User Tasks by VROL Role   A

This appendix has a summary of the tasks that can be performed by users assigned to each role depending on their work access. Table legend:

X	All users with role have access to perform the task.
I or A	Issuer or acquirer with role has access to perform the task.

Table A–1: Visa Resolve Online Permissions by Role

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Administration	N	Member preferences screen[8,16]	–	–	–	–	–	–	–	–	X	X	–
	N	View Bulk SI Report	–	–	–	–	–	–	–	–	X	X	–
	N	System Diagnostic Report	–	–	–	–	–	–	–	–	X	X	–
	N	Role and user setup	–	–	–	–	–	–	–	–	X	X	–

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Reports	N	Member basic reports	–	X	X	X	X	X	X	X	X	X	X
	N	Other member reports	–	–	–	–	–	X	–	–	X	X	X
	N	Manage User Scheduled Reports	-	X	X	X	X	X	X	X	X	X	X
	N	Subscription Services Report									X	X	

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Information Exchange	N	Transaction inquiry access[17, 18]	X	X	X	X	X	X	X	X	X	–	–
	N	Purchase inquiry access[54]	X	X	X	X	X	X	X	X	X	–	–
	Y	Create RFC[31, 32]	–	I	I	I	I	I	–	I	I	–	–
	N	Create Acquirer Merchant Contact Form	A	A	A	A	A	A	A	A	A	–	–
	Y	Respond to RFC[31, 32]	–	A	A	A	A	A	–	A	A	–	–

Table A–1: Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Forms (Questionnaires/ Financials)	Y	Create a Dispute or Dispute Response	–	X	X	X	X	X	–	X	X	–	–
	Y	Open in edit mode - pre-filing questionnaire	–	X	X	X	X	X	–	X	X	–	–
	Y	Save/delete/submit for review questionnaire being edited	–	X	X	X	X	X	–	X	X	–	–
	Y	Create adjustment[31, 32, 46]	–	–	–	–	–	A	A	A	A	–	–
	Y	Close Adjustment	–	–	I	I	I	–	I	I	–	–	–
	Y	Commit edits - pre-filing questionnaire[31, 32]	–	X	X	X	X	X	–	X	X	–	–

Table A–1: Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Documents/ Information	N	Add/view notes/Set privileged flag on notes[34]	–	X	X	X	X	X	X	X	X	–	–
	N	See any user's privileged notes[34]	–	–	–	–	–	–	X	X	X	–	–
	N	Downloads (to user) of bulk mail and bulk files	–	–	X	X	X	X	X	X	X	–	X

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
							Roles						
Workflow and Status Tracking	N	Set follow up date	–	X	X	X	X	X	–	X	X	–	–
	N	Reassign case to new user	–	–	–	–	–	X	–	X	X	–	–
	Y	Change member status of case in TI, RFC, correspondence, miscellaneous, saved dispute questionnaire, saved original transaction[5, 21]	–	X	X	X	X	X	X	X	X	–	–
	Y	Change member status of case in case filing state[5]	–	–	–	X	X	X	–	X	X	–	–
	Y	Change member status of case in any other stage/state[5]	–	–	–	X	X	X	–	X	X	–	–

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	Roles										
			TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Exceptions	Y	Change member case number, case type, and fraud/non-fraud classification, change priority (where allowed)	–	–	–	X	X	X	–	X	X	–	–
	N	Manually Update Transaction Status[29]	–	X	X	X	X	X	X	X	X	–	–
	Y	Resolve VDAS matching exception[33]	–	–	X	X	X	X	–	X	X	–	–
	Y	Resolve unmatched network responses and RFC responses[33]	–	–	X	X	X	X	–	X	X	–	–
	N	Ignore/Reject or Ignore in VFMP queue[21, 49]	–	X	X	X	X	X	X	X	X	–	–
	N	Repair rejected/returned RFC/RFC response [49]	–	X	X	X	X	X	–	X	X	–	–
	N	Repair rejected/returned item (anything but RFC/RFC response)[21, 49]	–	–	X	X	X	X	X	X	X	–	–

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
View/Extract	N	Quick search and advanced search for cases[6]	–	X	X	X	X	X	X	X	X	–	–
	N	View case details for all forms & images[6, 12]	–	X	X	X	X	X	X	X	X	–	–
	N	View list of Recently Accessed Cases[47]	–	X	X	X	X	X	X	X	X	–	–
	N	Forex Exchange Rates Calculation[50]	–	X	X	X	X	X	X	X	X	–	–
	N	Print all and download batch print	–	X	X	X	X	X	X	X	X	–	–
	N	Email sub-draft function	–	X	X	X	X	X	X	X	X	–	–
	N	"Save as PDF" for any screens with that button	X	X	X	X	X	X	X	X	X	–	–

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
												Roles	
Miscellaneous	N	Create and close fee collections/funds disbursements[31, 32, 53]	–	X	X	X	X	X	X	X	X	–	–
	N	Create/update case [32]	–	X	X	X	X	X	X	X	X	–	–
	Y	Manually link cases	–	X	X	X	X	X	X	X	X	–	–
	Y	Manually remove automatic case links	–	X	X	X	X	X	X	X	X	–	–
	N/A	View and print Free Text Messages[20]	–	X	X	X	X	X	X	X	X	X	X
	N	Change case resolution status[25]	–	X	X	X	X	X	X	X	X	–	–
	N/A	Manual MMI Search (from Global Navigation menu)	X	X	X	X	X	X	X	X	X	X	X

