

003 - Chargeback ELO

Pré-condição:

É necessário ter uma transação que já tenha sido processada e esta deve ter saído em um registro do arquivo de outgoing / clearing da bandeira, este arquivo é disponibilizado no diretório de bankworks:

ELO Crédito: Y:\Bw3-xchg\inst007\OUT\ELO_Credit

ELO Débito: Y:\Bw3-xchg\inst000\OUT\ELO_Debit

Obs.: Ao acessar o diretório tenha total atenção para não excluir ou substituir arquivos existentes, apenas copie o arquivo e não o recorte / retire do diretório qualquer arquivo.

- 1) Consultar a transação no arquivo de outgoing

Arquivo de Outgoing / Clearing

[illegible]

- 02) Busca da transação no Bankworks, tela Financial Transactions Slip

FINANCIAL TRANSACTION SLIPS



| | | | |
|------------------|------------|--------------|------------|
| Institution | 00000007 | Posting date | 16/06/2022 |
| Transaction date | 16/06/2022 | Value date | 17/06/2022 |
| Time | 09:03:40 | | |

FILE/BATCH DETAILS

| | | |
|---------------------|-------------|---------------------|
| Slip | 22304441156 | |
| Inward file number | 00642969 | |
| Original slip | 22304441156 | |
| Outward file number | 00642987 | |
| Summary | 22304441155 | |
| Summary client | 90000012 | |
| Src batch | 22304443005 | Inward MerchTrans ▼ |
| Dest batch | 22304443192 | ELO Outward Debit ▼ |

CLIENT DETAILS

| | |
|-----------------------|------------------|
| Client no | 90000012 |
| Card no. | 6504879999900033 |
| Group no | 90000012 |
| Card brand | ELO More Prep ▼ |
| Acct no | 00000000000 |
| Card organization | ELO Full ▼ |
| Original service type | Debit Card ▼ |

TRANSACTION DETAILS

| | |
|-----------------|-------------------------|
| Class | Clearing transactions ▼ |
| Category | Presentments ▼ |
| Type | Purchase ▼ |
| Status | Cleared ▼ |
| Reversal | No ▼ |
| DR/CR indicator | - ▼ |

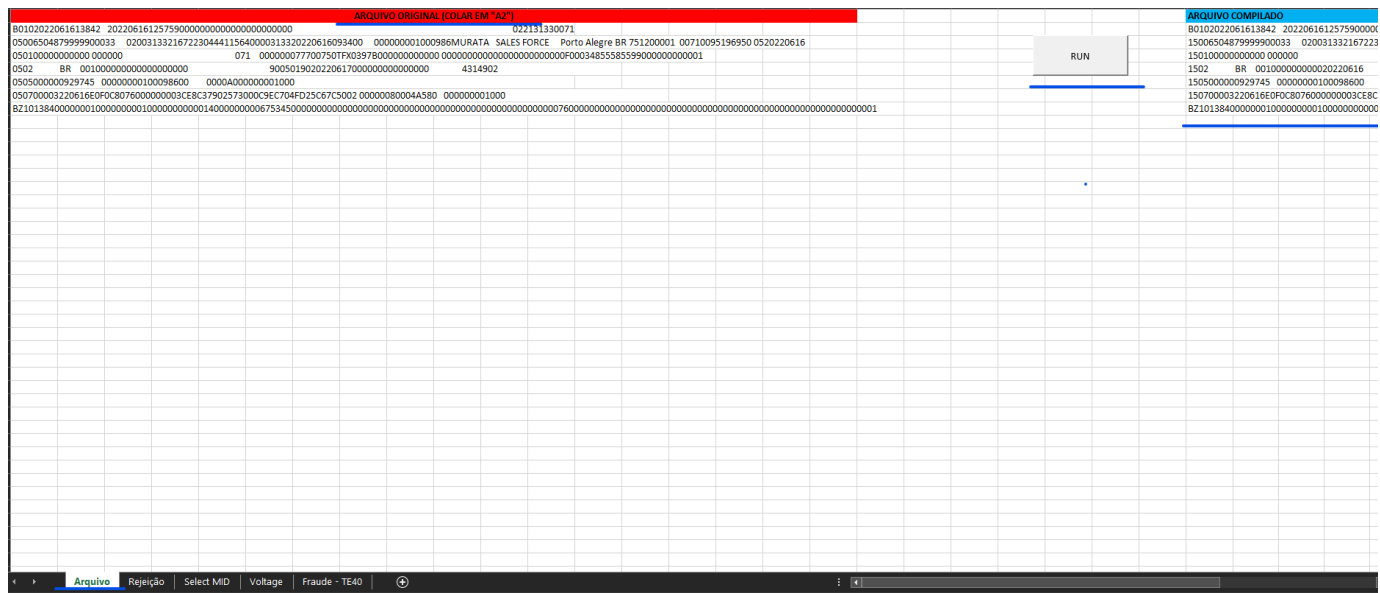
MERCHANT DETAILS

| | |
|--------------|----------------------|
| Name | MURATA - SALES FORCE |
| State | RS |
| MCC | 7512 ▼ |
| City | Porto Alegre |
| Country | BRAZIL ▼ |
| Zip | 90050190 |
| Merchant no. | 77700750 |

