

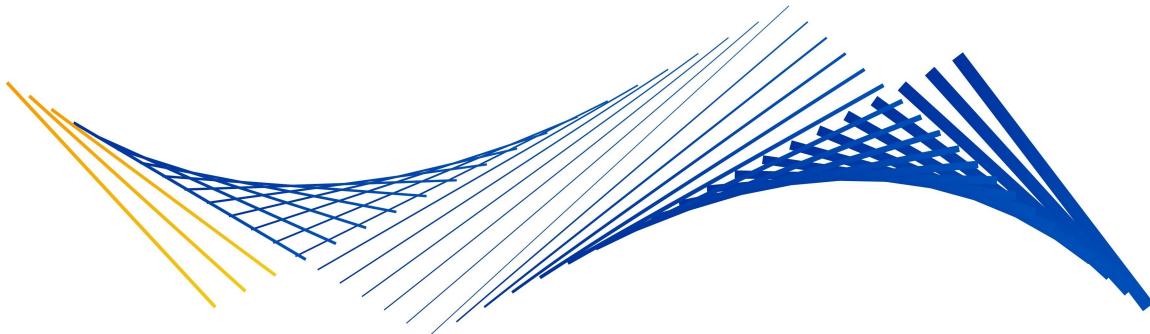


# Visa Resolve Online

## Reference Manual

Release 19.2

*Effective: 18 October 2019*



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# **Contents**

## **About This Guide**

Audience . . . . .	1
Summary of Changes . . . . .	1
Document Organization . . . . .	2
Document Conventions . . . . .	2
For More Information . . . . .	3

## **Chapter 1 • VROL Reports**

Overview . . . . .	1-1
Report Permissions . . . . .	1-1
Report Dashboard . . . . .	1-2
Scheduled Reporting . . . . .	1-2
Usage Reports—100 Series . . . . .	1-3
Trends in Usage Reports—200 Series . . . . .	1-4
Aging Reports—300 Series . . . . .	1-4
Case Filing Reports—400 Series . . . . .	1-5
Financial Reports—500 Series . . . . .	1-5
Administration Reports—900 Series . . . . .	1-5
Generating Reports . . . . .	1-6

Selecting Report . . . . .	1-6
Defining Report Parameters . . . . .	1-7
Printing VROL Reports . . . . .	1-8
Exporting Data . . . . .	1-9

## Chapter 2 • Report Samples—100 Series

100—ROL Usage Report . . . . .	2-2
101—User Effectiveness Report . . . . .	2-17
105—Transaction Inquiry Detail Report . . . . .	2-21
115—Questionnaire Usage Report . . . . .	2-25
120—Pre-Arbitration Resolution Report . . . . .	2-31
125—Pre-Compliance Resolution Report . . . . .	2-37
130—Daily Activity Report . . . . .	2-43
135—Summary of Outgoing Attached Images Report . . . . .	2-66
140—Bulk Upload Exceptions Report . . . . .	2-72
145—Questionnaire Delivery Exception Report . . . . .	2-78
150—Accounting Entry Memo Report . . . . .	2-83
160—Fraud Activity Report . . . . .	2-90
161—VFMP Report . . . . .	2-98
165—RFC/VCRFS Information Report . . . . .	2-105
170—RFC/VCRFS Detail Report . . . . .	2-112
176—Collaboration Analysis Report . . . . .	2-121
180—Exception File Update Activity Report . . . . .	2-128
185—Stop Payment Activity Report . . . . .	2-134

## Chapter 3 • Report Samples—200, 300, 400, 500, and 900 Series

200—Monthly Activity Summary Report . . . . .	3-2
210—Activity Usage Report . . . . .	3-15

301—Dispute Cycle Aging Report . . . . .	3-28
305—Pre-Arbitration Aging Report . . . . .	3-32
310—Pre-Compliance Aging Report . . . . .	3-38
325—RFC/VCRFS Aging Report. . . . .	3-43
400—Case Filing Resolution Report . . . . .	3-49
410—Case Filing Performance Report . . . . .	3-54
500—Financial Reconciliation Report . . . . .	3-60
505—Rejects and Returns Report . . . . .	3-70
900—User Configuration Audit Report . . . . .	3-76
901—Edit Management Report . . . . .	3-78
905—Role Assignment Report . . . . .	3-82
910—Member Configuration Audit Report . . . . .	3-85
915—Member Ownership Report . . . . .	3-88
920—Member Access Audit Report . . . . .	3-92
925—Subscription Services . . . . .	3-94
930—DM5 Exception . . . . .	3-97

## **Chapter 4 • Troubleshooting**

Unable to Access From VOL page. . . . .	4-1
Screen Displays Square Buttons . . . . .	4-3
Images Distorted . . . . .	4-3
Viewing a Report May Result in a Blank Page . . . . .	4-4
Full Temporary Internet Files Cache Resulting in Logging and Reporting Problems . .	4-4
Incomplete Image Printing When Using the Kodak Viewer. . . . .	4-5

## **Chapter 5 • Error Messages**

**Appendix A • Dispute Edits**

General Edits . . . . .	A-2
Fraud Edits . . . . .	A-4
Authorization Edits . . . . .	A-12
Processing Error Edits . . . . .	A-32
Consumer Edits . . . . .	A-35
Definitions . . . . .	A-43

**Glossary****Index**

## Figures

1-1:	Visa Resolve Online Home Page . . . . .	1-6
1-2:	Reports Menu . . . . .	1-7
1-3:	Report Parameters Page—ROL 100. . . . .	1-7
1-4:	Report Preview Window . . . . .	1-8
1-5:	Print Screen Sample . . . . .	1-9
1-6:	Export Window . . . . .	1-10
1-7:	File Download Dialog Box. . . . .	1-11
1-8:	Microsoft Excel CSV File . . . . .	1-11
1-9:	File Download Dialog Box. . . . .	1-12
1-10:	Preview Report in Adobe Acrobat. . . . .	1-13
2-1:	100-I ROL Usage Report—Issuer Summary (page 1) . . . . .	2-4
2-2:	100-I ROL Usage Report—Issuer Summary (page 2) . . . . .	2-5
2-3:	100-I ROL Usage Report—Issuer Summary (page 3) . . . . .	2-6
2-4:	100-A Usage Report—Acquirer Detail (page 1) . . . . .	2-11
2-5:	100-A Usage Report—Acquirer Detail (page 2) . . . . .	2-12
2-6:	100-A Usage Report—Acquirer Detail (page 3) . . . . .	2-13
2-7:	101-I User Effectiveness Report—Summary . . . . .	2-18
2-8:	101-I User Effectiveness Report—Detail. . . . .	2-19
2-9:	105-I Transaction Inquiry Detail Report . . . . .	2-23

2-10:	115-I Questionnaire Usage Report—Summary (Is VCR Option Selected) . . . . .	2-27
2-11:	115-A Questionnaire Usage Report—Detail (Is VCR Option Selected) . . . . .	2-28
2-12:	120-A Pre-Arbitration Resolution Report—Summary (Is VCR Option Selected) . . . . .	2-33
2-13:	120-A Pre-Arbitration Resolution Report—Detail (Is VCR Option Selected) . . . . .	2-34
2-14:	125-I Pre-Compliance Resolution Report—Summary . . . . .	2-39
2-15:	125-I Pre-Compliance Resolution Report—Detail . . . . .	2-40
2-16:	130-I Daily Activity Report—Incoming . . . . .	2-47
2-17:	135-I Summary of Attached Outgoing Images Report—Summary . . . . .	2-68
2-18:	135-I Summary of Attached Outgoing Images Report—Detail . . . . .	2-69
2-19:	140-I Bulk Upload Exceptions Report. . . . .	2-74
2-20:	140-A Bulk Upload Exceptions Report . . . . .	2-75
2-21:	145-I Questionnaire Delivery Exception Report—Summary. . . . .	2-80
2-22:	145-I Questionnaire Delivery Exception Report—Detail . . . . .	2-81
2-23:	150-I Accounting Entry Memo Report—Issuer Detail . . . . .	2-86
2-24:	150-A Accounting Entry Memo Report—Acquirer Detail . . . . .	2-87
2-25:	160-I Fraud Activity Report—Summary . . . . .	2-92
2-26:	160-I Fraud Activity Report—Fraud Transaction Report Detail. . . . .	2-93
2-27:	160-I Fraud Activity Report—Fraud Transaction Report—NRI Detail . . . . .	2-94
2-28:	161-I VFMP Report (1 of 3) . . . . .	2-100
2-29:	161-I VFMP Report (2 of 3) . . . . .	2-101
2-30:	161-I VFMP Report (3 of 3) . . . . .	2-102
2-31:	165-I RFC/VCRFS Information Report—Summary . . . . .	2-108
2-32:	165-I RFC/VCRFS Information Report—Detail. . . . .	2-109
2-33:	170-I RFC/VCRFS Detail Report. . . . .	2-115
2-34:	170-I RFC/VCRFS Detail Report—Fulfillments. . . . .	2-116
2-35:	170-I RFC/VCRFS Detail Report—Non-Fulfillments. . . . .	2-117
2-36:	176-I Collaboration Analysis Report—Summary. . . . .	2-123
2-37:	176-I Collaboration Analysis Report—Detail . . . . .	2-124

2-38:	180-I Exception File Update Activity Report—Summary . . . . .	2-130
2-39:	180-I Exception File Update Activity Report—Detail . . . . .	2-131
2-40:	185-I Stop Payment Activity Report—Summary . . . . .	2-135
2-41:	185-I Stop Payment Activity Report—Detail . . . . .	2-136
3-1:	200-I Monthly Activity Summary Report—Summary . . . . .	3-6
3-2:	200-A Monthly Activity Summary Report—Detail (Acquirer) . . . . .	3-7
3-3:	210-I Activity Usage Report—Summary. . . . .	3-18
3-4:	210-I Activity Usage Report—Detail . . . . .	3-19
3-5:	301-I Dispute Cycle Aging Report—Issuer . . . . .	3-29
3-6:	301-A Dispute Cycle Aging Report—Acquirer . . . . .	3-30
3-7:	305-I Pre-Arbitration Aging Report—Issuer Outgoing (Is VCR Option Selected) . . . . .	3-35
3-8:	305-A Pre-Arbitration Aging Report—Acquirer Incoming (Is VCR Option Selected) . . . . .	3-36
3-9:	310-I Pre-Compliance Aging Report—Issuer . . . . .	3-40
3-10:	310-A Pre-Compliance Aging Report—Acquirer. . . . .	3-41
3-11:	325-A RFC/VCRFS Aging Report—Acquirer Domestic. . . . .	3-45
3-12:	325-I RFC/VCRFS Aging Report—Issuer Regional . . . . .	3-46
3-13:	400-I Case Filing Resolution Report—Summary . . . . .	3-50
3-14:	400-I Case Filing Resolution Report—Detail . . . . .	3-51
3-15:	410-I Case Filing Performance Report—Summary . . . . .	3-56
3-16:	410-I Case Filing Performance Report—Detail . . . . .	3-57
3-17:	500-I Financial Reconciliation Report—Summary . . . . .	3-63
3-18:	500-I Financial Reconciliation Report—Detail. . . . .	3-64
3-19:	505-I Rejects and Returns Report—Summary. . . . .	3-72
3-20:	505-I Rejects and Returns Report—Detail . . . . .	3-73
3-21:	900-I User Configuration Audit Report . . . . .	3-77
3-22:	901-I/A Edit Management Report—Summary . . . . .	3-80
3-23:	901-I/A Edit Management Report—Detail . . . . .	3-81

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3-24:	905-A Role Assignment Report . . . . .	3-84
3-25:	910-A Member Configuration Audit Report . . . . .	3-87
3-26:	915-I Member Ownership Report . . . . .	3-90
3-27:	920-I Member Access Audit Report . . . . .	3-93
3-28:	925-A Subscription Services Report . . . . .	3-96
3-29:	930-I DM5 Exception Report. . . . .	3-99

## Tables

A:	Document Conventions.	2
B:	Regional VROL Contact Information	3
2-1:	100 Usage Report CSV Fields—Issuer	2-7
2-2:	100 Usage Report CSV Fields—Acquirer	2-14
2-3:	101 User Effectiveness Report CSV Fields	2-20
2-4:	105 Transaction Inquiry Detail Report CSV Fields	2-24
2-5:	115 Questionnaire Usage Report CSV Fields—Is VCR Option Selected.	2-29
2-6:	120 Pre-Arbitration Resolution Report CSV Fields	2-35
2-7:	125 Pre-Compliance Resolution Report CSV Fields	2-41
2-8:	130 Daily Activity Report CSV Fields—View Additional Details Option is Selected	2-48
2-9:	130 Daily Activity Report CSV Fields—Do Not View Additional Details Option is Selected	2-64
2-10:	135 Summary of Outgoing Images Report CSV Fields	2-70
2-11:	140 Bulk Upload Exceptions Report CSV Fields	2-76
2-12:	145 Questionnaire Delivery Exception Report CSV Fields	2-82
2-13:	150 Accounting Entry Memo Report CSV Fields.	2-88
2-14:	160 Fraud Activity Report CSV Fields.	2-95
2-15:	161 VFMP Report CSV Fields	2-103
2-16:	165 RFC/VCRFS Information Report CSV Fields	2-110

---

2-17:	170 RFC/VCRFS Detail Report CSV Fields . . . . .	2-118
2-18:	176 Collaboration Analysis Report CSV Fields . . . . .	2-125
2-19:	180 Exception File Activity Report CSV Fields. . . . .	2-132
2-20:	185 Stop Payment Activity Report CSV Fields . . . . .	2-137
3-1:	200 Monthly Activity Summary Report Fields. . . . .	3-8
3-2:	200 Monthly Activity Detail Report Fields . . . . .	3-8
3-3:	200 Monthly Activity Summary Report Function Row List . . . . .	3-9
3-4:	210 Activity Usage Report Fields . . . . .	3-20
3-5:	210 Activity Usage Detail Report Fields . . . . .	3-21
3-6:	210 Activity Usage Report Function Row List . . . . .	3-22
3-7:	301 Dispute Cycle Aging Report CSV Fields . . . . .	3-31
3-8:	305 Pre-Arbitration Aging Report CSV Fields . . . . .	3-37
3-9:	310 Pre-Compliance Aging Report CSV Fields . . . . .	3-42
3-10:	325 RFC/VCRFS Aging Report CSV Fields . . . . .	3-47
3-11:	400 Case Filing Resolution Report—Detail Page CSV Fields . . . . .	3-52
3-12:	410 Case Filing Performance Report CSV Fields . . . . .	3-58
3-13:	500 Financial Reconciliation Report—Detail Page CSV Fields . . . . .	3-64
3-14:	505 Rejects and Returns Report CSV Fields . . . . .	3-74
3-15:	900 User Configuration Audit Report CSV Fields . . . . .	3-78
3-16:	901 Edit Management Report CSV Fields . . . . .	3-82
3-17:	905 Role Assignment Report CSV Fields . . . . .	3-85
3-18:	910 Member Configuration Audit Report CSV Fields . . . . .	3-88
3-19:	915 Member Ownership Report CSV Fields . . . . .	3-91
3-20:	920 Member Access Audit Report CSV Fields. . . . .	3-94
3-21:	Subscription Services Report CSV Fields . . . . .	3-97
3-22:	DM5 Exception Report CSV Fields. . . . .	3-100

# About This Guide

The *Visa Resolve Online Reference Manual* shows a sample of each VROL member report and defines its use, audience, and CSV field definitions. In addition, this document offers tips for troubleshooting VROL screens and reports, a list of user interface errors, and a glossary of useful terms.

Revisions to this guide are published with each major release of VROL.

## Audience

This manual is for Visa Resolve Online users who:

- Handle customer transaction inquiries and all related back-office tasks.
- Supervise others who perform customer transaction inquiries and back-office tasks and who have responsibility for back-office workflow and reporting functions.
- Need detailed information about the CSV file for the exporting of report files.

## Summary of Changes

This version of the manual includes the following additions and changes made with the October 2019 release of VROL and detailed in the *October 2019 Global Technical Letter and Implementation Guide*. Changes are shown with a change bar in the left margin of the page.

- Updated [Table B](#) for contact information.
- Updated [Table 2–8](#) to reflect the correct data type field length for Card Accptr ID.
- Updated [Table 2–13](#) for new fields.
- Updated [Table 3–3](#) for enhancements and [Table 3–6](#) for corrections.
- Updated [Administration Reports—900 Series](#) and added reports [930—DM5 Exception](#) and [901—Edit Management Report](#).
- Updated [Chapter 5, Error Messages](#) for enhancements.
- Updated [Appendix A, Dispute Edits](#) for enhancements.
- Updated [Glossary](#) for enhancements.

## Document Organization

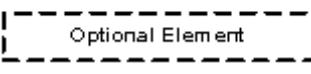
This *Visa Resolve Online Reference Manual* is organized in the following chapters and contains a glossary of terms.

- **[Chapter 1, VROL Reports](#)**—Identifies the reporting functions available to Member Site Administrators, Reporting/Batch Processing Analysts, Supervisors, and Universal Users in support of transaction research processing.
- **[Chapter 2, Report Samples—100 Series](#)**—Shows samples of all available reports in the 100 series and provides definition, audience, usage, and field definition information for each report.
- **[Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#)**—Shows samples of all available reports in the 200, 300, 400, 500, and 900 series and provides definition, audience, usage, and field definition information for each report.
- **[Chapter 4, Troubleshooting](#)**—Identifies recommended solutions for common problems.
- **[Chapter 5, Error Messages](#)**—Identifies system error messages that may occur while operating Visa Resolve Online.
- **[Appendix A, Dispute Edits](#)**—Provides a list of edits that VROL performs to validate a disputed transaction.

## Document Conventions

[Table A](#) shows the document conventions used in this publication.

**Table A: Document Conventions**

Convention	Purpose
<b>bold</b>	Calls out menu names or choices; also highlights programming elements.
<i>italics</i>	Used for: <ul style="list-style-type: none"> <li>• Document titles; emphasis.</li> <li>• Explaining an unusual term the first time it appears.</li> </ul>
<XMLElement> in brackets	Indicates XML elements.
Arial typeface	Indicates code examples.
<b>Note:</b>	Provides more information about the preceding topic.
<b>Important:</b>	Highlights important information in the text.
text in quote marks	Used to refer to section names in a chapter.
Grayed-out code	In the code examples, code that is not particularly relevant to the example being discussed.
 Required Element	Required element (solid line) and optional element (dashed line) in Schema Overview.
 Optional Element	

**Table A: Document Conventions (cont'd.)**

Convention	Purpose
n/a	Stands for <i>not applicable</i> . Also used to indicate that there is not any information.
Courier New	Used for email addresses and for URLs.

## For More Information

For more information about Visa Resolve Online, refer to the following publications and send an e-mail message to your regional help desk if needed.

- *Visa Resolve Online Member Implementation Guide*
- *Visa Resolve Online User's Guide*
- *Visa Resolve Online Administrator's Guide*

For questions regarding dispute resolution rules and procedures, contact your regional Dispute Resolution Hotline or Member Information Center.

**Table B: Regional VROL Contact Information**

Region	Phone Number and Fax Number	Email Address/Links
Asia-Pacific		<ul style="list-style-type: none"> <li>• <a href="https://gvol.visaonline.com/">https://gvol.visaonline.com/</a></li> <li>• apvrolsupport@visa.com</li> <li>• volapcemea@visa.com</li> </ul>
Canada	Phone: (416) 860-8600	<ul style="list-style-type: none"> <li>• ROLSupport@visa.com</li> <li>• volamericas@visa.com</li> </ul>
CEMEA		<ul style="list-style-type: none"> <li>• <a href="https://gvol.visaonline.com/">https://gvol.visaonline.com/</a></li> <li>• cemeavrol@visa.com</li> <li>• volapcemea@visa.com</li> </ul>
Visa Europe	Phone: +44-(0)20 7937-8111	<ul style="list-style-type: none"> <li>• CustomerSupport@visa.com</li> <li>• voleu@visa.com</li> </ul>
LAC		<ul style="list-style-type: none"> <li>• For questions and issues regarding VROL, VCSA CASE must be opened.</li> <li>• volamericas@visa.com</li> </ul>

**Table B: Regional VROL Contact Information (cont'd.)**

<b>Region</b>	<b>Phone Number and Fax Number</b>	<b>Email Address/Links</b>
U.S. <ul style="list-style-type: none"><li>• Client Specialized Product Support (CSPS)</li><li>• VOL</li></ul>	Phone: (877) 847-2765 Fax: (650) 554-3996	<ul style="list-style-type: none"><li>• ROLSupport@visa.com</li><li>• volamericas@visa.com</li></ul>
Global support for clients managing their own dispute back office, contact the Dispute Support (DS) team for questions regarding dispute resolutions rules and procedures.		disputesupport@visa.com
AP Client Support Services		isupport@visa.com

This chapter lists and defines VROL-generated reports and describes how to generate, print, and export these reports.

## Overview

Visa Resolve Online reports are organized as follows:

- 100 Series—Usage Reports
- 200 Series—Trends in Usage Reports
- 300 Series—Aging Reports
- 400 Series—Case Filing Reports
- 500 Series—Financial Reports
- 900 Series—Administration Reports

For help with troubleshooting report problems, see [Chapter 4, Troubleshooting](#), and [Chapter 5, Error Messages](#).

## Report Permissions

### For Members

Most user roles have permissions to generate, view, print, and export the following basic member reports:

- 130—Daily Activity
- 135—Summary of Outgoing Attached Images
- 140—Bulk Upload Exceptions
- 145—Questionnaire Delivery Exception
- 150—Accounting Entry Memo
- 160—Fraud Activity
- 165—RFC/VCRFS Information Summary
- 170—RFC/VCRFS Information Detail
- 180—Exception File Update Activity

- 200–Monthly Activity Summary
- 210–Activity Usage Report
- 500–Financial Reconciliation
- 505–Rejects and Returns
- 915–Member Ownership

Other member reports are accessible to a limited number of user roles (see *Visa Resolve Online Administrator's Guide*, Appendix A, for details). Member Site Administrators, Supervisors, Reporting/Batch Processing Analysts, and Universal Users have permissions to generate, view, print, and export all member reports.

## Report Dashboard

The Report Dashboard is a VROL feature that provides UI and RTSI members the following capabilities:

- UI members can schedule and access completed reports. See the *Visa Resolve Online User's Guide* for details on how to schedule and access the generated reports.
- RTSI members can access details of their scheduled reports or request a report data download of their completed scheduled reports in CSV format using the respective Web services. See the *Real Time System Interface for VROL* for further details.

## Scheduled Reporting

VROL reports are available on request. Visa also generates reports at predetermined intervals for delivery. Reports are generated based on the Pacific Time. Members can schedule the following reports for delivery through the Bulk Systems Interface:

- 105–Transaction Inquiry Detail Report
- 130–Daily Activity Report (Outgoing and Incoming)
- 150–Accounting Entry Memo Report
- 160–Fraud Activity Report
- 165–RFC/VCRFS Information Report
- 170–RFC/VCRFS Detail Report
- 180–Exception File Update Activity
- 200–Monthly Activity Summary Report
- 210–Activity Usage Report
- 305–Pre-Arbitration Aging Report
- 500–Financial Reconciliation Report
- 505–Rejects and Returns Report

See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Scheduled Reporting, for details on how to schedule these reports.

Members can also schedule the following reports to be delivered to their VOL mailbox:

- 100–ROL Usage Report
- 130–Outgoing Detail Activity Report
- 130–Incoming Detail Activity Report
- 160–Fraud Activity Report
- 165–RFC/VCRFS Information Report

- 170–RFC/VCRFS Detail Report
- 180–Exception File Activity Report
- 200–Monthly Activity Summary Report
- 305–Pre-Arbitration Aging Report
- 325–RFC / VCRFS Aging Report
- 500–Financial Reconciliation Report
- 505–Rejects and Repairs Report

See the *Visa Resolve Online User's Guide*, User Scheduled Reporting, for details on how to schedule these reports.

## Usage Reports—100 Series

Usage reports identify and tabulate the usage of various functions. Authorized users can generate Usage reports to determine productivity for one or more users at your site. See [Chapter 2, Report Samples—100 Series](#) for samples of these reports.

- **100–ROL Usage Report:** Tabulates the usage of various VROL functions submitted by one or more users over a selected date range. Tabulation of questionnaires submitted and images attached are further detailed by their method (source) of submission, either by VROL UI or by the member's host system.
- **101–User Effectiveness Report:** Tabulates rejected RFC, fraud, and miscellaneous fee transactions. The report is used to track the productivity of the users.
- **105–Transaction Inquiry Detail Report:** Provides details of each individual transaction performed over a selected date range by a single selected user.
- **115–Questionnaire Usage Report:** The report tabulates dispute resolution-related questionnaires and case filing events submitted by users over a selected date range categorized by dispute category/dispute category condition.
- **120–Pre-Arbitration Resolution Report:** The report tabulates the pre-arbitration questionnaires submitted or first responded to by users over a selected date range, categorized by either dispute group/dispute reason or dispute category/dispute category condition. The report varies depending on whether or not the elements qualify for the VROL dispute resolution process.
- **125–Pre-Compliance Resolution Report:** Tabulates the pre-compliance questionnaires submitted or first responded to by one or more selected users over a selected date range, categorized by primary compliance right.
- **130–Daily Activity Report:** Details all incoming or outgoing questionnaires that have been saved, submitted, or delivered on a selected date, categorized by method of delivery.
- **135–Summary of Attached Outgoing Images Report:** Tabulates the images attached to questionnaires over a selected date range, categorized by stage, document type, and dispute type.
- **140–Bulk Questionnaires and Image Upload Exceptions Report:** Provides details about questionnaire and image upload problems encountered by a member on a selected date. Displays additional statistics about cases, questionnaires, and images affected by the upload successes and failures.
- **145–Questionnaire Delivery Exception Report:** Tabulates the resolution of different questionnaire delivery exception types.
- **150–Accounting Entry Memo Report:** Tabulates all accounting entry memos submitted during a selected date range.

- **160–Fraud Activity Report:** Tabulates each instance of the submission of a fraud report and any actions pertaining to these reports submitted during a selected date range. Cross references member BINs with fraud types and provides line-item details.
- **165–RFC/VCRFS Information Report:** Tabulates all request for copy (RFC) advices, RFC fulfillments, and RFC non-fulfillments sent or received, broken down by RFC reason code and non-fulfillment message.
- **170–RFC/VCRFS Detail Report:** Provides details about RFC transactions for a member on a given date.
- **176–Collaboration Analysis Report:** Tabulates collaboration activities by collaboration type for all collaboration requests that were initiated over a selected date range.
- **180–Exception File Update Activity Report:** Tabulates all Exception File action performed by a user of a selected issuer during a selected date range. Cross-references issuer BINs with action type and provides line item detail.
- **185–Stop Payment Activity Report:** Tabulates all stop payment cancellation requests (additions, changes, deletions) performed during a selected date range. Cross-references issuer BINs with action type and provides line item detail.

## Trends in Usage Reports—200 Series

Authorized users generate this report to tabulate the specific application features being used at your site. Trends in Usage reports tabulate and summarize a variety of Visa Resolve Online activities. See [Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#) for samples of this report.

- **200–Monthly Activity Summary Report:** Tracks the usage of various VROL functions over a selected date range. Statistics are provided for activities such as numbers of questionnaires submitted, images uploaded and attached, and number of inquiries submitted.
- **210–Activity Usage Report:** Tracks the usage of disputes over a selected date range. Statistics are provided for activities such as total disputes submitted, number of disputes submitted to allocation or collaboration, dispute (allocation or collaboration), dispute responses, Pre-Arbitration, and Pre-Arbitration responses.

## Aging Reports—300 Series

Aging reports alert authorized users to time-sensitive dispute resolution stage and status information. See [Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#) for samples of these reports.

- **301–Dispute Cycle Aging Report:** Details each dispute cycle case whose days-to-act value is within the specified range of days, categorized by status and (optionally) dispute category. The information can be further detailed based on the member's work access.
- **305–Pre-Arbitration Aging Report:** Details a member's pre-arbitration cases whose days-to-act value is within the range of days selected by the user. This information can be further detailed by status and dispute group/dispute category.
- **310–Pre-Compliance Aging Report:** Details a member's pre-compliance cases whose days-to-act value is within the range of days selected by the user. It can be further detailed by status and primary compliance right.
- **325–RFC/VCRFS Aging Report:** Details each VCRFS request assigned to a selected user, broken down by status and days to act or RFC reason code.

## Case Filing Reports—400 Series

Case filing reports provide important information about cases that have been filed with Visa and the resolution of those cases compared to all cases filed system-wide. See [Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#) for samples of these reports.

- **400—Case Filing Resolution Report:** Tabulates cases filed within a selected date range by or against selected members; summarizes cases by resolution/current status; and provides line-item case detail.
- **410—Case Filing Performance Report:** Tabulates cases that have been ruled upon; summarizes cases by resolution; provides system-wide statistics for comparison purposes; sums fees charged; and provides line-item case detail.

## Financial Reports—500 Series

Financial reports assist members with reconciling financial transactions submitted through Visa Resolve Online with Visa Settlement System (VSS) reports. See [Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#) for samples of these reports.

- **500—Financial Reconciliation Report:** Tabulates all financial transactions that are submitted or delivered that are settled or are still pending settlement during the selected date range. This information can be further detailed based on the member's work access.
- **505—Rejects and Returns Report:** Tabulates all rejected and returned transactions received during a selected date range.

## Administration Reports—900 Series

An authorized user generates these reports to audit the configuration and access of users at a member's site. See [Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#) for samples of these reports.

- **900—User Configuration Audit Report:** Details initial setup and all subsequent changes for one or more user profiles. It includes information regarding the Member Site Administrator or Universal User that entered the changes, including the date. It also displays current and prior values for five years of history.
- **901—Edit Management Report:** Provides count for dispute activities blocked by edits and lists details of each edit triggered with the case and the corresponding edit information for a given date range.
- **905—Role Assignment Report:** Lists all active users assigned to the various VROL roles.
- **910—Member Configuration Audit Report:** Details initial setup of and all subsequent changes to a member's profile, including the user who made the changes and when. It also displays current and prior values for five years of history.
- **915—Member Ownership Report:** Lists all BINs and account ranges to which a member has access. Alternatively, a user can supply a value (BID, CIB, PCR, BIN, account range, token range, token, or card/account number) and view the entitlement details associated with that value.
- **920—Member Access Audit Report:** Lists IP addresses, internal IDs, login IDs, and log in times for users who have logged on to Visa Resolve Online.
- **925—Subscription Services Report:** Lists the services that members have subscribed to for a particular month, as on the last day of that month.

- **930-DM5 Exception Report:** Lists the details of cases that failed in the DM5 (Download to a member) generation for a given date range.

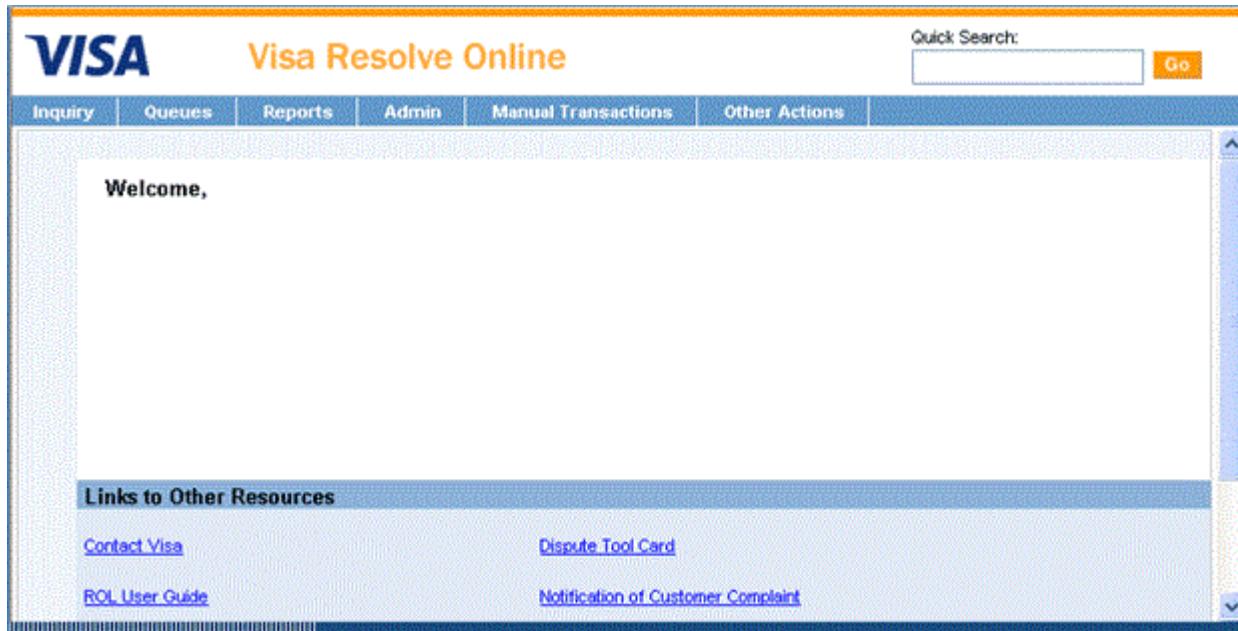
## Generating Reports

VROL reports are generated using the procedures in this section.

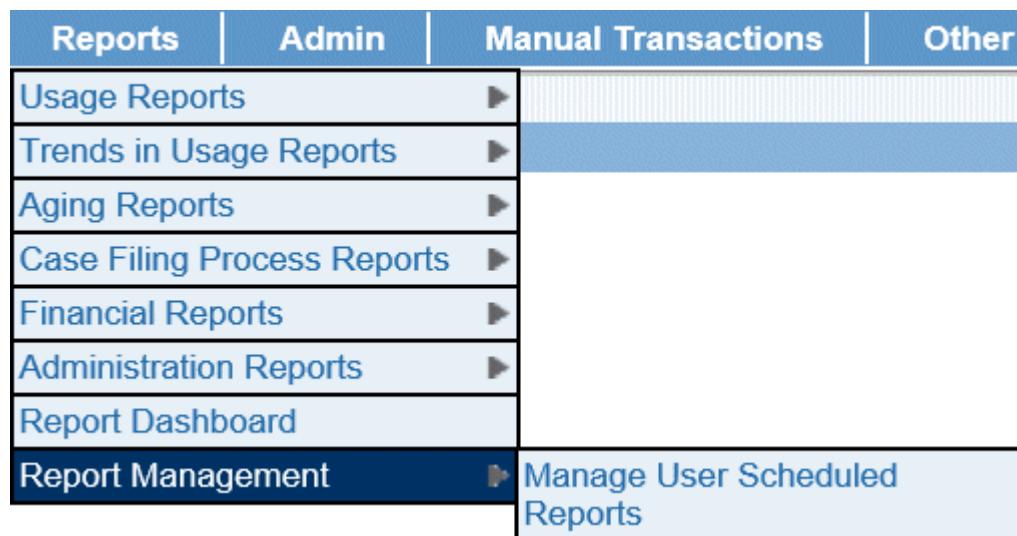
### Selecting Report

- **To select a report to generate:**
1. Go to the **Visa Resolve Online** home page.

Figure 1–1: Visa Resolve Online Home Page



2. Click the **Reports** tab and select the menu containing the report to be generated.

**Figure 1–2: Reports Menu**

3. Click the report to be generated. The Report Parameters page for that report appears.

## Defining Report Parameters

The reports parameter page enables the user to define the parameters on which a specific report and data export will be run.

**Figure 1–3: Report Parameters Page—ROL 100**

Quick Search:  Go

ROL 100 - ROL Usage Report Parameters [Reports Menu](#)

Date Range

From:  mmddyy To:  mmddyy

View

All Users  Select User(s)

Choose User(s) [Include Recipient Users](#)

[Report US Issu] [Report US Acquir] [Unverified User] [Visa Admin] Akella, Dabu-Visa Admin (owmpa0008, CB Analyst)

Add Remove

Selected User(s)

Activity Type

Issuer Activity  Acquirer Activity

\* required field

Data for this report is refreshed daily.

Submit Reset Cancel

1. Enter parameters for the report.

**Note:** Parameters are fixed for reports that can be delivered to members that use the Scheduled Reporting feature of the Bulk Systems Interface (Bulk SI). These parameters are detailed for each appropriate report in [Chapter 2, Report Samples—100 Series](#) and [Chapter 3, Report Samples—200, 300, 400, 500, and 900 Series](#).

**Date Range** is required and should be in the format MMYY or MMDDYY. Note that default dates/date ranges are based on Pacific Time.

Click **Reset** to reset the parameters.

2. Click **Submit** to generate the report according to the selected parameters.

**Note:** If no report data is available, a blank report is received that contains only the header section and no other data. See Chapter 2 for an example of a header section.

A preview of the report appears in a new window labeled "Information Console (ROLnnn)" where nnn is the VROL report number. ([Figure 1–4](#)).

**Figure 1–4: Report Preview Window**

The screenshot shows a Microsoft Internet Explorer window titled "Information Console - [ROL100] - Microsoft Internet Explorer provided by Inovant". The window has a toolbar with buttons for First, Prev, Next, Last, Goto, Page 1 of 2, 100%, Export, Print, and Close. The main content area displays a report titled "ROL Usage Report - Summary". The report header includes "VISA RESOLVE ONLINE", "Run Time: 12/08/11 10:38 AM (-0:00 GMT)", and "Page 1 of 2". It also lists "Member(s): Member SMS (A1 - Org D)", "Date Range: From 11/01/11 To 11/30/11", and "User(s): All Users". Below the header is a table with the following data:

User	Source	Tran Inquiry Requests	RFCs Submitted	Misc. Fees - Pre-Filing Response Form	Misc. Fees - Ad Hoc	CB/Pre-Filings Pended	CB/Pre-Filings QNs Submitted	CB Financials w/out QN Submitted
Click, James	ROL	125	1,324	7000	9,000	80	190	100
Daniel	SI	79	1824	8000	12,000	99	290	200
Shumaen	ROL	85	1424	6000	9,500	99	130	300

At the bottom of the report, there is a copyright notice: "The information furnished herein is CONFIDENTIAL and is to be used solely for the support of Visa Client programs. This information shall not be duplicated, published, or disclosed in whole, or in part, without the prior written permission of Visa. © Copyright 1997-2011, Visa Inc. All rights reserved."

Contact your Visa representative with questions regarding the report contents.

3. Optionally, print the report or export the data as described in the following subtopics.

## Printing VROL Reports

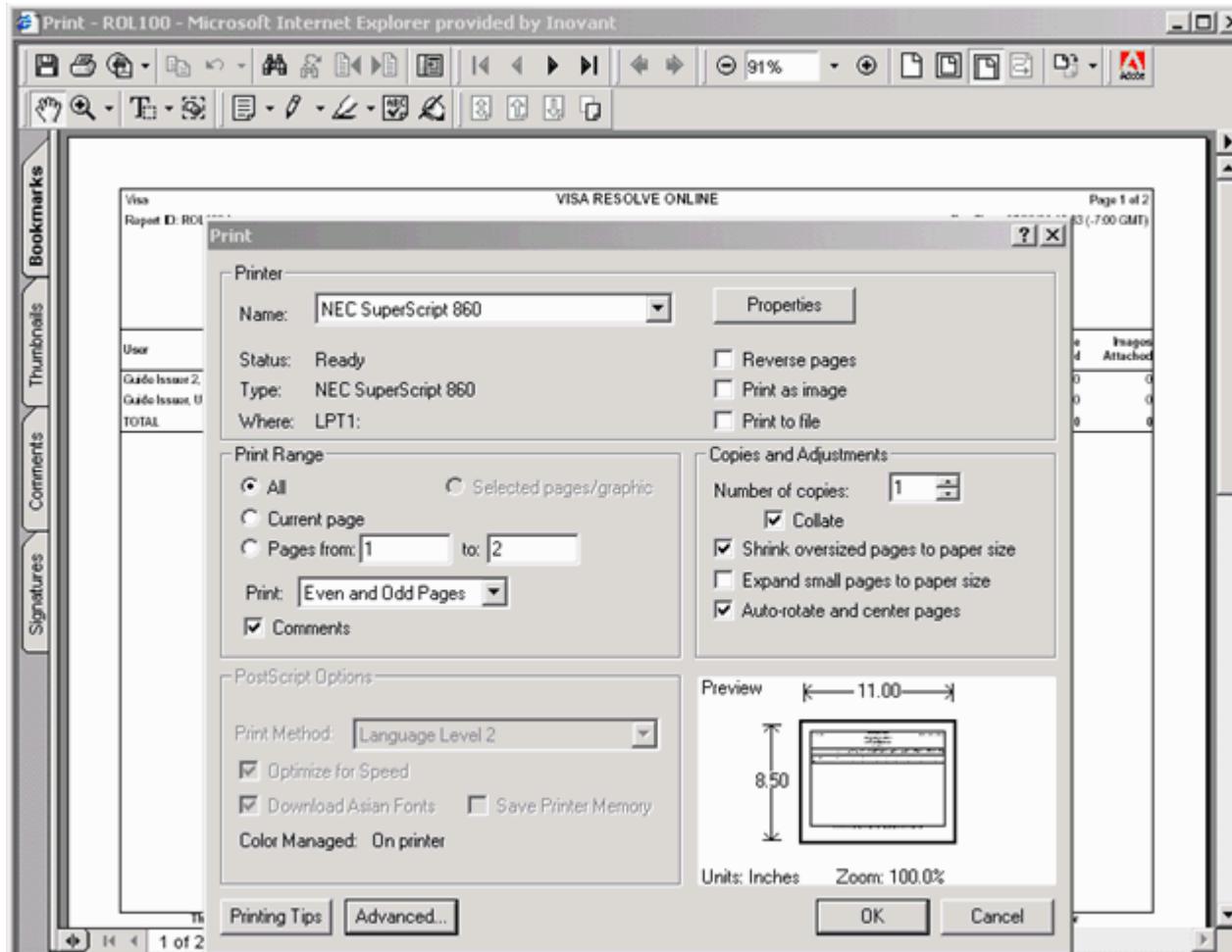
Printing a VROL report follows the standard print process.

**Note:** Landscape orientation is recommended to capture the entire image

► **To print a report:**

1. From the Report Preview window, click **Print** on the tool bar.  
A standard Print dialog box appears.

**Figure 1–5: Print Screen Sample**



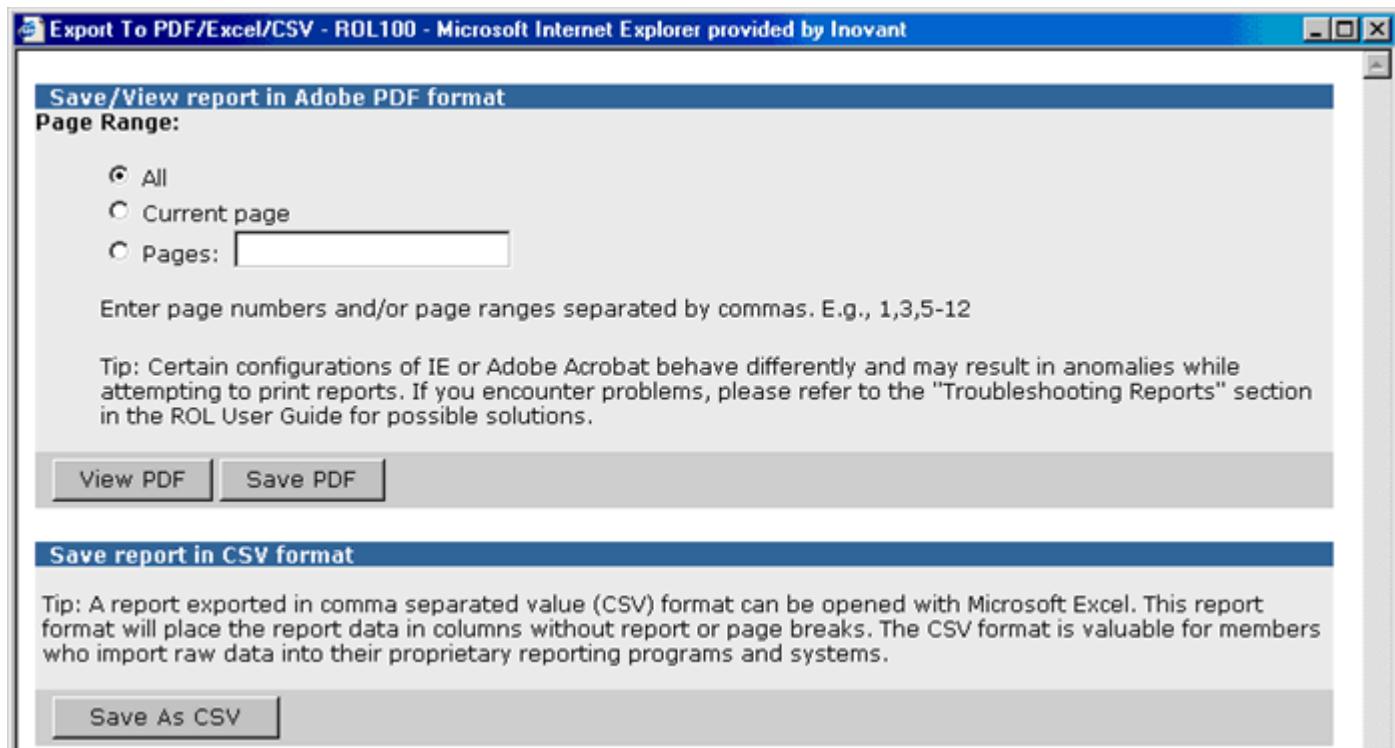
2. Select print options as appropriate and click **OK**.

## Exporting Data

The following options are available when Export is selected from the Report Preview Window:

- View the report in Adobe PDF format.
- Save the report in Adobe PDF format.
- Save the report in CSV format.

CSV files can be opened with a spreadsheet program (such as Microsoft® Excel) or a text editor (such as Microsoft® NotePad).

**Figure 1–6: Export Window**

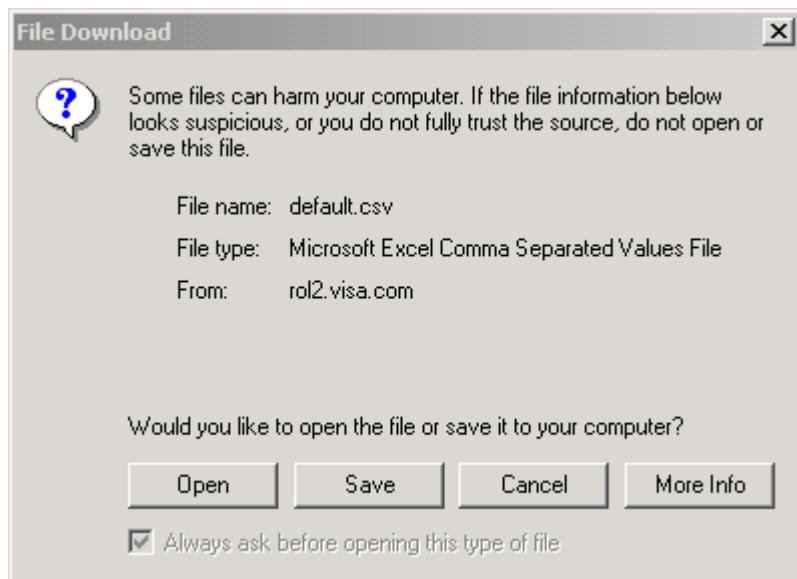
Data exported to CSV is usually only for detail pages; however, there are a few reports that require their summary information be available for export.

**Note:** When a report that contains no data is exported, the csv file states "no data." Note also that rows that contain totals are never exported.

➤ **To save a report in CSV format:**

1. From the Export window, click **Save as CSV**.

A File Download dialog box appears.

**Figure 1–7: File Download Dialog Box**

Visa Resolve Online dynamically builds a CSV file and sends it through Internet Explorer as a file that can be downloaded. Most organizations configure Internet Explorer to show a File Download window that prompts for selection of one of the following:

- Open to open this file from its current location or
  - Save to save this file to disk.
2. Click **Open**.

This screen may appear more than once. Always select the same option to open the file from its current location. After selecting this option for every prompt, Excel opens with the report data displayed.

The data are separated by rows and columns, with a column header for each column. Also note that some fields may look strange because the columns are truncated; expand the column widths to see the full value of the field.

This data can be saved in a local file on your desktop, saved in the same comma-separated value file (CSV) format Visa Resolve Online created, or saved using one of the other options available in Excel.

[Figure 1–8](#) shows a sample of a CSV file as viewed in an Excel spreadsheet.

**Figure 1–8: Microsoft Excel CSV File**

The screenshot shows an Excel spreadsheet titled 'default[1]'. The data is organized into columns labeled A through O. Row 1 contains the headers: Date, User, Source, RFI Reque, RFI Respo, Details/Su, Miscs., Fex, QNs Pend, QNs Subm, Arbitration, Compliance, Images, Attached. Rows 2 and 3 contain data points. Row 4 is blank. The status bar at the bottom shows the path 'C:\...\default[1].csv'.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Date	User	Source	RFI Reque	RFI Respo	Details/Su	Miscs.	Fex	QNs Pend	QNs Subm	Arbitration	Compliance	Images	Attached	
6/28/2004	Guide, Usr	ROL	0	0	0	0	0	0	0	0	0	0	0	
6/30/2004	Guide, Usr	ROL	0	0	0	0	0	0	0	0	0	0	0	
4														
5														
6														
7														
8														
9														

Many reports show both a summary page and a detail page all within the same report. The Export function generally exports the detailed information only to the

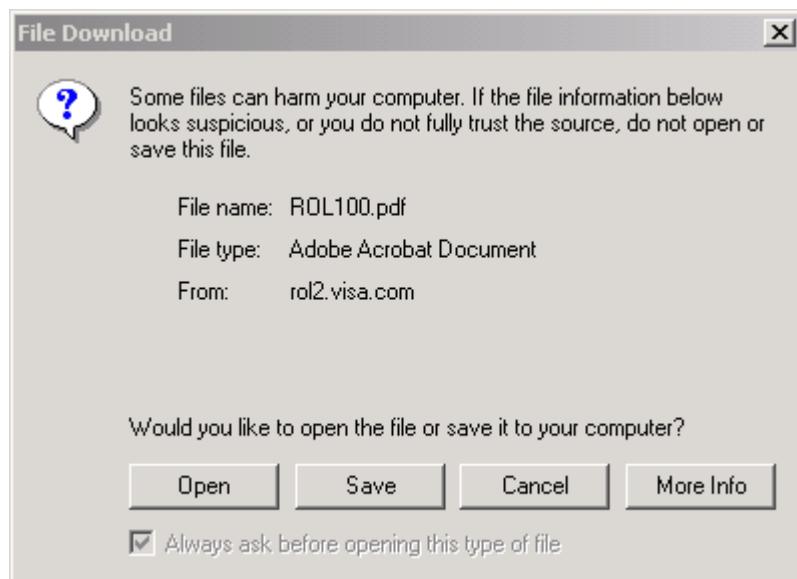
CSV file and does not include summary information. Exceptions are noted in the report samples if applicable.

➤ **To save a report as a PDF:**

1. From the Export window, click **Save PDF**.

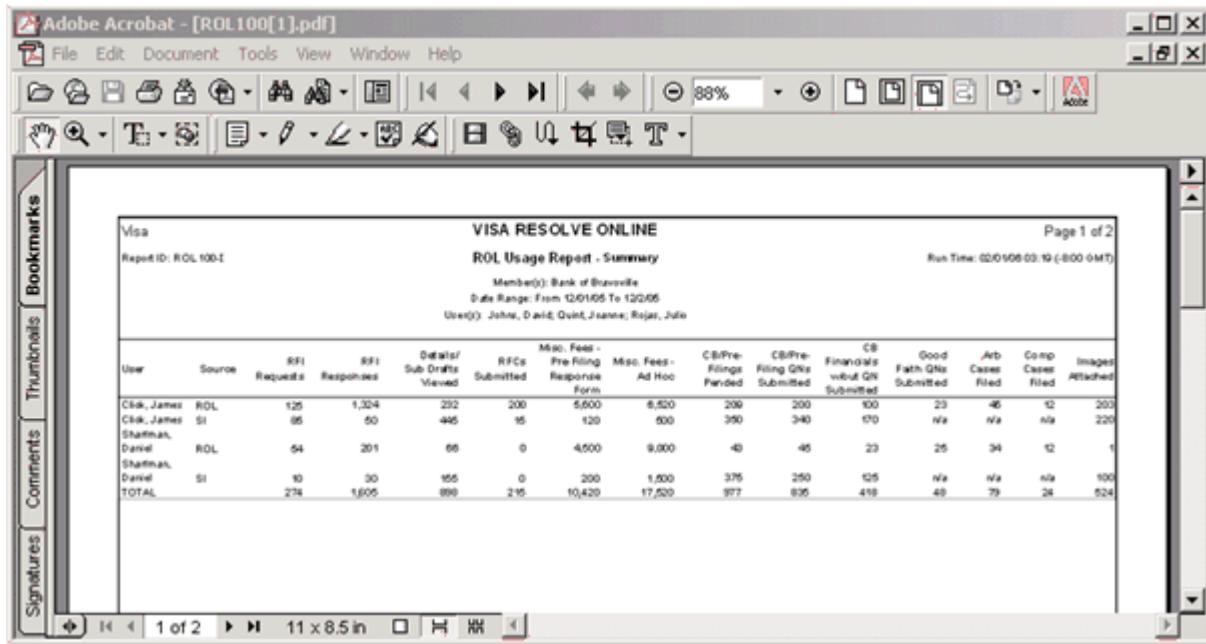
A File Download dialog box appears.

**Figure 1–9: File Download Dialog Box**



VROL dynamically builds this PDF file and sends it through Internet Explorer as a file that can be downloaded. Most organizations configure Internet Explorer to show a File Download window that prompts selection of one of the following:

- Click **Open** to open this file from its current location or
  - Click **Save** to save this file to disk.
2. Click **Open** to preview the report in Adobe Acrobat.

**Figure 1–10: Preview Report in Adobe Acrobat**

3. Select **File>Save As** from the menu bar and save the file to a local drive in the appropriate folder or location.

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## Report Samples—100 Series

2

This chapter shows PDF samples of all available reports in the 100 series and provides the definition, audience, and usage for each report. In addition, a table provides the CSV field definitions for each report. This table includes a notes column that includes CSV field information and, in some instances, a description of the PDF fields.

Depending on the parameters chosen, a different view of the information or further detail may be available. The header of each report identifies the parameters chosen directly below the report name, as illustrated in the following figure.

Visa Report ID: ROL 150-I	<b>VISA RESOLVE ONLINE</b> <b>Accounting Entry Memo Report</b> Member(s): Bank of Alphaville Date Range: From 12/12/06 To 012/13/06 Product/Card Type: Credit Case Classification: Fraud	Page 1 of 1 Run Time: 12/21/06 03:19 (-8:00 GMT)
------------------------------	---	---

Date and time displays for all reports are formatted according to the member configuration parameters, either local time format (12 hour display with AM/PM) or in GMT (24-hour display). See **date** in [Glossary](#) for more details.

## 100—ROL Usage Report

### Definition

The ROL Usage Report tabulates the usage of various VROL functions by one or more users over a selected date range. Tabulation of questionnaires submitted and images attached are further broken down by their method (source) of submission; that is, by VROL user interface (ROL) or member system interface (SI).

Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

To survey how VROL is used by the member down to the user level.

## Scheduled Reporting Parameters

User Scheduled Reporting is a VROL feature that allows members to receive a subset of reports via the User Interface. See the *Visa Resolve Online User's Guide*, Chapter 25, for complete details. The following parameters are used for the ROL Usage Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	Not Available	yesterday <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.
View	Not Available	All Users, Select Users
Activity Type	Not Available	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.
Report File Format Type	Not Available	CSV, PDF

## Samples

[Figure 2–1: 100-I ROL Usage Report—Issuer Summary \(page 1\)](#)

[Figure 2–2: 100-I ROL Usage Report—Issuer Summary \(page 2\)](#)

[Figure 2–3: 100-I ROL Usage Report—Issuer Summary \(page 3\)](#)

[Figure 2–4: 100-A Usage Report—Acquirer Detail \(page 1\)](#)

[Figure 2–5: 100-A Usage Report—Acquirer Detail \(page 2\)](#)

[Figure 2–6: 100-A Usage Report—Acquirer Detail \(page 3\)](#)

Figure 2–1: 100-I ROL Usage Report—Issuer Summary (page 1)

Visa		VISA RESOLVE ONLINE						Page 1 of 14	
Report ID: ROL100-I								Run Time: 08/22/17 05:53 PM (-8:00 GMT)	
		ROL Usage Report - Summary							
		Member(s): Mbr B2 US IA1 2143							
		Date Range: From 07/01/17 To 07/31/17							
		User(s): All Users							
		Report View: All Transactions							
User	Source	Tran Inquiry Requests	RFCs Submitted	Misc. Fees - Pre-Filing Response Form	Misc. Fees - Ad Hoc	CB/Pre-Filings Pended	CB/Pre-Filings QNs Submitted	CB Financials w/out QN Submitted	
Automation, Test B2 Dual	ROL	105	19	26	0	0	55	0	
Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	
Bhattacharyya, Sukalyan	ROL	2	0	0	0	0	2	0	
Chiang, MingLi	ROL	11	0	0	0	0	0	0	
le b2ple, ple b2	ROL	8	0	0	0	0	1	2	
Li, Li	ROL	4	0	0	0	0	0	0	
Prakash, Kumar	SI	0	0	0	0	0	2	0	
Sun, Jing	ROL	2	0	0	0	0	0	0	
Teo B2 dual, Zoey	ROL	0	0	0	0	0	2	0	
Test, Rakesh	ROL	4	0	0	0	0	0	0	
Test, Satyanarayana	ROL	11	1	0	0	0	0	0	
Test, Satyanarayana	SI	1	0	0	0	0	0	0	
Test, Venkatasesha	ROL	0	0	0	0	0	0	0	
Tian, Xiaobo	ROL	1	0	0	0	0	0	0	
Tian, Xiaobo	SI	9	0	0	0	0	0	0	
<b>TOTAL</b>		<b>158</b>	<b>20</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>62</b>	<b>2</b>	

Figure 2–2: 100—I ROL Usage Report—Issuer Summary (page 2)

Visa		VISA RESOLVE ONLINE							Page 2 of 14	
Report ID: ROL100-I									Run Time: 08/22/17 05:53 PM (-8:00 GMT)	
		ROL Usage Report - Summary								
		Member(s): Mbr B2 US IA1 2143								
		Date Range: From 07/01/17 To 07/31/17								
		User(s): All Users								
		Report View: All Transactions								
User	Source	Good Faith QNs Submitted	Arb Cases Filed	Comp Cases Filed	Images Attached	Exception File Adds/Changes/ Deletes	Exception File Inquiries	Fraud Reports Submitted	Write_Offs	StopPayment Adds/Changes/Deletes
Automation, Test B2 Dual	ROL	0	0	0	1	4	1	17	0	1
Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	0	0
Bhattacharyya, Sukalyan	ROL	0	1	0	0	0	0	0	0	0
Chiang, MingLi	ROL	0	0	0	0	0	0	0	0	1
le b2ple, ple b2	ROL	0	0	0	0	0	0	0	0	0
Li, Li	ROL	0	0	0	0	0	0	0	0	0
Prakash, Kumar	SI	0	0	0	2	0	0	0	0	0
Sun, Jing	ROL	0	0	0	0	0	0	0	0	0
Teo B2 dual, Zoey	ROL	0	1	0	0	0	0	0	0	0
Test, Rakesh	ROL	0	0	0	0	0	0	0	0	0
Test, Satyanarayana	ROL	0	0	0	0	0	0	0	0	0
Test, Satyanarayana	SI	0	0	0	0	0	0	0	0	0
Test, Venkatesha	ROL	0	0	0	0	0	1	0	0	2
Tian, Xiaobo	ROL	0	0	0	0	0	0	0	0	0
Tian, Xiaobo	SI	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		0	2	0	3	4	2	17	0	4

Figure 2–3: 100-I ROL Usage Report—Issuer Summary (page 3)

VISA RESOLVE ONLINE													Page 3 of 14
Report ID: ROL100-I		ROL Usage Report - Summary											Run Time: 08/22/17 05:53 PM (-8:00 GMT)
		Member(s): Mbr B2 US IA1 2143											
		Date Range: From 07/01/17 To 07/31/17											User(s): All Users
		Report View: All Transactions											
User	Source	Request Proof of Posting Submitted	Request Proof of Posting Response Submitted	Auto-Substantiation Receipt Request Submitted	Auto-Substantiation Receipt Request Response Submitted	Dispute Requests	Pre-Arbitration Requests	Pre-Compliance Requests	Pre-Arbitration Responses	Pre-Compliance Responses	Provisional Credits		
Automation, Test B2 Dual	ROL	0	0	0	0	0	0	0	0	0	0		
Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	0	0	0		
Bhattacharyya, Sukalyan	ROL	0	0	0	0	0	0	0	0	0	0		
Chiang, MingLi	ROL	0	0	0	0	0	0	0	0	0	0		
le b2ple, ple b2	ROL	0	0	0	0	0	0	0	0	0	0		
Li, Li	ROL	0	0	0	0	0	0	0	0	0	0		
Prakash, Kumar	SI	0	0	0	0	0	0	0	0	0	0		
Sun, Jing	ROL	0	0	0	0	0	0	0	0	0	0		
Teo B2 dual, Zoey	ROL	0	0	0	0	0	0	0	0	0	0		
Test, Rakesh	ROL	0	0	0	0	0	0	0	0	0	0		
Test, Satyanarayana	ROL	0	0	0	0	0	0	0	0	0	0		
Test, Satyanarayana	SI	0	0	0	0	0	0	0	0	0	0		
Test, Venkatasesha	ROL	0	0	0	0	0	0	0	0	0	0		
Tian, Xiaobo	ROL	0	0	0	0	0	0	0	0	0	0		
Tian, Xiaobo	SI	0	0	0	0	0	0	0	0	0	0		
TOTAL		0	0	0	0	0	0	0	0	0	0		

## CSV Field Definitions—Issuer

This report can be saved as a CSV file through the User Interface.

**Table 2–1: 100 Usage Report CSV Fields—Issuer**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Date	1	Date (8)	mm/dd/yy	Detail page only; secondary sort. Date action occurred. All dates are based on Pacific time.
User	2	Alpha (100)		Primary sort of Summary and Detail pages. Last Name, First Name sorted by alpha LName, FName ascending. There are one or two rows for each user who initiated events.
Source	3	Alpha (3)	ROLSI	Secondary sort of Summary page; tertiary sort of Detail page, ascending by alpha. Source of each row depends on whether user initiated events through VROL's user interface (ROL) or through the member interface (SI).
Tran Inquiry Requests	4	Numeric (7) or n/a	Max: 999,999	Number of times a request was successfully submitted by a selected user during the selected date range. Requests that do not bring back a response (because no data was found or because the user was not entitled to the data) but that are still successfully sent are included.  Requests that are part of edit execution during the validation of dispute transactions are not included.
RFCs Submitted	5	Numeric (7) or n/a	Max: 999,999	Issuer reports only. Number of RFCs submitted.
CB QNs Submitted	6	Numeric (7) or n/a	Max: 999,999	Number of chargeback forms submitted.  Does not count forms submitted that contain financials only (no questionnaire is created).

**Table 2–1: 100 Usage Report CSV Fields—Issuer (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
CB Financial Submitted	7	Numeric (7) or n/a	Max: 999,999	Number of chargeback financials submitted.  For issuers, this field should be displayed as: CB Financials w/out QNs Submitted.
Pre-Filing QN Submitted	8	Numeric (7) or n/a	Max: 999,999	Pre-filing counts include all pre-filing questionnaires, including pre-filing initiation, follow-up, recalls, and responses.
Misc. Fees - Pre-Filing Response Form	9	Numeric (7) or n/a	Max: 999,999	Number of instances a user submitted pre-filing response for miscellaneous fees and checked "Transfer Funds Now." Even though two fees may be generated (debit and credit), only one is counted in this column. Displays counts of rows where source is ROL. Displays "n/a" where source is SI.
Misc. Fees - Ad Hoc	10	Numeric (7) or n/a	Max: 999,999	Number of other instances submitted for miscellaneous fees and checked "Transfer Funds Now." Even though two fees may be generated (debit and credit), only one is counted in this column. Displays counts of rows where source is ROL or SI.
Good Faith QNs Submitted	11	Numeric (7) or n/a	Max: 999,999	Count of each instance that a Good Faith questionnaire (including initiation, follow-up, and responses) is submitted by the selected user during the selected date range. Because Good Faith is not supported in the SIs, "n/a" should be displayed in any SI row.
Arb Cases Filed	12	Numeric (7) or n/a	Max: 999,999	Displays count if source is ROL or SI.
Comp Cases Filed	13	Numeric (7) or n/a	Max: 999,999	Displays count if source is ROL or SI.
Images Attached	14	Numeric (7) or n/a	Max: 999,999	Count of images attached to a questionnaire.
Exception File Adds/Changes/Deletes	15	Numeric (7)	Max: 999,999	Issuer reports only. Count of exception file activity performed by user.

**Table 2–1: 100 Usage Report CSV Fields—Issuer (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Exception File Inquiries	16	Numeric (7)	Max: 999,999	Issuer reports only. Count of each instance of an exception file inquiry performed on an existing Exception File Listing in VROL.  Instances of inquiries that are part of edit execution during the validation of dispute transactions are not included.
Fraud Reports Submitted	17	Numeric (7)	Max: 999,999	Count of each instance of a fraud report submitted successfully in VROL.
Write-Offs	18	Numeric (7) or n/a	Max: 999,999	Count of write-offs performed by the user. Displays count for rows where source is ROL or SI.
Stop Payment Order Adds/Changes/Deletes	19	Numeric (7) or n/a	Max: 999,999	Issuer reports only. Count of each instance of action performed on PPCS screen in VROL or SI.
<Message Type> Submitted	20	Numeric (7) or n/a	Max: 999,999	Number of initial messages submitted successfully in VROL.
<Message Type> Response Submitted	21	Numeric (7) or n/a	Max: 999,999	Number of message responses submitted successfully in VROL.
Dispute Requests	22	Numeric (7)	Max: 999,999	Counts disputes submitted that qualify for the VROL dispute resolution process.
Pre-Arbitration Requests	23	Numeric (7)	Max: 999,999	Counts Pre-Arbitration requests that qualify for the VROL dispute resolution process.
Pre-Compliance Requests	24	Numeric (7)	Max: 999,999	Counts Pre-Compliance filings that qualify for the VROL dispute resolution process.
Pre-Arbitration Responses	25	Numeric (7)	Max: 999,999	Counts Pre-Arbitration responses that qualify for the VROL dispute resolution process.

**Table 2–1: 100 Usage Report CSV Fields—Issuer (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Pre-Compliance Responses	26	Numeric (7)	Max: 999,999	Counts Pre-Compliance response filings that qualify for the VROL dispute resolution process.
Provisional Credits	27	Numeric (7)	Max: 999,999	Counts provisional credits that qualify for the VROL dispute resolution process. These are provisional credits submitted along with dispute request.

**Figure 2–4: 100-A Usage Report—Acquirer Detail (page 1)**

VISA RESOLVE ONLINE											Page 4 of 9
Report ID: ROL100-A			ROL Usage Report - Detail								Run Time: 08/22/17 05:56 PM (-8:00 GMT)
			Member(s): Mbr B2 US IA1 2143								
			Date Range: From 07/01/17 To 07/31/17								User(s): All Users
			Report View: All Transactions								
Date	User	Source	Tran Inquiry Requests	RFC Fulfs Submitted	RFC Non-Fulfs Submitted	Misc. Fees - Pre-Filing Response Form	Misc. Fees - Ad Hoc	Repre/ Pre-Filings Pended	Repre/ Pre-Filing QNs Submitted	Repre Financials w/out QN Submitted	
07/02/17	Automation, Test B2 Dual	SI	1	0	0	0	0	0	0	0	
	Li, Li	ROL	1	0	0	0	0	0	0	0	
	TOTAL		2	0	0	0	0	0	0	0	
07/05/17	Automation, Test B2 Dual	ROL	1	0	0	0	0	0	0	0	
	Li, Li	ROL	1	0	0	0	0	0	0	0	
	TOTAL		2	0	0	0	0	0	0	0	
07/11/17	Teo B2 dual, Zoey	ROL	0	0	0	0	0	0	2	0	
	TOTAL		0	0	0	0	0	0	2	0	
07/12/17	Automation, Test B2 Dual	ROL	3	0	0	0	0	0	0	0	
	Chiang, MingLi	ROL	11	0	0	0	0	0	0	0	
	TOTAL		14	0	0	0	0	0	0	0	
07/13/17	Automation, Test B2 Dual	SI	1	0	0	0	0	0	0	0	
	TOTAL		1	0	0	0	0	0	0	0	
07/14/17	Tian, Xiaobo	ROL	2	0	0	0	0	0	0	0	

Figure 2–5: 100-A Usage Report—Acquirer Detail (page 2)

VISA RESOLVE ONLINE										Page 6 of 9
Report ID: ROL100-A			ROL Usage Report - Detail							Run Time: 08/22/17 05:56 PM (-8:00 GMT)
			Member(s): Mbr B2 US IA1 2143							
			Date Range: From 07/01/17 To 07/31/17							
			User(s): All Users							
			Report View: All Transactions							
Date	User	Source	Good Faith QNs Submitted	Arb Cases Filed	Comp Cases Filed	Images Attached	Fraud Reports Submitted	Write_Offs	Adjustments	
07/02/17	Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	
	Li, Li	ROL	0	0	0	0	0	0	0	
TOTAL			0	0	0	0	0	0	0	
07/05/17	Automation, Test B2 Dual	ROL	0	0	0	0	0	0	0	
	Li, Li	ROL	0	0	0	0	0	0	0	
TOTAL			0	0	0	0	0	0	0	
07/11/17	Teo B2 dual, Zoey	ROL	0	0	0	0	0	0	0	
TOTAL			0	0	0	0	0	0	0	
07/12/17	Automation, Test B2 Dual	ROL	0	0	0	0	0	0	0	
	Chiang, MingLi	ROL	0	0	0	0	0	0	0	
TOTAL			0	0	0	0	0	0	0	
07/13/17	Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	
TOTAL			0	0	0	0	0	0	0	
07/14/17	Tian, Xiaobo	ROL	0	0	0	0	0	0	0	
	Xu B2 dual, Dan	ROL	0	0	0	0	0	0	0	
TOTAL			0	0	0	0	0	0	0	
07/17/17	Automation, Test B2 Dual	ROL	0	0	0	0	0	0	0	
	Chiang, MingLi	ROL	0	0	0	0	0	0	0	
	Teo B2 dual, Zoey	ROL	0	0	0	0	0	0	0	

Figure 2–6: 100-A Usage Report—Acquirer Detail (page 3)

VISA RESOLVE ONLINE												Page 8 of 9
Report ID: ROL100-A			ROL Usage Report - Detail									Run Time: 08/22/17 05:56 PM (-8:00 GMT)
			Member(s): Mbr B2 US IA1 2143									
			Date Range: From 07/01/17 To 07/31/17									User(s): All Users
			Report View: All Transactions									
Date	User	Source	Request Proof of Posting Submitted	Request Proof of Posting Response Submitted	Auto-Substantiation Receipt Request Submitted	Auto-Substantiation Receipt Request Response Submitted	Dispute Responses	Pre-Arbitration Requests	Pre-Compliance Requests	Pre-Arbitration Responses	Pre-Compliance Responses	
07/02/17	Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	0	0	0
	Li, Li	ROL	0	0	0	0	0	0	0	0	0	0
	TOTAL		0	0	0	0	0	0	0	0	0	0
07/05/17	Automation, Test B2 Dual	ROL	0	0	0	0	0	0	0	0	0	0
	Li, Li	ROL	0	0	0	0	0	0	0	0	0	0
	TOTAL		0	0	0	0	0	0	0	0	0	0
07/11/17	Teo B2 dual, Zoey	ROL	0	0	0	0	0	0	0	0	0	0
	TOTAL		0	0	0	0	0	0	0	0	0	0
07/12/17	Automation, Test B2 Dual	ROL	0	0	0	0	0	0	0	0	0	0
	Chiang, MingLi	ROL	0	0	0	0	0	0	0	0	0	0
	TOTAL		0	0	0	0	0	0	0	0	0	0
07/13/17	Automation, Test B2 Dual	SI	0	0	0	0	0	0	0	0	0	0
	TOTAL		0	0	0	0	0	0	0	0	0	0
07/14/17	Tian, Xiaobo	ROL	0	0	0	0	0	0	0	0	0	0
	Xu B2 dual, Dan	ROL	0	0	0	0	0	0	0	0	0	0
	TOTAL		0	0	0	0	0	0	0	0	0	0

## CSV Field Definitions—Acquirer

This report can be saved as a CSV file through the User Interface.

