

## 001 - Chargeback Visa

**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:

Visa crédito: Y:\Bw3-xchg\inst000\OUT\VISA\_Credit

Visa Débito: Y:\Bw3-xchg\inst000\OUT\VISA\_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.

01) Consulta da transação no Arquivo de Outgoing da bandeira

SLIP: 22204358728

Valor Total da Transação: 1500 (R\$15,00)

EC: 77700000

Terminal ID: EII03DC4

Obs.: em anexo tem uma planilha com o layout do arquivo.

[illegible]

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

## FINANCIAL TRANSACTION SLIPS



Institution	00000007	Posting date	07/06/2022
Transaction date	06/06/2022	Value date	08/06/2022
Time	13:04:53		

### FILE/BATCH DETAILS

Slip	22204358728	
Inward file number	00610672	
Original slip	22204358728	
Outward file number	00610692	
Summary	22204358376	
Summary client	90000002	
Src batch	22204360475	Inward MerchTrans
Dest batch	22204360853	Outward VISA Dom

### TRANSACTION DETAILS

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

### CLIENT DETAILS

Client no	90000002
Card no.	403247853978205
Group no	90000002
Card brand	Visa Gold
Acct no	00000000000
Card organization	Visa
Original service type	Credit Card

### MERCHANT DETAILS

Name	TDM AUTOMATION
State	RS
MCC	7512
City	PORTO ALEGRE
Country	BRAZIL
Zip	90050
Merchant no.	77700000

### CURRENCY/RATE/GR/CHARGE/NET AMOUNTS

Transaction	BRL		15.00	0.51	14.49
Settlement	BRL	1.000000000	15.00	0.51	14.49
Local	BRL	1.000000000	15.00	0.51	14.49
				0.24	14.76
Account	BRL	1.000000000	15.00	0.24	14.76
Recon.		Rate FX Tran Cardholder 0	0.00000	Partial Auth Yes	0.00

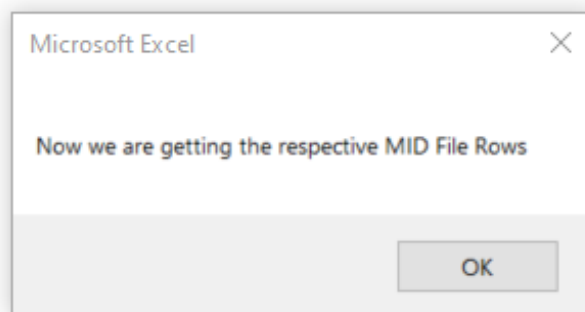
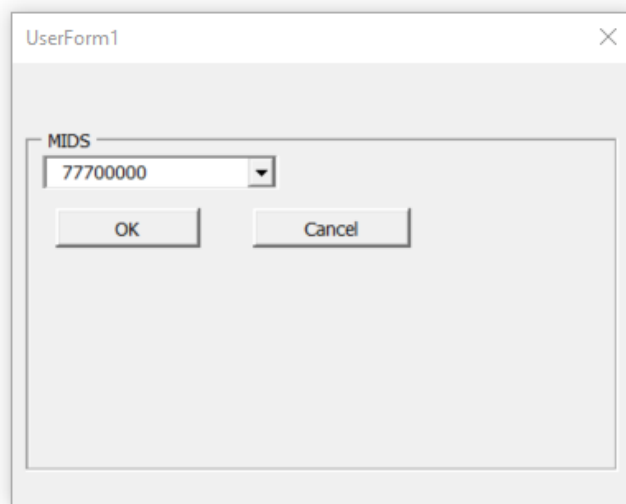
03) Baixe a planilha no confluence [Chargeback Incoming files - Visa](#)

04) Clique sobre o botão "Incoming Visa" e busque o arquivo de outgoing. Obs.: O arquivo precisa ter sido copiado para um diretório local

**Obs.:** procure deixar o arquivo apenas com os registros que gostaria de realizar o chargeback, caso tenha outras transações estas devem ser retiradas senão terão os pagamentos cancelados.

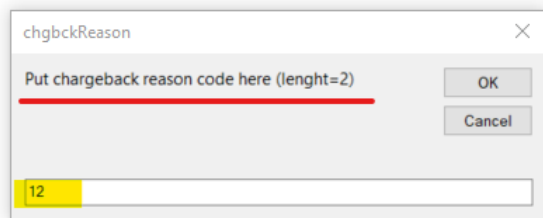
Abaixo o exemplo de um arquivo editado.





