

Visa Resolve Online Release 19.2

Interface Element Specifications (IES) – Business Overview

Project Name: Visa Resolve Online (VROL)

Date: May 20, 2019

# Purpose

Visa Resolve Online (VROL) IES Business Notes provides a business perspective for the technical modifications made to the 19.2 VROL RTSI IES. This document covers changes known as of the publication date and is subject to change. This document is not a replacement for the VROL RTSI IES and should not be used for coding purposes.

# VROL IES Changes

## Adjustments Tab

### Business Reasons:

Changes under the Adjustment tab are for Colombia National Net Settlement Service (NNSS) processing, only.

Mandatory change for client that support Colombia NNSS disputes and adjustment processing in VROL and uses VROL’s RTSI.

User Interface (UI) – these changes are under the Additional Transaction Info section on adjustment screen.

### IES Changes:

| RTSI Function | UI Element Group | UI Element Name | XML Element Name | SI Data Type | Rel 19.2 change | SI Notes |
| --- | --- | --- | --- | --- | --- | --- |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | Natnl Net - Sales Tax Amount | SalesTax | AmountType | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Net Miscellaneous Amount Type | OtherAmountType | String (1) | Changed | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | Natnl Net - Other Amount | OtherAmount | AmountType | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | Natnl Net - Other Amount Impact Type | ImpactType | String (1) | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Net IRF Amount | IRFCalculationBaseAmt | AmountType | Changed | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | Domestic Token | DomesticToken | String (123) | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Reference | NationalReference | String | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Merchant Code | NationalMerchantCode | String | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Net Miscellaneous Amount | MiscAmount | AmountType | Changed | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Reason Collection Code | NationalReasonCollectionCode | String | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | National Capture Flag Code | NationalCaptureFlagCode | String | Retired | Valid only for Colombia Domestic transaction |
| SubmitAdjustmentRequest, GetAdjustmentDetailsResponse | Additional Transaction Info | Cashback Flag | CashbackFlag | String | Retired | Valid only for Colombia Domestic transaction |

## Accounting Entry Memo (AEM) Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Case Tab

### Business Reasons:

To better assist clients understand the amount of a dispute the Source Amount and Destination Amount have been added to the Case Details response call.

Mandatory change for RTSI clients that use Case Details.

UI – these changes will be made in the case header.

### IES Changes:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| GetCaseDetailsResponse | <TransactionInformation> <Transaction> | SrcAmt | AmountType | This Local Transaction/Source Amount field is only for Tran Inquiries that go against the Visa repository. This field is only displayed if the “Local Transaction/Source Amount" parameter is checked for display in the User Preferences screen. |
| GetCaseDetailsResponse | <TransactionInformation> <Transaction> | DestAmt | AmountType | This Cardholder Billing/Destination Amount field is only for Tran Inquiries that go against the Visa repository. This field is only displayed if the “Cardholder Billing/Destination Amount" parameter is checked for display in the User Preferences screen. |

## Case Filing Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## CBRepre Advice Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## CBRepre Financial Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Chargeback QN Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Collaboration Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes

No changes

## Dispute Tab

### Business Reason:

Dispute Questionnaires continue to evolve with new product offerings, rule changes and corrections to questionnaires.

Dispute tab changes for 19.2 include:

* Introduction of Rapid Dispute Resolution for RTSI (optional service)
* Deletions of retired fields from the 19.1 release
* Adds/Updates/Retire Dispute Questionnaire elements

### IES Changes:

*Please refer to Appendix A for questionnaire changes.*

## Dispute Fraud Bundle

### Business Reason:

Changes to the Dispute Fraud Bundle include retiring and deleting Dispute Questionnaire elements that are no longer applicable per the Visa Rules. These updates are for the Europe fraud dispute rule changes that were included with the 19.1 release.

Mandatory change if a client uses RTSI Fraud Bundle functionality

UI – updates were already made with release 19.1.