**Table 2–2: 100 Usage Report CSV Fields—Acquirer**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Date	1	Date (8)	mm/dd/yy	Detail page only; primary sort. Date action occurred. All dates are based on Pacific time.
User	2	Alpha (100)		Primary sort of Summary page; secondary sort of Detail page. Last Name, First Name sorted by alpha LName, FName ascending. There are one or two rows for each user who initiated events.
Source	3	Alpha (3)	ROL SI	Secondary sort of Summary page; tertiary sort of Detail page, ascending by alpha. Source of each row depends on whether user initiated events through VROL's user interface (ROL) or through the member interface (SI).
Tran Inquiry Requests	4	Numeric (7) or n/a	Max: 999,999	Number of times a request was successfully submitted by a selected user during the selected date range. Requests that do not bring back a response (because no data was found or because the user was not entitled to the data) but that are still successfully sent are included.
RFC Fulfs Submitted	5	Numeric (7) or n/a	Max: 999,999	Number of fulfillments submitted. These are not counted as "Images Attached."
RFC Non-Fulfs Submitted	6	Numeric (7) or n/a	Max: 999,999	Number of non-fulfillment messages submitted.
Repre QNs Submitted	7	Numeric (7) or n/a	Max: 999,999	Number of representation questionnaire submitted.  Does not count forms submitted that contain financials only (no is created).

**Table 2–2: 100 Usage Report CSV Fields—Acquirer (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Repre Financials Submitted	8	Numeric (7) or n/a	Max: 999,999	Number of representment financials submitted.  For acquirers, this field should be displayed as: Repre Financials Submitted.
Pre-Filing QNs Submitted	9	Numeric (7) or n/a	Max: 999,999	Pre-filing counts include all pre-filing questionnaires, including pre-filing initiation, follow-up, recalls, and responses.
Misc. Fees Pre-Filing Response Form	10	Numeric (7) or n/a	Max: 999,999	Number of instances a user submitted pre-filing response for miscellaneous fees and checked "Transfer Funds Now." Even though two fees may be generated (debit and credit), only one is counted in this column. Displays counts of rows where source is ROL. Displays "n/a" where source is SI.
Misc. Fees - Ad Hoc	11	Numeric (7) or n/a	Max: 999,999	Number of other instances submitted for miscellaneous fees and checked "Transfer Funds Now." Even though two fees may be generated (debit and credit), only one is counted in this column. Displays counts of rows where source is ROL. Displays "n/a" where source is SI.
Good Faith QNs Submitted	12	Numeric (7) or n/a	Max: 999,999	Count of each instance that a Good Faith questionnaire (including initiation, follow-up, and responses) is submitted by the selected user during the selected date range. Because Good Faith is not supported in the SIs, "n/a" should be displayed in any SI row.
Arb Cases Filed	13	Numeric (7) or n/a	Max: 999,999	Can only be done from VROL. Displays count if source is ROL. Displays "n/a" if source is SI.
Comp Cases Filed	14	Numeric (7) or n/a	Max: 999,999	Can only be done from VROL. Displays count if source is ROL. Displays "n/a" if source is SI.

**Table 2–2: 100 Usage Report CSV Fields—Acquirer (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Images Attached*	15	Numeric (7) or n/a	Max: 999,999	Count of images attached to a questionnaire.  <b>Note:</b> On acquirer reports only, this field heading should be followed with an asterisk. The following should appear at the bottom of the report, "* Excludes Copy Request Fulfillments."
Fraud Reports Submitted	16	Numeric (7)	Max: 999,999	Count of fraud reports submitted by user.
Write-Offs	17	Numeric (7) or n/a	Max: 999,999	Count of write-offs performed by the user. Displays count for rows where source is ROL. Displays "n/a" where source is SI.
Adjustments	18	Numeric (7) or n/a	Max: 999,999	Acquirer reports only. Count of each adjustment performed on VROL.
<Message Type> Submitted	19	Numeric (7) or n/a	Max: 999,999	Number of initial messages submitted successfully in VROL.
<Message Type> Response Submitted	20	Numeric (7) or n/a	Max: 999,999	Number of message responses submitted successfully in VROL.
Dispute Responses	21	Numeric (7)	Max: 999,999	Counts dispute responses submitted that qualify for the VROL dispute resolution process.
Pre-Arbitration Requests	22	Numeric (7)	Max: 999,999	Counts Pre-Arbitration requests that qualify for the VROL dispute resolution process.
Pre-Compliance Requests	23	Numeric (7)	Max: 999,999	Counts Pre-Compliance filings that qualify for the VROL dispute resolution process.
Pre-Arbitration Responses	24	Numeric (7)	Max: 999,999	Counts Pre-Arbitration responses that qualify for the VROL dispute resolution process.
Pre-Compliance Responses	25	Numeric (7)	Max: 999,999	Counts Pre-Compliance response filings that qualify for the VROL dispute resolution process.

## 101—User Effectiveness Report

### Definition

The User Effectiveness Report tabulates rejected RFC, fraud, and miscellaneous transactions. Data for this report is refreshed daily.

### Audience

Issuers, acquirers with appropriate role permissions.

### Usage

This report is used to track the productivity of users.

### Samples

[Figure 2–7:](#) 101-I User Effectiveness Report—Summary

[Figure 2–8:](#) 101-I User Effectiveness Report—Detail

**Figure 2–7: 101-I User Effectiveness Report—Summary**

Visa		VISA RESOLVE ONLINE			Page 1 of 4
Report ID: ROL 101-I/A		ROL Effectiveness Report - Summary			Run Time: 02/01/07 03:19 (-8:00 GMT)
		Organization(s): Bank of Bravoville			
		Date Range: From 12/01/07 To 12/02/07			
		Detail by: Reporting Inst. ID			
		Reporting Inst. IDs: All			
<b>Reporting Inst. ID - 12345678912</b>					
User Name / User Login ID	Rejected Items	Issuer Incoming Repre for User Submitted CBs	Incoming Repre for System Submitted CBs	Acquirer Rejected Items	
Lee, Kay / klee1234u	6	1	1	13	
Smith, Joan / jsmit6968u	6	2	0	13	
<b>Total</b>	<b>12</b>	<b>3</b>	<b>1</b>	<b>26</b>	
<b>Reporting Inst. ID - 12345678913</b>					
User Name / User Login ID	Rejected Items	Issuer Incoming Repre for User Submitted CBs	Incoming Repre for System Submitted CBs	Acquirer Rejected Items	
Lee, Kay / klee1234u	0	0	0	0	
Smith, Joan / jsmit6968u	5	1	0	6	
<b>Total</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>6</b>	
<b>TOTAL</b>	<b>17</b>	<b>4</b>	<b>1</b>	<b>32</b>	

**Figure 2–8: 101-I User Effectiveness Report—Detail**

VISA RESOLVE ONLINE							Page 3 of 4		
ROL Effectiveness Report - Detail - Issuer							Run Time: 02/01/07 03:19 (-8:00 GMT)		
Organization(s): Bank of Bravoville									
Date Range: From 12/01/07 To 12/02/07									
Detail by: Reporting Inst. ID									
Reporting Inst. ID: All									
<b>Reporting Inst. ID - 12345678912</b>									
User Name / Login ID	Ntwk ID	Reason Code	Reason Code Description	RFC	CB	Fraud Report	Misc Fees	User Submitted CBs	System Submitted CBs
Lee, Kay / Mee1234u	0002	60	Requested Copy Illegible or Invalid	0	1	0	0	0	0
	0002	79	Requested Transaction Information Not Received	0	4	0	0	1	0
	0002	2676	Incorrect Transaction Code	0	1	0	0	0	0
	<b>Total</b>			0	6	0	0	1	0
Smith, Joan / jsmir5968u	0003	60	Requested Copy Illegible or Invalid	0	0	4	0	0	0
	0003	79	Requested Transaction Information Not Received	0	1	0	0	2	0
	0003	2676	Incorrect Transaction Code	0	1	0	0	0	0
	<b>Total</b>			0	2	4	0	2	0
<b>Total</b>				0	8	4	0	3	0
<b>Reporting Inst. ID - 12345678913</b>									
User Name / Login ID	Ntwk ID	Reason Code	Reason Code Description	RFC	CB	Fraud Report	Misc Fees	User Submitted CBs	System Submitted CBs
Lee, Kay / Mee1234u	0003	60	Requested Copy Illegible or Invalid	3	0	0	0	0	0
	0003	79	Requested Transaction Information Not Received	0	4	0	0	1	0
	0002	2676	Incorrect Transaction Code	0	0	2	0	0	0
	<b>Total</b>			3	4	2	0	1	0
Smith, Joan / jsmir5968u	0003	60	Requested Copy Illegible or Invalid	0	0	0	1	0	0
	0002	79	Requested Transaction Information Not Received	0	1	0	0	2	0
	<b>Total</b>			0	1	0	1	2	0
<b>Total</b>				3	5	2	1	3	0
<b>TOTAL</b>				3	13	6	1	6	0

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 2–3: 101 User Effectiveness Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Reporting Institution ID	1	Alphanumeric (11)		Primary sort on summary page if selected on parameter page.
User Name/Login ID	2	Alpha (100)/ Alphanumeric (50)		Secondary sort on summary page if Reporting Institution ID (selected on parameter page; otherwise, primary sort).  Name of user/login ID of user.
Ntwk ID	3	Alphanumeric (4)		Tertiary sort on summary page if Reporting Institution ID (selected on parameter page; otherwise, secondary sort).  Applicable V.I.P. numeric network IDs (for example, 0002, 0004).
Reason Code	4	Alphanumeric (2)		Fourth sort on summary page if Reporting Institution ID (selected on parameter page; otherwise, tertiary sort).  On issuer detail page: RFC request code, CB/REP/RE reason code, misc fees reason code, or fraud type code.  On acquirer detail page: representment, adjustment, or misc fee reason code.
Reason Code Description	5	Alphanumeric (50)		Associated description for reason code.
Rejected RFC	6	Numeric (5)	0–9,999	Issuer detail pages only.
Rejected CB	7	Numeric (5)	0–9,999	Issuer detail pages only.
Rejected Fraud Report	8	Numeric (5)	0–9,999	Issuer detail pages only.
Rejected Misc Fees	9	Numeric (5)	0–9,999	Issuer detail pages only.

**Table 2–3: 101 User Effectiveness Report CSV Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Incoming Representments User Submitted CBs	10	Numeric (5)	0–9,999	Issuer detail pages only.
Rejected Representment	12	Numeric (5)	0–9,999	Acquirer detail pages only.
Rejected Adjustment	13	Numeric (5)	0–9,999	Acquirer detail pages only.
Rejected Misc Fees	14	Numeric (5)	0–9,999	Acquirer detail pages only.

## 105—Transaction Inquiry Detail Report

### Definition

The Transaction Inquiry Detail Report details each individual transaction inquiry performed over a selected date range by a single selected user. Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

This report is used to monitor how often each user submits an inquiry to VROL and whether the inquiry is being used correctly. If the report shows that the user submits the same parameters to request information on a card/account number or token for tokenized transactions using Visa Token Service, the user should be advised as to how to do a case search after the initial inquiry. If a user needs help to determine why their inquiry responses do not contain the information they are looking for, the parameters can be viewed to determine if they need to make adjustments in their searches.

## Scheduled Reporting Parameters

Bulk Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details. The following parameters are used for the Transaction Inquiry Detail Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	previous day	Not available
Organization	selected organization	Not available
Users	All	Not available
Display Full Card TokenName/Account Number	Yes	Not available

## Samples

[Figure 2–9](#): 105-I Transaction Inquiry Detail Report

**Figure 2–9: 105-I Transaction Inquiry Detail Report**

VISA RESOLVE ONLINE														Page 1 of 6				
Transaction Inquiry Detail Report														Run Time: 02/01/04 03:19 (-8:00 GMT)				
User	Timestamp		Search Parameters						Transaction Types			Credit Search		Type Search	Response Counts			
	Date	Time	From Date	To Date	Card/Account Number	Token	Tran ID	Tran Amt	Sales / Cash / Debits	Auths / Auth Revs	Credits / Revs / Adjs	Credit Search From Date	Credit Search # Days	Tran Type Search	Sales / Cash / Debits Count	Auths / Auth Revs Count	Credits / Revs / Adjs Count	Total Resp Count
Abramson, John	12/01/00	8:26:03 AM	03/09/00	03/12/00	XXXX-XXXX-XXXX-4895	-	N	N	Y	N	Y	03/09/00	48	Standard	1	0	1	2
		8:31:49 AM	02/13/00	02/16/00	-	4313-XXXX-XXXX-7890	Y	Y	Y	Y	Y	02/13/00	44	Standard	4	3	2	9
		8:37:34 AM	01/00/00	01/09/00	-	4213-XXXX-XXXX-6789	Y	Y	Y	Y	N	n/a	n/a	Standard	5	4	0	9
		8:43:20 AM	01/20/00	01/25/00	XXXX-XXXX-XXXX-7073	-	N	N	Y	Y	Y	01/20/00	20	Standard	2	1	1	4
		8:49:05 AM	01/05/00	01/08/00	XXXX-XXXX-XXXX-4886	-	N	N	Y	Y	Y	01/05/00	5	Standard	7	6	4	17
		8:54:51 AM	01/15/01	01/18/01	XXXX-XXXX-XXXX-1443	-	N	Y	Y	Y	N	n/a	n/a	Standard	3	2	0	5
		9:00:37 AM	08/28/99	09/05/99	-	4113-XXXX-XXXX-5678	Y	Y	Y	N	N	n/a	n/a	Single	4	0	0	4
		9:06:22 AM	08/28/99	09/02/99	90000/ 10000008	-	N	N	Y	N	N	n/a	n/a	Standard	1	0	0	1
		9:12:08 AM	02/23/00	02/28/00	90000 / 90000002	-	N	N	N	Y	Y	02/19/00	4	Single	0	1	0	1
		9:17:53 AM	02/13/00	02/18/00	XXXX-XXXX-XXXX-4017	-	N	N	Y	Y	Y	02/13/00	44	Standard	6	5	3	14
		9:23:39 AM	01/01/00	01/10/00	XXXX-XXXX-XXXX-4062	-	N	N	Y	Y	Y	01/01/00	1	Expanded	1	0	1	2
		9:29:25 AM	01/04/00	01/07/00	XXXX-XXXX-XXXX-9884	-	N	Y	Y	N	N	n/a	n/a	Standard	1	0	0	1
		9:35:10 AM	01/05/00	01/08/00	XXXX-XXXX-XXXX-6135	-	N	Y	Y	Y	Y	01/05/00	5	Expanded	3	2	2	7
		9:40:56 AM	01/15/00	01/24/00	XXXX-XXXX-XXXX-1466	-	N	N	Y	Y	N	n/a	n/a	Single	1	0	0	1
		12/02/00	9:46:41 AM	02/13/00	02/16/00	-	4513-XXXX-XXXX-7890	Y	Y	Y	Y	02/13/00	44	Standard	2	1	1	4
		9:52:27 AM	01/00/00	01/09/00	-	4613-XXXX-XXXX-6789	Y	Y	Y	Y	N	n/a	n/a	Single	5	4	0	9
		9:56:46 AM	01/20/00	01/25/00	XXXX-XXXX-XXXX-2829	-	N	N	Y	Y	Y	01/20/00	20	Expanded	2	1	1	4
		10:01:05 AM	01/04/00	01/07/00	XXXX-XXXX-XXXX-1174	-	N	Y	Y	N	N	n/a	n/a	Standard	1	0	0	1

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 2–4: 105 Transaction Inquiry Detail Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
User	1	Alpha (100)	100	User name in ascending alphabetical order. Primary sort.
Date	2	Date (8)	mm/dd/yy	Date inquiry was performed. Secondary sort.
Time	3	Time (8)	h:mm:ss <xx>	Time inquiry was performed. Tertiary sort.  If a member is set up to see time in local time format, xx represents AM or PM. If a member is set up to see time in GMT format, xx is not present and times are presented in 24-hour format.
From Date	4	Date (8)	mm/dd/yy	Date inquiry search started.
To Date	5	Date (8)	mm/dd/yy	Date inquiry search finished.
Card/Account Number	6	Numeric (23 including 4 dashes)		Account number of transaction shown with dashes.  Account number is displayed according to member configuration parameters, either as the full, unmasked account number with dashes or as a masked account number with dashes (such as XXXX-XXXX-XXXX-1234).  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Tran ID	7	Alpha (1)	Y (yes) N (no)	
Tran Amt	8	Alpha (1)	Y (yes) N (no)	
Sales/Cash/Debit	9	Alpha (1)	Y (yes) N (no)	
Auths/auth reversals	10	Alpha (1)	Y (yes) N (no)	

**Table 2–4: 105 Transaction Inquiry Detail Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Credits / Revs / Adjs	11	Alpha (1)	Y (yes) N (no)	
Credits Search From Date	12	Date (8)	mm/dd/yy	
Credits Search # Days	13	Numeric (4)		
Tran Type Search	14	Alpha (10)	Standard Expanded Single	For Single Transaction Type, the User's previously selected value is the default value.  For the first visit to the screen, for TI Analyst and Tran Inquiry Analyst roles, default is Expanded List. For all other roles, Standard List is the default value.
Total Resp Count	15	Numeric (10)		Total number of responses
Token	16	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 115—Questionnaire Usage Report

### Definition

#### Important:

To generate report with parameters, users should always select the "Is VCR" option in the report parameter screen.

The resulting report that is generated includes the dispute resolution-related questionnaires and case filing events submitted by one or more selected users over a selected date range, categorized by dispute category or dispute category condition.

Questionnaire types include: dispute, dispute response, Pre-Arbitration, and arbitration filings.

Data for this report is refreshed daily.

## Audience

Supervisors.

## Usage

Issuers and acquirers can generate report for questionnaires. Issuers can monitor the number of dispute, Pre-Arbitration, and case filing questionnaires created by their center. Acquirers can monitor the number of dispute response and Pre-Arbitration questionnaires that they have created. This information can be used to trend dispute types by dispute category or by dispute category condition.

Amounts are displayed in the currency code of the primary user; currency code is noted on the report. Amounts in a currency other than the primary currency are not included in these calculations.

## Samples

[Figure 2–10: 115-I Questionnaire Usage Report—Summary](#)

[Figure 2–11: 115-A Questionnaire Usage Report—Detail](#)

**Figure 2–10: 115-I Questionnaire Usage Report—Summary (Is VCR Option Selected)**

VISA RESOLVE ONLINE													Page 1 of 5		
Report ID: ROL115-I			Questionnaire Usage Report - Summary										Run Time: 09/07/17 12:47 PM (-5:30 GMT)		
			Member(s): Mbr B2 US IA1 2143												
			Date Range: From 08/30/17 To 09/06/17			User(s): All Users									
			Group By: Dispute Category												
Dispute Category	Dispute Requests			Dispute Responses			Pre-Arb Requests			Pre-Arb Responses			Cases Filed		
	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)
Authorization	28	21.54%	2	n/a	n/a	n/a	0	0.00%	—	0	0.00%	—	0	0.00%	—
Consumer	17	13.08%	56	n/a	n/a	n/a	1	100.00%	—	0	0.00%	—	0	0.00%	—
Fraud	67	51.54%	178	n/a	n/a	n/a	0	0.00%	—	2	100.00%	—	0	0.00%	—
Processing Error	18	13.85%	56	n/a	n/a	n/a	0	0.00%	—	0	0.00%	—	0	0.00%	—
TOTAL	130	100.00%	148	n/a	n/a	n/a	1	100.00%	—	2	100.00%	—	0	0.00%	—

[123 Non-USD Transactions excluded from Average Amount calculations]

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**Note:** The title of the “Dispute Category” column changes to “Dispute Category Condition” depending on the user selection in the parameter screen.

**Figure 2-11: 115-A Questionnaire Usage Report—Detail (Is VCR Option Selected)**

Visa		VISA RESOLVE ONLINE												Page 2 of 2		
Report ID: ROL115-A														Run Time: 09/07/17 01:36 PM (-5:30 GMT)		
		Questionnaire Usage Report - Detail														
		Member(s): Mbr B2 US IA1 2143														
		Date Range: From 08/30/17 To 09/06/17														
		User(s): All Users														
		Group By: Dispute Category														
User	Dispute Category	Dispute Requests			Dispute Responses			Pre-Arb Requests			Pre-Arb Responses			Cases Filed		
		Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)	Count	Pct to Tot	Avg Amt (USD)
Automation, Test B2 Dual																
Fraud		n/a	n/a	n/a	0	0.00%	---	2	100.00%	---	0	0.00%	---	0	0.00%	---
TOTAL		n/a	n/a	null	0	0.00%	---	2	100.00%	---	0	0.00%	---	0	0.00%	---
Gupta B2 dual, Shradha																
Processing Error		n/a	n/a	n/a	1	100.00%	---	0	0.00%	---	0	0.00%	---	0	0.00%	---
TOTAL		n/a	n/a	null	1	100.00%	---	0	0.00%	---	0	0.00%	---	0	0.00%	---
Li, Li																
Consumer		n/a	n/a	n/a	1	100.00%	---	0	0.00%	---	1	100.00%	---	0	0.00%	---
TOTAL		n/a	n/a	null	1	100.00%	---	0	0.00%	---	1	100.00%	---	0	0.00%	---
Test, Rakesh																
Consumer		n/a	n/a	n/a	2	100.00%	---	0	0.00%	---	0	0.00%	---	0	0.00%	---
TOTAL		n/a	n/a	null	2	100.00%	---	0	0.00%	---	0	0.00%	---	0	0.00%	---

**Note:** The title of the "Dispute Category" column changes to "Dispute Category Condition" depending on the user selection in the parameter screen.

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2–5: 115 Questionnaire Usage Report CSV Fields—Is VCR Option Selected**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
User	1	Alpha (100)		Appears only on detail pages; primary sort, ascending.
Dispute Category/Dispute Category Condition	2	Alpha (100)		Depends on whether the user selects Dispute Category or Dispute Category Condition in the Group By section of the parameters screen.
Dispute Questionnaire Count	3	Numeric (7)		Displays count for each questionnaire type, by dispute category or dispute category condition, if source is ROL. Displays "n/a" if source is SI.
Dispute Questionnaire Pct to Tot	4	Percentage (7)	000.00%	Displays percentage of total count for each questionnaire type, by dispute category or dispute category condition.
Dispute Questionnaire Avg Amt (YYY)	5	Currency (13)	00000.00	Displays average amount for each questionnaire type, by dispute category or dispute category condition.  Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Dispute Response Questionnaires Count	6	Numeric (7)		Displays count for each questionnaire type, by dispute category or dispute category condition, if source is ROL. Displays "n/a" if source is SI.
Dispute Response Questionnaires Pct to Tot	7	Percentage (7)	000.00%	Displays percentage of total count for each questionnaire type, by dispute category or dispute category condition.

**Table 2–5: 115 Questionnaire Usage Report CSV Fields—Is VCR Option Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Dispute Response Questionnaires Avg Amt (YYY)	8	Currency (13)	00000.00	Displays average amount for each questionnaire type, by dispute category or dispute category condition.  Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Pre-Arb Cases Initiated Count	9	Numeric (7)		Displays counts for each questionnaire type, by dispute category or dispute category condition, if source is ROL. Displays "n/a" where source is SI.
Pre-Arb Cases Initiated Pct to Tot	10	Percentage (7)	000.00%	Displays percentage of total count for each questionnaire type, by dispute category or dispute category condition
Pre-Arb Cases Initiated Avg Amt (YYY)	11	Currency (13)	00000.00	Displays average amount for each questionnaire type, by dispute category or dispute category condition.  Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Pre-Arb Responses Count	12	Numeric (7)	Min: 999,999	Displays counts for each questionnaire type, by dispute category or dispute category condition, if source is ROL. Displays "n/a" where source is SI.
Pre-Arb Responses Pct to Tot	13	Percentage (7)	000.00%	Displays percentage of total count for each questionnaire type, by dispute category or dispute category condition.
Pre-Arb Responses Avg Amt (YYY)	14	Currency (13)	Min: 999,999	Displays average amount for each questionnaire type, by dispute category or dispute category condition.  Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.

**Table 2–5: 115 Questionnaire Usage Report CSV Fields—Is VCR Option Selected (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Cases Filed Count	15	Numeric (7)	Min: 999,999	Displays count for each case filed, by dispute category or dispute category condition, if source is ROL. Displays "n/a" where source is SI.
Cases Filed Pct To Tot	16	Percentage (7)	000.00%	Displays percentage of total count for each case filed, by dispute category or dispute category condition.
Cases Filed Avg Amt (YYY)	17	Currency (13)	Min: 999,999	Displays average amount for each case filed, by dispute category or dispute category condition.  Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of member running report.

## 120—Pre-Arbitration Resolution Report

### Definition

#### Important:

To generate report, users should always select the "Is VCR" option in the report parameter screen.

The report tabulates the Pre-Arbitration questionnaires submitted or first responded to by one or more selected users selected over a selected date range, broken down by dispute category or dispute category condition.

Data for this report is refreshed daily.

### Audience

Supervisors.

## Usage

Issuers or acquirers can monitor questionnaires that qualify for the VROL dispute resolution process. Issuers can monitor the number of Pre-Arbitration questionnaires created and how the cases were resolved. This information can be used to trend dispute types by dispute category, by dispute category condition, and trend the results of the pre-filing cases.

Amounts are displayed in the currency code of the primary user; currency code is noted on the report. Amounts in a currency other than the primary currency are not included in these calculations.

## Samples

[Figure 2–12: 120-A Pre-Arbitration Resolution Report—Summary](#)

[Figure 2–13: 120-A Pre-Arbitration Resolution Report—Detail](#)

**Figure 2–12: 120-A Pre-Arbitration Resolution Report—Summary (Is VCR Option Selected)**

VISA RESOLVE ONLINE															Page 1 of 4			
Pre-Arbitration Resolution Report - Summary																		
Member(s): Mbr B2 US IA1 2143																		
Date Range: From 08/01/17 To 08/21/17																		
User(s): All Users																		
Group By: Dispute Category																		
Product/Card Type: All																		
Type	Dispute Category	Total Cases			Current Status			Liability Acceptance by Responder										
		Count	Pct to Tot	Total Amt (USD)	Filed	Closed In Pre-Arb	Expired In Pre-Arb	Open	Count	Total Amt (USD)	Partial	Accepted by Resp (USD)	Not Acptd By Resp (USD)	Declined/Expired	Count	Total Amt (USD)	Pending Response	
Incoming-US	30 - Services not Provided or Merchandise Not Received	10	58.82%	3,000.00	0	0	0	10	0	0.00	0	0.00	0	0.00	10	3,000.00		
	53 - Not as Described or Defective Merchandise	1	5.88%	7.33	0	0	0	1	1	7.33	0	0.00	0	0.00	0	0.00		
	62 - Counterfeit Transaction	2	11.76%	600.00	0	0	0	2	2	600.00	0	0.00	0	0.00	0	0.00		
	75 - Transaction Not Recognized	4	23.53%	4,000.00	0	0	2	2	0	0.00	0	0.00	0	2,000.00	2	2,000.00		
	TOTAL	17	100.00%	7,607.33	0	0	2	15	3	607.33	0	0.00	0	2,000.00	12	5,000.00		
Outgoing-US	53 - Not as Described or Defective Merchandise	1	100.00%	7.33	0	0	0	1	1	7.33	0	0.00	0	0.00	0	0.00		
	TOTAL	1	100.00%	7.33	0	0	0	1	1	7.33	0	0.00	0	0.00	0	0.00		
Incoming-TOTAL	30 - Services not Provided or Merchandise Not Received	10	58.82%	3,000.00	0	0	0	10	0	0.00	0	0.00	0	0.00	10	3,000.00		

**Note:** The title of the “Dispute Category” column changes to “Dispute Category Condition” depending on the user selection in the parameter screen.

**Figure 2-13: 120-A Pre-Arbitration Resolution Report—Detail (Is VCR Option Selected)**

VISA RESOLVE ONLINE															Page 3 of 4		
Pre-Arbitration Resolution Report - Detail															Run Time: 08/22/17 06:02 PM (-8:00 GMT)		
Member(s): Mbr B2 US IA1 2143																	
Date Range: From 08/01/17 To 08/21/17																	
User(s): All Users																	
Group By: Dispute Category																	
Product/Card Type: All																	
Incoming-US																	
User	Dispute Category	Total Cases			Current Status			Liability Acceptance by Responder									
		Count	Pct to Tot	Total Amt (USD)	Filed	Closed In Pre-Arb	Expired In Pre-Arb	Open	Count	Total Amt (USD)	Count	Acpfd by Resp (USD)	Not Acpfd By Resp (USD)	Count	Total Amt (USD)	Count	Total Amt (USD)
Automation, Test B2 Dual																	
	62 - Counterfeit Transaction	2	50.00%	600.00	0	0	0	2	2	600.00	0	0.00	0.00	0	0.00	0	0.00
	75 - Transaction Not Recognized	2	50.00%	2,000.00	0	0	2	0	0	0.00	0	0.00	0.00	2	2,000.00	0	0.00
	TOTAL	4	100.00%	2,600.00	0	0	2	2	2	600.00	0	0.00	0.00	2	2,000.00	0	0.00
Bdhuai, Santanu																	
	53 - Not as Described or Defective Merchandise	1	100.00%	7.33	0	0	0	1	1	7.33	0	0.00	0.00	0	0.00	0	0.00
	TOTAL	1	100.00%	7.33	0	0	0	1	1	7.33	0	0.00	0.00	0	0.00	0	0.00
(Unassigned)																	
	30 - Services not Provided or Merchandise Not Received	10	83.33%	3,000.00	0	0	0	10	0	0.00	0	0.00	0.00	0	0.00	10	3,000.00
	75 - Transaction Not Recognized	2	16.67%	2,000.00	0	0	0	2	0	0.00	0	0.00	0.00	0	0.00	2	2,000.00
	TOTAL	12	100.00%	5,000.00	0	0	0	12	0	0.00	0	0.00	0.00	0	0.00	12	5,000.00

**Note:** The title of the "Dispute Category" column changes to "Dispute Category Condition" depending on the user selection in the parameter screen.

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2–6: 120 Pre-Arbitration Resolution Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Type	1	Alpha (8)		Summary page: row section for "Incoming-<Jurisdiction>" for all jurisdictions with data followed by "Outgoing-<Jurisdiction>" for all jurisdictions with data; alphabetical, ascending, primary sort.
Jurisdiction	2	Alpha (13)		Values are Domestic, Regional, or Inter-Regional.
User	3	Alphanumeric (100)		Member detail pages only; secondary sort.
Dispute Category/Dispute Category Condition	4	Alphanumeric (200)		The parameter screen dynamically displays Dispute Category and Dispute Category Condition. Users can select either of the two options. The value selected here determines the secondary sorts on the summary page.
Total Cases Count	5	Numeric (7)		Total number of questionnaires created.
Total Cases Pct to Tot	6	Percentage (7)	100.00%	Percentage of total count.
Total Cases Total Amt (YYY)	7	Currency (13)	00000.00	Total amount of questionnaires. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Current Status Filed	8	Numeric (7)		Total number of cases filed as an arbitration case.
Current Status Closed in Pre-Arb	9	Numeric (7)		Total number of cases closed and not filed as an arbitration case.
Current Status Expired in Pre-Arb	10	Numeric (7)		Total number of cases expired with no action taken.
Current Status Open	11	Numeric (7)		Total number of cases still open. Notes how cases were responded to with the following options: Full, Partial, Declined/Expired, Pending Response.

**Table 2–6: 120 Pre-Arbitration Resolution Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Liability Acceptance by Responder Full Count	12	Numeric (7)		Full acceptance: Number of cases where responding member accepted full liability.
Liability Acceptance by Responder Full Total Amt (YYY)	13	Currency (13)	00000.00	Full acceptance: Total amount of accepted cases. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Partial Count	14	Numeric (7)		Partial acceptance: Number of cases where responding member accepted partial liability.
Liability Acceptance by Responder Partial Acptd by Resp (YYY)	15	Currency (13)	00000.00	Partial acceptance: Total amount of portions accepted. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Partial Not Acptd by Resp (YYY)	16	Currency (13)	00000.00	Partial acceptance: Total amount of portions not accepted. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Declined/Expired Count	17	Numeric (7)		Declined / Expired: Number of cases declined by responder, have expired without a response, or have been filed as an arbitration case.
Liability Acceptance by Responder Declined/Expired Total Amt (YYY)	18	Currency (13)	00000.00	Declined / Expired: Total amount of cases declined by responder, have expired without a response, or have been filed as an arbitration case. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.

**Table 2–6: 120 Pre-Arbitration Resolution Report CSV Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Liability Acceptance by Responder Pending Response Count	19	Numeric (7)		Pending response: Number of cases that do not fall into the previous categories.
Liability Acceptance by Responder Pending Response Total Amt (YYY)	20	Currency (13)	00000.00	Pending response: Total amount of cases that do not fall into previous categories. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.

## 125—Pre-Compliance Resolution Report

### Definition

The Pre-Compliance Resolution Report tabulates the Pre-Compliance questionnaires submitted or first responded to by one or more selected users over a selected date range, broken down by primary compliance right. Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

Issuers can monitor the number of Pre-Compliance questionnaires created and how the cases were resolved. This information can be used to trend dispute types by group (for example, Authorization) or compliance code violation, and trend the results of the pre-filing cases.

Amounts are displayed in the currency code of the primary user; currency code is noted on the report. Amounts in a currency other than the primary currency are not included in these calculations.

## **Samples**

[Figure 2–14: 125-I Pre-Compliance Resolution Report—Summary](#)

[Figure 2–15: 125-I Pre-Compliance Resolution Report—Detail](#)

Figure 2-14: 125-I Pre-Compliance Resolution Report—Summary

VISA RESOLVE ONLINE															Page 1 of 2			
Report ID: ROL 125-I		Pre-Compliance Resolution Report - Summary											Run Time: 12/15/03 03:19 (-6:00 GMT)					
		Organization(s): Bank of Alphaville Date Range: From 12/1/03 To 12/15/03 User(s): Johns, David; Quint, Joanne <Group By: Dispute Group> Product/Card Type: Credit																
Type	Primary Compliance Right	Total Cases			Current Status			Liability Acceptance by Responder										
		Count	Pct to Tot	Total Amt (YYY)	Filled	Closed In <Pre-Arb/Pre-Comp>	Expired In <Pre-Arb/Pre-Comp>	Open	Count	Total Amt (YYY)	Count	Acpd By Resp (YYY)	Not Acpd By Resp (YYY)	Count	Total Amt (YYY)	Count	Total Amt (YYY)	
Incoming - AP																		
<Description>		10	14.29%	209.66	2	4	2	2	3	33.00	4	15.18	88.00	2	40.48	1	33.00	
<Description>		15	21.43%	176.40	3	5	3	4	6	45.00	5	20.70	45.00	2	20.70	2	45.00	
<Description>		20	28.57%	168.56	5	6	4	5	10	43.00	5	19.78	43.00	3	19.78	2	43.00	
<Description>		25	35.71%	101.92	7	7	4	7	12	26.00	6	11.96	26.00	5	11.96	2	26.00	
TOTAL		70	100.00%	656.54	17	22	13	18	31	147.00	20	67.62	202.00	12	92.52	7	147.00	
Incoming - Visa Europe																		
<Description>		5	14.29%	209.66	2	4	1	2	3	33.00	2	15.18	88.00	2	40.48	1	33.00	
<Description>		7.5	21.43%	176.40	3	5	3	4	3	45.00	2.5	20.70	45.00	2	20.70	2	45.00	
<Description>		10	28.57%	168.56	5	6	4	5	5	43.00	2.5	19.78	43.00	3	19.78	2	43.00	
<Description>		12.5	35.71%	101.92	7	7	4	7	6	26.00	3	11.96	26.00	5	11.96	2	26.00	
TOTAL		35	100.00%	656.54	17	22	12	18	17	147.00	10	67.62	202.00	12	92.52	7	147.00	
Outgoing - AP																		
<Description>		10	14.29%	148.34	2	2	2	2	3	35.00	4	16.10	44.00	2	20.24	1	33.00	
<Description>		15	21.43%	158.40	3	3	3	4	6	45.00	5	20.70	45.00	2	20.70	2	43.00	
<Description>		20	28.57%	202.14	4	4	4	5	10	66.00	5	30.36	43.00	3	19.78	2	43.00	
<Description>		25	35.71%	101.92	1	12	4	7	12	26.00	6	11.96	26.00	5	11.96	2	26.00	
TOTAL		70	100.00%	610.80	10	21	13	18	31	172.00	20	73.12	158.00	12	72.68	7	129.00	
Incoming - TOTAL																		
<Description>		15	14.3%	419.32	4	8	3	4	6	66.00	6	30.36	176.00	4	80.96	2	66.00	
<Description>		22.5	21.4%	352.8	6	10	6	8	9	90.00	8	41.40	90.00	4	41.40	4	90.00	
<Description>		30	28.6%	337.12	10	12	8	10	15	86.00	8	39.56	66.00	6	39.56	4	66.00	
<Description>		37.5	35.7%	203.84	14	14	8	14	18	52.00	9	23.92	52.00	10	23.92	4	52.00	
TOTAL		105	100.0%	1313.08	34	44	25	36	48	254.00	30	135.24	404.00	24	185.84	14	294.00	
Outgoing - TOTAL																		
<Description>		10	14.3%	148.34	2	2	2	2	3	35.00	4	16.10	44.00	2	20.24	1	33.00	
<Description>		15	21.4%	158.4	3	3	3	4	6	45.00	5	20.70	45.00	2	20.70	2	43.00	
<Description>		20	28.6%	202.14	4	4	4	5	10	66.00	5	30.36	43.00	3	19.78	2	43.00	
<Description>		25	35.7%	101.92	1	12	4	7	12	26.00	6	11.96	26.00	5	11.96	2	26.00	
TOTAL		70	100.0%	610.8	10	21	13	18	31	172.00	20	73.12	158.00	12	72.68	7	129.00	
[X Non-YYY Transactions excluded from Amount calculations]																		

Figure 2–15: 125-I Pre-Compliance Resolution Report—Detail

VISA RESOLVE ONLINE														Page 2 of 2				
Pre-Compliance Resolution Report - Detail														Run Time: 12/15/03 03:19 (-8:00 GMT)				
Organization(s): Bank of Alphaville Date Range: From 12/12/03 To 12/15/03 User(s): Johns, David; Quint, Joanne <Group By: Dispute Group> Product/Card Type: Credit																		
Incoming - AP																		
Total Cases      Current Status      Liability Acceptance by Responder																		
User	Primary Compliance Right	Total Cases			Current Status			Liability Acceptance by Responder										
		Count	Pct to Tot	Total Amt (YYYY)	Filed	Closed In <Pre-Arb/Pre-Comp>	Expired In <Pre-Arb/Pre-Comp>	Open	Count	Total Amt (YYYY)	Acptd By Resp (YYYY)	Not Acptd By Resp (YYYY)	Declined / Expired	Pending Response	Count	Total Amt (YYYY)		
Johns, David		10	14.29%	209.66	2	4	2	2	3	33.00	4	15.18	88.00	2	40.48	1	33.00	
<Description>		15	21.43%	176.40	3	5	3	4	6	45.00	5	20.70	45.00	2	20.70	2	45.00	
<Description>		20	28.57%	168.56	5	6	4	5	10	43.00	5	19.78	43.00	3	19.78	2	43.00	
<Description>		25	35.71%	101.92	7	7	4	7	12	26.00	6	11.96	26.00	5	11.96	2	26.00	
TOTAL		70	100.00%	656.54	17	22	13	18	31	147.00	20	67.62	202.00	12	92.92	7	147.00	
[X Non-YYYY Transactions excluded from Amount calculations]																		

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface

**Table 2-7: 125 Pre-Compliance Resolution Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Type	1	Alpha (8)		Summary page: row section for "Incoming-<Jurisdiction>" for all jurisdictions with data followed by "Outgoing-<Jurisdiction>."
Jurisdiction	2	Alpha (13)		Values are Domestic, Regional, or Inter-Regional.
User	3	Alphanumeric (100)		Appears only on member detail pages; secondary sort.
Dispute Group/Dispute Reason/Primary Compliance Right	4	Alphanumeric (200)		Displays Dispute Group, Dispute Reason, or Primary Compliance Right. Secondary sort on summary page.  Dispute groups are displayed in the following order: <ol style="list-style-type: none"><li>1. Authorization Issues</li><li>2. Cancellations and Returns</li><li>3. Fraud Issues</li><li>4. Non-Receipt of Goods/Services</li><li>5. Processing Errors</li><li>6. Quality of Service/Merchandise</li><li>7. Request for Information/Non-Receipt of Information</li><li>8. Retrieval Request</li></ol>
Total Cases Count	5	Numeric (7)		Total number of questionnaires created.
Total Cases Pct to Tot	6	Percentage (7)	100.00%	Percentage of total count.
Total Cases Total Amt (YYY)	7	Currency (13)	00000.00	Total amount of questionnaires. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Current Status Filed	8	Numeric (7)		Total number of cases filed as an arbitration case.

**Table 2–7: 125 Pre-Compliance Resolution Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Current Status Closed in Pre-Comp	9	Numeric (7)		Total number of cases that were closed, and not filed.
Current Status Expired in Pre-Comp	10	Numeric (7)		Total number of cases expired with no action taken.
Current Status Open	11	Numeric (7)		Total number of cases still open. Notes how cases were responded to with the following options: Full, Partial, Declined/Expired, Pending Response.
Liability Acceptance by Responder Full Count	12	Numeric (7)		Full acceptance: Number of cases where responding member accepted full liability.
Liability Acceptance by Responder Full Total Amt (YYY)	13	Currency (13)	00000.00	Full acceptance: Total amount of accepted cases. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Partial Count	14	Numeric (7)		Partial acceptance: Number of cases where responding member accepted partial liability.
Liability Acceptance by Responder Partial Acptd by Resp (YYY)	15	Currency (13)	00000.00	Partial acceptance: Total amount of portions accepted. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Partial Not Acptd by Resp (YYY)	16	Currency (13)	00000.00	Partial acceptance: Total amount of portions not accepted. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Declined/Expired Count	17	Numeric (7)		Declined / Expired: Number of cases declined by responder, have expired without a response, or have been filed as an arbitration case.

**Table 2–7: 125 Pre-Compliance Resolution Report CSV Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Liability Acceptance by Responder Declined/Expired Total Amt (YYY)	18	Currency (13)	00000.00	Declined / Expired: Total amount of cases declined by responder, have expired without a response, or have been filed as an arbitration case. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.
Liability Acceptance by Responder Pending Response Count	19	Numeric (7)		Pending response: Number of cases that do not fall into the previous categories.
Liability Acceptance by Responder Pending Response Total Amt (YYY)	20	Currency (13)	00000.00	Pending response: Total amount of cases that do not fall into previous categories. Dollar sign is excluded. YYY represents 3-letter currency code of primary currency of user running report.

## 130—Daily Activity Report

### Definition

The Daily Activity Report details the following items:

- All dispute and Pre-Arbitration questionnaires that are submitted and went through allocation or collaboration workflow
- All dispute questionnaires where the cases have been filed and they went through allocation or collaboration workflow
- Dispute responses

### Audience

Supervisors.

## Usage

Members can use this report to audit their outgoing dispute questionnaires. This report is also used to determine if the dispute documentation was delivered to the opposing member by electronic transmission.

Members can also opt to reconcile their case activity by using the Daily Activity Report (130) and the Dispute Cycle Aging Report (301). Report 130 displays all submitted items on a given day. Report 301 shows a list of items that are aging in your queues and need to be worked. As items are updated and submitted, they are removed from Report 301 and appear on the day they were submitted in Report 130. Using these two reports in concert, members can track all their daily outgoing transaction volumes that are successfully processed and where cases are created.

**Note:** Once a case has been purged and archived, it no longer appears in this report.

## Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Daily Activity Report, Incoming and Outgoing.

Parameter	Value	
	Bulk SI Report	User Scheduled Report <sup>1</sup>
Date Range (for outgoing delivered or incoming questionnaires)	yesterday  <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.	yesterday  <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.
Additional Details	View Additional Details checked	<ul style="list-style-type: none"><li>View Additional Details checked: The basic data of the report is available in the PDF file while the additional details of the report is only available in the CSV file.</li><li>Do Not View Additional Details: The basic data of the report is available in both PDF and CSV files.</li></ul>
Questionnaire Selection Criteria	Include Only Finalized/Delivered Questionnaires checked	(Outgoing only) <ul style="list-style-type: none"><li>All Saved Questionnaires: Includes members performing any questionnaire activity which is not yet submitted and is still pending. Includes all saved questionnaire actions.</li><li>All Questionnaires Submitted on the Specified Date: Includes all questionnaires submitted to VROL by the members on the selected date.</li><li>All Finalized/Delivered Questionnaires checked: Includes all questionnaires submitted to VROL by the members that were delivered to the proposer on the selected date.</li></ul>
Shared Entitlement	No	(Outgoing only) <ul style="list-style-type: none"><li>No checked</li><li>Yes</li></ul>

Parameter	Value	
	Bulk SI Report	User Scheduled Report <sup>1</sup>
Organization	selected organization	Not applicable
Activity Type	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.
Display Full Card TokenName/Account Number	Not Applicable	
Report File Format Type	Not Applicable	CSV, PDF

<sup>1</sup> The fields labeled (Outgoing only) apply only to outgoing activities and are available only when the report is run with the Outgoing option selected.

## Samples

[Figure 2–16: 130-I Daily Activity Report—Incoming](#)

**Figure 2–16: 130-I Daily Activity Report—Incoming**

VISA RESOLVE ONLINE													Page 1 of 1			
Daily Activity Report																
Organization(s): Bank of Deltaville																
Date: 06/12/03																
Incoming or Outgoing: Incoming																
<b>Electronic</b>																
Member Case #	ROL Case #	Card/Account Number	Dispute Amt	Dispute Currency	Tran Date	QN Type	Dispute Category	Dispute Condition	Reap Type	Acquirer Ref. # or ACQ BIN/RRN/STAN	Merchant Name	Merch City	Merch State	# of Attach	Acquirer's BID	Auth Code
31251345	1234565445	XXXX-XXXX-XXXX-XXXX	90.78	840 03/19/00	Dispute	10	1	Accept Full	444444-235714591852-555555	Bob's Store	San Jose	CA	12	100000222	028154	
123433214	1234578855	XXXX-XXXX-XXXX-XXXX	92.11	840 04/05/00	Dispute	11	2	Accept Partial	444444-235714591852-666666	Carl's Store	San Francisco	CA	3	100000222	028155	
12343466	1234585288	90123 / 12345678	87.90	840 03/23/00	Pre-Arb	12	1	Decline	444444-235714591852-777777	David's Store	San Andreas	CA	4	100000222	028156	
64566234	1234598885	XXXX-XXXX-XXXX-XXXX	90.11	840 02/29/00	Dispute resp	13	1	Auto-Accept	444444-235714591852-888888	Erica's Store	San Diego	CA	8	100000222	028157	
3123423	1234606433	XXXX-XXXX-XXXX-XXXX	100.00	840 03/17/00	Pre-comp	11	1	Accept Full	444444-235714591852-999999	Francine's Store	San Ramon	CA	12	100000222	028158	
64526	1234614355	XXXX-XXXX-XXXX-XXXX	79.00	840 03/29/00	Pre-comp Resp	12	1	Accept Partial	444444-235714591852-000000	George's Store	San Bernadino	CA	4	100000222	028159	
35135	1234627744	XXXX-XXXX-XXXX-XXXX	96.05	840 03/30/00	Dispute	13	6.1	Decline	444444-235714591852-111111	Harry's Store	Santa Clara	CA	35	100000222	028160	
656	1234637744	XXXX-XXXX-XXXX-XXXX	83.70	840 03/31/00	Dispute resp	11	1	Auto-Accept	444444-235714591852-222222	Ingrid's Store	Santa Barbara	CA	2	100000222	028161	
1345123512	1234642222	XXXX-XXXX-XXXX-XXXX	60.50	840 04/01/00	Pre-Arb	12	3	Accept Full	444444-235714591852-333333	Juliet's Store	Santa Catalina	CA	7	100000222	028162	
6526252	1234655555	XXXX-XXXX-XXXX-XXXX	77.43	840 04/02/00	Dispute resp	13	6.3	Accept Partial	444444-235714591852-444444	Kimberly's Store	San Jose	CA	1	100000222	028163	
--	1234662322	XXXX-XXXX-XXXX-XXXX	87.90	840 04/02/00	Pre-comp	11	4	Decline	444444-235714591852-123456	Linda's Store	San Francisco	CA	0	100000222	028164	
<b>Subtotal</b>		11											88			
<b>Mail</b>																
Member Case #	ROL Case #	Card/Account Number	Dispute Amt	Tran Date						Acquirer Ref. # or ACQ BIN/RRN/STAN	Merchant Name	Merch City	Merch State	# of Attach	Acquirer's BID	Auth Code
345345	1234675222	XXXX-XXXX-XXXX-XXXX	99.76	840 03/30/00	Dispute	12	2	Accept Full	433333-235714591852-111111	Mike's Store	San Andreas	CA	44	100000222	028154	
<b>Subtotal</b>		1											44			
<b>TOTAL</b>		12											132			

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

The CSV report output varies depending on the option selected in the Additional Details section on the Daily Activity Report Parameters page.

- The View Additional Details option is selected by default in both Bulk Scheduled Report and User Scheduled Report. A detailed CSV report is generated as shown in [Table 2–8](#).

- When working on User Scheduled Reports and the Do Not View Additional Details option is selected, the CSV report contains limited information as shown in [Table 2–9](#).

Members are advised to choose the View Additional Details option for a more comprehensive CSV output result.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Delivery Type	1	Alphanumeric (18)	Electronic Mail	Primary sort.
Member Case #	2	Numeric (20)		Primary sort for Incoming Report. Secondary sort for Outgoing Report. Case number assigned to case by members . Blank if no value.
ROL Case #	3	Numeric (10)		Secondary sort. Case number assigned by VROL.
Card/Account Number	4	Numeric (23 including 4 dashes)		Card/account number of transaction. For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.

- The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
- The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Dispute Amt	5	Currency (23)		May include decimal place, for example, 3.21. Amount of dispute. May be blank if the destination amount is unknown (such as for force posted International questionnaires).
Tran Date	6	Date (8)	mm/dd/yy	Date of transaction.
Acquirer Ref. # or ACQ BIN/RRN/STAN	7	Alphanumeric (28 including hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/STAN for transactions without an ARN.
Merchant Name	8	Alphanumeric (27)		Merchant name.
Merch City	9	Alpha (50)		Merchant city.
Merch State	10	Alpha (3)		Blank if no value. Merchant state.
# of Attach	11	Numeric (3)	999	Number of images attached to transaction.
Acquirer's BID	12	Numeric (10)	999999999	Acquirer's business ID (BID). Blank if no value.
Auth Code	13	Numeric (6)		Authorization code. Blank if no value.
CAT Ind	14	Numeric (1)		Blank if no value.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:

- If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
- For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.

2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Original CPD	15	Date (8)	mm/dd/yy	Original central processing date (CPD) of the transaction.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:

- If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
- For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.

2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Message Type	16	Alphanumeric (50)	Dispute-Alloc Dispute-Alloc Pre-Arb Dispute-Collab Dispute-Collab Pre-Arb Dispute-Alloc Filed Dispute-Collab Filed Dispute-Collab Resp Dispute-Alloc Pre-Arb Resp Dispute-Collab Pre-Arb Resp Pre-Comp Pre-CompResp Dispute-Alloc Acceptance Dispute-Alloc Pre-Arb Acceptance Dispute-Collab Acceptance Dispute-Collab Pre-Arb Acceptance Dispute-Collab Resp Acceptance Dispute-Alloc Pre-Arb Resp Acceptance Dispute-Collab Pre-Arb Resp Acceptance Pre-Comp Acceptance Pre-CompResp Acceptance Dispute-Alloc Recall Dispute-Alloc Pre-Arb Recall Dispute-Collab Recall Dispute-Collab Pre-Arb Recall Dispute-Collab Resp Recall Dispute-Alloc Pre-Arb Resp Recall Dispute-Collab Pre-Arb Resp Recall Pre-Comp Recall	Message type of transaction

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
User	17	Alphanumeric (100)		Name of user who saved/submitted form (outgoing). Name of user to whom the case is assigned (incoming).
MOTO ECI	18	Alphanumeric (1)		Mail order (paper based)/telephone order and electronic commerce (VROL) indicator. Blank if no value.
MCC	19	Numeric (4)		Merchant category code (MCC) of transaction.
Member Message Text	20	Alphanumeric (200)		Text sent with message by members . Blank if no value.
Merch Cntry	21	Alpha (4)		Abbreviated country name of the merchant.
Reason Code	22	Alphanumeric (4)		For example, pre-arb = 70; pre-comp = C037.
Reimb Attr	23	Alphanumeric (1)		Reimbursement attribute of transaction. Blank if no value.
Reqst Pmt Svc	24	Alphanumeric (1)		Requested payment services flag. Blank if no value.
Spec Cond Ind	25	Alphanumeric (2)		Special condition indicator. Blank if no value.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Tran Amt	26	Currency (23)	9,999,999.99	May include decimal place, example 3.21. Amount of transaction in currency stored in VROL.
Curr Code	27	Numeric (3)		Currency code associated with amount displayed in Tran Amt column.
Tran Code	28	Alphanumeric (4) or --		Transaction code from BASE II or SMS (for example, TC 05, 0200).
Tran ID	29	Numeric (15) including dash mark		Transaction ID of transaction. Blank if no value.
Acq Inst Cntry	30	Numeric (3)		Acquiring institution country code. Standard Visa numeric country code.
Int'l Fee Ind	31	Numeric (1)		International fee indicator. Blank if no value.
Financial CPD	32	Date (8)	mm/dd/yy or --	This date will be the Central processing date (CPD) after the financial liability is assigned.
CPD Est	33	Alpha (3)	Yes--	Displays yes if CPD was estimated; else "--."

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Doc Type	34	Alpha (2)	QN VDAS	Displays QN for all outgoing items and either VDAS or QN for incoming items. Displays "--" for pending questionnaires.
Action Date	35	Date (8)	mm/dd/yy	The Date of the day (maximum) on which the opposer has Days to Act equal to 0.
Card Accptr ID	36	Alphanumeric (15)		Card acceptor identification number for transaction. Blank if no value.
Terminal ID	37	Alphanumeric (8)		Terminal ID of the acquirer.
Network ID	38	Numeric (4)		Applicable V.I.P. numeric network IDs (for example, 0002, 0004). Blank if no value.
Disp Curr Code	39	Numeric (3)		Currency code of dispute.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Time of Delivery	40	Time (5)	hh:mm <xx>	Delivery time of file containing the transaction. Blank if no value.  If a member is set up to see time in local time format, then xx represents AM or PM. If a member is set up to see time in GMT format, then xx is not present and times are presented in 24-hour format.
BQI File Name	41	Alphanumeric (256)		Zip file name (excluding extension) where transaction is located. Blank if no value.
File Size (MB)	42	Numeric (9)	9999.99	File size. Blank if no value.
Bulk Mail File Name	43	Alpha (256)		Populated only for the Outgoing/Mail section and may be blank until data is retrievable in VROL.
POS Term Cap	44	Numeric (1)		POS terminal capacity. Blank if no value.
Acceptance Amount	45	Currency (13)		Amount accepted by opposing party. May include decimal place, for example, 3.21. Blank if no value.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Acceptance Amount Curr Code	46	Numeric (3)		It is the liability amount accepted by the opposing party: Full amount – if accepted full, partial amount – if accepted partial, or 0 – if there is no liability assigned and accepted.
Floor Limit Indicator	47	Alphanumeric (1)		Specifies relationship of transaction amount to floor limit in effect for that transaction. Blank if no value.
Settlement Flag	48	Alphanumeric (1)		Blank if no value.
PCAS Indicator	49	Alphanumeric (1)		Positive Cardholder Authorization Service (PCAS) indicator. Blank if no value.
POS Entry Mode	50	Alphanumeric (2)		Method by which terminal obtained and transmitted the cardholder information.
Merchant ZIP/Postal Code	51	Numeric (10)		ZIP or postal code of merchant. Blank if no value.
Fee Program Indicator	52	Alphanumeric (3)		Used to assess the Interchange Reimbursement Fee (RF) for a financial transaction.
CRB/Exception File Indicator	53	Alphanumeric (1)		Blank if no value.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
National Reimbursement Fee	54	Currency (13)		May include decimal place, example 3.21. Blank if no value.
Pre-Paid Card Indicator	55	Alphanumeric (1)		Blank if no value.
MVV	56	Alphanumeric (10)		Merchant Verification Value. Blank if no value.
Additional Data Indicator	57	Alphanumeric (1)		Blank if no value.
Case Class	58	Alpha (2)	F NF N/A	Fraud or non-fraud.
Product/Card Type	59	Alpha (12)	Credit Debit Debit/Credit Prepaid Other	
TRN	60	Alphanumeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token (see footnote 1)	61	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Dispute CPD	61 or 62 (see footnote 2)	Date (8)	mm/dd/yy	Central Processing Date and Time in GMT.  This is based on the time on which the liability is assigned if the dispute went through the allocation workflow or when the collaboration questionnaire is submitted if the dispute went through the collaboration workflow.
Dispute Category	62 or 63 (see footnote 2)	Alphanumeric (2)		Numeric value of dispute category: 10 - Fraud, 11 - Authorization, 12 - Processing Error, or 13 - Consumer Dispute.
Dispute Category Condition	63 or 64 (see footnote 2)	Alphanumeric (5)		3-digit code. For example, "12.2", "13.2".
Resp Type	64 or 65 (see footnote 2)	String (50)	Accept Full, Accept Partial, Decline, or Auto-Accept	

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Resp CPD	65 or 66 (see footnote 2)	Date (8)	mm/dd/yy	Central Processing Date and Time in GMT. This is based on when the response to a dispute is to be made.
Dispute Pre-Arb CPD	66 or 67 (see footnote 2)	Date (8)	mm/dd/yy	Central Processing Date and Time in GMT. This is based on when the dispute Pre-Arbitration is submitted.
Dispute Pre-Arb Resp CPD	67 or 68 (see footnote 2)	Date (8)	mm/dd/yy	Central Processing Date and Time in GMT. This is based on when the response to a dispute Pre-Arb is submitted.
Response Duration	68 or 69 (see footnote 2)	Numeric (2)		Calculated based on the date on which a dispute or Pre-Arbitration is received and the date on which the dispute or Pre-Arbitration is responded.
Response Tier	69 or 70 (see footnote 2)	Numeric (1)		

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
VROL Financial ID	70 or 71 (see footnote 2)	Alphanumeric (20)		A unique id assigned at the questionnaire level, populated, and displayed in this report when questionnaire generates a financial.
Financial Ind.	71 or 72 (see footnote 2)	Alphanumeric (20)	Required, Not Required, or Sent	Indicates to users whether a financial is required or not from ROL-130.  'Sent' value applies where VROL generated the financial with the questionnaire.
VROL Bundle Case #	72 or 73 (see footnote 2)	Numeric (19)		Holds the Fraud bundle or Master Case # that holds the subordinate cases.
Inter. Fee Amount	73 or 74 (see footnote 2)	Currency (13)		
Inter. Fee D/C	74 or 75 (see footnote 2)	Alphanumeric (2)	D – Debit, C - Credit	

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Inter. Fee Curr Code	75 or 76 (see footnote 2)	Alphanumeric (3)		3-digit currency code.
Dispute Status	76 or 77 (see footnote 2)	Alphanumeric (2)		Dispute Status code. Can be one of the following: <ul style="list-style-type: none"><li>• F1</li><li>• R1</li><li>• R2</li><li>• R3</li><li>• P1</li><li>• L1</li><li>• L2</li><li>• L3</li></ul>

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Dispute Status Description	77 or 78 (see footnote 2)	String (Max – 200)		<p>Description for the Dispute Status code.</p> <ul style="list-style-type: none"> <li>• Dispute Financial (F1)</li> <li>• Dispute Reversal–Recall (R1)</li> <li>• Dispute Reversal–Pre–Arbitration Acceptance (R2)</li> <li>• Dispute Reversal–Arbitration Decision (R3)</li> <li>• Dispute Response (P1)</li> <li>• Dispute Response Reversal–Recall (L1)</li> <li>• Dispute Response Reversal–Pre–Arbitration Acceptance (L2)</li> <li>• Dispute Response Reversal–Arbitration Decision (L3)</li> </ul>

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–8: 130 Daily Activity Report CSV Fields—View Additional Details Option is Selected (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
On-Us Indicator	78 or 79 (see footnote 2)	Character (1)	T or F	<ul style="list-style-type: none"><li>• T: Displays T for transactions that are On-Us.</li><li>• F: Displays F for transactions that are not On-Us.</li></ul> <p>This is an optional column that is generated in the CSV file if the Display On-Us Transactions option is selected on the report parameters screen.</p>
Jurisdiction	79 or 80 (see footnote 2)	Alpha (13)		<p>Jurisdiction of the associated activity.</p> <p>This is an optional column that is generated in the CSV file if the Display On-Us Transactions option is selected on the report parameters screen.</p>

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–9: 130 Daily Activity Report CSV Fields—Do Not View Additional Details Option is Selected**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Delivery Type	1	Alphanumeric (18)	Electronic Mail	Primary sort.
Member Case #	2	Numeric (20)		Primary sort for Incoming Report. Secondary sort for Outgoing Report. Case number assigned to case by member.  Blank if no value.
ROL Case #	3	Numeric (10)		Secondary sort. Case number assigned by VROL.
Card/Account Number	4	Numeric (23 including 4 dashes)		Card/account number of transaction.
Dispute Amt	5	Currency (23)		May include decimal place, for example, 3.21. Amount of dispute. May be blank if the destination amount is unknown (such as for force posted International questionnaires).
Tran Date	6	Date (8)	mm/dd/yy	Date of transaction.
Acquirer Ref. # or ACQ BIN/RRN/STAN	7	Alphanumeric (28 including hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/STAN for transactions without an ARN.
Merchant Name	8	Alphanumeric (27)		Merchant name.
Merch_City	9	Alpha (50)		Merchant city.
Merch_State	10	Alpha (3)		Blank if no value. Merchant state.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–9: 130 Daily Activity Report CSV Fields—Do Not View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
# of Attach	11	Numeric (3)	999	Number of PDF files and images attached to transaction.
Acquirer's BID	12	Numeric (10)		
Auth Code	13	Numeric (6)		
TRN	14	Alphanumeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token (see footnote 1)	15	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.
Dispute Currency	15 or 16 (see footnote 2)	Alphanumeric (3)		3-digit currency code.
Message Type	16 or 17 (see footnote 2)	Alphanumeric (50)		The values in this field reflect the options that were selected when generating the report. For example, if an issuer runs an outgoing report, then the generated report will show sent questionnaires, such as disputes. If the issuer runs an incoming report, then the generated report will show what was received, such as dispute responses.  Possible values are: 'Dispute', 'Dispute Resp', 'Pre-Arb', Pre-Arb Resp', 'Pre-Comp', and 'Pre-Comp Resp'.
Dispute Category	17 or 18 (see footnote 2)	Alphanumeric (2)		Numeric value of dispute category: 10- Fraud, 11- Authorization, 12 - Processing Error, or 13 – Consumer Dispute.

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
- If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

**Table 2–9: 130 Daily Activity Report CSV Fields—Do Not View Additional Details Option is Selected (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Dispute Category Condition	18 or 19 (see footnote 2)	Alphanumeric (5)		3-digit code. For example, "12.6", "13.2".
Resp Type	19 or 20 (see footnote 2)	String (50)	Accept Full, Accept Partial, Decline, or Auto-Accept	

1. The Token field always appears for issuers. For acquirers or dual users with acquirer access, this field appears depending on the following conditions:
  - If the 'Retain existing Card Number / token behavior for Acquirers' option is not selected in the member configuration, this field appears in the 'Token' column.
  - For tokenized transactions using the Visa Token Service where the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration, the Token number appears in the 'Card/Account Number' column.
2. The position number of this field in the CSV file increases by 1 if the Token field is present.

## 135—Summary of Outgoing Attached Images Report

### Definition

The Summary of Outgoing Attached Images Report tabulates the images attached to VROL questionnaires over a selected date range, categorized by document type, dispute type, and stage. Data for this report is refreshed daily.

### Audience

Supervisors.

## Usage

Members can use this report to analyze what types of images they are sending out during a selected time frame. They can also trend the amount of images that are added for each stage of the transaction (dispute, and so forth) and for each document type (for example, bank statement).

## Samples

[Figure 2–17: 135-I Summary of Attached Outgoing Images Report—Summary](#)

[Figure 2–18: 135-I Summary of Attached Outgoing Images Report—Detail](#)

Figure 2-17: 135-I Summary of Attached Outgoing Images Report—Summary

VISA RESOLVE ONLINE														Page 1 of 3				
Report ID: ROL 135-I		Summary of Outgoing Attached Images Report - Summary										Run Time: 12/24/01 03:19 (-8:00 GMT)						
Doc Type	Authorization Issues		Cancellation / Returns		Fraud Issues		Non-Receipt of Goods/Svcs		Non-Receipt of Info		Processing Errors		Quality Issues		Pre-Comp/Comp		Total	
	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.
Affidavit of Fraud	2	2.50%	2,000	2564.10%	234	312.00%	5	6.85%	3	4.48%	6	8.45%	0	0.00%	3	4.62%	2,253	390.47%
Authorization Record	3	3.75%	23	29.49%	46	61.33%	3	4.11%	2	2.99%	8	11.27%	1	1.45%	65	100.00%	151	26.17%
Bank Statement	5	6.25%	222	284.62%	7	9.33%	1	1.37%	6	8.96%	1	1.41%	3	4.35%	1	1.54%	246	42.63%
Canceled Check	6	7.50%	342	438.46%	12	16.00%	2	2.74%	5	7.46%	0	0.00%	4	5.80%	0	0.00%	371	64.30%
Cardholder Letter	7	8.75%	24	30.77%	7	9.33%	1	1.37%	4	5.97%	1	1.41%	6	8.70%	1	1.54%	51	8.84%
Credit Voucher	8	10.00%	0	0.00%	3	4.00%	0	0.00%	8	11.94%	2	2.82%	3	4.35%	2	3.08%	26	4.51%
Fulfillment	2	2.50%	3	3.85%	4	5.33%	5	6.85%	0	0.00%	2	2.82%	3	4.35%	4	6.15%	23	3.99%
Merchant Letter	4	5.00%	0	0.00%	5	6.67%	1	1.37%	3	4.48%	1	1.41%	5	7.25%	1	1.54%	20	3.47%
Other	5	6.25%	8	10.26%	6	8.00%	3	4.11%	1	1.49%	6	8.45%	7	10.14%	6	9.23%	42	7.28%
Proof of Delivery	4	5.00%	2	2.56%	4	5.33%	345	472.60%	7	10.45%	3	4.23%	4	5.80%	3	4.62%	372	64.47%
Sales Draft	0	0.00%	0	0.00%	0	0.00%	4	5.48%	0	0.00%	0	0.00%	12	17.39%	0	0.00%	16	2.77%
Second Opinion	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Shipping Receipt	3	3.75%	4	5.13%	8	10.67%	3	4.11%	2	2.99%	2	2.82%	3	4.35%	2	3.08%	27	4.68%
T&E Folio	2	2.50%	4	5.13%	777	1036.00%	35	47.95%	7	10.45%	4	5.63%	34	49.28%	1	1.54%	864	149.74%
Updated Cardholder	3	3.75%	3	3.85%	5	6.67%	4	5.48%	2	2.99%	3	4.23%	77	111.59%	5	7.60%	102	17.68%
Updated Merchant Letter	2	2.50%	4	5.13%	3	4.00%	4	5.48%	3	4.48%	23	32.39%	3	4.35%	7	10.77%	49	8.45%
<b>TOTAL</b>	<b>56</b>	<b>70.00%</b>	<b>2639</b>	<b>3383.33%</b>	<b>1121</b>	<b>1494.67%</b>	<b>416</b>	<b>569.86%</b>	<b>53</b>	<b>79.10%</b>	<b>62</b>	<b>87.32%</b>	<b>165</b>	<b>239.13%</b>	<b>101</b>	<b>155.38%</b>	<b>4,613</b>	<b>799.48%</b>
<b>TOTAL Quest.</b>	<b>80</b>		<b>78</b>		<b>75</b>		<b>73</b>		<b>67</b>		<b>71</b>		<b>69</b>		<b>65</b>		<b>577</b>	

Figure 2-18: 135-I Summary of Attached Outgoing Images Report—Detail

Visa		VISA RESOLVE ONLINE												Page 2 of 3			
Report ID: ROL 135-I		Summary of Outgoing Attached Images Report - Detail										Run Time: 12/24/01 03:19 (-8:00 GMT)					
Stage	Doc Type	Authorization Issues		Cancellation / Returns		Fraud Issues		Non-Receipt of Goods/Svcs		Non-Receipt of Info		Processing Errors		Quality Issues		Total	
		Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.	Count	Pct. To Quest.
1st CB	Affidavit of Fraud	5	6.25%	1	1.28%	7	9.33%	1	1.37%	6	8.00%	1	1.41%	3	4.35%	24	4.69%
	Authorization Record	6	7.50%	1	1.28%	12	16.00%	2	2.74%	5	7.46%	0	0.00%	4	5.80%	30	5.86%
	Bank Statement	1	1.41%	1	1.28%	12	16.00%	2	2.74%	5	7.46%	1	1.41%	23	33.33%	45	8.79%
	Canceled Check	0	0.00%	0	0.00%	7	9.33%	1	1.37%	5	7.46%	6	8.46%	56	81.16%	75	14.65%
	Cardholder Letter	1	1.41%	0	0.00%	3	4.00%	0	0.00%	5	7.46%	0	0.00%	7	10.14%	16	3.13%
	Credit Voucher	2	2.62%	0	0.00%	5	6.67%	1	1.37%	5	7.46%	0	0.00%	88	127.54%	101	19.73%
	Fulfillment	1	1.41%	1	1.28%	6	8.00%	3	4.11%	5	7.46%	2	2.82%	266	385.51%	284	55.47%
	Merchant Letter	2	2.62%	0	0.00%	0	0.00%	4	5.48%	5	7.46%	234	329.58%	8	11.59%	253	49.41%
	Other	2	2.62%	0	0.00%	0	0.00%	0	0.00%	5	7.46%	44	61.97%	5	7.25%	56	10.94%
	Proof of Delivery	7	8.75%	0	0.00%	7	9.33%	1	1.37%	4	5.07%	1	1.41%	6	8.70%	26	5.08%
	Sales Draft	8	10.00%	0	0.00%	3	4.00%	0	0.00%	8	11.04%	2	2.82%	3	4.35%	24	4.69%
	Second Opinion	4	5.00%	0	0.00%	5	6.67%	1	1.37%	3	4.48%	1	1.41%	5	7.25%	19	3.71%
	Shipping Receipt	5	6.25%	1	1.28%	6	8.00%	3	4.11%	1	1.40%	6	8.46%	7	10.14%	29	5.66%
	T&E Folio	0	0.00%	0	0.00%	0	0.00%	4	5.48%	0	0.00%	0	0.00%	12	17.39%	16	3.13%
	Updated Cardholder Letter	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Updated Merchant Letter	3	3.75%	4	5.13%	8	10.67%	3	4.11%	2	2.99%	2	2.82%	3	4.35%	25	4.88%
	<b>TOTAL</b>	<b>47</b>	<b>58.75%</b>	<b>9</b>	<b>11.60%</b>	<b>81</b>	<b>107.61%</b>	<b>26</b>	<b>35.61%</b>	<b>64</b>	<b>96.04%</b>	<b>300</b>	<b>423.59%</b>	<b>406</b>	<b>721.99%</b>	<b>1,023</b>	<b>199.80%</b>
	<b>TOTAL Quest.</b>	<b>80</b>		<b>78</b>		<b>75</b>		<b>73</b>		<b>67</b>		<b>71</b>		<b>69</b>		<b>512</b>	

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2–10: 135 Summary of Outgoing Images Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Stage	1	Alphanumeric (200)		Appears only on detail page and is primary sort (chronological). Displays stage that transactions are in. Only stages that contain data are displayed.
Doc Type	2	Alpha (27)		Document type attached to questionnaire. Secondary sort for detail page; primary sort for summary page.
Authorization Issues Count	3	Numeric (9)		Count of authorization issues for each document type and stage.
Pct. To Quest.	4	Percentage (7)	000.00%	Use the following value for all percentage issues: a) Total amount of Images of that Doc Type attached during the selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
Cancellation and Returns Count	5	Numeric (9)		Count of cancellations and returns for each document type and stage.
Cancellation and Returns Pct. To Quest.	6	Percentage (7)	000.00%	Use following value for all percentage issues: a) Total amount of Images of that Doc Type attached during selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member to b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
Fraud Issues Count	7	Numeric (9)		Count of fraud issues for each document type and stage.