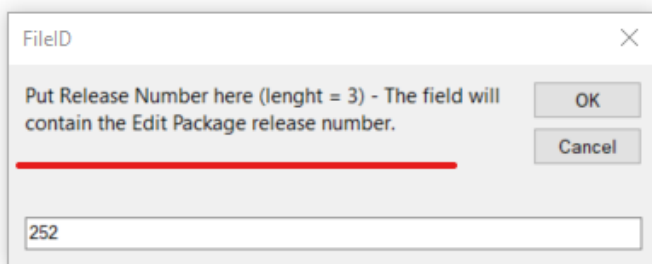
06) Após a mensagem será carregado na planilha apenas os registros referente ao estabelecimento informado

07) Será apresentada um janela perguntado sobre o código da razão "Put chargeback reason code here", deverá ser informado o **número 12**



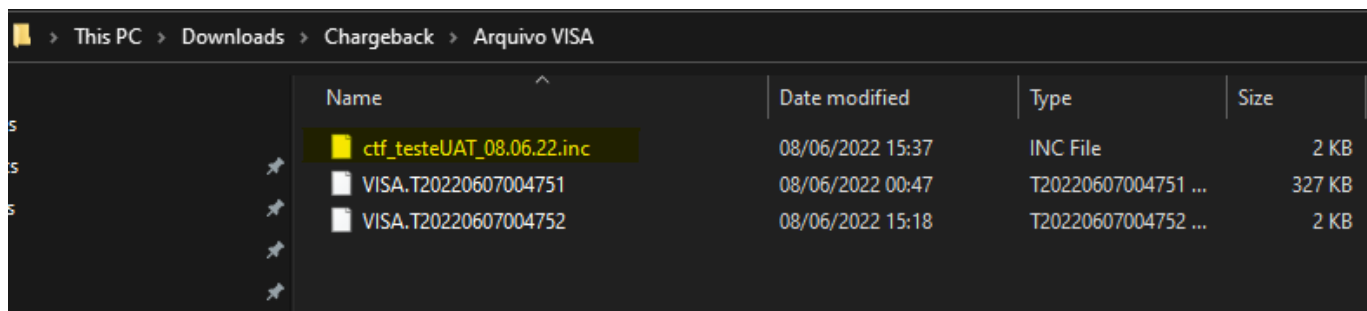
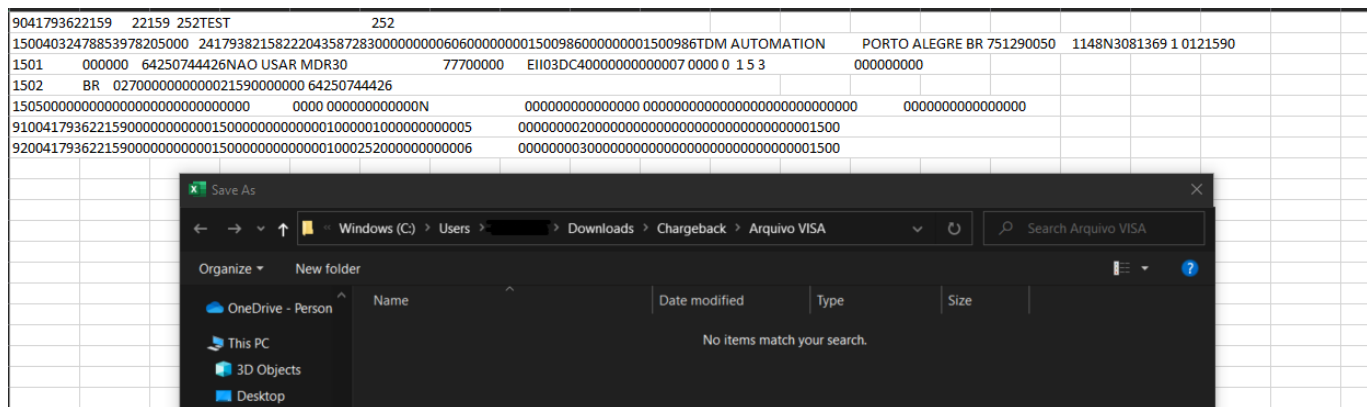
08) Informar o número do FileID - sempre com 3 dígitos e o número não pode ser repetido.

**Obs.:** Até junho de 2021 foram usados, de forma sequencial do número 01 ao 118, mas eventualmente alguém pode ter utilizado outro número aleatório. Caso a macro ou o SOA acusem algum erro, tente novamente com outro número.



