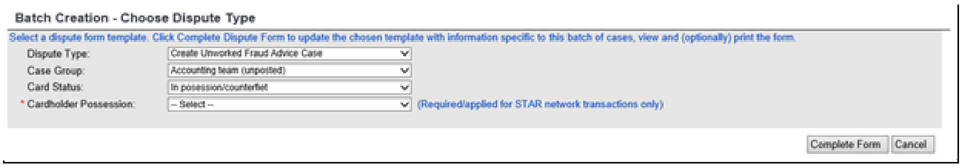


7. Update the cardholder information.
8. Click **Update Cardholder** button.

   A confirmation message is displayed.
9. Click **Choose Dispute Template** button.

   The Batch Creation Choose Dispute screen is displayed.

Batch Creation - Choose Dispute Type

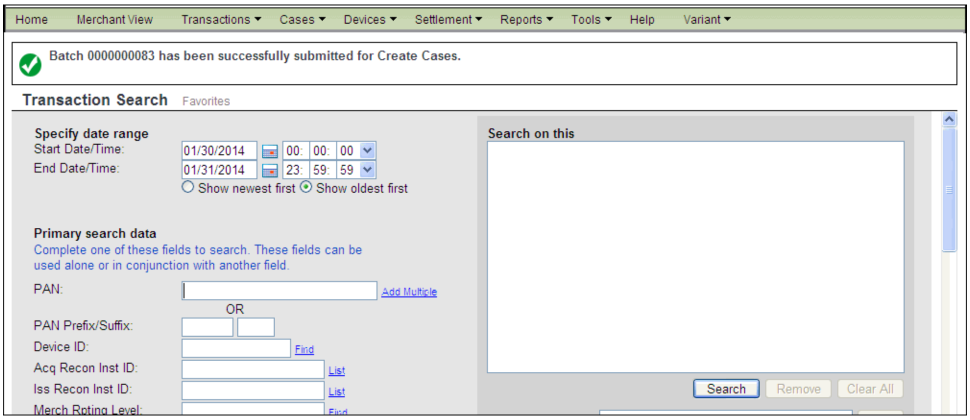


10. From the drop-down list:

    Select the **Dispute Type**, **Case Group**, **Card Status** and **Cardholder Possession**.

    Note: *The Card Status and Cardholder Possession fields displays only when the Dispute Type is Create Unworked Fraud Advice Case. Also, when Cardholder Possession field displays when one of the selected batch transaction Acq Network ID is matching with STR/SNE/SES/AXS.*
11. Click the **Complete Form** button.
12. Click the Yes button to confirm the creation of Unworked cases for the selected transactions.

Batch Creation Confirmation Message



Viewing the Batch Status

You can check the status of a batch on the Batch Status page. The Batch Search results page displays the batches for the user for the past 5 days. You can change the date range as well as to view the batch status for another user by changing the User ID. The batch listing can be exported.

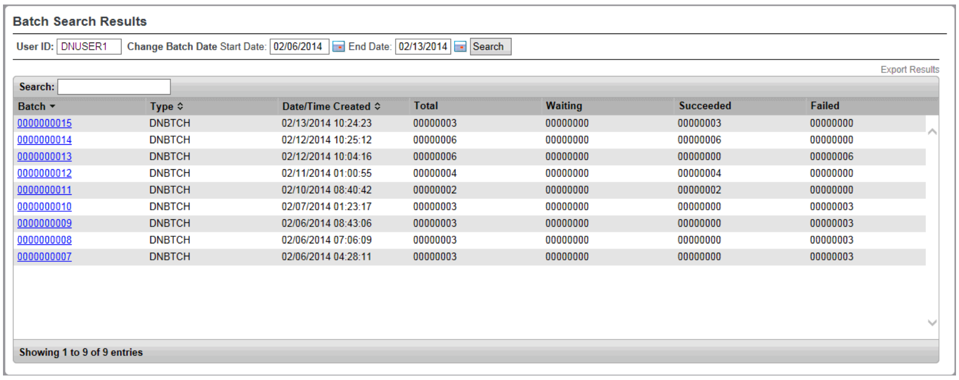
Viewing a Batch Status

To view a batch status:

1. Select Batch Status from the Transactions menu.

   The Batch Search Results page is displayed with your User ID and the last five days in the date range.