**Table 2–10: 135 Summary of Outgoing Images Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Fraud Issues Pct. To Quest.	8	Percentage (7)	000.00%	Use the following value for all percentage issues: a) Total amount of Images of that Doc Type attached during the selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member to b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
Non-Receipt of Goods/Svcs Count	9	Numeric (9)		Count of non-receipt of goods for each document type and stage.
Non-Receipt of Goods/Svcs Pct. To Quest.	10	Numeric (9)		Use the following value for all percentage issues: a) Total amount of Images of that Doc Type attached during the selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member to b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
Non-Receipt of Info Count	11	Numeric (9)		Count of information requests for each document type and stage.
Non-Receipt of Info Pct. To Quest.	12	Numeric (9)		Use the following value for all percentage issues: a) Total amount of Images of that Doc Type attached during the selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member to b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
Processing Errors Count	13	Numeric (9)		Count of processing errors for each document type and stage.

**Table 2–10: 135 Summary of Outgoing Images Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Processing Errors Pct. to Quest.	14	Percentage (7)	000.00%	Use the following value for all percentage issues: a) Total amount of Images of that Doc Type attached during the selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member to b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
Quality Issues Count	15	Numeric (9)		Count of quality issues for each document type and stage.
Quality Issues Pct. To Quest.	16	Percentage (7)	000.00%	Use the following value for all percentage issues: a) Total amount of Images of that Doc Type attached during the selected Date Range to a questionnaire, case filing, or case filing response of that Stage and that Dispute Group/Type by the member to b.) Total amount of QN/CF/CFRs of that Stage and Dispute Group/Type submitted during selected date range by member.
TOTAL Count	17	Numeric (9)		Total count and percentage to questionnaire totaled for each stage and doc type.
TOTAL Pct. to Quest.	18	Percentage (7)	000.00%	

## 140—Bulk Upload Exceptions Report

### Definition

The Bulk Upload Exceptions Report provides details about questionnaire and image upload problems encountered on a specified date. The report also displays additional statistics about cases, questionnaires, and images affected by the upload successes and failures.

This report has three sections.

- Exception Detail—Details of errors/warnings during upload

- Upload Assessment Section—Operations performed by batch
- File Data—Batch file information. Data for this report is available in real-time.

## Audience

Supervisors.

## Usage

This report allows the member to analyze the exceptions in uploading bulk questionnaires and images. The report shows where the errors occurred and also provides an upload assessment, which shows the attempts and failure rates for each type of actions (for example, Total Cases Created).

**Note:** Once a case has been purged and archived, it no longer appears in this report.

## Samples

[Figure 2-19: 140-I Bulk Upload Exceptions Report](#)

[Figure 2-20: 140-A Bulk Upload Exceptions Report](#)

**Figure 2-19: 140-I Bulk Upload Exceptions Report**

Visa			VISA RESOLVE ONLINE			Page 2 of 6								
Report ID: ROL140-I						Run Time: 09/07/17 07:12 PM (-5:30 GMT)								
Bulk Upload Exceptions Report														
Member(s): Mbr B2 US IA1 2143														
Date: 09/07/17														
<b>Upload Assessment</b>														
	Attempted	Succeeded	Failed			Attempted	Succeeded	Failed						
Total Cases Created	0	0	0	Case Filings Submitted for Review		0	0	0						
Total Cases Updated	1	0	1	Case Filing Responses Added		0	0	0						
Failed "Update Or Add" Cases	n/a	n/a	0	Case Filing Responses Updated		0	0	0						
Failed "Update Or Add" Questionnaires	n/a	n/a	0	Case Filing Responses Deleted		0	0	0						
Questionnaires Pended	0	0	0	Case Filing Responses Submitted for Review		0	0	0						
Questionnaires Submitted	0	0	0	Fraud Advices Submitted		0	0	0						
Questionnaires Submitted for Review	0	0	0	Exception File Listing		0	0	0						
Questionnaires Created	1	0	1	Misc.Fees Added		0	0	0						
Questionnaires Updated	0	0	0	Dispute Recalls Added		0	0	0						
Questionnaires Deleted	0	0	0	Auto-Substantiation Receipt Request Added		0	0	0						
Questionnaires Force Posted	0	0	0	Auto-Substantiation Receipt Request Responses		0	0	0						
Questionnaires State Changes	0	0	0	Added		0	0	0						
Images Added	0	0	0	Request Proof of Posting Added		0	0	0						
Images Attached	0	0	0	Request Proof of Posting Responses Added		0	0	0						
RFC Submitted	0	0	0											
RFC Rejects Repaired	0	0	0											
CB Financials Added	0	0	0											
CB Financials Updated	0	0	0											
CB Financials Submitted for Review	0	0	0											
CB Reversals Added	0	0	0											
CB Rejects Repaired	0	0	0											
Case Filings Added	0	0	0											
Case Filings Updated	0	0	0	Receive Time:	4:04:21 PM									
Case Filings Deleted	0	0	0	File Name:	BUA58U5P									
Note: If a single image or questionnaire for a case that is being uploaded fails, then the entire upload of that case fails, including upload of other images or a questionnaire associated with that case. The exceptions displayed at the top of this report only include the specific items that caused the upload to fail.														

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**Figure 2–20: 140-A Bulk Upload Exceptions Report**

Visa			VISA RESOLVE ONLINE			Page 2 of 9								
Report ID: ROL140-A						Run Time: 09/07/17 06:41 PM (-5:30 GMT)								
Bulk Upload Exceptions Report														
Member(s): Mbr B2 US IA1 2143														
Date: 09/07/17														
Upload Assessment														
	Attempted	Succeeded	Failed			Attempted	Succeeded	Failed						
Total Cases Created	0	0	0	Case Filings Submitted for Review		0	0	0						
Total Cases Updated	1	0	1	Case Filing Responses Added		0	0	0						
Failed "Update Or Add" Cases	n/a	n/a	0	Case Filing Responses Updated		0	0	0						
Failed "Update Or Add" Questionnaires	n/a	n/a	0	Case Filing Responses Deleted		0	0	0						
Questionnaires Pended	0	0	0	Case Filing Responses Submitted for Review		0	0	0						
Questionnaires Submitted	0	0	0	Fraud Advices Submitted		0	0	0						
Questionnaires Submitted for Review	0	0	0	Adjustments Added		0	0	0						
Questionnaires Created	1	0	1	Adjustments Updated		0	0	0						
Questionnaires Updated	0	0	0	Misc.Fees Added		0	0	0						
Questionnaires Deleted	0	0	0	Dispute Response Recall		0	0	0						
Questionnaires Force Posted	0	0	0	Auto-Substantiation Receipt Request Added		0	0	0						
Questionnaires State Changes	0	0	0	Auto-Substantiation Receipt Request Responses Added		0	0	0						
Images Added	0	0	0	Request Proof of Posting Added		0	0	0						
Images Attached	0	0	0	Request Proof of Posting Responses Added		0	0	0						
RFC Fulfillments	0	0	0											
RFC Non-Fulfillments	0	0	0											
Repre Financials Added	0	0	0											
Repre Financials Updated	0	0	0											
Repre Financials Submitted for Review	0	0	0											
Repre Reversals Added	0	0	0											
Repre Rejects Repaired	0	0	0											
Case Filings Added	0	0	0											
Case Filings Updated	0	0	0											
Case Filings Deleted	0	0	0											
Note: If a single image or questionnaire for a case that is being uploaded fails, then the entire upload of that case fails, including upload of other images or a questionnaire associated with that case. The exceptions displayed at the top of this report only include the specific items that caused the upload to fail.														

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## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2-11: 140 Bulk Upload Exceptions Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Receive Time	1	Time (8)	hh:mm:ss	The time the file was received.  Time is displayed according to the member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
File Name	2	Alphanumeric (8)		The file name.
Time	3	Time (8)	hh:mm:ss<xx>	The time the exception occurred.  Time is displayed according to the member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Member Case #	4	Numeric (6)		Secondary sort. The case number assigned to the case by the member.
ROL Case #	5	Numeric (10)		Case number assigned to the case by VROL.
Message Type	6	Alphanumeric (200)		Transaction Type (for example, CB).
Card/Account Number	7	Numeric (23 including 4 dashes)		Account number of the transaction—shown with dashes.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Tran Amt	8	Currency (13)	00000.00	Amount of the transaction.

**Table 2–11: 140 Bulk Upload Exceptions Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Tran Amt Curr Code	9	Numeric (3)		The currency code of the transaction amount.
RRID	10	Numeric (12)		The Retrieval Reference ID of the transaction.
Tran Date	11	Date (8)	mm/dd/yy	Date of the transaction that is associated to the case that is being displayed in the row.
Total Images	12	Numeric (5)		Total number of images sent with the transaction.
QN	13	Alpha (1)	Y N	Identifies whether the transaction was sent with a questionnaire.
Error In	14	Alphanumeric (10)		Displays where the error took place (for example, Processing).
Error Code	15	Alpha (100)		Error code of the exception.  A warning message (W-xxxxxxxx) indicates the case has been successfully created in VROL (see ROL Case # column for the case number), and the user is being alerted to an abnormal situation.  An error message (E-xxxxxxxx) indicates the case was not created in VROL and the user will have to rework the case.
Error Description	16	Alphanumeric (200)		Detailed explanation of why the error occurred.
TRN	17	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	18	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 145—Questionnaire Delivery Exception Report

### Definition

The Questionnaire Delivery Exception Report tabulates the resolution of different questionnaire delivery exception types. Data for this report is refreshed daily.

The Summary view details the following:

- Submitted questionnaires
  - Multiple matches found (questionnaires)
  - Questionnaires without advice (> X days)
  - Questionnaires pending advice (< or = X days)
  - Questionnaires submitted without exception
  - All questionnaires submitted
- Advices received
  - Multiple matches found (advices)
  - Advices without questionnaire (> Y days)
  - Advices pending questionnaire (< or = Y days)
  - Advices received without exception
  - All advices received

### Audience

Supervisors.

## Usage

The member can use this report to determine how many multiple match transactions they have received for both questionnaires and advices. Members also see how many questionnaires are pending advices and how many advices are pending questionnaires. It shows the members how the exceptions were resolved (for example, automatic resolution). It also provides all the detailed information for these transactions, including who created the questionnaire, and the card/account number or token for tokenized transactions using Visa Token Service.

**Note:** *Data over 14 months old is archived. In order to access the archived data, members have to contact their regional Help Desk.*

## Samples

[Figure 2–21: 145-I Questionnaire Delivery Exception Report—Summary](#)

[Figure 2–22: 145-I Questionnaire Delivery Exception Report—Detail](#)

Figure 2–21: 145-I Questionnaire Delivery Exception Report—Summary

VISA RESOLVE ONLINE										Page 1 of 2
Questionnaire Delivery Exception Report - Summary										Run Time: 12/24/02 03:19 (-5:00 GMT)
										Organization(s): Bank of Alphaville
										Date Range: From 12/01/02 To 12/12/02
										Shared Entitlements: No
Submitted Questionnaires	Automatic Resolution	Manual Resolution	Force Post	Automatic Deletion	Manual Deletion/ Ignored	Unresolved/ Not yet Delivered	No Exception Resolution Required	Total Count	Percentage Of All Questionnaires Submitted	Average Days Outstanding
Multiple Matches Found	4	21	2	0	0	0	—	27	1.8	5.6
Questionnaires without Advice (> X Days)	46	14	34	1	6	1	—	102	6.6	9.6
Questionnaires pending Advice ± X Days)	—	—	—	—	—	45	—	45	2.9	3.1
Questionnaires Submitted without Exception	—	—	—	—	—	—	1,364	1,364	88.7	2.1
All Questionnaires Submitted	50	35	36	1	6	46	1,364	1,538	100.0	2.7
<hr/>										
Advices Received	Automatic Resolution	Manual Resolution	Force Post	Automatic Deletion	Ignored	Unresolved/ Not yet Delivered	No Exception Resolution Required	Total Count	Percentage Of All Advices Received	Average Days Outstanding
Multiple Matches Found	6	17	—	0	0	0	—	23	1.6	6.2
Advices without Questionnaire (> Y Days)	23	4	—	0	4	0	—	32	2.3	12.5
Advices pending Questionnaire ± Y Days)	—	—	—	—	—	13	—	13	0.9	2.5
Advices Received without Exception	—	—	—	—	—	—	1,344	1,344	95.2	1.5
All Advices Received	29	21	0	0	4	13	1,344	1,412	100.0	1.8

Figure 2–22: 145-I Questionnaire Delivery Exception Report—Detail

VISA RESOLVE ONLINE										Page 2 of 2
Report ID: ROL 145-I			Questionnaire Delivery Exception Report - Detail						Run Time: 12/24/02 03:19 (-8:00 GMT)	
Organization(s): Bank of Deltaville Date Range: From 12/01/02 To 12/12/02 Shared Entitlements: No										
Exception Type	Exception Initiation Date	Questionnaire Created By	ROL Case Number	Member Case Number	Account Number / Token	Acquirer Ref. # or ACQ BIN/RRN/STAN	Resolution Date	Resolved By	Resolution	Days Unresolved
Multiple Matches Found (QNs)	12/09/02	Click, James	2000000104	1234902	xxxxxxxxxxxxxx00000000	12345678945612345678945	12/24/02	Jones, Brett	Manual	15
	12/10/02	Click, James	2000000107	1234895	xxxxxxxxxxxxxx00000000	12345678945612345678946	12/24/02	--	Auto-Resolve	16
	12/11/02	Smith, Joe	2000000123	1234888	xxxxxxxxxxxxxx00000000	12345678945612345678947	--	--	--	18
	12/12/02	Smith, Joe	2000000129	1234881	xxxxxxxxxxxxxx00000000	12345678945612345678948	--	--	--	22
Questionnaires without Advice	12/01/02	Click, James	2000000100	1234567	xxxxxxxxxxxxxx00000000	12345678945612345678949	12/13/02	Jones, Brett	Force-Post	12
	12/02/02	Click, James	2000000200	1234570	xxxxxxxxxxxxxx00000000	12345678945612345678931	12/16/02	--	Auto-Resolve	14
	12/03/02	Smith, Joe	2000000432	1234573	xxxxxxxxxxxxxx00000000	12345678945612345678932	12/18/02	Smith, Joe	Delete	15
	12/04/02	Smith, Joe	2000000438	1234568	xxxxxxxxxxxxxx00000000	12345678945612345678933	--	--	--	86
Multiple Matches Found (Advices)	12/09/02	Click, James	2000000104	1234902	xxxxxxxxxxxxxx00000000	12345678945612345678934	12/24/02	Jones, Brett	Manual	15
	12/10/02	Click, James	2000000107	1234895	xxxxxxxxxxxxxx00000000	12345678945612345678935	12/24/02	--	Auto-Resolve	16
	12/11/02	--	--	--	xxxxxxxxxxxxxx00000000	12345678945612345678936	--	--	--	18
	12/12/02	--	--	--	xxxxxxxxxxxxxx00000000	12345678945612345678937	--	--	--	22
Advices without Questionnaire	12/03/02	Click, James	2000000122	1234569	xxxxxxxxxxxxxx00000000	12345678945612345678938	12/21/02	--	Auto-Resolve	18
	12/04/02	Click, James	2000000144	1234572	xxxxxxxxxxxxxx00000000	12345678945612345678940	12/26/02	Click, James	Auto-Resolve	22
	12/05/02	Smith, Joe	2000000993	1234565	xxxxxxxxxxxxxx00000000	12345678945612345678941	12/17/02	Smith, Joe	Manual	12
	12/06/02	Smith, Joe	2000000993	1234558	xxxxxxxxxxxxxx00000000	12345678945612345678942	12/20/02	Smith, Joe	Auto-Resolve	14
	12/06/02	--	2000000993	1234444	xxxxxxxxxxxxxx00000000	12345678945612345678943	12/18/02	Jones, Brett	Ignore	12
	12/07/02	--	2000000104	1234321	xxxxxxxxxxxxxx00000000	12345678945612345678944	12/22/02	Jaxon, Andrea	Ignore	15

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2-12: 145 Questionnaire Delivery Exception Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Exception Type	1	Alpha (200)		Primary sort of detail page. Describes type of exception that occurred (for example, multiple matches found).
Exception Initiation Date	2	Date (8)	mm/dd/yy	Secondary sort of detail page. Date exception was initiated by member questionnaire.  Date/time displayed according to member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Questionnaire Created By	3	Alpha (100) or - -		Tertiary sort. Who created questionnaire.
ROL Case Number	4	Numeric (10) or - -		Quaternary sort. Case number assigned to case by VROL.
Member Case Number	5	Numeric (20) or - -		Case number assigned to case by member.
Account Number	6	Numeric (23 including 4 dashes)		The account number associated with questionnaire—without dashes.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Acquirer Ref. # or ACQ BIN/RRN/STAN	7	Alphanumeric (28 including hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/STAN for transactions without an ARN.

**Table 2–12: 145 Questionnaire Delivery Exception Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Resolution Date	8	Date (8) or - -	mm/dd/yy	Date questionnaire was resolved.  Date/time displayed according to member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Resolved By	9	Alpha (100) or—if not resolved		Indicates who resolved exception transaction.
Resolution	10	Alpha (200) or —— if not resolved		Indicates how exception was resolved.
Days Unresolved	11	Numeric (7)		Indicates how long exception has been (or was) left unresolved.
Token	12	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 150—Accounting Entry Memo Report

### Definition

The Accounting Entry Memo Report tabulates all accounting entries submitted during a selected date range. Data for this report is available in real-time.

### Audience

Supervisors.

## Usage

Members can use this report to export the data to their general ledger accounting system.

## Scheduled Reporting Parameters

Bulk Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details. The following parameters are used for the Accounting Entry Memo Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	yesterday  <b>Note:</b> <i>Defined as the current date PT minus one day, from midnight PT to midnight PT.</i>	Not available
Product Type	All	Not available
Case Classification	All	Not available
Work Access	Work Access, Non- Work Access, Both	Not available
Organization	selected organization	Not available
Activity Type	Valid for "Issuer and Acquirer" organizations. "All Activity" option should be selected for dual organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.	Not available

## Samples

Figure 2–23: 150-I Accounting Entry Memo Report—Issuer Detail

Figure 2–24: 150-A Accounting Entry Memo Report—Acquirer Detail

Figure 2–23: 150-I Accounting Entry Memo Report—Issuer Detail

VISA RESOLVE ONLINE											Page 7 of 12
Accounting Entry Memo Report - Detail											Run Time: 08/15/17 03:45 PM (-8:00 GMT)
Member(s): Mbr B2 US IA1											
Report ID: ROL150-I											Date Range: From 07/15/17 To 08/14/17
Case Classification: All											Work Access: Both
Product/Card Type: All											
Entry Date/Time / Tran Date	ROL Case #	Card/Account Number / TRN/Merchant Account #/ Token	Issuer Inst. ID	Merchant Name / Consumer Description / Network	MCC User	Seq #	Entry Type	GL Type	Amount	AEM Currency	GL Account
07/26/17 12:53 AM 05/21/17	1002281610	4190-02xx-xxxx-3589 xxxxxxxxxxx 3589		SKINSHP8445299491 SKINSHP8445299491 0002	5499 Automation, Test B2 Dual	13	Provisional Entry	Cardholder Account	4.95 CR USD		123456789
							Provisional Entry	Provisional Account	4.95 DR USD		123456789-sdfghjk
07/26/17 01:21 AM 05/21/17	1002281610	4190-02xx-xxxx-3589 xxxxxxxxxxx 3589		SKINSHP8445299491 SKINSHP8445299491 0002	5499 Automation, Test B2 Dual	14	Provisional Entry	Cardholder Account	4.95 CR USD		4190023513755228
							Provisional Entry	Provisional Account	4.95 DR USD		4190023513755228-Testing
07/26/17 01:29 AM 05/21/17	1002281610	4190-02xx-xxxx-3589 xxxxxxxxxxx 3589		SKINSHP8445299491 SKINSHP8445299491 0002	5499 Automation, Test B2 Dual	15	Provisional Entry	Cardholder Account	4.95 CR USD		4190023513755228
							Provisional Entry	Provisional Account	4.95 DR USD		4190023513755228-Testing
07/26/17 01:33 AM 05/21/17	1002281610	4190-02xx-xxxx-3589 xxxxxxxxxxx 3589		SKINSHP8445299491 SKINSHP8445299491 0002	5499 Automation, Test B2 Dual	16	Provisional Entry	Cardholder Account	4.95 CR USD		4190023513755228
							Provisional Entry	Provisional Account	4.95 DR USD		4190023513755228-Testing
07/26/17 01:37 AM 05/21/17	1002281610	4190-02xx-xxxx-3589 xxxxxxxxxxx 3589		SKINSHP8445299491 SKINSHP8445299491 0002	5499 Automation, Test B2 Dual	17	Provisional Entry	Cardholder Account	4.95 CR USD		4190023513755228

**Figure 2–24: 150–A Accounting Entry Memo Report—Acquirer Detail**

VISA RESOLVE ONLINE											Page 4 of 4	
Accounting Entry Memo Report - Detail											Run Time: 12/21/06 03:19 (-8:00 GMT)	
Member(s): Bank of Bravoville Date Range: From 12/12/06 To 012/13/06 Product/Card Type: Credit Case Classification: Fraud												
Entry Date/Time / Tran Date	ROL Case #	Card/Account Number / TRN/Merchant Account # / Token	Issuer Inst. ID	Merchant Name / Consumer Description / Network	MCC	User	Seq #	Entry Type	GL Type	Amount	AEM Currency	GL Account
12/12/2006 1:52 AM	1234565288	1012-0000-0000-0044 11400100000	356722121	THE ALPHA SHOP asdffgc asdd VSN	6011	Click, James	1	Write-off	Cardholder Account	123.00	CR USD	
12/10/2006									Write-off	123.00	DR ZAR	19999 - sample description here
12/12/2006 1:56 AM	1234565288	1012-0000-0000-0044 11400100000	523477782	THE ALPHA SHOP fdkhoq www AFN	5411	Click, James	1	Provisional Entry	Cardholder Account	123.00	DR INR	
12/10/2006									Write-off	123.00	CR CAD	19999 - sample description here
								Other	Cardholder Account	123.00	CR USD	
									Other	123.00	DR USD	13333 - sample description here
12/12/2006 1:50 AM	1234565255	1114-0000-0000-1441 111949994411 / 4513-65xx-xxxx-6789	887223154	THE BETA SHOP VSP	4541	Jones, Sam	1	Final Entry	Other	145.00	CR USD	13333 - sample description here
12/10/2006									Write-off	45.00	DR USD	19999 - sample description here
									Other	100.00	DR USD	44332 - sample description here
<b>TOTAL</b>											<b>0.00</b>	-
Total Amounts are in YYYY (###). [X Non-YYY Transactions excluded from Total Amount calculations]												

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 2–13: 150 Accounting Entry Memo Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Institution Type	1	Alpha (1)	I, A	
Entry Date/Time	2	Alpha (17)	mm/dd/yy hh:mm AM/PM	Primary sort.
ROL Case #	3	Numeric (10)		Secondary sort. Case number assigned to case by VROL.
Member Case #	4	String (20)		
Card/Account Number	5	Alpha (23 including 4 dashes)		Card/account number of transaction.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Token	6	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.
Issuer Inst. ID	7	Alphanumeric (9)		
Merchant Name	8	Alpha (27)		Current value from case.
Terminal ID	9	String (8)		
Network	10	Alpha (4)		Current value from case.
User	11	Alpha (100)		Name of VROL user who performed action.
Seq #	12	Numeric (2)		Sequence number of the accounting entry in the case (as displayed in Case Details).
Entry Type	13	Alpha (30)		
GL Type	14	Alpha (30)		

**Table 2–13: 150 Accounting Entry Memo Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Amount	15	Numeric (23)		May include decimal place, for example, 3.21. Amount of transaction.
CreditDebitInd	16	Alpha (2)	Cr Dr	
GL Account	17	String (28)		
GL Account Description	18	String (50)		
Consumer / Merchant Account Number	19	String (23)		
Consumer Description	20	Aphanumeric (48)		
AEM Currency	21	Alpha (3)		Currency entered in the AEM form (not the transaction currency).
Tran Date	22	Date (8)	mm/dd/yy	Date of transaction.
MCC	23	Numeric (4)		Merchant Category Code.
Internal ID	24	Alphanumeric (50)		Visa Online User ID (sometimes referred to as Complex ID). This column is present in the CSV only.
Fraud Classification	25	Alpha (15)		Blank if the case is not classified as a fraud/non-fraud transaction. This column is present in the CSV only.

## 160—Fraud Activity Report

### Definition

The Fraud Activity Report tabulates all fraud reports submitted by a selected member during a selected Date Range. The report cross-references member BINs with fraud types and provides line-item detail. In addition, details are provided in the NRI section if the Fraud Type is 2 and there are no associated transactions. This is a batch report.

**Note:** *This report only shows fraud report activities done on VROL. Refer to your existing BASE II reports for fraud reports submitted via other means (for example, via your host).*

### Audience

Supervisors.

### Usage

This report tabulates all Fraud Reports submitted by a selected member during a selected Date Range. Cross-references member BINs with Fraud Types and provides line-item detail for members.

### Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Fraud Activity Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	yesterday  <b>Note:</b> <i>Defined as the current date PT minus one day, from midnight PT to midnight PT.</i>	yesterday  <b>Note:</b> <i>Defined as the current date PT minus one day, from midnight PT to midnight PT.</i>
Summarize by:	Not Applicable	BIN, Network , BIN and Network
Organization	selected organization	Not applicable
Activity Type	<b>Note:</b> <i>Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.</i>	<b>Note:</b> <i>Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.</i>
Work Access	Work Access , Non-Work Access or Both	Not Applicable
Display Full Card TokenName/Account Number	Not Applicable	Not Applicable
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 2–25: 160-I Fraud Activity Report—Summary](#)

[Figure 2–26: 160-I Fraud Activity Report—Fraud Transaction Report Detail](#)

[Figure 2–27: 160-I Fraud Activity Report—Fraud Transaction Report—NRI Detail](#)

Figure 2–25: 160-I Fraud Activity Report—Summary

VISA RESOLVE ONLINE														Page 2 of 3					
Fraud Activity Report - Summary																			
Organization(s): Bank of Alphaville																			
Date Range: From 12/01/06 To 12/2/06																			
Summarize By: BIN																			
BIN	0 Lost		1 Stolen		2 Card not Received as Issued			3 Fraudulent Application		4 Issuer-reported Counterfeit		5 Misc / Account Takeover		6 Fraudulent Use of Account Number		9 Acquirer-Reported Counterfeit		TOTAL	
	Count	Total Amt (YYY)	Count	Total Amt (YYY)	Count with Txns	Total Amt (YYY)	Count without Txns	Count	Total Amt (YYY)	Count	Total Amt (YYY)	Count	Total Amt (YYY)	Count	Total Amt (YYY)	Count	Total Amt (YYY)		
123456	0 0.00	0 0.00	0 0.00	0 0.00	4	1 42.44	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	5 42.44				
234567	0 0.00	0 0.00	0 0.00	1 1.30	3	0 0.00	0 0.00	0 0.00	0 0.00	1 50.93	0 0.00	0 0.00	0 0.00	0 0.00	5 53.93				
345678	1 59.42	0 0.00	0 0.00	0 0.00	2	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	3 59.42				
567890	0 0.00	1 56.56	1 1.30	9	0 0.00	1 96.23	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	12 152.79				
<b>TOTAL</b>	<b>1 59.42</b>	<b>1 56.56</b>	<b>2 2.60</b>	<b>18</b>	<b>1 42.44</b>	<b>1 96.23</b>	<b>0 0.00</b>	<b>1 50.93</b>	<b>0 0.00</b>	<b>25 308.58</b>									
[X Non-YYY Transactions excluded from Total Amount calculations]																			

**Figure 2–26: 160-I Fraud Activity Report—Fraud Transaction Report Detail**

**Figure 2–27: 160-I Fraud Activity Report—Fraud Transaction Report—NRI Detail**

VISA RESOLVE ONLINE										Page 2 of 2	
Fraud Activity Report - NRI Detail										Run Time: 12/24/06 03:19 (-8:00 GMT)	
Organization(s): Bank of Alphaville											
Date Range: From 12/01/06 To 12/2/06											
<b>Bank of Alphaville</b>											
Fraud RPT Date	BIN	ROL Case #	Card/Account Number / Token	Acct Seq. #	Notification Code	Report Type	Cardholder Name	Cardholder City, State/Province, Postal Code and Country	Valid From Date	Card Mailing Date	Card Mailing City, State/Province, Postal Code
12/01/06	423333	1234606433	xxxx-xxxx-xxxx-xxxx	4333	4 - Delete	NRI	Alexander, Robert M.	New York, NY, 10024, USA	9/1/2007	1/1/2007	Denver, CO, 94123
12/01/06	443333	1234614355	xxxx-xxxx-xxxx-xxxx	4234	1 - Addition	NRI	Buford, Alex J.	New York, NY, 10024, USA	9/1/2007	1/1/2007	Denver, CO, 94123
			4513-00xx-xxxx-4567								
<b>Subtotal (Actions)</b>		<b>2</b>									
12/01/07	242444	1234642222	xxxx-xxxx-xxxx-xxxx	4888	4 - Delete	FTR	Alexander, Robert M.	New York, NY, 10024, USA	9/1/2007	1/1/2007	Denver, CO, 94123
12/01/07	443333	1234662322	xxxx-xxxx-xxxx-xxxx	4675	1 - Addition	NRI	Buford, Alex J.	New York, NY, 10024, USA	9/1/2007	1/1/2007	Denver, CO, 94123
<b>Subtotal (Actions)</b>		<b>2</b>									
<b>Total Added</b>		<b>4</b>									
<b>Total Actions</b>		<b>4</b>									

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2-14: 160 Fraud Activity Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Member	1	Alphanumeric (50)		Member name.
Fraud Report Date/Time	2	Date (8)	mm/dd/yy	Date when fraud advice submitted (local time or GMT depending on member setup). Primary sort for Detail pages.
BIN	3	Numeric (6)		Primary sort of summary page. Issuer BIN.
ROL Case #	4	Numeric (10)		Case number assigned by VROL.
Card/Account Number	5	Numeric (23 including 4 dashes)		Card account number of transaction.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Acct Seq. #	6	Numeric (4)		Sequence number as displayed in the UI. May be updated by the Fraud Reporting System.
Fraud Type	7	Alphanumeric (1)	0, 1, 2, 3, 4, 5, 6, 9	One Column-Section per supported Fraud Type that a member can initiate. Each Column-Section contains each column in the "Column-Section Columns" Element Group.

**Table 2–14: 160 Fraud Activity Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Notification Code	8	Alphanumeric (60)	1 - Addition 2 - Addition of subsequent identical (duplicate) transaction 3 - Change 4 - Delete 5 - Reactivate	Notification with description.
Tran Amt	9	Currency (Max: 999,999,999.99)		The transaction amount found in case details.
Curr Code	10	Numeric (3)		The currency code of the transaction amount found in case details.
Tran Date	11	Date (8)	mm/dd/yy	The transaction date found in case details.
Acquirer Ref # or ACQ BIN/RRN/STAN	12	Alphanumeric (28 including hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/ STAN for transactions without an ARN.
Merchant Name	13	Alphanumeric (27)		Merchant name.
Merch City	14	Alpha (50)		Merchant City.
Merch State	15	Alpha (3)		Blank if no value. Merchant state.
Ntwk ID	16	Numeric (4)		Applicable V.I.P numeric network IDs (for example, 0002, 0004).

**Table 2–14: 160 Fraud Activity Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Member Case #	17	Numeric (20)		
Report Type	18	Alpha (3)	NRI FTR	
Cardholder Name	19	Alphanumeric (41)		Format is "Last, First M."
Cardholder City	20	Alphanumeric (14)		
CH State/Province	21	Alphanumeric (2)		
CH Postal Code	22	Alphanumeric (9)		
Country	23	Alpha (3)		
Valid From Date	24	Date (8)	mm/dd/yy	
Card Mailing Date	25	Date (8)	mm/dd/yy	
Card Mailing City	26	Alphanumeric (28)		
State/Province	27	Alphanumeric (2)		
Postal Code	28	Alphanumeric (9)		
MCC	29	Numeric (4)		Merchant Category Code.
TRN	30	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Tran ID	31	Numeric (15) including dash mark		Visa Transaction ID

**Table 2–14: 160 Fraud Activity Report CSV Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Token	32	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.
Merch Notified	33	Alpha (3)	Yes, No	Determines whether or not the merchant is notified of the fraud transaction.

## 161—VFMP Report

### Definition

The VFMP Report tabulates all non-NRI fraudulent transactions reported by Visa Fraud Monitoring Program (VFMP) on a selected month. These transactions are eligible for VFMP Fraud Disputes (10.5). This batch report is generated monthly and is available only as a CSV file.

**Note:** For VFMP Fraud Disputes (10.5), in the 10.5 dispute category/condition, "10" is the value that represents the dispute category "Fraud", while "5" represents the dispute condition (within Fraud) for VFMP.

### Audience

Issuers with appropriate role permissions.

### Usage

This report provides detailed information on VFMP transactions that issuers can take an action on during a selected month.

## Scheduled Reporting Parameters

Bulk Scheduled reporting is a VROL feature that allows member to receive a subset of reports via the Bulk Systems Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details. The following parameters are used for the VFMP Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	previous month	Not Applicable
Filter	All	Not Applicable
Organization	selected organization	Not Applicable
Execution Day	TBD	Not Applicable

## Samples

[Figure 2–28: 161-I VFMP Report \(1 of 3\)](#)

[Figure 2–29: 161-I VFMP Report \(2 of 3\)](#)

[Figure 2–30: 161-I VFMP Report \(3 of 3\)](#)

Figure 2–28: 161-I VFMP Report (1 of 3)

ACQUIRER_BIN	MERCHANT_NAME	MERCHANT_CITY	MERCHANT_COUNTRY_ALPHA	ACQUIRER_REFERENCE_NUMBER	TRANSACTION_ID	ACCOUNT_NUMBER	ISSUER_BIN	ISSUER_BID
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	40000000000000	4000-0000-0000-0000	400000	100005
400005	Merchant Name123456789	Merchant City	GB	40000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	Merchant FOUNDATION	Merchant City	GB	70000000000000000000000000000000	40000000000000	4000-0000-0000-0000	400000	10000006
400005	Merchant FOUNDATION	Merchant City	GB	70000000000000000000000000000000	40000000000000	4000-0000-0000-0000	400000	10000006
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	16400000000000	4000-0000-0000-0000	400000	
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	16400000000000	4000-0000-0000-0000	400000	
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	16400000000000	4000-0000-0000-0000	400000	
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	85400000000000	4000-0000-0000-0000	400000	10000003
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	40000000000000	4000-0000-0000-0000	400000	10000006
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	16400000000000	4000-0000-0000-0000	400000	10000005
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	16400000000000	4000-0000-0000-0000	400000	10000008
400005	MEER	KOI	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	AAA	AAAAA	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	AAAA	AAA	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	AAAA	AA	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	MEER	MEER	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008
400005	Merchant Name	Merchant City	GB	70000000000000000000000000000000	30300000000000	4000-0000-0000-0000	400000	10000008

Figure 2–29: 161-I VFMP Report (2 of 3)

ISSUER COUNTRY	USD TRAN AMOUNT	TRANSACTION DATE	VIC PROCESSING DATE	ECI	POS ENTRY MODE	DESTINATION AMOUNT	DESTINATION AMOUNT CURRENCY CODE	FRAUD CODE
US	6.17	20140505	20140505	6	90	6.17	840	0
US	67.00	20140702	20140702	6	90	67.00	840	0
US	56.38	20140505	20140505	2	1	56.38	840	0
US	56.38	20140505	20140505	2	1	56.38	840	0
US	149.49	20140127	20140127	7	17	149.49	840	0
US	47.00	20140127	20140127	7	17	47.00	840	0
US	5.85	20140127	20140127	7	17	5.85	840	0
US	40.21	20140601	20140601	7	59	40.21	840	0
US	21.50	20140505	20140505	2	1	21.50	840	0
US	183.16	20140106	20140106	2	1	183.16	840	0
US	183.16	20140106	20140106	6	1	183.16	840	0
US	123.00	20140702	20140702	6	90	123.00	840	2
US	145.00	20130701	20130701	6	0	145.00	840	0
US	67.96	20130701	20130701	6	0	67.96	840	0
US	67.96	20130701	20130701	6	0	67.96	840	0
US	145.00	20130701	20130701	6	0	145.00	840	0
US	145.00	20130701	20130701	6	0	145.00	840	0
US	12.45	20140701	20140701	7	0	12.45	840	0
US	67.96	20130701	20130701	6	0	67.96	840	0
US	67.96	20130701	20130701	6	90	67.96	840	2

**Figure 2–30: 161-I VFMP Report (3 of 3)**

MFP_REPORTED_DATE	MCC	DAYS_TO_ACT	DATE_ADDED	VFMP_QUEUE_STATUS
20140106	5411 - General Stores	-78	20140707	Exception
20140529	5311 - Department Store	65	20140715	Reported
20140107	5310 - Discount Stores	-77	20140714	Chargeback Requested
20140107	5912 - Drug Stores and Pha	-77	20140715	Exception
20140114	5732 - Electronic Stores	-70	20140714	Ineligible
20140114	5399 - Misc. General Merc	-70	20140714	Chargeback Requested
20140114	5499 - Misc Food Stores	-70	20140714	Reported
20140710	5999 - Misc speciality reta	107	20140710	Reported
20140106	5411 - General Stores	-78	20140710	Exception
20140106	5311 - Department Store	-78	20140709	Chargeback Requested
20140106	5310 - Discount Stores	-78	20140707	Exception
20140702	5912 - Drug Stores and Pha	99	20140707	Exception
20130701	5732 - Electronic Stores	-267	20140703	Exception
20140529	5399 - Misc. General Merc	65	20140701	Reported
20140529	5499 - Misc Food Stores	65	20140701	Exception
20140529	5999 - Misc speciality reta	65	20140703	Exception
20140529	5399 - Misc. General Merc	65	20140703	Exception
20140701	5499 - Misc Food Stores	98	20140704	Exception
20140629	5999 - Misc speciality reta	96	20140701	Exception
20140529	5411 - General Stores	65	20140701	Ignored
20140529	5311 - Department Store	65	20140701	Exception

## CSV Field Definitions

This report is only available in CSV by clicking the **export** button on the User Interface or through the Bulk SI Scheduled Report.

**Table 2–15: 161 VFMP Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Acquirer BIN	1	Numeric (6)		Acquirer's BIN.
Merchant Name	2	Alphanumeric (25)		Name of merchant involved in transaction.
Merchant City	3	Alpha (13)		Merchant city.
Merchant Country Alpha	4	Alpha (2)		Merchant country.
Acquirer Reference Number	5	Alphanumeric (23)		Acquirer reference number (ARN) of transaction.
Transaction ID	6	Numeric (15)		Transaction ID of transaction.
Account Number	7	Alphanumeric (19 including 3 dashes)		Account number of transaction shown with dashes.
Issuer BIN	8	Numeric (6)		Issuer's BIN.
Issuer BID	9	Numeric (8)		Issuer's business ID (BID).
Issuer Country	10	Alpha (2)		Issuer's country. ISO country alpha code.
USD Tran Amount	11	Currency (Max: 999,999,999.99)	00000.00	Amount of transaction in USD.
Transaction Date	12	Date (8)	YYYYMMDD	Date of transaction.
VIC Processing Date	13	Date (8)	YYYYMMDD	VIC processing date.
ECI	14	Alphanumeric (1)		Electronic commerce indicator.
POS Entry Mode	15	Alphanumeric (2)		Method by which terminal obtained and transmitted the cardholder information.

**Table 2–15: 161 VFMP Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Destination Amount	16	Currency (Max: 999,999,999.99)	00000.00	Destination amount.
Destination Amount Currency Code	17	Numeric (3)		Currency code of amount displayed in Destination Amount column.
Fraud Code	18	Alphanumeric (1)	0, 1, 2, 3, 4, 5, 6, 9, A, B	Fraud codes/types are: <ul style="list-style-type: none"> <li>• 0 - Lost</li> <li>• 1 - Stolen</li> <li>• 2 - Card not received as Issued (NRI)</li> <li>• 3 - Fraudulent application (cardholder never applied for the card)</li> <li>• 4 - Issuer-reported counterfeit</li> <li>• 5 - Miscellaneous</li> <li>• 6 - Fraudulent use of account number</li> <li>• 9 - Acquirer-reported counterfeit</li> <li>• A - Incorrect Processing</li> <li>• B - Account or Credentials Takeover</li> </ul>
MFP Reported Date	19	Date (8)	YYYYMMDD	Date when transaction is reported as fraudulent.
MCC	20	Numeric (4)		Merchant category code (MCC) of the transaction.
Days to Act	21	Numeric (3)		Calculated by subtracting the number of calendar days between the current date and MFP Reported Date from 120.

**Table 2–15: 161 VFMP Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Date Added	22	Date (8)	YYYYMMDD	Date when transaction was processed into VROL from VFMP data file.
VFMP Queue Status	23	Alpha (50)	<ul style="list-style-type: none"><li>– Ineligible</li><li>– Reported</li><li>– Case Matched</li><li>– Advice Matched</li><li>– Ignored</li><li>– Exception</li><li>– Dispute Requested</li></ul>	Status of VFMP reported transaction.

## 165—RFC/VCRFS Information Report

### Definition

The RFC/VCRFS Information Report tabulates all Requests for Copy (RFC), RFC fulfillments, and RFC nonfulfillments sent or received, categorized by RFC reason code and nonfulfillment message. Data for this report is available in real-time.

### Audience

Supervisors.

## Usage

Members can use this report to trend the different reason codes used for each type of request during a given time frame. They can also research the amounts of the different VCRFS items.

The report export includes an additional column titled "Country/Region" that is not shown in the PDF version of the report.

**Note:** Once a case has been purged and archived, it no longer appears in this report.

## Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the RFC/VCRFS Information Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	yesterday  <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.	yesterday  <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.
Product Type	All	Not Applicable
Case Classification	Fraud, non-fraud, N/A	Not Applicable
Organization	selected organization	Not Applicable
View	Not applicable	All Actions Select Actions

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Display Full Card/Token/Account Number	Not applicable	
Activity Type	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 2–31: 165-I RFC/VCRFS Information Report—Summary](#)

[Figure 2–32: 165-I RFC/VCRFS Information Report—Detail](#)

Figure 2-31: 165-I RFC/VCRFS Information Report—Summary

VISA RESOLVE ONLINE				Page 1 of 3		
RFC/VCRFS Information Report - Summary						
Action	RFC Reason Code/ Non-Fulfillment Msg	Count				
RFC	27 - IIAS Auto-sub Data Retrieval (Only for US)	Domestic <sup>*</sup>	Regional <sup>*</sup>	Inter-Regional <sup>*</sup>		
	28 - Request for Copy Bearing Signature (Request for copy bearing signature)		3	3		
	29 - T&E Document Request (Request for T&E Document)		4	3		
	30 - Cardholder Request Due to Dispute (Request due to Cardholder inquiry)		22			
	32 - Cardholder Does Not Recognize Transaction (Not for US)		3	3		
	33 - Fraud Analysis Request (Request for legal process or fraud analysis)		1	4		
Fulfillment	34 - Legal Process Request (Repeat Request)	3	33	13		
	Total					
Non-Fulfillment	28 - Request for Copy Bearing Signature (Request for copy bearing signature)	4	15	7		
	29 - T&E Document Request (Request for T&E Document)					
	30 - Cardholder Request Due to Dispute (Request due to Cardholder inquiry)					
	32 - Cardholder Does Not Recognize Transaction (Not for US)					
	33 - Fraud Analysis Request (Request for legal process or fraud analysis)					
	34 - Legal Process Request (Repeat Request)					
Total						
*Note: Jurisdiction calculated based on country of Issuer BIN and country of Acquirer BIN.						

**Figure 2–32: 165-I RFC/VCRFS Information Report—Detail**

VISA RESOLVE ONLINE											Page 2 of 3										
Report ID: ROL 165-I				RFC/VCRFS Information Report - Detail							Run Time: 02/01/06 03:19 (-8:00 GMT)										
Organization(s): Bank of Alphaville																					
Date Range (VisaNet CPD): From 06/01/06 To 06/30/06																					
Action(s): All																					
Domestic RFC																					
CPD	RFC RC	Member Case #	ROL Case #	Card /Account Number / Token	Tran Amount	Curr Code	RRID	Tier	Acquirer Ref. # or ACQ BIN/RRN/STAN	Non-Fulf Msg	User										
06/01/03	28	7346	1234565536	2876-5432-1010-9191	345.67	840	517349002211	--	444444-235714591852-555555	--	Smith, John										
06/02/03	29	81818	2323239660	1655-4433-2211-0000-555	201.00	840	517349002212	--	444444-235714591852-666666	--	Mertes, Tyler										
06/30/03	33	20123490	3434348433	2976-5432-1010-9191 / 4313-00xx-xxxx-3456	600.50	840	518432342343	--	444444-235714591852-777777	--	Doe, Jane										
06/01/03	34	202010289	1235556422	3777-7777-8888-8888	70.00	840	517349002257	--	444444-235714591852-888888	--	Smith, John										
06/02/03	33	7346	1238887422	334994294-5555555555	50.00	840	517349002213	--	444444-235714591852-999999	--	Sharfman, Daniel										
06/14/03	34	201234	1300106425	2788-7777-8888-5555	80.00	840	517349002302	--	444444-235714591852-777777	--	Click, James										
06/29/03	33	787111	1302126623	2111-2222-3333-4444 / 4313-00xx-xxxx-3467	60.00	840	517349002258	--	444444-235714591852-333333	--	Smith, John										
Total Number of Items				7																	

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 2-16: 165 RFC/VCRFS Information Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Jurisdiction	1	Alpha (13)		<p>Dispute jurisdiction, based on country associated with acquirer BIN:</p> <ul style="list-style-type: none"> <li>• Domestic (within same country)</li> <li>• Regional (between two different countries but within same region)</li> <li>• Inter-regional (between two different countries, each in a different region)</li> </ul> <p><b>Note:</b> If the acquirer BIN has a new Passport License Code flag that is set active, VROL will use Merchant Country Code instead of Acquirer Country Code.</p> <p>If the acquirer BIN is not found, the Jurisdiction is set to Inter-regional.</p> <p>Report displays a page for each jurisdiction.</p>
Country/Region	2	Alpha (25)		<p>Appears only on export version.</p> <p>For domestic jurisdiction, report displays country name.</p> <p>For regional jurisdiction, report displays region name.</p> <p>For Inter-regional jurisdiction, report displays "--".</p>
Action	3	Alpha (16)	RFC Fulfillments Nonfulfillments	Primary sort for detail page.
CPD	4	Date (8)	mm/dd/yy	<p>Blank if no value. Central Processing Date of transaction or blank if CPD is not available.</p> <p>Date/time displayed according to member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).</p>

**Table 2–16: 165 RFC/VCRFS Information Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
RFC RC	5	Alpha (2)		RFC request code.
Member Case #	6	Numeric (20)		Dashes (-) if no value. Case number assigned to case by the member.
ROL Case #	7	Numeric (10)		Case number assigned to case by VROL.
Card/Account Number	8	Numeric (23 including 4 dashes)		Card/account number of transaction, with dashes.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Tran Amount	9	Currency (23)		May include decimal place, for example, 3.21. Amount of transaction.
Curr Code	10	Numeric (3)		Currency code of amount displayed in Tran Amt column.
RRID	11	Numeric (12)		Retrieval reference ID (RRID) of transaction.
Tier	12	Alphanumeric (23)		Tier level assigned to transaction. <ul style="list-style-type: none"><li>• Blank for U.S. domestic fulfillments.</li><li>• 1, 2, 3, or N (non-tier) for fulfillments for all other dispute jurisdictions.</li><li>• 1 or N for non-fulfillments for any jurisdiction.</li></ul>
Acquirer Ref. # or ACQ BIN/RRN/STAN	13	Alphanumeric (28 including hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/STAN for transactions without an ARN.
Non-Fulf Msg	14	Alphanumeric (3)		Nonfulfillment reason code.
User	15	Alphanumeric (100)		Dashes (--) if no value. User to whom case is assigned.

**Table 2–16: 165 RFC/VCRFS Information Report CSV Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Manual Status Update	16	Alpha (50)		
TRN	17	Alphanumeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	18	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 170—RFC/VCRFS Detail Report

### Definition

The RFC/VCRFS Detail Report provides details about VCRFS transactions on a given date. Data for this report is available in real-time.

### Audience

Supervisors.

### Usage

This report gives detailed information to the members about the VCRFS transactions that they have performed an action on.

The report export includes an additional column titled "Country/Region" that is not shown in the PDF version of the report.

**Note:** *Once a case has been purged and archived, it no longer appears in this report.*

## Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the RFC/VCRFS Detail Report.

Parameters	Value	
	Bulk SI Report	User Scheduled Report
Date Range	yesterday  <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.	yesterday  <b>Note:</b> Defined as the current date PT minus one day, from midnight PT to midnight PT.
Actions	All	Not Applicable
View	all actions	All Actions  Select Actions
View	Without Images	Not Applicable
Sort Priority	RFC Reason Code	Not Applicable
Organization	selected organization	Not Applicable
Activity Type	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.	<b>Note:</b> Valid for "Issuer and Acquirer" organizations. For any other situation, the Activity Type value defaults to the organization type of the selected organization.
Select Reason Code	Not applicable	All reason codes
Display Full Card/TOKEN/Account Number	Not Applicable	no
Report File Format Type	Not Applicable	CSV, PDF

## **Samples**

[Figure 2–33:](#) 170-I RFC/VCRFS Detail Report

[Figure 2–34:](#) 170-I RFC/VCRFS Detail Report—Fulfillments

[Figure 2–35:](#) 170-I RFC/VCRFS Detail Report—Non-Fulfillments

Figure 2-33: 170-I RFC/VCRFS Detail Report

Visa	VISA RESOLVE ONLINE		Page 1 of 2
Report ID: ROL 170-I	RFC/VCRFS Detail Report		Run Time: 02/01/06 03:19 (-8:00 GMT)
	Organization(s): Bank of Alphaville Date: 11/01/05 Action(s):All Secondary Sort: RFC Reason Code		
RFCs (Domestic)			
Transaction Data	RFC	Fullfillment/Non Ful.	
ROL Case #: 1001688404 Card/Account Number: 4xxx-xxxx-xxxx-xxxx4 Token: 4xxx-xxxx-xxxx-xxxx5 Tran Amount: 40.99 USD ARN or ACQ BIN/RRN/STAN 1-xxxxxxxx-xxxx-xxxxxxxxxxxx-8 Transaction ID: 1xxxxxxxxxxxxxx0	Merchant: Scott's Crash Dummies Location San Jose, CA 12345 US MCC: 7531 Tran Date: 01/01/04 Country/Region: US	Issuer Control No: 444444401 RFC CPD: 11/01/04 Issuer Status: Custom B RRID: 517349002211 Request Code: 28 - Request...	Actions: Requested NF Msg: n/a CPD: n/a Text: n/a Tier: 1
Transaction Data	RFC	Fullfillment/Non Ful.	
ROL Case #: 1001688400 Card/Account Number: 5xxx-xxxx-xxxx-xxxx0 Token: 4xxx-xxxx-xxxx-xxxx6 Tran Amount: 65.23 USD ARN or ACQ BIN/RRN/STAN 1-xxxxxxxx-xxxx-xxxxxxxxxxxx-2 Transaction ID: 1xxxxxxxxxxxxxx9	Merchant: Joe's Toys Location San Jose, CA 12345 US MCC: 7531 Tran Date: 01/01/04 Country/Region: US	Issuer Control No: 444444401 RFC CPD: 11/02/04 Issuer Status: Custom A RRID: 517349002211 Request Code: 29 - Request...	Actions: Requested NF Msg: n/a CPD: n/a Text: n/a Tier: 2
Transaction Data	RFC	Fullfillment/Non Ful.	
ROL Case #: 1001688505 Card/Account Number: 9xxx-xxxx-xxxx-xxxx0 Token: 4213-00xx-xxxx-1234 Tran Amount: 155.65 USD ARN or ACQ BIN/RRN/STAN 1-xxxxxxxx-xxxx-xxxxxxxxxxxx-2 Transaction ID: 4xxxxxxxxxxxxxx6	Merchant: Josh's Sports Equipment Location San Jose, CA 12345 US MCC: 7531 Tran Date: 01/01/04 Country/Region: US	Issuer Control No: 444444401 RFC CPD: 11/02/04 Issuer Status: Custom A RRID: 517349002211 Request Code: 30 - Request...	Actions: Requested NF Msg: n/a CPD: n/a Text: n/a Tier: N
Transaction Data	RFC	Fullfillment/Non Ful.	
ROL Case #: 1001688523 Card/Account Number: 6xxx-xxxx-xxxx-xxxx0 Token: 4xxx-xxxx-xxxx-xxxx0 Tran Amount: 1,238.65 USD ARN or ACQ BIN/RRN/STAN 1-xxxxxxxx-xxxx-xxxxxxxxxxxx-2 Transaction ID: 555556789123456	Merchant: Ange's Nails Location San Jose, CA 12345 US MCC: 7531 Tran Date: 01/01/04 Country/Region: US	Issuer Control No: 444444401 RFC CPD: 11/02/04 Issuer Status: Custom A RRID: 517349002211 Request Code: 32 - Cardhold...	Actions: Requested NF Msg: n/a CPD: n/a Text: n/a Tier: n/a

Figure 2–34: 170-I RFC/VCRFS Detail Report—Fulfillments

Visa	VISA RESOLVE ONLINE		Page 1 of 2		
Report ID: ROL 170-I	RFC/VCRFS Detail Report		Run Time: 02/01/06 03:19 (-8:00 GMT)		
Organization(s): Bank of Alphaville					
Date: 11/01/05					
Action(s): All					
Secondary Sort: RFC Reason Code					
Fulfillments (Regional)					
Transaction Data		RFC	Fulfillment/Non Fulf.		
ROL Case #: 1001688520	Merchant: Scott's Crash Dummies	Issuer Control No: 444444401	Actions: Fulfillment		
Card/Account Number: 1xxx-xxxx-xxxx-xxx0	Location: San Jose, CA 12345 US	RFC CPD: 10/15/04	NF Msg: n/a		
Token: 4xxx-xxxx-xxxx-xxxx	MCC: 7531	Issuer Status: Fwd to Fraud	CPD: 11/2/2004		
Tran Amount: 40.99 EUR	Tran Date: 01/01/04	RRID: 517349002211	Text: n/a		
ARN or ACQ BIN/RRN/STAN 1-xxxxxxxx-xxxx-xxxxxxxxxx-8	Country/Region: Europe	Request Code: 28 - Request...	Tier: n/a		
Transaction ID: 1xxxxxxxxxxxxx0	Image				
(Image for this case would be displayed here)					

Figure 2-35: 170-I RFC/VCRFS Detail Report—Non-Fulfillments

Visa		VISA RESOLVE ONLINE	
Report ID: ROL 170-I		RFC/VCRFS Detail Report	
		Organization(s): Bank of Alphaville	Page 1 of 2
		Date: 11/01/05	Run Time: 02/01/06 03:19 (-8:00 GMT)
		Action(s): All	
		Secondary Sort: RFC Reason Code	
Non-Fulfillments (Inter-Regional)			
Transaction Data		RFC	Fulfillment/Non Fulf.
ROL Case #: 1001688520	Merchant: Scott's Crash Dummies	Issuer Control No: 444444401	Actions: Non-Fulfillment
Card/Account Number: 1xxx xxxx xxxx xxxx0	Location: San Jose, CA 12345 US	RFC CPD: 10/15/04	NF Msg: 04 - Acquirer...
Token: 4xxx-xxxx-xxxx-xxxx5	MCC: 7531	Issuer Status: Custom D	CPD: 11/3/2004
Tran Amount: 165.00 AFA	Tran Date: 01/01/04	RRID: 517349002211	Text: Text
ARN or ACQ BIN/RRN/STAN 1-xxxxxx-xxxx-xxxxxxxxx-8	Country/Region: –	Request Code: 28 - Request...	Tier: N
Transaction ID: 1xxxxxxxxxxxx0			
Transaction Data		RFC	Fulfillment/Non Fulf.
ROL Case #: 1001600522	Merchant: Scott's Crash Dummies	Issuer Control No: 444444101	Actions: Non-Fulfillment
Card/Account Number: 1xxx xxxx xxxx xxxx0	Location: San Jose, CA 12345 US	RFC CPD: 10/15/04	NF Msg: 04 - Acquirer...
Token: 4xxx xxxx xxxx xxxx6	MCC: 7531	Issuer Status: Custom D	CPD: 11/3/2004
Tran Amount: 165.00 AFA	Tran Date: 01/01/04	RRID: 517349002211	Text: Text
ARN or ACQ BIN/RRN/STAN 1-xxxxxx-xxxx-xxxxxxxxx-0	Country/Region: –	Request Code: 20 - Request...	Tier: N
Transaction ID: 1xxxxxxxxxxxx0			

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 2-17: 170 RFC/VCRFS Detail Report CSV Fields**

<b>Element Name</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Action	1	Alpha (16)		Primary sort for detail page.
Jurisdiction	2	Alpha (13)		<p>Dispute jurisdiction, based on country associated with acquirer BIN:</p> <ul style="list-style-type: none"> <li>• Domestic (within same country)</li> <li>• Regional (between two different countries but within same region)</li> <li>• Inter-regional (between two different countries, each in a different region)</li> </ul> <p><b>Note:</b> If the acquirer BIN has a new Passport License Code flag that is set active, VROL will use Merchant Country Code instead of Acquirer Country Code.</p> <p>If the acquirer BIN is not found, the Jurisdiction is set to Inter-regional.</p>
Country/Region	3	Alpha (25)		<p>Appears only on export version.</p> <p>For domestic jurisdiction, report displays country name.</p> <p>For regional jurisdiction, report displays region name.</p> <p>For Interregional jurisdiction, report displays "--".</p>
ROL Case #	4	Numeric (10)		Secondary sort. Case number assigned by VROL.
Card/Account Number	5	Numeric (23 including 4 dashes)		<p>Card/account number of transaction.</p> <p>For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.</p>

**Table 2–17: 170 RFC/VCRFS Detail Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Tran Amount	6	Currency (23)		Amount of dispute. For example, 45.50 EUR.
Curr Code	7	Numeric (3)		Currency code of amount displayed in Tran Amount column.
ARN or ACQ BIN/RRN/STAN	8	Alphanumeric (23 plus appropriate hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/STAN for transactions without an ARN.
Transaction ID	9	Numeric (15)		Transaction ID of transaction.
Merchant	10	Alphanumeric (27)		Merchant name.
Location	11	Alphanumeric (88)		Location of merchant by city, state, zip code and country.
MCC	12	Numeric (4)		Merchant category code (MCC) of merchant.
Tran Date	13	Date (8)	mm/dd/yy	Date of transaction.  Date/time displayed according to member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Issuer Control No	14	Numeric (19)		Assigned by issuers to manage RFCs.
RFC CPD	15	Date (8)	mm/dd/yy	Central Processing Date (CPD) of RFC.
Issuer Status	16	Alpha (200)		Displays data related to an issuer or an acquirer.
RRID	17	Numeric (12)		Retrieval request ID (RRID) of RFC.
Request Code	18	Alphanumeric (50)		Secondary sort after Actions.  Request code of transaction. For example, 28 - Request for copy bearing signature.

**Table 2–17: 170 RFC/VCRFS Detail Report CSV Fields (cont'd.)**

<b>Element Name</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Actions	19	Alpha (15)	Requested Fulfillment Nonfulfillment	
NF Msg	20	Alphanumeric (20)		"n/a" if no value. Numeric in nonfulfillment section and "n/a" for RFC and fulfillment sections.
CPD	21	Date (8)	mm/dd/yy	CPD of fulfillment/nonfulfillment.  Date/time is displayed according to member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Text	22	Alphanumeric (456)		"n/a" if no value. Message text of VCRFS transaction.
Tier	23	Alphanumeric (2)		Tier level assigned to transaction. <ul style="list-style-type: none"><li>• "n/a" for U.S. domestic fulfillments.</li><li>• 1, 2, 3, or N (non-tier) for fulfillments for all other dispute jurisdictions.</li><li>• 1 or N for non-fulfillments for any jurisdiction.</li></ul>
Processing Date for Confirming Advice	24	Date (8)	mm/dd/yy	Blank if no value.  <b>Note:</b> This is a CSV field only; it does not appear on the PDF.
TRN	25	Alphanumeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	26	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 176—Collaboration Analysis Report

### Definition

The Collaboration Analysis Report tabulates the collaboration activities by collaboration type for all of the following collaboration requests that were initiated over a selected date range:

- Collaboration requests initiated from an Initiator perspective
- Collaboration requests received from a Responder perspective

This is an on-demand batch report, which refreshes the data daily.

### Audience

Supervisors.

### Usage

This report is used by users to monitor the status and details of collaboration activities for various collaboration types from an Initiator and/or Responder perspective.

Users can also execute this report by using additional parameters such as:

- Pending Responses
- Product types

From an Initiator perspective, user can view the data for which collaboration requests have been initiated for selected parameters.

The report includes the "response" by the responder in terms of:

1. How many of the submitted collaboration requests were accepted fully, partially, or totally declined.
2. How many of these requests are "pending response" from the responder.

Similarly, from a Responder perspective, user can view the collaboration requests received for selected parameters.

The report includes:

1. How many of the collaboration requests received were accepted fully, partially, or totally declined.
2. How many of these requests are pending to be responded by the responder.

## **Samples**

[Figure 2–36: 176-I Collaboration Analysis Report—Summary](#)

[Figure 2–37: 176-I Collaboration Analysis Report—Detail](#)

**Figure 2-36: 176-I Collaboration Analysis Report—Summary**

VISA RESOLVE ONLINE														Page 1 of 1			
Visa Report ID: ROL176-I				Collaboration Analysis Report - Summary										Run Time: 07/31/15 06:23 PM (-5:30 GMT)			
				Member(s): Visa Debit Processing EP Date Range: From 07/01/15 To 07/21/15 Collaboration Type : All Pending Response : All Product/Card Type: All Jurisdiction : All View : Both Detail : Do Not Show Detail Pages													
Visa Debit Processing EP																	
Collaboration Type	Total Initial Collaboration Request Cases	Total Collaboration Requests	Current Status	Response				Pending Response		Good Faith Request Reason	Jurisdiction				Regional	Inter-Regional	Domestic
	Count	Amount (USD)		Accepted / Fulfilled	Declined / Non-Fulfilled	Need More Info	Count	Amount (USD)	Count		Amount (USD)	Timeframe Expired	Notification Outside of Timeframe				
Initiator																	
Good Faith	21	7,112.00	21	7,112.00	0	21	0	0.00	0	0.00	0	0.00	21	7,112.00	0	0	0
Inquiry	11	112,891.00	11	112,891.00	0	11	7	0.00	1	0.00	2	0.00	5	0.00	0	0	11
Total	32	120,003.00	21	120,003.00	0	21	0	0.00	0	0.00	0	0.00	21	7,112.00	0	0	21
[0 Non-USD Transactions excluded from Amount Calculations]																	
Responder																	
Inquiry	3	402.00	4	654.00	0	3	0	0.00	0	0.00	1	0.00	3	0.00	0	0	1
Total	3	402.00	4	654.00	0	3	0	0.00	0	0.00	1	0.00	3	0.00	0	0	2
[1 Non-USD Transactions excluded from Amount Calculations]																	

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**Figure 2-37: 176-I Collaboration Analysis Report—Detail**

VISA RESOLVE ONLINE												Page 2 of 2
												Run Time: 08/15/17 02:48 PM (-8:00 GMT)
Collaboration Analysis Report - Detail												
Member(s): Visa Debit Processing EP												
Date Range: From 05/14/17 To 08/14/17												
Collaboration Type: All												
Pending Response: All												
Product/Card Type: All												
Jurisdiction: All												
View: Initiator												
Collaboration Type	Visa Case Number/User	Card/Account Number/Token	Date of Entry	Expiration Date	Current Case Status	Liability Status	Accepted Amount	Accepted Currency	Declined Amount	Declined Currency	Collaboration Request Reason	Jurisdiction
Inquiry	1002277917/autte8191u	4425-2177-7777-7770/-	07/03/17	07/18/17	Open	-	0.00		0.00		-	Domestic
Inquiry	1002277923/autte8191u	4425-2177-7777-7770/-	07/03/17	07/18/17	Open	-	0.00		0.00		-	Domestic
Inquiry	1002278404/autte8191u	4425-2177-7777-7770/-	07/05/17	07/19/17	Open	-	0.00		0.00		-	Domestic
Inquiry	1002278405/autte8191u	4425-2177-7777-7770/-	07/05/17	07/19/17	Open	-	0.00		0.00		-	Domestic
Inquiry	1002278406/autte8191u	4425-2177-7777-7770/-	07/05/17	07/19/17	Open	-	0.00		0.00		-	Domestic
TOTAL							0.00		0.00			
[0 Non-USD Transactions excluded from Amount Calculations]												

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2-18: 176 Collaboration Analysis Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
View	1	Alpha (10)		Initiator or Responder perspective of report generation. Possible values can be Initiator or Responder.
Collaboration Type	2	Alpha (50)	ASRR Card Recovery Good Faith Inquiry	Collaboration type.
Visa Case Number	3	Numeric (10)		Case number assigned by VROL.
Card Account Number/Token	4	Numeric (23 including 4 dashes)		Card account number/token.
Expiration Date	5	Date (8)	MM/DD/YYYY	The Response Date that is provided in the collaboration request.
Current Case Status	6	Alpha (10)	Open, Closed	Current status of the case.  The value of this field is set to Closed if the case has a Case Resolution Status of Closed – Cancelled, Closed – Resolved, or Closed - Denied.  Otherwise, its value is set to Open or Pended if the case has a Case Resolution Status of In Process or Pending Closure.

**Table 2–18: 176 Collaboration Analysis Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Liability Status	7	Alpha (20)		<p>The value of this field is based on the initial Collaboration Amount and Accepted Amount. Its value may be set to any of the following status:</p> <ul style="list-style-type: none"> <li>• Accepted Partial The Liability Status is set to this value if the Accepted Amount is smaller than the Initial Collaboration Amount.</li> <li>• Accepted Full The Liability Status is set to this value if the Accepted Amount is equal to the Initial Collaboration Amount.</li> <li>• Declined The Liability Status is set to this value if the Accepted Amount is 0.</li> <li>• "_" The Liability Status is set to this value when no response is received. For Inquiry, Card Recovery, and ASRR collaboration types, the Liability Status is always set to this value.</li> </ul>
Accepted Amount	8	Currency (Max: 999,999,999.99)	Max: 999,999.99	
Accepted Currency	9	Alpha (3)		Currency code associated with the amount displayed in the Accepted Amount field.
Declined Amount	10	Currency (Max: 999,999,999.99)		

**Table 2–18: 176 Collaboration Analysis Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Declined Currency	11	Alpha (3)		Currency code associated with the amount displayed in the Declined Amount field.
Collaboration Request Reason	12	Alpha (50)	Timeframe Expired Notification Outside of Timeframe	Reason for the collaboration request.
Jurisdiction	13	Alpha (20)	Regional Domestic Inter-Regional	Case-level jurisdiction: <ul style="list-style-type: none"><li>• Domestic (within the same country)</li><li>• Regional (between two different countries but within the same region)</li><li>• Inter-regional (between two different countries, each in a different region)</li></ul>
User	14	Alphanumeric (100)		Visa Online User ID (VOL ID)
Date of Entry	15	Date (8)	mm/dd/yy	The latest date that the collaboration information for a case was updated—either by the initiator or responder.  For example, if an initiator submits optional collaboration requests on 06/01/17, 06/04/17, and 06/10/17, and assuming that there was no response from the responder, the report considers 06/10/17 to lie between the provided date range and therefore, the “Date of Entry” will be 06/10/17 for both the initiator and the responder view of the report.

## 180—Exception File Update Activity Report

### Definition

The Exception File Update Activity Report tabulates all exception file actions performed during a selected date range and cross-references issuer BINS with action type and line-item detail. Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

The Exception File Update Activity report is used by issuers to monitor the exception file listing activity of their back-office staff. This information can be used to identify any corrective action that needs to be taken in listing policy. For example, consider the number of deleted or updated items.

### Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Exception File Update Activity Report.