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Fraud, Exception File, and PPCS	N	Fraud reporting history inquiry[39]	–	X	X	X	X	X	–	X	X	–	–
	N	Issuer exception file history inquiry[15]	–	I	I	I	I	I	–	I	I	I	I
	N	Acquirer exception file history inquiry[30]	–	A	A	A	A	A	A	A	A	–	–
	N	Stop payment order history inquiry	–	X	I	I	I	I	–	I	I	–	–
	N	Fraud reporting advices (create, update, delete, reactivate, repair reject)[15, 31, 32, 46]	–	X	X	X	X	X	X	X	X	–	–
	N	Stop payment order (inquiry, add, update, delete)[31, 32]	–	I	I	I	I	I	–	I	I	I	I

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
								Roles					
Case Filing	Y	File case/case response: save, delete	–	–	–	X	X	X	–	X	X	–	–
	Y	File case/case response: submit, submit for review[32]	–	–	–	–	X	X	–	X	X	–	–
Message	Y	Initiate Request Proof of Posting	–	X	X	X	X	X	X	X	X	–	–
	Y	Respond to Request Proof of Posting	–	X	X	X	X	X	X	X	X	–	–
	Y	Close Message	–	X	X	X	X	X	X	X	X	–	–

Table A–1: Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Dashboard	N/A	View Dashboard/Queue Monitor	–	X	X	X	X	X	X	X	X	–	–
	N/A	Create/Edit Queue Filters	–	X	X	X	X	X	X	X	X	–	–
	N/A	Configure Dashboard and Edit Monitor Settings screen	–	X	X	X	X	X	X	X	X	–	–
Collaboration	Y	Initiate Collaboration	–	X	X	X	X	X	X	X	X	–	–
	Y	Respond to Collaboration	–	X	X	X	X	X	X	X	X	–	–
	Y	Close Collaboration	–	X	X	X	X	X	X	X	X	–	–

Table A–1:   Visa Resolve Online Permissions by Role (cont'd.)

Category	Also requires work access to case	Functions & Permissions[40]	Roles										
			TI Analyst	RFI/RFC Analyst	CB Analyst	Dispute Analyst	Arbitration/Compliance Analyst	Supervisor	Adjustment Analyst	Universal Analyst	Universal User	Administrator	Reporting/Batch Processing Analyst
Exception Review	Y	Exception Review (all functions except Ack and Assign)	–	X	X	X	X	X	X	X	X	–	–
DM5 Search	N/A	DM5 Search Link	–	–	–	–	–	X	–	–	X	X	X

NOTES

[5] For example, Dispute Analysts cannot change the state (send to CH/close, etc.) for a pre-filing stage.

[6] If a user can view case details, they can view all details to which that Organization has access, even if that user did not have permission to perform some of those functions.

[8] This allows all users to change the member preferences for their own organizations.

[12] If a user does not have permission for exception files, they cannot see the details (they see just an inactive link).

[15] This functionality is controlled by a user-level attribute.

[16] Includes member permissions.

[17] Includes access to transaction inquiry function and the PPCS history inquiry function.

[18] Users with this access automatically have access to the Sub Draft creation function and case summary list information.

[20] For free text messages, permission to view and print is based on whether the user has permission to view the free text queues.

[21] Includes all non-Visa branded network exception transactions.

[25] These case closure and re-open actions to only be allowed prior to the performance of a case filing.

[29] Users can perform this action on a transaction only if they have permission to Submit or Submit for Review that type of transaction.

[30] Acquirers only have access to do this from an existing case, and where they have a dispute financial or advice in the case.

[31] Includes all save functions and delete as well. Note: see also the notes in footnote 32, which also apply.

[32] "Submit," "Submit for Review," and "Approve/Do Not Approve/Conditionally Approve" functions are variously available for these role permissions, depending on user-specific permissions.

[33] This is permission to invoke the functionality to resolve the item - permission to view the queues uses the standard user configuration options.

[34] If a note is marked "privileged", only certain users (who must be in the same organization as the creator) can view it: the user assigned the case, the user who created the note, or a user with permission for privileged notes.

[39] Acquirers can view history inquiry if there is a dispute in the case that is visible to them.

NOTES

[40] Member-level configuration options may further restrict whether the user can perform these functions. For example, if the user's role allows FC/FD it is true that the organization must also be configured for that function. Also, if a user's configuration allows exception file listing updates, but the organization is not configured to allow updates, then updates are not allowed.

[46] Includes the ability to create, update, and delete the corresponding quick forms.

[47] Limited to roles that can view Case Details.

[49] Available to users having permission to Submit or Submit for Review that type of transaction.

[50] Available for regions other than Visa Europe.

[53] Functionality is controlled by a user-level attribute. Users can perform these miscellaneous fee functions only if the administrator granted them the appropriate permission in the User Profile Management Screen. The user-level permission also controls whether or not the functionality is available from the miscellaneous fee forms.

[54] There are limitations on the "Email" and "Save as PDF" functions for some of these roles.