

## Pulse Good Faith Procedure

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### Incoming Claims

1. Retrieve the IR-860E Pulse Adjustment Report each day to review Good Faith claims.
2. In the **REQ TYPE** column, Good Faith claims are identified by a '3000' series of exception reasons as follows:
  - 3000 Good Faith Chargeback – Cardholder Due
  - 3001 Good Faith Chargeback – Cardholder Owe
  - 3010 Good Faith Adjustment – Terminal Due
  - 3011 Good Faith Adjustment – Terminal Owe
  - 3020 Good Faith Representment – Terminal Due
  - 3021 Good Faith Representment – Terminal Owe

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**Note:** The exception reasons will help you to identify if an adjustment will credit or debit your institution.

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3. Determine if you want to Approve or Deny a Good Faith claim.
4. To respond to a claim, log on to [www.fiserveft.com](http://www.fiserveft.com).
  - Click the **Forms** link on the left side of the screen.
  - Then click the **SET110 Pulse Good Faith Claims** form available in the *Submit Online* forms section. Please have your IR-860E report available when completing the Pulse Good Faith form.
  - Enter the **Tracer #, Sequence #, Adjustment amount**
  - Select **Debit or Credit**
  - Select **Approve or Deny**
  - Verify that all of the information entered is correct
  - Click **Submit**

A window will appear to confirm your claim was submitted.
5. An Adjustment Specialist will respond to each claim on your behalf via Pulse PIX2 adjustment system.
6. When you Approve a claim, the funds will settle on the OA-1553 Online Adjustment – Adjustments Settled by Inst. or Network report.
7. After you Approve or Deny a claim, it will report once more on the IR-860E Pulse Adjustment report before it drops off. (It will not appear again.) Denials are non-monetary and are not included in the report totals.

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**Note:** If a Good Faith claim is not answered within 15 days, the adjustment will settle in the other institution's favor. We encourage you to respond to claims sooner than the 15 day time limit to allow for weekends.

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