Parameters	Value	
	Bulk SI Report	User Scheduled Report
Date Range	yesterday  <b>Note:</b> <i>Defined as the current date PT minus one day, from midnight PT to midnight PT.</i>	yesterday  <b>Note:</b> <i>Defined as the current date PT minus one day, from midnight PT to midnight PT.</i>
Region	All  Specified region	Not Applicable
View	All Issuers  All Visa Org(s)	Not Applicable
Display Full Card/Token/Account number	yes	
BIN	All BINs	All BINs  Select BINs
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 2–38: 180-I Exception File Update Activity Report—Summary](#)

[Figure 2–39: 180-I Exception File Update Activity Report—Detail](#)

**Figure 2–38: 180-I Exception File Update Activity Report—Summary**

VISA RESOLVE ONLINE						Page 1 of 1	
Exception File Update Activity Report - Summary						Run Time: 12/01/06 03:19 (-8:00 GMT)	
Organization(s):Bank of Alphaville							
Date Range: From 10/02/06 To 10/31/06							
BINs: 123456, 123457, 123458, 123459, 123460, 123461, 123462							
BIN	NegExcpFile/CRB		VIP Listings		Card Not Listed	Deletes	
	Changes	Inquiries	Changes	Inquiries	Inquiries		
	123456	12	3	5	5		0
	123457	12	3	5	5		0
	123458	12	3	5	5		0
	123459	12	3	5	5		0
	123460	12	3	5	5		0
	123461	12	3	5	5		1
123462	12	3	5	5	0	5	
Total	84	21	35	35	1	35	

Figure 2–39: 180-I Exception File Update Activity Report—Detail

VISA RESOLVE ONLINE											Page 1 of 1
Exception File Update Activity Report - Detail											Run Time: 12/01/04 03:19 (-8:00 GMT)
Organization(s): Bank of Alphaville											
Date Range: From 10/02/06 To 10/31/06											
BINS: 123456, 123457, 123458, 123459, 123460, 123461, 123462											
Date	BIN	Card/Account Number / Token	ROL Case #	Listing Type	Cardholder Transaction Amount Limit (CTAL)	Listing Location	Update Type	Action Code/Desc	Purge Date	Region Code	User Name
10/02/06	123456	xxxx-xxxx-xxxx-xxxx	1234565445	VIP - Activity Limit		BASE I	Update		02/24/06	A	Smith, John
		xxxx-xxxx-xxxx-xxxx	1234578855	NegExcpFile/CRB		SMS	Update	05 - Do not honor	03/26/07	A	Mertes, Tyler
	123457	xxxx-xxxx-xxxx-xxxx-xxx / 4313-34xx-xxxx-3456	1234585288	--		SMS	Delete				Doe, Jane
		xxxx-xxxx-xxxx-xxxx	1234598885	--		SMS and BASE 1	Delete				Smith, John
		xxxx-xxxx-xxxx-xxxx	1234606433	NegExcpFile/CRB		SMS and BASE 1	Update	41 - Lost card, pick up		E	Sharfman, Daniel
		xxxx-xxxx-xxxx-xxxx	1234627744	NegExcpFile/CRB		SMS	Update	43 - Stolen card, pick up	02/24/06	ABCEF	Click, James
		xxxx-xxxx-xxxx-xxxx	1234637744	NegExcpFile/CRB		SMS	Update	07 - Pick up card,special condition	03/26/07	ABCEF	Smith, John
	123459	xxxx-xxxx-xxxx-xxxx	1234642222	--		SMS	Delete				Mertes, Tyler
		xxxx-xxxx-xxxx-xxxx	1234655555	NegExcpFile/CRB		BASE I	Update	05 - Do not honor	08/21/06	0	Doe, Jane
		xxxx-xxxx-xxxx-xxxx	1234662322	NegExcpFile/CRB		BASE I	Update	07 - Pick up card,special condition	08/21/06	B	Sunshine, Mary
		xxxx-xxxx-xxxx-xxxx	1234662327	VIP - CTAL	10000.00	SMS	Update				Smith, John
		xxxx-xxxx-xxxx-xxxx		VIP - Activity Limit		SMS and BASE 1	Inquiry				Smith, John
	123460	xxxx-xxxx-xxxx-xxxx	1234555555	NegExcpFile/CRB		SMS and BASE 1	Inquiry				Smith, John
		xxxx-xxxx-xxxx-xxxx		<card not listed>			Inquiry				Smith, John
		<b>Subtotal (Actions)</b>							14		
10/03/06	123456	xxxx-xxxx-xxxx-xxxx	2345678912	NegExcpFile/CRB		SMS	Update	43 - Stolen card, pick up	02/24/06	A	Click, James
		xxxx-xxxx-xxxx-xxxx	2345678123	VIP - CTAL	5000.00	SMS and BASE 1	Update		03/26/07	C	Smith, John
		xxxx-xxxx-xxxx-xxxx	2345671234	--		SMS and BASE 1	Delete				Mertes, Tyler
		xxxx-xxxx-xxxx-xxxx	2345123456	NegExcpFile/CRB		SMS and BASE 1	Update	05 - Do not honor	08/21/06	ABCEF	Doe, Jane
		xxxx-xxxx-xxxx-xxxx	2341234567	NegExcpFile/CRB		SMS	Update	07 - Pick up card,special condition	08/21/06	0	Click, James
		xxxx-xxxx-xxxx-xxxx	3345678912	VIP - Activity Limit		SMS	Update		11/17/08	0	Smith, John
		<b>Subtotal (Actions)</b>							6		
		<b>Total Added</b>	5								
		<b>Total Actions</b>	20								

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2-19: 180 Exception File Activity Report CSV Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Date	1	Alphanumeric (8)	mm/dd/yy	Detail page primary sort. Date of exception file action.
BIN	2	Numeric (6)		Detail page secondary sort. BIN associated with exception file action.  Inquiries, such as Negative Exception file or CRB counts, that are part of edit execution during the validation of dispute transactions are not included.
Card/Account Number	3	Numeric (23 total including 4 dashes)		Card/account number of transaction shown with dashes.  Card/account number is displayed according to member configuration parameters, either as the full, unmasked card/account number with dashes or as a masked card/account number with dashes (such as XXXX-XXXX-XXXX-1234).
ROL Case #	4	Numeric (10)		Case number assigned to case by VROL.
Listing Type	5	Alpha (15)		Summary page primary sort. Identifies listing type as one of the following: <ul style="list-style-type: none"> <li>• NegExcptFile/CRB</li> <li>• VIP - Activity Limit</li> <li>• VIP - CTAL</li> <li>• &lt;card not listed&gt;</li> <li>• --- (listing type unknown)</li> </ul>

**Table 2–19: 180 Exception File Activity Report CSV Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Listing Location	6	Alpha (11)		Location of listing. Can be one of the following: <ul style="list-style-type: none"><li>• BASE I</li><li>• SMS</li><li>• BASE I and SMS</li></ul>
Update Type	7	Alpha (8)		Type of Exception File action performed. Possible values are: <ul style="list-style-type: none"><li>• Update</li><li>• Delete</li><li>• Inquiry</li></ul>
Action Code/Desc	8	Alphanumeric (100)		Two-digit code plus description of action code.
Purge Date	9	Alphanumeric (8)	mmddyy	Specified purge date of exception file.
Region Code	10	Alphanumeric (6)		Visa region code of exception file.
User Name	11	Alpha (100)		User who performed exception file action.
Token	12	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.
Cardholder Transaction Amount Limit (CTAL)	13	Numeric (12)		Cardholder transaction amount limit

## 185—Stop Payment Activity Report

### Definition

The Stop Payment Update Activity Report tabulates all stop payment cancellation requests (additions, changes, deletions) performed during a selected date range and cross-references issuer BINS with action type and line-item detail. Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

Summary Level - Issuers can use this report to calculate the number of stop payment cancellation requests that are submitted in VROL at the BIN level.

Detail Level - Issuers can use this report to list out the stop payment cancellation requests that are submitted in VROL at the BIN level by card number, merchant name, cancellation type, request type, and expiration date.

### Samples

[Figure 2–40: 185-I Stop Payment Activity Report—Summary](#)

[Figure 2–41: 185-I Stop Payment Activity Report—Detail](#)

**Figure 2–40: 185-I Stop Payment Activity Report—Summary**

Visa		VISA RESOLVE ONLINE								Page 1 of 1	
Report ID: ROL 180-I		Stop Payment Activity Report - Summary								Run Time: 12/01/06 03:19 (-8:00 GMT)	
		Organization(s): Bank of Alphaville									
		Date Range: From 10/02/06 To 10/31/06									
		BIN(s): All BINs									
BIN	Cancellation Type										Deletes
	R0-One Time Stop Payment		R1(a)-Merchant Stop Payment		R1(b)-MCC Stop Payment		R3-Full Account Block				
	Changes	Additions	Changes	Additions	Changes	Additions	Changes	Additions	Changes	Additions	
123456	14	12	4	3	6	5	6	5	5		5
123457	5	4	8	7	2	2	2	2	2		2
123458	6	5	7	6	11	9	11	9	9		9
123459	53	44	1	1	8	7	8	7	7		7
123460	0	0	0	0	0	0	0	0	0		0
123461	14	12	4	3	6	5	6	5	5		5
123462	5	4	8	7	2	2	2	2	2		2
123463	6	5	7	6	11	9	11	9	9		9
123464	53	44	1	1	8	7	8	7	7		7
123465	0	0	0	0	0	0	0	0	0		0
123466	14	12	4	3	6	5	6	5	5		5
123467	5	4	8	7	2	2	2	2	2		2
123468	6	5	7	6	11	9	11	9	9		9
123469	53	44	1	1	8	7	8	7	7		7
Total	234	195	61	51	83	69	83	69	69		

**Figure 2-41: 185-I Stop Payment Activity Report—Detail**

VISA RESOLVE ONLINE									Page 1 of 1		
Report ID: ROL 180-I			Stop Payment Activity Report - Detail					Run Time: 12/01/04 03:19 (-8:00 GMT)			
Organization(s): Bank of Alphaville											
Date Range: From 10/02/06 To 10/31/06											
BINS: 123456, 123457, 123458, 123459, 123480, 123481, 123482											
Request Date	BIN	Card/Account Number / Token	Merchant Name	Card Accept. ID	Cancellation Type	Request Type	Tran Amount	Exp. Date	User Name		
10/02/06	123456	1234-5678-9012-3456	THE ALPHA SHOP	443992224433449	R0 - One Time Stop Payment	Add		02/24/07	Smith, John		
		1234-5678-9012-3457			R1(a) - Merchant Stop Payment	Add		03/26/07	Mertes, Tyler		
	123457	1234-9012-9012-3456-123	THE SUPER STORE	443992224437683	R0 - One Time Stop Payment	Add	40.00	05/01/07	Doe, Jane		
		1234-9078-9012-3456 / 4313-00xx-xxxx-3456			R3 - Full Account Block	Change		11/01/07	Smith, John		
	123458	1878-5678-9012-3456	THE TOMORROW STORE		R1(b) - MCC Stop Payment	Delete		12/01/08	Sharfman, Daniel		
		1878-5678-9012-3456			R0	Add		12/01/07	Click, James		
<b>Subtotal (Actions)</b>		6									
10/03/06	123456	1234-5678-9012-3456	THE ZEBRA STORE	552223443222552	R0 - One Time Stop Payment	Add		03/01/07	Click, James		
		1234-5678-9012-5678			R1(a) - Merchant Stop Payment	Delete		03/09/07	Smith, John		
		1234-5678-9012-5678	MARCH.COM		R1(b) - MCC Stop Payment	Change		12/17/07	Click, James		
		1456-5678-9012-3456 / 4513-00xx-xxxx-4567	AO-ELL.COM		R0 - One Time Stop Payment	Change		06/05/07	Smith, John		
<b>Subtotal</b>		4									
<b>Total Added</b>		5									
<b>Total</b>		10									

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 2–20: 185 Stop Payment Activity Report CSV Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Request Date	1	Alphanumeric (8)	mm/dd/yy	Detail page primary sort. Date range of stop payment action.
BIN	2	Numeric (6)		Detail page secondary sort. BIN associated with stop payment action.
Card/Account Number	3	Numeric (23 total including 4 dashes)		Detail page tertiary sort. Card/account number of transaction shown with dashes.  Card/account number is displayed according to member configuration parameters, either as the full, unmasked card/account number with dashes or as a masked card/account number with dashes (such as XXXX-XXXX-XXXX-1234).
Merchant Name	4	Alpha (27)		Name of merchant involved in transaction.
Card Acct. ID	5	Alpha (15)		
Cancellation Type	6	Alpha (11)		Can be one of the following: <ul style="list-style-type: none"><li>• RO—One time stop payment</li><li>• R1(a)—Merchant stop payment</li><li>• R1(b)—MCC stop payment</li><li>• R3—full account block</li></ul>

**Table 2–20: 185 Stop Payment Activity Report CSV Fields (cont'd.)**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Request Type	7	Alpha (8)		Type of action performed. Possible values are: <ul style="list-style-type: none"><li>• Add</li><li>• Change</li><li>• Delete</li></ul>
Tran Amount	8	Currency (23)		
Exp. Date	9	Alphanumeric (8)	mm/dd/yy	Specified purge date of file.
User Name	11	Alpha (100)		User who performed action.
Token	12	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## Report Samples—200, 300, 400, 500, and 900 Series 3

This chapter shows PDF samples of all available reports and provides definition, audience, and usage for each report in the 200, 300, 400, 500, and 900 series. In addition, a table provides the CSV field definitions for each report. This table includes a notes column that includes both CSV field information and a description of the PDF fields.

Depending on the parameters chosen, a different view of the information or further detail may be available. The header of each report identifies the parameters chosen directly below the report name, as illustrated in the following figure.

Visa Report ID: ROL 150-I	<b>VISA RESOLVE ONLINE</b> <b>Accounting Entry Memo Report</b> Member(s): Bank of Alphaville Date Range: From 12/12/06 To 012/13/06 Product/Card Type: Credit Case Classification: Fraud	Page 1 of 1 Run Time: 12/21/06 03:19 (-8:00 GMT)
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Date and time displays for all reports are formatted according to the member configuration parameters, either local time format (12 hour display with AM/PM) or in GMT (24-hour display). See **date** in [Glossary](#) for more details.

## 200—Monthly Activity Summary Report

### Definition

The Monthly Activity Summary Report tracks the usage of various VROL functions over a selected date range. This batch report is generated monthly. Statistics are provided for activities such as numbers of questionnaires submitted; images uploaded and attached; number of transaction inquiries and Good Faith questionnaires submitted; number of fraud transactions and exception file listings submitted; and quick forms submitted.

### Audience

Supervisors.

## Usage

This report is a trending report and tracks the usage of various VROL functions over a selected date range. This report is also used for monthly billing. If only a summary page is requested, the data in the summary page is exported if a user chooses to export the report. If details are requested, the PDF file for the report will have both a summary page and detail pages, but the exported report will have only detail information.

## Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Monthly Activity Summary Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	previous month	previous month <b>Note:</b> Value will change depending on the 'Schedule' (Daily, Monthly) selected by the user. For example, if the default value for the date range is 'Yesterday' and the schedule selected by the user is 'Monthly', then the default will automatically be set as 'Previous Month'. Similarly, if the default value for the date range is 'Previous Month' and the schedule selected by the user is 'Daily', the date range default will automatically be set up as 'Yesterday'.
Include Activity for BINs in the Following Regions	All	All Regions
Organization	selected organization	Not Applicable

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Rows to Appear	All	All
Shared Entitlement	Yes, No  <b>Note:</b> <i>This setting determines whether VROL is to include activity for users in other organizations that have access to the same BINs.</i>	Yes, No  If "Yes" is selected, then the report includes outgoing activity for all BINs/AR's to which the Member has access, regardless of which organization "submitted" the form.  If "No" is selected, then the report excludes any outgoing activity where the submitting user belonged to an organization that is different than the user who is running the report.
Product Type	All	All, Select specific Product Type
Case Type	All (fraud and non-fraud)	Not Applicable
Detail By	[Organization, BIN, Network, None]  <b>Note:</b> <i>Indicates a parameter value that must be specified by the member and included in the member's setup for that report.</i>	Organization, BIN, Network, Organization then RIID, Organization then RIID then Product/Card Type then Network, None
Activity Type	  <b>Note:</b> <i>Valid for "Issuer and Acquirer" organizations and for Visa organizations that are running the report for multiple members. For any other situation, the Activity Type value defaults to the organization type of the selected organization.</i>	
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 3–1:](#) 200-I Monthly Activity Summary Report—Summary

[Figure 3–2:](#) 200-A Monthly Activity Summary Report—Detail (Acquirer)

**Figure 3–1: 200-I Monthly Activity Summary Report—Summary**

VISA RESOLVE ONLINE													Page 1 of 5
Monthly Activity Summary Report - Summary													Run Time: 12/24/06 03:19 (-8:00 GMT)
Members(s): Bank of Alphaville Date Range: From 11/2005 To 10/2006 Rows to Appear: All Shared Entitlements: No Include Activity for BINs in the following Region(s): LAC, US Product/Card Type: All Case Classification: Fraud Detail By: None													
Item	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
041 - Visa Tran Inquiry Requests with Standard List of Tran Types	4,226	3,985	3,758	3,544	3,342	3,151	2,972	2,802	2,643	2,492	2,350	2,216	37,480
042 - Visa Tran Inquiry Requests with Expanded List of Tran Types	5,589	5,270	5,497	5,183	4,888	4,609	4,346	4,099	4,275	4,031	4,205	3,965	66,967
043 - Visa Tran Inquiry Requests with Single Tran Type	1,194	1,233	923	1,037	1,517	775	1,040	995	1,194	931	959	786	12,688
060 - Visa Tran Inquiry Requests within 6 months	6,653	6,274	6,544	6,171	5,819	5,487	5,174	4,879	5,089	4,799	5,006	4,720	98,816
070 - Visa Tran Inquiry Requests older than 6 months	10,977	10,361	9,761	9,205	8,680	8,185	7,719	7,279	6,864	6,473	6,104	5,756	97,364
075 - Visa Tran Inquiry Requests	10,977	10,361	9,761	9,205	8,680	8,185	7,719	7,279	6,864	6,473	6,104	5,756	97,364
080 - Visa Tran Inquiry Responses	4,226	3,985	3,758	3,544	3,342	3,151	2,972	2,802	2,643	2,492	2,350	2,216	37,480
090 - Visa Tran Inquiry Requests w/ Credit/Rev Search	4,226	3,985	3,758	3,544	3,342	3,151	2,972	2,802	2,643	2,492	2,350	2,216	37,480
100 - Visa Tran Inquiry Credit/Rev Search Responses	4,015	3,786	3,570	3,367	3,175	2,994	2,823	2,662	2,510	2,367	2,232	2,105	36,806
110 - Visa Tran Inquiry Average Date Range Excl Credit Search	3,97	3,74	3,63	3,33	3,14	2,96	2,79	2,63	2,48	2,34	2,21	2,08	3,88
120 - Exception File Inquiries	400	320	45	650	450	800	250	65	25	45	80	125	3,266
130 - Fraud Report History Inquiries	200	160	23	325	225	400	125	33	13	23	40	63	1,828
150 - Requests for Copy Submitted	211	199	188	177	167	158	149	140	132	125	117	111	1,874
170 - Fulfillments Received	21	20	19	18	17	16	15	14	13	12	12	11	187
210 - Chargeback QNs Submitted	1,279	1,322	983	1,108	1,633	821	1,111	1,062	1,279	992	1,022	833	13,446
220 - Chargeback QNs with Financial Submitted	260	25	12	45	25	125	65	48	880	45	90	1	1,811
230 - Chargeback Financials Received	210	21	10	38	21	105	55	40	739	38	76	1	1,363
250 - Chargeback Reversals Submitted	1,194	1,233	923	1,037	1,517	775	1,040	995	1,194	931	959	786	12,688
270 - Auto-generated CBs	895	925	692	778	1,138	581	780	746	895	698	719	589	9,437
330 - Pre-Arb QNs Submitted	400	320	45	650	450	800	250	65	25	45	80	125	3,266
350 - Pre-Arb Response QNs Submitted	200	160	23	325	225	400	125	33	13	23	40	63	1,828
370 - Pre-Arb Cases	123	176	25	368	248	440	138	36	14	25	44	69	1,880
380 - Pre-Comp QNs Submitted	250	25	12	45	25	125	65	48	880	45	90	1	1,811
400 - Pre-Comp Response QNs Submitted	125	13	6	23	13	63	33	24	440	23	45	1	304
410 - Pre-Comp Cases	113	11	5	20	11	56	29	22	396	20	41	0	726
430 - Good Faith QNs Submitted	125	13	6	23	13	63	33	24	440	23	45	1	306
450 - Good Faith Cases	88	9	4	16	9	44	23	17	308	16	32	0	664
460 - Arbitration Cases Filed	125	13	6	23	13	63	33	24	440	23	45	1	306
470 - Compliance Cases Filed	210	21	10	38	21	105	55	40	739	38	76	1	1,363
480 - Images Added or Uploaded	1,194	1,233	923	1,037	1,517	775	1,040	995	1,194	931	959	786	12,688
490 - Image Units Added or Updated (100KB=1)	2,387	2,466	1,846	2,074	3,034	1,550	2,080	1,990	2,387	1,862	1,917	1,572	26,166
500 - Images Attached & Delivered Electronically	597	616	461	519	759	387	520	498	597	466	479	393	6,291
510 - Questionnaires Sent Electronically	166	172	128	144	212	107	144	138	166	129	133	108	1,748
520 - Misc. Fees Generated from Pre-Filing Response Form	400	320	45	650	450	800	250	65	25	45	80	125	3,266
530 - Misc. Fees Generated - Ad Hoc	200	160	23	325	225	400	125	33	13	23	40	63	1,828
540 - Exception File Adds/Changes	100	80	11	163	113	200	63	16	6	11	20	31	814
550 - Exception File Deletes	50	40	6	81	56	100	31	8	3	6	10	16	407
560 - Exception File Inquiries	50	40	6	81	56	100	31	8	3	6	10	16	407
570 - Fraud Reports Submitted	26	20	3	41	28	50	16	4	2	3	5	8	203
580 - Stop Payment Adds/Changes	10	11	41	14	43	24	63	452	11	144	111	44	968
590 - Stop Payment Deletes	10	11	41	14	43	24	63	452	11	144	111	44	968
600 - Stop Payment Inquiries	10	11	41	14	43	24	63	452	11	144	111	44	968
640 - Reports Produced - Scheduled	10	11	41	14	43	24	63	452	11	144	111	44	968
650 - Reports Produced - Ad Hoc	10	11	41	14	43	24	63	452	11	144	111	44	968
660 - All Accounting Entry Memos	20	22	82	28	86	48	126	904	22	288	222	88	1,936
Write-offs	10	11	41	14	43	24	63	452	11	144	111	44	968
700 - PPCS History Inquiries	5	10	15	18	26	12	45	64	2	46	70	65	386
710 - QuickForms Submitted	5	10	15	18	26	12	45	64	2	46	70	65	386

Figure 3–2: 200-A Monthly Activity Summary Report—Detail (Acquirer)

VISA RESOLVE ONLINE													Page 2 of 3
Monthly Activity Summary Report - Detail													Run Time: 12/24/06 03:19 (-8:00 GMT)
Member(s): Bank of Bravoville Date Range: From 11/2006 To 10/2006 Rows to Appear: All Shared Entitlements: No Include Activity for BINs in the following Region(s): LAC, US Product Type(s): All Case Classification: Fraud Detail By: BIN													
<b>428844 - BIN Name A</b>													
Item	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
060 - Visa Tran Inquiry Requests within 6 months	42	40	41	39	41	38	40	38	39	37	39	36	39
070 - Visa Tran Inquiry Requests older than 6 months	2,113	1,993	2,078	1,960	2,044	1,928	2,010	1,896	1,977	1,865	1,945	1,834	20,642
080 - Visa Tran Inquiry Responses	4,226	3,985	4,156	3,920	4,088	3,855	4,021	3,792	3,955	3,729	3,890	3,658	47,284
090 - Visa Tran Inquiry Requests w/ Credit/Rev Search	8,533	8,047	8,393	7,914	8,256	7,784	8,119	7,656	7,985	7,530	7,854	7,406	96,476
100 - Visa Tran Inquiry Credit/Rev Search Responses	2,644	2,682	2,798	2,638	2,752	2,595	2,706	2,552	2,662	2,510	2,618	2,459	31,826
110 - Visa Tran Inquiry Average Date Range Excl Credit Search	21.00	19.80	20.65	19.47	20.31	19.15	19.98	18.84	19.65	18.53	19.32	18.22	38.74
130 - Fraud Report History Inquiries	400	320	45	650	450	800	250	65	25	45	80	125	3,266
160 - Requests for Copy Received	200	160	23	325	225	400	125	33	13	23	40	63	1,828
180 - RFC Fulfilments Submitted	48	45	47	44	46	43	45	43	45	42	44	41	633
190 - RFC Non-Fulfillments - Auto	95	80	94	88	92	87	91	85	89	84	88	83	1,066
200 - RFC Non-Fulfillments - Ad Hoc	400	320	45	650	450	800	250	65	25	45	80	125	3,266
240 - Chargebacks Received	800	640	90	1,300	900	1,600	500	130	50	90	160	250	6,610
260 - Chargeback Reversals Received	10	8	1	16	11	20	6	2	1	1	2	3	81
280 - Representation QNs Submitted	34	54	74	85	38	39	93	378	564	646	466	665	3,194
290 - Representation QNs with Financial Submitted	400	320	45	650	450	800	250	65	25	45	80	125	3,266
300 - Representation Financials Submitted	260	25	12	45	25	125	65	48	880	45	90	1	1,811
320 - Representation Reversals Submitted	500	50	24	90	50	250	130	95	1,760	90	180	2	3,222
330 - Pre-Arb QNs Submitted	400	320	45	650	450	800	250	65	25	45	80	125	3,266
350 - Pre-Arb Response QNs Submitted	200	160	23	325	225	400	125	33	13	23	40	63	1,628
370 - Pre-Arb Cases	180	144	20	293	203	360	113	29	11	20	36	56	1,466
380 - Pre-Comp QNs Submitted	260	25	12	45	25	125	65	48	880	45	90	1	1,811
400 - Pre-Comp Response QNs Submitted	125	13	6	23	13	63	33	24	440	23	45	1	804
420 - Pre-Comp Cases	113	11	5	20	11	56	29	22	356	20	41	0	726
430 - Good Faith QNs Submitted	125	13	6	23	13	63	33	24	440	23	45	1	804
450 - Good Faith Cases	113	11	5	20	11	56	29	22	356	20	41	0	726
460 - Arbitration Cases Filed	210	21	10	38	21	105	65	40	739	38	76	1	1,863
470 - Compliance Cases Filed	210	21	10	38	21	105	65	40	739	38	76	1	1,863
480 - Images Added or Uploaded	1,194	1,233	923	1,037	1,517	775	1,040	995	1,194	931	959	786	12,685
490 - Image Units Added or Updated (100KB=1)	2,387	2,466	1,846	2,074	3,034	1,550	2,080	1,990	2,387	1,862	1,917	1,572	26,164
500 - Images Attached & Delivered Electronically	597	616	461	519	759	387	620	498	597	466	479	393	6,291
510 - Questionnaires Sent Electronically	501	518	388	436	637	325	437	418	501	391	403	330	6,286
520 - Misc. Fees Generated from Pre-Filing Response Form	400	320	45	650	450	800	250	65	25	45	80	125	3,266
530 - Misc. Fees Generated - Ad Hoc	200	160	23	325	225	400	125	33	13	23	40	63	1,828
570 - Fraud Reports Submitted	42	24	25	2	62	25	366	66	36	33	66	366	1,112
610 - Adjustments - Submitted	24	12	13	1	31	13	183	33	18	17	33	183	469
640 - Reports Produced - Scheduled	10	11	41	14	43	24	63	452	11	144	111	44	968
660 - Reports Produced - Ad Hoc	10	11	41	14	43	24	63	452	11	144	111	44	968
680 - All Accounting Entry Memos	20	22	82	28	86	48	126	904	22	288	222	88	1,938

## CSV Field Definitions

This report (summary and detail) can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 3-1: 200 Monthly Activity Summary Report Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Item	1	Alpha (200)		Primary and only sort (see <a href="#">Table 3-3</a> ). List of different VROL functions a member can perform.
Month	2-13	Alpha (25)		One column for every month within a selected date range. Report shows range of one year. A report run in July 04 shows the range of July 03 through June 04. Amounts shown in these columns show the number a given function was performed by member in a given month.
Total	14	Numeric (10)		Total of item rows across all selected months.
All Activity	15	Alphanumeric (2)		This column is present in the CSV only for organizations that are issuer and acquirer and if the Activity Type is All.

**Table 3-2: 200 Monthly Activity Detail Report Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
<Organization>	1	Alphanumeric (50)		Variable based on the option chosen for Detail By.
<BIN>-<BIN Name>		Alphanumeric (94)		
<Network>		Alphanumeric (4)		
Item	2	Alpha (200)		List of different VROL functions a member can perform.

**Table 3–2: 200 Monthly Activity Detail Report Fields (cont'd.)**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Month	3-14	Alpha (25)		One column for every month within a selected date range. Report shows range of one year. A report run in July 04 shows the range of July 03 through June 04. Amounts shown in these columns show the number a given function was performed by member in a given month.
Total	15	Numeric (10)		Total of item rows across all selected months.
All Activity	16	Alphanumeric (2)		This column is present in the CSV only for organizations that are issuer and acquirer and if the Activity Type is All.
Org ID	17 (see notes)	Alphanumeric (Variable 1-19)		Position 17 if an activity type column exists, otherwise 16.

If "Rows to Appear" is set to "All Rows" in Parameter screen, one row for each of the following items will appear, regardless of whether there is data.

If "Rows to Appear" is set to "All Billable Row(s)" in the Parameter screen, only the billable rows appear for the specific region. "All Billable Row(s)" is not shown if "All Regions" or more than one region is selected for "Include Activity for BINs in the Following Regions" in the Parameter screen.

**Note:** *Running this report with "All Billable Row(s)" parameter option will list billable rows as of date. If the report is run for prior months from the current, the report will not take into account billable activities in effect in prior months.*

**Table 3–3: 200 Monthly Activity Summary Report Function Row List**

Item	Acquirer	Issuer
025 - Tran Inquiry Requests through RTSI	✓	✓
041 - Visa Tran Inquiry Requests with Standard List of Tran Types	✓	✓

**Table 3–3: 200 Monthly Activity Summary Report Function Row List (cont'd.)**

Item	Acquirer	Issuer
042 - Visa Tran Inquiry Requests with Expanded List of Tran Types	✓	✓
043 - Visa Tran Inquiry Requests with Single Tran Type	✓	✓
050 - Tran Inquiry Average Date Range Excl Credit Search	✓	✓
060 - Visa Tran Inquiry Requests within 6 months	✓	✓
070 - Visa Tran Inquiry Requests older than 6 months	✓	✓
075 - Visa Tran Inquiry Requests	✓	✓
076 - Purchase Inquiries Initiated <sup>2</sup>	✓	✓
077 - Purchase Inquiry Responses Received <sup>2</sup>	✓	✓
080 - Visa Tran Inquiry Responses	✓	✓
090 - Visa Tran Inquiry Responses with Credit/Rev Search	✓	✓
100 - Visa Tran Inquiry Credit/Rev Search Responses	✓	✓
110 - Visa Tran Inquiry Average Date Range Excl Credit Search	✓	✓
115 - Visa Tran Inquiry Average Date Range for Credit Search	✓	✓
116 - VMPI Direct Request Submitted	✓	✓
120 - Exception File History Inquiries <sup>1</sup>	✓	✓
130 - Fraud Report History Inquiries <sup>1</sup>	✓	✓
150 - Requests for Copy Submitted		✓
160 - Requests for Copy Received	✓	
170 - Fulfillments Received		✓

**Table 3–3: 200 Monthly Activity Summary Report Function Row List (cont'd.)**

Item	Acquirer	Issuer
180 - RFC Fulfillments Submitted	✓	
190 - RFC Non-Fulfillments - Auto	✓	
200 - RFC Non-Fulfillments - Ad Hoc	✓	
325 - Merchant Contact	✓	
326 - Merchant Contact Follow-Up	✓	
330 - Pre-Arb QNs Submitted	✓	✓
350 - Pre-Arb Response QNs Submitted	✓	✓
370 - Pre-Arb Cases	✓	✓
380 - Pre-Comp QNs Submitted	✓	✓
400 - Pre-Comp Response QNs Submitted	✓	✓
420 - Pre-Comp Cases	✓	✓
421 - Cases Created with Purchase Inquiry	✓	✓
422 - Purchase Inquiry added to an existing case <sup>2</sup>	✓	✓
425 - Cases Created - Action Taken	✓	✓
426 - Cases Created - No Further Action	✓	✓
427 - Cases Closed - Resolved	✓	✓
428 - Cases Closed - Denied	✓	✓
429 - Cases Closed - Cancelled	✓	✓
430 - Good Faith QNs Submitted	✓	✓

**Table 3–3: 200 Monthly Activity Summary Report Function Row List (cont'd.)**

Item	Acquirer	Issuer
431 - Collaborations Requests Submitted	✓	✓
441 - Collaboration Requests Received	✓	✓
450 - Good Faith Cases	✓	✓
451 - Cases with Collaboration Requests	✓	✓
460 - Arbitration Cases Filed	✓	✓
470 - Compliance Cases Filed	✓	✓
475 - Cases Filed	✓	✓
480 - Images Added or Uploaded	✓	✓
Refers to instances of an image initially uploaded to VROL (for example, user takes an image from a case folder and attaches it to a questionnaire. The event is not counted because the image was previously uploaded to VROL). This row is not concerned with what happened to the image after it was uploaded.		
490 - Image Units Added or Updated (100KB=1)	✓	✓
500 - Images Attached & Delivered Electronically	✓	✓
Refers to instances of the electronic delivery of an image attached to a dispute or dispute response, or pre-filing questionnaire. A QN submitted with four images attached is counted as four. An image attached to four different submitted QNs is also counted as four. Images added but never attached are not counted.		
510 - Questionnaires Sent Electronically	✓	✓
520 - Misc. Fees Generated from Pre-Filing Response Form	✓	✓
530 - Misc. Fees Generated - Ad Hoc	✓	✓
540 - Exception File = Adds/Changes		✓

**Table 3–3: 200 Monthly Activity Summary Report Function Row List (cont'd.)**

Item	Acquirer	Issuer
550 - Exception File = Deletes		✓
560 - Exception File Inquiries <sup>1</sup>		✓
570 - Fraud Reports Submitted	✓	✓
572 - Fraud Notification added to an existing case <sup>2</sup>	✓	✓
575 - Fraud on Auth - Auto Write Off - Pending Clearing	✓	✓
576 - Fraud On Auth - Create Case	✓	✓
577 - Fraud On Auth - Write off - Case Created	✓	✓
578 - Fraud On Auth - Auto Write off	✓	✓
579 - Fraud-On-Auth Expired	✓	✓
580 - Stop Payment = Adds/Changes		✓
583 - VDP Stop Payment - Adds/Changes		✓
590 - Stop Payment = Deletes		✓
591 - VDP Stop Payment - Deletes		✓
600 - Stop Payment Inquiries <sup>1</sup>		✓
601 - VDP Stop Payment Inquiries		✓
610 - Adjustments - Submitted	✓	
640 - Reports Produced - Scheduled	✓	✓
650 - Reports Produced - Ad Hoc	✓	✓
655 - Reports Produced – User Scheduled	✓	✓

**Table 3–3: 200 Monthly Activity Summary Report Function Row List (cont'd.)**

Item	Acquirer	Issuer
660 - All Accounting Entry Memos	✓	✓
670 - Write-offs	✓	✓
680 - Letters Submitted		✓
681 - Emails Submitted		✓
682 - Direct Mails Submitted		✓
686 - Generated Cardholder Emails Deleted		✓
687 - Generated Cardholder Direct Mails Deleted		✓
690 - Free Text Messages	✓	✓
700 - PPCS History Inquiries <sup>1</sup>		✓
710 - Quick Form Submitted	✓	✓
711 - Quick Form Exceptions	✓	✓
800 - Message - Request Proof of Posting - Submitted	✓	✓
810 - Response - Message - Request Proof of Posting – Submitted	✓	✓
820 - Message - Submitted	✓	✓
830 - Response - Message - Submitted	✓	✓

<sup>1</sup> Inquiries that belong to this category are not counted in this report when they are part of edit execution during the validation of dispute transactions.

<sup>2</sup> Activity count for this item is not accumulated when triggered as part of offline fraud report notifications.

## 210—Activity Usage Report

### Definition

The Activity Usage Report tracks the usage of disputes over a selected date range. This batch report is generated monthly. Statistics are provided for activities such as total disputes submitted, number of disputes submitted to allocation or collaboration, and dispute (allocation or collaboration) pre-arbitration and case filing submitted.

### Audience

Issuers, acquirers with appropriate role permissions.

### Usage

This report is a trending report and tracks the usage of disputes over a selected date range. This report is also used for monthly billing. If only a summary page is requested, the data in the summary page is exported if a user chooses to export the report. If details are requested, the PDF file for the report will have both a summary page and detail pages, but the exported report will have only detail information.

### Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows member institution to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Activity Usage Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	Previous month	Not Applicable
Include Activity for BINs in the Following Regions	All	Not Applicable

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Organization	Selected organization  <b>Note:</b> <i>This can be a member organization or a Visa organization.</i>	Not Applicable
Rows to Appear	All	Not Applicable
Shared Entitlement	Yes, No  <b>Note:</b> <i>This setting determines whether VROL is to include activity for users in other organizations that have access to the same BINs.</i> <ul style="list-style-type: none"><li>• Yes – Include other organizations.</li><li>• No – Do not include other organizations.</li></ul>	Not Applicable
Product Type	All	Not Applicable
Case Type	All (fraud and non-fraud)	Not Applicable

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Detail By	[Organization, BIN, Network, Organization then Reporting Institution ID (RIID), Organization then RIID then Product/Card Type then Network, None]  <b>Note:</b> <i>Indicates a parameter value that must be specified by the member and included in the member's setup for that report.</i>	Not Applicable
Activity Type	[Issuer/Acquirer/All Activity]  <b>Note:</b> <i>Valid for "Issuer and Acquirer" organizations and for Visa organizations that are running the report for multiple members. For any other situation, the Activity Type value defaults to the organization type of the selected organization.</i>	

## Samples

[Figure 3–3: 210-I Activity Usage Report—Summary](#)

[Figure 3–4: 210-I Activity Usage Report—Detail](#)

**Figure 3–3: 210-I Activity Usage Report—Summary**

VISA RESOLVE ONLINE													Page 1 of 52
Report ID: ROL210-A & I		Activity Usage Report - Summary											Run Time: 05/16/17 01:16 PM (-8:00 GMT)
		Member(s): Member SMS IA1 - Org D Date Range: From 05/2016 To 04/2017 Rows to Appear: All Shared Entitlements: No Include Activity for BINs in the following Region(s): All Product/Card Type: All Case Classification: All Detail By : BIN Display Tier level activities: No Jurisdiction: All Dispute Category: All Condition: All											
Activity	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
100 - Total Disputes Submitted	0	0	0	0	20	28	137	54	134	142	171	7	693
107 - Disputes blocked at Evaluation	0	0	0	0	0	0	0	1	0	7	69	4	81
119 - Qualified Disputes (for Discount)	0	0	0	0	0	0	0	0	0	0	0	0	0
120 - Disputes Submitted to Allocation	0	0	0	0	11	22	77	22	69	74	84	3	362
127 - Dispute-Alloc Blocked by Edit	0	0	0	0	0	0	0	0	0	32	117	7	156
130 - Dispute-Alloc Pre-Arb Submitted Total	0	0	0	0	10	1	35	7	12	15	3	0	83
137 - Dispute-Alloc Pre-Arb Blocked by Edit	0	0	0	0	0	0	0	0	0	0	0	1	1
150 - Dispute-Alloc Accepted (Manually)	0	0	0	0	0	0	0	0	3	6	0	0	9
156 - Dispute-Alloc Expired (Auto-Accept)	0	0	0	0	0	0	0	0	0	9	0	50	59
160 - Dispute-Alloc Pre-Arb Declined (Manually)	0	0	0	0	0	0	0	5	3	1	0	0	9
170 - Dispute-Alloc Pre-Arb Partially Accepted (Manually)	0	0	0	0	0	0	0	5	4	2	1	0	12
180 - Dispute-Alloc Pre-Arb Accepted (Manually)	0	0	0	0	0	2	5	0	0	2	0	0	9
186 - Dispute-Alloc Pre-Arb Expired (Auto-Accept)	0	0	0	0	0	0	0	0	0	0	0	0	0
190 - Dispute-Alloc Pre-Arb Corrected	0	0	0	0	0	0	0	0	0	0	0	0	0
520 - Dispute Submitted to Collaboration	0	0	0	0	9	6	60	32	65	68	87	4	331
527 - Dispute-Collab Blocked by Edit	0	0	0	0	1	3	2	11	37	12	107	12	185
530 - Dispute-Collab Declined Total	0	0	0	0	2	0	7	2	14	13	1	0	39
540 - Dispute-Collab Partially Accepted Total (Manually)	0	0	0	0	2	1	7	7	11	7	0	0	35
550 - Dispute-Collab Accepted Total (Manually)	0	0	0	0	2	1	10	3	8	9	0	0	33
556 - Dispute-Collab Expired (Auto-Accept)	0	0	0	0	0	0	0	0	0	11	0	35	46
630 - Dispute-Collab Pre-Arb Submitted (All) Total	0	0	0	0	1	1	8	6	11	14	0	0	41
638 - Dispute-Collab Closed	0	0	0	0	0	0	1	1	0	1	0	0	3
640 - Dispute-Collab Pre-Arb Submitted (Partial) Total	0	0	0	0	0	0	0	0	1	0	0	0	1
650 - Dispute-Collab Response Accepted Total (Manually)	0	0	0	0	0	0	0	0	0	1	0	0	1

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**Figure 3–4: 210-I Activity Usage Report—Detail**

VISA RESOLVE ONLINE													Page 27 of 52
Report ID: ROL210-I		Activity Usage Report - Detail											Run Time: 05/16/17 01:16 PM (-8:00 GMT)
		Member(s): Member SMS IA1 - Org D Date Range: From 05/2016 To 04/2017 Rows to Appear: All Shared Entitlements: No Include Activity for BINs in the following Region(s): All Product/Card Type: All Case Classification: All Detail By : BIN Display Tier level activities: No Jurisdiction: All Dispute Category: All Condition: All											
<b>401756 - The Fifth Third Bank</b>													
Activity	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
100 - Total Disputes Submitted	0	0	0	0	0	0	0	0	0	0	0	0	0
107 - Disputes blocked at Evaluation	0	0	0	0	0	0	0	0	0	0	0	0	0
119 - Qualified Disputes (for Discount)	0	0	0	0	0	0	0	0	0	0	0	0	0
120 - Disputes Submitted to Allocation	0	0	0	0	0	0	0	0	0	0	0	0	0
127 - Dispute-Alloc Blocked by Edit	0	0	0	0	0	0	0	0	0	0	0	0	0
130 - Dispute-Alloc Pre-Arb Submitted Total	0	0	0	0	0	0	0	0	0	0	0	0	0
137 - Dispute-Alloc Pre-Arb Blocked by Edit	0	0	0	0	0	0	0	0	0	0	0	0	0
150 - Dispute-Alloc Accepted (Manually)	0	0	0	0	0	0	0	0	0	0	0	0	0
156 - Dispute-Alloc Expired (Auto-Accept)	0	0	0	0	0	0	0	0	0	0	0	0	0
160 - Dispute-Alloc Pre-Arb Declined (Manually)	0	0	0	0	0	0	0	0	0	0	0	0	0
170 - Dispute-Alloc Pre-Arb Partially Accepted (Manually)	0	0	0	0	0	0	0	0	0	0	0	0	0
180 - Dispute-Alloc Pre-Arb Accepted (Manually)	0	0	0	0	0	0	0	0	0	0	0	0	0
186 - Dispute-Alloc Pre-Arb Expired (Auto-Accept)	0	0	0	0	0	0	0	0	0	0	0	0	0
190 - Dispute-Alloc Pre-Arb Corrected	0	0	0	0	0	0	0	0	0	0	0	0	0
520 - Dispute Submitted to Collaboration	0	0	0	0	0	0	0	0	0	0	0	0	0
527 - Dispute-Collab Blocked by Edit	0	0	0	0	0	0	0	0	0	0	0	0	0
530 - Dispute-Collab Declined Total	0	0	0	0	0	0	0	0	0	0	0	0	0
540 - Dispute-Collab Partially Accepted Total (Manually)	0	0	0	0	0	0	0	0	0	0	0	0	0
550 - Dispute-Collab Accepted Total (Manually)	0	0	0	0	0	0	0	0	0	0	0	0	0
556 - Dispute-Collab Expired (Auto-Accept)	0	0	0	0	0	0	0	0	0	0	0	0	0
630 - Dispute-Collab Pre-Arb Submitted (All) Total	0	0	0	0	0	0	0	0	0	0	0	0	0
638 - Dispute-Collab Closed	0	0	0	0	0	0	0	0	0	0	0	0	0
640 - Dispute-Collab Pre-Arb Submitted (Partial) Total	0	0	0	0	0	0	0	0	0	0	0	0	0

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## CSV Field Definitions

This report (summary and detail) can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 3–4: 210 Activity Usage Report Fields**

CSV Field	Position in CSV	Data Type Field Length	Domain Values	Notes
Activity	1	Alpha (200)		Primary and only sort (see <a href="#">Table 3–6</a> ). List of different VROL functions a member can perform.
Month	2-13	Numeric (10)		One column for every month within a selected date range. Report shows range of one year. A report run in November 14 shows the range of November 14 through October 15. Amounts shown in these columns show the number a given function was performed by member in a given month.
Total	14	Numeric (10)		Total of item rows across all selected months.
All Activity	15	Alpha (1)		This column is present in the CSV only for organizations that are issuer and acquirer and if the Activity Type is All.

Some of the activities are reported as Tier level activities under a summary activity. The Tier level activities rolls up to summary (Total) level activity. Moreover, Tier level activities are billable whereas the summary activities are not.

If "Display Tier Level Activities" is set to "No", the Tier level activities are not displayed in the report.

**Table 3–5: 210 Activity Usage Detail Report Fields**

<b>CSV Field</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
<Organization>	1	Alphanumeric (50)		Variable based on the option chosen for Detail By.
<BIN>-<BIN Name>		Alphanumeric (94)		
<Network>		Alphanumeric (4)		
Activity	2	Alpha (200)		List of different dispute activities a member can perform.
Month	3-14	Numeric (10)		One column for every month within a selected date range. Report shows range of one year. A report run in November 14 shows the range of November 14 through October 15. Amounts shown in these columns show the number a given function was performed by member in a given month.
Total	15	Numeric (10)		Total of item rows across all selected months.
Activity Type	16	Alpha (1)		This column is present in the CSV only for organizations that are issuer and acquirer and if the Activity Type is All.
Org ID	17 (see notes)	Alphanumeric (Variable 1-19)		Position 17 if an activity type column exists, otherwise 16.

If "Rows to Appear" is set to "All Rows" in Parameter screen, one row for each of the following items in [Table 3–6](#) will appear, regardless of whether there is data.

If "Rows to Appear" is set to "All Billable Row(s)" in the Parameter screen, only the billable rows appear for the specific region. "All Billable Row(s)" is not shown if "All Regions" or more than one region is selected for "Include Activity for BINs in the Following Regions" in the Parameter screen.

**Note:** *Running this report with "All Billable Row(s)" parameter option will list billable rows as of date. If the report is run for prior months from the current, the report will not take into account billable activities in effect in prior months.*

**Table 3–6: 210 Activity Usage Report Function Row List**

Activity	Acquirer	Issuer
100 – Total Disputes Submitted  <b>Note:</b> The values in this activity include the count of VFMP Auto Disputes.		✓
107 – Disputes blocked at Submission		✓
117 – Disputes blocked at Evaluation		✓
119 – Qualified Disputes (for Discount)		✓
120 – Disputes Submitted to Allocation  <b>Note:</b> The values in this activity include the count of VFMP Auto Disputes.		✓
121 – Fraud on Auth Auto Prepare - Dispute Saved		✓
122 – Fraud on Auth Auto Prepare - Dispute Submitted		✓
123 – Fraud on Auth Auto Submit - Pending Clearing		✓
124 – Fraud on Auth Auto Submit - Disputes Submitted		✓
127 – Dispute-Alloc Blocked by Edit		✓
130 – Dispute-Alloc Pre-Arb Submitted Total • 131 – Dispute-Alloc Pre-Arb Submitted - Tier 1 • 132 – Dispute-Alloc Pre-Arb Submitted - Tier 2 • 133 – Dispute-Alloc Pre-Arb Submitted - Tier 3	✓	
137 – Dispute-Alloc Pre-Arb Blocked by Edit	✓	

**Table 3–6: 210 Activity Usage Report Function Row List (cont'd.)**

Activity	Acquirer	Issuer
150 – Dispute-Alloc Accepted (Manually) • 151 – Dispute-Alloc Accepted - Tier 1 • 152 – Dispute-Alloc Accepted - Tier 2 • 153 – Dispute-Alloc Accepted - Tier 3	✓	
156 – Dispute-Alloc Expired (Auto-Accept)	✓	
160 – Dispute-Alloc Pre-Arb Declined (Manually) • 161 – Dispute-Alloc Pre-Arb Declined - Tier 1 • 162 – Dispute-Alloc Pre-Arb Declined - Tier 2 • 163 – Dispute-Alloc Pre-Arb Declined - Tier 3		✓
167 – Dispute-Alloc Pre-Arb Declined Blocked by Edit		✓
170 – Dispute-Alloc Pre-Arb Partially Accepted (Manually) • 171 – Dispute-Alloc Pre-Arb Partially Accepted - Tier 1 • 172 – Dispute-Alloc Pre-Arb Partially Accepted - Tier 2 • 173 – Dispute-Alloc Pre-Arb Partially Accepted - Tier 3		✓
177 – Dispute-Alloc Pre-Arb Partially Accepted Blocked by Edit		✓
180 – Dispute-Alloc Pre-Arb Accepted (Manually) • 181 – Dispute-Alloc Pre-Arb Accepted - Tier 1 • 182 – Dispute-Alloc Pre-Arb Accepted - Tier 2 • 183 – Dispute-Alloc Pre-Arb Accepted - Tier 3		✓

**Table 3–6: 210 Activity Usage Report Function Row List (cont'd.)**

Activity	Acquirer	Issuer
186 – Dispute-Alloc Pre-Arb Expired (Auto Accept)		✓
190 – Dispute-Alloc Pre-Arb Corrected		✓
200 – Total Pre-Arb Received	✓	✓
210 – Dispute-Alloc Pre-Arb Received		✓
220 – Dispute-Collab Pre-Arb Received	✓	
520 – Dispute Submitted to Collaboration		✓
527 – Dispute-Collab Blocked by Edit		✓
530 – Dispute-Collab Declined Total <ul style="list-style-type: none"> <li>• 531 – Dispute-Collab Declined - Tier 1</li> <li>• 532 – Dispute-Collab Declined - Tier 2</li> <li>• 533 – Dispute-Collab Declined - Tier 3</li> </ul>	✓	
537 – Dispute-Collab Declined Blocked by Edit	✓	
540 – Dispute-Collab Partially Accepted Total (Manually) <ul style="list-style-type: none"> <li>• 541 – Dispute-Collab Partially Accepted - Tier 1</li> <li>• 542 – Dispute-Collab Partially Accepted - Tier 2</li> <li>• 543 – Dispute-Collab Partially Accepted - Tier 3</li> </ul>	✓	
547 – Dispute-Collab Partially Accepted Blocked by Edit	✓	

**Table 3–6: 210 Activity Usage Report Function Row List (cont'd.)**

Activity	Acquirer	Issuer
550 – Dispute-Collab Accepted Total (Manually) • 551 – Dispute-Collab Accepted - Tier 1 • 552 – Dispute-Collab Accepted - Tier 2 • 553 – Dispute-Collab Accepted - Tier 3	✓	
556 – Dispute-Collab Expired (Auto-Accept)	✓	
630 – Dispute-Collab Pre-Arb Submitted (All) Total • 631 – Dispute-Collab Pre-Arb Submitted (All) - Tier 1 • 632 – Dispute-Collab Pre-Arb Submitted (All) - Tier 2 • 633 – Dispute-Collab Pre-Arb Submitted (All) - Tier 3		✓
637 – Dispute-Collab Pre-Arb Blocked by Edit		✓
638 – Dispute-Collab Closed	✓	✓
640 – Dispute-Collab Pre-Arb Submitted (Partial) Total • 641 – Dispute-Collab Pre-Arb Submitted (Partial) - Tier 1 • 642 – Dispute-Collab Pre-Arb Submitted (Partial) - Tier 2 • 643 – Dispute-Collab Pre-Arb Submitted (Partial) - Tier 3		✓
647 – Dispute-Collab Pre-Arb Submitted Partially Accepted Blocked by Edit		✓

**Table 3–6: 210 Activity Usage Report Function Row List (cont'd.)**

Activity	Acquirer	Issuer
650 – Dispute-Collab Response Accepted Total (Manually) • 651 – Dispute-Collab Response Accepted - Tier 1 • 652 – Dispute-Collab Response Accepted - Tier 2 • 653 – Dispute-Collab Response Accepted - Tier 3		✓
660 – Dispute-Collab Pre-Arb Declined Total • 661 – Dispute-Collab Pre-Arb Declined - Tier 1 • 662 – Dispute-Collab Pre-Arb Declined - Tier 2 • 663 – Dispute-Collab Pre-Arb Declined - Tier 3	✓	
667 – Dispute-Collab Response Decline Blocked by Edit	✓	
670 – Dispute-Collab Pre-Arb Partially Accepted Total (Manually) • 671 – Dispute-Collab Pre-Arb Partially Accepted - Tier 1 • 672 – Dispute-Collab Pre-Arb Partially Accepted - Tier 2 • 673 – Dispute-Collab Pre-Arb Partially Accepted - Tier 3	✓	
677 – Dispute-Collab Pre-Arb Partially Accepted Blocked by Edit	✓	
680 – Dispute-Collab Pre-Arb Accepted Total • 681 – Dispute-Collab Pre-Arb Accepted - Tier 1 • 682 – Dispute-Collab Pre-Arb Accepted - Tier 2 • 683 – Dispute-Collab Pre-Arb Accepted - Tier 3	✓	
686 – Dispute-Collab Pre-Arb Expired (Auto-Accept)	✓	

**Table 3–6: 210 Activity Usage Report Function Row List (cont'd.)**

Activity	Acquirer	Issuer
690 – Dispute-Collab Pre-Arb Corrected	✓	
700 – Disputes Filed Total	✓	✓
710 – Allocation Disputes Filed	✓	
720 – Collaboration Disputes Filed		✓
800 – Exception Reviews Submitted	✓	✓
810 – Exception Reviews Declined	✓	✓
820 – Exception Reviews Approved	✓	✓
900 – Fraud Reports Submitted Total <ul style="list-style-type: none"><li>• 901 – Fraud Reports Submitted - Tier 1</li><li>• 902 – Fraud Reports Submitted - Tier 2</li><li>• 903 – Fraud Reports Submitted - Tier 3</li><li>• 904 – Fraud Reports Submitted - Tier 4</li><li>• 905 – Fraud Reports Submitted - Tier 5</li></ul>		✓

**Note:** Transaction inquiries or history inquiries (Fraud, Exception File, or PPCS) are not counted in this report when they are part of edit execution during the validation of dispute transactions.

## 301—Dispute Cycle Aging Report

### Definition

The Dispute Cycle Aging Report details each dispute cycle case assigned to a selected user whose days-to-act value is within the selected range, categorized by status, and (optionally) dispute category. Data for this report is available in real-time.

### Audience

Supervisors.

### Usage

Members can use this report to determine how to prioritize dispute items based on the days-to-act value. This helps to ensure that members do not exceed timeframes on the transactions that are pending member action.

As disputes age within VROL, it is important to be able to pinpoint those items that are approaching the limits of their dispute timelines. The Dispute Cycle Aging Report allows you to view pending items that fall within a certain number of days to act (for example, those items have seven or less days until expiration). The report parameters screen allows you to filter the report. You can specify the days to act or run the report for all your users or for a specific individual user. You can choose to view cases based on the organization's work access. In addition, the report can be sorted by days to act or by dispute category. These options are designed to provide additional flexibility in case management and oversight. If Work Access is selected, the member will only see cases to which that member's organization has Work Access.

### Samples

[Figure 3–5](#): 301-I Dispute Cycle Aging Report—Issuer

[Figure 3–6](#): 301-A Dispute Cycle Aging Report—Acquirer

Figure 3–5: 301-I Dispute Cycle Aging Report—Issuer

VISA RESOLVE ONLINE											Page 1 of 3
Dispute Cycle Aging Report											Run Time: 02/21/18 05:19 PM (-8:00 GMT)
Member(s): Member SMS IA1 - Org D											
Days To Act: From -10 To 7 Days											
User(s): All Users											
Secondary Sort: Days To Act											
Work Access: Both											
Status	Dispute Category	Days to Act	Member Status	ROL Case Number	Member Case Number	Card/Account Number/Token	Dispute Amount	Curr Code	Merchant Name	User	
In Process Dispute Request	Authorization	N/A	---	1003310804	546556	XXXX-XXXX-XXXX-XXXX/			MERCHANT NAME	null	
	Consumer	N/A	---	1003282496	dg	XXXX-XXXX-XXXX-XXXX/	81.77	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003306784	123145	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003308182	78888	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003309155	786456	XXXX-XXXX-XXXX-XXXX/	198.01	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003309761	12355564	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003311103	Test	XXXX-XXXX-XXXX-XXXX/			MERCHANT NAME	null	
	Consumer	N/A	---	1003311172	2345	XXXX-XXXX-XXXX-XXXX/			MERCHANT NAME	null	
	Consumer	N/A	---	1003313886	54646464	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003314934	5464645	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003320009	dssdfsdf	XXXX-XXXX-XXXX-XXXX/	201.11	840	MERCHANT NAME	null	
	Consumer	N/A	---	1003328795	fgdfg	XXXX-XXXX-XXXX-XXXX/	198.01	840	MERCHANT NAME	null	
	Fraud	N/A	---	1003302830	123	XXXX-XXXX-XXXX-XXXX/	202.98	840	MERCHANT NAME	null	
	Fraud	N/A	---	1003316571	784165	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Fraud	N/A	---	1003324308	66	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
	Processing Error	N/A	---	1003325023	234	XXXX-XXXX-XXXX-XXXX/	200.01	840	MERCHANT NAME	null	
Unread Dispute Response	--					-					null
Read Dispute Response	Consumer	<0	---	1003331553	Test343434	XXXX-XXXX-XXXX-XXXX/	50.02	840	MERCHANT NAME	null	
	Consumer	<0	---	1003333125	CompEvidence	XXXX-XXXX-XXXX-XXXX/	50.02	840	MERCHANT NAME	null	

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Figure 3–6: 301-A Dispute Cycle Aging Report—Acquirer

VISA RESOLVE ONLINE											Page 1 of 1
Dispute Cycle Aging Report											Run Time: 02/21/18 05:20 PM (-8:00 GMT)
Member(s): Member SMS IA1 - Org D											
Days To Act: From -10 To 7 Days											
User(s): All Users											
Secondary Sort: Days To Act											
Work Access: Both											
Status	Dispute Category	Days to Act	Member Status	ROL Case Number	Member Case Number	Card/Account Number	Dispute Amount	Curr Code	Merchant Name	User	
Unread Dispute Request	--					-					null
Read Dispute Request	--					-					null
In Process Dispute Response	--					-					null
In Process Case Filing	--					-					null
Dispute Response Pending Financial	Consumer	N/A	--	1003309790	sadasd	XXXX-XXXX-XXXX-XXXX	200.01	840	MERCHANT NAME		null

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Note:** Some fields listed on this report may not be populated for In Process cases. In this case, the report displays a "-" in place of the missing data.

**Table 3–7: 301 Dispute Cycle Aging Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Status	1	Alphanumeric (200)		Primary sort. Only stages that apply to the reported members are displayed.
Dispute Category	2	Alphanumeric (2)		Numeric value of dispute category: 10 - Fraud, 11 - Authorization, 12 - Processing Error, or 13 - Consumer Dispute.
Days to Act	3	Numeric (7)		Amount of time member has to act on the transaction. Maximum value is the value entered by user in "Maximum Days" element on parameter screen.  End of day for this field is calculated based on CPD. For cases with U.S. domestic dispute jurisdiction, end of day is considered midnight PT. For all other case jurisdictions, end of day is considered midnight GMT.
Force-post indicator (no column heading)	4	Alpha (3)	Blank or "Est"	Displays "Est" if transaction was force-posted.
Member Status	5	Alpha (200) or --		Member status of case.
ROL Case Number	6	Numeric (10)		Case number assigned by VROL.
Member Case Number	7	Alphanumeric (20)		This is the internal Case ID assigned by member.
Card/Account Number	8	Numeric (23 total including 4 dashes)		Account number of exception transaction.
Dispute Amount	9	Currency (13)	00000.00	Amount of dispute.
Curr Code	10	Numeric (3)		Currency code of transaction.
Merchant Name	11	Alpha (27)		Name of merchant involved in transaction.

**Table 3–7: 301 Dispute Cycle Aging Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
User	12	Alpha (100)		User who entered exception transaction.
TRN	13	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	14	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 305—Pre-Arbitration Aging Report

### Definition

#### Important:

To generate report with parameters that qualify for the VROL dispute resolution process, users should always select the "Is VCR" option in the report parameter screen.

The report generated details each pre-arbitration case assigned to a selected user whose days-to-act value is within a selected range, categorized by status and dispute category.

Data for this report is available in real-time.

### Audience

Supervisors.

## Usage

Members can prioritize their pre-arbitration items by working on the items with fewer "days to act" first. This report is designed to help the member to ensure that their pre-arbitration items do not exceed timeframes.

As with the Dispute Cycle Aging Report, the Pre-Arbitration Aging Report allows you to track and manage arbitration cases that are approaching the end of their dispute window. The same report parameter screen is used to specify the report filter criteria. Within the major categories (outgoing and incoming) each case includes the case status, dispute category, days to act, Visa Resolve Online case number, member case number, card/account number or token for tokenized transactions using Token Service, dispute amount and user (where applicable). If Work Access is selected, the member will only see cases to which that member's organization has Work Access.

## Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Pre-Arbitration Aging Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	previous month	Not Applicable
Days to Act (Maximum)	Not Applicable	Valid values: 1–99
Days to Act (Minimum)	Not Applicable	Valid values: 1–10

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Include cases that still have up to this number of days (inclusive) remaining to act	[1-99]  <b>Note:</b> <i>Indicates a parameter value that must be specified by the member and included in the member's setup for this report.</i>	Not Applicable
Exclude cases that expired more than this number of days in the past	[1-10]  <b>Note:</b> <i>Indicates a parameter value that must be specified by the member and included in the member's setup for this report.</i>	Not Applicable
Organization	selected organization	Not Applicable
Users	All	Not Applicable
View	Not Available	All Users
Sort By	Days to Act	Days to Act
Display Full Card TokenName/Account Number	Not Available	
Activity Type	<b>Note:</b> <i>Valid for "Issuer and Acquirer" organizations and for Visa organizations that are running the report for multiple members. For any other situation, the Activity Type value defaults to the organization type of the selected organization.</i>	
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 3–7:](#) 305-I Pre-Arbitration Aging Report—Issuer Outgoing

[Figure 3–8:](#) 305-A Pre-Arbitration Aging Report—Acquirer Incoming

### Figure 3–7: 305-I Pre-Arbitration Aging Report—Issuer Outgoing (Is VCR Option Selected)

VISA RESOLVE ONLINE											Page 1 of 2	
Report ID: ROL305-I											Run Time: 02/21/18 05:21 PM (-8:00 GMT)	
Pre-Arbitration Aging Report												
Member(s): Member SMS IA1 - Org D												
Days To Act: From -10 To 7 Days												
User(s): All Users												
Secondary Sort: Days To Act												
Work Access: Both												
Outgoing												
Status	Dispute Category	Days to Act	Action Date	Member Status	ROL Case Number	Member Case Number	Card/Account Number/Token	Acquirer BIN	Dispute Amount	Curr Code	Merchant Name	User
In Process							-					
New Cases							-					
Cases Sent							-					
Unread Responses							-					
Read Responses	--	N/A	--	--	1003280581	qwe	XXXX-XXXX-XXXX-XXXX/	421766	201.11	840	MERCHANT NAME	John
In Process Follow-Ups							-					
In Process Case Filings							-					

**Figure 3–8: 305-A Pre-Arbitration Aging Report—Acquirer Incoming (Is VCR Option Selected)**

VISA RESOLVE ONLINE											Page 1 of 3
Report ID: ROL305-A											Run Time: 02/21/18 05:22 PM (-8:00 GMT)
Member(s): Member SMS IA1 - Org D											
Days To Act: From -10 To 7 Days											
User(s): All Users											
Secondary Sort: Days To Act											
Work Access: Both											
<b>Outgoing</b>											
Status	Dispute Category	Days to Act	Action Member Date Status	ROL Case Number	Member Case Number	Card/Account Number	Acquirer BIN	Dispute Amount	Curr Code	Merchant Name	User
In Process New Cases	--	N/A	-- --	1003314777	1234	XXXX-XXXX-XXXX-XXXX	412693	100.01	840	MERCHANT NAME	John
Cases Sent	--	N/A	-- --	1003336395	AAA	XXXX-XXXX-XXXX-XXXX	492102	1.00	554	MERCHANT NAME	John
	--	N/A	-- --	1003337500	lili VCR RTSI	XXXX-XXXX-XXXX-XXXX	471705	200.04	840	MERCHANT NAME	John
	--	N/A	-- --	1003337526	lili VCR RTSI	XXXX-XXXX-XXXX-XXXX	471705	101.12	840	MERCHANT NAME	John
Unread Responses	--	<0	02/19/18 --	1003333675	test	XXXX-XXXX-XXXX-XXXX	471705	100.02	840	MERCHANT NAME	Test, Smyy
	--	<0	02/18/18 --	1003333690	test	XXXX-XXXX-XXXX-XXXX	471705	100.00	840	MERCHANT NAME	Test, Smyy
	--	<0	02/19/18 --	1003333705	test	XXXX-XXXX-XXXX-XXXX	471705	100.00	840	MERCHANT NAME	Test, Smyy
	--	N/A	-- --	1003310269	888	XXXX-XXXX-XXXX-XXXX	412693	200.01	840	MERCHANT NAME	John
	--	N/A	-- --	1003318807	2312	XXXX-XXXX-XXXX-XXXX	412693	88.00	840	MERCHANT NAME	Test, Smyy
	--	N/A	-- --	1003318975	Loki87	XXXX-XXXX-XXXX-XXXX	412693	201.11	840	MERCHANT NAME	John
	--	N/A	-- --	1003320307	fdsfdfds	XXXX-XXXX-XXXX-XXXX	412693	177.01	840	MERCHANT NAME	Test, Smyy
	--	N/A	-- --	1003322807	2312	XXXX-XXXX-XXXX-XXXX	412693	12.00	840	MERCHANT NAME	Test, Smyy
Read Responses	--	<0	02/19/18 --	1003334589	aaa	XXXX-XXXX-XXXX-XXXX	471705	100.02	840	MERCHANT NAME	John
	--	<0	02/17/18 --	1003336071	1003336071	XXXX-XXXX-XXXX-XXXX	471705	100.02	840	MERCHANT NAME	John
	--	<0	02/16/18 --	1003336072	Etedfd	XXXX-XXXX-XXXX-XXXX	471705	100.02	840	MERCHANT NAME	John
	--	1	02/22/18 --	1003334582	--	XXXX-XXXX-XXXX-XXXX	471705	101.12	840	MERCHANT NAME	John
	--	3	02/24/18 --	1003336772	1003336772	XXXX-XXXX-XXXX-XXXX	471705	101.12	840	MERCHANT NAME	John
	--	N/A	-- --	1003303018	a	XXXX-XXXX-XXXX-XXXX	412693	123.00	840	MERCHANT NAME	John
	--	N/A	-- --	1003303241	asdsad	XXXX-XXXX-XXXX-XXXX	412693	200.01	840	MERCHANT NAME	John
	--	N/A	-- --	1003305321	1234	XXXX-XXXX-XXXX-XXXX	412693	200.01	840	MERCHANT NAME	John
	--	N/A	-- --	1003305885	99	XXXX-XXXX-XXXX-XXXX	492102	12.00	840	MERCHANT NAME	John
	--	N/A	-- --	1003306340	1234	XXXX-XXXX-XXXX-XXXX	412693	200.01	840	MERCHANT NAME	John
	--	N/A	-- --	1003310198	1234	XXXX-XXXX-XXXX-XXXX	412693	200.01	840	MERCHANT NAME	John
	--	N/A	-- --	1003331992	v	XXXX-XXXX-XXXX-XXXX	492102	2.00	554	MERCHANT NAME	John
	--	N/A	-- --	1003335096	--	XXXX-XXXX-XXXX-XXXX	471705	100.02	840	MERCHANT NAME	John
	--	N/A	-- --	1003335632	TestNigeria123	XXXX-XXXX-XXXX-XXXX	471705	50.00	840	MERCHANT NAME	John
In Process Follow-Ups					---						

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## CSV Field Definitions

This report can be saved as a CSV file through the User Interface and can be scheduled for delivery through the Bulk Systems Interface.

**Table 3–8: 305 Pre-Arbitration Aging Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Type	1	Alpha (13)		Incoming or outgoing. Tables are displayed separately for each type.
Status	2	Alphanumeric (200)		Primary sort. Only those stages that apply to the reported members are displayed.
Dispute Category	3	Dispute Category— Alphanumeric (30)		The parameter screen dynamically displays Dispute Category and the field contains dispute category of the transaction. Numeric value of dispute category: 10 - Fraud, 11 - Authorization, 12 - Processing Error, or 13 - Consumer Dispute.
Days to Act	4	Numeric (7)		Amount of time member has to act on transaction. Maximum value is value entered by user in "Maximum Days" element on parameter screen.  End of day for this field is calculated based on CPD. For cases with U.S. domestic dispute jurisdiction, end of day is considered midnight PT. For all other case jurisdictions, end of day is considered midnight GMT.
Action Date	5	Date (8)	mm/dd/yy	Estimation of when transaction will settle.
Member Status	6	Alpha (200) or - -		Member status of case.
ROL Case Number	7	Numeric (10)		Case number assigned by VROL.
Member Case Number	8	Alphanumeric (20)		Case number assigned by member.
Card/Account Number	9	Numeric (23 total including 4 dashes)		Account number of pre-arbitration item.
Acquirer BIN	10	Numeric (6)		Acquirer's BIN.

**Table 3-8: 305 Pre-Arbitration Aging Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Dispute Amount	11	Currency (13)	00000.00	Amount of dispute.
Curr Code	12	Numeric (3)		Currency code of transaction.
Merchant Name	13	Alpha (27)		Name of merchant involved in transaction.
User	14	Alphanumeric (100)		User who entered pre-arbitration item.
TRN	15	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	16	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 310—Pre-Compliance Aging Report

### Definition

The Pre-Compliance Aging Report details each pre-compliance case assigned to a selected user whose days-to-act value is within the selected range, categorized by status. Data for this report is available in real-time.

### Audience

Supervisors.

### Usage

This report can be used by the members to look at their pre-compliance items and prioritize their workload according to the "Days to Act" column.