### IES Changes:

| UI Element Name | XML Element Name | Rel 19.2 change | SI Notes |
| --- | --- | --- | --- |
| Chip card? | ChipOnCard | Deleted | Valid if (<ServiceCode>!=2 or <ServiceCode>!=6) and <FraudType>='4' (Issuer-reported counterfeit) and (<DisputeCategory>='10' (Fraud) and card is EMV Liability Shift Counterfeit) |
| Certification that the cardholder denies authorizing or participating in the disputed transaction and the cardholder certification was obtained through secure online banking and the unique identity represents the cardholder signature | CardholderOnlineBankingCertificationObtainedInd | Deleted | Valid for VE participating  Only any one of the field can be set to true and is required <CardholderDeniesAuthorizingInd>, <CardholderOnlineBankingCertificationObtainedInd>, <CardholderTeleBankingCertificationObtainedInd> |
| Unique Identity | UniqueIdentity | Deleted | Valid if <CardholderOnlineBankingCertificationObtainedInd>=true Required when valid |
| Certification that the cardholder denies authorizing or participating in the disputed transaction and the cardholder certification was obtained through a secure telephone banking environment | CardholderTeleBankingCertificationObtainedInd | Deleted | Valid for VE participating if Transaction Amount<=USD 1000 (or local currency equivalent) for Inter-regional jurisdiction, or if Transaction Amount<=EUR 1000 (or local currency equivalent) for intra-regional jurisdiction.  Only any one of these can be set to true and is required <CardholderDeniesAuthorizingInd>, <CardholderOnlineBankingCertificationObtainedInd>, <CardholderTeleBankingCertificationObtainedInd> |
| Date and time of call | DateAndTimeOfCall | Deleted | Valid if <CardholderTeleBankingCertificationObtainedInd>=true Required when valid  Format: CCYY-MM-DDTHH:mm:ss-<GMT Offset> Example for November 22, 2013 at 3:45 pm EST. <DateAndTimeOfCall>2013-11-22T15:45:00-05:00</DateAndTimeOfCall> |
| Name of the issuer's representative | NameOfIssuerRepresentative | Deleted | Valid if <CardholderTeleBankingCertificationObtainedInd>=true Optional when valid |

## Dispute Advice Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Dispute Financial Tab

### Business Reason:

Changes to Disputes Financials with this release include the deletion of the Colombia NNSS specific fields and updating various elements SI data type from Numeric to Amount Type to align with other elements with the

Mandatory change if a client processes host dispute financials (does not have VROL processing financials on their behalf.)

UI – no change for this functionality.