   Batch Search Results



Batch Search Results

User ID: DNUSER1 Change Batch Date Start Date: 02/06/2014 End Date: 02/13/2014 Search

Export Results

Search:

Batch	Type	Date/Time Created	Total	Waiting	Succeeded	Failed
0000000015	DNBTCH	02/13/2014 10:24:23	00000003	00000000	00000003	00000000
0000000014	DNBTCH	02/12/2014 10:25:12	00000006	00000000	00000006	00000000
0000000013	DNBTCH	02/12/2014 10:04:16	00000006	00000000	00000000	00000006
0000000012	DNBTCH	02/11/2014 01:00:55	00000004	00000000	00000004	00000000
0000000011	DNBTCH	02/10/2014 08:40:42	00000002	00000000	00000002	00000000
0000000010	DNBTCH	02/07/2014 01:23:17	00000003	00000000	00000000	00000003
0000000009	DNBTCH	02/06/2014 08:43:06	00000003	00000000	00000000	00000003
0000000008	DNBTCH	02/06/2014 07:06:09	00000003	00000000	00000000	00000003
0000000007	DNBTCH	02/06/2014 04:28:11	00000003	00000000	00000000	00000003

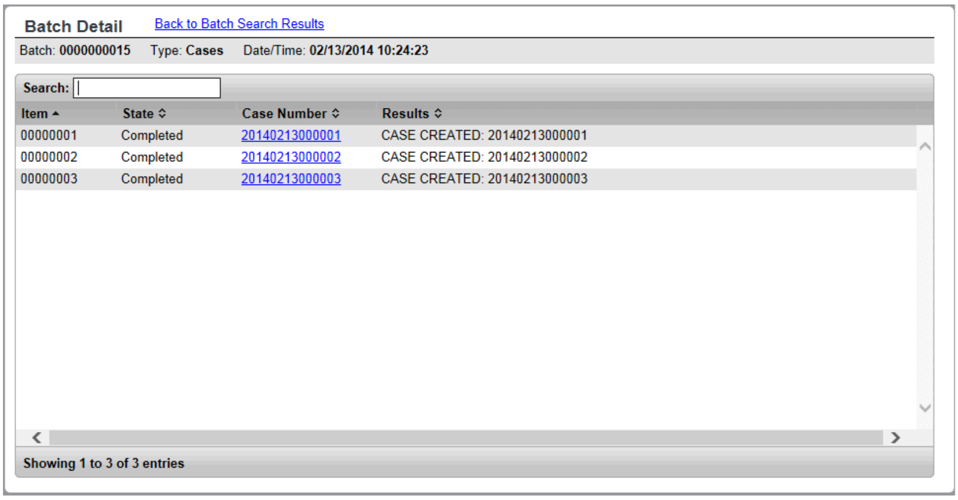
Showing 1 to 9 of 9 entries

2. Change the ID as required.
3. Change the Start Date or End Date as required.
4. Click the Search button.

   The Batch Search results are displayed. This page shows the total number of cases in the batch as well as the overall status of those cases.
5. Click the batch number to see the status of each case in the batch, or right-click the batch number and select the View Batch Detail option.

The Batch Detail page is displayed.

Batch Detail

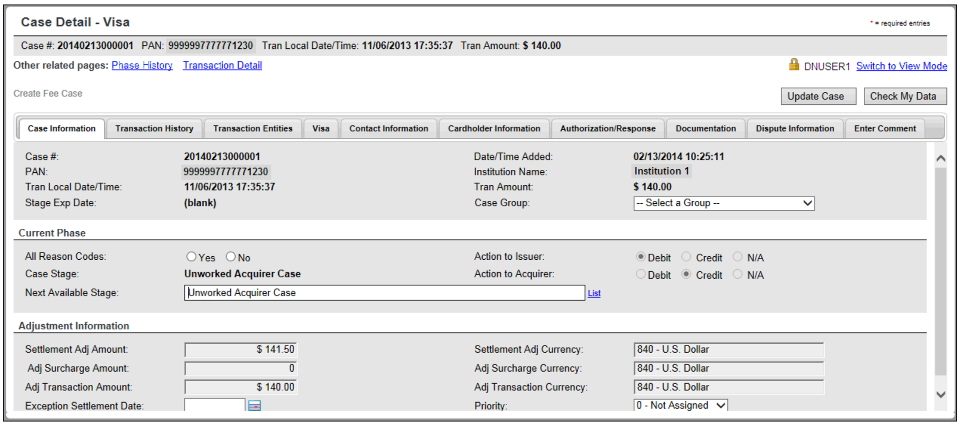


6. View the status of each case in the Results column.

Status	Description
Case Updated	The case was created successfully. The case updated status is followed by the case batch number.
Failed	The case was not created. The Failed status is followed the error message.
Working	The case batch is still being processed.
Re-trying	The case batch was not successful the first time and is being re-tried.