**Note:** Once a case status is "Closed" it no longer appears in this report.

## Samples

[Figure 3–9:](#) 310-I Pre-Compliance Aging Report—Issuer

[Figure 3–10:](#) 310-A Pre-Compliance Aging Report—Acquirer

**Figure 3–9: 310-I Pre-Compliance Aging Report—Issuer**

VISA RESOLVE ONLINE													Page 1 of 2
Pre-Compliance Aging Report													Run Time: 12/01/06 03:19 (-8:00 GMT)
<b>Outgoing</b>													
Status	Primary Compliance Right	Days to Act	Action Date	Member Status	ROL Case Number	Member Case Number	Card/Account Number / Token	Acquirer BIN	Dispute Amount	Curr Code	Merchant Name	User	
In Process New Cases	C014 - Failure to Provide Per Reg	0	12/01/04	—	1234565536	7346	XXXX-XXXX-XXXX-XXXX	123456	345.67	840	Lola's Nails	Smith, John	
Cases Sent	C008 - Chargeback and Presentment	<0	11/30/04	—	2323239660	81818	XXXX-XXXX-XXXX-XXXX-XXX	123457	201.00	840	Angela's Watches	Mertes, Tyler	
	C001 - Unjust Enrichment (1.4.A)	3	12/04/04	—	3434348433	20123490	XXXX-XXXX-XXXX-XXXX	123458	600.50	840	Freddie's Pizza	Doe, Jane	
	C001 - Unjust Enrichment (1.4.A)	0	12/01/04	—	1235556422	202010289	XXXX-XXXX-XXXX-XXXX / 4513-00xx-xxxx-2345	123459	29.95	840	Web's TVs	Smith, John	
	C008 - Chargeback and Presentment	7	12/08/04	—	1238887422	7346	XXXX-XXXX-XXXX-XXXX	123451	69.00	840	Amy's Cats	Sharpman, Daniel	
Unread Responses	C014 - Failure to Provide Per Reg	<0	11/29/04	—	1232226444	936489234	XXXX-XXXX-XXXX-XXXX	123452	38.50	840	ACB Store	—	
	C008 - Chargeback and Presentment	1	12/02/04	—	1232237733	36363	XXXX-XXXX-XXXX-XXXX-XXX	123453	123.98	840	Saveway Grocery	—	
	C001 - Unjust Enrichment (1.4.A)	5	12/06/04	—	1237657834	6423093	XXXX-XXXX-XXXX-XXXX	123454	600.50	840	Stardollars Coffee	—	
Read Responses	C008 - Chargeback and Presentment	<0	11/27/04	—	1300106425	201234	XXXX-XXXX-XXXX-XXXX	123455	3,436.90	840	Pulp's Fiction	Click, James	
	C014 - Failure to Provide Per Reg	0	12/01/04	—	1302126623	787111	XXXX-XXXX-XXXX-XXXX	987654	345.67	840	Sonle's Monitors	Smith, John	
	C014 - Failure to Provide Per Reg	2	12/03/04	—	1300237336	6754	XXXX-XXXX-XXXX-XXXX	987321	1,200.00	840	Pets Are Smart	Mertes, Tyler	
	C001 - Unjust Enrichment (1.4.A)	4	12/05/04	—	2334566885	901011	XXXX-XXXX-XXXX-XXXX	987456	3,200.12	840	New Navy	Doe, Jane	
	C014 - Failure to Provide Per Reg	<0	11/30/04	—	2021016435	20123490	XXXX-XXXX-XXXX-XXXX	987123	5,436.90	840	Noah's Baskets	Click, James	
	C001 - Unjust Enrichment (1.4.A)	<0	11/30/04	—	2032006346	752323	XXXX-XXXX-XXXX-XXXX	654654	23.23	840	Radio Mansion	Doe, Jane	
	C001 - Unjust Enrichment (1.4.A)	<0	11/30/04	—	2987658847	782346	XXXX-XXXX-XXXX-XXXX	321321	269.45	840	United Airwaves	Smith, John	
In Process Follow-Ups	C008 - Chargeback and Presentment	1	12/02/04	—	3210102346	761234	XXXX-XXXX-XXXX-XXXX	987987	135.99	840	The Gop	Mertes, Tyler	
	C001 - Unjust Enrichment (1.4.A)	3	12/04/04	—	1987657542	81818	XXXX-XXXX-XXXX-XXXX	789789	201.00	840	Banana Democracy	Sharpman, Daniel	
In Process Case Filing	1.4 - Chargeback and Presentment	1	12/02/04	—	2112116344	81212	XXXX-XXXX-XXXX-XXXX	456456	1,234.00	840	Mapquist	Click, James	

Figure 3-10: 310-A Pre-Compliance Aging Report—Acquirer

VISA RESOLVE ONLINE												Page 2 of 2			
Report ID: ROL 310-A				Pre-Compliance Aging Report					Run Time: 12/01/06 03:19 (-8:00 GMT)						
				Organization(s): Bank of Bravoville Days to Act: From -10 To 7 days User(s): All Users Secondary Sort: Primary Compliance Right											
<b>Incoming</b>															
Status	Primary Compliance Right	Days to Act	Action Date	Member Status	ROL Case Number	Member Case Number	Card/Account Number / Token	Acquirer BIN	Dispute Amount	Curr Code	Merchant Name	User			
Unread Cases Received	C001 - Unjust Enrichment (1.4.A V	0	12/01/04	Custom A	3434348433	20123490	xxxx-xxxx-xxxx-xxxx	123456	600.50	978	Lola's Nails	Doe, Jane			
	C001 - Unjust Enrichment (1.4.A V	<0	11/30/04	--	1235556422	202010289	xxxx-xxxx-xxxx-xxxx	123457	29.25	978	Angela's Watches	Smith, John			
	C008 - Chargeback and Presentmti	3	12/04/04	--	1238887422	7346	xxxx-xxxx-xxxx-xxxx	123458	69.22	978	Freddie's Pizza	Sharpman, Daniel	/ 4513-00xx-xxxx-2345		
	C014 - Failure to Provide Per Rete	0	12/01/04	--	1232226444	936489234	xxxx-xxxx-xxxx-xxxx	123459	384,123.44	978	Web's TVs	--			
Read Cases Received	C001 - Unjust Enrichment (1.4.A V	7	12/08/04	--	1237657834	6423093	xxxx-xxxx-xxxx-xxxx	123451	600.41	978	Amy's Cats	--			
	C008 - Chargeback and Presentmti	<0	11/29/04	Sent to Merch	1300106425	201234	xxxx-xxxx-xxxx-xxxx	123452	2,429.54	978	ACB Store	Click, James			
	C014 - Failure to Provide Per Rete	1	12/02/04	--	1302126623	787111	xxxx-xxxx-xxxx-xxxx	123453	2,443.33	978	Saveway Grocery	Smith, John	/ 4513-00xx-xxxx-4567		
	C014 - Failure to Provide Per Rete	5	12/06/04	--	1300237336	6754	xxxx-xxxx-xxxx-xxxx	123454	344.33	978	Stardollars Coffee	Mertes, Tyler			
In Process Responses	C001 - Unjust Enrichment (1.4.A V	0	12/01/04	Sent to Merch	2032006346	752323	xxxx-xxxx-xxxx-xxxx	987654	23.23	978	Sonie's Monitors	Doe, Jane			
	C001 - Unjust Enrichment (1.4.A V	2	12/03/04	--	2987658847	782346	xxxx-xxxx-xxxx-xxxx	987321	245.55	978	Pets Are Smart	Smith, John	/ 4313-00xx-xxxx-3456		
	C008 - Chargeback and Presentmti	4	12/05/04	--	3210102346	761234	xxxx-xxxx-xxxx-xxxx	987456	19,922,344.33	978	New Navy	Mertes, Tyler			

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–9: 310 Pre-Compliance Aging Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Type	1	Alpha (8)		The direction of the transaction (incoming or outgoing).
Status	2	Alphanumeric (200)		Primary sort for this report. Only those stages that apply to the reported members are displayed.
Primary Compliance Right	3	Alphanumeric (4)		Ascending by compliance right code.
Days to Act	4	Numeric (7)		Amount of time member has to act on transaction. The maximum value is value entered by user in "Maximum Days" element on parameter screen.  End of day for this field is calculated based on CPD. For cases with U.S. domestic dispute jurisdiction, end of day is considered midnight PT. For all other case jurisdictions, end of day is considered midnight GMT.
Action Date	5	Date (8)	mm/dd/yy	Estimation of when transaction will settle.
Member Status	6	Alpha (200) or --		Member status of case.
ROL Case Number	7	Numeric (10)		Case number assigned by VROL.
Member Case Number	8	Alphanumeric (20)		Case number assigned by member.
Card/Account Number	9	Numeric (23 total including 4 dashes)		Account number of pre-arbitration item.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Acquirer BIN	10	Numeric (6)		Acquiring BIN for transaction.
Dispute Amount	11	Currency (13)	00000.00	Amount of dispute.

**Table 3–9: 310 Pre-Compliance Aging Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Curr Code	12	Numeric (3)		Currency code of transaction.
Merchant Name	13	Alpha (27)		Name of merchant involved in transaction.
User	14	Alphanumeric (100)		User who processed pre-arbitration transaction.
TRN	15	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	16	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 325—RFC/VCRFS Aging Report

### Definition

The RFC/VCRFS Aging Report details each open VCRFS request assigned to a selected user, categorized by status and days to act or RFC reason code. Data for this report is available in real-time.

### Audience

Supervisors.

### Usage

Members can use their report to prioritize their VCRFS transactions based on "Days to Act".

The report export includes an additional column titled "Country/Region" that is not shown in the PDF version of the report.

**Note:** Once a case status is "Closed" it no longer appears in this report.

## Scheduled Reporting Parameters

User Scheduled Reporting is a VROL feature that allows members to receive a subset of reports via the User Interface. See the *Visa Resolve Online User's Guide*, Chapter 25, for complete details. The following parameters are used for the RFC/VCRFS Aging Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Days to Act (Maximum)	Not Available	Valid values: 1–99
Days to Act (Minimum)	Not Available	Valid values: 1–10
View	Not Available	All Users
Sort by	Not Available	Days to Act
Display Full Card TokenName/Account Number	Not Available	
Activity Type	Not Available	
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 3–11: 325-A RFC/VCRFS Aging Report—Acquirer Domestic](#)

[Figure 3–12: 325-I RFC/VCRFS Aging Report—Issuer Regional](#)

Figure 3-11: 325-A RFC/VCRFS Aging Report—Acquirer Domestic

VISA RESOLVE ONLINE												Page 1 of 2	
Report ID: ROL 325-A				RFC/VCRFS Aging Report								Run Time: 02/01/04 03:19 (-8:00 GMT)	
				Organization(s): Bank of Alphaville									
				Days to Act: From -10 To 7 days									
				Secondary Sort: RFC Reason Code									
<b>Domestic</b>													
Status	Member Status	Days to Act	RFC RC	ROL Case Number	Member Case Number	Card/Account Number / Token	Tran Amount	Curr Code	RRID	Acquirer Ref. # or ACQ BIN/RRN/STAN	Merchant Name	User	
Unread RFC Advices													
-	-	3	28	1234565536	7346	XXXX-XXXX-XXXX-XXXX	345.67	840	517349002211	444444-235714591852-555555	Lola's Nails	Smith, John	
-	-	0	30	2323239660	81818	XXXX-XXXX-XXXX-XXXX-XXX	201.00	840	517349002212	444444-235714591852-666666	Angela's Watches	Mertes, Tyler	
-	-	6	33	3434348433	20123490	XXXX-XXXX-XXXX-XXXX	600.50	840	517349002213	444444-235714591852-777777	Freddie's Pizza	Doe, Jane	
-	-	4	33	1235556422	202010289	XXXX-XXXX-XXXX-XXXX	29.95	840	517349002257	444444-235714591852-888888	Web's TVs	Smith, John	
						/ 4513-00xx-XXXX-3456							
-	-	0	33	1238887422	7346	XXXX-XXXX-XXXX-XXXX	69.00	840	517349002258	444444-235714591852-999999	Amy's Cats	Sharpman, Daniel	
-	-	1	34	1300106425	201234	XXXX-XXXX-XXXX-XXXX	3,436.90	840	517349002302	444444-235714591852-777777	ACB Store	Click, James	
Sent to Merch	-	3	34	1302126623	787111	XXXX-XXXX-XXXX-XXXX	345.67	840	517349002303	444444-235714591852-333333	Saveway Grocery	Smith, John	
Read RFC Advices													
-	-	-6	29	1300237336	6754	XXXX-XXXX-XXXX-XXXX	1,200.00	840	517349002256	444444-235714591852-111111	Stardollars Coffee	Mertes, Tyler	
-	-	4	29	2334566885	901011	XXXX-XXXX-XXXX-XXXX	3,200.12	840	517349002257	444444-235714591852-555555	Pulp's Fiction	Doe, Jane	
-	-	6	33	3434348433	20123490	XXXX-XXXX-XXXX-XXXX	600.50	840	517349002301	444444-235714591852-777777	Sonic's Monitors	Doe, Jane	
						/ 4513-00xx-XXXX-4567							
-	-	-1	34	1235556422	202010289	XXXX-XXXX-XXXX-XXXX	29.95	840	517349002302	444444-235714591852-888888	Pets Are Smart	Smith, John	
-	-	4	34	1238887422	7346	XXXX-XXXX-XXXX-XXXX	69.00	840	517349002346	444444-235714591852-999999	New Navy	Sharpman, Daniel	
-	-	-3	34	1300106425	201234	XXXX-XXXX-XXXX-XXXX	3,436.90	840	517349002347	444444-235714591852-777777	Noah's Baskets	Click, James	
In Process RFC Responses													
-	-	4	29	2334566885	901011	XXXX-XXXX-XXXX-XXXX	3,200.12	840	517349002348	444444-235714591852-555555	Pulp's Fiction	Doe, Jane	
-	-	8	33	3434348433	20123490	XXXX-XXXX-XXXX-XXXX	600.50	840	517349002392	444444-235714591852-777777	Sonic's Monitors	Doe, Jane	
-	-	-1	34	1235556422	202010289	XXXX-XXXX-XXXX-XXXX	29.95	840	517349002393	444444-235714591852-888888	Pets Are Smart	Smith, John	
						/ 4513-00xx-XXXX-2345							
-	-	4	34	1238887422	7346	XXXX-XXXX-XXXX-XXXX	69.00	840	517349002437	444444-235714591852-999999	New Navy	Sharpman, Daniel	
-	-	-3	34	1300106425	201234	XXXX-XXXX-XXXX-XXXX	3,436.90	840	517349002438	444444-235714591852-777777	Noah's Baskets	Click, James	

**Figure 3-12: 325-I RFC/VCRFS Aging Report—Issuer Regional**

VISA RESOLVE ONLINE												Page 2 of 2	
Report ID: ROL 325-I				RFC/VCRFS Aging Report								Run Time: 02/01/04 03:19 (-8:00 GMT)	
				Organization(s): Bank of Alphaville									
				Days to Act: From -10 To 7 days									
				Secondary Sort: Days to Act									
<b>Regional</b>													
Status	Member Status	Days to Act	RFC RC	ROL Case Number	Member Case Number	Card/Account Number / Token	Tran Amount	Curr Code	RRID	Acquirer Ref. # or ACQ BIN/RRN/STAN	Merchant Name	User	
Unread Fulfillments													
-	-	3	33	1234565536	7346	XXXX-XXXX-XXXX-XXXX	345.67	840	517349002211	444444-235714591852-555555	Lola's Nails	Smith, John	
-	-	5	34	2323239660	81618	XXXX-XXXX-XXXX-XXXX-XXXX	201.00	840	517349002212	444444-235714591852-666666	Angela's Watches	Mertes, Tyler	
-	-	6	33	3434348433	20123490	XXXX-XXXX-XXXX-XXXX	600.50	840	517349002213	444444-235714591852-777777	Freddie's Pizza	Doe, Jane	
Read Fulfillments													
-	-	-9	34	1235556422	202010289	XXXX-XXXX-XXXX-XXXX	29.95	840	517349002257	444444-235714591852-888888	Web's TVs	Smith, John	
-	-	0	33	1238887422	7346	XXXX-XXXX-XXXX-XXXX	69.00	840	517349002258	444444-235714591852-999999	Amy's Cats	Shartman, Daniel	
-	-	1	34	1300106425	201234	XXXX-XXXX-XXXX-XXXX	3,436.90	840	517349002302	444444-235714591852-777777	ACB Store	Click, James	
Sent to CH	-	3	30	1302126623	787111	XXXX-XXXX-XXXX-XXXX	345.67	840	517349002303	444444-235714591852-333333	Saveway Grocery	Smith, John	
Unread Non-Fulfillments													
-	-	-6	33	1300237336	6754	XXXX-XXXX-XXXX-XXXX	1,200.00	840	517349002347	444444-235714591852-111111	Stardollars Coffee	Mertes, Tyler	
-	-	-4	34	2334566885	901011	XXXX-XXXX-XXXX-XXXX	3,200.12	840	517349002348	444444-235714591852-555555	Pulp's Fiction	Doe, Jane	
-	-	-2	33	3434348433	20123490	XXXX-XXXX-XXXX-XXXX-XXXX	600.50	840	517349002392	444444-235714591852-777777	Sonic's Monitors	Doe, Jane	
Read Non-Fulfillments													
-	-	-1	34	1235556422	202010289	XXXX-XXXX-XXXX-XXXX-XXXX	29.95	840	517349002393	444444-235714591852-888888	Pets Are Smart	Smith, John	
-	-	4	28	1238887422	7346	XXXX-XXXX-XXXX-XXXX-XXXX	69.00	840	517349002437	444444-235714591852-999999	New Navy	Shartman, Daniel	
-	-	5	29	1300106425	201234	XXXX-XXXX-XXXX-XXXX	3,436.90	840	517349002438	444444-235714591852-777777	Noah's Baskets	Click, James	

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-10: 325 RFC/VCRFS Aging Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Jurisdiction	1	Alpha (13)		<p>Dispute jurisdiction, based on country associated with acquirer BIN:</p> <ul style="list-style-type: none"><li>• Domestic (both parties are within the same country)</li><li>• Regional (the parties are in two different countries but within the same region)</li><li>• Interregional (the parties are in two different countries, each in a different region)</li></ul> <p><b>Note:</b> If the acquirer BIN has a new Passport License Code flag that is set active, VROL will use Merchant Country Code instead of Acquirer Country Code.</p> <p>If the acquirer BIN is not found, the Jurisdiction is set to Inter-regional.</p> <p><b>Note:</b> See <a href="#">Generating Reports</a> for a full explanation of dispute jurisdiction</p> <p>Report shows a page for each jurisdiction.</p>
Country/Region	2	Alpha (25)		<p>Export report only.</p> <ul style="list-style-type: none"><li>• For domestic jurisdiction, displays country name.</li><li>• For regional jurisdiction, displays region name.</li><li>• For interregional jurisdiction, displays "--".</li></ul> <p>Blank if no value.</p>
Status	3	Alphanumeric (200)		Primary sort for this report. Only those stages that apply to reported members are displayed.
Member Status	4	Alpha (200) or --		Member status of case.

**Table 3-10: 325 RFC/VCRFS Aging Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Days to Act	5	Numeric (7)		Amount of time member has to act on transaction. Maximum value is value entered by user in the "Maximum Days" element on parameter screen.  End of day for this field is calculated based on CPD. For cases with U.S. domestic dispute jurisdiction, end of day is considered midnight PT. For all other case jurisdictions, end of day is considered midnight GMT.
RFC RC	6	Numeric (4)		RFC reason code.
ROL Case Number	7	Numeric (10)		Case number assigned by VROL.
Member Case Number	8	Alphanumeric (20)		Case number assigned by member.
Card/Account Number	9	Numeric (23 total including 4 dashes)		Account number of transaction.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Tran Amount	10	Currency (23)	00000.00	Amount of transaction.
Curr Code	11	Numeric (3)		Currency code of transaction.
RRID	12	Numeric (12)		Retrieval reference ID (RRID) of transaction.
Acquirer Reference Number	13	Numeric (28)		Acquirer reference number (ARN) of transaction.
Merchant Name	14	Alpha (27)		Name of merchant involved in transaction.
User	15	Alphanumeric (100)		User who worked item.

**Table 3–10: 325 RFC/VCRFS Aging Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
TRN	16	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	17	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## 400—Case Filing Resolution Report

### Definition

The Case Filing Resolution Report tabulates cases filed within a selected date range, summarized by resolution/current status. Also provides line-item case detail. Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

Members can use this report to look at the resolution status of their arbitration and compliance case filings.

### Samples

[Figure 3–13: 400-I Case Filing Resolution Report—Summary](#)

[Figure 3–14: 400-I Case Filing Resolution Report—Detail](#)

**Figure 3–13: 400-I Case Filing Resolution Report—Summary**

VISA RESOLVE ONLINE								Page 1 of 3
Case Filing Resolution Report - Summary								Run Time: 12/01/05 03:19 (-6:00 GMT)
Member(s): Bank of Alphaville								
User(s): Bray, Jonathon; Thomell, Douglas; <Unassigned>								
Date Range: From 10/05/05 To 10/12/05								
Case Type(s): All								
<b>Incoming: LAC</b>								
User	Filed	Pending Resolution	Rejected	Case Withdrawn by Iss	Case Withdrawn by Acq	Ruled for Issuer	Ruled for Acquirer	Split Ruling
Bray, Jonathan	7	3	0	1	1	1	0	1
Thomell, Douglas	6	3	0	0	0	2	1	0
<Unassigned>	7	4	1	0	0	1	1	0
<b>TOTAL</b>	<b>20</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>
<b>Incoming: International</b>								
User	Filed	Pending Resolution	Rejected	Case Withdrawn by Iss	Case Withdrawn by Acq	Ruled for Issuer	Ruled for Acquirer	Split Ruling
Bray, Jonathan	4	2	1	0	0	1	0	0
Thomell, Douglas	5	2	1	0	0	2	0	0
<Unassigned>	6	4	0	0	0	2	0	0
<b>TOTAL</b>	<b>15</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>

**Figure 3-14: 400-I Case Filing Resolution Report—Detail**

VISA RESOLVE ONLINE												Page 3 of 3
Case Filing Resolution Report - Detail												Run Time: 12/01/04 03:19 (-8:00 GMT)
Organization(s): Bank of Alphaville												
User(s): Bray, Jonathan; Thornell, Douglas; <Unassigned>												
Date Range: From 10/02/04 To 10/12/04												
Case Type(s): All												
<b>Incoming: US</b>												
User	Filing Date	Opposing Member	Member Case #	ROL Case #	Card/Account Number / Token	Dispute Reason / Category	Dispute Amount	Curr Code	Case Type	Ruling Status	Member Status	Resolution Date
Bray, Jonathan	10/02/04	Bank of Bravoville	1356621	1723332456	xxxx-xxxx-xxxx-xxxx	53	523.55	840	Arb	Split Ruling	—	10/10/04
	10/02/04	Bank of Bravoville	13434215	1723333888	xxxx-xxxx-xxxx-xxxx	Consumer Dispute	1,555.55	840	Comp (a)	Case Withdrawn by Iss	Sent to CH	10/10/04
	10/02/04	Bank of Bravoville	26888430	3448687776	xxxx-xxxx-xxxx-xxxx / 4313-34-xx-xxxx-3456	C037 / Compliance	3,111.10	840	Arb	Pending Resolution	—	—
	10/04/04	Bank of Bravoville	28863297	3448672909	xxxx-xxxx-xxxx-xxxx-xxxx	Fraud	2,598.10	840	Arb	Pending Resolution	—	—
	10/04/04	Bank of Deltaville	22565169	1914818283	xxxx-xxxx-xxxx-xxxx	C001 / Compliance	927.89	840	Comp	Case Withdrawn by Acq	—	10/11/04
	10/04/04	Bank of Deltaville	22568601	1914819715	xxxx-xxxx-xxxx-xxxx	77	1,959.89	840	Arb	Pending Resolution	Custom A	—
	10/06/04	Bank of Foxtrotville	45133203	3829839430	xxxx-xxxx-xxxx-xxxx	41	3,919.79	840	Arb (a)	Ruled for Issuer	—	10/11/04
Thornell, Douglas	10/06/04	Bank of Bravoville	45128070	3829634297	xxxx-xxxx-xxxx-xxxx	53	3,406.79	840	Arb	Ruled for Acquirer	—	10/08/04
	10/06/04	Bank of Deltaville	25071150	2127574809	xxxx-xxxx-xxxx-xxxx-xxxx	C026 / Compliance	1,216.71	840	Comp	Pending Resolution	—	—
	10/08/04	Bank of Bravoville	25072582	212757041	xxxx-xxxx-xxxx-xxxx / 4613-14-xx-xxxx-2345	C027 / Compliance	2,248.71	840	Comp	Pending Resolution	Custom C	—
	10/08/04	Bank of Deltaville	50145164	4255152082	xxxx-xxxx-xxxx-xxxx	47	4,497.42	840	Arb	Pending Resolution	Sent to CH	—
	10/08/04	Bank of Foxtrotville	50140031	4255149949	xxxx-xxxx-xxxx-xxxx-xxxx	28	3,984.42	840	Arb	Ruled for Issuer	Sent to CH	10/09/04
	10/10/04	Bank of Deltaville	27855673	2383970527	xxxx-xxxx-xxxx-xxxx	61	1,423.01	840	Arb	Ruled for Issuer	—	10/11/04
	10/10/04	Bank of Bravoville	27857005	2383971959	xxxx-xxxx-xxxx-xxxx	C001 / Compliance	2,455.01	840	Comp	Ruled for Acquirer	—	10/11/04
<Unassigned>	10/02/04	Bank of Bravoville	6134734	2383973391	xxxx-xxxx-xxxx-xxxx	C027 / Compliance	3,487.01	840	Comp	Rejected	—	10/08/04
	10/02/04	Bank of Bravoville	12269468	472794783	xxxx-xxxx-xxxx-xxxx / 4513-23-xx-xxxx-4567	Fraud	6,974.01	840	Arb	Pending Resolution	—	—
	10/04/04	Bank of Bravoville	12264335	4727951916	xxxx-xxxx-xxxx-xxxx-xxx	C027 / Compliance	6,461.01	840	Arb	Pending Resolution	Custom A	—
	10/04/04	Bank of Bravoville	6813519	8510313449	xxxx-xxxx-xxxx-xxxx	C037 / Compliance	2,307.50	840	Comp	Ruled for Issuer	—	10/08/04
	10/04/04	Bank of Bravoville	6814951	8510314881	xxxx-xxxx-xxxx-xxxx	C037 / Compliance	3,339.50	840	Comp	Pending Resolution	—	—
	10/06/04	Bank of Foxtrotville	13829903	4255157440	xxxx-xxxx-xxxx-xxxx	47	6,679.01	840	Arb	Pending Resolution	—	—

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-11: 400 Case Filing Resolution Report—Detail Page CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Direction	1	Alphanumeric (8)	2	The direction of the transaction (incoming or outgoing).
Jurisdiction	2	Alphanumeric (14)		Primary sort. The direction and jurisdiction of the report: <ul style="list-style-type: none"><li>• Outgoing -- region &lt;XXX&gt;, region (YYY), then interregional</li><li>• Incoming -- region &lt;XXX&gt;, region (YYY), then interregional</li></ul> XXX and YYY to be replaced by the standard Jurisdiction name. All outgoing cases are listed in order by region, then all incoming cases in order by region.
User	3	Alphanumeric (100)		User who resolved case. Secondary sort.
Filing Date	4	Date (8)	mm/dd/yy	Filing date of case.
Opposing Member	5	Alpha (200)		Opposing member of arbitration and compliance items.
Member Case #	6	Numeric (20)		Case number assigned by member.
ROL Case #	7	Numeric (10)		Case number assigned by VROL.  If this is a bundled case, the primary case # of the bundle is displayed.
Card/Account Number	8	Numeric (23 total including 4 dashes)		Account number of transaction shown with dashes.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Dispute Reason	9	Alphanumeric (5)		Dispute reason is displayed for cases with no dispute category.
Dispute Amount	10	Currency (13)	00000.00	Amount of dispute.

**Table 3–11: 400 Case Filing Resolution Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Currency Code	11	Numeric (3)		Currency code of transaction.
Case Type	12	Alpha (8)		Case type of item. <ul style="list-style-type: none"><li>• Arb (Arbitration)</li><li>• Comp (Compliance)</li><li>• Arb (a) (Appeal)</li><li>• Comp (a) (Appeal)</li></ul>
Ruling Status	13	Alpha (25)		Status of ruling. Possible values are: <ul style="list-style-type: none"><li>• Pending resolution</li><li>• Rejected</li><li>• Case withdrawn by issue</li><li>• Case withdrawn by acquirer</li><li>• Ruled for issuer</li><li>• Ruled for acquirer</li><li>• Split ruling</li></ul>
Member Status	14	Alpha (200) or --		Member status of case.
Resolution Date	15	Date (8)	mm/dd/yy	Date when the case is ruled on.
BID Name	16	Alpha (80)		Name of the BID associated with the BIN of the member running the report.
TRN	17	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.

**Table 3-11: 400 Case Filing Resolution Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Token	18	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.
Dispute Category	19	Alphanumeric (30)  (This is description and not code)		Dispute category of the item.  Dispute category is displayed for dispute cases that belong to a certain dispute category.
Number of transactions per Case	20	Numeric (2)		The count is 1 if it is not a bundled case. For bundled cases, the count is the number of cases in the bundle and including the primary case of the bundle.

## 410—Case Filing Performance Report

### Definition

The Case Filing Performance Report tracks cases that have been ruled upon, summarizes cases by resolution, provides system-wide statistics for comparison purposes, sums fees charged, and provides line-item case details. Data for this report is refreshed daily.

### Audience

Supervisors.

### Usage

The member can use this report to reconcile their Arbitration/Compliance cases and look at any fees they have incurred.

## Samples

[Figure 3–15: 410-I Case Filing Performance Report—Summary](#)

[Figure 3–16: 410-I Case Filing Performance Report—Detail](#)

Figure 3-15: 410-I Case Filing Performance Report—Summary

VISA RESOLVE ONLINE														Page 1 of 7						
Report ID: ROL 410-I			Case Filing Performance Report - Summary										Run Time: 12/01/04 03:19 (-8:00 GMT)							
			Organization(s): Bank of Alphaville																	
			User(s): Bray, Jonathan; Thornell, Douglas; <Unassigned>																	
			Date Range: From 10/02/04 To 10/12/04																	
Case Type / Direction / User	Resolved Cases	Total Dispute Amount (YYY)	Rulings										Fees (YYY)							
			Acquirer Wins	#	%	Withdrawn By Issuer	#	%	Issuer Wins	#	%	Withdrawn By Acquirer	#	%	Split Decision	Rejected	Review Fees	Filing Fees	Penalty Fees	
Arbitration - Outgoing																				
Bray, Jonathan	16	47,667.96	4	25.0%	3	18.8%	6	37.5%	2	12.5%	0	0.0%	1	6.3%	5	500.00	2	150.00	9	900.00
Thornell, Douglas	4	525.44	1	25.0%	1	25.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	2	200.00	1	225.00	2	200.00
<Unassigned>	8	23,344.66	1	13.0%	1	8.7%	4	52.2%	0	0.0%	0	0.0%	2	26.1%	1	133.33	1	0.00	1	100.00
Selected Users - Subtotal	28	71,538.08	6	21.7%	5	16.9%	12	43.4%	2	7.2%	0	0.0%	3	10.8%	8	833.33	4	375.00	12	1,200.00
System	--	--	--	21.2%	--	17.3%	--	45.8%	--	4.9%	--	1.1%	--	10.0%	--	--	--	--	--	--
Arbitration - Incoming																				
Selected Users - Subtotal	0	0.00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.00	0	0.00	0	0.00
System	--	--	--	0.0%	--	0.0%	--	0.0%	--	0.0%	--	0.0%	--	1.1%	--	10.0%	--	--	--	--
Compliance - Outgoing																				
Bray, Jonathan	6	13,978.66	0	0.0%	2	33.3%	0	0.0%	2	33.3%	0	0.0%	2	33.3%	2	375.00	1	75.00	3	300.00
Thornell, Douglas	11	25,627.55	2	18.2%	1	9.1%	4	36.4%	1	9.1%	2	18.2%	1	9.1%	1	500.00	0	0.00	0	0.00
<Unassigned>	8	16,308.44	1	12.5%	1	12.5%	3	37.5%	1	12.5%	1	12.5%	1	12.5%	1	250.00	0	0.00	0	0.00
Selected Users - Subtotal	25	55,914.65	3	12.0%	4	16.0%	7	28.0%	4	16.0%	3	12.0%	4	16.0%	4	1,125.00	1	375.00	3	300.00
System	--	--	--	20.0%	--	17.5%	--	46.5%	--	5.0%	--	1.1%	--	10.0%	--	--	--	--	--	--
Compliance - Incoming																				
Selected Users - Subtotal	0	0.00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.00	0	0.00	0	0.00
System	--	--	--	0.0%	--	0.0%	--	0.0%	--	0.0%	--	0.0%	--	1.1%	--	10.0%	--	--	--	--
TOTAL																				
Selected Users - Total	53	127,452.73	9	8.4%	9	8.2%	19	17.8%	6	5.8%	3	3.0%	7	6.7%	12	1,958.33	5	750.00	15	1,500.00
System	--	--	--	20.0%	--	17.5%	--	46.5%	--	5.0%	--	1.1%	--	10.0%	--	--	--	--	--	--
[X Non-YYY Transactions excluded from Amount calculations]																				

**Figure 3-16: 410-I Case Filing Performance Report—Detail**

VISA RESOLVE ONLINE										Page 2 of 7
Visa		Case Filing Performance Report - Detail							Run Time: 12/01/04 03:19 (-8:00 GMT)	
Report ID: ROL 410-I		Organization(s): Bank of Alphaville User(s): Bray, Jonathon; Thornell, Douglas; <Unassigned> Date Range: From 10/02/04 To 10/12/04								
<b>Bray, Jonathan - Outgoing</b>										
Case Type	Dispute Reason / Category	Card/Account Number / Token	ROL Case #	Dispute Amount	Dispute Amount Curr Code	Ruling Date	Ruling Reason	Won By	Total Fees	Total Fees Curr Code
Arbitration	Processing Error	xxxx-xxxx-xxxx-xxxx	1723332456	523.55	840	10/04/04	Issuer's Chargebacks Valid	Iss	0.00	840
	Processing Error	xxxx-xxxx-xxxx-xxxx	1723333888	1,555.55	840	10/04/04	Case Withdrawn by Acquirer	Iss	0.00	840
	Processing Error	xxxx-xxxx-xxxx-xxxx / 4313-34xx-xxxx-3456	3446667776	3,111.10	840	10/04/04	Case Withdrawn by Issuer	Acq	125.00	840
	Consumer Dispute	xxxx-xxxx-xxxx-xxxx-xxx	3446662643	2,598.10	840	10/04/04	Issuer's Chargebacks Valid	Iss	0.00	840
	Consumer Dispute	xxxx-xxxx-xxxx-xxxx	1914812579	927.89	840	10/04/04	Cardholder Dispute Unreasonable	Acq	125.00	840
	Consumer Dispute	xxxx-xxxx-xxxx-xxxx	1914814011	1,959.89	840	10/02/04	Case Withdrawn by Issuer	Acq	225.00	840
	Consumer Dispute	xxxx-xxxx-xxxx-xxxx / 4513-23xx-xxxx-4567	1914815443	2,991.89	840	10/05/04	Issuer's Chargebacks Valid	Iss	0.00	840
	73 - Expired Card	xxxx-xxxx-xxxx-xxxx	3829630887	5,983.79	840	10/03/04	Chargeback is Not Valid	Acq	150.00	840
	Consumer Dispute	xxxx-xxxx-xxxx-xxxx-xxx	3829625754	5,470.79	840	10/06/04	Issuer's Chargebacks Valid	Iss	0.00	840
Arbitration - Appeals	Consumer Dispute	xxxx-xxxx-xxxx-xxxx	7659251508	44.44	840	10/04/04	Case Withdrawn by Issuer	Acq	125.00	840
Compliance	C027 - Surcharges (5.2.C Vol. I Apr '04) / Compliance	xxxx-xxxx-xxxx-xxxx / 4613-14xx-xxxx-2345	2127569863	1,953.85	840	10/02/04	Case Rejected and not Re-Filed	Acq	150.00	840
	C027 - Surcharges (5.2.C Vol. I Apr '04) / Compliance	xxxx-xxxx-xxxx-xxxx	3829628023	3,919.79	840	10/05/04	Case Withdrawn by Acquirer	Iss	0.00	840
Compliance - Appeals										

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-12: 410 Case Filing Performance Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
User	1	Alpha (100)		Primary sort. User who worked item.
Direction	2	Alphanumeric (8)		Incoming or outgoing.
Case Type	3	Alpha (21)		One of the following: <ul style="list-style-type: none"> <li>• Arbitration</li> <li>• Compliance</li> <li>• Arbitration - Appeals</li> <li>• Compliance - Appeals</li> </ul>
Dispute Reason	4	Alphanumeric (5)		Dispute reason is displayed for cases with no dispute category.
Card/Account Number	5	Numeric (23 total including 4 dashes)		Account number of transaction shown with dashes.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
ROL Case #	6	Numeric (10)		Case number assigned by VROL.
Dispute Amount	7	Currency (13)	00000.00	Amount of dispute.
Dispute Amount Curr Code	8	Numeric (3)		Currency code of dispute.
Ruling Date	9	Date (8)	mm/dd/yy	Date of latest ruling. Date is based either on GMT or PT based on case jurisdiction.
Ruling Reason	10	Alpha (200)		Ruling description.

**Table 3–12: 410 Case Filing Performance Report CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Won By	11	Alpha (3)		One of the following: <ul style="list-style-type: none"><li>• ISS - issuer</li><li>• ACQ - acquirer</li><li>• SPL - split ruling</li><li>• REJ - rejected</li></ul>
Total Fees	12	Currency (4)	00000.00	Fees incurred by issuer or acquirer (depending on who is running report).
Total Fees Curr Code	13	Numeric (3)		Currency code of fees assessed.
TRN	14	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	15	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.
Dispute Category	16	Alphanumeric (30) (This is description and not code)		Dispute category of the item. Dispute category is displayed for dispute cases that belong to a certain dispute category.
Number of transactions per Case	17	Numeric (2)		The count is 1 if it is not a bundled case. For bundled cases, the count is the number of cases in the bundle and including the primary case of the bundle.

## 500—Financial Reconciliation Report

### Definition

The Financial Reconciliation Report tabulates all financial transactions submitted or delivered that were either settled or remain pending settlement during the specified date range. Data for this report is based on delivery or receipt of settlement files.

Network labels appear as BASE II or SMS <Network ID - Network Name> (for example, SMS - 0003 - Interlink). This is a batch report.

**Note:** *Adjustment transactions will appear on acquirer outgoing summary and details pages and on issuer incoming summary and detail pages only if there is data.*

### Audience

Supervisors.

### Usage

This is a report that the members can use for auditing purposes. It shows the financial affect of the transactions that they are both receiving and sending through VROL.

The user can select one of the following options for the Financial Type of this report:

- **Outgoing:** The report tabulates every financial transaction that VROL sent to VisaNet or queues for gateway or automated regional network delivery for the member during the selected date range. It tabulates all the submitted outgoing transactions.
- **Outgoing – Pending Settlement:** The report tabulates the following transaction types for the issuer, for which VROL did not receive TC 33:
  - Dispute Financials
  - Dispute Financial Reversals
  - Fee Collections
  - Funds Disbursements

- **Outgoing – Settled:** The report tabulates every financial transaction that VROL has sent to VisaNet, queued for gateway or automated regional network delivery, and settled during the selected date range (Settled Date). It only lists outgoing transactions in the report for which VROL has received settlement confirmation.
- **Outgoing – Others:** The report tabulates the following transaction types for the issuer, for which VROL did not receive TC 33. The Date range should be the Date on which the transactions are submitted.
  - Dispute Financial Reversals
  - Fee Collections
  - Funds Disbursements

If Work Access is selected, the member will only see cases to which that member's organization has Work Access.

Separate tables are generated for each currency except for the member detail pages. In line-item detail pages, amounts that are not in the member's primary currency are excluded from the total amount calculation.

Amounts are displayed in the currency code of the primary user; currency code is noted on the report. Amounts in a currency other than the primary currency are not included in these calculations.

**Note:** Once a case has been purged and archived, it no longer appears in this report.

### Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Financial Reconciliation Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Financial Type	<p>Valid values are Incoming, Outgoing, Notices of Incoming VROL-generated Transactions, Outgoing – Pending Settlement, Outgoing – Settled</p> <p><b>Note:</b> <i>Outgoing – Settled is available only for SMS members.</i></p>	
Date Range	<p>yesterday</p> <p><b>Note:</b> <i>defined as the current date PT minus one day, from midnight PT to midnight PT.</i></p>	<p>yesterday</p> <p><b>Note:</b> <i>The value will change depending on the 'Schedule' (Daily, Monthly) selected by the user. For example, if the default value for the date range is 'Yesterday' and the schedule selected by the user is 'Monthly', then the default will automatically be set as 'Previous Month'. Similarly, if the default value for the date range is 'Previous Month' and the schedule selected by the user is 'Daily', the date range default will automatically be set up as 'Yesterday'</i></p>
Activity type	Valid for "Issuer and acquirer" organizations, and for Visa organizations who are running the report for multiple members. For any other situation, the Activity Type value defaults to the organization type of the selected organization.	Not Applicable
Display Full Card/Token/Account Number	yes	
Work Access	Valid values are Work Access, Non-Work Access and Both.	Work Access/non-Work Access/Both
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 3–17: 500-I Financial Reconciliation Report—Summary](#)

[Figure 3–18: 500-I Financial Reconciliation Report—Detail](#)

### Figure 3–17: 500-I Financial Reconciliation Report—Summary

VISA RESOLVE ONLINE				Page 1 of 3		
Report ID: ROL 500-I		Financial Reconciliation Report - Summary		Run Time: 02/01/04 03:19 (-8:00 GMT)		
Organization(s): Bank of Alphaville - Issuing						
Financial Type: Incoming						
Date Range: From 02/01/05 To 03/01/05						
<b>SMS - 0003 - Interlink</b>						
Exception Transaction		Debit Amt (YYY)	Credit Amt (YYY)	Count		
Representments		15,647.98		25		
Representation Reversals			78.93	2		
Fee Collections		205.00		3		
Funds Disbursements			2,678.00	10		
<b>TOTAL</b>		<b>15,852.98</b>	<b>2,756.93</b>	<b>40</b>		
<b>TOTAL YYY Settled (Net Debit)</b>		<b>18,605.91</b>				
Exception Transaction		Debit Amt (AAA)	Credit Amt (AAA)	Count		
Representments		5,623.00		5		
Representation Reversals			20.00	1		
Fee Collections		105.00		1		
Funds Disbursements			562.00	3		
<b>TOTAL</b>		<b>5,728.00</b>	<b>582.00</b>	<b>10</b>		
<b>TOTAL AAA Settled (Net Debit)</b>		<b>6,310.00</b>				

**Figure 3-18: 500-I Financial Reconciliation Report—Detail**

VISA RESOLVE ONLINE																			Page 1 of 3		
Financial Reconciliation Report - Detail																			Run Time: 02/01/04 03:19 (-8:00 GMT)		
Organization(s): Bank of Alphaville - Issuing																					
Financial Type: Outgoing																					
Date Range: From 05/30/03 To 06/03/03																					
<b>SMS - 0002 - VISA (POS Check): Chargebacks</b>																					
Settle Date	Delivery Time	Member Case #	ROL Case #	Card / Account # / Token	Amount	Curr	RC / Dispute Code	Dispute Category	Condition	Tran ID	VROL Financial ID	VROL Bundle Case #	Acquirer Reference # or ACQ BIN/RRN/STAN	Merchant Name	User	Jurisdiction	ATM Ind.	Inter. Fee Amount	Inter. Fee DR/ CR	Inter. Fee Currency	
05/30/03	05/30/03 00:07	123412341234	1234567890	9XXXX / XXXXXXXX8	345.00	CR	840	10	1	XXXXXXXXXXXXXX	16234567892	2-449215-4234-82018788258-1	BOB'S STORE	Kerry, John	Visa - Domestic - US	No	10.35	D	\$40		
05/30/03	05/30/03 00:40	1	2929478387	9XXXX / XXXXXXXX8	3,653.45	CR	840	11	2	XXXXXXXXXXXXXX	5620563912	2-449215-4061-82018788258-3	GEORGE'S STORE	Pitt, Brad	Visa - Domestic - US	No	109.60	D	\$40		
05/30/03	05/30/03 01:57	case123123123	2345678901	9XXXX / XXXXXXXX8	5,355.09	CR	840	12	3	XXXXXXXXXXXXXX	2-449215-4061-82018788258-1	CARL'S STORE	Bush, George	Visa - Domestic - US	No	160.65	D	\$40			
05/30/03	06/01/03 11:30	A7897897897	1896788273	9XXXX / XXXXXXXX8	35.04	CR	840	12	1	XXXXXXXXXXXXXX	90123456789	2-449215-4061-82018788123-2	DAVID'S STORE	Mosely, Johnny	Visa - Domestic - US	No	1.05	D	\$40		
05/30/03	06/01/03 12:24	99999999999999999999	1999893378	9XXXX / XXXXXXXX8	344.20	CR	840	11	1	9		2-412315-4061-82018788258-1	ERICA'S STORE	Miller, Bode	Visa - Domestic - US	No	10.33	D	\$40		
05/30/03	06/01/03 17:46	123nnnn	2346781028	9XXXX / XXXXXXXX8	654.53	CR	840	13	6,2	XXXXXXXXXXXXXX	789542638	2-412442-4061-82018788258-1	HARRY'S STORE	Banana, Anna	Visa - Domestic - US	No	16.64	D	\$40		
05/30/03	06/01/03 20:34	abolef	2458869588	9XXXX / XXXXXXXX8	5,556.00	CR	840	11	4	XXXXXXXXXXXXXX		2-449215-4061-82018243428-1	FRED'S STORE	Never, Sia	Visa - Domestic - US	No	166.68	D	\$40		
05/30/03	06/02/03 01:37	mycase123	1234234444	9XXXX / XXXXXXXX8	52.02	CR	840	12	5	XXXXXXXXXXXXXX		2-449215-2442-82018788258-1	INGRID'S STORE	Crosby, Bobby	Visa - Domestic - US	No	1.56	C	\$40		
05/30/03	06/02/03 05:14	casenumber2	1234234445	9XXXX / XXXXXXXX8	997.31	CR	840	13	1	XXXXXXXXXXXXXX	76534321678	2-449215-4061-82418788258-1	JULIE'S STORE	Kleily, Bobby	Visa - Domestic - US	No	29.92	C	\$40		
05/30/03	06/02/03 07:39	mycase4abc	1234234999	9XXXX / XXXXXXXX8	90.53	CR	840	12	2	XXXXXXXXXXXXXX	428492043	2-488815-4061-82018788258-1	KIMBERLY'S STORE	Chavez, Eric	Visa - Domestic - US	No	2.72	D	\$40		
05/30/03	06/03/03 18:25	1231231231	1997877788	9XXXX / XXXXXXXX8	45,444.35	CR	840	11	3	XXXXXXXXXXXXXX		2-449215-4061-82018788252-3	LINDA'S STORE	Scutaro, Marco	Visa - Domestic - US	No	1,363.33	D	\$40		
TOTAL	11				62,427.52	CR	840	/ USD													

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-13: 500 Financial Reconciliation Report—Detail Page CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Network	1	Alpha (30)	BASE II/SMS - <Network ID - Network Name>	For SMS, this refers to applicable V.I.P. numeric Network IDs followed by Network Name e.g. SMS - 0003 - Interlink.
Exception Transaction	2	Alpha (200)		Primary sort. The type of financial transaction that took place. One table per transaction type.

**Table 3–13: 500 Financial Reconciliation Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Settle Date	3	Date (8)	mm/dd/yy	Date on which the financial transaction is settled by Visa.  This is available in incoming and outgoing reports for BASE II transactions. For BASE II outgoing transactions, this column provides an estimated date. If the transaction corresponds to a questionnaire or VDAS document that has been matched with an advice, then this column displays the CPD of that advice; otherwise, this column is blank.
Delivery Time	4	Time (5)	hh:mm	Only used for Outgoing Report. Delivery time of file containing transaction. Time displayed according to member's configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Member Case #	5	Numeric (20)		Case number assigned by member.
ROL Case #	6	Numeric (10)		Case number assigned by VROL.
Card/Account #	7	Numeric (23 including 4 dashes)		Account number of transaction.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.
Amount	8	Currency (Max: 999,999,999.99)	00000.00	For SMS processed transactions, settlement or transaction amount. For BASE II processed transactions, destination or source amount.
<no column header>	9	Alpha (2)	Cr Dr	

**Table 3–13: 500 Financial Reconciliation Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Curr Code	10	Numeric (3)		Currency code of transaction.
RC / Dispute Category	11	Numeric (4)		Two-digit reason dispute category: 10 - Fraud, 11 - Authorization, 12 - Processing Error, or 13 - Consumer Dispute.
Dispute Condition	12	Alphanumeric (5)		3-digit numeric field. For example, "13.2", "12.6".
Tran ID	13	Numeric (15) including dash mark		Appears if Visa-branded transaction. Does not appear if non-Visa branded transaction.
VROL Financial ID	14	Alphanumeric (2)		A unique id assigned at the questionnaire level, populated, and displayed in this report when questionnaire generates a financial.
VROL Bundle Case #	15	Numeric (19)		Holds the Fraud bundle or Master Case # that holds the subordinate cases.
Acquirer Ref # or ACQ BIN/RRN/STAN	16	Alphanumeric (28 including hyphens)		If a Visa-branded transaction, the ACQ BIN will be 6-digits, otherwise, it will have up to 11 digits. ACQ BIN/RRN/STAN is displayed only for SMS processed transactions.
Merchant Name	17	Alpha (27)		Name of merchant involved with transaction.
User	18	Alphanumeric (100)		User who worked the item.
TRN	19	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.

**Table 3–13: 500 Financial Reconciliation Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Jurisdiction	20	Alphanumeric (200)	[Visa Branded Network] - Domestic – [Country Code] [Visa Branded Network] - Intra-Regional – [Region Code] [Visa Branded Network] - Interregional For non-Visa Branded Networks, network name only	[Visa Branded Network] is replaced with "Visa", "Interlink", or "Plus" (BII, VSA, VSN, and VSV map to Visa). [Country Code] is replaced with the two-letter country-code. [Region Code] is replaced with alpha region code.
ATM Ind.	21	Alpha (3)	Yes, No	
Inter. Fee Amount	22	Currency (13)		
Inter. Fee DR / CR	23	Alphanumeric (2)	D – Debit, C – Credit	
Inter. Fee Currency	24	Currrency (Max: 999,999,999.99)		3-digit currency code.

**Table 3–13: 500 Financial Reconciliation Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Token	25	Numeric (23 including 4 dashes)	Numeric (23 including 4 dashes)	Token is displayed if it is available or if the token value does not contain all zeros.

**Table 3–13: 500 Financial Reconciliation Report—Detail Page CSV Fields (cont'd.)**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Dispute Status	26	Alphanumeric (2)		<p>Dispute Status code. Can be one of the following:</p> <ul style="list-style-type: none"><li>• F1</li><li>• R1</li><li>• R2</li><li>• R3</li><li>• P1</li><li>• L1</li><li>• L2</li><li>• L3</li></ul>
Dispute Status Description	27	String (Max 200)		<p>Description for the Dispute Status code.</p> <ul style="list-style-type: none"><li>• Dispute Financial (F1)</li><li>• Dispute Reversal–Recall (R1)</li><li>• Dispute Reversal–Pre-Arbitration Acceptance (R2)</li><li>• Dispute Reversal–Arbitration Decision (R3)</li><li>• Dispute Response (P1)</li><li>• Dispute Response Reversal–Recall (L1)</li><li>• Dispute Response Reversal–Pre-Arbitration Acceptance (L2)</li><li>• Dispute Response Reversal–Arbitration Decision (L3)</li></ul>

## 505—Rejects and Returns Report

### Definition

The Rejects and Returns Report tabulates all rejected and returned transactions received during a selected date range. Data for this report is available in real-time. This is a batch report.

### Audience

Supervisors.

### Usage

This report shows the member what transactions were rejected or returned from VROL. The members/users are able to pull this report on a daily basis in order to see the transactions that need to be addressed and resubmitted through VROL.

Amounts are displayed in the currency code of the primary user; currency code is noted on the report. Amounts in a currency other than the primary currency are not included in these calculations.

**Note:** Once a case has been purged and archived, it no longer appears in this report.

### Scheduled Reporting Parameters

Scheduled reporting is a VROL feature that allows members to receive a subset of reports via the Bulk Systems Interface and the User Interface. See the *Visa Resolve Online Bulk Systems Interface Development Guide*, Chapter 22, for complete details on Bulk SI Scheduled Reporting and the *Visa Resolve Online User's Guide*, Chapter 25, for complete details on User Scheduled Reporting. The following parameters are used for the Rejects and Returns Report.

Parameter	Value	
	Bulk SI Report	User Scheduled Report
Date Range	yesterday  <b>Note:</b> defined as the current date PT minus one day, from midnight PT to midnight PT.	yesterday  <b>Note:</b> The value will change depending on the 'Schedule' (Daily, Monthly) selected by the user. For example, if the default value for the date range is 'Yesterday' and the schedule selected by the user is 'Monthly', then the default will automatically be set as 'Previous Month'. Similarly, if the default value for the date range is 'Previous Month' and the schedule selected by the user is 'Daily', the date range default will automatically be set up as 'Yesterday'
Activity type	Valid for "Issuer and acquirer" organizations, and for Visa organizations who are running the report for multiple members. For any other situation, the Activity Type value defaults to the organization type of the selected organization.	
Display Full Card TokenName/Account Number	yes	
Report File Format Type	Not Applicable	CSV, PDF

## Samples

[Figure 3–19: 505-I Rejects and Returns Report—Summary](#)

[Figure 3–20: 505-I Rejects and Returns Report—Detail](#)

**Figure 3-19: 505-I Rejects and Returns Report—Summary**

VISA RESOLVE ONLINE					Page 1 of 6
Rejects and Returns Report - Summary					Run Time: 12/01/06 03:19 (-8:00 GMT)
Organization(s): Bank of Alphaville - Issuing Date Range: From 10/02/06 To 10/31/06					
<b>SMS - 0003 - Interlink</b>					
Exception Transaction	Error	Debit Amt (YYY)	Credit Amt (YYY)	Count	
Requests for Copy	S08 - INVALID ACCOUNT NUMBER FOR THE GIVEN TRANSACTION IDENTIFIER.			1	
	Subtotal			1	
Chargebacks	S04 - TRANSACTION CODE DOES NOT PROPERLY CORRESPOND TO THE PRESENTMENT OR CHARGEBACK. FOR EXAMPLE, WHEN PRESENTMENT IS TC 05, THEN CHARGEBACK MUST BE TC 15.  HK - CHARGEBACK REASON CODE IS NOT VALID FOR A CPS TRANSACTION.	35.00		1	
	S09 - FIRST CHARGEBACK MUST BE DONE PRIOR TO SECOND PRESENTMENT.	200.00		1	
	T03 - CHARGEBACK REASON CODE IS INVALID FOR DOMESTIC TRANSACTIONS.	654.00		2	
	<MULTIPLE ERRORS>	3,333.00		1	
	Subtotal	4,321.00		1	
		8,543.00		6	
Chargeback Reversals	S05 - USAGE CODE IS INVALID FOR THE TRANSACTION LIFE CYCLE SEQUENCE OF EVENTS OR IS NOT ALLOWED FOR THE TRANSACTION.		54.00	2	
	S08 - INVALID ACCOUNT NUMBER FOR THE GIVEN TRANSACTION IDENTIFIER.		347.00	1	
	Subtotal		401.00	3	
Fee Collections	S08 - INVALID ACCOUNT NUMBER FOR THE GIVEN TRANSACTION IDENTIFIER.	23.00		2	
	HN - EXCLUDED TRANSACTION IDENTIFIER REASON IS INVALID.	63.45		1	
	<MULTIPLE ERRORS>	413.00		2	
	Subtotal	499.45		5	
Funds Disbursements	B8 - THE SPECIAL CONDITION INDICATORS ARE INVALID.		234.00	3	
	Subtotal		234.00	3	
<b>TOTAL</b>		9,042.45 / YYY	635.00 / YYY	20	
<b>TOTAL (Debit)</b>		8,407.45 / YYY			

Figure 3–20: 505-I Rejects and Returns Report—Detail

VISA RESOLVE ONLINE											Page 3 of 6
Rejects and Returns Report - Detail											Run Time: 12/01/06 03:19 (-8:00 GMT)
Organization(s): Bank of Alphaville											
Date Range: From 10/02/06 To 10/31/06											
<b>Chargebacks</b>											
Status	Received On	Member Case #	ROL Case #	Card /Account # /TRN / Token	Amount	Curr Code	Ntwk ID	Transaction ID	Code	User Name	Error
Open	06/01/03	31251345	1234565445	XXXX-XXXX-XXXX-XXXX	3,000.00	CR	840	0002	345265834567845	RET	Smith, John
	06/01/03	123433214	1234578855	XXXX-XXXX-XXXX-XXXX	300.00	CR	840	0002	345265834567845	REJ	Mertes, Tyler
	06/02/03	12343466	1234385288	XXXX-XXXX-XXXX-XXXX-XXX / 4313-00XX-XXXX-3456	342.00	CR	840	0002	345265834567845	REJ	Doe, Jane
	06/03/03	64565234	1234598885	XXXX-XXXX-XXXX-XXXX	354.00	CR	840	0002	345265834567845	REJ	Smith, John
Ignored	06/04/03	3123423	1234605433	XXXX-XXXX-XXXX-XXXX	2,000.00	CR	840	0002	345265834567845	RET	Sharpman, Daniel
	06/10/03	64526	1234614355	XXXX-XXXX-XXXX-XXXX	200.00	CR	840	0002	345265834567845	RET	Click, James
	06/10/03	35135	1234627744	XXXX-XXXX-XXXX-XXXX / 4513-00XX-XXXX-4567	3,333.00	CR	840	0002	345265834567845	RET	Smith, John
Repaired	06/17/03	656	1233337744	XXXX-XXXX-XXXX-XXXX	35.00	CR	840	0002	345265834567845	RET	Mertes, Tyler
	06/17/03	13451235123	1234642222	XXXX-XXXX-XXXX-XXXX	4,321.00	CR	840	0002	345265834567845	RET	Doe, Jane
	06/30/03	4235234	1222662322	XXXX-XXXX-XXXX-XXXX / 4513-00XX-XXXX-2345	425.00	CR	986	0002	345265834567845	REJ	Smith, John
TOTAL	10				13,885.00	CR					
[X Non-YYY Transactions excluded from Amount calculations]											

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–14: 505 Rejects and Returns Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Exception Transaction	1	Alpha (200)		Primary sort.
Status	2	Alpha (7)		Secondary Sort. Consists of one of the following statuses, in this order: <ul style="list-style-type: none"><li>• Open - the transaction is neither ignored or repaired.</li><li>• Ignored - the rejects are removed from the reject queue, but excluding rejects that were later repaired.</li><li>• Repaired - the transaction has been resubmitted.</li></ul> <b>Note:</b> <i>Ignored rejects can be repaired later. If this is the case, these items are shown as "Repaired" in the report.</i>
Received On	3	Date (8)	mm/dd/yy	Date transaction was received.  Date/time is displayed according to the member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Member Case #	4	Numeric (20)		Case number assigned by member.
ROL Case #	5	Numeric (10)		Case number assigned by VROL.
Card/Account #	6	Numeric (23 total including 4 dashes)		Account number of transaction shown with dashes.  For tokenized transactions using the Visa Token Service, this field contains the Token number in place of the card/account number for acquirers or dual users with acquirer access to the report if the 'Retain existing Card Number / token behavior for Acquirers' option is selected in the member configuration.

**Table 3-14: 505 Rejects and Returns Report CSV Fields (cont'd.)**

<b>Element Name</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
Amount	7	Currency (13)	0000000.00	For SMS processed transactions, settlement or transaction amount. For BASE II processed transactions, transaction amount.
<no column header>	8	Alpha (2)	Cr Dr	
Curr Code	9	Numeric (3)		Currency code of transaction.
Ntwk ID	10	Numeric (4)		Applicable V.I.P. numeric network IDs (for example, 0002, 0004).
Transaction ID	11	Numeric (15 including dashes)		Transaction ID has a value for Visa branded transactions. For non-Visa branded cards, Tran ID is blank.
Code	12	Alpha (3)	REJ RET WRN	
User Name	13	Alphanumeric (100)		User who worked transaction.
Error	14	Alphanumeric (200)		Error code and description.
TRN	15	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.
Token	16	Numeric (23 including 4 dashes)		Token is displayed if it is available or if the token value does not contain all zeros.

## **900—User Configuration Audit Report**

### **Definition**

The User Configuration Audit Report details initial setup and all subsequent changes to one or more user profiles, including who made the change and when. It displays current and prior values for five years of history. Data for this report is available in real-time.

### **Audience**

Member Site Administrators; Supervisors.

### **Usage**

Used to track changes to a user's profile. If a user finds that they no longer have certain functionality this report shows if a change was made to their profile and who made the change.

### **Samples**

[Figure 3-21: 900-I User Configuration Audit Report](#)

Figure 3–21: 900-I User Configuration Audit Report

VISA RESOLVE ONLINE					Page 1 of 1		
Report ID: ROL 900-I			User Configuration Audit Report		Run Time: 02/01/04 03:19 (-6:00 GMT)		
User Name	Login ID	Internal ID	Date/Time Changed	Attribute Changed	From	To	Changed By
Johns, David	djohns	djohns	10/10/00 06:38:00 AM	First Name	Bob	Tench, Margaret	
			10/10/00 06:39:01 AM	Middle Initial	A	Tench, Margaret	
			10/10/00 06:39:04 AM	Last Name	Yucker	Tench, Margaret	
			10/10/00 06:39:07 AM	Title	Team Leader	Tench, Margaret	
			10/10/00 06:39:14 AM	Phone	(650) 650-6506	Tench, Margaret	
			10/10/00 06:39:17 AM	Fax	(650) 650-6507	Tench, Margaret	
			10/10/00 06:39:22 AM	Email	byucker@boa.com	Tench, Margaret	
			10/10/00 06:39:44 AM	User Type	<FRAUD-DEPT>	Tench, Margaret	
			10/10/00 06:40:01 AM	Role	Manager	Tench, Margaret	
			10/10/00 06:40:08 AM	User State	Active	Tench, Margaret	
			10/10/00 06:40:32 AM	Work only (Fraud, Non-Fraud, Both)	Both	Tench, Margaret	
			10/10/00 06:40:40 AM	Work only (ATM, Non-ATM, Both)	ATM transactions	Tench, Margaret	
			10/10/00 06:40:48 AM	Work only (PIN, Non-PIN, Both)	Fraud cases	Tench, Margaret	
			10/10/00 06:40:56 AM	Work cases with the following roles only	Issuer	Tench, Margaret	
			10/10/00 06:41:04 AM	Work with the following product types	Debit, Credit, Other	Tench, Margaret	
			10/10/00 06:41:12 AM	Work cases with the following dispute amounts only	Range of Dispute Amounts	Tench, Margaret	
			10/10/00 06:41:20 AM	Dispute Amount Min (Currency = USD)	0	Tench, Margaret	
			10/10/00 06:41:28 AM	Dispute Amount Max (Currency = USD)	1000	Tench, Margaret	
			10/10/00 06:41:29 AM	Dispute Amount Min (Currency = JPY)	0	Tench, Margaret	
			10/10/00 06:41:30 AM	Dispute Amount Max (Currency = JPY)	8000	Tench, Margaret	
			10/10/00 06:41:36 AM	Include cases of any amount in other currencies	(checked)	Tench, Margaret	
			10/10/00 06:41:44 AM	Enable User for Fraud Reporting functionality	(checked)	Tench, Margaret	
			10/10/00 06:41:52 AM	Enable User for Exception File functionality	(checked)	Tench, Margaret	
			10/10/00 06:42:06 AM	User has permission to perform high-dollar write-offs	(checked)	Tench, Margaret	
			10/10/00 06:42:16 AM	Maximum write off amount (USD)	1000	Tench, Margaret	
			10/10/00 06:42:40 AM	View Queue: Forward to Fraud	(checked)	Tench, Margaret	
			10/10/00 06:42:48 AM	Custom Status Value: Custom A	(checked)	Tench, Margaret	
Quint, Joanne	jquint	jquint	01/14/03 03:12:00 PM	User State	Active	Leave of Absence	Johns, David
			01/17/02 12:12:00 PM	Last Name	Quint	May	Johns, David

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–15: 900 User Configuration Audit Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
User Name	1	Alphanumeric (100)		Name of user.
Login ID	2	Alphanumeric (50)		Login ID of user.
Internal ID	3	Alphanumeric (100)		User ID of user.
Date/Time Changed	4	Date and time (12)	mm/dd/yy 00.00.00	Date and time configuration was changed.  Date/time is displayed according to the member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Attribute Changed	5	Alpha (200)		What was changed in user configuration.
From	6	Alphanumeric (100)		Original configuration before change.
To	7	Alphanumeric (100)		Configuration after change was made.
Changed By	8	Alphanumeric (100)		User name that changed configuration.

## 901—Edit Management Report

### Definition

The Edit Management Report provides count for activities such as disputes submitted, disputes monitored, allocation questionnaire submitted, collaboration questionnaire submitted, disputes blocked at initiate dispute, and dispute response blocked by edit over a given date range. This report also provides the detail of each edit that was triggered with the case and the corresponding edit information for a given date range.

## Audience

Issuers, acquirers with appropriate role permissions.

## Usage

This report can be used by the member to track edits and the corresponding edit information for a given date range.

## Samples

[Figure 3–22: 901-I/A Edit Management Report—Summary](#)

[Figure 3–23: 901-I/A Edit Management Report—Detail](#)

Figure 3–22: 901-I/A Edit Management Report—Summary

VISA RESOLVE ONLINE		Page 1 of 386
Report ID: ROL901-A, I		Run Time: 06/26/19 02:30 PM (-8:00 GMT)
<b>Edit Management Report - Summary</b>		
Member(s): Mbr B2 US IA1 2143		
Date Range: From 06/26/18 To 06/25/19		
Edit Types(s): All		
Edit(s): All		
Mbr B2 US IA1 2143		
Activity Name		Count
Disputes Submitted		15
Disputes blocked at Initiate Dispute		30
Disputes Monitored		0
Disputes Blocked at submission		273
Disputes Submitted, Previously blocked		308
Allocation QN submitted		29
Collaboration QN submitted		30
Dispute Response Submitted		15
Dispute Response blocked by edit		2
Dispute Pre-Arb Blocked by Edit		0

Figure 3–23: 901-I/A Edit Management Report—Detail

VISA RESOLVE ONLINE									Page 10 of 386	
Edit Management Report - Detail			Member(s): Mbr B2 US IA1 2143						Run Time: 06/26/19 02:30 PM (-8:00 GMT)	
			Date Range: From 06/26/18 To 06/25/19							
			Edit Types(s): All							
			Edit(s): All							
Mbr B2 US IA1 2143										
Edit Description	Edit Identifier	User	Visa Case Number	Edit Triggered Date	Current Case Status	Category/Reason Code	Edit Type	BID	BIN	
Dispute is invalid as a dispute already exists in HOLD state	ED_DP_Submit_AE_GN15	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists for the full transaction amount of this transaction or the sum of the dispute amounts equal to or more than the original transaction.	ED_DP_Submit_AE_GN1	Test	1000000000	25-Feb-19	Consumer Dispute - Rejected	General	Enforced	10000000	400000	
The dispute is invalid under Dispute Condition 13.9 when the transaction has been fraud reported.	ED_DP_Submit_CD72	Test	1000000000	25-Feb-19	Consumer Dispute - Rejected	Consumer Disputes	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists in HOLD state	ED_DP_Submit_AE_GN15	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid as a credit or reversal is associated to the disputed transaction and the credit or reversal is equal to or greater than the transaction amount.	ED_DP_Submit_AE_GN12	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists for the full transaction amount of this transaction or the sum of the dispute amounts equal to or more than the original transaction.	ED_DP_Init_AE_GN1	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists in HOLD state	ED_DP_Submit_AE_GN15	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists in HOLD state	ED_DP_Submit_AE_GN15	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists for the full transaction amount of this transaction or the sum of the dispute amounts equal to or more than the original transaction.	ED_DP_Init_AE_GN1	Test	1000000000	25-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid under Dispute Condition 13.3 as the dispute is beyond 120 calendar days from the date the damaged goods were received.	ED_DP_Submit_CD34	Test	1000000000	26-Feb-19	Tran Inquiry - Fulfilled	Consumer Disputes	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists in HOLD state	ED_DP_Submit_AE_GN15	Test	1000000000	26-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	
Dispute is invalid under Dispute Condition 10.3 as the transaction was electronically read.	ED_DP_Submit_FR21	Test	1000000000	26-Feb-19	Fraud Dispute - Rejected	Fraud	Enforced	10000000	400000	
Dispute is invalid under Dispute Condition 10.3 as the transaction was electronically read.	ED_DP_Submit_FR21	Test	1000000000	26-Feb-19	Fraud Dispute - Rejected	Fraud	Enforced	10000000	400000	
Dispute is invalid as a dispute already exists in HOLD state	ED_DP_Submit_AE_GN15	Test	1000000000	26-Feb-19	Tran Inquiry - Fulfilled	General	Enforced	10000000	400000	

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–16: 901 Edit Management Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Client	1	Alphanumeric		
Edit Description	2	Alphanumeric		Description of the edit.
Edit Identifier	3	Alphanumeric		Unique identifier name assigned to an edit.
User	4	Alphanumeric (100)		User who submitted the dispute that triggered the edit.
Visa Case Number	5	Numeric (10)		Case number assigned by VROL.
Edit Triggered Date	6	Date (DD-MMM-YY)		Date when the edit was triggered.
Current Case Status	7	Alpha (100)		Current status of the case when edit is triggered.
Category/Reason Code	8	Alphanumeric		Dispute category of the edit.
Edit Type	9	Alphanumeric	Monitored, Enforced	The type of edit that was triggered with the case for a given date range.
BID	10	Numeric (8)		Member's business ID.
BIN	11	Numeric (6)		BIN associated with the transaction that triggered the edit.

## 905—Role Assignment Report

### Definition

The Role Assignment Report tabulates the active users assigned to each role in VROL. Data for this report is available in real-time.

## Audience

Member Site Administrators; Supervisors.

## Usage

This report allows the member to see who are the active users assigned to which roles in VROL. The report will show configuration information for the lesser of the two following time periods, the entire history of the selected active user(s) or 5 years into the past.

## Samples

[Figure 3–24: 905-A Role Assignment Report](#)

**Figure 3–24: 905-A Role Assignment Report**

VISA RESOLVE ONLINE								Page 1 of 3
Report ID: ROL 905-A				Role Assignment Report			Run Time: 02/01/04 03:19 (-8:00 GMT)	
Organization(s): Bank of Bravoville								
Role	Last Name	First Name	Login ID	Internal ID	User Type	User State	Enabled for Fraud	Enabled for Exception File
Chargeback Clerk	Abrahmson	Walter	walter@mybank.com	abrwa2343a	Commercial Cards	Active		
	Adams	Jane	janea	adaja2424a	Debit Cards	Active	X	
	Alberts	Bobby	balberts@thisbank.com	albbo1111b	Credit Cards	Active		
	Andersen	Linda	linda	andi5252b	Group 50	Active		X
	Atlewinn	Larry	laryiscool@thatbank.com	adla24442b	Customer Service	Leave of Absense		
	Ettlebury	Mimi	miminomo	etmi5525b	Customer Service	Active		
	Fauklanida	Harold	harold	fauha5525b	Group 4	Active	X	X
	Febble	Daisy	daisylf	febda5000b	Group 4	Leave of Absense		
	Gorphenium	Mike	mikegorp	gormi2525b	Debit Cards	Active		
	Smith	Melody	msmith	smime2555j	Credit Cards	Active		
Fraud Analyst	Ableman	Daisy	daisableman@bank.com	ablda0909a	Credit Cards	Active		
	Dorfield	Bobby	bobbydorff	dorbo0000b	Debit Cards	Active		
	Errantly	Linda	lerrantly@nobank.com	erlli0909b	Credit Cards	Leave of Absense	X	
	Estuary	Larry	larry@larrysbank.com	estla0909b	Group 50	Active		
	Eswengo	Mimi	mimi@abigbank.com	eswmi2525b	Customer Service	Active	X	X
	Ettlebury	Harold	harry	ettha2550b	Customer Service	Active		
	Fauklanida	Doris	dfaulk	faudo1098b	Group 4	Active		
	Febble	Morton	mfebble	fbmo6667b	Group 4	Active		
	Fladdiaux	Michael	fladdiaux	flami5595b	Debit Cards	Active		
	Gorphenium	Quentin	quenting	gorqu5595b	Group 50	Leave of Absense		
Journey	Mattheuw	mattj	jouma3456b	Credit Cards	Active			
	Jullnian	Harvey	harveyj	julha0999b	Debit Cards	Active	X	X
	Kakkle	Douglass	douglass	kakdo0905b	Credit Cards	Active		
	Kent	Moe	moekent	kenmo5265b	Group 50	Active		X
	Kerringsbaddle	Mitchell	mitchellk	kermi5255b	Customer Service	Active		
	Killington	Quentin	quentink	kilqu2234b	Customer Service	Active		
	Kramer	Esmerelda	essiek	kraes2344b	Group 4	Active	X	X
	Kramer	Walter	walter	krawa0245b	Group 4	Active		
	Thrippson	Jane	janeysoccermom@aol.com	thrja0234b	Debit Cards	Active		
	Zender	Bobby	benderzender	zenbo2344b	Commercial Cards	Active		

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-17: 905 Role Assignment Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Role	2	Alpha (50)		User role.
Last Name	3	Alphanumeric (50)		Last name of user.
First Name	4	Alphanumeric (50)		First name of user.
Login ID	5	Alphanumeric (50)		Login ID of user.
Internal	6	Alphanumeric (100)		User ID of user.
User Type	7	Alphanumeric (50)		User type of user.
User State	8	Alpha (16)		State of user (for example, Active).
Enabled for Fraud	12	Alpha (1)	X or blank	x - enabled for fraud.
Enabled for Exception File	13	Alpha (1)	X or blank	x - enabled for exception listings.

## 910—Member Configuration Audit Report

### Definition

The Member Configuration Audit Report details initial setup of and all subsequent changes to a selected member's profile, including who made the changes and when. Displays current and prior values for five years of history. Data for this report is available in real-time.

## **Audience**

Member Site Administrators; Supervisors.

## **Usage**

This report can be used by the member to determine if any changes have been made to the member configuration.

