**BUSINESS REQUIREMENTS DOCUMENT**

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**First Published:**

**Last Revised: 05 April 2023**

**Print Date: 05 April 2023**

**Version 1.0**

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# Revision History

| Ver. No. | Ver. Date | Prepared By | Reviewed / Approved By | Affected Section & Summary of Change |
| --- | --- | --- | --- | --- |
| 1.0 | <17- 02-2022> | <Rakesh Buch> |  | Initial Draft |

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# Approvals

| **Approver** | **Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
| Brijesh P | Ops Director, Financial Operation |  |  |
| Sanjay G | Ops Director, Projects |  |  |

# References

# Glossary

|  |  |
| --- | --- |
| **Term** | **Definition** |
|  |  |
|  |  |
|  |  |

# Introduction

Chargeback Intimation is the notification send to the merchant regarding the dispute case, to provide the sufficient document in the given time period.

## BUSINESS REQUIREMENT DETAILS

Processing of Intimation to Merchant for the Dispute Cases.

## SCOPE

Avoiding Manual work for the Intimation & document Downloading.

### Business Case

### Project details

|  |  |
| --- | --- |
| Requestor Name | Fiserv Business Team |
| Business Contact Details |  |
| Submission Date |  |

## Problem Statement

NA

## High level requirement

| ***Req- ID*** | ***Requirement Description*** |
| --- | --- |
| Req-01 | Processing of Intimation to Merchant for the Dispute Cases and downloading the supporting document we received.   1. Currently we are sending the intimation manually and download the document manually and rename cases wise. 2. After Automation- Intimation will be send through it & document will be downloaded in Common folder.   Below is the current & proposed template for reference |

## Benefits of proposed change

Reduction in Manual Work.

## Volume Projection

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Volume Projection** | **First Year** | **Second Year** | **Third Year** | **Fourth Year** | **Fifth Year** |
| Daily |  |  |  |  |  |
| Monthly |  |  |  |  |  |
| Yearly |  |  |  |  |  |

*E.g. – 50% of daily volume expected over weekend.*