09) Em alguns casos poderá ser apresentado uma janela com a mensagem "Enter n.of batch - This field contains the VisaNet - assigned batch number for this message.", informar o número de **código 12**

10) Salvar o arquivo com a nomenclatura "ctfNomeDoArquivo" e com a extensão ".inc"



11) Disponibilize o arquivo na diretório "Y:\Bw3-xchg\inst000\IN\VISA\_Inward"

12) Solicitar a execução do processo "VISA BASE II INWARD [000003]", no SOA., o **processo deve ser executado sem falhas, caso ocorra falhas o arquivo deve ser revisto.**

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

13) No Bankworks acesse a tela "VISA 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

08/06/2022

## CHARGEBACK DETAILS

Original slip	22204358728
Chargeback slip	22204372436
Misc Case No.	
Chargeback type	1st Chargeback
Chargeback status	Loaded
Chargeback reason	12 VCR Processing Err
Document code	- No Document
Transaction date	06/06/2022
Card number	4032478853978205
Issuer reference	

## CHARGEBACK AMOUNTS

Settlement currency	BRL	GR	15.00
Transaction currency	BRL	GR	15.00

## SOURCE/DESTINATION

Transaction source	Inward VISA Dom
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

64250744426NAO USAR MDR30

## SECONDARY ACCOUNT DETAILS

Destination acct	
Client number	
Group number	
Service contract	
Account type	
Curr	

## 14) Copie a informação do campo "Chargeback Slip"

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

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

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

BankWORKS

Home

Institution

Linked Banks

User Guide

Sign Out

Station 129 | Posting Date 08/06/2022

SEARCH

77700000

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

TCM Automation

NÃO USAR MDR30

64250744425

77700000001

BRL

VISA Credit

Yes

Rows: 12

<

1

>

Account name

NÃO USAR MDR30

Account status

Active

Billing

Yes

Client level

Member client

Account type ID

VISA Credit

Payment account number

77700000001

Account currency

BRL

Billing client

77700000

Last settlement date

07/06/2022

Payment bank client

10010716

Last statement date

07/06/2022

Lockin expiry date

Last statement number

0000000790

Bank name

ITAU UNIBANCO S.A.

IBS account number

987654321

Bank branch

SP/CENTRAL/MATRIZ

18) Guarde a informação da coluna "Account Number" ou campo "Payment Account Number"

BankWORKS

Home

Institution

Linked Banks

User Guide

Sign Out

Station 129 | Posting date 08/06/2022

SEARCH

77700000

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

CSM ACQUIRING - ACCOUNT DETAILS

ACCOUNTS

TCM Automation

NÃO USAR MDR30

64250744425

77700000001

BRL

VISA Credit

Yes

Account name

NÃO USAR MDR30

Account status

Active

Billing

Yes

Client level

Member client

Account type ID

VISA Credit

Payment account number

77700000001

Account currency

BRL

Billing client

77700000

Last settlement date

07/06/2022

Payment bank client

10010716

Last statement date

07/06/2022

Lockin expiry date

Last statement number

0000000790

Bank name

ITAU UNIBANCO S.A.

IBS account number

987654321

Bank branch

SP/CENTRAL/MATRIZ

Parent account number

01

Counter bank number

341

Reject NSA

No

Counter branch code

000057

19) Acesse a tela "Merchant Transfer" e cliquei no botão "+ ADD" no lado esquerdo parte inferior da tela

20) No campo "Original Spli" informe os dados copiados do campo "Chargeback Slip" na tela VISA CHBK-REPR INWARD