### IES Changes:

| RTSI Function | UI Element Name | XML Element Name | Rel 19.2 change | SI Notes |
| --- | --- | --- | --- | --- |
| SIGetDisputeFinancialDetailsResponse | Sales Tax | SalesTax | Retired | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | National Net Miscellaneous Amount Type | OtherAmountType | Changed | None - Tip, Cashback, Airport Charge (see UI-QN for mappings) Domain values: <space>=none, T=Tip, C=Cashback, A=Airport Charge Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | Other Amount | OtherAmount | Retired | Valid for Columbia domestic transactions. Required if <OtherAmountType>= T, C or A |
| SIGetDisputeFinancialDetailsResponse | Other Amount Impact Type | ImpactType | Retired | Other Amount CR/DR Indicator Should be Valided to the right of National Net - Other Amount Valid for Columbia domestic transactions Domain values: S=Subtract, A=Add Required if <OtherAmountType>= T, C or A |
| SIGetDisputeFinancialDetailsResponse | National Net IRF Amount | IRFCalculationBaseAmt | Changed | Valid for Columbia domestic transactions. Required if <OtherAmountType>= T, C or A |
| SIGetDisputeFinancialDetailsResponse | Domestic Token | DomesticToken | Retired | Valid for Columbia domestic transactions. Required if <OtherAmountType>= T, C or A |
| SIGetDisputeFinancialDetailsResponse | National Reference | NationalReference | Retired | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | National Merchant Code | NationalMerchantCode | Retired | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | National Net Miscellaneous Amount | MiscAmount | Changed | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | National Reason Collection Code | NationalReasonCollectionCode | Retired | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | National Capture Flag Code | NationalCaptureFlagCode | Retired | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | Cashback Flag | CashbackFlag | Retired | Valid for Columbia domestic transactions |
| SIGetDisputeFinancialDetailsResponse | Installment Payment Interest Amount | InstallmentPaymentInterestAmt | Changed | Interest calculated for the installment period If Installment Payment Indicator = CC, CO, CR, or PA then must be all zeros |
| SIGetDisputeFinancialDetailsResponse | VAT for Installment Payment Interest | VATForInstallmentPaymentInterest | Changed | VAT for the interest for the installment period Must be less than or equal to Installment Payment Interest |
| SIGetDisputeFinancialDetailsResponse | Installment Payment Risk Fee Amount | InstallmentPaymentRiskFeeAmt | Changed | Total amount of the installment payment risk fee If Installment Payment Indicator = CC and Installment Payment Number = 01 then must be greater than zero and For all other Installment Payment Indicators must be all zeroes |
| SIGetDisputeFinancialDetailsResponse | VAT for Installment Payment Risk Fee Amount | VATForInstallmentPaymentRiskFeeAmt | Changed | VAT for the Risk Fee for the installment period Must be less than or equal to Installment Payment Risk Fee Amount and If Installment Payment Indicator = CC and Installment Payment Number = 01 then must be greater than zero |
| SIGetDisputeFinancialDetailsResponse | Deferred Cardholder Billing Date | DeferredCardholderBillingDate | Changed | Deferred cardholder billing date In CCYY-MM-DD format Must be present when Installment Payment Indicator is AD, CD, or PA and must not be earlier than CPD+1 and  For all other Installment Payment Indicators must be all zeroes |
| SIGetDisputeFinancialDetailsResponse | Deferred Acquirer Settlement Date | DeferredAcquirerSettlementDate | Changed | Deferred acquirer settlement date in CCYY-MM-DD format Mandatory and must not be earlier than the current CPD+1 |
| SIGetDisputeFinancialDetailsResponse | Tip Amount | TipAmount | Changed | Tip amount; If present must be less than or equal to transaction amount |
| SIGetDisputeFinancialDetailsResponse | Interchange Reimbursement Fee (IRF) | ArgInterchangeReimbursementFee | Changed | Issuer national reimbursement fee amount; Visa calculated |
| SIGetDisputeFinancialDetailsResponse | VAT National Interchange Reimbursement Fee | VATNationalInterchangeReimbursementFee | Changed | Issuer IRF VAT amount; Visa calculated |
| SIGetDisputeFinancialDetailsResponse | Deferred Settlement Date of Original | ArgDeferredSettlementDateOfOriginal | New | Deferred Settlement Date of Original in CCYY-MM-DD format |
| SIGetDisputeFinancialDetailsResponse | National Net Country Code | ChileCountryCd | New |  |
| SIGetDisputeFinancialDetailsResponse | Sale Type Indicator | ChileSaleTypeIndicator | New |  |
| SIGetDisputeFinancialDetailsResponse | Number of Installment Payments | ChileNumberOfInstallmentPayments | New |  |
| SIGetDisputeFinancialDetailsResponse | Installment Payment Number | ChileInstallmentPaymentNumber | New |  |
| SIGetDisputeFinancialDetailsResponse | Issuer Promo Flag | ChileIssuerPromoFlag | New |  |
| SIGetDisputeFinancialDetailsResponse | Deferred Flag | ChileDeferredFlag | New |  |
| SIGetDisputeFinancialDetailsResponse | Deferred Period | ChileDeferredPeriod | New |  |
| SIGetDisputeFinancialDetailsResponse | Grace Period Flag | ChileGracePeriodFlag | New |  |
| SIGetDisputeFinancialDetailsResponse | Grace Period | ChileGracePeriod | New |  |
| SIGetDisputeFinancialDetailsResponse | Installment Payment Total Amount | ChileInstallmentPaymentTotalAmt | New |  |
| SIGetDisputeFinancialDetailsResponse | Installment Payment Amount | ChileInstallmentPaymentAmt | New |  |
| SIGetDisputeFinancialDetailsResponse | Installments Interest Rate | ChileInstallmentInterestRate | New |  |
| SIGetDisputeFinancialDetailsResponse | VAT Rate | ChileVATRate | New |  |
| SIGetDisputeFinancialDetailsResponse | Interchange Reimbursement Fee (IRF) | ChileInterchangeReimbursementFee | New |  |
| SIGetDisputeFinancialDetailsResponse | VAT National Interchange Reimbursement Fee | ChileVATNationalInterchangeReimbursementFee | New |  |
| SIGetDisputeFinancialDetailsResponse | Deferred Settlement Date | ChileDeferredSettlementDate | New | Date will be in CCYY-MM-DD format |
| SIGetDisputeFinancialDetailsResponse | Deferred Settlement Date of the Original | ChileDeferredSettlementDateOfOriginal | New | Date will be in CCYY-MM-DD format |

