



Operation Manual

Mastercard MCCM Report Import

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This document describes settings for a bank to import the TQR4 or T5G2 reports received from Mastercard. The reports contain notifications of dispute documents generated by the payment system on behalf of the bank receiving the notifications.

This document is intended for Way4 users (bank or processing center employees) who are responsible for interaction with payment systems.

When working with this document, it is recommended to use the following resources from the OpenWay documentation series:

- Way4 Dispute Management
- Mastercard Interchange Interface

The following notation is used in the document:

- Screen form field labels are shown in *italics*.
- Screen form button labels are shown in square brackets; for example [Approve].
- Sequences for selecting user menu items are shown using arrows as follows: "Issuing → Contracts Input & Update".
- Sequences for selecting system menu items are shown using arrows as follows: "Database => Change password".
- Key combinations in DB Manager are shown in angular brackets, for example <Ctrl>+<F3>.
- Variables that differ for each local instance, for example, directory and file names, as well as file paths, are shown in angular brackets; for example, <OWS_HOME>.



Information about important features, additional options, or the best use of certain system functions is marked with a special icon and highlighted.

1 Overview

In 2019, Mastercard introduced new rules for generating dispute documents and delivering these documents to payment system members. These rules are called the Dispute Resolution Initiative (DRI).

According to these rules, payment systems generate and send dispute documents. These documents are generated when bank employees contact the Mastercom Claim Manager (MCCM) site through an interactive interface.

After a dispute document has been sent, the payment system sends the bank that initiated document creation a notification of the corresponding dispute document.

When the bank that participates in a dispute cycle receives a notification from the payment system, it generates the appropriate financial document (chargeback, arbitration chargeback, interbank document, etc.) that is used for accounting and is not exported to the payment system.

The pipes "Mastercard TQR4 Import" (see the section "[Parameters of the pipe "Mastercard TQR4 Import"](#)") and "Mastercard T5G2 Import" (see the section "[Parameters of the pipe "Mastercard T5G2 Import"](#)") are used to import notifications from TQR4 and T5G2 report files.

To run these pipes, use the menu items "MasterCard → MC. Daily Procedures → MC. Inward Processing → MC TQR4 Dispute Report Import" and "MasterCard → MC. Daily Procedures → MC. Inward Processing\MC T5G2 Dispute Report Import".



Mastercard recommends to use the T5G2 report.

2 Parameters of the pipe "Mastercard TQR4 Import"

The pipe "Mastercard TQR4 Import" (mc.tqr4_import.jar) is used with the following parameters.

Parameter	Description
COMMIT_INTERVAL	The parameter determines the number of records after processing of which an SQL commit statement is executed; the default value is "1000".
DOC_TAGS	The parameter format is a tagged string. The parameter's value is added to the <i>Add Info</i> field of the imported document. The default value is NULL.
ERROR_DIR	Path to the directory with the files imported with errors. The default parameter value is the same as the SOURCE_DIR parameter's value.
FILE_CODING	File encoding. The default value is "ASCII".
FILE_MASK	File name mask for imported files. The default value is "*TQR4*. *".
LINE_EXTRACT_METHOD	Determines the way of extracting a message from an imported file: according to message line length that is specified using the LINE_LENGTH parameter or according to the line end indicator that is specified by the LINE_TERMINATOR parameter. The default parameter value is "EOL" (by the LINE_TERMINATOR parameter's value).
LINE_LENGTH	String length of a message in the imported file. The default value is "0". The parameter can be used when determining the way of extracting a message from an imported file using the LINE_EXTRACT_METHOD parameter.
LINE_TERMINATOR	Indicator for the end of a message line in an imported file. The default value is "0D0A" (line feed and carriage return). The parameter can be used when determining the way of extracting a message from an imported file using the LINE_EXTRACT_METHOD parameter.

Parameter	Description
LOAD_FC	<p>The parameter defines whether notifications about interbank documents (Fee Collection and Funds Disbursement) generated by the payment system will be imported.</p> <p>Parameter values:</p> <p>"Y" (default value) – all notifications are imported.</p> <p>"N" – notifications of interbank documents are not imported.</p> <p>"REJ" – only notifications about interbank documents that were rejected by the payment system are imported. After import, non-financial documents are generated in Way4. Notifications of successfully generated interbank documents are not imported.</p>
PROCESSED_DIR	Path to the directory with successfully imported files. The default parameter value is the same as the SOURCE_DIR parameter's value.
SETTL_AMOUNT_FROM_DE5	<p>Determines the way of filling in the <i>Settlement Amount</i> and <i>Settlement Currency</i> fields of a dispute financial document that is created by the bank based on a notification from the payment system. The default value of the parameter is "N". In this case, the specified fields are filled in with the values of the document's <i>Transaction Amount</i> and <i>Transaction Currency</i> fields respectively. If this parameter is set to "Y", the specified fields of the dispute document are filled in with the values from the notification's <i>Reconciliation Amount</i> and <i>Reconciliation Currency</i> fields respectively.</p>
SOURCE_DIR	Path to the directory with imported files. Mandatory parameter.
STORE_ORIG_DOC	<p>The parameter defines whether records in the ORIGINAL_DOC table will be created during file import (see the section "Importing transaction information into Way4" of the document "Mastercard Interchange Interface").</p> <p>Parameter values:</p> <p>"Y" – records in the ORIGINAL_DOC table are generated during file import.</p> <p>"N" (default value) – records in the ORIGINAL_DOC table are not generated.</p>

3 Parameters of the pipe "Mastercard T5G2 Import"

The pipe "Mastercard T5G2 Import" (mc.t5g2_import.jar) is used with the following parameters.