21) Siga para o próximo campo utilizando a tecla TAB do teclado



## MERCHANT TRANSFER



Institution

00000007

Record date

08/06/2022

### TRANSACTION SLIP NUMBERS

Original slip \* 22204372436

Transfer slip

### TRANSFER CHARGEBACK AMOUNTS

Account currency \* GR \* 0.00000

Transaction currency \* GR 0.00000

### PRESENTMENT AMOUNTS

Chg. transaction curr GR 0.00000

Chg. account curr GR 0.00000

Pres. transaction curr GR 0.00000

Pres. settlement curr GR 0.00000

Pres. local curr GR 0.00000

Settled to merchant curr NET 0.00000

Commission curr CHG 0.00000

Interchange curr Out CHG 0.00000

Source acct curr

### TRANSFER DETAILS

Transfer type Chargeback Transfer

Transfer status Approved

Narrative

Action taken \* N/A

### SOURCE/DESTINATION

Transaction source

### 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

### NOTES

Notes

+ Add ✓ Update ✕ Delete Export << < > >> Filter Find Chain Cancel

22) Alguns serão carregados e o valor total da transação será apresentado

## MERCHANT TRANSFER



Institution

00000007

Record date

08/06/2022

### TRANSACTION SLIP NUMBERS

Original slip \*

22204372436

Transfer slip

### TRANSFER CHARGEBACK AMOUNTS

Account currency \*

BRL

GR \*

15.00

Transaction currency \*

BRL

GR

0.00

### PRESENTMENT AMOUNTS

Chg. transaction curr

BRL

GR

15.00

Chg. account curr

BRL

GR

15.00

Pres. transaction curr

BRL

GR

15.00

Pres. settlement curr

BRL

GR

15.00

Pres. local curr

BRL

GR

15.00

Settled to merchant curr

BRL

NET

14.49

Commission curr

BRL

CHG

0.51

Interchange curr

BRL

Out CHG

0.24

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

TDM AUTOMATION

Action taken \*

N/A

### SOURCE/DESTINATION

Transaction source

Inward exceptions

### NOTES

Notes

+ Add

✓ Update

✗ Delete

📄 Export

⏪

⏩

⏴

⏵

🔍 Filter

🔍 Find

🔗 Chain

🚫 Cancel

23) 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

## MERCHANT TRANSFER



Institution

00000007

Record date

08/06/2022

### TRANSACTION SLIP NUMBERS

Original slip \*

22204372436

Transfer slip

### TRANSFER CHARGEBACK AMOUNTS

Account currency \*

BRL

GR \*

15.00

Transaction currency \*

BRL

GR

0.00

### PRESENTMENT AMOUNTS

### TRANSFER ACCOUNT

Destination acct

77700000001

Client number

77700000

NÃO USAR MDR30

Group number

00003008

Service contact

Merchant Retail FD

Account type

VISA Credit

Curr

BRL

Transaction destination \*

Outward ON-US

GL account type ID

Principal CR DR

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

## MERCHANT TRANSFER



Institution

00000007

Record date

08/06/2022

### TRANSACTION SLIP NUMBERS

Original slip \*

22204372436

Transfer slip

### TRANSFER CHARGEBACK AMOUNTS

Account currency \*

BRL

GR \*

15.00

Transaction currency \*

BRL

GR

0.00

### PRESENTMENT AMOUNTS

Chg. transaction curr

BRL

GR

15.00

Chg. account curr

BRL

GR

15.00

Pres. transaction curr

BRL

GR

15.00

Pres. settlement curr

BRL

GR

15.00

Pres. local curr

BRL

GR

15.00

Settled to merchant curr

BRL

NET

14.49

Commission curr

BRL

CHG

0.51

Interchange curr

BRL

Out CHG

0.24

Source acct curr

BRL

### TRANSFER DETAILS

Transfer type

Chargeback Transfer

Transfer status

Approved

Narrative

TDM AUTOMATION

Action taken \*

N/A

### TRANSFER ACCOUNT

Destination acct

77700000001

Client number

77700000

NÃO USAR MDR30

Group number

00003008

Service contact

Merchant Retail FD

Account type

VISA Credit

Curr

BRL

Transaction destination \*

Outward ON-US

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

### NOTES

Notes

Teste UAT

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

WORKSPACE

Home

Forms

Lists

Linked Records

User Menu

User Guide

Sign Out

RS2

Please select one

GL account type ID	CBL_CHART_OF_ACCOUNTS_GRID.PRINCIPAL_DR	CBL_CHART_OF_ACCOUNTS_GRID.PRINCIPAL_CR	CBL_CHART_OF_ACCOUNTS_GRID.CLEARING_CHANNEL	CBL_CHART_OF_ACCOUNTS_GRID.SYNTH_EXTENSION
Revenue Account	040002	040002	n/a	421
Revenue Account	047192	047192	n/a	425
Revenue Account	047192	047192	n/a	409
Expense account	044004	044004	n/a	812
Pyrrnt On-hold	TST-FRG04004-CK	TST-FRG04004-CK	n/a	158
Pyrrnt On-hold	TST-FRG04004-CK	TST-FRG04004-CK	n/a	159
Revenue Account	020012	020012	n/a	113
Revenue Account	020012	020012	n/a	114
Destination control			n/a	000
Revenue Account	047193	047193	n/a	118
Expense account	047193	047193	n/a	115
Expense account	047193	047193	n/a	116
Expense account	047193	047193	n/a	117
Expense account	047193	047193	n/a	118
Client Account	012000	012000	Inward CBAL install	191
Revenue Account	047193	047193	n/a	115
Revenue Account	047193	047193	n/a	117
Revenue Account	047193	047193	n/a	116
Revenue Account	047193	047193	n/a	118
Payable to merchant	TB01	TB01	n/a	956

Rows: 548

<

1

2

3

20

>

Select

The current record was updated successfully.