## **Samples**

[Figure 3–25: 910-A Member Configuration Audit Report](#)

**Figure 3–25: 910-A Member Configuration Audit Report**

VISA RESOLVE ONLINE					Page 1 of 1
Member Configuration Audit Report					Run Time: 12/24/01 03:19 (-8:00 GMT)
Member(s): Bank of Bravoville					
Date/Time Changed	Attribute Changed	From	To	Changed By	
01/22/02 12:55:04 AM	Contact Fax	--	(703) 229-7004	DeLeon, Ponce (Visa)	
01/22/02 01:09:28 AM	Address Window Placement	Lower Left	Upper Left	DeLeon, Ponce (Visa)	
01/22/02 01:23:52 AM	Access CIBs	123456; 123457; 123458	123456; 123458	DeLeon, Ponce (Visa)	
01/22/02 01:38:16 AM	Access BINs	121212	121212; 222222; 222223	DeLeon, Ponce (Visa)	
01/22/02 01:52:40 AM	Member Name		Bank of Bravoville	Tench, Margaret	
01/22/02 02:07:04 AM	Member Type		Acquirer	Tench, Margaret	
01/22/02 02:21:28 AM	Activation Date		01/01/02	Tench, Margaret	
01/22/02 02:35:52 AM	Deactivation Date		01/01/04	Tench, Margaret	
01/22/02 02:50:16 AM	Contact First Name		Ponce	Tench, Margaret	
01/22/02 03:04:40 AM	Contact Last Name		DeLeon	Tench, Margaret	
01/22/02 03:19:04 AM	Contact Email		pdeleon@bravo.com	Tench, Margaret	
01/22/02 03:33:28 AM	Contact Phone		(703) 229-7003	Tench, Margaret	
01/22/02 03:47:52 AM	Contact Fax			Tench, Margaret	
01/22/02 04:02:16 AM	Member BIDs		999555	Tench, Margaret	
01/22/02 04:16:40 AM	Primary Region		US	Tench, Margaret	
01/22/02 04:31:04 AM	Primary Country		—	Tench, Margaret	
01/22/02 04:45:28 AM	Time Zone Option		Local	Tench, Margaret	
01/22/02 04:59:52 AM	Default Country		US - United States	Tench, Margaret	
01/22/02 05:14:16 AM	Default Currency		United States Dollar - 640	Tench, Margaret	
01/22/02 05:26:40 AM	Generate Bulk Mail Files		Yes - User Initiated	Tench, Margaret	
01/22/02 05:43:04 AM	Address Window Placement		Lower Left	Tench, Margaret	
01/22/02 05:57:28 AM	Receive Incoming Dispute Documentation as		XML + Images	Tench, Margaret	
01/22/02 06:11:52 AM	Convert Incoming TIFFs to VIG		Yes	Tench, Margaret	
01/22/02 06:26:16 AM	Upload Images through OFD/Internet		No	Tench, Margaret	
01/22/02 06:40:40 AM	Receive VCRFS Msgs through OFD/Internet		No	Tench, Margaret	
01/22/02 06:55:04 AM	OFD Customer ID		313	Tench, Margaret	
01/22/02 07:06:02 AM	Member to create Financials in UI		Yes	Tench, Margaret	
01/22/02 07:06:10 AM	Users to have capability to create Fee Collections/Funds Disbursements		Yes	Tench, Margaret	
01/22/02 07:08:19 AM	Users to have capability to create RFCs in UI		Yes	Tench, Margaret	
01/22/02 07:09:28 AM	Display Expiration Date in Authorization Detail Screen		No	Tench, Margaret	
01/22/02 07:22:26 AM	Display Expiration Date in read-only Fraud Report screen		Yes	Tench, Margaret	
01/22/02 07:23:52 AM	Automatic N-F for Aged RFC		Yes - 3 Days	Tench, Margaret	
01/22/02 07:38:16 AM	Access BIDs		999555; 999777	Tench, Margaret	
01/22/02 07:52:40 AM	Access CIBs		123456; 123457; 123458	Tench, Margaret	
01/22/02 08:07:04 AM	Access PCRs		—	Tench, Margaret	
01/22/02 08:21:28 AM	Access BINs		121212	Tench, Margaret	
01/22/02 08:35:52 AM	Account Ranges		12121313	Tench, Margaret	
01/22/02 08:50:16 AM	Available Organizations (Exclude Cases)		—	Tench, Margaret	
01/22/02 09:04:40 AM	ATM Transaction Cases only		No	Tench, Margaret	

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–18: 910 Member Configuration Audit Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Date/Time Changed	1	Date/Time (8)	dd/mm/yy hh:mm:ss am/pm or GMT	Date configuration was changed.  Date/time is displayed according to the member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
Attribute Changed	2	Alphanumeric (200)		What fields were changed in the member configuration.
From	3	Date (8)	dd/mm/yy	From date of report.
To	4	Date (8)	dd/mm/yy	To date of report.
Changed By	5	Alphanumeric (100)		User who changed configuration.

## 915—Member Ownership Report

### Definition

The Member Ownership Report details each BIN, network-limited BIN, account range, or token range to which a member has access; which lies within a selected BID, CIB, PCR, or BIN; or which provides access to a selected account range, token range, token, or account number. Data for this report is refreshed daily.

The data for ROL-915 is determined from the access information defined in the VROL member configuration, and the fields associated with this access are populated from CORE, Config, and other mainframe sources. For example, if the VROL member configuration lists a routing ID, then the BINs associated with this routing ID are determined from the CORE/Config extract and the information for these BINs from

---

the CORE, Config, and other mainframe sources is displayed in the report. Where there is a conflict between the information in CORE and Config, Config takes precedence.

## Audience

Member Site Administrators; Supervisors.

## Usage

This report is used by a member to verify access rights related to their VROL setup.

## Samples

Figure 3–26: 915-I Member Ownership Report

**Figure 3–26: 915-I Member Ownership Report**

VISA RESOLVE ONLINE												Page 1 of 1					
Member Ownership Report							Run Time: 12/24/01 03:19 (-8:00 GMT)										
View: Organization																	
Member(s): Bank of Alphaville																	
BID	CIB (CONFIG)	PCR (CORE)	BIN	Network	Alternate Routing BIN	Account Range / Token Range	ATM Debit	ATM Credit	ATM Universal	POS Debit	POS Credit	POS Universal	POS with PIN	Member	RIID	OFID	TRN
93443583	488392	--	123456	0002	--	14493911	Yes	Yes	Yes	No	No	No	No	Bank of Alphaville	--		
93443583	488392	--	123465	0002	--	14493911	Yes	Yes	Yes	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	123497	0002	--	14493912	Yes	Yes	Yes	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	123499	0002	--	14493918	Yes	Yes	Yes	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	123501	0002	--	14493956	Yes	Yes	Yes	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	123566	0002	--	14493990	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bank of Echoville	--		
93443583	488392	--	123598	0002	--	15466642	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bank of Echoville	--		
93443583	488392	--	123659	0002	--	15844566	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bank of Echoville	--		
93443583	488392	--	123788	0002	--	12253555	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bank of Echoville	--		
93443583	488392	--	124545	0002	--	14555869	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bank of Echoville	--		
93443583	488392	--	124656	0002	--	14445505	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Bank of Echoville	--		
93443583	488392	--	125888	0003	777322	--	Yes	Yes	No	No	No	No	No	Bank of Alphaville	--		
93443583	488392	--	126788	0003	793322	--	Yes	Yes	No	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	127889	0003	793322	--	Yes	Yes	No	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	128000	0004	744744	--	Yes	Yes	No	No	No	No	No	Bank of Alphaville	--		
93443583	488392	--	128010	0004	793322	--	Yes	Yes	No	No	No	No	No	Bank of Echoville	--		
93443583	488392	--	128099	0004	793322	--	Yes	Yes	No	No	No	No	No	Bank of Echoville	999443342		
99990000	488392	--	128565	--	1933220000	Yes	Yes	No	No	No	No	No	No	PIU - BOD	--		
99990000	488392	--	128999	--	555444	1933220000	Yes	Yes	No	No	No	No	No	PIU - BOD	--		
99990000	488392	--	129000	--	--	19873201	Yes	Yes	No	No	No	No	No	PIU - BOD	--		
99990000	488392	--	100211	--	555444	19873201	No	No	Yes	Yes	Yes	No	No	PIU - BOD	999443344		
99999950	488392	--	105684	0002	--	19873201	No	No	Yes	Yes	Yes	No	No	Processing Iz Us	--		
99999950	488392	--	101111	0002	--	19873202	No	No	Yes	Yes	Yes	No	No	Processing Iz Us	--		
99999950	488392	--	102565	0002	--	19873203	No	No	Yes	Yes	Yes	Yes	Yes	Processing Iz Us	--		
99999950	488392	--	103454	0002	--	19873204	No	No	Yes	Yes	Yes	Yes	Yes	Processing Iz Us	--		
99999950	488392	--	104555	0002	--	19873205	No	No	Yes	Yes	Yes	Yes	Yes	Processing Iz Us	--		
99999950	488392	--	106999	0002	--	19873206	No	No	Yes	Yes	Yes	Yes	Yes	Processing Iz Us	--		

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-19: 915 Member Ownership Report CSV Fields**

<b>Element Name</b>	<b>Position in CSV</b>	<b>Data Type Field Length</b>	<b>Domain Values</b>	<b>Notes</b>
BID	1	Numeric (8)		Member's business ID.
CIB (CONFIG)	2	Numeric (6)		Member's CIB.
PCR (CORE)	3	Numeric (4)		Member processor number.
BIN	4	Numeric (6)		BIN of transaction.
Network	5	Numeric (4)		Network that transaction was processed through.
Alternate Routing BIN	6	Numeric (6)		Alternate routing BIN of transaction.
Account Range/Token Range	7	Numeric (7–16)		Account/token range of transaction.
ATM Debit	8	Alpha (3)	Yes/No	Work Access - ATM Debit
ATM Credit	9	Alpha (3)	Yes/No	Work Access - ATM Credit
ATM Universal	10	Alpha (3)	Yes/No	Work Access - ATM Universal
POS Debit	11	Alpha (3)	Yes/No	Work Access - POS Debit
POS Credit	12	Alpha (3)	Yes/No	Work Access - POS Credit
POS Universal	13	Alpha (3)	Yes/No	Work Access - POS Universal
POS with PIN	14	Alpha (3)	Yes/No	Work Access - POS with PIN
Member	15	Alphanumeric (200)		Member for which report is being run.
RIID	16	Alphanumeric (11)		Reporting Institution ID. Blank or no value.
OFIDID	17	Numeric (6)		
TRN	18	Numeric (9)		Full 9-digit issuer Transit Routing Number, including the check digit.

## **920—Member Access Audit Report**

### **Definition**

The Member Access Audit Report lists IP addresses, internal IDs, and log on times for users who have logged on to VROL. Data for this report is available in real-time.

### **Audience**

Member Site Administrators; Supervisors.

### **Usage**

This report can be used to determine if a user accessed VROL using an IP address that is not assigned to the user's bank center.

### **Samples**

[Figure 3–27: 920-I Member Access Audit Report](#)

**Figure 3-27: 920-I Member Access Audit Report**

Visa		VISA RESOLVE ONLINE			Page 1 of 1
Report ID: ROL 920-I		Member Access Audit Report		Run Time: 05/28/02 14:41 (-8:00 GMT)	
		Organization(s): Bank of Alphaville			
		Number of Days of History to Include: 1			
Excluded IP Addresses: 125.23.53.102;124.12.32.51;125.23.53.112;124.12.32.81					
Event Time	IP Address	Internal ID	Event	Login ID	
05/28/02 12:40:01 PM	123.55.20.191	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:40:27 PM	123.55.20.841	kadil1234b	Logon	dilbert@yourbank.com	
05/28/02 12:40:53 PM	123.55.20.237	sidka4321c	Logon	katherines	
05/28/02 12:41:19 PM	123.55.20.837	odkfr3124a	Logon	frances	
05/28/02 12:41:45 PM	123.55.20.790	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:42:11 PM	123.55.20.150	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:42:37 PM	123.55.20.795	kadil1234b	Logon	dilbert	
05/28/02 12:43:02 PM	123.55.20.001	sidka4321c	Logon	katherines@thisbank.com	
05/28/02 12:43:28 PM	123.55.20.841	odkfr3124a	Logon	frances	
05/28/02 12:43:54 PM	123.55.20.113	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:44:20 PM	123.55.20.082	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:44:46 PM	123.55.20.928	kadil1234b	Logon	dilbert	
05/28/02 12:45:12 PM	123.55.20.558	sidka4321c	Logon	katherines	
05/28/02 12:45:38 PM	123.55.20.358	odkfr3124a	Logon	frances	
05/28/02 12:46:04 PM	123.55.20.316	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:46:30 PM	123.55.20.598	smijo1234a	Logon	joeysmith@thisbank.com	
05/28/02 12:46:56 PM	123.55.20.852	kadil1234b	Logon	dilbert	
05/28/02 12:47:22 PM	123.55.20.882	sidka4321c	Logon	katherines	
05/28/02 12:47:48 PM	123.55.20.289	odkfr3124a	Logon	frances	
05/28/02 12:48:13 PM	123.55.20.680	smijo1234a	Logon	joeysmith@thisbank.com	
Logged Events					20

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–20: 920 Member Access Audit Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Event Time	2	Date (12)	dd/mm/yy hh:mm:ss am/pm or GMT	Date configuration was changed.  Date/time is displayed according to the member configuration parameters, either local time format (12-hour display with AM/PM) or in GMT (24-hour display).
IP Address	3	Numeric (50)		IP address.
Internal ID	4	Alphanumeric (100)		Visa Online User ID.
Event	5	Alphanumeric (100)		Event that occurred (for example, Logon).
Login ID	6	Alphanumeric (50)		Login ID of user.

## 925—Subscription Services

### Definition

The Subscription Services Report lists the services that members have subscribed for a particular month, such as Transaction Inquiry, Request for Copy, Fraud Reports, Exception File, Fee Collection, Accounting Entry Memos, etc. This list is based on the services that were subscribed to for the previous month. If any of the members gets deactivated in the month for which the report is run, all subscribed services for the member will still be listed.

## Audience

Member

## Usage

This report can be used by the member to identify services subscribed to for a particular month.

## Samples

[Figure 3–28: 925-A Subscription Services Report](#)

Figure 3–28: 925-A Subscription Services Report

VISA RESOLVE ONLINE Subscription Services Report	
Visa	Page 1 of 1
Report ID: ROL 925-A	Run Time: 12/24/01 03:19 (-8:00 GMT)
Member: Bank of Alphaville	
Month Ending: Jul-2011	
Service	Subscribed?
Transaction Inquiry	Yes
Request for Copy (RFC)	Yes
Fraud Reports	Yes
Exception File	No
Fee Collection	Yes
Funds Disbursement	Yes
Report Generation (UI)	Yes
Report Generation (Bulk)	Yes
Report Generation (User Scheduled)	No
Bulk SI	Yes
RTSI	Yes
Submit for Review	No
PPCS	Yes
Quick forms	No
History Inquiry	No
Custom Queues	No
AEM	Yes
Dual Org?	No
Financials	Yes
Sub Draft	Yes
Free Text	No
GMFP service	No
Multi Language	No
Queue Monitors / Filters / Dashboard	No

Members will be subscribed to Financials depending on their organization setup during the member configuration.

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3-21: Subscription Services Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Organization Name	1	Alphanumeric (50)		
Service	2	Alphanumeric (200)		Services subscribed to on the last day of a month.
Subscribed?	3	Alpha (3)	Yes/No	
Month ending	4	Alphanumeric (6)		

## 930—DM5 Exception

### Definition

The DM5 Exception Report lists the details of cases that failed in the DM5 (Download to a member) generation for a given date range. This report tracks the subsequent processing of the case and provides information if the case that initially failed is processed successfully at a later date for a given date range.

### Audience

Issuers, acquirers with appropriate role permissions.

## **Usage**

This report can be used by the member to track the processing of initially failed cases in DM5.

## **Samples**

[Figure 3–29: 930-I DM5 Exception Report](#)

**Figure 3-29: 930-I DM5 Exception Report**

Visa DM5 Exception Report												
Report ID: ROL930-I Run Time: 04/26/19 03:16 PM (-5:30 GMT)												
Download status of failed cases: Date Range: From 01/01/19 To 01/30/19												
Member(s): Mbr B2 US IA1 2143												
Failure Date	Visa Case Number	Member Case Number	ARN	Case Status	Endpoint	Download Activity	Failed Download File Name	Failed Batch Sid	Success Date	Successful Download File Name	Successful Batch Sid	Current Download Status
01/11/19 1:48:02 PM	1002445263	Test Not Use_Ja	2-000000-0000-000000000-0	Iss Pre-Comp - Submitted	448118	Fraud Rejected	DM51B0I	7689813	—	--	--	Failed
01/11/19 1:48:03 PM	1002445263	Test Not Use_Ja	2-000000-0000-000000000-1	Iss Pre-Comp - Submitted	448118	Fraud Rejected	DM51B0I	7689813	—	--	--	Failed
01/11/19 1:48:03 PM	1002445263	Test Not Use_Ja	2-000000-0000-000000000-2	Iss Pre-Comp - Submitted	448118	Fraud Rejected	DM51B0I	7689813	—	--	--	Failed
01/11/19 1:48:04 PM	1002445263	Test Not Use_Ja	2-000000-0000-000000000-3	Iss Pre-Comp - Submitted	448118	Fraud Rejected	DM51B0I	7689813	—	--	--	Failed
01/11/19 1:48:05 PM	1002445438	--	2-000000-0000-000000000-4	Miscellaneous - Rejected	448118	Fraud Rejected	DM51B0I	7689813	—	--	--	Failed
01/11/19 1:48:05 PM	1002445438	--	2-000000-0000-000000000-5	Miscellaneous - Rejected	448118	Fraud Rejected	DM51B0I	7689813	—	--	--	Failed
01/08/19 9:40:16 AM	1002451943	--	--	Miscellaneous - Rejected	448118	Fraud Rejected	DM51B03	7685490	01/09/19 9:10:16 AM	DM51904	7686573	Sent
01/09/19 8:14:52 AM	1002451943	--	--	Miscellaneous - Rejected	448118	Fraud Rejected	DM51B01	7686553	01/09/19 9:10:16 AM	DM51904	7686573	Sent
01/08/19 9:40:17 AM	1002451944	Test Not USe_Ja	--	Miscellaneous - Rejected	448118	Fraud Rejected	DM51B03	7685490	01/09/19 9:10:16 AM	DM51904	7686573	Sent

## CSV Field Definitions

This report can be saved as a CSV file through the User Interface.

**Table 3–22: DM5 Exception Report CSV Fields**

Element Name	Position in CSV	Data Type Field Length	Domain Values	Notes
Failure Date	1	Alphanumeric (8)	mm/dd/yyyy	Date when the case initially failed.
Visa Case Number	2	Numeric (10)		Case number assigned by VROL.
Member Case Number	3	Alphanumeric (20)		Case number assigned by member.
ARN	4	Alphanumeric (28 including hyphens)		Acquirer reference number (ARN) or ACQ BIN/RRN/STAN for transactions without an ARN.
Case Status	5	String (100)		
Endpoint	6	String (10)		
Download Activity	7	String (100)		Displays download activity for cases such as dispute, Pre-Arbitration, Pre-Arbitration response, financial advice, fraud reject, or fraud confirmation.
Failed Download File Name	8	String (256)		
Failed Batch Sid	9	Numeric (19)		
Success Date	10	Alphanumeric (8)		Date when an initially failed case was successfully downloaded.
Successful Download File name	11	String (256)		Download file name of the case if the case is successfully processed in subsequent days.
Successful Batch Sid	12	Numeric (19)		
Current Download Status	13	String (8)		

# Troubleshooting

4

There is a large variety of combinations of different versions of Internet Explorer, Adobe Acrobat Reader and individual desktop and client-server configurations that run VROL. The varied combinations make it impossible to test for every conceivable problem that may arise. If the solution to your particular problem is not found in this section, contact your regional Customer Service representatives. See the [About This Guide](#) chapter for contact information.

Use the following solutions to address some common problems. To address reporting error messages on the Report Parameters page, see [Chapter 5, Error Messages](#).

## Unable to Access From VOL page

### Symptom:

When clicking the link to access Visa Resolve Online (VROL) from Visa Online (VOL), VROL does not appear, and the VOL page is refreshed.

### Cause A:

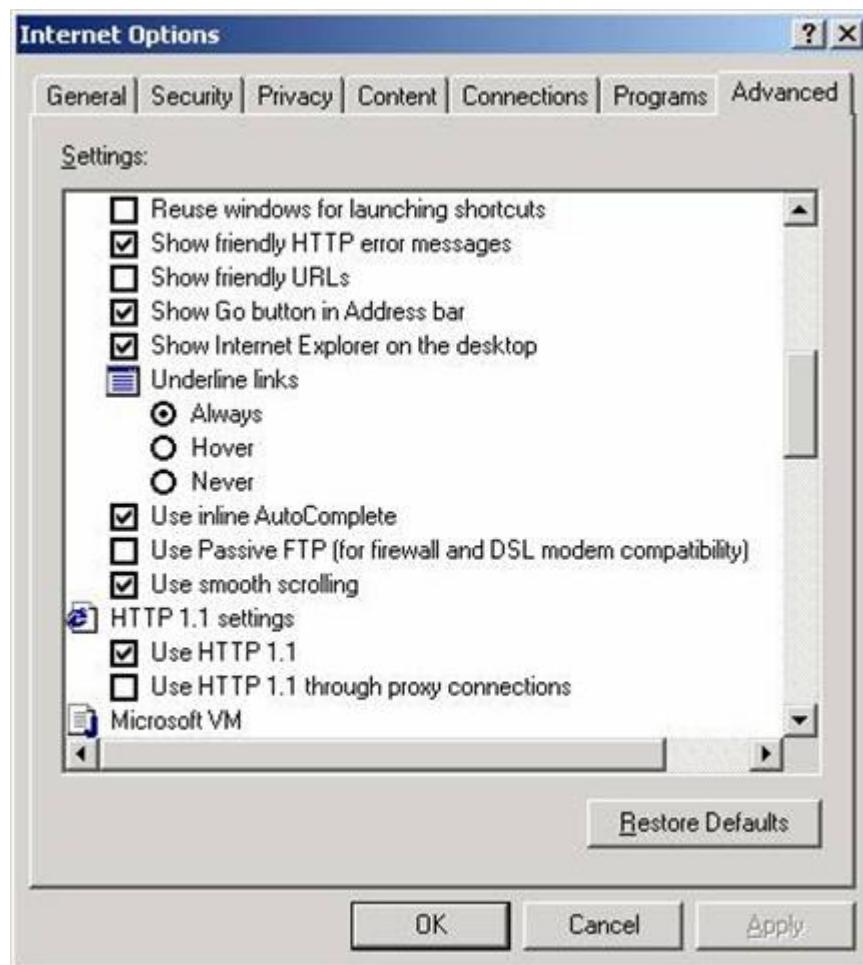
One possible cause is a setting that causes Internet Explorer to reuse a window to display the VROL application rather than launching a separate pop-up window. Some users have reported this issue after installing Acrobat Reader 7.0.

### Cause B:

The second likely cause is that Internet Explorer is using its pop-up blocking function to keep the VROL pop-up window from launching.

### Recommended Solution A:

1. In Internet Explorer, select **Tools > Internet Options**.
2. Click the **Advanced** tab.
3. Scroll through the Settings section until you find the option that reads "Reuse windows for launching shortcuts". Make sure this setting is not selected. If a check appears in the checkbox, click it to make the check disappear.



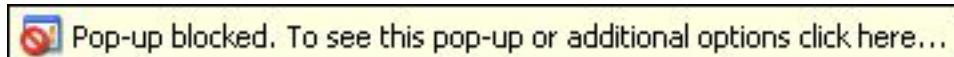
4. Click **OK** to close the Internet Options window.

**Recommended Solution B:**

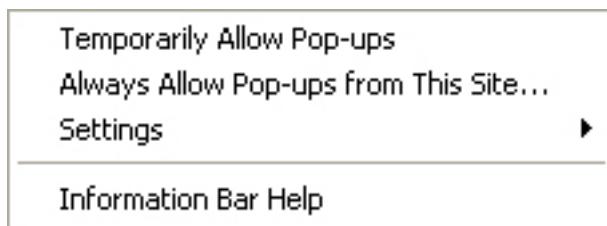
1. When you launch VROL, look for either of the following messages in Internet Explorer.
2. One message appears as a pop-up dialog box. If you receive this message, click OK and proceed to the next step.



3. The pop-up dialog box may not appear, but you may notice that the Information Bar has appeared just below your menu and address bars in Internet Explorer. If you receive this message, right-click the Information Bar.



4. Select **Always Allow Pop-ups from This Site**.



## Screen Displays Square Buttons

### Solution:

For Windows 7 and Windows 8, select **Personalization** from the Control Panel and ensure that **Theme** is set to Windows 7.

## Images Distorted

### Symptom:

Report page images appear distorted.

### Cause:

Report pages that display images are Letter-Portrait. So, if an image is detected with height<width, then the report turns it by 90 degrees and then applies stretch to fit.

### Recommended Solution:

This condition can be avoided if the images are either uploaded with dimensions equal to a Letter-Portrait page or their actual size (especially in the case of a sales receipt).

To keep these images from being distorted, upload them with borders, which provides a standard letter size.

## Viewing a Report May Result in a Blank Page

**Symptom:**

After the "Reporting Loading, please wait..." message disappears and activity appears to have stopped in the browser, a blank page appears instead of the report.

**Cause:**

Internet Explorer does not download and activate the Adobe plug-in for PDF files when the files are small (less than 8K). This behavior exhibits with reports that return only a few rows of data causing the PDF file size to be below 8K.

**Recommended Solution:**

Once the report generation appears to have completed, refresh the browser by pressing F5. Internet Explorer should activate the Adobe Acrobat Reader and display the PDF document. If no PDF document appears, the report has yet to be delivered to the browser.

An alternate solution that eliminates the problem but causes another window to appear is to disable the integration of Acrobat Reader in Internet Explorer.

**Note:** *It is best to upgrade to Acrobat 7.0.*

➤ **To disable browser integration in Acrobat Reader 6.0.1:**

1. In Adobe Acrobat Reader 6.0.1, from the Edit menu, select **Preferences** to open the Preferences window.
2. On the Preferences window, select **Internet** to display Web browser options.
3. Clear the **Display PDF in Browser** check box.
4. Click **OK**.

**Fix:**

Install Service Pack 2, available from Microsoft, for the appropriate version of Internet Explorer.

## Full Temporary Internet Files Cache Resulting in Logging and Reporting Problems

**Symptom:**

Running many reports in VROL may quickly fill the temporary Internet files and could result in:

A "Bad Request" error when logging in to VROL.

or

Getting an empty CSV file when attempting to save a report as CSV.

**Cause:**

Internet Explorer saves copies of pages viewed in a directory on the user's hard drive in order to quickly retrieve material if the user returns to a previously viewed page. The user sets the amount of space reserved for this temporary storage. If the amount of space allocated is insufficient or is filled, Internet Explorer may not be able to locate the desired pages.

**Recommended Solution:**

Periodically clear the temporary cache to ensure there is sufficient space to store new pages.

► **To clear temporary cache:**

1. Open Internet Explorer.
2. From Internet Explorer menu bar, select **Tools > Internet Options**.
3. In the Temporary Files section, click **Delete Files**.
4. A window confirming the delete opens. Click **OK**.

## Incomplete Image Printing When Using the Kodak Viewer

**Symptom:**

When you print a document attached to a case folder, the printed image looks different from the original attached image. Only a portion of the document is printed and the format is incorrect.

**Recommended Solution:**

You can change the print format to Fit to Page in the Image Options tab of your printer driver. This corrects the problem for the current print action only.

**► To change the Print Format:**

1. From the tool bar, open the **File** menu.
2. Select **Print**. A Print dialog box opens where printing options can be changed.
3. Select the **Image Options** tab.
4. For print format, select **Fit to page** from the drop-down list.
5. Click **Print**.

**Note:** *This action must be repeated for every print action. The Apply button does not save the selection for future printing.*

# Error Messages

5

This chapter provides a list of error messages a user may encounter when using Visa Resolve Online.

The error messages are grouped by error number. To quickly find an error by error number, use the Adobe Acrobat Find function (**Edit > Find** or **Ctrl + F**) and enter the error number (such as ROL-17) in the **Find What** field.

Error messages are generated by either Visa Resolve Online or the VisaNet warehouse system that VROL interfaces with as part of the Transaction Inquiry function.

All error messages displayed to a user of Visa Resolve Online describe the nature of the error and any action the user needs to take to correct the mistake or report a problem to a regional VROL contact. If a user encounters an error that contains contact information on a UI screen, VROL dynamically displays the appropriate regional error based on the member's primary region. In the event VROL is unable to determine the member's primary region or regional contact information has not been provided, a generic message is displayed.

UI Error Num	UI Error Message
ROL-1	Transit Routing Number must be entered to perform Fraud History Inquiry on Consumer Account Number
ROL-2	"To" date cannot be before the "From" date.
ROL-3	Invalid date or date format. Please enter the date in one of the following formats: mmdd, mmddyy, mm/dd/yy or mm-dd-yy
ROL-4	Invalid Amount. This entry must be numeric and include 2 decimal values.
ROL-5	You must first select a row.
ROL-6	Not authorized to access this Card/Account Number.
ROL-7	Invalid Card/Account Number. Card/Account Number must be in the range of 11 to 19 digits.
ROL-8	A Card/Account Number or Transaction ID is required.
ROL-9	Invalid Date. It cannot be a future date and not more than 2 years before today.
ROL-10	At least one of the "Information to Retrieve" boxes must be selected.
ROL-11	The credit date range cannot exceed 60 days.

UI Error Num	UI Error Message
ROL-12	The <Sub Draft><Merchant Contact Email> has not been printed or emailed, closing will not save your comments. Are you sure you want to close? OK/Cancel
ROL-13	Closing <Canceling> will not save new notes. Are you sure you want to close the window? Click Ok to close the window without saving notes. Click Cancel to return to the Notes window.
ROL-14	You cannot perform Stop Payment Order on a POS Check or any Other PAN-less transaction.
ROL-15	ROL case number must be numeric and at least 10 digits.
ROL-16	Invalid Acquirer Reference Number. Acquirer Reference Number must be 23 or 24 digits.
ROL-17	Not authorized to view requested data.
ROL-18	You cannot perform Exception File Listing on a POS Check or any Other PAN-less transaction.
ROL-19	Invalid Check Number. This entry must be numeric and cannot exceed 15 digits.
ROL-20	At least one user must be selected.
ROL-21	Transaction date is required.
ROL-22	Not authorized to access this TRN or Institution ID.
ROL-23	Activation date must be a future date.
ROL-24	Delivery of Fulfillments and Non-Fulfillments for POS Check transactions is not supported in VROL.
ROL-25	The activation and deactivation dates are the same, is this correct? OK/Cancel
ROL-26	Are you sure you want to delete this Fraud Advice? OK/Cancel.
ROL-27	The selected cases cannot be processed as a group as one or more of the selected cases is under review.
ROL-28	A(n) <Member , BIN, BID, CIB, PCR, BIN, Card/Account Range, Card/Account Number> must be entered.
ROL-29	This request requires more time. Please check "My Queues" later.
ROL-30	User does not have work access for this Transit Routing Number
ROL-31	You have already submitted a <Stage> and/or <Stage> Questionnaire [for a partial amount]. If you create a new questionnaire it will have to be matched to a new financial advice. OK/Cancel".
ROL-32	There are no more unread cases available.
ROL-33	Closing <Canceling> will not save changes. Are you sure you want to leave the window? Click Ok to leave the window without saving changes. Click Cancel to stay on this window.
ROL-34	You must select a document.
ROL-35	The file type for <FileName> is not supported. File type must be TIF, JPEG or PDF.
ROL-36	File size exceeds maximum limit of 10 MBs.
ROL-37	You must select document type.
ROL-39	This will delete the document from the <master> case <only>. Do you want to continue? OK/Cancel
ROL-40	Invalid Consumer Account Number. This entry must be alphanumeric and should not exceed 19 characters.
ROL-41	"To" date is required.
ROL-42	"From" date is required.
ROL-43	The "To" date cannot be a future date.
ROL-44	The "From" date cannot be a future date.

UI Error Num	UI Error Message
ROL-45	You are attempting to submit a Request for Copy on a POS Check transaction for a CPD older than 90 days. Are you sure you want to continue? OK/Cancel
ROL-46	Invalid Date. Please enter 4 digits in one of the following formats: mmyy, mm-yy or mm/yy.
ROL-47	Date range cannot exceed 12 months.
ROL-48	Date range cannot exceed 3 months.
ROL-49	Date range cannot exceed 1 month.
ROL-51	One or more fields are invalid and are not displayed on the form or may not be editable. Error description is detailed below. Please correct the field(s) and submit using the manual form.
ROL-52	Fraud History Inquiry cannot be performed on a combination of Account Number and Transit Routing Number.
ROL-53	Invalid Terminal Type. It must be 1 numeric digit, [0-9].
ROL-54	<User name> has this form opened and may be in the process of entering changes not currently available for viewing. Please be advised that if you choose to edit the form at this time, your changes may be lost.
ROL-55	You must first select a user.
ROL-56	Do you also want to delete this document from the case? OK/Cancel
ROL-57	You must first select a member.
ROL-58	Invalid Email address. Email addresses must be in the format 'xxxx@xxxx.xxx' where 'x' may have a different number of characters.
ROL-59	This form can not be <updated/deleted> since a more current version of this form was recently generated by another user.
ROL-60	BID must be 1-8 digits.
ROL-61	CIB must be 6 digits.
ROL-62	PCR must be 4 digits.
ROL-63	BIN must be 6 digits.
ROL-64	<Card/Account/Token> Range (low) must be 7-19 digits.
ROL-65	Please select a <BID, CIB, PCR, BIN, Card/Account Range, Security Group >.
ROL-66	Please enter a <BID, CIB, PCR, BIN, Card/Account Range, Card/Account Number, Security Group>.
ROL-67	This form can not be <updated/deleted> since the form was recently deleted by another user.
ROL-68	Potential duplicates have been identified based on matching Consumer Account Number and Transit and Routing Number.
ROL-69	A maximum of 30 transactions or cases is allowed for multi-submit. Please re-submit.
ROL-71	Member name already exists. Please enter a different name.
ROL-72	Incomplete member profile. Please return later to complete Member Profile.
ROL-73	The deactivation date must be the same date or after the activation date.
ROL-74	The following entries are shared with these members: <value> - <Member Name>
ROL-75	The valid BID entries have been added. The following entries are invalid: xxxx has already been added xx must be a x digit number
ROL-76	The valid CIB entries have been added. The following entries are invalid: xxxx has already been added xx must be a x digit number

UI Error Num	UI Error Message
ROL-77	The valid PCR entries have been added. The following entries are invalid: xxxx has already been added xx must be a x digit number
ROL-78	The valid BIN entries have been added. The following entries are invalid: xxxx has already been added xx must be a x digit number
ROL-79	The valid Card/Account Ranges have been added. The following entries are invalid: xxxx has already been added xx must be a 7-19 digit number
ROL-81	One or more required fields are missing. Please correct the following errors: <required fields>.
ROL-82	A potential duplicate has been located with the following information: Case #, Dispute Amount, Transaction Date, Case Status (Stage and State), Dispute Reason. Select OK to continue, or Cancel to return to the form.
ROL-83	Your dispute time frame may have expired. Are you sure you want to continue? OK/Cancel
ROL-84	Are you sure you want to delete this questionnaire (s) ? OK/Cancel.
ROL-85	Visa Transaction ID must be 15 or 17 digits.
ROL-86	Do you want to continue with the creation of the next Adjustment or cancel the operation? Continue/Cancel
ROL-87	You must enter either Transaction ID or ARN.
ROL-89	The document is attached to a questionnaire that has not been delivered. Are you sure you want to delete the document from the case and questionnaire? OK/Cancel.
ROL-90	A document with the file name <FileName> already exists in the case. Are you sure you want to add this document? OK/Cancel
ROL-91	Invalid MOTO/ECI. It must be 1 digit and the range of values is 1-9.
ROL-92	Invalid Reimbursement Attribute. It must be 1 digit and can be alpha or numeric.
ROL-93	The <ATM/Non-ATM> Chargeback Quick Form submitted is incompatible with the matched original transaction.
ROL-95	Sub Draft cannot be displayed because a matching sale does not exist for the selected authorization.
ROL-96	Please contact your administrator to verify your ROL user setup.
ROL-97	Please select a different transaction or click on Back button to repair the selected Quick Form.
ROL-98	This will delete the [member BID, CIB or PCR or BIN or Card/Account Range] [value] from this Member's setup. Do you want to continue? OK/Cancel
ROL-99	This will delete the Member from ROL. Do you want to continue? OK/Cancel
ROL-100	More than one card/account range was found for the entered card/account number <account number>. Please provide more digits.
ROL-101	A card/account number is required for Credit/Reversal/Adjustment.
ROL-102	Are you sure you want to delete the selected Quick Form(s)? OK/Cancel
ROL-103	This is an invalid TIFF format.
ROL-104	You cannot perform this action on <a/an> <Transaction Type > transaction.
ROL-105	"From" amount cannot be greater than the "To" amount.
ROL-106	This action is only supported when the error is "Multiple matching transactions found".
ROL-107	Cannot be a future date.
ROL-109	Retrieval Request ID must be 12 digits.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-110	Only numeric values are allowed.
ROL-111	You have entered a partial dispute amount. Are you sure this is correct? OK
ROL-112	The Dispute Amount is greater than the Transaction Amount. Are you sure this is correct? OK
ROL-113	No image was uploaded.
ROL-114	Representment amount is greater than the Chargeback amount. Are you sure this is correct? OK
ROL-115	Your ROL service has not been activated. Please contact <regional contact information>.
ROL-116	Invalid BID <value>.
ROL-117	Invalid CIB <value>.
ROL-118	Invalid PCR <value>.
ROL-119	Invalid BIN <value>.
ROL-120	Invalid Card/Account Range (low) <value>.
ROL-121	Not authorized to access this functionality. Please contact your administrator.
ROL-122	Are you sure you want to logout? OK/Cancel
ROL-123	Are you sure you want to end simulated session? This will end your user simulation session. OK/Cancel
ROL-124	The number of days must be a whole number from 1 to 34
ROL-125	More than one transaction found. Please open TI response to select disputed transaction.
ROL-126	System error has occurred. This link is not available. If problem persists, please contact <regional contact information>
ROL-127	You must enter an IP Address.
ROL-128	Invalid IP Address. Must be numeric with periods.
ROL-130	The Attach Documents window is open. Please attach needed documents or close this window to <Submit, Pend, Delete, Cancel> this questionnaire.
ROL-131	The selected <Current Case Stage, Current Case Status, Visa DRM Status, Case Type> values are incompatible. Please review your selections and try again.
ROL-132	Your changes will not be saved. Do you want to continue and discard changes? OK/Cancel
ROL-133	This user name already exists <Last Name, First Name (User ID)>. You must modify the name in the user profile before assigning a role.
ROL-134	This is a non-Visa network transaction. Only Visa, Interlink and Plus transactions can be disputed at this time.
ROL-135	Of the two transactions selected, one must be a Sale and one must be an Authorization.
ROL-136	The Transaction IDs for the selected transactions are different. Are you sure you want to continue? OK/Cancel
ROL-137	You cannot select more than <one,two> transactions for this operation.
ROL-138	15 days have not elapsed from the date on the credit voucher. Are you sure you want to continue? Ok/Cancel
ROL-139	This questionnaire is being edited by another user. You cannot dispute at this time.

UI Error Num	UI Error Message
ROL-140	This form may be in the process of being edited by another user. Please close this window, check with other users who may be working on this case, and try again later. If this message persists you may continue and edit this form, but note that your changes may be lost if another user is indeed working on this form or your form may include attachments made by the other user. If you choose to proceed and edit this form, you should review the form from the Case Details screen after you submit the form to verify its accuracy.
ROL-141	This questionnaire has been <pended / submitted> by another user. Your changes will not be saved.
ROL-143	Report generation failed. Please contact <regional contact information>
ROL-144	The Quickform matched to a case that already has a Fraud Report. Please resubmit without the Report Fraud option.
ROL-146	<This case does, These cases do> not have a completed TI Response.
ROL-147	The dispute amount has exceeded double the transaction amount. Are you sure this is correct? OK/Cancel
ROL-148	Card/Account Number does not pass Mod-10 check. Do you want to continue? OK/Cancel
ROL-149	The selected cases cannot be disputed as a group because they do not have the same Reason Code .
ROL-150	The selected cases cannot be disputed as group because they are not in the same stage/state.
ROL-151	The selected transactions cannot be disputed as a group because one of the selected transactions is already being disputed in this case.
ROL-152	The selected transactions/cases cannot be disputed as a group because they must have the same dispute jurisdiction and must be all ATM Deposit or ATM non-Deposit or all non-ATM.
ROL-153	This action is not permitted while the case is in the current state.
ROL-155	The text you have entered is too long. You have entered xxx characters. This field only supports yyy characters.
ROL-156	No further action is allowed at this time.
ROL-157	This action is not permitted while the case is in the current stage and/or state.
ROL-159	By changing Member Type, users associated with the Member will be unassigned. OK/Cancel
ROL-163	"From" date cannot be more than 90 days prior to today's date.
ROL-164	The selected cases cannot be <disputed, filed> as a group because one of the cases has multiple TI Responses and no transaction has been identified for <dispute, filing>.
ROL-167	The selected cases cannot be disputed as a group because their questionnaire data does not match.
ROL-169	You cannot select more than one row for this operation.
ROL-171	There are no transactions to dispute.
ROL-172	A questionnaire/form is already open. Select the questionnaire/form window to resume the edit in progress and save changes .
ROL-173	Required documents are missing. Please attach a document.
ROL-175	This field must be 4 digits.
ROL-176	Acquirer Reference Number does not pass Mod-10 check. Do you want to continue? OK/cancel.
ROL-177	Unauthorized BIN for this Acquirer Reference Number.
ROL-178	This OFD ID is already in use by <Member>.
ROL-180	The image in the uploaded file is compressed with an incompatible method. Refer to the ROL user guide for the supported formats. Please re-scan the document and try again.

UI Error Num	UI Error Message
ROL-181	The image in the uploaded file must not be larger than legal paper size (8.5"x14"). Please re-scan the document and try again.
ROL-182	The image in the uploaded file has an unspecified size.
ROL-183	This questionnaire will be created in a new case. Do you want to update the status on the original case to "closed"?
ROL-184	The Quick Form matched to a case that already has a <track> that is pended, submitted-for-review, reviewed, or pending advice.
ROL-185	The Days to Respond places the expected filing date beyond <mm/dd/yy>, the allowed filing time frame. Are you sure you want to continue? OK/Cancel
ROL-187	If you are accepting partial liability, the Acceptance Amount must be less than the Dispute Amount.
ROL-189	Please correct the error on this page. Place cursor over each error icon for more information
ROL-190	Days to Respond must be at least <1, 15, 30,60> day(s) for <initial, subsequent> <Pre-Arbitration, Pre-Compliance>
ROL-192	You are required to specify the Start Date and End Date if searching only on Merchant Name and/or partial Card/Account Number. The date range cannot exceed 31 days.
ROL-193	Start of Absence date is required if End of Absence date is provided
ROL-194	The End of Absence date cannot be before the Start of Absence date.
ROL-195	You cannot take this action for multiple selected rows
ROL-196	User is on Case Filing Auto Acknowledgement Assignee Lists for Jurisdictions: <list of Jurisdictions>. Do you wish to proceed? Y/N
ROL-197	Start of Absence date must be equal or greater than Effective date
ROL-198	One or more of the selected cases may not be eligible for withdrawal acceptance
ROL-199	Case(s) have outstanding request for withdrawals from both sides
ROL-200	One or more of the selected cases has a request to withdraw that is not current
ROL-201	Either no Visa Europe ruling exists or an existing Visa Europe ruling is not to withdraw the case. OK/Cancel
ROL-202	Unable to ignore advice. Another user has removed it from the queue.
ROL-203	Invalid date. The CPD must be within 22 days prior to today's date. Do you want to continue?
ROL-204	Another user is editing the questionnaire. Please try again at a later time.
ROL-205	Unable to force post questionnaire. Another user has removed it from the queue.
ROL-206	Match failed. The selected items no longer match or have been removed from the queue by another user.
ROL-208	The selected transactions/cases cannot be disputed as a group because they do not have the same <Issuer BIN, Acquirer BIN>.
ROL-209	The selected case has previously been disputed as a group. Are you sure you want to dispute this case individually, and not as part of the same group?
ROL-210	Central Processing Date is required
ROL-211	Are you sure you want to Ignore this Doc Advice? OK/Cancel?
ROL-212	Unable to Dispute this Doc Advice. Another user has removed it from the queue.
ROL-214	The Dispute Amount cannot be greater than the Transaction Amount.

UI Error Num	UI Error Message
ROL-215	The Dispute Amount has exceeded double the transaction amount.
ROL-217	Are you sure you want to Ignore/Reverse this Doc Advice? OK/Cancel?
ROL-219	The Date of Discovery cannot be before the Date of Violation.
ROL-220	The case cannot be recalled because the Opposer has submitted at least one <Pre-filing> Response.
ROL-221	The case cannot be recalled because more than one <Pre-filing> questionnaire has been submitted.
ROL-222	The case cannot be recalled because it does not have a US dispute jurisdiction.
ROL-223	This questionnaire has been recalled by another user. Your changes will not be saved.
ROL-225	A new case has been created. If a pended questionnaire exists it will be deleted. Do you want to recall the Pre-Arb questionnaire in the previous case?
ROL-226	2nd CB for US disputes are not allowed with CPD greater than 04/02/04.
ROL-227	Your dispute time frame for Pre-Compliance has expired.
ROL-228	You cannot dispute because the last Pre-Filing questionnaire was recalled.
ROL-229	The account owner state/province code is not valid
ROL-230	The cardholder state/province code is not valid
ROL-231	The merchant state/province code is not valid
ROL-232	The opposing side is in the process of taking action on the case. If you continue, the <CB, Repre> will be created in a new case. Do you want to continue? Ok/Cancel
ROL-233	While you were editing this form, this case was recalled by the originator. Your changes will not be saved.
ROL-235	The email address is required.
ROL-236	Changing the form type will discard questionnaire fields that have been modified in this form with the exception of the Transaction header. Do you want to continue? Ok/Cancel
ROL-239	Invalid date. The CPD cannot exceed 2 days in advance of today's date. Do you want to continue?
ROL-240	An action must be selected.
ROL-241	The Questionnaire and Advice have some matching fields that differ. If you continue, VROL will overwrite the field values on the Questionnaire with the field values from the Advice. To see the matching fields that differ, select Cancel and then place the mouse over the Diffs column. Do you want to continue? OK/Cancel
ROL-242	Invalid Card Acceptor ID
ROL-244	The selected cases could not be disputed as a group because Case XXXXXX is missing one or more required fields in the Case History Summary.
ROL-249	One or more Dispute Amounts in the Case History Summary exceeds the Dispute Amount of the previous event. Are you sure this is correct? OK/Cancel
ROL-250	This Dispute Amount exceeds the Dispute Amount of the last event in the Case History Summary. Are you sure this is correct? OK
ROL-251	You requested to change to a form type that is not allowed for Visa Support.
ROL-252	This questionnaire is being edited by another user. You cannot force-post at this time.
ROL-253	This questionnaire is being edited by another user. You cannot match doc advices at this time.
ROL-254	The selected transactions can not be disputed as a group because at least one of the transactions was created from a manual questionnaire.

UI Error Num	UI Error Message
ROL-255	One or more of the selected cases is in the <RFC, Misc> stage. Do you also want to close those cases? Yes/No
ROL-256	The ROL Case Number you have entered is already linked to this case.
ROL-257	The ROL Case Number you have entered matches the current ROL Case Number.
ROL-258	The ROL Case Number you have entered does not exist or you do not have access.
ROL-259	You must select a Visa Analyst.
ROL-260	You cannot file a case at this time.
ROL-261	The "From" date must be 10/03/05 or later.
ROL-264	The Follow-up Date must be between 1 and 60 days.
ROL-265	Once you save this change it will reset the user's profile to the default queues of the new role. OK.
ROL-266	Once you save this change it will reset the user's profile to the default queues of the new role. Any additional changes will also be saved. OK.
ROL-267	Please assign a role to the user before selecting which queues the user can view.
ROL-269	There is a problem with the JPEG file and it cannot be converted to TIFF format. Please check the file and try again.
ROL-270	You must enter the text to be uploaded.
ROL-272	Request for Copy cannot be performed on an ATM transaction.
ROL-274	You are using Reason Code 34 - Repeat Request for Copy. Previous RFC does not exist in this case, are you sure you want to proceed? OK/Cancel
ROL-275	A Request for Copy already exists in the same case folder. Do you want to create another RFC for the same transaction?
ROL-276	One or more potential duplicate disputes have been located with the following information: <Case #, Dispute Amount, Tran Date, Case Status (stage & state), Dispute Reason>. Select "Cancel" to cancel the request and return to previous screen. Continue/Cancel
ROL-278	This transaction cleared and settled outside of VisaNet (it is categorized within Visa as "Collection-Only"). This sometimes happens when a Member Bank or Processor represents both sides of a transaction. Please ensure that your bank has systems and procedures for you to process exception transactions on VROL for "Collection Only" transactions. Do you wish to continue?
ROL-279	Invalid date format.
ROL-281	Not authorized to access Source BIN.
ROL-282	Dispute of Visa-initiated Fee Collection is not allowed.
ROL-283	A resubmission of fee collection for Recovered Card Handling fees is not allowed. Are you sure you want to continue? OK/Cancel.
ROL-284	A resubmission of Recovery of Retrieval Request Fees is not allowed. Are you sure you want to continue? OK/Cancel
ROL-285	Return of Visa-Initiated Funds Disbursement is not allowed.
ROL-288	The state/province code entered is not valid.
ROL-289	The MCC may not be valid. Please verify the code entered. OK/Cancel
ROL-290	The current ROL Case Number you input has not been linked. Are you sure you want to close the window? Click Ok to leave the window without linking. Click Cancel to stay on this window.
ROL-291	A Final Ruling has been made. <Quality Review, Rule/Vote, Final Rule, Assign> is not permitted.

UI Error Num	UI Error Message
ROL-292	The selected cases cannot be filed because at least one case has a different <Card/Account Number, Reason Code, Primary Rule Violated, Acquirer BIN, Jurisdiction>.
ROL-293	At least one of the cases you have selected has a different Merchant Name. Are you sure you want to continue? OK/Cancel
ROL-294	The filing has been acknowledged. A Reject must be processed through a final ruling.
ROL-295	You must enter a Member Message Text, or an explanation in the Questionnaire Notes and Documents section.
ROL-296	You have not selected a certification, or provided an explanation in the Questionnaire Notes and Documents section. Are you sure you want to continue? OK / Cancel.
ROL-297	Currency Code <xxx> requires <y> decimal values.
ROL-298	Invalid Amount. This entry must be numeric.
ROL-299	The currency amount cannot exceed 10 digits to the left of the decimal.
ROL-300	Acquirer BID must be 8 digits.
ROL-301	Changing the value of a transaction field will place this questionnaire in a new case. Do you want to continue? OK/cancel
ROL-304	2nd CB for International disputes are not allowed with CPD greater than 10/01/04.
ROL-305	The Account Sequence # entered is invalid.
ROL-306	The dispute amount is less than the minimum chargeback amount allowed, which is \$25.00.
ROL-307	You are not authorized/configured to submit this transaction. Please contact your system administrator to verify your VROL Member and/or User Configuration settings. If your VROL configuration is correct, then please contact <regional contact info>
ROL-308	The Merchant Profile Database is not accessible at this time. Please try again later.
ROL-309	More than 30 days have passed from the CPD of Representment
ROL-310	More than 60 days have passed from the CPD of Representment.
ROL-311	More than 75 days have passed from the CPD of Representment.
ROL-313	Please ensure that you are within case filing timeframe.
ROL-314	A pre-compliance has not been filed on this case. Would you like to continue? OK/Cancel
ROL-315	This case is currently in Pre-Filing, the time frame has not elapsed and there has been no response from the opposer. Would you like to continue? OK/cancel
ROL-316	Timelines have been calculated based on estimated CPD.
ROL-318	One or more of the following do not match for the multiple cases: <Merchant Name, Stage ,State>
ROL-320	Transaction amount is equal to or less than low dollar write off limit. Do you want to continue with the Prefiling? Yes/No
ROL-321	Are you sure you want to delete this response? OK/Cancel
ROL-322	Filing fee differs from authorized. Are you sure you want to continue? OK/Cancel
ROL-323	This case is part of a multi-filing.
ROL-324	The final decision on this case has been made. You cannot respond to this case filing.
ROL-325	Are you sure you want to withdraw this Case Filing? Ok/Cancel
ROL-326	The final decision on this case has been made. It cannot be made available.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-327	The dispute amount is 5,000USD or more. Prior to final decision, please ensure that management has approved this ruling
ROL-328	The dispute amount is 10,000USD or more. Prior to final decision, please ensure that the department head has approved this ruling.
ROL-329	The days to act has not reached "0" for Visa DRM.
ROL-330	The filed case is past the time limit.
ROL-331	A ruling must be present in order to a final ruling.
ROL-332	This case will no longer be forwarded to committee when the ruling is submitted.
ROL-333	Are you sure you want to delete this ruling/vote? OK/Cancel
ROL-334	Rulings differ; do you want to continue? Y/N
ROL-335	Total Filing Fee amount does not equal [amount configured]
ROL-336	Total Review Fee amount does not equal [amount configured]
ROL-337	Issuer and acquirer dispute amount does not match total case filing amount.
ROL-338	Are you sure you want to delete this letter? OK/Cancel
ROL-339	No penalty reason is selected.
ROL-340	Multiple penalty reasons are selected.
ROL-341	This case/cases should undergo further review.
ROL-342	This case will no longer be marked Unique when the ruling is submitted.
ROL-343	This case will no longer be forwarded to committee when the ruling is submitted.
ROL-346	You have selected to reverse this transaction. Are you sure you want to continue? OK/Cancel
ROL-348	The date is greater than six months in the past or future.
ROL-349	No prior Chargeback was found in Visa Resolve Online. Do you want to continue? This Representment should be submitted in the same case as a corresponding Chargeback Financial or Chargeback Advice. Ok/Cancel
ROL-362	7 days have not elapsed. Are you sure you want to continue? Ok/Cancel
ROL-363	You do not have access to ROL because your user state is <Revoked, Leave of Absence>
ROL-364	The <fulfillment/non-fulfillment> contains multiple images. You must go to the Case Details screen to view it.
ROL-365	You have not entered a G/L description. Are you sure you want to continue? Ok/Cancel
ROL-366	Your time frame may have expired. Are you sure you want to continue? OK/Cancel
ROL-368	The PDF will be created using the most recently saved data. If you have made changes to the form, they will not be reflected in the PDF unless you pend or submit the form first. Do you want to continue <OK> <Cancel>
ROL-369	Printing all details of a case may take some time to generate. Results may be retrieved in the Print Request Results queue on the 'Other Services' tab. Ok/Cancel?
ROL-370	The original transaction was a collection only transaction. If the dispute financial transaction is also a collection only transaction you will need to force post this questionnaire.
ROL-371	Are you sure you want to delete? OK/Cancel
ROL-372	You have entered a duplicate sort order number.

UI Error Num	UI Error Message
ROL-373	This request is over a year old. The time frame to respond to this request has expired. You may not proceed.
ROL-374	This case is in the Representment Stage. Are you sure you want to reverse the Chargeback? OK/Cancel
ROL-375	This transaction has already been reversed.
ROL-376	Another user is in the process of filing. You cannot initiate a dispute at this time.
ROL-377	This field may not be compatible with the dispute reason.
ROL-378	This CIB entry is currently defined as a BIN. <CIB value(s)>
ROL-379	You must select a dispute group, and pend or submit the form before saving in PDF format.
ROL-380	This file is uncompressed. You must use one of the supported compression formats before uploading.
ROL-381	Another user is currently editing the case. You cannot force post at this time.
ROL-385	The amount should reflect your total original request. If the amount is less than the original request, note it in the comments field.
ROL-387	The report parameters you have selected require significant system resources. Please redefine your parameters or re-run this report with selected parameters during off-peak hours. Click OK to continue. Click Cancel to return to the parameter screen.
ROL-388	The "From" date must be 10/04/04 or later.
ROL-389	The "Up to __ days" must be numeric
ROL-390	The "Do not show Cases that have expired more than __ Days Ago" value must be numeric.
ROL-392	The value for "Do not show Cases that have expired more than __ Days Ago" must be a number from 0 to 10.
ROL-393	The "Display Cases Aged __ Days or More" is invalid. Value must be numeric.
ROL-395	You cannot file with pending advice. You must delete or force post before filing.
ROL-396	The case must be acknowledged or forwarded for rejection before it can be assigned
ROL-397	No queues currently assigned. Please contact your Site Admin.
ROL-398	The queue you were working in is no longer available.
ROL-399	VROL does not have record that a Representment has been processed for this case. Are you sure you want to file for Arbitration?
ROL-400	Normally Issuers file for Arbitration. Are you sure you want to file for Arbitration? Ok/Cancel
ROL-402	The case must be acknowledged by Visa before a Response can be submitted.
ROL-406	The Transaction Header information you have entered does not match the current Case. Do you want to continue this dispute in a new Case? Ok/Cancel
ROL-408	Visa DRM cannot create Misc fees and funds for non-US cases.
ROL-409	Total dispute amount must be greater than 5,000USD.
ROL-410	An appeal filing has already been submitted for this case.
ROL-411	More than one transaction found. Please view the details of the transaction for which you want to file and then re-attempt to file.
ROL-414	The case must be acknowledged before a ruling can be submitted.
ROL-415	Potential duplicates have been identified based on <card/account number and ARN, TransactionID and MCSN>.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-416	Please enter a positive amount.
ROL-417	This questionnaire is no longer supported. Please change to the new reason code questionnaire.
ROL-418	The file is not in a supported TIFF format.
ROL-419	Visa Resolve Online is temporarily unavailable due to system maintenance. If this problem persists during regular hours, please contact the Visa Resolve Online Help Desk.
ROL-420	Visa cannot take action on behalf of a member for a case that a member has already a pended, submitted for review, or reviewed Case Filing.
ROL-421	Opposer cannot file from a Pre-Compliance stage.
ROL-422	Based on the information supplied, the case is beyond timeframe, are you sure you want to proceed with case filing?
ROL-423	Pre-filing timeframe has not elapsed and the opposer has not responded. Are you sure you want to continue?
ROL-424	The <issuer and acquirer letters were, issuer letter was, acquirer letter was> manually edited. Any change to this form will cause the letters to be regenerated, and those edits will be lost.
ROL-425	There is no pended form. It may be that another user submitted it or deleted it recently. If this problem persists, please contact the VROL help desk.
ROL-426	A ruling was submitted after this final decision was initiated. Continue?
ROL-427	This final decision was already submitted.
ROL-428	You are submitting a decision that is different from the only ruling in the case. Are you sure you want to continue?
ROL-429	The initial ruling has not been made on this case.
ROL-430	There is no analyst assigned to this case. Final decision cannot be created without first assigning an analyst.
ROL-431	This final decision <may have been, may be in the process of being> edited by another user. Please close this window, check with other users who may be working on this case, and try again later.
ROL-432	Invalid value for Quick Search. Value must map to either a Card/Account Number, Transaction ID, Acquirer Reference Number or VROL Case Number.
ROL-433	This filing has already been rejected
ROL-434	There was a problem completing your print request. Please contact <regional contact information>
ROL-435	One or more of the cases you have selected for case filing is part of another case filing that has already been pended or submitted. If you wish to continue, ROL will create a new case folder for this action or you can select a different case.
ROL-436	The <Issuer, Acquirer> initiated Pre-Arbitration on this case. Are you sure you want to file?
ROL-439	Request For Copy cannot be performed for a mix of US & Non-US Transactions
ROL-440	Request for Copy cannot be performed if there is an RFC in Case Folder for one of the selected transactions.
ROL-441	Request for Copy cannot be performed on Reversal Transactions
ROL-442	Request for Copy cannot be performed on Authorizations that do not have a matching Sales Receipt
ROL-443	Request for Copy cannot be performed on a US Transaction with CPD Older than 12 months

UI Error Num	UI Error Message
ROL-444	One or more selected transactions cleared and settled outside of VisaNet (it is categorized within Visa as "Collections Only"). This sometimes happens when a Member Bank or Processor represents both sides of a transaction. Please ensure that your bank has systems and procedures for you to process exception transactions on VROL for "Collections Only" transactions. Do you wish to Continue?
ROL-445	If the recipient of this Misc Fee is on BASE II, only the first 70 characters will be received. Press OK to change the text to the value below. Cancel to leave the longer text.
ROL-446	The opposing Member is configured to use a Visa-approved VDAS application to receive Chargeback and Representment documentation. Therefore, VROL will not be able to deliver this documentation electronically unless it is matched to an Advice of a cleared financial transaction. As Visa mandates that this documentation be sent electronically, you will be out of compliance with the mandate if you force-post this questionnaire. You can use the Exception Matching Queues to help find a matching Advice. Alternatively you may create the questionnaire from the All Unresolved Advices exception queue. If you choose to proceed, this questionnaire will appear in your bulk mail queue. Do you want to continue? Ok/Cancel
ROL-447	You did not make a selection. Please select a radio button to continue.
ROL-448	A financial has been submitted without a questionnaire and is still pending advice. You cannot dispute at this time.
ROL-449	The Issuer has requested fulfillment via mail. Mail fulfillments are not supported in the Visa Operating Regulations and are also not supported in VROL. The Issuer's Request for Copy can be ignored.
ROL-450	The selected cases cannot be disputed as a group because one or more of the transactions was rejected.
ROL-451	ROL does not support creating BASE II Chargeback or Representment financials on Interlink, Cirrus or Mastercard network transactions. Please select Ok to submit the questionnaire without creating a financial.
ROL-452	The selected BIN is not configured in VisaNet to send financials transactions from ROL. Select "OK" below to proceed with the questionnaire but NOT create a financial transaction. Select "Cancel" to return to the editing the questionnaire. OK/Cancel
ROL-453	VROL has found an advice of a cleared financial transaction that matches this transaction. Select "OK" below to proceed with the questionnaire but NOT create another financial transaction (the questionnaire will match to the existing advice). Select "Cancel" to return to editing the questionnaire. OK/Cancel
ROL-454	The Issuer has reversed the last Chargeback in this case. Do you want to submit the Representment? OK/Cancel.
ROL-455	By setting the documentation indicator to 0, 4, or space, you have indicated that you do NOT want to include documentation. However, you have attached an image or have supplied dispute information. To submit this questionnaire, you must either change the doc indicator to 1, 2, or 3, or you must remove the attached document(s) and the supplied dispute documentation information.
ROL-456	By selecting a Doc Indicator of 1, 2, or 3 you have indicated that you want to include documentation, however you have not attached an image or supplied dispute information. Do you want to continue? OK/Cancel
ROL-457	Reason Code 81 is no longer supported for US ATM transactions.
ROL-458	There is an existing Doc Advice in this case that matches the transaction information in the questionnaire being submitted. Select "Yes" below to match the questionnaire to the Doc Advice. Select "No" if you want to submit the questionnaire and wait for a new Doc Advice.
ROL-459	You are not allowed to reverse this transaction.
ROL-460	This case is in the Pre-Filing Stage. Are you sure you want to reverse the transaction? OK/Cancel
ROL-461	This transaction has been previously marked as ignored.
ROL-462	This transaction has been previously repaired.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-463	You must enter either the Auth Code or Decline Response Date under the Member Message Text, but not both.
ROL-464	The destination BIN must not be the Visa ROL BIN.
ROL-465	Dispute of a Visa Initiated Fee Collection reason code is not allowed.
ROL-466	This Fee Collection has been previously disputed.
ROL-467	Return of a Visa Initiated Funds Disbursement reason code is not allowed.
ROL-468	This transaction has been previously returned.
ROL-469	This transaction has already been submitted.
ROL-470	Request for Copy cannot be performed since the TI Response has not been received.
ROL-471	Request for Copy cannot be performed since the TI Response contains no data.
ROL-472	Request for Copy cannot be performed since the TI Response received has multiple transactions and none of the transactions are pinned.
ROL-473	You cannot submit a financial transaction for this questionnaire.
ROL-474	The transaction can not be repaired due to the state of the case.
ROL-475	Cannot submit a financial repair questionnaire without financial data
ROL-476	Financial repair questionnaires cannot be pended
ROL-477	You cannot perform the requested action because the questionnaire has been canceled/deleted. This window will be closed.
ROL-478	Submitting this form will formally file the case(s) with Visa and may result in filing and review fees being incurred. Select Ok to file the case with Visa, or select Cancel to return to the previous screen.
ROL-479	The Acquirer has reversed the last Representment in this case. Do you want to submit the Arbitration Questionnaire? OK/Cancel
ROL-481	The Issuer has reversed the last Chargeback in this case. Do you want to submit the <Pre-Arb, Arbitration> Questionnaire? OK/Cancel
ROL-482	The opposer has previously submitted a response for this case and has already accepted the liability and transferred the funds.
ROL-483	This Case Filing Response has been previously submitted. Your changes will not be saved.
ROL-484	It is 6 or more days past the CPD of the corresponding financial transaction. You may be past the time frame to submit the questionnaire. Do you want to continue? Yes/No
ROL-485	The Opposer has submitted a filing. This action is not allowed at this time.
ROL-486	This action cannot be performed as the case is not under your DRM organization jurisdiction.
ROL-487	You have selected to resubmit this transaction. Are you sure you want to continue? OK/Cancel
ROL-488	Chargeback Reference Number must be numeric.
ROL-489	Only the assigned user can reject a case.
ROL-490	Only US DRM can create Misc Fees for US cases.
ROL-492	Visa CS users can only repair Fees from US Pre-filing and Misc Fees created by Visa CS.
ROL-493	The case must be acknowledged or forwarded for rejection before this action is allowed.
ROL-494	The transaction is not supported for the generation of chargebacks or representments from ROL. Select "OK" below to proceed with the questionnaire but NOT create a financial transaction. Select "Cancel" to return to the editing the questionnaire. OK/Cancel

UI Error Num	UI Error Message
ROL-495	One or more of the cases you have selected for case filing has a pended, pending review, or reviewed questionnaire. If you wish to continue ROL will delete those questionnaire(s). Are you sure you want to file? OK/Cancel.
ROL-496	Another user is currently editing the case. You cannot proceed with the filing at this time.
ROL-497	The source BIN is incorrect for this card/account number. The correct BIN is xxx.
ROL-498	The destination BIN is incorrect for this card/account number. The correct BIN is xxx.
ROL-499	You must enter an ROL Case Number.
ROL-500	You must enter an ATM Account Type for this transaction.
ROL-501	You cannot submit a Pre-Arbitration or Pre-Compliance questionnaire, as a case filing has been pended or submitted.
ROL-502	Days to Respond cannot be more than <44, 59, 89, 119, 179> days from <Representment CPD, latest Chargeback CPD, Transaction CPD, Date of Violation, Date of Discovery>. Are you sure you want to continue? OK/Cancel
ROL-503	Invalid Merchant Country Code. Please enter 2-character country code.
ROL-504	You must give the opposer at least one day to respond.
ROL-506	Invalid <Chargeback, Representment, Pre-Arbitration,Fraud> Currency Code.
ROL-508	The case you are filing has already been filed in another case, as part of a bundled or related-case <Arbitration/Compliance> filing. See the event details for more information. Are you sure you want to continue? Click Cancel to select another primary case, or click OK to create a new case. OK/Cancel
ROL-509	You've increased the Filing Amount. Are you sure you want to continue? OK/Cancel
ROL-510	You have selected multiple related cases that should be filed together, but have "Pended" the actual case filing. The relationship between the cases that are being filed together will not be saved. If you later wish to submit this case filing, you will need to re-select these cases prior to selecting the File Case button.
ROL-513	The selected cases cannot be disputed as a group because one or more of the cases has a previous partial acceptance.
ROL-514	The total of this and all previous partial acceptances exceeds the total requested amount of xx CUR.
ROL-516	The Case Filing has to be assigned to a user before it can be rejected.
ROL-517	Only the assigned user can acknowledge a case filing that has been forwarded for rejection.
ROL-518	You must select either "Bundled Case Filing" or "Single Dispute across Multiple Cases".
ROL-519	You must select a Primary Case.
ROL-520	If you create a Good Faith questionnaire, the Good Faith questionnaire will be put in a new case, and the previously pended questionnaire will be deleted. OK/Cancel
ROL-521	When filling out Good Faith questionnaires or responses for a group of transactions, they must all have the same stage, state, Issuer BIN, and Acquirer BIN.
ROL-523	You are attempting to file a group of cases and one of the secondary cases has a pended questionnaire. If you choose to proceed any pended questionnaires in the secondary case(s) will be deleted. Are you sure you want to continue? Ok/Cancel
ROL-525	You are not allowed to dispute this case because it uses reason codes that no longer exist. If you believe you still need a pre Arbitration or Case Filing for this dispute, please do so in a new case and describe in the comments field the reason codes involved.

UI Error Num	UI Error Message
ROL-526	You are not allowed to file this case because it uses reason codes that no longer exist. If you believe you still need a pre Arbitration or Case Filing for this dispute, please do so in a new case and describe in the comments field the reason codes involved.
ROL-527	You are attempting to file a case that was previously filed as a secondary case in a bundled/related case filing. Are you sure you wish to continue? Yes/No.
ROL-528	You have already submitted a <Stage> Questionnaire for a partial amount. Do you want to continue to create another Questionnaire in a new case? OK/Cancel
ROL-529	You have submitted multiple disputes for this transaction. The dispute value of the combined cases exceeds the original transaction amount. Do you want to continue? Ok/Cancel
ROL-530	The Committee Date that you have entered is in the past.
ROL-531	Reason code 33 is not allowed for this MCC.
ROL-532	This reason code is only valid for ATM or Visa Travel Money.
ROL-533	You must select at least one search parameter.
ROL-534	When searching on Merchant Name, Cardholder Name, Read status, Case Type, Expiration status, Transaction Type or User you must select at least one additional parameter.
ROL-535	You are filing a case for a member who is already on ROL. Are you sure you want to continue? OK/Cancel
ROL-536	There is a problem with the text file and it cannot be converted to TIFF format. Please check the file and try again.
ROL-537	You have entered Days to Respond less than 30 days
ROL-538	The case filing amount cannot be greater than the requested pre-filing amount.
ROL-539	The primary case you are filing has already been filed in another case, as part of a bundled or related-case <Arbitration/Compliance> filing. See the event details for more information. Are you sure you want to continue? Click Cancel to select another primary case, or click OK to create a new case. OK/Cancel
ROL-540	You are attempting to file a case that has been filed already by the other side of the dispute, and the case filing is still in process. Since the other side of the dispute selected the case as a secondary case, you may proceed with your case filing, but you should first ensure if it is appropriate to do so. Are you sure you wish to continue? Yes/No.
ROL-541	The case has been filed in another case. You normally don't have the right to file or pursue pre-arbitration unless the previous case filing has been rejected. Do you want to continue? OK/Cancel
ROL-542	The case has been filed in another case. You normally don't have the right to file or pursue pre-compliance unless the previous case filing has been rejected or ruled upon. Do you want to continue? Ok/Cancel
ROL-543	At least one of the cases you tried to assign and acknowledge has already been assigned and acknowledged.
ROL-544	One or more questionnaires could not be deleted. Please reselect and try again.
ROL-545	You are requesting to appeal a final ruling on a case. A filing fee may be incurred. Select OK to file the case with Visa, or select Cancel to return to the previous screen.
ROL-546	The primary case you are filing has already been selected as the primary case in a pended bundled or related-case <Arbitration/Compliance> filing that is still in process. See the event details for more information.
ROL-547	There is a pended case filing in one or more of the selected cases.
ROL-548	You are attempting to file a case where the opposing member has already pended, submitted for review, or reviewed a case filing form. Are you sure you wish to continue? Yes/No.