Parameter	Description
COMMIT_INTERVAL	The parameter determines the number of records after processing of which an SQL commit statement is executed; the default value is "1000".
DOC_TAGS	The parameter format is a tagged string. The parameter's value is added to the <i>Add Info</i> field of the imported document. The default value is NULL.
ERROR_DIR	Path to the directory with the files imported with errors. The default parameter value is the same as the SOURCE_DIR parameter's value.
FILE_CODING	File encoding. The default value is "ASCII".
FILE_MASK	File name mask for imported files. The default value is "*T5G2*.*".
LINE_EXTRACT_METHOD	Determines the way of extracting a message from an imported file: according to message line length that is specified using the LINE_LENGTH parameter or according to the line end indicator that is specified by the LINE_TERMINATOR parameter. The default parameter value is "EOL" (by the LINE_TERMINATOR parameter's value).
LINE_LENGTH	String length of a message in the imported file. The default value is "0". The parameter can be used when determining the way of extracting a message from an imported file using the LINE_EXTRACT_METHOD parameter.
LINE_TERMINATOR	Indicator for the end of a message line in an imported file. The default value is "0D0A" (line feed and carriage return). The parameter can be used when determining the way of extracting a message from an imported file using the LINE_EXTRACT_METHOD parameter.

Parameter	Description
LOAD_FC	<p>The parameter defines whether notifications about interbank documents (Fee Collection and Funds Disbursement) generated by the payment system will be imported.</p> <p>Parameter values:</p> <p>"Y" (default value) – all notifications are imported.</p> <p>"N" – notifications of interbank documents are not imported.</p> <p>"REJ" – only notifications about interbank documents that were rejected by the payment system are imported. After import, non-financial documents are generated in Way4. Notifications of successfully generated interbank documents are not imported.</p>
PROCESSED_DIR	Path to the directory with successfully imported files. The default parameter value is the same as the SOURCE_DIR parameter's value.
SETTL_AMOUNT_FROM_DE5	Determines the way of filling in the <i>Settlement Amount</i> and <i>Settlement Currency</i> fields of a dispute financial document that is created by the bank based on a notification from the payment system. The default value of the parameter is "N". In this case, the specified fields are filled in with the values of the document's <i>Transaction Amount</i> and <i>Transaction Currency</i> fields respectively. If this parameter is set to "Y", the specified fields of the dispute document are filled in with the values from the notification's <i>Reconciliation Amount</i> and <i>Reconciliation Currency</i> fields respectively.
SOURCE_DIR	Path to the directory with imported files. Mandatory parameter.
STORE_ORIG_DOC	<p>The parameter defines whether records in the ORIGINAL_DOC table will be created during file import (see the section "Importing transaction information into Way4" of the document "Mastercard Interchange Interface").</p> <p>Parameter values:</p> <p>"Y" – records in the ORIGINAL_DOC table are generated during file import.</p> <p>"N" (default value) – records in the ORIGINAL_DOC table are not generated.</p>

Parameter	Description
CHECK_HEADER_LAYOUT	<p>Determines whether the system checks that an imported file's header (list of fields) matches the format implemented in the pipe.</p> <p>Parameter values:</p> <p>"Y" (default value) – the header is checked. If an imported file does not match the supported format, import is not performed.</p> <p>"N" – the header is not checked. This value of the parameter should only be used with the permission of OpenWay.</p>
FIELDS_TO_DOC	<p>Determines an imported report's fields whose content will be put, if necessary, as tags into the <i>Add Info</i> field of the document created as a result of import.</p> <p>Parameter value: <fn1>:<tn1>,<fn2>:<tn2>...<fnN>:<tnN>, where fnX is the number of the field (according to the T5G2 report specification) whose contents will be put into a document tag and tnX is the name of the tag for the specified field. Sample parameter value: "1:HeaderPDS0105,2:DE71,".</p>

4 Monitoring imported files and troubleshooting

Imported files are monitored using the "MC Received Files" form opened by selecting the menu item "MasterCard → MC. File Management → MC TQR4/T5G2 Received Files". For more information, see the section "Monitoring imported and exported files" of the document "Mastercard Interchange Interface".

To work with files that have not yet been imported, use the menu item "MasterCard → MC. File Management → MC TQR4/T5G2 Incoming Pending Files". For more information, see the section "Troubleshooting file import/export" of the document "Mastercard Interchange Interface".



Note TQR4 and T5G2 report files cannot be rolled back. If errors occur when importing a file, reimport this file. The file name must remain unchanged. Only those messages that were not imported earlier will be imported after reimport.