



**TSYS Solution Delivery MethodologySM (TSDM)**

**Change Request**

**Request ID: 91895**

**Request Name:** CR TCI L/S Edits for Acct Takeover and Fraud Application

**Requester Tracking Number:**

**Client Name: NFCU**

**Client ID: 4236**

**Prepared By:**  Mike Mason

**Creation Date:** 01/19/2016

**Revision Date:** 04/11/2016

**Version Number:** 1.0

|  |
| --- |
| **Purpose**  *The Change Request deliverable document provides a means to submit changes to a request that has been initiated.* |

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# Change Information

|  |  |
| --- | --- |
| **Change Requested By** | Client  TSYS |
| **Change Requester** |  |
| **Type of Change** | **Status:** *(Select only one type when selecting a status change.)*  Place on Hold  Release from Hold  Cancel Request |
|  | **Requirements:**  New  Change  Remove |
|  | **Delivery:**  Earlier  Delay |

# Change Request Description

*Include a description of the change and the reason for the requested change. This information is required.*

## The original project request was submitted to prevent valid cardholders from having their cards cancelled when a L/S was submitted for Account Takeover or Fraudulent Application. Unfortunately, elimination of the CL status from the workflow has been replaced with the addition of a BC (Blocked Card) status that affects the entire account. The Security Report (MCSR Screen) is the reason for the BC and the business area must have the Security Report. Therefore, additional steps will be necessary to provide a Security Report and, in the case of an AT reason, still leave the remaining cards on the account usable.

# Impact to Business

*Include a description of the impact to the client’s business if this change is or is not completed. This information is optional.*

## 

Perceived or Specified Impact to TSYS Platform or Service

List all TSYS platforms and services that will be impacted by the change request, as well as areas to be specifically included or excluded. This information is optional.

## 

# Additional Information

*Provide any additional information related to the change requested. This information is optional.*

## 

* Process the Security Report on the fraudulent card, MCSR
* Process the Association Report, MCAA
* Do not transfer to compromised card unless it’s to a Perpetrator account
* Place CW09 on the compromised card using MPTI – set default stop date to 99/99/9999
* Remove the fraudulent cardholder by changing the REL STAT to “R” removed.