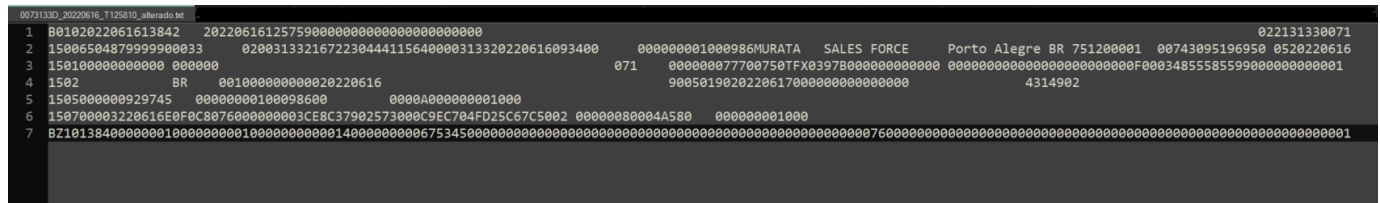
| CURRENCY/RATE/GR/CHARGE/NET AMOUNTS | | | | | | | |
|-------------------------------------|-----|-------------------------|-------|---------|--------------|------|------|
| Transaction | BRL | | 10.00 | 0.32 | | 9.68 | |
| Settlement | BRL | 1.000000000 | 10.00 | 0.32 | | 9.68 | |
| Local | BRL | 1.000000000 | 10.00 | 0.32 | | 9.68 | |
| | | | | 0.06 | | 9.94 | |
| Account | BRL | 1.000000000 | 10.00 | 0.06 | | 9.94 | |
| Recon. | | Rate FX Tran Cardholder | 0 | 0.00000 | Partial Auth | Yes | 0.00 |

[illegible]

05) Copie o conteúdo do arquivo na planilha na Coluna A, Linha 2 e clique no botão "RUN"



06) Copie o resultado gerado em "Arquivo Compilado" em um arquivo TXT. **Obs.:** **Salve o arquivo com um nome diferente do original.**



07) Disponibilize o arquivo gerado no diretório "Y:\Bw3-xchg\inst000\IN\VISA_Inward"

08) Solicitar a execução do processo "ELO INWARD [001075]", no SOA.

Obs.: A malha é executada uma vez ao dia, mas caso necessário solicitar a execução seguindo as instruções :: [002.Processamento de JOBS do SOA](#)

09) No Bankworks acesse a tela "ELO CHBK-REPR INWARD" e utilize as setas de paginação para localizar o registro.

Verifique campos como:

- a) "Record Date": Data em que o chargeback foi processado
- b) "Original Slip": Verificado na tela Financial Transaction Slip, no registro da transação
- c) "Transaction Date": Verificado na tela Financial Transaction Slip, no registro da transação



Institution

00000007

Record date

17/06/2022

CHARGEBACK DETAILS

Original slip 22304441156

Chargeback slip 22304451087

Misc Case No.

Chargeback type 1st Chargeback

Chargeback status Loaded

Chargeback reason 30 Product not received

Document code 015 No Document

Transaction date 17/06/2022

Card number 650487999900033

Chargeback ref num 000000

Right of return

Network ref ID

ACCOUNT DETAILS

VROL Bundle Case Number No

Action taken Pending

Destination acct

Client number

Group number

Service contract

Account type

Curr

MESSAGE TEXT

Message

CHARGEBACK AMOUNTS

Settlement currency BRL GR 10.00

Transaction currency BRL GR 10.00

SOURCE/DESTINATION

Transaction source ELO Inward Debit

Transaction destination Outward ON-US

SECONDARY ACCOUNT DETAILS

Destination acct

Client number

Group number

Service contract

Account type

Curr

10) Copie a informação do campo "Chargeback Slip"

11) No Bankworks acesse a tela CSM-Acquiring e no campo busca (lado esquerdo superior) realize uma pesquisa pelo número do estabelecimento

12) No menu lateral esquerdo selecione a opção "Account Details"

13) Selecione a bandeira e produto utilizados na transação, caso necessário é só expandir a grid e as demais opções serão apresentadas

14) Copie a informação da coluna "Account Number" ou campo "Payment Account Number"