## Dispute Quick Form Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Exception File Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Fraud Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Global Elements Tab

### Business Reason:

Changes under the Global Element tab include updates to transaction information for Source and Destination amounts.

Optional change – user preference consideration

### IES Changes:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UI Element Name | XML Element Group | XML Element Name | SI Data Type | SI Notes |
| Local Tran/Source Amount | download: <TransactionInfo> RTSI response: <TransactionInfo> | SrcAmt | AmountType | This Local Transaction/Source Amount field is only for Tran Inquiries that go against the Visa repository. This field is only displayed if the “Local Transaction/Source Amount" parameter is checked for display in the User Preferences screen. |
| Cardholder Billing/Destination Amount | download: <TransactionInfo> RTSI response: <TransactionInfo> | DestAmt | AmountType | This Cardholder Billing/Destination Amount field is only for Tran Inquiries that go against the Visa repository. This field is only displayed if the “Cardholder Billing/Destination Amount" parameter is checked for display in the User Preferences screen. |

## Hypersearch Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Image Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Message Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Misc Fee Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Purchase Inquiry Tab

### Business Reason:

Changes to Purchase Inquiry with 19.2 will include new and retired elements for the merchant responses.

Mandatory by participation – clients that use Visa Merchant Purchase Inquiry will need to make these changes.

UI – transaction inquiry details page will be updated with these changes

### IES Changes:

| RTSI Function | UI Element Group | UI Element | Last Updated | Update Description |
| --- | --- | --- | --- | --- |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData | Customer Name | 5/10/2019 | Retired |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Customer | Customer First Name | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Customer | Customer Last Name | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Delivery Address | Address 1 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Delivery Address | Address 2 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Delivery Address | City | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Delivery Address | State/Province | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Delivery Address | Postal Code | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Delivery Address | Country | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Rapid Dispute Resolution | Credit Intent | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Digital Receipt->Payment Information->Billing Address | Address 1 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Digital Receipt->Payment Information->Billing Address | Address 2 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Digital Receipt->Payment Information->Billing Address | City | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Digital Receipt->Payment Information->Billing Address | State/Province | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Digital Receipt->Payment Information->Billing Address | Postal Code | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Digital Receipt->Payment Information->Billing Address | Country | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Address | Address 1 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Address | Address 2 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Address | City | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Address | State/Province | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Address | Postal Code | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Address | Country | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share | Ride Share - Car Make | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share | Car Model | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share | Date of Trip | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location | Latitude | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location | Longitude | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location->Address | Address 1 | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location->Address | Address 2 | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location->Address | City | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location->Address | State/Province | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location->Address | Postal Code | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Pickup Location->Address | Country | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location | Latitude | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location | Longitude | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location->Address | Address 1 | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location->Address | Address 2 | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location->Address | City | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location->Address | State/Province | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location->Address | Postal Code | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share->Dropoff Location->Address | Country | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Ride Share | Total Amount | 5/10/2019 | New element |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Loyalty address registered | Address 1 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Loyalty address registered | Address 2 | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Loyalty address registered | City | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Loyalty address registered | State/Province | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Loyalty address registered | Postal Code | 5/10/2019 | Updated datatype length |
| SISubmitPurchaseInquiryResponse, SIGetPurchaseInquiryResponse, SIGetMerchantNotificationDetailsResponse, SIGetAllTransDetailsResponse, SICardholderPurchaseInquiryResponse | PurchaseInformationResponseData->Loyalty address registered | Country | 5/10/2019 | Updated datatype length |

## Pre-Filing Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Queues Tab

### Business Reason:

Queue changes for the 19.2 release include a new queue for VROL’s new feature Rapid Dispute Resolution (RDR) and updates to the Batch Queue. The Batch Queue changes provide description update for case filing acknowledgement, final ruling and Visa Contact Message.