UI Error Num	UI Error Message
ROL-549	You cannot appeal a filing that was ruled fully in your favor.
ROL-550	You can only appeal a case ruling if the dispute amount is for \$5,000 or more.
ROL-551	Case Filing Appeal Amount is not in US Dollars. Please verify that the amount is in compliance with the Operating Regulations.
ROL-552	One or more of the secondary cases you have selected for case filing contains only a pended manual questionnaire. You cannot file those cases.
ROL-553	Appeal Filing Fee is greater than \$1000. Are you sure you wish to continue? Yes/No.
ROL-554	Appeal Filing Fee is not in US Dollars. Please verify that the Filing Fee Amount is in compliance with the Op Regs.
ROL-555	Sort Order Number must be numeric.
ROL-556	You have selected multiple cases with different Network IDs. Are you sure you want to continue? OK/Cancel
ROL-557	Are you sure you want to delete this penalty reason? OK/Cancel
ROL-558	Are you sure you want to delete this drop-in paragraph?
ROL-559	Penalty Reason already exists. Please enter another Short Description.
ROL-560	Please choose a network.
ROL-561	Please choose a merchant category.
ROL-562	Invalid Card Number. This field must be 6, 9 or 11-19 digits.
ROL-563	Invalid Visa Transaction ID. This entry must be alphanumeric and may not exceed 15 characters.
ROL-564	Invalid TRN/Institution ID. This entry must be the full 9 digit Issuer Transit Routing Number, including the check digit.
ROL-565	Invalid <start   end> date format. Please enter date in one of the following formats: mmddyy or mmdd
ROL-566	The Start Date must be less than or equal to the End Date.
ROL-567	The Start Date cannot be older than <1 year   2 years>.
ROL-568	The Start Date must be within 120 days of the End Date.
ROL-569	Start Date must be equal to or less than current date + one day.
ROL-570	Invalid <start   end> time format. Please enter the time in the following format: hh hhmm hh:mm
ROL-571	A Full Card Number or an Account Number or Token Number is required to include subsequent Credits/Reversals/Adjustments.
ROL-572	For a BIN, extended BIN or Terminal ID search, the time period cannot be greater than 24 hours
ROL-573	No transactions found for the search criteria entered.
ROL-574	No transactions have been found yet. Click the 'Show More' link to continue waiting for transactions, or revise your search criteria and try again.
ROL-575	Invalid MCC. This entry must be full 4 digit Merchant Category Code. Please review the list of available MCCs by clicking the lookup icon to the right of the MCC field.
ROL-576	Invalid Cash/Ck Dep Linking Key. This entry must be the full 4 digit Cash/Check Deposit Linking Key.
ROL-577	An internal system error occurred while processing your query. If the problem persists, please contact <ContactInfo>.
ROL-578	You have entered the same date for Start Date and End Date. When these dates are the same the End Time must be greater than the Start Time.

UI Error Num	UI Error Message
ROL-579	Invalid Consumer Account Number. All characters must be alphanumeric or one of the following: ! @ # \$ / , . - ' _
ROL-580	Please enter a Total Tran Amount value. Both fields in the range must be populated if either field has a value.
ROL-581	Card Number does not pass Mod-10 check. Do you want to continue? OK/Cancel
ROL-582	Your query has timed out. Please try again.
ROL-583	Start Date and End Date are both required unless searching by Transaction ID or ARN.
ROL-584	You must specify a value for at least one of the following fields: Card/Account Number, Transaction ID, Terminal ID, or Consumer Account Number.
ROL-585	Invalid Terminal ID. This entry must be alphanumeric and may not exceed 8 characters.
ROL-589	You cannot create a Sub Draft on a balance transfer transaction.
ROL-591	Pre-filing is not supported for transactions on the specified network.
ROL-592	You have selected to create a Stop Payment order from a non-Visa network transaction. This Stop Payment order is only for Visa network transactions.
ROL-594	You already have a queue with this name. Please provide a unique name for this queue.
ROL-595	Internal System Error. Please retry again later. If the problem persists please contact <regional-contact info>. Internal System Error details: Connection to VIP service is not currently available.
ROL-596	The Issuer BIN for this transaction is not properly configured for Stop Payment Orders. Please contact your system administrator to make sure the A.P.C.A Q2 option is configured in the CORE system for this BIN for authorization and clearing transactions.
ROL-597	Unknown Security Group(s); could not be found in the CED extract.
ROL-598	The selected transactions/cases cannot be disputed as a group because some contain primary account numbers and others do not. All selected transactions/cases must be of the same type: Contain a Primary Account Number, or not contain a Primary Account Number.
ROL-600	The TI Response has no data. Cannot create Fraud Report.
ROL-601	300+ Transactions Found - The first 300 matching transactions have been returned. To see a complete set of matching transactions, revise your search criteria and try again.
ROL-602	The selected Transaction Inquiry is not yet complete. Please revise your selection or try again later.
ROL-606	Invalid Network ID. This field must be full 4-digit numeric.
ROL-619	When using BIN, Extended BIN or Terminal ID as your only primary search criteria, you must set Start Date and End Date to the same day.
ROL-620	You have selected a POS MCC and Network id <Mastercard/Cirrus/Plus>. Pre-Filing Questionnaire is not supported for this combination of MCC and Network.
ROL-621	Response to Pre-Filing Questionnaires which contain POS MCC and Network id of Mastercard/Cirrus is not supported.
ROL-622	Creating a case for an incoming 2nd Chargeback is an acquirer action. You are not allowed to do this as an issuer.
ROL-630	This is a Verified By Visa transaction. Are you sure you want to continue?
ROL-631	Reason Code 81 is invalid with the indicated EC-MOTO value.
ROL-639	Invalid sequence number. For NC 1 or 2, it must be a number between 4000 and 4999 and must not have been used for this card/account number.
ROL-650	This action is not permitted while the case is in the stage <stage>.

UI Error Num	UI Error Message
ROL-651	Creating a case for an incoming Representation is an issuer action. You are not allowed to do this as an acquirer.
ROL-652	Creating a case for an incoming Chargeback is an "Acquirer Action". You are not allowed to do this from the "Issuer Actions" menu.
ROL-653	This function is not supported for the selected transaction.
ROL-654	The selected item is already in a case.
ROL-677	More than one transaction found. Either submit the Fraud Report from the TI response with the fraudulent transaction selected, or view the details of the fraudulent transaction, and then try again.
ROL-678	You are submitting a Fraud Report for an authorization or pre-authorization transaction that does not have a matching settlement transaction. Are you sure you want to continue? OK/Cancel
ROL-679	Unable to find a Reporting Inst ID (RIID) for the <initiating/opposing> member. Please contact <regional contact info> if you believe you have received this message in error.
ROL-681	Another user may be in the process of submitting a Fraud Report in this case. Please try again later if you still need to submit a Fraud Report.
ROL-682	You are submitting a Fraud Report for an authorization or pre-authorization transaction that was denied. Are you sure you want to continue? OK/Cancel
ROL-683	You cannot create a Fraud Report for a non-financial transaction other than an authorization or pre-authorization.
ROL-684	VISA requires Last Name, First Name, Address Line 1, City, Mailing Date, Mailing City (only required if Mailing State/Province provided), Mailing State/Province (only required if Mailing City provided), Mailing Postal Code information once per account/number for Fraud Report. Do you want to continue with out entering full mailing data?
ROL-685	VROL cannot locate any valid dispute reason codes for the specified combination of Network ID, MCC and Tran Type. If you believe you have received this message in error, please contact <regional contact info>.
ROL-686	VROL cannot locate any valid rule violated codes for the case jurisdiction and specified Network ID. If you believe you have received this message in error, please contact <regional contact info>.
ROL-687	You have selected to file for a dispute split across multiple cases. Some or all of the selected transactions appear to have different key transaction values (ARN, Tran ID/MCSN, Original Transaction Source Amount). Please ensure that all of the selected cases are for the same original transaction, or consider doing a bundled case filing instead. Click OK if you wish to proceed with this filing, otherwise click Cancel.
ROL-688	You have selected to bundle multiple different transactions into a single filing. The default case filing amount will be the sum of the values of the selected cases. Some of all of the selected cases appear to have the same key transaction values (ARN, Tran ID/MCSN, Original Transaction Souce Amount). Please ensure that all of the selected transactions are for different original transactions, or consider filing as a dispute split across multiple cases instead. Click OK if you wish to proceed with this filing, otherwise click Cancel.
ROL-689	Transaction amount is equal to or less than low dollar write off limit. Do you want to continue with the Case Filing? OK/Cancel
ROL-690	The disputed transaction in this case is from a network that does not support Misc Fees.
ROL-696	You have already created a <Stage> in this case. If you are trying to create multiple partial chargebacks for the same original transaction, you must create a new case first.
ROL-697	You already have a Create Case workflow open.
ROL-699	The selected transactions cannot be processed as group because the user does not have work access to all selected transactions.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-700	The selected transactions cannot be processed as group because not all selected transactions are the same type.
ROL-701	The valid Security Group entries have been added. The following entries are invalid: xxxx has already been added
ROL-702	The following entries already exist for these members: <SGID> <Member Name>
ROL-703	You cannot take this action for multiple selected transactions or cases.
ROL-704	You cannot initiate an Arbitration filing because a Compliance filing has already been initiated.
ROL-705	You cannot initiate a Compliance filing because an Arbitration filing has already been initiated.
ROL-706	The selected transactions/cases cannot be disputed as a group because they have different jurisdictions.
ROL-711	An Accounting Entry Memo cannot be made for this group of cases because they do not have the same Card/Account Number.
ROL-712	This case is linked to one or more cases with matching transaction fields that contains one or more Accounting Entry Memos. It is recommended that you view the other Accounting Entry Memos in the linked cases. Do you want to continue?
ROL-715	The selected currency code is not the same as the currency code of the transaction. Do you want to continue?
ROL-716	The total of all Debit amounts or the total of all Credit amounts is greater than the Dispute Amount. Do you want to continue?
ROL-717	Invalid [Consumer   Merchant] Account #. This entry must be alphanumeric and may optionally contain the following special characters: dashes (-), colons (:) or embedded spaces.
ROL-718	The sum of all debit amounts entered must equal the sum of all credit amounts.
ROL-719	Entry Type is required.
ROL-720	[Cardholder   Merchant] Posting Amount requires a Debit or Credit radio button to be selected.
ROL-721	You must specify a value for at least one of the following: Provisional Account, Dispute Recovery, Write-Off, or Other.
ROL-722	[G/L Type] Debit / Credit is required.
ROL-723	[G/L Type] Account Number is required.
ROL-724	<G/L Type> Account Description is required.
ROL-725	The opposing member may not be participating in Good Faith. It is recommended to verify that the opposing member is a Good Faith participant. Do you want to continue? Note that VROL determines if a Member is participating in Good Faith by the contact information in the Visa Interchange Directory.
ROL-726	Good Faith is only supported for Visa, Interlink, and Plus transactions.
ROL-727	Good Faith responses may not be created on the selected cases because they are not in the same stage/state.
ROL-728	Good Faith responses may not be created on the selected cases because they do not have the same Issuer BIN.
ROL-729	Good Faith responses may not be created on the selected cases because they do not have the same Acquirer BIN.
ROL-730	Good Faith may not be initiated because there is an active Case Filing.
ROL-731	Good Faith may not be initiated for cases with a case resolution status of: Pending closure, Closed - Cancelled, Closed - Denied, Closed - Resolved
ROL-732	A Request for Copy cannot be submitted for this network and/or transaction type.

UI Error Num	UI Error Message
ROL-733	A Request for Copy cannot be performed on a non-financial transaction or a denied transaction.
ROL-734	A Request for Copy is not supported for Visa POS Check transactions at this time.
ROL-735	One or more of the selected transactions are not Visa point-of-sale transactions. A Request For Copy can only be submitted for Visa point-of-sale transactions.
ROL-736	A Request for Copy cannot be performed on a mix of Visa point-of-sale transactions and POS Check transactions.
ROL-737	A Request for Copy cannot be performed because one or more of the selected transactions has a Processing Date older than 12 months.
ROL-738	A Request for Copy cannot be performed because some of the selected transactions have incomplete transaction information. Please submit Requests for Copy individually for any transaction that have incomplete transaction information.
ROL-739	An RFC has been created for each selected transaction/case, but due to an unspecified error Fraud reports have not been created for one or more. Please go to each individual case and create the fraud report if necessary.
ROL-740	The Issuer has requested fulfillment via mail. Mail fulfillments are not supported in the Visa Operating Regulations and are also not supported in VROL. The Issuer's Request for Copy can be ignored.
ROL-741	This request requires more time. Please check the "My/All Pending Transaction Inquiries" queues later.
ROL-742	Credit searches against the Visa repository are not allowed if any part of the date range is older than six months.
ROL-743	No matching authorization was found for this settlement transaction. Do you want to continue?
ROL-744	No matching settlement transaction was found for this authorization transaction.
ROL-745	You have selected a single-message authorization-and-financial transaction with another transaction. Please revise your selection.
ROL-747	A case with the identified action will be created for each selected transaction.
ROL-748	An error has occurred in processing. Select "OK" if you would like to bypass this transaction and continue processing. Select "Cancel" if you would like to cancel all items.
ROL-749	One or more potential duplicate case(s) has been found. The following case(s) appear to be for the same original transaction: <case number> <case number> You may click on a case number to view that case, click "OK" to proceed regardless of the suspected duplicate case(s), or click "Cancel" to stop case creation.
ROL-750	For Visa Repository searches for data older than 6 months, either a full Card/Account Number, Consumer Account Number, ARN, [Token,] or Transaction ID must be supplied.
ROL-751	You must enter either ARN or Acquirer BIN.
ROL-752	The selected transactions/cases cannot be disputed as a group because they do not have the same NetworkID
ROL-753	You must enter either ARN or all of the following: Acquirer BIN, System Trace Audit number and Retrieval Reference Number.
ROL-754	Invalid Acquirer BIN. Acquirer BIN should be a 6 digit numeric value
ROL-755	Invalid Retrieval Reference Number. It must be a 12-digit numeric value.
ROL-756	Invalid System Trace Audit number. It must be a 6-digit numeric value.
ROL-757	A Chargeback has been created for each selected transaction/case, but due to an unspecified error fraud reports have not been created for one or more. Please go to each individual case and create the fraud report if necessary.

UI Error Num	UI Error Message
ROL-758	While Chargebacks were submitted for each transaction/case, not all Exception File listings were successfully created. Please see the individual Case Folders and resubmit your Exception File Listing as required. Click OK to continue.
ROL-759	This form does not support sending the Mailing/Transmittal Information for a Fraud Type 2 (Not Received as Issued). You should select the "OK" button to proceed if you have already submitted Mailing/Transmittal information in another Fraud Report for this card/account number. If you need to send the mailing information now then you should select "Cancel", set the Fraud Reporting Fraud Type to "select one", and later go into Case Details for this case and select to Report Fraud from the Issuer Actions menu where you will have the option to submit all Mailing/Transmittal information. If you select Cancel a Fraud Report will not be submitted.
ROL-760	You must enter an explanation in the Additional Comments section.
ROL-761	Transaction amount is equal to or less than low dollar write off limit. Do you want to continue with the Chargeback? Yes/No.
ROL-763	An internal system error occurred. Please try again. If the problem persists, please contact your Visa support representative.
ROL-773	Invalid Acquirer Institution ID. This entry must be alphanumeric and should not exceed 11 characters.
ROL-774	The selected cases cannot be disputed as a group because there is insufficient information about the original transaction in one or more of the cases. Please take action on each case individually.
ROL-775	Invalid Acquirer Institution ID. Acquirer Institution ID should be a <6, 9> digit numeric value.
ROL-777	The final decision differs from the ruling submitted by Visa Europe. OK/Cancel
ROL-778	You are making a final decision but no Visa Europe ruling exists. OK/Cancel
ROL-785	Any text entered in the new message field will be lost. Are you sure you wish to continue?
ROL-786	Transfer Funds Now is not applicable for this network/jurisdiction but a value was supplied.
ROL-787	You should provide the value of Transaction Amount if you have selected an option to block future authorizations and originals with a specific Transaction Amount.
ROL-788	As an <Issuer/Acquirer> of the transaction you cannot submit a <transaction>
ROL-790	Visa users cannot update follow-up days.
ROL-791	Visa users cannot reverse a financial transaction.
ROL-792	The Tran Inquiry transaction id provided does not go with the specified case.
ROL-793	Cannot delete a questionnaire after it has been submitted with a financial.
ROL-795	Institution ID lookup failed due to an invalid PCR and BIN combination
ROL-796	Invalid Initiator and Source field value
ROL-797	You are not allowed to update the privilege status of this note because it was not created by your organization.
ROL-799	You cannot perform Stop Payment Order on a POS Check or any Other PAN-less transaction.
ROL-802	The selected transactions or cases can not be disputed as a group as they are a mix of Card, or PAN-less (no card number) transactions or cases.
ROL-805	The case is beyond the timeframe for Request to Withdraw, are you sure you want to proceed with the case filing response?
ROL-806	You can not close a Request for Copy in a POS Check case.
ROL-807	You cannot update the POS Check Request for Copy Status on a Card transaction case.
ROL-808	Days to purge must be specified.

UI Error Num	UI Error Message
ROL-809	Action Code must be specified
ROL-810	No current listing found for supplied Card/Account Number.
ROL-811	An internal system error occurred. Please try again. If the problem persists, please contact your Visa support representative.
ROL-812	Account length invalid for Issuer.
ROL-813	No Exception File Listing records found. Exception File Listing records are deleted 2 years after the last effective date of the Exception File Listing.
ROL-814	Invalid card/account number - check digit failure.
ROL-815	Card/Account Number not within existing Issuer ranges.
ROL-816	Not authorized to update this card/account number.
ROL-817	Invalid purge date.
ROL-818	The action code you have selected (01) is not valid for listings on the SMS exception file. You may choose another action code or choose to list on only the BASE I exception file.
ROL-819	An internal system error occurred. Please try again. If the problem persists, please contact your Visa support representative.
ROL-820	An internal system error occurred. Please try again. If the problem persists, please contact your Visa support representative.
ROL-821	Not authorized to update or delete RCL item.
ROL-822	Invalid action code.
ROL-823	Invalid action code - referral not permitted.
ROL-824	Internal System Error calculating CRB purge date.
ROL-827	A Consumer Account Number is required.
ROL-828	A Transit and Routing Number is required.
ROL-830	Cannot delete. Record not on file.
ROL-831	An internal system error occurred. Please try again. If the problem persists, please contact your Visa support representative.
ROL-832	V.I.P System Error.
ROL-833	One or more entries is invalid. The valid entries, if any, have been added. The following entries are invalid:
ROL-834	Exception File Listing cannot be performed since the TI Response received has multiple transactions and none of the transactions are pinned.
ROL-835	Are you sure you want to delete this Exception File Listing? OK/Cancel.
ROL-836	Are you sure you want to delete this Stop Payment Order? OK/Cancel.
ROL-837	Are you sure you want to delete this Request for Copy? OK/Cancel.
ROL-838	Are you sure you want to delete this Request for Copy Response? OK/Cancel.
ROL-839	Are you sure you want to delete this Adjustment? OK/Cancel.
ROL-840	This function cannot be performed in a mode of simulating a user. The form may be opened, but may not be submitted.
ROL-841	There are no more unassigned cases available.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-842	You should provide the value of Transaction Amount if you have selected an option to block future authorizations and originals with a specific Transaction Amount.
ROL-843	Are you sure you want to delete this Accounting Entry Memo? OK/Cancel.
ROL-844	You have selected more than 10 cases for Filing, however the Operating Regulations allow you to only bundle up to 10 disputed transactions in an Arbitration or Compliance case filing. Visa may reject this filing on that basis. If you choose to continue you may select "OK" to proceed. Please be aware you may be assessed a fee. Otherwise please select "Cancel" and remove some of the bundled cases.
ROL-846	Are you sure you want to delete this Stop Payment Order? OK/Cancel.
ROL-850	You are required to specify the Start Date and End Date when searching Fraud Reporting History using only an Transit Routing Number value. The date range cannot exceed 30 days.
ROL-851	Start Date is required if neither Transaction ID nor ARN is entered as criteria.
ROL-852	The Acquirer Reference Number (ARN) must be 23 digits long.
ROL-854	Transaction Inquiry failed due to a configuration error. Please contact <regional contact info>.
ROL-856	Unable to locate this Acquirer BIN in the VIS master tables. If you feel you have received this message in error, please contact <regional contact info>.
ROL-857	Good Faith may not be initiated for this set of transactions because they do not have the same <Issuer   Acquirer> BIN.
ROL-858	Do you want to add the transaction to the case?
ROL-859	Invalid Retrieval Ref. Number. This entry must be alphanumeric and may not exceed 12 characters.
ROL-860	Invalid Authorization Code. This entry must be alphanumeric and cannot exceed 6 characters.
ROL-864	Sub Draft cannot be displayed because more than one matching transaction found.
ROL-868	MMT length cannot exceed " X " characters for this network. It will be truncated to the maximum allowed length.
ROL-869	Questionnaire cannot be pended after it has been submitted with a financial.
ROL-882	This action is only available for items already in a VROL case (with a VROL Case Number).
ROL-884	User does not have work access to one or more of the selected cases
ROL-886	You are required to specify the Start Date and End Date when searching Fraud Reporting History using only an Acquirer BIN value. The date range cannot exceed 30 days.
ROL-887	Currency must be 840 (US Dollars) for inter-regional disputes.
ROL-888	One or more of the selected cases has been closed. This action is not permitted on closed cases.
ROL-889	One or more of the selected cases has been pended. This action is not permitted on pended cases.
ROL-890	This Free Text message has already been deleted by another user.
ROL-891	Invalid Source BIN. Source BIN must be a 6 digit numeric value.
ROL-892	Invalid Destination BIN. Destination BIN must be a 6 digit numeric value.
ROL-893	The specified source BIN is not configured to allow sending Free Text messages out of VROL. If you believe you received this message in error please contact your system administrator.
ROL-897	No matching transactions found.
ROL-898	Wildcard-only searches are not allowed.
ROL-899	The <RFC / Fraud / Chargeback / Adjustment> Quick Form is incompatible with the original transaction identified by the provided Transaction ID.

UI Error Num	UI Error Message
ROL-901	Potential duplicates have been located with the following information: <Case Number, ARN, Card/Account Number, Tran Amount, Dispute Amount, Transaction Date, Transaction ID, Case Status>:<value>. Are you sure you want to continue? OK/Cancel
ROL-903	The Acquirer has reversed the last Representment in this case. Do you want to submit the Pre-Arbitration Questionnaire? OK/Cancel
ROL-904	The transaction can not be reversed due to the state of the case.
ROL-905	This case was included in a bundled/related case filing which was filed in a different case. Visa DRM can only submit rulings, final decisions, and assign DRM analysts in the primary case. Please follow the link in the Event History to navigate to the primary case.
ROL-906	At least three characters of the Merchant Name must be entered if no other primary search fields are supplied.
ROL-907	Invalid Card Acceptor ID. All characters must be alphanumeric.
ROL-908	The selected original transaction contains a field which is required to complete this action (<field name>). You may be able to work around this problem by creating a new case and manually entering it in the transaction information.
ROL-909	The <Chargeback/RFC/Fraud Report/Adjustment> quick form matched to a case or transaction but encountered the error below. This problem may be resolved by editing and resubmitting the quick-form, correcting transaction information in an existing matching case, or closing an existing matching case to force a new Tran Inquiry for this Quick-form. In some situations it may not be possible to submit a quick form on this transaction. <Existing error message>
ROL-910	Invalid <Primary Rule Violated/First Additional Rule Violated/Second Additional Rule Violated> in <pre-compliance questionnaire / compliance filing> for the case jurisdiction and specified Network ID. Please re-select. If you believe you have received this message in error, please contact <regional contact info>.
ROL-911	This function cannot be performed in a mode of simulating a user.
ROL-912	The Transaction Inquiry results have expired are no longer available. Please re-run the Transaction Inquiry.
ROL-913	Visa cannot take action on behalf of a Member for a case filing response that a Member has already a pended, submitted for review, or reviewed Case Filing response.
ROL-916	Invalid From date. The From date cannot be a future date or cannot be more than 90 days prior to today's date.
ROL-917	The Pre-Filing form cannot be recalled because it is not in a Pre-Filing stage.
ROL-918	Invalid Issuer Control Number.
ROL-920	A full NRI report for the card/account should have already been completed.
ROL-922	Please select at least one batch type.
ROL-923	A BQI Upload or Process Report batch must be selected.
ROL-924	A batch must be selected.
ROL-925	Please select a single batch file.
ROL-927	Invalid Fax Number.
ROL-928	A Request for Copy form is already open. Select the Request for Copy window to resume the edit in progress and save changes.
ROL-929	Invalid Country Code
ROL-930	This RFC is past the timeframe for response.

UI Error Num	UI Error Message
ROL-932	Invalid Case Filing Currency for the case jurisdiction.
ROL-943	The selected <case(s) / transaction(s)> cannot be processed as a group as <Case #s / TransactionId #s> contains invalid data. Please select valid <case(s)/ transaction(s)> and try again.
ROL-948	By selecting a Doc Indicator of 1 [Chargeback] 1,2 or 3 [Representment] you have indicated that you want to include documentation, however you have cancelled the questionnaire. Do you want to continue? OK/Cancel
ROL-949	When sending a fulfillment/non fulfillment for Reason Code 27/0043 the Acquirer must send a confirmation page and NOT send any sensitive medical information that may be protected under HIPAA
ROL-950	The recipient member's region is not enabled for the [Message/Request Proof of Posting] feature. A Message thread cannot be initiated unless both members are enabled for the [Message/Request Proof of Posting] feature. OK.
ROL-951	Your timeframe for submitting <transaction type> has expired by <date>. Are you sure you want to continue?
ROL-953	The case is in the stage <stage>. Are you sure you want to create <transaction type>?
ROL-954	The Transaction Header information you have entered does not match the current Case. VROL cannot complete this action.
ROL-955	Potential duplicate Adjustment transaction have been identified with the following information: <table of duplicate case elements>. Click OK to Submit else click Cancel to return to the Adjustment entry form.
ROL-956	Error while computing Acquirer Bin, Retrieval Reference Number and Trace Number from ARN.
ROL-957	Size of the Comments field exceeds the limit of 25 characters set up for the ATM transactions.
ROL-958	Size of the Comments field exceeds the limit of 237 characters set up for the Interlink transactions.
ROL-959	Size of the Comments field exceeds the limit 50 characters set up for the VIP transactions which are not ATM or Interlink.
ROL-960	Invalid Merchant Verification Value. MVV must contain 10 alpha-numeric symbols. Valid symbols 0-9 and A-F.
ROL-961	Requested Expiration Date has invalid format. Please enter date in mmYYYY or mmYY format.
ROL-962	Acquirer Institution Country Code has invalid format. Please enter 3-digit country code.
ROL-963	You must enter data in at least one of these fields: Card Acceptor ID, Merchant Name, Merchant Verification Value.
ROL-964	Potential duplicate PPCS transaction have been identified. You can perform an inquiry to validate the existing state of PPCS order on the same card account number. Click OK to Submit else click Cancel to return to the PPCS entry form.
ROL-965	You are trying to adjust a <Authorization, Balance Inquiry, HSA Inquiry, Generic Inquiry, PIN Change Request, Information Inquiry, Financial Organization Notification, Reversal > which in general are not qualified for adjustment.
ROL-966	This is a non-Visa network transaction. Case cannot be filed for transactions other than Visa, Interlink and Plus network transactions.
ROL-967	You cannot submit an Adjustment with the Transaction Amount of zero.
ROL-968	You are trying to submit an Adjustment with the Adjustment Amount of zero.
ROL-969	Are you sure you want to close this case? Click OK to close the case, or click Cancel to leave the case open.
ROL-970	The date part of the entered ARN (pos. 8-11) indicates that the original is more than 2 years old, therefore the transactional details are no longer available.

UI Error Num	UI Error Message
ROL-974	The recipient organization for this exception transaction does not have an active organization on VROL.
ROL-975	By selecting a Doc Indicator of 1 [Chargeback] 1, 2, or 3 [Representment] you have indicated that you want to include documentation, however you have not created a questionnaire. Do you want to continue to submit the standalone financial, and create the questionnaire later? Ok/Cancel
ROL-976	By setting the documentation indicator to 0, you have indicated that you do NOT want to include documentation. However, you have attached an image or have supplied a questionnaire. To submit this Chargeback financial you must either change the Documentation Indicator to 1 or you must change the Questionnaire Action to "Cancel".
ROL-977	A financial has been submitted and is still pending advice. You cannot dispute at this time.
ROL-978	The selected BIN is not configured in VisaNet to send financials transactions from VROL.
ROL-979	One or more of the selected cases is in the Message stage. Do you also want to close those cases?
ROL-980	No filters are configured. Do you want to continue? Click OK to delete the monitor or Cancel to continue working on the monitor.
ROL-981	Monitors should have at least one filter associated with them to be saved. Do you want to continue? Click OK to delete the monitor or Cancel to continue working on the monitor.
ROL-982	Are you sure you want to delete <Queue Monitor name/ filter name>?
ROL-983	There is already a monitor with the specified name. Please provide a different name.
ROL-984	A filter must have at least one criterion to be saved.
ROL-985	There is already a filter with the specified name. Please provide a different name.
ROL-987	You cannot dispute on an unknown transaction type.
ROL-988	You cannot dispute on that message or transaction type.
ROL-990	Transaction expired awaiting network response.
ROL-992	<Chargeback/Representment> Financials are not supported on this network and transaction type combination.
ROL-993	Acquirers must use FraudType 9
ROL-994	FraudType 9 is not valid for issuers.
ROL-995	Are you sure you want to link these cases? OK/Cancel
ROL-996	Invalid value. This field must be either 12 digits (RRN) or 23 or 24 digits(ARN).
ROL-997	Invalid Card Number. This field must be a maximum of 19 digits.
ROL-998	Invalid date or date format. Please enter the date in mmddyy format.
ROL-999	ROL case number must be a numeric with 10 digits.
ROL-1001	User does not have work access on this transaction or invalid AccountNumber/BIN.
ROL-1004	VROL is unable to process your multiple requests. You will experience a brief delay while VROL clears those requests. Please try again later after the requests are cleared.
ROL-1005	Duplicate Fraud Record id<fraud record id> in File <xxxxx>
ROL-1006	Duplicate File Name. Please provide a different file name
ROL-1007	Only 200 records allowed per upload.
ROL-1008	Your organization is configured to require Member Case Number. Please enter a Member Case Number.
ROL-1009	You have started a multi-dispute and have selected to discard your changes. Select "Ok" to proceed and discard all changes. Select "Cancel" to return to create multiple questionnaires

UI Error Num	UI Error Message
ROL-1010	Are you sure you want to discard changes for this one transaction? Select "Ok" to discard changes for this one transaction and proceed with any remaining transactions (a <Fraud Report/Questionnaire> will not be created for this discarded transaction).
ROL-1011	You have discarded changes for all transactions - no <Fraud Reports/Questionnaires> have been created.
ROL-1012	Convenience Check Fraud Reporting is not supported for Acquirers
ROL-1013	Fraud Type 2 is not allowed for POS Check and Convenience Check transactions
ROL-1014	POS Check option is not valid for card transaction.
ROL-1015	Fraud Type must be 'POSCHK'
ROL-1016	Invalid Convenience Check Indicator
ROL-1017	Invalid Dispute Reason
ROL-1018	Please select a case with the same card/account number as the transaction in the queue.
ROL-1019	You have entered a case number that does not exist in VROL.
ROL-1020	You have indicated a credit was applied instead of a reversal, yet the Dispute amount is for the full Transaction amount. You should exclude from the Chargeback Dispute amount what was already credited. Are you sure you want to continue? OK/Cancel
ROL-1027	Invalid Days to Purge. The entry must be numeric.
ROL-1028	Activity Limit must be specified
ROL-1029	The case already contains an unreversed chargeback pending advice. You cannot dispute at this time
ROL-1032	Start date must be within 6 months of Current date
ROL-1034	No questionnaires were created. Either VROL was unable to find potentially matching cases for the selected advices, or you chose not to create a questionnaire in any of the potentially matching cases.
ROL-1035	Multiple matching transactions found.
ROL-1037	The currency amount cannot exceed 3 digits to the right of the decimal.
ROL-1038	There were no Exception File Listings found for the last 2 years. It is possible that some Exception File Listings were added and updated over 2 years ago and were active during some or all of the past 2 years. Real Time Inquiry will indicate if there are Exception File Listings currently active.
ROL-1039	Are you sure you want to delete Miscellaneous Fee? OK/Cancel.
ROL-1042	Incomplete Transaction Details found. If the problem persists, please contact \$ContactInfo\$.
ROL-1043	The combined upload file size exceeds the maximum limit of 15MB.
ROL-1044	Invalid Contact Phone.
ROL-1045	A Request for Copy cannot be submitted for a PIN-Authenticated Visa Debit transaction
ROL-1046	Your request could not be processed at this time as it failed to pass all security checks. If the problem persists, please contact your regional ROL help desk.
ROL-1048	You must first select a filter.
ROL-1050	No Transaction Details found. If the problem persists, please contact \$ContactInfo\$
ROL-1051	No Transaction Details found. If you are looking for transaction detail for transactions within the last 3 days, the data may not be available to VROL yet. If the problem persists, please contact \$ContactInfo\$
ROL-1052	Unable to retrieve transaction records. If the problem persists, please contact \$ContactInfo\$

UI Error Num	UI Error Message
ROL-1060	You must submit the representation in the VROL case that contains the chargeback financial or chargeback advice.
ROL-1061	Invalid reason code. Interlink reason code 2480 is not allowed on transactions with a settlement date after 4/14/2012. Please use 2498 instead.
ROL-1062	You cannot select more than one report to schedule.
ROL-1070	The recipient member is not on VROL. Click "OK" to proceed regardless or click "Cancel" to stop submitting the Message.
ROL-1071	New messages were added to this thread since this message was last edited. If you continue, all new messages will be added to the history in this message. Do you want to continue? OK/Cancel
ROL-1072	New messages were added to this thread since this message was opened. All new messages will be added to the history in this message. Please review your message. OK
ROL-1073	A Message thread for the selected Message type already exists in the case. A case can only have a single Message thread per Message type. OK.
ROL-1074	<User name> has this Message opened and may be in the process of entering changes not currently available for viewing. Please be advised that if you choose to edit the Message at this time, your changes may be lost. Click "OK" to proceed regardless or click "Cancel" to stop submitting the Message.
ROL-1076	The image in the uploaded file is encrypted. Refer to the ROL user guide for the supported formats. Please re-scan the document and try again.
ROL-1077	User does not have work access to this case, as the dispute amount is outside the allowed range in the user's profile
ROL-1078	The Attach Document window is open. Please attach needed documents or close the Attach Document window and <Submit, Pend, Delete, Cancel> again.
ROL-1079	One or more of the selected transactions has an invalid VFMP status. This action can only be performed on transactions with VFMP status Reported or Case Matched.
ROL-1080	Uploaded PDF document cannot contain a mix of portrait and landscape pages. Please upload a PDF document containing either all portrait or all landscape pages.
ROL-1081	Would you like to save your changes before opening the selected filter?
ROL-1082	To days cannot be lesser than From days.
ROL-1083	One or more required original transaction fields are missing. Click the 'Update Transaction Data' link to enter the missing values.
ROL-1085	This action is not allowed at this time.
ROL-1093	A chargeback already exists on the original transaction. Initiated chargeback is pended.
ROL-1094	This field must be a 10 digit U.S. phone number (like 415 555 1212). Please re-enter it now.
ROL-1095	The selected case qualifies for Domestic Processing in a country that does not use Visa Global Arbitration and Compliance. Press OK to continue.
ROL-1096	One or more of the selected case qualifies for Domestic Processing in a country that does not use Visa Global Arbitration and Compliance. Press OK to continue.
ROL-1098	Only Interlink and PIN-Authenticated Visa Debit original transactions can use the Auto-Substantiation Receipt Request Message type. OK
ROL-1099	Invalid Other Amount Impact Type field value. Valid values are S or A.
ROL-1100	Invalid combination of Fraud Type Category and Fraud Type.
ROL-1101	VROL does not support creating Chargeback or Representment financials using custom reason codes.
ROL-1109	RIID must be 11 digits.

UI Error Num	UI Error Message
ROL-1110	Do you want to remove all subordinate cases and close the Master Case? Click Yes to remove this and all the other sibling subordinate cases from Master Case <masterCaseNumber>. Click No to remove only this subordinate case from Master Case <masterCaseNumber>. Click Cancel to return to the previous screen without removing any subordinate case.
ROL-1111	Are you sure you want to remove this subordinate case and close the Master Case? Click Yes to remove the subordinate case. Click No to return to the previous screen without removing the subordinate case.
ROL-1113	A Database prepare failed.
ROL-1130	Invalid Token. Token must be in the range of 13 to 19 digits.
ROL-1131	Invalid Token Assurance Level
ROL-1132	Invalid Token. This field must be 6,9 or 13-19 digits.
ROL-1140	Merchant Contact form cannot be displayed because more than one matching transaction found.
ROL-1150	One or more fields are invalid. Error description is detailed below. Please correct the field(s) and re-submit.
ROL-1151	<Account Type &/ Network Type> for the selected processing platform is incompatible with the original transaction. Please select a valid processing platform and <Account Type &/ Network Type> combination.
ROL-1152	<Transaction Category> for the selected processing platform is incompatible with the original transaction. Please select a valid processing platform and <Transaction Category> combination.
ROL-1153	<Account Type &/ Network Type> for the selected processing platform is incompatible with the transaction details. Please use the "Update Transaction Data" Link to enter a valid processing platform and <Account Type &/ Network Type> combination.
ROL-1154	<Transaction Type> for the selected processing platform is incompatible with the transaction details. Please use the "Update Transaction Data" Link to enter a valid processing platform and <Transaction Type> combination.
ROL-1155	You have entered <a Card Number/an ARN or Acquirer BIN/Inst.ID> that cannot be used with the <SMS/Base II> processing platform indicated. VROL has selected the valid <SMS/Base II> processing platform.
ROL-1156	Token does not pass Mod-10 check. Do you want to continue?
ROL-1170	Please enter a list of 2 character country codes separated by comma, for example: IN, CA, US.
ROL-1180	VROL has encountered a system problem while submitting the exception transaction. VROL is pending the transaction. You can find it in the My Pended queue. If the problem continues, please contact <regional contact info>.
ROL-1181	VROL has encountered a system problem while force-posting this transaction. If the problem continues, please contact the Help Desk.
ROL-1185	Invalid Card / Account Number
ROL-1190	You have successfully added a pinned original transaction to VROL Case Number <VROL Case Number>.
ROL-1191	You cannot take this action for one or more of the selected cases/rows.
ROL-1192	You cannot dispute this case because it does not contain a pinned original. Please run Transaction Inquiry and add one of its results to the case.
ROL-1193	You cannot add a transaction to this case because it already contains a pinned original.
ROL-1194	Values differ between the selected original transaction and the selected existing case for one or more of the following fields: Card Account Number, Acquirer BIN, ARN, or Transaction ID. If you add this original transaction to the case, the case values will be replaced with the values from the original transaction. Do you want to continue? <OK/Cancel>

UI Error Num	UI Error Message
ROL-1195	You have successfully closed the selected Adjustment(s). Would you like to also close the case(s)? Click OK to set the Case Resolution Status to "Pending Closure", or click Cancel to leave the case(s) open.
ROL-1217	Report cannot be generated as there are no configured users for the selected member.
ROL-1218	Report cannot be generated as there are no configured members for the selected country.
ROL-1223	User does not have work access on this transaction or invalid Token
ROL-1229	The Purge Date cannot exceed December 31, 2041
ROL-1230	The report cannot be generated as there are no configured BINs for the selected member.
ROL-1234	Cardholder Transaction Amount Limit cannot exceed \$10,000,000
ROL-1240	Unable to retrieve purchase information. If the problem persists, please contact \$ContactInfo\$
ROL-1241	Purchase Inquiry for [Merchant Name] is temporarily unavailable due to system maintenance. If this problem persists, please contact \$ContactInfo\$
ROL-1242	Custom months or days value must be provided
ROL-1260	The Cardholder Tran Amount Limit is greater than the Issuer's approved limit.
ROL-1261	A Cardholder Tran Amount Limit (CTAL) does not exist for this Card Account Number.
ROL-1300	A Collaboration dialogue is already active in this case. Please complete the active Collaboration dialogue prior to opening a new one.
ROL-1301	You cannot respond to a Collaboration Request that was initiated by your side of the dispute.
ROL-1302	Recall is not allowed because the opposing side has already responded.
ROL-1303	You cannot recall a Collaboration Request that was initiated by the opposing side of the dispute.
ROL-1304	The Response Date must be between 2 and 99 days.
ROL-1305	The Collaboration Amount cannot be greater than the Transaction Amount.
ROL-1306	Collaboration Amount cannot be greater than the Collaboration Amount in the previously-submitted Collaboration Request.
ROL-1320	The recipient member is not on VROL. Click OK to proceed regardless or click Cancel to stop submitting the Collaboration.
ROL-1322	The report cannot be generated as there are no available edits for the selection made
ROL-1350	This action cannot be performed since there is no active Collaboration thread available.
ROL-1351	The message cannot be recalled.
ROL-1352	Collaboration is not supported for transactions on the specified network.
ROL-1353	The report session has timed out and the report output is no longer available. Please re-run the report request.
ROL-1356	One or more of the cases selected for case filing was previously filed as a secondary case in a bundled/related pended or submitted case filing.
ROL-1357	According to Nigerian domestic dispute rules, this Representment may be invalid. More than <X> days have passed from the CPD of ATM Chargeback. Are you sure you want to continue? OK/Cancel
ROL-1358	Invalid action according to Nigerian domestic dispute rules. More than <X> days have passed from the CPD of ATM Chargeback.
ROL-1359	According to Nigerian domestic dispute rules, this Representment may be invalid. More than <X> days have passed from the CPD of POS Chargeback. Are you sure you want to continue? OK/Cancel

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-1360	Invalid action according to Nigerian domestic dispute rules. More than <X> days have passed from the CPD of POS Chargeback.
ROL-1364	VROL was unable to determine if an active Exception File Listing exists for supplied Card/Account Number. Do you want to continue with the dispute?
ROL-1366	Subsequent disputes on this cancelled recurring transaction will not be accepted without a valid Stop Payment Order. Do you want to continue without creating a Stop Payment Order?
ROL-1367	VROL could not submit the Exception File Listing. <VIP Error> You can continue to submit the dispute without the Exception File Listing.
ROL-1368	VROL could not submit the Stop Payment Order. <VIP Error> You can continue to submit the dispute without the Stop Payment Order.
ROL-1370	Invalid Agent Unique ID. This entry must be alphanumeric and may not exceed 5 characters.
ROL-1371	Invalid <Start/End> Time format. Please enter time in hhmm format where hh should be between 0-23 and mm should be between 0-59.
ROL-1372	VROL could not submit the Exception File Listing. <VIP Error>.
ROL-1373	VROL could not submit the Stop Payment Order. <VIP Error>.
ROL-1400	Purge date cannot exceed x days from current date
ROL-1450	Invalid Card/Account Number. This field must be 6, 9 or 11-19 digits.
ROL-1451	Invalid Card/Account Number. This field must be 11-19 digits.
ROL-1452	Invalid Token. This field must be 13-19 digits.
ROL-1453	CardholderResidenceIdentifier is required.
ROL-1454	CardholderResidenceLocation is required.
ROL-1455	The DateAction (Purge Date) contains an invalid month.
ROL-1456	The DateAction (Purge Date) is already expired.
ROL-1457	Invalid file name.
ROL-1458	Invalid Account Number length.
ROL-1459	Record not on file or record already deleted.
ROL-1460	Account Number has invalid check digit.
ROL-1461	Invalid Issuer Account Range.
ROL-1462	Not authorized source center.
ROL-1463	Invalid DateAction (Purge Date).
ROL-1464	Invalid SMS action.
ROL-1465	Invalid Region.
ROL-1466	Region is required.
ROL-1467	Invalid Action or Invalid referral.
ROL-1468	CDB Processing Error
ROL-1469	Record already on file.
ROL-1470	Invalid Update Code or Update code is required.
ROL-1471	Retrieval Reference Number Required.

UI Error Num	UI Error Message
ROL-1472	File name is required.
ROL-1473	Data code is required.
ROL-1474	Field is Missing.
ROL-1475	Transaction ID is required.
ROL-1476	Acquirer Institution Country is required.
ROL-1477	Member BIN does not participate.
ROL-1478	Forwarding Institution ID is required.
ROL-1479	PAN is required.
ROL-1480	Date Time Transmission is required.
ROL-1481	System Trace Audit Number is required.
ROL-1482	Network id is required.
ROL-1483	File Security code is required.
ROL-1484	Invalid CardholderResidencelIdentifier.
ROL-1485	Invalid Residence Type.
ROL-1500	This action is not permitted while the case is in the current status.
ROL-1501	The recipient member is not on VROL. Click OK to proceed regardless or click Cancel to stop submitting the dispute.
ROL-1502	You must select at least 2 transactions or cases for this action.
ROL-1503	One or more selected transactions do not qualify for dispute processing. Do you want to create chargebacks for these transactions? Yes/No
ROL-1504	The selected cases cannot be processed as a group as one or more cases does not qualify for the selected action.
ROL-1505	One or more selected transactions has a MCC Code that is not valid for Fraud Bundle disputes.
ROL-1506	You cannot select more than 25 transactions for this action.
ROL-1508	No Visa Repository matching transaction found for the selected DPS Repository transaction. If the problem persists, please contact \$ContactInfo\$.
ROL-1509	Multiple Visa Repository matching transactions found for the selected DPS Repository transaction. If the problem persists, please contact \$ContactInfo\$.
ROL-1510	Invalid Transaction Amount
ROL-1512	This action is not permitted for the selected case.
ROL-1515	One or more potential duplicates have been found with the following information:
ROL-1516	Association of organizations for RTSI services require System ID to be configured.
ROL-1517	This action is not allowed for saved Dispute questionnaires.
ROL-1518	This case does not contain a selected transaction from Transaction Inquiry. Before initiating a dispute, you must add a selected transaction to the case using the 'Add Transaction to Case' function.
ROL-1519	This case already contains an active dispute.
ROL-1520	All selected transactions must have the same Card/Account Number.
ROL-1521	All selected transactions must have the same Merchant.

<b>UI Error Num</b>	<b>UI Error Message</b>
ROL-1522	All selected transactions must have the same Acquirer.
ROL-1523	All selected transactions must have the same Merchant Location.
ROL-1524	Each selected transaction must have a transaction amount that is less than 25 USD.
ROL-1525	Total transaction amount across all selected transactions cannot exceed 250 USD.
ROL-1527	You do not have permission to take this action.
ROL-1529	This action is not allowed. The initiator of a form cannot accept it.
ROL-1531	This action is not allowed for a mix of allocation and collaboration disputes.
ROL-1532	The dispute amount cannot be more than the difference between the transaction amount and the amount on the cardholder's receipt. Please correct the dispute amount to continue.
ROL-1533	This transaction does not qualify for VCR Dispute processing. To proceed with a Chargeback, please go back to the Issuer action menu and click on "Chargeback/Dispute". Do not use the sub-menu options of Fraud, Authorization, Processing Error or Consumer.
ROL-1534	This transaction qualifies for VCR Dispute processing. To proceed with a Dispute, please use the appropriate sub-menu item after clicking "Chargeback/Dispute" (sub-menu = Fraud, Authorization, Processing Error and Consumer)
ROL-1535	The Dispute Amount entered must be less than the Original Dispute Amount.
ROL-1536	Please ensure that the disputed amount in the new currency is less than the dispute amount in the original currency.
ROL-1537	VROL is not able to auto-match the associated transactions for one or more of the disputed transactions. You must dispute the transactions individually.
ROL-1538	Please select a different value for 'This dispute is due to:' field to continue.
ROL-1539	One or more of the selected transactions do not qualify for dispute processing. Do you want to create chargeback(s) instead?
ROL-1540	The dispute questionnaire cannot be submitted due to edit violations, however the following items are still available for submission. Check the ones you want to submit. (with the checkboxes for the appropriate item(s).)  Fraud Report Exception File Listing Stop Payment Order Provisional Credit
ROL-1541	This action is not allowed as the selected transactions are a mix of transactions that qualify for dispute pre-compliance and legacy pre-compliance.
ROL-1542	This action is not allowed as the selected transactions are a mix of transactions that qualify for disputes and chargeback.
ROL-1543	This action is not allowed for a mix of disputes with different dispute categories.
ROL-1544	A dispute already exists in the case. Hence this operation is not allowed.
ROL-1545	Duplicates have been found for the selected Card/Account Number, Transaction ID and MCSN combination.
ROL-1546	Pre-Arbitration cannot be initiated on a fully accepted dispute.
ROL-1547	The Dispute Amount cannot be greater than or equal to the Transaction Amount.

UI Error Num	UI Error Message
ROL-1549	Your timeframe for submitting <transaction type> will be expiring by <date>.
ROL-1551	This transaction is not qualified for VCR Dispute Pre-Filing processing. Please create a Legacy Pre-Filing.
ROL-1552	This transaction is qualified for VCR Dispute Pre-Filing processing. Please create a VCR Dispute.
ROL-1553	Invalid Currency Code for this transaction.
ROL-1554	The cardholder must attempt to resolve the dispute with the merchant unless it's prohibited by local law or regulations.
ROL-1555	Merchandise/Services Not Received is valid for France domestic transactions only if the merchant is in liquidation or receivership.
ROL-1556	Fraud Report must be submitted before submitting Dispute.
ROL-1557	A maximum of 40 transactions or cases is allowed for multi-submit. Please re-submit.
ROL-1558	Zero financial amount is not allowed.
ROL-1559	Invalid Date. "Date and time of call" cannot be a future date.
ROL-1560	This case will be accepted and closed. Financial will be processed if required and no further action on this case will be allowed. Click OK to continue.
ROL-1561	You cannot create case for the selected original at this time. The original is missing some internal interchange fields which should be available shortly. Please re-try in three days.
ROL-1562	The Deferred Settlement Date of Original (DSDO) cannot be a future date.
ROL-1600	Dispute is invalid as a dispute already exists for the full transaction amount of this transaction or the sum of the dispute amounts equal to more than the original transaction.
ROL-1601	Dispute amount cannot be greater than the original transaction amount.
ROL-1602	Dispute has not met the minimum dispute amount requirements.
ROL-1603	Dispute submitted beyond the allowable time limits.
ROL-1604	Dispute submitted beyond the allowable time limits.
ROL-1605	Dispute has not met the minimum dispute amount requirements.
ROL-1606	Dispute submitted beyond the allowable time limits.
ROL-1607	Dispute is invalid for an Emergency Cash Disbursement transaction.
ROL-1609	Dispute is submitted past the allowable time limit.
ROL-1610	Dispute is invalid under Dispute Conditions 10.1, 10.2, 10.3 or 10.4 as this transaction was approved after a prior fraud dispute or fraud report.
ROL-1611	Dispute is invalid under Dispute Condition 10.4, as more than 35 disputes were processed within 120 calendar days of this dispute.
ROL-1612	Dispute is invalid under Dispute Condition 10.4 when the Authorization message contained a CVV2 Results Indicator of U and a CVV2 presence indicator was either 1, 2 or 9.
ROL-1613	Dispute is invalid under Dispute Condition 10.4 when the Authorization message contained a CVV2 Results code of N and a CVV2 presence indicator was 1.
ROL-1614	Dispute is invalid under Dispute Condition 10.4 for a Verified by Visa transaction.
ROL-1615	Dispute is invalid under Dispute Condition 10.4 for a Verified by Visa transaction.
ROL-1616	Dispute is invalid under Dispute Condition 10.4 for a Verified by Visa transaction.
ROL-1617	Dispute is invalid under Dispute Condition 10.4 for a Verified by Visa transaction.

UI Error Num	UI Error Message
ROL-1619	Dispute is invalid under Dispute Conditions 10.2 and 10.3 as the transaction qualifies for Visa Easy Payment Service (VEPS) Transaction.
ROL-1620	Dispute has not met the minimum dispute amount requirements.
ROL-1622	Dispute is invalid under Dispute Condition 10.3 for an online-authorized chip-initiated unattended transaction.
ROL-1623	Dispute is invalid under Dispute Condition 10.3 for an unattended transaction that originated with a counterfeit card and the approved authorization contained a POS Entry Mode Code of 05, 07, 90 or 91.
ROL-1631	Dispute is invalid under Dispute Condition 12.4 as the issuer authorized the transaction for an account number not on their master file.
ROL-1632	Dispute is invalid under Dispute Condition 12.4 as the transaction was chip-initiated with a valid cryptogram.
ROL-1634	Dispute is invalid under Dispute Condition 12.1 as the transaction was processed within the required time limit.
ROL-1636	Dispute is invalid under Dispute Condition 12.5 for a no-show or pre-payment transaction.
ROL-1641	Dispute is invalid under Dispute Condition 12.6 as the issuer failed to provide evidence that the first merchant passed on funds to the second merchant.
ROL-1643	Dispute is invalid under Dispute Condition 12.4 for Mass Transit Transactions.
ROL-1644	Dispute is invalid under Dispute Category 11.1 as the account was not listed on the CRB and online authorization was not required for this transaction type.
ROL-1647	Invalid dispute under this Dispute Category 11.3 as an approval was received and the merchant is allowed special authorization request allowances.
ROL-1648	Dispute is invalid under Dispute Category 11.1 as the transaction amount is below the applicable Merchant floor limit.
ROL-1649	Dispute is invalid under Dispute Category 11.3 as the transaction amount is below the applicable Merchant floor limit.
ROL-1651	Dispute is invalid under Dispute Condition 11.1, as the transaction did not require online authorization and the account was not listed on the CRB.
ROL-1653	Dispute invalid under dispute condition 11.1 as the account number or BIN Range was not listed on the CRB within 10 days of the transaction processing date. (as the transaction date is not transmitted in the clearing record)
ROL-1654	Dispute is invalid under Dispute Condition 11.1 as the transaction qualified for the EMV liability shift and the transaction took place at a Chip Reading Device.
ROL-1655	Dispute is invalid for Condition 11.2 as the transaction was not settled after a valid declined authorization.
ROL-1656	Dispute is invalid under Dispute Condition 11.3 (No Authorization) as the Transaction was approved via Stand-In Processing (STIP).
ROL-1658	Dispute Invalid for this dispute category as the transaction amount is below the Merchant floor limit.
ROL-1659	Dispute Invalid for this dispute category as the transaction amount is below the Merchant floor limit.
ROL-1660	Dispute is invalid under Dispute Condition 13.1 as the dispute is more than 120 calendar days from the Transaction Processing Date.
ROL-1661	Dispute is invalid under Dispute Condition 13.1 if the transaction has been reported as fraud.
ROL-1669	Dispute is invalid under Dispute Condition 13.1 as the issuer did not wait 15 calendar days from the attempt to return date.

UI Error Num	UI Error Message
ROL-1674	Dispute is invalid under Dispute Condition 13.2 as the dispute is more than 120 calendar days from the Transaction Processing Date.
ROL-1677	Dispute is invalid under Dispute Condition 13.6 as the dispute is beyond 120 calendar days from the date of the credit voucher.
ROL-1678	Dispute is invalid under Dispute Condition 13.6 as the issuer did not wait 15 calendar days from the date of the credit transaction receipt.
ROL-1680	Dispute is invalid under Dispute Condition 13.3 as the dispute is beyond 120 calendar days from the Transaction CPD or date the cardholder received/expected to receive the merchandise/services or 60 calendar days from first notification of cardholder dispute or 540 calendar days from Transaction CPD.
ROL-1685	Dispute is invalid under Dispute Condition 13.3 as the issuer failed to wait 15 calendar days from the date of cancellation.
ROL-1689	Dispute is invalid under Dispute Condition 13.3 as the dispute is beyond 120 calendar days from the date the damaged goods were received.
ROL-1691	Dispute is invalid under Dispute Condition 13.3 as the issuer failed to wait 15 calendar days from the date of return/attempts to return.
ROL-1693	Dispute is invalid under Dispute Condition 13.3 as the dispute is beyond 120 calendar days from the Transaction Processing Date or date the cardholder received/expected to receive the merchandise/services.
ROL-1694	Dispute is invalid under Dispute Condition 13.3 as the dispute is beyond 120 calendar days from the Transaction Processing Date or date the cardholder received/expected to receive the merchandise/services or beyond 60 calendar days from first notification of cardholder dispute.
ROL-1700	Dispute is invalid under Dispute Condition 13.4 as the dispute is beyond the timeframe of 120 calendar days from the Transaction Processing Date or date the cardholder received/expected to receive the merchandise/services or beyond 540 calendar days from the Transaction CPD.
ROL-1702	Dispute is invalid under Dispute Condition 13.5 as it is beyond 120 calendar days from the Transaction CPD or date the cardholder received/expected to receive the merchandise/services or 60 calendar days from first notification of cardholder dispute or beyond 540 calendar days from Transaction CPD.
ROL-1703	Dispute is invalid under Dispute Condition 13.5 as the dispute does not involve one of the approved merchant types.
ROL-1704	Dispute is invalid under Dispute Condition 13.5 as the cardholder failed to make a valid attempt to cancel/return.
ROL-1707	Dispute is invalid under Dispute Condition 13.7 as the dispute is beyond 120 calendar days from the Transaction Processing Date or date the cardholder received/expected to receive the services.
ROL-1714	Dispute is invalid under Dispute Condition 10.3 as the transaction was electronically read.
ROL-1731	Dispute is invalid for ATM Transactions.
ROL-1732	Dispute is invalid under Dispute Conditions 10.4, 13.2 and 13.8 for PIN-Authenticated Visa Debit transactions.
ROL-1733	Dispute is invalid for Original Credit transactions.
ROL-1742	Dispute is invalid under Dispute Condition 10.1 because the transaction was approved after the CVV failed verification.
ROL-1746	Dispute is invalid under Dispute Condition 10.1 because the transaction contained a Token.
ROL-1757	Dispute is invalid under Dispute Conditions 10.2 and 10.3 as the transaction involved a Mass Transit Transaction.
ROL-1758	Dispute is invalid under Dispute Conditions 10.1, 10.2, 10.3, and 10.4 if the transaction was fraud reported as type 3 (Fraud Application).

UI Error Num	UI Error Message
ROL-1759	Dispute is invalid under Dispute Condition 10.4 as the AVS Result Code was a U and the authorization contained address data.
ROL-1762	Dispute is invalid under Dispute Conditions 13.2, 13.3, 13.4, 13.5, 13.6, 13.7, 13.8 or 13.9 when the transaction involves ATM.
ROL-1764	Dispute is invalid under Dispute Condition 13.2 as it involves an installment transaction.
ROL-1765	The dispute is invalid under Dispute Conditions 13.1, 13.3, 13.5 and 13.7 for VPAY transactions when it is not MOTO/Ecommerce.
ROL-1767	The dispute is invalid under Dispute Conditions 13.1, 13.6 or 13.7 for Automated Fuel Dispensers (AFD) transactions.
ROL-1771	The dispute is invalid under dispute Condition 13.8 when the transaction is not Original Credit Transactions (OCT).
ROL-1773	The dispute is invalid under Dispute Condition 13.9 when the transaction has been fraud reported.
ROL-1782	Dispute is invalid under Dispute Conditions 12.1 and 12.2 for VPAY transactions.
ROL-1784	Dispute is invalid for Condition 12.3 for transactions settled in USD originating at an ATM located outside the US and connected to the Plus system.
ROL-1785	Dispute is invalid under Dispute Condition 12.7 for Transactions where there is either no authorization approval or a declined authorization.
ROL-1786	Dispute is invalid under Dispute Condition 12.7 as dispute submitted beyond the allowable time limit.
ROL-1787	Dispute is invalid under Dispute Condition 12.4 because a valid authorization was obtained.
ROL-1788	Dispute is invalid under Dispute Condition 13.1 as the issuer did not wait 15 calendar days from the return/attempts to return date.
ROL-1792	Dispute is invalid under Dispute Condition 10.2 for a Contactless, ATM or VEPS transaction.
ROL-1794	Dispute is invalid under Dispute Condition 10.4 when the Issuer is not an Address Verification Service (AVS) participant and the AVS result code is U.
ROL-1796	Dispute is invalid under Dispute Condition 12.4 as the account number on the receipt matches the account number processed.
ROL-1803	Dispute is invalid under Dispute Condition 11.3 as an authorization was approved after a declined response.
ROL-1804	Dispute is invalid under Dispute Condition 13.3 as the dispute is beyond 120 calendar days from the Transaction Processing Date or date the cardholder received/expected to receive the merchandise/services beyond 60 calendar days from first notification of cardholder dispute or beyond 540 calendar days from the Transaction CPD.
ROL-1805	Dispute is invalid under Dispute Condition 13.1 as it was submitted beyond the allowable time limits.
ROL-1806	Dispute is invalid under Dispute Category 11.3 as the transaction received an approval.
ROL-1807	Dispute is invalid under Dispute Category 11.1 as the transaction was chip-initiated and below the merchant's floor limit.
ROL-1808	Dispute is invalid as a credit or reversal is associated to the disputed transaction and the credit or reversal is equal to or greater than the transaction amount.
ROL-1814	Dispute is invalid under Dispute Condition 12.1 as the transaction was not processed within the required time limit.
ROL-1815	Dispute is invalid under Dispute Condition 13.5 as the dispute is beyond 120 calendar days from the Transaction Processing Date or date the cardholder received/expected to receive the merchandise/services beyond 60 calendar days from first notification of cardholder dispute or beyond 540 calendar days from the Transaction CPD.

UI Error Num	UI Error Message
ROL-1816	Dispute is invalid under Dispute Condition 13.9 as it was submitted beyond the allowable time limits.
ROL-1817	Dispute is invalid under Dispute Condition 13.3 as it was submitted beyond the allowable time limits.
ROL-1900	A Merchant Configuration already exists for this Merchant URL.
ROL-1902	Multi-select is not supported in Edit.
ROL-1903	Are you sure you want to delete Parameter rows? OK/Cancel
ROL-1904	Are you sure that you want to take the merchant profile out of service? OK/Cancel
ROL-1905	You must save the merchant configuration before starting to add eligibility parameters.
ROL-1906	Accounting entry memo cannot be submitted because cumulative Credit/Debit AEM ledger posting amount is greater than the configured Credit/Debit AEM Amount Threshold. Please submit for review instead.
ROL-1907	Duplicate Eligibility condition. A similar eligibility configuration already exists for <merchant profile name> with this Acquirer BIN and CAID.
ROL-1908	Invalid Card/Account Number. VROL could not submit the Create Cardholder Contact Advice
ROL-1909	Invalid Segment ID. Segment ID is required and must be 5 digits. VROL could not submit the Create Cardholder Contact Advice
ROL-1910	VROL could not submit the Contact Cardholder Advice. Contact Cardholder Advice already exists for this card number.
ROL-1911	Issuer does not participate in VAU PAN replacement and VROL could not submit the Contact Cardholder Advice
ROL-1912	VROL could not submit the Contact Cardholder Advice. The Card/Account Number not participating in VisaAccountUpdate service
ROL-1913	You are not entitled to access the VAU service. Please contact your administrator
ROL-1914	You selected a file type of [file type] and file size of [file size]. Only file types of PDF and sizes less than 2MB are valid for upload.
ROL-1915	You selected upload a file. Only one file per document is allowed.
ROL-1916	Are you sure that you want the file upload link expiration defaulted to [Days to Expire] days?
ROL-1917	The value entered must be unique across VROL. Please enter a unique 'Sending Email Address'.
ROL-1918	Are you sure that you want the link to expire after [Days to Expire] days?
ROL-1919	Maximum of 5 attachments per email, 2MB size limit per file,PDF file type only is allowed.
ROL-1920	The image file type supported for image upload is GIFF or TIFF format.
ROL-1930	You cannot perform this action on a collection-only transaction.
ROL-2016	Unable to submit VAU Contact Cardholder Advice. If the problem persists, please contact <ContactInfo>
ROL-2017	You cannot respond with Credit Processed unless a matching credit or reversal exists.
ROL-2102	Based on information supplied, questionnaire submission requires documentation to be attached. Are you sure you want to proceed without attaching one? OK/Cancel

# Dispute Edits

A

This appendix provides the list of edits that VROL performs to validate a disputed transaction.

The dispute validation edits are categorized as follows:

- **General Edits** — VROL performs these validation edits for disputes.
- **Fraud Edits** — VROL performs these validation edits for disputes that belong to Fraud dispute category.
- **Authorization Edits** — VROL performs these validation edits for disputes that belong to Authorization dispute category.
- **Processing Error Edits** — VROL performs these validation edits for disputes that belong to Processing Error dispute category.
- **Consumer Edits** — VROL performs these validation edits for disputes that belong to Consumer dispute category.

If a dispute violates one or more edit violation, VROL blocks the dispute and then displays an error message to the user.

## General Edits

**Note:** See [Chapter 5, Error Messages](#), to view the message displayed for each error code listed in the following table.

Error Code	Edit Description
ROL-1600	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"> <li>• A previous dispute exists on the disputed transaction, except for dispute category/condition 10.5 – Visa Fraud Monitoring Program (VFMP).</li> <li>• A previous dispute already exists but is less than the original transaction amount, for which combined value must not be more than the transaction amount.</li> </ul> <p>See <a href="#">Parameters for Identifying Duplicate Dispute (ROL-1600)</a> for more information about parameters for duplicate matching.</p>
ROL-1601	Dispute amount cannot be more than the original transaction amount, except for dispute category/condition 12.2.
ROL-1602	Dispute amount cannot fall below 25USD or its local currency equivalent for T&E Merchant Category Code (MCC) transactions, except for OCT, dispute category/conditions 10.1, 10.5, 13.3 (with a product ID of AA, BB, and YY), 13.8, and 13.9.
ROL-1603	<p>All disputes submitted in dispute categories 10 and 12 must be submitted by 9AM GMT on the 120th calendar day from the transaction processing date, for which time starts on the day following the transaction processing date.</p> <p><b>Note:</b> <i>Exceptions may apply to Consumer disputes and timeframes of such exceptions are covered in <a href="#">Consumer Edits</a> for which some timeframes are not based on the transaction processing date.</i></p> <p><b>Note:</b> <i>For members who generate their own financials, the time limit is 118 days by 9AM GMT on the 119th calendar day.</i></p>
ROL-1604	<p>Disputes submitted in dispute categories 11 and 12 (12.7 Invalid data) must be submitted by 9AM GMT on the 75th calendar day from the transaction processing date, for which time starts on the day that follows the transaction processing date.</p> <p><b>Note:</b> <i>For members who generate their own financials, the time limit is by 9AM GMT on the 74th calendar day.</i></p>
ROL-1605	Dispute amount cannot fall below 10USD for Automated Fuel Dispenser (AFD) transactions and dispute category/condition 10.3 (Fraud: Card Present Environment).
ROL-1606	Block the dispute if the transaction is not an ATM transaction, the Consumer's dispute category/condition is 13.1,13.3 ,13.4, 13.5, or 13.7, and the dispute is processed more than 540 calendar days from the transaction processing date.

Error Code	Edit Description
ROL-1731	ATM transaction is only allowed for dispute category/conditions 10.1, 12.1 , 12.2 , 12.3, 12.4, 12.5 12.6, and 13.9. For dispute category/condition 12.3, only ATMs that originates outside the US, connects to the PLUS, and does not include DCC.
ROL-1732	PIN-Authenticated Visa Debit (PAVD) disputes are not allowed under dispute category/conditions 10.4, 13.2, and 13.8.
ROL-1733	Original Credit Transaction (OCT) is only allowed for dispute category/conditions 13.8 and 12.4.
ROL-1808	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The disputed transaction belongs to a credit, account funding credit, original credit, or credit adjustment category.</li><li>• The disputed transaction belongs to a B2B or S2B category and the original reversal (any TC2x message) is an associated transaction.</li><li>• The credit or reversal amount of the disputed transaction is greater than or equal to the sale amount.</li></ul> <p><b>Note:</b> <i>The credit or credit reversal transaction will not be associated if it has the same Transaction ID as the disputed transaction and the amount (in dollar) of the credit transaction is greater than or equal to the dispute amount.</i></p>
ROL-1602	Dispute amount cannot be less than or equal to USD\$0.01.
ROL-1603	All disputes for India Domestic jurisdiction must be submitted by 9 AM GMT on the 60th calendar day from the transaction processing date. <p><b>Note:</b> <i>For members who generate their own financials, the time limit is by 9 AM GMT on the 59th calendar day.</i></p>

## Fraud Edits

**Note:** See [Chapter 5, Error Messages](#), to view the message displayed for each error code listed in the following table.

Error Code	Edit Description
ROL-1607	Dispute is invalid for dispute category/condition(s) 10.1, 10.2, 10.3, and 10.4 if Emergency Cash Disbursement MCC is present in the dispute.
ROL-1609	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Dispute category/condition 10.5.</li><li>• Listed on VFMP and the dispute amount is not within 120 days from VFMP report date.</li></ul>
ROL-1610	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Dispute category/condition 10.1, 10.2, 10.3, or 10.4.</li><li>• Approved after a prior fraud dispute or fraud report that exists in this account number before the authorization of the disputed transaction.</li></ul> <p><b>Note:</b> VROL does not block the dispute for dispute category/condition 10.5.</p>
ROL-1611	VROL blocks the dispute transaction if the following conditions are met: <ul style="list-style-type: none"><li>• The dispute category/condition is 10.4.</li><li>• Within 120 days of this disputed transaction, more than 35 fraud disputes are submitted for the PAN prior to this dispute.</li></ul>
ROL-1612	VROL blocks the dispute with a dispute category/condition 10.4 if the transaction is: <ul style="list-style-type: none"><li>• Not an EMV transaction.</li><li>• Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• US Domestic and ECI value is not 5 or 6.</li><li>• Showing U for CVV2 result code and presence indicator is 1, 2, or 9.</li></ul>

Error Code	Edit Description
ROL-1613	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Dispute category/condition is not 10.5.</li><li>• Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• Having an approved authorization.</li><li>• A Mail/Phone Order Transaction or an Electronic Commerce Transaction.</li><li>• Having 1 as CVV2 presence indicator value.</li><li>• Having N (no match) as CVV2 result code value.</li></ul>
ROL-1614	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Dispute category/condition is not 10.5.</li><li>• Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• US Domestic and ECI value is 5 or 6 (flow 6a).</li><li>• US Domestic (flow 8).</li><li>• Not processed through 13 April 2018 and MCC (flow 7) is not in 4829, 5967, 6051, and 7995; Or transaction is not processed on or after 14 April and MCC (flow 7) is not in 4829, 5967, 6051, 7995, 6540, 7801, and 7802.</li><li>• Containing ACI value on authorization as "U" or "S" (flow 11).</li></ul>

Error Code	Edit Description
ROL-1615	<p>VROL blocks the dispute if the transaction is for a dispute category/condition 10.4 if the transaction is:</p> <ul style="list-style-type: none"><li>Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>US Domestic and ECI value is 5 or 6.</li><li>US Domestic.</li><li>Not processed through 13 April 2018 and MCC (flow 7) is not in 4829, 5967, 6051, and 7995; Or transaction is not processed on or after 14 April and MCC (flow 7) is not in 4829, 5967, 6051, 7995, 6540, 7801 and 7802.</li><li>Not containing ACI value on authorization as "U" or "S".</li><li>Containing any value for CAVV except 0, B, or Blank.</li></ul>
ROL-1616	<p>VROL blocks the dispute with a dispute category/condition 10.4 if the transaction is:</p> <ul style="list-style-type: none"><li>Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>Having ECI value of 5 for authorization and clearing.</li><li>Not US Domestic.</li><li>Having CVV value present in authorization.</li><li>Having any values for CAVV code except 0, B, or Blank.</li></ul>
ROL-1617	<p>VROL blocks the dispute with a dispute category/condition 10.4 if the transaction is:</p> <ul style="list-style-type: none"><li>Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>Having ECI value of 5 or 6.</li><li>Not US Domestic.</li><li>Containing the same ECI values on authorization and clearing.</li></ul>

Error Code	Edit Description
ROL-1619	<p>VROL blocks the dispute for dispute category/condition 10.2 or 10.3 if the transaction is:</p> <ul style="list-style-type: none"><li>• Determined as not "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• Visa Easy Payment Service (VEPS).</li></ul>
ROL-1620	<p>VROL blocks the dispute with a dispute category/condition 10.3 if the transaction is:</p> <ul style="list-style-type: none"><li>• Determined as not "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• Not unattended.</li><li>• AFD and the transaction amount is less than 10 USD.</li></ul>
ROL-1622	<p>VROL blocks the dispute with a dispute category/condition 10.3 if the transaction is:</p> <ul style="list-style-type: none"><li>• Determined as not "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• Processed as "unattended".</li><li>• Online authorized and chip initiated.</li></ul>
ROL-1623	<p>VROL blocks the dispute with a dispute category/condition 10.3 if:</p> <ul style="list-style-type: none"><li>• Transaction is determined as not "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• Transaction is not unattended.</li><li>• Approval response included POS entry 05, 07, 90 or 91.</li><li>• Fraud is counterfeit.</li></ul>

Error Code	Edit Description
ROL-1714	VROL blocks the dispute with a dispute category/condition 10.3 if the transaction is: <ul style="list-style-type: none"><li>• Determined as not "Card Absent".</li><li>• Not unattended.</li><li>• Not VEPS.</li><li>• Showing Read in the authorization for POS entry mode.</li></ul>
ROL-1739	VROL blocks the dispute if the transaction: <ul style="list-style-type: none"><li>• Met the business rule for dispute category/condition 10.1.</li><li>• Was Processed on or before 13 April 2018.</li><li>• Was US domestic.</li><li>• Completed 10 disputes in the last 120 days.</li></ul>
ROL-1742	VROL blocks the dispute if it meets the business rule for dispute category/condition 10.1 and the CVV failed verification (Field 44.5=1).
ROL-1746	VROL blocks the dispute if it meets the business rule for dispute category/condition 10.1, the transaction does not involve Visa Europe, and the transaction contains a token.
ROL-1792	VROL blocks the dispute if it meets the business rule for dispute category/condition 10.2 and the transaction is a Contactless, ATM, or VEPS transaction.
ROL-1757	VROL blocks the dispute if it meets the business rule for dispute category/condition 10.1 or 10.3 and the transaction is a Mass Transit transaction. See <a href="#">Mass Transit</a> for more information.
ROL-1758	VROL blocks the dispute if it does not meet the business rule for dispute category/condition 10.5 and the fraud report is type 3 (Fraudulent application).