SEARCH

77700750

Q Search

Summary Information

Client Addendum

Address Details

Settlement Details

Account Details

Account Balances

Service Details

Device Details

Floor Limits

Authorisations

Transaction Details

Service Contract Details

Contract History

Payment Schedule

Payment Schedule Hierarchy

Hierarchy

Paid Payments

Later Void - Rejected

Automatic Prepayment Details

CSM ACQUIRING - ACCOUNT DETAILS

ACCOUNTS

MURATA - SALES FORCE

MURATA - SALES FORCE

34855585599

77700750010

BRL

ELO Debit

Yes

| Account number | Account currency | Account type ID | Service contract ID | Group number | Link number | Client level | Billing | Parent account number | Parent client number | Account status | Settlement number |
|----------------|------------------|--------------------|---------------------|--------------|-------------|---------------|---------|-----------------------|----------------------|----------------|-------------------|
| 77700750001 | BRL | VISA Credit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750002 | BRL | MC Credit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750003 | BRL | MC Debit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750004 | BRL | VISA Debit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750005 | BRL | Fees/Adj. | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750006 | BRL | Amen Credit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750007 | BRL | CABAL Debit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750008 | BRL | Wipacard Credit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750009 | BRL | ELO Credit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750010 | BRL | ELO Debit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750011 | BRL | CABAL Credit | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 01 |
| 77700750012 | BRL | On-hold Account | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 0 |
| 77700750013 | BRL | Acq Disputed Trans | Merchant Retail FD | 00002869 | | Member client | Yes | | 00000007 | Active | 0 |

Rows: 13

< 1 >

- 15) Acesse a tela "Merchant Transfer" e cliquei no botão "+ ADD" no lado esquerdo parte inferior da tela
- 16) No campo "Original Spli" informe os dados copiados do campo "Chargeback Slip" na tela ELO CHBK-REPR INWARD
- 17) Siga para o próximo campo utilizano a tecla TAB do teclado, alguns serão carregados e o valor total da transação será apresentada

MERCHANT TRANSFER



Institution

00000007

Record date

17/06/2022

TRANSACTION SLIP NUMBERS

Original slip *

22304451087

Transfer slip

TRANSFER CHARGEBACK AMOUNTS

Account currency *

BRL

GR *

10.00

Transaction currency *

BRL

GR

0.00

PRESENTMENT AMOUNTS

Chg. transaction curr

BRL

GR

10.00

Chg. account curr

BRL

GR

10.00

Pres. transaction curr

BRL

GR

10.00

Pres. settlement curr

BRL

GR

10.00

Pres. local curr

BRL

GR

10.00

Settled to merchant curr

BRL

NET

9.68

Commission curr

BRL

CHG

0.32

Interchange curr

BRL

Out CHG

0.06

Source acct curr

BRL

TRANSFER ACCOUNT

Destination acct

Client number

Group number

Service contact

Account type

Curr

Transaction destination *

GL account type ID

Principal CR DR

REMAINDER ACCOUNT

Destination acct

Client number

Group number

Service Contract

Account type

Curr

Transaction destination

GL account type ID

Principal CR DR

TRANSFER DETAILS

Transfer type

Chargeback Transfer

Transfer status

Approved

Narrative

MURATA SALES FORCE

Action taken *

N/A

NOTES

Notes

18)) Ainda com o TAB navegue até o campo "Destination Acct" e nele informe os dados da coluna "Account Number" ou campo "Payment Account Number" da tela CSM-Acquiring

19) Ainda com o TAB navegue até o campo "Notes" e preencha com alguma informação

MERCHANT TRANSFER



Institution

00000007

Record date

17/06/2022

TRANSACTION SLIP NUMBERS

Original slip *

22304451087

Transfer slip

TRANSFER CHARGEBACK AMOUNTS

Account currency *

BRL

GR *

10.00

Transaction currency *

BRL

GR

0.00

PRESENTMENT AMOUNTS

Chg. transaction curr

BRL

GR

10.00

Chg. account curr

BRL

GR

10.00

Pres. transaction curr

BRL

GR

10.00

Pres. settlement curr

BRL

GR

10.00

Pres. local curr

BRL

GR

10.00

Settled to merchant curr

BRL

NET

9.68

Commission curr

BRL

CHG

0.32

Interchange curr

BRL

Out CHG

0.06

Source acct curr

BRL

TRANSFER DETAILS

Transfer type

Chargeback Transfer

Transfer status

Approved

Narrative

MURATA SALES FORCE

Action taken *

N/A

TRANSFER ACCOUNT

Destination acct

77700750010

Client number

77700750

NÃO USAR MDRF2D

Group number

00002869

Service contact

Merchant Retail FD

Account type

ELO Debit

Curr

BRL

Transaction destination *

Outward ON-US

GL account type ID

Principal CR DR

REMAINDER ACCOUNT

Destination acct

000000000000

Client number

00000000

Group number

00000000

Service Contract

Account type

Curr

Transaction destination

Outward ON-US

GL account type ID

Principal CR DR

NOTES

Notes

Teste UAT

20) Clique no botão "Update" e no pop up clique no botão "OK"



Institution

00000007

Record date

17/06/2022

CHARGEBACK DETAILS

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SOURCE/DESTINATION

Transaction source ELO Inward Debit

Transaction destination Outward ON-US

ACCOUNT DETAILS

VROL Bundle Case Number No

Action taken Pending

Destination acct

Client number

Group number

Service contract

Account type

Curr

MESSAGE TEXT

Message

SECONDARY ACCOUNT DETAILS

Destination acct

Client number

Group number

Service contract

Account type

Curr

22) Acesse novamente a tela "Financial Transaction Slip", no campo "Slip" informe o número do "Chargeback Slip" e realize uma busca.