Mandatory by participation – clients that use VROL’s Batch Queues for case filing will need to make update to the changed descriptions. Clients that want to participate in the new RDR functionality in RTSI will need to build the new queue (Format H).

UI – queue screens will be updated to accommodate new descriptions. A new queue for RDR will be include in the queue menu.

### IES Changes:

| Function | Queue Format | SI Notes |
| --- | --- | --- |
| Queue Request Queue Response | M, Q, R, S, T, U, J, D, V, Z, H | Format H queue is issuer only |
| Queue Response | K | Identifies the queue item  For QF Domain Values: Dispute  For BulkSI Domain Values: Chargeback, Adjustment, RequestForCopy, Fraud |
| Batch Queue Response | S |  |
| Queue Response | U, H | Uniquely identifies the items per transaction type |
| Queue Response | U, H | See Reference Material tab, table "Domain values for miscellaneous elements" |
| Queue Response | J, H | Issuer only |
| Queue Response | J, H | Issuer only |
| Queue Response | J, H | 13 to 19 digits (inclusive) Issuer only. Used for tokenized transactions |
| Queue Response | V, H |  |
| Queue Response | V, H | Format H queue is issuer only |
| Queue Response | V, H | Format H queue is issuer only |
| Queue Response | H | Format H queue is issuer only |
| Queue Response | H | Format H queue is issuer only |
| Queue Response | H | Format H queue is issuer only |
| Queue Response | H | Format H queue is issuer only |
| Queue Response, Batch Queue Response | L |  |
| Queue Response, Batch Queue Response | L |  |

## Queues Action Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Quick Form Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Reports Tab Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Representment QNTab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Stop Payment (PPCS) Tab

### Business Reason:

The changes to VROL’s PPCS feature will include two new elements; Payment Facilitator ID and Sub-Merchant ID. These new elements will help better identify the merchant for the stop payment

Optional – clients that use VROL’s PPCS functionality have the option to code for these new elements but are not required to make these changes.

UI – the PPCS screen will be updated to include these new elements.

### IES Changes:

|  |  |  |  |
| --- | --- | --- | --- |
| UI Element Name | XML Element Name | SI Data Type | Required Field in Request/Upload (Y, N, C) |
| Payment Facilitator ID | PaymentFacilitatorId | String (11) | N |
| Sub-Merchant ID | SubMerchantId | String (15) | N |

## Submit RFC Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## TI Tab

### Business Reason:

Transaction Inquiry changes with this release include:

* Adding new elements to support Rapid Dispute Resolution (RDR)
* Deletion of Colombia NNSS elements
* Two new elements for PPCS
* Various updates to existing elements
* Retired Additional Merchant Information section from TI Detail

Mandatory and Mandatory by participation (depends on the VROL functionality that a client is using) – please refer to the IES for details

UI – TI summary and detail pages will be updated with these changes.

### IES Changes:

Please refer to the IES for TI changes.

## VCRFS Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Network Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Dispute Reason Code Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Adjustment Reason Code Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Misc Fees Reason Code Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## RFC Reason Code Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Compliance Code Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Transaction Type Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Processing Report Tab

### Business Reason:

No changes with the 19.2 release

### IES Changes:

No changes

## Reference Material Tab

### Business Reason:

Information regarding the new Rapid Dispute Resolution queue (Format H) has been included in the Reference Material tab.

### IES Changes:

Added new regular format "H" queue "All Submitted Rapid Dispute Resolution (ALL\_SUBMITTED\_RAPID\_DISPUTE\_RESOLUTION)"

Added new "On Hold" and "Resolved" case status for RDR

# Appendix A – Questionnaires

****