Error Code	Edit Description
ROL-1759	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Not on VFMP.</li><li>• Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• UK Domestic.</li><li>• Containing AVS result code value as U and the authorization contained address data.</li></ul>
ROL-1794	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Determined as "Card Absent" and dispute category/condition is 10.4. See <a href="#">Card present/card not present</a> for more information.</li><li>• Authorized.</li><li>• Canada Domestic.</li><li>• Attempted by the acquirer to authenticate the Cardholder through AVS.</li><li>• Containing AVS result code value as "U", where the issuer is not an Address Verification Service participant.</li></ul>

Error Code	Edit Description
ROL-1616	<p>VROL blocks the dispute if the transaction is:</p> <ul style="list-style-type: none"><li>• Dispute category/condition is not 10.5.</li><li>• Determined as "Card Absent".</li></ul> <p>See <a href="#">Card present/card not present</a> for more information.</p> <ul style="list-style-type: none"><li>• Containing 6 as ECI value for authorization and clearing.</li><li>• Involving an issuer from AP, Canada, LAC, and US.</li></ul> <p><b>Note:</b> <i>The transaction excludes domestic US transactions as this is covered by FR10/FR11.</i></p> <ul style="list-style-type: none"><li>• Processed on or after 14 April 2018.</li><li>• Containing a CAVV value in authorization.</li><li>• Containing any value for CAVV code except 0, B, or Blank.</li></ul>
ROL-1616	<p>VROL blocks the dispute if the transaction is:</p> <ul style="list-style-type: none"><li>• Dispute category/condition is not 10.5.</li><li>• Determined as "Card Absent".</li></ul> <p>See <a href="#">Card present/card not present</a> for more information.</p> <ul style="list-style-type: none"><li>• Containing 6 as ECI value for authorization and clearing.</li><li>• Involving an issuer from AP, Canada, LAC, and US.</li></ul> <p><b>Note:</b> <i>The transaction excludes domestic US transactions as this is covered by FR10/FR11.</i></p> <ul style="list-style-type: none"><li>• Processed on or before 14 April 2018.</li></ul>

Error Code	Edit Description
ROL-1616	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Dispute category/condition is not 10.5.</li><li>• Determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• Containing 6 as ECI value for authorization and clearing.</li><li>• Involving an issuer from Europe or CEMEA.</li></ul>
ROL-1614	VROL blocks the dispute with a dispute category/condition 10.1 if the transaction is: <ul style="list-style-type: none"><li>• US Domestic.</li><li>• Processed on or before 13 April.</li><li>• Having a transaction amount that is less than 25USD.</li></ul>

## Authorization Edits

**Note:** See [Chapter 5, Error Messages](#), to view the message displayed for each error code listed in the following table.

Error Code	Edit Description
ROL-1644	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The dispute category/condition is 11.1.</li><li>• On the transaction date in the clearing record, an online or offline authorization:<ul style="list-style-type: none"><li>– Was obtained with the same authorization code.</li><li>– Is equal to or greater than the amount that was used in the clearing record.</li></ul></li></ul>
ROL-1647	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The authorization was declined. See <a href="#">Full Authorization Obtained</a> for more information.</li><li>• Authorization(s) was obtained prior to the decline. For example, if the rule states that the authorization was valid for 31 days, authorization(s) was obtained until 31 days prior to the decline.</li><li>• The sum of prior authorization(s) and variance total is equal to the settled amount.</li></ul>
ROL-1653	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The transaction falls below the merchant floor limit and no approved authorization was received for online or offline.</li><li>• The Account Number or BIN range is not listed in the Card Recovery Bulletin (CRB) for the Visa region where the merchant outlet is located in the following instances:<ul style="list-style-type: none"><li>– On the transaction date of disputes with the transaction processing date.</li><li>– On the 10 days prior to the transaction processing date of disputes with no transaction date.</li></ul></li></ul>

Error Code	Edit Description
ROL-1648	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The Account Number or BIN range is not listed in the Card Recovery Bulletin (CRB) for which the merchant is located in the following instances:<ul style="list-style-type: none"><li>– On the transaction date of disputes with the transaction processing date.</li><li>– On the 10 days prior to the transaction processing date of disputes with no transaction date.</li></ul></li><li>• The dispute is not a declined authorization.</li><li>• Online authorization was required as defined by rules.</li><li>• Full authorization was obtained.</li></ul>
ROL-1654	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The transaction falls below the merchant floor limit and no approved authorization was received for online or offline.</li><li>• The Account Number or BIN range is listed in the Card Recovery Bulletin (CRB) for which the merchant is located in the following instances:<ul style="list-style-type: none"><li>– On the transaction date of disputes with the transaction processing date.</li><li>– On the 10 days prior to the transaction processing date of disputes with no transaction date.</li></ul></li><li>• The transaction occurred at a Chip-Reading Device.</li><li>• The transaction qualified for the EMV liability shift.</li></ul>
ROL-1649	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The Account Number or BIN is not listed in the Card Recovery Bulletin (CRB).</li><li>• The dispute was not a declined authorization.</li><li>• Offline authorization was obtained and the response type ARQC or AAC was not found in the clearing record.</li><li>• The transaction amount falls below the chip floor limit (flow 26).</li></ul>

Error Code	Edit Description
ROL-1803	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The Account Number or BIN range is not listed in the Card Recovery Bulletin (CRB) for which the merchant is located in the following instances:<ul style="list-style-type: none"><li>– On the transaction date of disputes with the transaction processing date.</li><li>– On the 10 days prior to the transaction processing date of disputes with no transaction date.</li></ul></li><li>• The authorization request received a decline or pickup response and the merchant completed the transaction. <b>Note:</b> <i>Responses other than 00, 11, and 85 are considered as declined.</i></li><li>• The declined amount and completed (settled) transaction amount did not match.</li></ul>
ROL-1656	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The transaction was authorized by STIP in the latest authorization for which the approved response code was 00/11/85.</li><li>• There was a prior authorization with a response code of 04/07/41/43.</li></ul>
ROL-1651	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The transaction falls below the merchant floor limit and no approved authorization was received.</li><li>• The Account Number or BIN range is not listed in the Card Recovery Bulletin (CRB) for which the merchant is located in the following instances:<ul style="list-style-type: none"><li>– On the transaction date of disputes with the transaction processing date.</li><li>– On the 10 days prior to the transaction processing date of disputes with no transaction date.</li></ul></li></ul>
ROL-1806	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The transaction requires an online authorization.</li><li>• The authorization(s) was obtained on the correct date. For example, if the rule states that the authorization(s) was valid for 31 days, authorization(s) was obtained until 31 days prior to the transaction date in the clearing record.</li></ul>

Error Code	Edit Description
ROL-1807	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.1.</li><li>• The clearing record has either:<ul style="list-style-type: none"><li>– A POS entry mode of 05 or 07.</li><li>– A Terminal Entry Capability of 5.</li></ul></li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.2.</li><li>• The transaction amount falls below the merchant floor limit.</li><li>• The POS entry in clearing is 05 or 07.</li><li>• Clearing record confirms that the transaction was approved offline (Y1/Y3).</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 7999, 4457, 7394, 7519, or 7033.</li><li>• All approved authorizations in the clearing record occurred 7 days prior to the transaction date in the clearing record.</li><li>• The first approved authorization with an estimated indicator of <math>60.10 = 2/3</math> has the same transaction ID as the clearing record.</li><li>• The total of the first approved authorization and subsequent authorizations, which contain the incremental indicator with the same transaction ID as the clearing record.</li><li>• The cleared amount is less than or equal to the total of the first approved authorization and subsequent authorizations.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 7999, 4457, 7394, 7519, or 7033.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• Approved authorization in the clearing record is 7 days prior to the transaction date.</li><li>• The following conditions are met for the approved authorization:<ul style="list-style-type: none"><li>– No approved authorization contains the estimated indicator of 60.10 = 2/3 has the same transaction ID as the clearing record.</li><li>– The approved authorization contains an estimated indicator with the same transaction ID but the subsequent authorizations do not have an incremental indicator.</li><li>– The approved authorization contains an estimated indicator with the same transaction ID but the subsequent authorizations have an incremental indicator that have different transaction IDs.</li></ul></li><li>• The authorization for approved authorizations is greater than or equal to the amount in the clearing record.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 7999, 4457, 7394, 7519, or 7033.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• The approved authorization date matches the transaction date in the clearing record.</li><li>• Either of the following conditions are met for the approved authorization:<ul style="list-style-type: none"><li>– None of the approved authorizations contain the estimated indicator of 60.10 = 2/3.</li><li>– Approved authorizations contain an estimated indicator with the same transaction ID and one of the following are met — Subsequent approved authorizations do not contain an incremental indicator and authorizations that do is lesser than the cleared amount, Subsequent approved authorizations contain an incremental indicator with a different transaction ID and authorizations that contains an estimated indicator is lesser than the cleared amount, or Subsequent approved authorizations contain an incremental indicator with the same transaction ID but the combined total sum of the authorizations is lesser than the cleared amount.</li></ul></li><li>• The authorization code for approved authorizations is equal to or greater than the amount in the clearing record.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 5542.</li><li>• The merchant location is Japan.</li><li>• The authorization was approved for JPY 1 (merchant/source currency) for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• No authorization reversal was completed for the same authorization code and 1 unit of money as per the source currency.</li><li>• The cleared amount is less than or equal to JPY 15,000 (merchant/source currency).</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 5542.</li><li>• The merchant location is US.</li><li>• A Visa Fleet card was used.</li><li>• The authorization was approved for 1USD (merchant/source currency) for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• No authorization reversal was completed for the same authorization code and 1 unit of money as per the source currency.</li><li>• The cleared amount is less than or equal to 150USD (merchant/source currency).</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 5542.</li><li>• The merchant location is US.</li><li>• A Visa Fleet card was used.</li><li>• The authorization was approved for 1USD (merchant/source currency) for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• No authorization reversal was completed for the same authorization code and 1 unit of money as per the source currency.</li><li>• The cleared amount is less than or equal to 100USD (merchant/source currency).</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 5542.</li><li>• The merchant location is not US, Japan, or Europe.</li><li>• The transaction is chip initiated with PIN.</li><li>• The authorization was approved for 1 unit of money (merchant/source currency) for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• No authorization reversal was completed for the same authorization code and 1 unit of money as per the source currency.</li><li>• The cleared amount is less than or equal to 100USD (merchant/source currency).</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 5542.</li><li>• The merchant location is not US, Japan, or Europe.</li><li>• The transaction is not chip initiated with PIN.</li><li>• The authorization was approved for 1 unit of money (merchant/source currency) for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• No authorization reversal was completed for the same authorization code and 1 unit of money as per the source currency.</li><li>• The cleared amount is less than or equal to 75USD (merchant/source currency).</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in 5542.</li><li>• The highest approved authorizations for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• The cleared amount is greater than or equal to the approved amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• It was not an installment or recurring transaction with MCC is in 4121.</li><li>• Highest approved authorizations are present in the clearing record 7 days prior to transaction date with the same authorization code.</li><li>• Either of the following conditions are met:<ul style="list-style-type: none"><li>– Variance was not applied for highest approved authorization with a partial authorization response.</li><li>– Highest approved amount without a partial authorization response was multiplied by 1.15.</li></ul></li><li>• The cleared amount is less than or equal to the approved authorization amount.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in cruise line or lodging list.</li><li>• All approved authorizations in the clearing record occurred 31 days prior to the transaction date in the clearing record.</li><li>• The first approved authorization with an estimated indicator of <math>60.10 = 2/3</math> has the same transaction ID as the clearing record.</li><li>• The total of the first approved authorization and subsequent authorizations, which contain the incremental indicator with the same transaction ID as the clearing record.</li><li>• Variance was not applied for the latest authorization that contained a partial authorization with a response code of 10.</li><li>• There are no partial authorization responses and the total sum of all approved authorizations is multiplied by 1.15.</li><li>• The cleared amount is less than or equal to the approved amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction amount is above the merchant floor limit.</li><li>• MCC is in cruise line or lodging list.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• All approved authorizations in the clearing record occurred 31 days prior to the transaction date in the clearing record.</li><li>• No approved authorization contains an estimated indicator or the approved authorization contains an estimated indicator with a different transaction ID as the clearing record.</li><li>• The highest approved authorization for which date and authorization code are the same as the transaction date and authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the highest approved authorization amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in cruise line or lodging list.</li><li>• All approved authorizations in the clearing record occurred 31 days prior to the transaction date in the clearing record.</li><li>• No approved authorization contains an estimated indicator or the approved authorization contains an estimated indicator with a different transaction ID as the clearing record.</li><li>• All approved authorizations in the clearing record occurred 7 days prior to the transaction date and the highest approved authorization amount has the same authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the approved authorization amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 4121, 5814, 7230, or 7298.</li><li>• The approved authorization date matches the transaction date and authorization code in the clearing record.</li><li>• The highest approved authorization amount with the same authorization code and transaction date as in the clearing record is multiplied by 1.20.</li><li>• The cleared amount is less than or equal to the approved authorization amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 4121.</li><li>• The approved authorization date matches the transaction date in the clearing record.</li><li>• The first approved authorization with an estimated indicator of <math>60.10 = 2/3</math> has the same transaction ID as the clearing record.</li><li>• The total of the first approved authorization and subsequent authorizations contain the incremental indicator with the same transaction ID as the clearing record multiplied by 1.20.</li><li>• The cleared amount is less than or equal to the approved amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 4121.</li><li>• The approved authorization date matches the transaction date in the clearing record.</li><li>• No approved authorization contains an estimated indicator or the approved authorization contains an estimated indicator with a different transaction ID as the clearing record.</li><li>• The highest approved authorization has the same authorization code as in the clearing record.</li><li>• The cleared amount is less than or equal to the highest approved authorization amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 5812 or 5813.</li><li>• The approved authorization and partial authorization date matches the transaction date in the clearing record.</li><li>• The first approved authorization with an estimated indicator of <math>60.10 = 2/3</math> has the same transaction ID as the clearing record.</li><li>• The latest authorization does not contain a partial authorization and the total of the first authorization and subsequent authorizations contains the incremental indicator with the same transaction ID as the clearing record.</li><li>• The latest authorization contains a partial authorization and the authorization contains an estimated indicator.</li><li>• The cleared amount is less than or equal to the latest approved authorization amount, for which any reversal is subtracted from a transaction with the same authorization code and the total sum is multiplied by 1.20.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 5812 or 5813.</li><li>• The approved authorization date matches the transaction date in the clearing record.</li><li>• No approved authorization contains an estimated indicator or the approved authorization contains an estimated indicator with a different transaction ID as the clearing record.</li><li>• The highest approved authorizations have the same authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the approved authorization for which any reversal is subtracted from a transaction with the same authorization code, and is multiplied by 1.20.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 7996.</li><li>• The approved authorization dates match the transaction dates in the clearing record.</li><li>• The first approved authorization with an estimated indicator of <math>60.10 = 2/3</math> has the same transaction ID as the clearing record.</li><li>• The total of the first authorization and subsequent authorizations contains the incremental indicator and the same transaction ID as the clearing record.</li><li>• The cleared amount is less than or equal to the authorization amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• MCC is in 7996.</li><li>• The approved authorization dates match the transaction dates in the clearing record.</li><li>• No approved authorization contains an estimated indicator or the approved authorization contains an estimated indicator with a different transaction ID as the clearing record.</li><li>• The highest approved authorization has the same authorization code as the clearing record.</li><li>• The cleared amount is less than or equal to the approved authorization, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in Vehicle Rental MCC. See <a href="#">Full Authorization Obtained</a> for more information about Vehicle Rental MCC.</li><li>• All approved authorizations are 31 days prior to transaction date in the clearing record.</li><li>• The first approved authorization with an estimated indicator of 60.10 = 2/3 has the same transaction ID as the clearing record.</li><li>• The total of the first authorization and subsequent authorizations contain the incremental indicator and the same transaction ID as the clearing record.</li><li>• The latest authorization does not contain a partial authorization response code and the highest amount from either of the following condition is selected:<ul style="list-style-type: none"><li>– The total of the first authorization and subsequent authorizations that contains the incremental indicator and the same transaction ID as the clearing record is multiplied by 1.15.</li><li>– The total of the first authorization and subsequent authorizations that contains the incremental indicator and the same transaction ID as the clearing record is multiplied by 1.15, and then added by 75USD (or the local currency equivalent).</li></ul></li></ul> <p><b>Note:</b> This does not apply for merchants within Europe.</p> <ul style="list-style-type: none"><li>• The total of the first authorization and subsequent authorizations that contains the incremental indicator and the same transaction ID as the clearing record is used if the latest authorization contains a partial authorization response and a variance is not applied.</li><li>• The cleared amount is less than or equal to the total authorization amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in Vehicle Rental MCC. See <a href="#">Full Authorization Obtained</a> for more information about Vehicle Rental MCC.</li><li>• The transaction is determined as "Card Present" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• All approved authorizations are 31 days prior to transaction date in the clearing record.</li><li>• Either of the following conditions are met for the approved authorization:<ul style="list-style-type: none"><li>– There is no approved authorization that contains the estimated indicator.</li><li>– The approved authorization contains an estimated indicator and a transaction ID that is different from the transaction ID in the clearing record.</li></ul></li><li>• The highest approved authorization for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the approved authorization, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is in Vehicle Rental MCC. See <a href="#">Full Authorization Obtained</a> for more information about Vehicle Rental MCC.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• All approved authorizations are 31 days prior to transaction date in the clearing record.</li><li>• Either of the following conditions are met for the approved authorization:<ul style="list-style-type: none"><li>– There is no approved authorization that contains the estimated indicator.</li><li>– The approved authorization contains an estimated indicator and a transaction ID that is different from the transaction ID in the clearing record.</li></ul></li><li>• The highest approved authorization is 7 days prior to the transaction date in the clearing record and has the same authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the approved authorization, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction amount falls below the merchant floor limit.</li><li>• MCC is not in special, vehicle rental, or cruise line and lodging list. See <a href="#">Full Authorization Obtained</a> for more information about MCCs.</li><li>• The transaction is determined as "Card Present". See <a href="#">Card present/card not present</a> for more information.</li><li>• The transaction type is not included in the card present exclusion list.</li><li>• The highest approved authorizations for which the date and authorization code is the same as the transaction date and authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the approved amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>
ROL-1614	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• MCC is not in special, vehicle rental, or cruise line and lodging list. See <a href="#">Full Authorization Obtained</a> for more information about MCCs.</li><li>• The transaction is determined as "Card Absent". See <a href="#">Card present/card not present</a> for more information.</li><li>• The highest approved authorization is 7 days prior to the transaction date in the clearing record and has the same authorization code used in the clearing record.</li><li>• The highest approved authorization is multiplied by 1.15.</li><li>• The cleared amount is less than or equal to the approved authorization, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

Error Code	Edit Description
ROL-1614	VROL blocks the dispute if the SMS transaction code is 0200 and the response code is 00, 11, or 85.
ROL-1614	VROL blocks the dispute if the SMS transaction code is 0220 and the response code is 02 or 22.
ROL-1614	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• The highest partial authorization in the clearing record is 7 days prior to transaction date with the same authorization code.</li><li>• The cleared amount is less than or equal to the approved amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>
ROL-1614	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The dispute category/condition is 11.3.</li><li>• The transaction is determined as "Card Absent" in the clearing record. See <a href="#">Card present/card not present</a> for more information.</li><li>• The highest partial authorization has the same date as the transaction date in the clearing record and has the same authorization code used in the clearing record.</li><li>• The cleared amount is less than or equal to the approved amount, for which any reversal is subtracted from a transaction with the same authorization code.</li></ul>

## Processing Error Edits

**Note:** See [Chapter 5, Error Messages](#), to view the message displayed for each error code listed in the following table.

Error Code	Edit Description
ROL-1796	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Incorrect Account Number" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The transaction is not chip initiated.</li><li>The account number in the transaction receipt matches with the account number or token processed.</li></ul>
ROL-1631	VROL blocks the dispute with a dispute category/condition 12.4 if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Incorrect Account Number" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The "Is the account number on the issuer's master file" dispute questionnaire field value is "N".</li><li>Approved associated authorization exists for the BASE II transaction. This does not apply to SMS sale transactions.</li></ul>
ROL-1632	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Incorrect Account Number" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The transaction is chip initiated with a valid cryptogram, for which the "Card Authentication Results Code" F44.8 = 2, and the ARQC was checked and has passed verification.</li></ul> <p><b>Note:</b> VROL proceeds with the full amount of the dispute if the transaction is chip initiated and the cryptogram is invalid.</p>

Error Code	Edit Description
ROL-1634	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>The user's response is "Late Presentment" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The transaction is not a PAVD adjustment or Interlink.</li><li>If the difference between the transaction date and date of transaction processing date (CPD) is less than 180 days, issuer provided the status and the transaction is processed within the processing timeframes for that specified transaction type.</li></ul> <p><b>Note:</b> <i>If the difference between the dispute transaction date and date of transaction processing date (CPD) is greater than or equal to 180 days, then submit or continue the full amount of the dispute.</i></p> <p>See <a href="#">Processing Dispute Timeframe Calculation</a> for more information.</p>
ROL-1634	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>The user's response is "Late Presentment" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The transaction is Interlink.</li><li>The difference between the transaction date and date of transaction processing date (CPD) is less than 10 days.</li></ul>
ROL-1636	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>The user's response is "Incorrect Account Number" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The user's response is "Yes" to the "Is this a no-show transaction?" questionnaire question.</li></ul>
ROL-1641	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>The user's response is "Duplicate" or "Paid by other Means" to the "What is incorrect about this transaction?" questionnaire question.</li><li>The user's response is "Voucher from third party" to the "Providing proof of payment by other means" questionnaire question.</li><li>The user's response is "No" to the "Can the issuer provide evidence that the first merchant passed on funds?" question.</li></ul>
ROL-1782	<p>VROL blocks the dispute with a dispute category/condition 12.1 or 12.2 if the dispute is for Intr Europe and the transaction is a VPAY transaction.</p> <p>See <a href="#">VPAY transaction</a> for more information.</p>

Error Code	Edit Description
ROL-1643	VROL blocks the dispute with a dispute category/condition 12.4 if the transaction is a Mass Transit transaction. See <a href="#">Mass Transit</a> for more information.
ROL-1785	VROL blocks the dispute with a dispute category/condition 12.7 if the transaction was not approved or it was declined.
ROL-1786	VROL blocks the dispute with a dispute category/condition 12.7 if the dispute is submitted beyond 75 days from the transaction processing date.
ROL-1787	VROL blocks the dispute if the transaction is: <ul style="list-style-type: none"><li>• Has a dispute category/condition 12.4 (Incorrect Account Number).</li><li>• Contains the "N" value for the "Is the account number on the issuer's master file" dispute questionnaire field.</li><li>• Contains an approved associated authorization as per processing timeframe rules for BASE II transaction. This does not apply to SMS sale transactions.</li></ul>

## Consumer Edits

**Note:** See [Chapter 5, Error Messages](#), to view the message displayed for each error code listed in the following table.

Error Code	Edit Description
ROL-1660	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Merchandise/Services Not Received" to the "This dispute is due to" questionnaire question.</li><li>The transaction is related to ATM.</li><li>The transaction is processed beyond 120 days.</li></ul>
ROL-1661	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Merchandise/Services Not Received" to the "This dispute is due to" questionnaire question.</li><li>Fraud is reported for the disputed transaction (flow 17).</li></ul>
ROL-1669	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Merchandise/Services Not Received" to the "This dispute is due to" questionnaire question.</li><li>The merchandise was ordered.</li><li>The user's response is "Yes" to the "Did the cardholder attempt to return the merchandise?" questionnaire question.</li><li>The issuer did not wait for the 15 days from the attempt to return date before initiating the dispute (unless the waiting period exceeds beyond the dispute time limit period of 120 days).</li></ul>
ROL-1674	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>The user's response is "Cancelled Recurring Transaction" to the "This dispute is due to" questionnaire question.</li><li>The dispute is processed beyond 120 days from the processing date of the transaction.</li></ul>

Error Code	Edit Description
ROL-1764	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Cancelled Recurring Transaction" to the "This dispute is due to" questionnaire question.</li><li>• The dispute is processed within 120 days from the processing date of the transaction.</li><li>• The dispute is an installment payment or a Visa Europe domestic transaction (flow 6a).</li></ul>
ROL-1677	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Credit Not Processed" to the "This dispute is due to" questionnaire question.</li><li>• The credit voucher details and date are provided in the questionnaire.</li><li>• The dispute is not processed within 120 calendar days from the voucher date.</li></ul>
ROL-1678	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Credit Not Processed" to the "This dispute is due to" questionnaire question.</li><li>• The credit voucher details are provided in the questionnaire.</li><li>• The dispute is processed within 120 calendar days from the credit voucher date if voucher date is provided or within 120 days of the transaction processing date if the voucher date is not provided.</li><li>• The user did not wait for the 15 days from the date of cancellation and the 15 day waiting period did not fall within the dispute timeframe beyond 120 days from the transaction processing date.</li></ul>
ROL-1680	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Not as Described" to the "This dispute is due to" questionnaire question.</li><li>• The dispute is not within 120 days from the date when merchandise or services were received or from the processing date of the transaction.</li><li>• The user's response is "Yes" to the "Was there ongoing negotiation?" question.</li><li>• The issuer did not submit the dispute within the last 60 days from the date when the cardholder first notified the issuer of the dispute.</li></ul>

Error Code	Edit Description
ROL-1685	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Not as Described" to the "This dispute is due to" questionnaire question.</li><li>• The user provided details of what was wrong with the merchandise or services.</li><li>• The dispute is within 120 days from the date received timeframe.</li><li>• The user's response is "Services" for the "What was purchased?" questionnaire question.</li><li>• The cardholder cancelled the services.</li><li>• The issuer provided the date of cancellation.</li><li>• The user did not wait for 15 days from the date of cancellation and the 15 day waiting period took the dispute timeframe beyond 120 days from the transaction processing date or receipt date of services (flow 14).</li></ul>
ROL-1689	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Damaged or Defective Merchandise" to the "This dispute is due to" questionnaire question.</li><li>• The user provided the details of what was damaged, the date received, and other information.</li><li>• The dispute is not processed within 120 calendar days from the date when the damaged goods were received.</li></ul>
ROL-1691	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Damaged or Defective Merchandise" to the "This dispute is due to" questionnaire question.</li><li>• The user provided details of what was damaged, date received, and other information.</li><li>• The dispute is within 120 days from the date when the damaged goods were received.</li><li>• The cardholder returned or attempted to return the merchandise.</li><li>• The user did not provide any response to the "Merchant refused to provide return authorization," "Merchant refused to accept returned merchandise," and "Merchant informed cardholder not to return the merchandise" questionnaire questions.</li><li>• The user did not wait for 15 days from the return or attempted return date and the 15 day waiting period took the dispute timeframe beyond 120 days from the transaction processing date or the date when the merchandise was received.</li></ul>

Error Code	Edit Description
ROL-1693	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Quality" to the "This dispute is due to" questionnaire question</li><li>• The issuer provided details on what was purchased and what was wrong with the quality.</li><li>• The dispute is not within 120 days from the date when the merchandise or service was received or transaction processing date.</li><li>• There was no ongoing negotiation (flow 15).</li></ul>
ROL-1694	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Quality" to the "This dispute is due to" questionnaire question.</li><li>• The issuer provided details of What was purchased? and what was wrong with the quality.</li><li>• The dispute is not within 120 days from the date when the merchandise or service was received or transaction processing date.</li><li>• There was an ongoing negotiation and the issuer did not submit the dispute within the last 60 days from the date when the cardholder first notified the issuer of the dispute (flow 16).</li></ul>
ROL-1788	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Quality" to the "This dispute is due to" questionnaire question and the issuer provided details of what is wrong with the quality.</li><li>• The dispute is within 120 days from the transaction processing date.</li><li>• The user's response is "Merchandise" to the "What was purchased?" questionnaire question.</li><li>• The cardholder returned or attempted to return the merchandise.</li><li>• The user did not provide any response to the "Merchant refused to provide return authorization," "Merchant refused to accept returned merchandise," and "Merchant informed cardholder not to return the merchandise" questionnaire questions.</li><li>• The 15 day grace period from the return date has not elapsed and the 15 day waiting period did not take the dispute beyond 120 days from the date when the goods were received.</li></ul>

Error Code	Edit Description
ROL-1700	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Counterfeit Merchandise" to the "This dispute is due to" questionnaire question.</li><li>• The issuer provided the details of what was ordered, when it was received, or when the issuer was notified.</li><li>• The dispute is not within 120 days from the transaction processing date.</li><li>• The dispute is not processed 120 days from the date when the merchandise was received or from the date when the cardholder was notified.</li><li>• The overall timeframe exceeded 540 calendar days from the transaction processing date.</li></ul>
ROL-1702	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Misrepresentation" to the "This dispute is due to" questionnaire question.</li><li>• The issuer provided the details of what was ordered, when it was received, and how the goods or service was misrepresented.</li><li>• The dispute is not within 120 days from the transaction processing date.</li><li>• The dispute is not submitted within 120 days from the date when the merchandise or service was received.</li><li>• The overall timeframe exceeded 540 calendar days from the transaction processing date.</li></ul>
ROL-1703	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Misrepresentation" to the "This dispute is due to" questionnaire question.</li><li>• The issuer provided the details of what was ordered, when it was received, and how the goods or service was misrepresented.</li><li>• The dispute is not within 120 days from the transaction processing date.</li><li>• The dispute is not submitted within 120 days from the date when the merchandise or service was received.</li><li>• The overall timeframe exceeded 540 calendar days from the transaction processing date.</li><li>• The dispute is not related to one of the approved merchant types for Misrepresentation.</li></ul> <p>See <a href="#">Approved Merchant Types for Misrepresentation</a> for more information.</p>

Error Code	Edit Description
ROL-1704	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Misrepresentation" to the "This dispute is due to" questionnaire question.</li><li>• The issuer provided the details of what was ordered, when it was received, and how the goods or service was misrepresented.</li><li>• The dispute is within 120 days from the date received.</li><li>• The dispute is related to one of the approved merchant types for Misrepresentation.</li><li>• The cardholder did not attempt to cancel or return the goods or service.</li></ul>
ROL-1707	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Cancelled Merchandise/Services" to the "This dispute is due to" questionnaire question.</li><li>• The user selected service "Guaranteed reservation" as the service type.</li><li>• The issuer did not provide the details why the reservation is cancelled.</li><li>• The dispute is not within the 120 days from the date of either the transaction or services.</li></ul>
ROL-1765	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 13.1 - Merchandise/Services Not Received, 13.3 - Not as Described/Defective, 13.5 - Misrepresentation, or 13.7 - Cancelled Merchandise/Services.</li><li>• The transaction is a VPAY transaction.</li><li>• The transaction is not E-commerce and MOTO.</li></ul>
ROL-1767	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The dispute category/condition is 13.1 - Merchandise/Services Not Received, 13.3 - Not as Described/Defective, 13.5 - Misrepresentation, or 13.7 - Cancelled Merchandise/Services.</li><li>• The transaction is Automated Fuel Dispenser (AFD).</li><li>• The transaction is not a VE transaction.</li></ul>
ROL-1771	VROL blocks the dispute for dispute category/condition 13.8 if the transaction is not an Original Credit Transaction (OCT).

Error Code	Edit Description
ROL-1773	VROL blocks the dispute for dispute category/condition 13.9 if fraud is reported for the transaction.
ROL-1762	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The transaction involves ATM.</li><li>• The dispute category/condition is 13.2, 13.3, 13.4, 13.5, 13.6, 13.7, or 13.8.</li></ul>
ROL-1804	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The user's response is "Damaged" to the "This dispute is due to" questionnaire question.</li><li>• The dispute is not within 120 days from the date when the merchandise or services were received or from the processing date of the transaction.</li><li>• The user's response is "Yes" to the "Was there ongoing negotiation?" question.</li><li>• The issuer did not submit the dispute within the last 60 days from the date when the cardholder first notified the issuer of the dispute.</li></ul>
ROL-1805	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The user's response is "Merchandise/Services Not Received" to the "This dispute is due to" questionnaire question.</li><li>• The dispute is processed more than 120 days from the processing date of the transaction and the expected date of receipt.</li></ul>
TBD	VROL blocks the dispute if the following conditions are met: <ul style="list-style-type: none"><li>• The user's response is "Misrepresentation" to the "This dispute is due to" questionnaire question.</li><li>• The dispute is not within 120 days from the date when merchandise or services were received or from the processing date of the transaction.</li><li>• The user's response is "Yes" to the "Is there evidence of previous ongoing negotiations between the cardholder and merchant?" questionnaire question.</li><li>• The issuer did not submit the dispute within the last 60 days from the date when the cardholder first notified the issuer of the dispute.</li></ul>

Error Code	Edit Description
TBD	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Non-Receipt of Cash/Load" to the "What was not received?" questionnaire question.</li><li>• The dispute is processed more than 120 days from any of the following dates:<ul style="list-style-type: none"><li>– Processing date of the transaction.</li><li>– Processing date of the adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit transaction.</li><li>– Transaction date of the adjustment.</li></ul></li></ul>
TBD	<p>VROL blocks the dispute if the following conditions are met:</p> <ul style="list-style-type: none"><li>• The user's response is "Terms of Contract (Virtual Account)" to the "This dispute is due to" questionnaire question.</li><li>• The dispute is not within 120 days from the date when merchandise or services were received or from the processing date of the transaction.</li></ul>

## Definitions

The definitions of the terms in this section are specific to Visa Resolve Online (VROL).

### Approved Authorization

An online authorization (0100 message) is required when the transaction amount is above the merchant floor limit. Exceptions exist for authorization amounts below the merchant floor limit. These include chip and response code ARQC and service code x2x. The response code is 00, 11 or 85.

### Approved Authorization Amounts

If the approved authorization contains the same authorization code as the clearing amount and is greater than the settled amount, then the approved authorization amount is approved authorization - matching 0400 messages.

The following calculations apply for approved authorization amounts that are not SMS only transactions.

- If the authorizations can be combined and there is a reversal message, then approved authorization amount is the (sum of applicable approved authorizations) - matching (with the same authorization code)/associated approved 0400 authorization reversal messages.
- If the authorizations can be combined and there are no reversal messages, then approved authorization amount is the sum of applicable approved authorizations.
- If the authorizations cannot be combined and there is a reversal message, the approved authorization amount is the approved authorization - matching (same authorization code) 0400 authorization reversal messages.
- If the authorizations cannot be combined and there are no reversal messages, the approved authorization amount is equivalent to the approved authorization.

**Note:** *For SMS to SMS transactions, 0400 is both the actual transaction reversal and authorization reversal.*

**Approved Merchant Types for Misrepresentation**

MCC	MCC Title
4722	Travel Agencies and Tour Operators
4723	Package Tour Operators – Germany Only
4816	Computer Network/Information Services
5045	Computers and Computer Peripheral Equipment and Software
5734	Computer Software Stores
5817	Digital Goods - Applications (Excludes Games)
5962	Direct Marketing – Travel-Related Arrangement Services
5964	Direct Marketing – Catalog Merchant
5965	Direct Marketing – Combination Catalog and Retail Merchant
5966	Direct Marketing – Outbound Telemarketing Merchant
5968	Direct Marketing – Continuity/Subscription Merchant
5969	Direct Marketing – Other Direct Marketers (Not Elsewhere Classified)
7011	Lodging – Hotels, Motels, Resorts, Central Reservation Services (Not Elsewhere Classified)
7012	Timeshares
7277	Counseling Services – Debt, Marriage, and Personal
7372	Computer Programming, Data Processing, and Integrated Systems Design Services
7379	Computer Maintenance, Repair and Services (Not Elsewhere Classified)
7622	Electronics Repair Shops

## ATR Authorization Search Time Frame

The ATR authorization search time frame is calculated 31 days prior to the transaction date in the clearing record for transactions with Vehicle MCC and Cruise Line and Lodging MCC.

For all other MCCs, the ATR authorization search time frame is calculated 7 days prior to the transaction date in the clearing record.

## Card Present Exclusion List

The following conditions apply to "Card Present" transactions that require online authorizations.

- The transaction is classified as fallback if the following conditions are met:
  - Terminal Entry Capability is 5.
  - POS entry is not 05, 07 or 95.
  - The service code begins with 2 or 6.
- The transaction belongs to positive authorization category if the middle digit of the service code is 2.
- The transaction belongs to expired card (field 14) category if the settlement shows that the card was expired.
- The transaction belongs to cash disbursement category if the MCC is in 6011 or 6010.
- The transaction belongs to Europe MCC list category if the following conditions are met:
  - The merchant is located in Europe.
  - MCC is in 5451, 5921, 5994, 5994, 7927 or 7995.
- The transaction belongs to quasi cash category if the processing code is 11.
- The transaction belongs to ARQC category if the following conditions are met:
  - POS entry is 05, 07 or 95.
  - Field F55, Byte 2, and position 3 value is "ARQC"
  - originalTransaction.chipCard.cardVerificationResultByte2[1] =ARQC

### Card present/card not present

A dispute transaction is determined by VROL as "Card Present" or "Card Absent" if the following conditions are met:

- Card Present
  1. POS Entry Mode (F22) is 02, 03 (with full chip data), 05, 07, 90, 91, or 95.
  2. POS Entry Mode is not a value in item 1, ECI value is not in 1-9, POS Environment is not R or I, MCC is not in 4814, 4816, 5960, 5962, or 5964-5969, and POS Condition code (F25) is not 01, 05, 08, or 59.
  3. By default, a transaction is determined as "Card Present" if it is not yet determined as "Card Present" nor "Card Absent".
- Card Absent
  1. If POS Entry Mode is not a value of item 1 in Card Present, and ECI value is in 1-9.
  2. If POS Entry Mode is not a value of item 1 in Card Present, ECI value is not in 1-9, and POS Environment is R or I.
  3. If POS Entry Mode is not a value of item 1 in Card Present, ECI value is not in 1-9, POS Environment is not R or I, and MCC is in 4814, 4816, 5960, 5962, or 5964-5969.
  4. If POS Entry Mode is not a value of item 1 in Card Present and POS Condition code (F25) is 01, 05, 08, or 59.

For authorization edits, VROL uses the settlement to determine if the dispute transaction is "Card Present" or "Card Absent" and searches 1, 7, or 31 days prior for the relevant authorizations.

### Cruise Line and Lodging MCC

The following conditions must be met for a transaction to be a cruise line and lodging MCC transaction.

- MCC is in 7011 (Lodging Merchants and 3501-3856).
- MCC is in 4411 (Steamship and Cruise Lines).

### Currency

For all authorization edits, use the merchant/source currency to determine if the full authorization was obtained and compare the source currency in the authorization records with the source currency in the clearing record.

## Estimated Authorization Request

An estimated authorization request occurs when there is an incremental authorization indicator of  $60.10 = 2/3$ .

## Full Authorization Obtained

Merchant Type	MCCs	Full Authorization Obtained (AU5)	Incremental Authorization (Applicable for AU4)
Aircraft rental	7999	VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the last 7 days from the transaction date of clearing record is equal to the cleared amount.	Yes
Bicycle rental	7999		
Boat rental	4457		
Equipment rental	7394		
Motor home rental	7519		
Trailer park or campground rental	7033		
Cruise lines	4411	VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the last 31 days from the transaction date of clearing record, multiplied by 1.15, is equal to the settlement amount.	Yes
Lodging merchants			
Card-Absent environment transactions classified with MCC 4121 (Taxicabs and limousines)	4121	VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the same day as that of transaction date of clearing record, multiplied by 1.15, is equal to the settlement amount.	Yes
Amusement parks, circuses, carnivals, and fortune tellers	7996	VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the same day as that of the transaction date of clearing record is equal to the cleared amount.	Yes

Merchant Type	MCCs	Full Authorization Obtained (AU5)	Incremental Authorization (Applicable for AU4)
A transaction or an aggregated transaction at a turnstile, fare gate, or point of boarding	4112	In the US, VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the last 3 days from the transaction date of clearing record is equal to the cleared amount.	Yes
At merchants classified with MCC	4113		
– 4111 (Local and Suburban Commuter Passenger Transportation, Including ferries)	4131	Outside of the US, VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the last 7 days from the transaction date of clearing record is equal to the cleared amount.	
– 4112 (Passenger Railways)			
– 4131 (Bus Lines)			
Vehicle Rental Merchants	3351-3500, 7512 and 7513	VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the last 31 days from the transaction date of clearing record, multiplied by 1.15 (or USD75, whichever is higher), is equal to the settlement amount.  <b>Note:</b> <i>The USD75 does not apply to transactions involving Europe.</i>	Yes

Merchant Type	MCCs	Full Authorization Obtained (AU5)	Incremental Authorization (Applicable for AU4)
AFD	5542	<p>Merchant is not in Europe:</p> <p>if there is an approved authorization with amount = 1 unit of money ( as per source currency) on the transaction date used in the settlement record and if the settlement amount satisfies one of the below conditions:</p> <ul style="list-style-type: none"><li>• If it's a domestic transaction in Japan, source settlement amount &lt;=15000 JPY</li><li>• domestic transaction in US<ul style="list-style-type: none"><li>– If Visa Fleet Card, settlement amount &lt;=USD150</li><li>– For other transactions, settlement amount &lt;=100 USD</li></ul></li><li>• Else<ul style="list-style-type: none"><li>– If Chip Initiated and with PIN, then, Settlement amount &lt;=100 USD (or local currency equivalent)</li><li>– Else, settlement amount &lt; =75 USD (or local currency equivalent)</li></ul></li></ul> <p>Merchant is not in Europe:</p> <p>if there is an approved authorization on the same Transaction date of settlement and authorization transaction amount &lt;= 150 USD (convert authorization money in USD equivalent and compare)</p> <p>merchant is in Europe region,</p> <p>if there is an approved authorization on the same Transaction date of settlement and amount in authorization equals Clearing amount</p>	No

<b>Merchant Type</b>	<b>MCCs</b>	<b>Full Authorization Obtained (AU5)</b>	<b>Incremental Authorization (Applicable for AU4)</b>
Taxicabs and limousines	4121 (Card present)	VROL blocks the dispute if the corresponding approved authorization with a response code of 00/85/11, obtained on the same date as the transaction date used in the clearing record and the authorization amount, multiplied by 1.20, is equal to the clearing amount.	No
Fast food	5814		
Beauty and barber shops	7230		
Health and beauty spas	7298		
Eating places and restaurants	5812	VROL blocks the dispute if the combined authorization and the authorization multiplied by 1.20 is equal to the clearing amount.	Yes
Drinking places (places where alcoholic beverages are served such as bars, taverns, nightclubs, cocktail lounges, and discotheques)	5813		

For all other MCCs, VROL blocks the dispute if the sum of authorization amount of all approved authorizations with the same transaction ID for the last 7 days from the transaction date of the clearing record is equal to the settlement amount.

### **Incremental Indicator**

The following conditions must be met for a transaction to have an incremental indicator.

- Subsequent authorizations with the same transaction ID have an incremental authorization indicator of 63.3 = 3900.
- If merchant is from the U.S., the incremental authorization indicator of 63.3 must not be populated with 3900 and the incremental authorization indicator of 62.1 = 1 (ACI).

### **Installment Transaction**

The following conditions must be met for a transaction to be an installment transaction.

- The authorization contains the incremental authorization indicator of 60.8 = 3.
- The transaction has a POS entry mode of 1.

## Mass Transit

The following conditions must be met for a transaction to be a mass transit transaction/variable fare transaction.

- The transaction has a POS Entry Mode of 07 (Proximity payment).
- The transaction must have one of the following MCC:
  - 4111 — Local and suburban commuter passenger transportation including ferries
  - 4112 — Passenger Railways or 1
  - 4131 — Bus lines
- If the transaction amount is less than or equal to the limit specified in the following table:

Region	Country	Domestic Transactions	Intraregional Transactions
AP	India	INR 100	Not applicable
AP	Singapore	SGD 15	Not applicable
AP	Rest of AP	Not applicable	Not applicable
Canada		Not applicable	Not applicable
CEMEA	Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan	USD 1	USD 1
CEMEA	Albania, Bosnia and Herzegovina, Kosovo, Macedonia, Montenegro, and Serbia	USD 2	USD 2
CEMEA	Other countries in CEMEA not listed in previous rows above	USD 1	USD 1
EU	Netherlands	Not applicable	EUR 5
EU	United Kingdom	GBP 10	GBP 6

Region	Country	Domestic Transactions	Intraregional Transactions
EU	Other countries in Europe not listed in previous rows above	EUR 5	EUR 5
LAC	All	EUR 5	EUR 5
US	All	Not applicable	Not applicable

### Merchant Floor Limit Table

A table that documents the merchant floor limits of countries. All authorizations not documented in the table need to be approved online.

### Offline Approved Authorization

An offline approved authorization occurs when a chip initiated transaction is approved without an online authorization and is below the merchant floor limit. The response code is Y1 or Y3.

### Parameters for Identifying Duplicate Dispute (ROL-1600)

- Original transaction destination amount (issuer amount)
- Card Account Number matching
- Purchase date between the original transaction date - 1 and original transaction date + 1 day
- ARN
- Network ID
- Tran ID Matching
- MSCN Match

For Parcelado transactions, additional parameters include: Merchant Country Code is Brazil, Central Processing Date of Original Transaction, and Central Processing Date of Dispute are equal.

### Partial Authorization Request

The following conditions must be met for a partial authorization request.

- The authorization contains the incremental authorization indicator of 60.10 = 1.
- The authorization has a response code of 10.

### Processing Dispute Timeframe Calculation

Type of Transaction	Authorization Validity timeframe	Processing Timeframe
Visa Electron and ATM <sup>1</sup> within 5 calendar days from the transaction date		Within 5 calendar days from the transaction date.
Visa Prepaid Load Service (in the US Region)		Within 2 <sup>1</sup> calendar days from the transaction date.
All Other Transactions		<ul style="list-style-type: none"><li>• Within 8<sup>2</sup> calendar days from the transaction date.</li><li>• For country and region-specific transactions, the processing timeframe are as follows:<ul style="list-style-type: none"><li>– Japan: Within 30 calendar days of the transaction date.</li><li>– Malaysia: Within 2 local business days of the transaction date for domestic Automated Fuel Dispenser transactions.</li><li>– Europe region: Within 2 calendar days of the transaction date for Variable Fare transactions.</li><li>– US region: Within 5<sup>2</sup> calendar days of the transaction date for merchandise returns and credits.</li></ul></li></ul>

### Recurring Transaction

The following conditions must be met for a transaction to be a recurring transaction.

- The authorization contains the incremental authorization indicator of 60.8 = 2.
- The POS environment is R.

### **Transaction date in clearing record**

Transaction date in clearing record refers to the transaction or purchase date. It does not refer to the transaction processing date.

### **Vehicle Rental MCC**

Vehicle rental MCC applies to transactions with vehicle rental merchants and MCC in 3351–3500, 7512, and 7513.

### **VPAY transaction**

Transaction details and Product ID have value "V" for VPAY.

# Glossary

The definitions of the terms in this glossary are specific to Visa Resolve Online (VROL).

## **account number**

See card/account number

## **accounting entry memo (AEM)**

These memos record how an issuer or acquirer intends to track its internal general ledger entries for a case. These records are stored within VROL. Report 150 can be used to export the data to a member's general ledger accounting system.

## **acquirer**

A member that has agreements with merchants to accept Visa card transactions, offer cash disbursement services to cardholders, or both. The acquirer is responsible for:

- Accepting card transaction data from merchants and the ATMs and bank branches.
- Providing authorization decisions to those card-accepting locations.
- Conveying transaction information to Visa as interchange transactions.

## **acquirer BIN**

A six-digit identifier for the member or user that acquired a transaction from the card acceptor.

## **acquirer reference number(ARN)**

A 23- or 24-digit identification number associated with every draft or voucher. It consists of a Microfilm Format Code, Bank Identification Number (BIN), Capture Date, Film Locator, and Check Digit.

A warning is displayed for 23-digit ARNs that do not pass the MOD-10 Check for transaction inquiries in advanced search, manual questionnaires, manual transaction entry, or systems interfaces. There is no MOD-10 Check for 24-digit ARNs.

If a transaction is passed from an SMS to BASE II member or vice versa, VROL converts the 24-digit ARN into 23 digits and sends it in a response along with RRN, STAN, and Acquirer BIN. If required, the RRN, STAN, and Acquirer BIN can be used to re-create a 24-digit ARN.

**adjustment**

A message from an acquirer center to an issuer center informing the issuer that something about a previously processed financial transaction has changed or was wrong. A merchandise return by the customer is one example. Adjustments may be debits or credits and must be approved by the issuer. Adjustments are supported for SMS processing only.

**Adobe Acrobat Reader**

A freely distributed program developed by Adobe Systems, Inc. for viewing electronic PDF documents.

**advice**

Also referred to as an advice record or advice message. A notice of an action or approval, usually one that has already happened, that requires no further approval. An advices may be tied to a chargeback, representment, VDAS transaction, and request for copy.

**AEM**

*See* accounting entry memo (AEM)

**Allocation**

A dispute process where VROL automatically determines financial liability for the dispute. Fraud and Authorization disputes follow this workflow.

**amount**

The specific amount to be retrieved in the Transaction Inquiry page. The inquiry matches only when the amount matches the amount information in the database.

**arbitration**

A process where Visa determines financial liability between members for interchange transactions that are presented and charged back and potentially re-presented.

**archive**

In VROL, creating PDF files of the case contents, placing all of the PDF files for a case into a single zip file along with metadata about the contents of the file, and placing the zip file in a separate staging area.

**asynchronous**

One type of transaction inquiry response in which the VisaNet warehouse system requires more than 15 seconds to respond to the inquiry, or if the transaction is older than six months.

*See also* synchronous.

**authorization**

The approval or guarantee given by the card issuer to the acquirer.

## **authorization code**

A 5- or 6-position code, usually numeric, provided by an issuer or its agent to indicate approval of a transaction. The code is returned in the authorization response message and is usually recorded on the sales or cash draft as proof of authorization.

## **Auto-Substantiation Receipt Request (ASRR) collaboration**

Used for processing healthcare auto-substantiation transactions.

## **Bank Identification Number (BIN)**

A six-digit (for acquirers) and eight-digit (for issuers) number used by Visa to identify processing centers or members.

## **BID**

Business Identification. A unique eight-digit member identifier with the three-digit country code stored in VROL that identifies each bank or organization. Banks may have one or many BIDs.

## **BIN**

See Bank Identification Number (BIN).

## **browser**

See Web browser.

## **bulk mail**

A feature of Visa Resolve Online that allows the user to locate questionnaires and files within a specific date range. Once retrieved, bulk mail can be downloaded to a specific location.

## **card/account number**

On many VROL screens and reports, this field replaces account number and card account number, which have been used interchangeably to mean the "card number." Card/account numbers can be any length between 11 and 19 digits. Sometimes BINs can be entered in the card/account number field; these are represented as 6-digit or 8-digit values.

Card/account numbers are displayed with groups of four digits separated by a dash. The trailing group can be 1-4 digits.

## **card issuer**

The card issuer is the entity ultimately responsible for approval or denial of any use of a card for purchases and cash withdrawals advances. When an issuer center or STIP at a VIC provides an authorization decision, it is acting as the issuer's agent.

## **cardholder**

The term used to identify the customer using a card. The cardholder is the person associated with the Primary Account Number, Primary Account Number-Extended, or Account Identification 1 field entry for a given customer transaction.

**case folder**

All related elements of a dispute are captured and managed in a "case folder" that may contain the original transaction, transaction research queries, supporting documentation (images), Dispute Resolution Exhibits, and case rulings. The case folder keeps all relevant information organized.

**case number**

A unique number generated for each case folder. The case number serves as a link to additional case details.

**cash transaction**

A customer transaction involving (1) the manual or automated disbursement of cash, (2) a mail/telephone order for travelers checks or foreign currency, or (3) a quasi-cash purchase.

**Central Processing Date (CPD)**

On reports, this date is generated by BASE II in normal circumstances. However, when there is a force post, there is no advice associated with it and as such the CPD is not picked up from BASE II. VROL asks the user to manually provide the date in the Estimated CPD of the financial and the date is carried forward from there. This is the date in the case folder events in the CPD column.

**CDI**

See common data infrastructure (CDI)

**chargeback**

A sales draft or other item that has been examined by the issuer center, found to be improper, and sent back to the acquirer center with other outgoing interchange.

**chargeback reversal**

The cancellation of a chargeback sent in error to the acquirer center.

**CIB**

Center Identification Block. CIBs are groups of BINs. The equivalent of a PCR, but set up in Config for BASE II members.

**collaboration**

A dispute process workflow where VROL does not automatically determine liability. Consumer and Processing Error disputes follow this workflow.

**comma-separated values (CSV)**

A data format in which each piece of data is separated by a comma. This is a popular format for transferring data from one application to another, because most database systems are able to import and export comma-delimited data. Also referred to as comma-delimited format.

## **common data infrastructure (CDI)**

Transforms, aggregates, and loads authorization, draft, fraud transaction detail, and lookup table into a relational database that provides back-end server data preparation for decision support clients who use Cognos and MicroStrategy.

## **compliance**

A process where Visa resolves disputes between members arising from violations of the Operating Regulations when the requesting member can certify that a financial loss has occurred, or will occur, for a specific amount, and no chargeback right is available.

## **copy request**

A request for copy of an original transaction from the issuer center to the acquirer center. See also request for copy (RFC) or original transaction.

## **CPD**

See Central Processing Date (CPD).

## **credit transaction**

A cardholder claim for funds for the credit of his/her account. At the same time, it provides details of funds acknowledged as payable by the acquirer (and/or the card acceptor) to the card issuer.

## **CSV**

See comma-separated values (CSV).

## **customer**

Visa's customers are issuers and their cardholders, and acquirers and their merchants. Issuers' customers are cardholders, and acquirers' customers are merchants.

## **customer accounting entry**

A memo facility in which members can record accounting entries they expect to make in their general ledger systems, related to the disposition of a disputed transaction.

## **data export**

A field on the Report Parameters page used to select the data export format for the tabular generated report.

**date**

A field on the Questionnaire Delivery Exception Report, Bulk Questionnaire, and Image Upload Exceptions Report parameters pages used to enter the date in MMDDYY format.

For reports that utilize date parameters, the time cut-off for all activity that is subject to daily processing is based on midnight Pacific time. For reports that use calculated time period parameters (for example, 5 Days to Act, 10 Days Aged), the data is gathered based on the calculated time period of the case in question only. Any report run against summary tables returns data and functional results based on a time period of midnight to midnight Pacific time no matter the time zone of the user running the report. Pacific time is defined as the local Pacific time an event takes place, which includes adjustments for daylight saving time.

**date range**

A section of the Transaction Inquiry Request page showing the date range by which a search is based.

For reports, both the daily and monthly date ranges are inclusive ranges. The resultant report tabulates for the period beginning on, and including, the entirety of the From date and concluding with, and including, the entirety of the To date.

**days aged**

See Days to Act.

**days to act**

A field on the Chargeback Cycle Aging Report parameters page used to enter the maximum days to act.

The CPD is used for this calculation and is a "date only" value. For cases with US domestic dispute jurisdiction, the end-of-day cut off is midnight Pacific time. For all other cases, the end-of-day cut off is midnight GMT. For example:

- For a case that has US domestic dispute jurisdiction, the 'Day to Act' after a representment advice is received is 30 days from the CPD. If the CPD is March 1, 2005 then the end-of-day cut off would be March 1 + 30 days or March 31, 2005.
- For a case that has any other dispute jurisdiction, the 'Day to Act' after a representment advice is received is 60 days from the CPD. If the CPD is March 1, 2005 then the end-of-day cut off would be March 1 + 60 days or April 30, 2005. The cut off time would be midnight GMT on April 30, 2005.

**decision letter**

A letter from Visa to the members involved in either an Arbitration or Compliance filing, communicating the final decision.

**Direct Exchange (DEX)**

The new enhanced network for clients that directly connect to VisaNet. Direct Exchange uses Internet Protocol and the latest in Internet technologies, such as Java, as well as other open standards. It provides easier access to existing payment services, and features a single point of connectivity that simplifies access to Visa.

## dispute group

A group in Visa Resolve Online containing the possible reasons why a transaction would be disputed. Each dispute group has a unique list of dispute reasons associated with it.

## dispute range

Category tabulated on chargeback cycle questionnaires submitted by one or more selected users over a selected date range. These reports also include a dispute group category.

## documentation

Correspondence, drafts, receipts, or any other information that can be saved as a Tagged Image File Format (TIFF) object. Used to contribute additional information to the dispute resolution process.

## documentation indicator

Identifies the status of attached documentation. Space = No support documentation required; 0 = No support documentation provided; 1 = Support documentation to follow; 2 = Invalid acquirer's reference number used in previous chargeback record and no supporting documentation was required or received; 3 = Invalid acquirer's reference number used in previous chargeback record and supporting documentation was received; 4 = No supporting documentation received for previous chargeback.

## drop-down list

A single selection field list containing additional specific information visible only when the user chooses to display the list box that contains the other choices.

## download

Transferring programs or data from a computer to a connected device, such as a workstation or microcomputer.

## edit criteria

The set of rules for the format and content of a data field. If the field content does not comply with edit rules, the message containing that field is rejected. The message is sent to its originating center with a reject message header.

## fee collection

A transaction used to collect financial obligations of a member.

## financial transaction

A transaction that involves monetary liability transfer between the initiating and receiving parties.

## fraud

Fraud occurs when an individual who is not the cardholder or designee uses a card or its account number to obtain goods or services without the cardholder's consent. Fraud also occurs when a card is obtained through misrepresentation of identification or financial status.

**fraud advice transaction**

A transaction sent by a center to notify Visa of the possible fraudulent use of a card.

**fulfillment**

A document image that the acquirer supplies in response to a Copy Request.

**funds disbursement**

A transaction used to disburse funds to a member.

**Good Faith collaboration**

An informal process between an issuer and an acquirer for settling disputes that are not governed by Visa operating regulations.

**images**

Supporting documentation that you can attach to a case, such as a sales draft, correspondence, and so forth. Contributes additional information to the dispute resolution process.

**initiator**

The member who initiates pre-compliance, pre-arbitration, or case filing.

**Internet Explorer**

A Microsoft software application used to locate and display Web pages. Internet Explorer supports Java, JavaScript, and ActiveX.

**issuer**

A member that issues payment cards to consumers. For a given transaction, the issuer is the institution that issued the card used for that transaction.

**Julian date**

A date displayed as the day's position in a year rather than in a particular month. The format is YDDD or YYDDD.

**manual questionnaire**

A questionnaire that is created without processing a transaction inquiry. All transaction information must be completed and a dispute stage selected.

**MCC**

See merchant category code (MCC).

**member**

A financial institution that belongs to Visa.

**merchant**

An entity that contracts with an acquirer to accept Visa transactions.

### **merchant category code (MCC)**

A four-digit number assigned to describe a merchant's primary business. In addition, some MCCs identify specific merchants and types of transactions.

### **merchant profile database**

A database of merchant information, maintained by Visa. A merchant's details are available to view through a link in Visa Resolve Online.

### **mime-type**

A specification for formatting non-ASCII messages so that they can be sent over the Internet. Many e-mail clients now support Multipurpose Internet Mail Extensions, (MIME), which enables them to send and receive graphics, audio, and video files via the Internet mail system. In addition, MIME supports messages in character sets other than ASCII.

### **mouse rollover**

A feature that allows the user to place the mouse cursor over an active link to view a pop-up window description of that link.

### **my queues**

The Visa Resolve Online page where an asynchronous transaction inquiry is displayed and where a user can view the cases involving their customers by dispute stage and other sort categories.

### **name-based view**

Using the role management feature, the Member Site Administrator initiates a search for users available to the member, and then assigns a role to each person selected.

### **network-limited BIN**

BIN numbers listed in reports that are exclusive to the network that the specific report exists.

### **nonfinancial transaction**

A transaction that does not involve monetary liability transfer between initiating and receiving parties. Examples include RFCs and Exception File Listing updates.

### **nonfulfillment message**

A response to a Request for copy indicating that the acquirer will not provide a copy of the requested sales draft.

### **online file delivery (OFD)**

An access option that provides file transfer capability to support image system interface through the Direct Exchange network.

### **online transaction processing (OLTP)**

There are two servers in the VROL reporting architecture: 1) the real-time server, also known as the OLTP server, that contains up-to-date data and 2) the batch server that contains periodically updated (daily or monthly) data.

**on request**

Describes that you can generate reports at any time. Visa does not generate the reports at predetermined intervals for delivery to your organization.

**opposing member**

The member who responds to a pre-compliance, pre-arbitration, or case filing.

**optional collaboration**

Non-financial transactions that can be exchanged between issuers and acquirers. Collaboration transactions are internal to VROL and are only valid between BINs active in VROL. Supported types in VROL are: a) Inquiry, b) Good Faith, c) ASRR, and d) Card Recovery.

**original**

Refers to the original sales draft (or electronic transaction detail) of a purchase or cash advance transaction.

**original transaction**

In BASE II Clearing, the first presentation of a purchase, credit, or cash advance submitted to interchange.

**PCR**

Processor Control Record. A logical hierarchical entity containing the grouping of BIN and networks. The BIN can further contain account ranges or transit routing numbers. A PCR is set up in CORE for SMS members.

**PDF**

Short for Portable Document Format, PDF captures formatting information from a variety of desktop publishing applications, making it possible to send formatted documents and have them appear on the recipient's monitor or printer as they were intended.

**pended transaction**

Before a transaction is selected to dispute, the last transaction viewed by a user or substitute draft created is the pended transaction. The pended transaction is used to populate the case header until a transaction is selected to dispute. After a transaction is selected to dispute, that becomes the transaction that populates the header, and viewing or creating substitute drafts for any transactions in the case will not change the disputed transaction.

**permissions**

Settings used to configure the way Visa Resolve Online interacts with all users in your organization.

**pinned transaction**

In VROL, the transaction identified as the transaction for the case; it does not refer to the Personal Identification Number (PIN).

POS can stand for either point of service or point of sale. The intent of both phrases is the same: the place where the customer and card acceptor are located at the time a card (or check) is used for purchase or cash. The term "point of transaction" is also used for this location.

**POS entry**

Point of Sale. Location at which a card transaction takes place.

**PPCS**

See Preauthorization Payment Cancellation Service (PPCS)

**Preauthorization Payment Cancellation Service (PPCS)**

A service used by issuers to stop automatic bill payments on a cardholder's behalf.

**pre-arbitration**

An attempt to resolve a dispute that has been previously charged back and represented before filing arbitration with Visa. Pre-arbitration is required under some circumstances.

**pre-compliance**

A notification to the opposing member that a violation of the Operating Regulations has occurred for which there is no chargeback rights. A pre-compliance must be sent before filing a compliance case with Visa.

**privileged PCR**

A PCR set up with the permission to send transactions for any account range or BIN.

**processor**

A member, or a Visa-approved non-member acting as the agent of a member, that provides authorization, clearing, or settlement services.

**processing day**

For reports that utilize date parameters, the cut off time for all activity that is subject to daily processing is based on midnight Pacific time. This means that Processing Day is based on Pacific time.

**purge**

In VROL, to physically delete a case or item from the VROL online database.

**questionnaire**

Completed by acquirers and issuers to share information and documentation in order to resolve disputes.

**report parameters**

Report parameters are unique to each report. The parameters for each report are comprised of a unique set of text boxes, check boxes, and option buttons.

**representment**

Paper (or a transaction) submitted by an acquirer to an issuer a second time, following receipt of a chargeback. Also called second presentment.

**request for copy (RFC) or original transaction**

A transaction generated when an issuer requests the original or a copy of the original transaction, followed by a confirmation that records the sending of the original or copy. Also known as a documentation or media request.

**request for information (RFI)**

See transaction inquiry.

**retrieval request**

See request for copy (RFC) or original transaction.

**retrieval request identifier (RRID)**

A unique number assigned by Visa systems to a request for copy message and to the advice for the chargeback and representment.

**RFC**

See request for copy (RFC) or original transaction.

**RFI**

See transaction inquiry.

**role-based view**

Using the role management feature, the Member Site Administrator chooses a role, then selects the users that will be assigned that role.

**role management**

The feature of role management is to assign, reassign, or unassign roles to several users at once in either a role-based view or a name-based view.

**Settlement Reporting Entity (SRE)**

A ten-digit identifier used in the VisaNet Settlement System to indicate settlement entities. In cases where an SRE supports multiple BINs, a suffix is appended to the SRE number to further identify the specific entity being settled.

**SRE**

See Settlement Reporting Entity (SRE).

**substitute draft**

Specific transaction information queried through Visa Resolve Online and sent to the inquiring member user on behalf of a cardholder or merchant. Additionally, substitute drafts can be sent to the appropriate cardholder or merchant.

## **synchronous**

One type of transaction inquiry response in which the Visanet warehouse system responds in a matter of seconds while a customer is still on the phone with their bank's support staff.

*See also* asynchronous.

## **Tagged Image File Format (TIFF)**

One of the most widely supported file formats for storing bit-mapped images on computers. Files in TIFF format often end with a .tif extension.

## **TIFF**

*See* Tagged Image File Format (TIFF).

## **time**

A number of date fields (that don't contain a time component, such as those in mm/dd/yy format) in VROL are converted to Pacific Time or GMT. Depending on the time of year, Pacific Time will refer to either Pacific Standard Time or Pacific Daylight Saving Time. GMT does not adjust for Daylight Saving Time.

## **transaction**

The use of a card by a customer (normally assumed to be the cardholder) to purchase goods or services from a merchant or secure cash from an ATM or financial institution.

## **transaction inquiry**

Visa Resolve Online function that enables an inquiry of transaction information (authorization and settlement) while a cardholder or merchant is on the phone with bank customer support staff.

## **transit routing number (TRN)**

A nine-digit number used in automated Clearing house (ACH) processing that identifies originating and receiving depository financial institutions.

## **TRN**

*See* transit routing number (TRN)

## **upload**

Method of transmitting data, files, or images from your computer to Visa Resolve Online.

## **user profile management**

Only Member Site Administrators, Universal Users, and Visa Administrators can make changes to user profiles. When changes to user profiles are made, records are maintained for audit purposes.

## **user profiles**

Records that contain information that uniquely identifies the member. The Member Site Administrator is responsible for maintaining user profiles after initial setup. A user that requires access as both an issuer and acquirer will have separate user profiles.

**user type**

A field on the User Profile Management page used to further identify a user's role, for example, by defining the role as a Fraud Analyst or Customer Service Analyst.

**Visa Online (VOL)**

A secured Website that is part of Visa's ongoing efforts to build successful relationships by facilitating the rapid exchange of information with members. Members can get what they need faster by using Visa Online, and need only a computer with Internet access.

**Visa Resolve Online (VROL)**

A Web-based service that enables Visa clients to expedite the dispute resolution process. Clients use VROL to retrieve transaction information online, exchange information and documentation electronically, submit pre-filings and case filing electronically, send financial messages, report fraud, and manage exception file and stop payment listings.

**Web browser**

Software residing on a PC that enables the user to navigate and use the Internet to locate and retrieve or transmit information to and from other entities maintaining a presence on the Internet.

# Index

100—ROL Usage Report, 2–2  
101—User Effectiveness Report, 2–17  
105—Transaction Inquiry Detail Report, 2–21  
115—Questionnaire Usage Report, 2–25  
120—Pre-Arbitration Resolution Report, 2–31  
125—Pre-Compliance Resolution Report, 2–37  
130—Daily Activity Report, 2–43  
135—Summary of Outgoing Attached Images Report, 2–66  
140—Bulk Upload Exceptions Report, 2–72  
145—Questionnaire Delivery Exception Report, 2–78  
150—Accounting Entry Memo Report, 2–83  
160—Fraud Activity Report, 2–90  
161—VFMP Report, 2–98  
165—RFC/VCRFS Information Report, 2–105  
170—RFC/VCRFS Detail Report, 2–112  
176—Collaboration Analysis Report, 2–121  
180—Exception File Update Activity Report, 2–128  
185—Stop Payment Activity Report, 2–134  
200—Monthly Activity Summary Report, 3–2  
305—Pre-Arbitration Aging Report, 3–32  
310—Pre-Compliance Aging Report, 3–38  
325—RFC/VCRFS Aging Report, 3–43  
400—Case Filing Resolution Report, 3–49  
410—Case Filing Performance Report, 3–54  
500—Financial Reconciliation Report, 3–60  
505—Rejects and Returns Report, 3–70  
900—User Configuration Audit Report, 3–76  
905—Role Assignment Report, 3–78, 3–82  
910—Member Configuration Audit Report, 3–85  
915—Member Ownership Report, 3–88  
920—Member Access Audit Report, 3–92

## A

Accounting Entry Memo Report, 2–83  
activity  
    daily report, 2–43  
    monthly report, 3–2  
administration reports, 900 series, 1–5  
aging reports, 300 series, 1–4

## B

basic member reports, 1–1  
Bulk SI, scheduled reporting, 1–2  
Bulk Upload Exceptions Report, 2–72

## C

Case Filing  
    Performance Report, 3–54  
    Resolution Report, 3–49  
case filing reports, 400 series, 1–5  
Collaboration Analysis Report, 2–121

## D

Daily Activity Report, 2–43

## E

<\$endrange>reports  
    permissions, 1–2  
error messages, UI, 5–1  
Exception File Update Activity Report, 2–128

## F

Financial Reconciliation Report, 3–60  
financial reports, 500 series, 1–5  
Fraud Activity Report, 2–90

## I

images  
    Bulk SI upload exceptions, 2–72  
    summary of outgoing, 2–66

## M

Member

Access Audit Report, 3–92  
Configuration Audit Report, 3–85  
Ownership Report, 3–88  
menu tab, reports, 1–6  
Monthly Activity Summary Report, 3–2

## N

<\$nopage>Transaction Reconciliation Report.  
See Financial Reconciliation Report, 3–60

## P

parameters, defining, 1–7  
Pre-Arbitration  
Aging Report, 3–32  
Resolution Report, 2–31  
Pre-Compliance  
Aging Report, 3–38  
Resolution Report, 2–37

## Q

Questionnaire  
Delivery Exception Report, 2–78  
Usage Report, 2–25

## R

Rejects and Returns Report, 3–70  
reports  
administration series, 1–5  
aging series, 1–4  
basic member, 1–1–1–2  
case filing series, 1–5  
financial series, 1–5  
generating, 1–6  
menu tab, 1–6  
parameters, 1–7  
scheduled reporting, 1–2  
selecting, 1–6  
trends in usage series, 1–4  
troubleshooting, 4–1  
usage series, 1–3  
RFC/CRFS  
Aging Report, 3–43  
Detail Report, 2–112  
Information Report, 2–105  
ROL Usage Report, 2–2  
Role Assignment Report, 3–78, 3–82

## S

scheduled reporting, 1–2  
selecting reports, 1–6  
<\$starrange>reports  
permissions, 1–1

Stop Payment Activity Report, 2–134  
Summary of Outgoing Attached Images Report, 2–66

## T

Transaction Inquiry Detail Report, 2–21  
trends in usage reports, 200 series, 1–4  
troubleshooting tips, 4–1

## U

usage reports, 100 series, 1–3  
User Configuration Audit Report, 3–76  
User Effectiveness Report, 2–17  
user profile, changes to, Glossary–13

## V

VFMP Report, 2–98