7. Click the required case number to view the case detail page.

Sample Case Detail Page



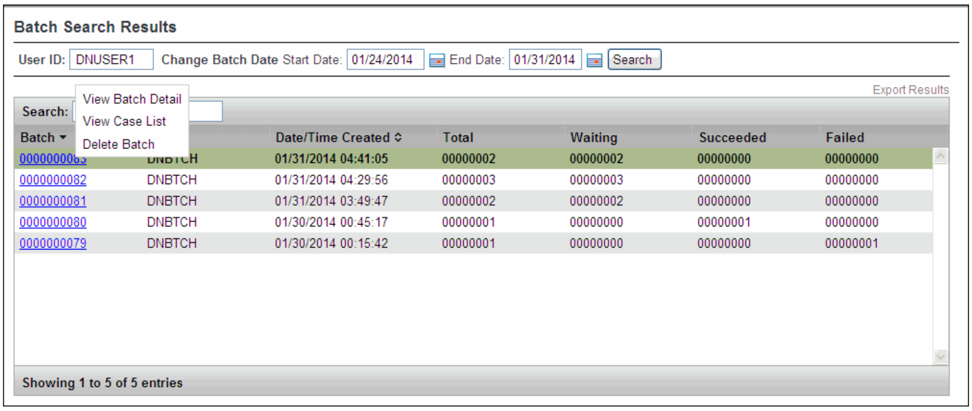
Note: *Refer to the Batch Processing section in the DataNavigator® Batch Processing Manual for more information.*

Deleting a Batch

The Delete Batch functionality is displayed based on the security access of the user. To delete a batch:

1. Navigate to the Batch Search Results page.
2. Right-click the required batch number to view the menu options.

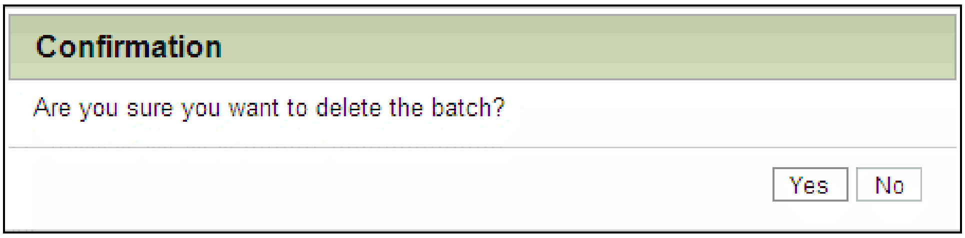
   Delete Batch



3. Click the Delete Batch option.

   A confirmation prompt is displayed.

Delete Batch Confirmation Prompt

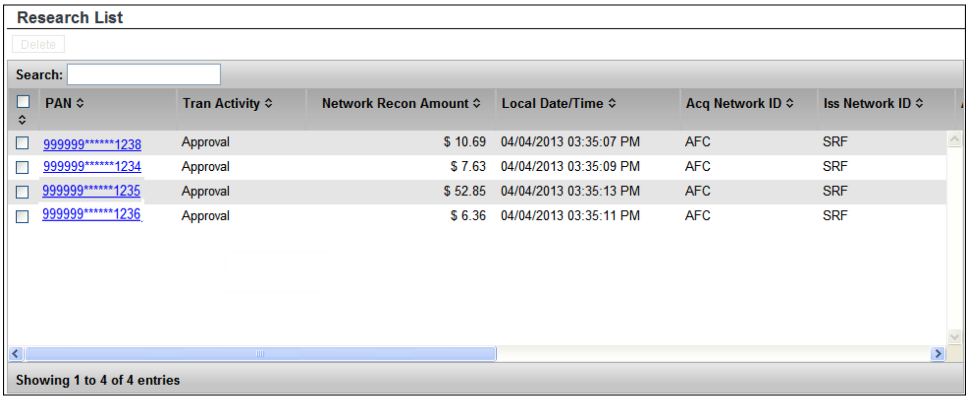


4. Click the Yes button to confirm the deletion of the batch.

Viewing the Research List

You can view the list of transactions that are added to the research list in the Transaction Search Result screen. The Research List page displays the list of transactions for research. You can delete or search for particular transaction in the list.

Research List Screen



Note: *The listed transactions in this screen are displayed until the session is closed.*

1. Right-click or select the required transaction.
2. Click **Create Issuer Cases** option, the Create Issuer Cases screen displays with the list of corresponding transactions of the PAN selected.
3. Follow the remaining steps as mentioned in Create Issuer Cases section.

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