OK

Institution	00000007	Record date	08/06/2022
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### TRANSACTION SLIP NUMBERS

Original slip: 22204372436

Transfer slip: 22204373535

### TRANSFER CHARGEBACK AMOUNTS

Account currency: BRL GR 15.00

Transaction currency: BRL GR 0.00

### PRESENTMENT AMOUNTS

Chg. transaction curr: GR 0.00000

Chg. account curr: GR 0.00000

Pres. transaction curr: GR 0.00000

Pres. settlement curr: GR 0.00000

Pres. local curr: GR 0.00000

Settled to merchant curr: NET 0.00000

Commission curr: CHG 0.00000

Interchange curr: Out CHG 0.00000

Source acct curr:

### TRANSFER DETAILS

Transfer type: Chargeback Transfer

Transfer status: Approved

Narrative: TDM AUTOMATION

Action taken: N/A

### SOURCE/DESTINATION

Transaction source: Inward exceptions

### TRANSFER ACCOUNT

Destination acct: 777000000001

Client number: 77700000 NÃO USAR MDR30

Group number: 00003008

Service contact: Merchant Retail FD

Account type: VISA Credit

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

26) Acesse novamente a tela "VISA CHBK-REPR INWARD" e realize uma busca pelo registro através do "Chargeback Slip", verifique que o campo "Chargeback Status" foi alterado de "Loaded" para "Action Taken"



Institution

00000007

Record date

08/06/2022

## CHARGEBACK DETAILS

Original slip 22204358728

Chargeback slip 22204372436

Misc Case No.

Chargeback type 1st Chargeback

Chargeback status Action taken

Chargeback reason 12 VCR Processing Err

Document code - No Document

Transaction date 06/06/2022

Card number 4032478853978205

Issuer reference

## CHARGEBACK AMOUNTS

Settlement currency BRL GR 15.00

Transaction currency BRL GR 15.00

## SOURCE/DESTINATION

Transaction source Inward VISA Dom

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

64250744426NAO USAR MDR30

## SECONDARY ACCOUNT DETAILS

Destination acct

Client number

Group number

Service contract

Account type

Curr

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

# FINANCIAL TRANSACTION SLIPS



Institution	00000007	Posting date	08/06/2022
Transaction date	06/06/2022	Value date	08/06/2022
Time	00:0m:ss		

## FILE/BATCH DETAILS

Slip	22204372436		
Inward file number	00615618		
Original slip	22204358728		
Outward file number			
Summary	22204372437		
Summary client	77700000		
Src batch	22204372440	Inward VISA Dom	▼
Dest batch	22204372443	Outward ON-US	▼

## TRANSACTION DETAILS

Class	Clearing transactions	▼
Category	Chargebacks	▼
Type	Purchase	▼
Status	Posted	▼
Reversal	No	▼
DR/CR indicator	-	▼

## CLIENT DETAILS

Client no	77700000		
Card no.	4032478853978205		
Group no	00003008		
Card brand	Visa Gold ▼		
Acct no	777000000012		
Card organization	Visa ▼		
Original service type	All ▼		

## MERCHANT DETAILS

Name	TDM AUTOMATION		
State			
MCC	7512 ▼		
City	PORTO ALEGRE		
Country	BRAZIL ▼		
Zip	90050		
Merchant no.	77700000		

## CURRENCY/RATE/GR/CHARGE/NET AMOUNTS

Transaction	BRL ▼		15.00	0.00	15.00
Settlement	BRL ▼	1.000000000	15.00	0.00	15.00
Local	BRL ▼	1.000000000	15.00	0.00	15.00
				0.00	15.00
Account	BRL ▼	1.000000000	15.00	0.00	15.00
Recon.	▼	Rate FX Tran Cardholder	0	0.00000	Partial Auth ▼ 0.00