Operation Manual

Mastercard MCCM Report Import

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Contents

This document describes settings for a bank to import the TQR4 report received from Mastercard. This document contains notifications of dispute documents generated by the payment system on behalf of the bank receiving the notifications.

The document is intended for bank or processing centre employees who are responsible for interaction with payment systems.

When working with this document, it is recommended to use the following resources:

- Way4™ Dispute Management".

- "Mastercard Interchange Interface".

The following notation is used in the document:

- Field labels in screen forms are shown in *italics*.

- Sequences for selecting items in a user menu are shown using arrows, as follows: "Issuing →Contracts Input & Update".

ⓘ Information about important features, additional options or the best use of certain system functions.

1 Overview

From November 2018 to June 2019, Mastercard is introducing 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.

Files with notifications are imported by the pipe com.openwaygroup.pipe.mc.tqr4_import.jar.

To run this pipe, use the menu item "MasterCard →MC. Daily Procedures →MC. Inward Processing →MC TQR4 Dispute Report Import".

2 Parameters of the pipe com.openwaygroup.pipe.mc.tqr4_import.jar

The pipe com.openwaygroup.pipe.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 *Add Info* 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.
PROCESSED_DIR	Path to the directory with successfully imported files. The default parameter value is the same as the SOURCE_DIR parameter's value.

Parameter	Description
SETTL_AMOUNT_FROM_DE5	The parameter determining the way of filling in the *Settlement Amount* and *Settlement Currency* 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 *Transaction Amount* and *Transaction Currency* 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 Reconciliation Amount and Reconciliation Currency fields respectively.
SOURCE_DIR	Path to the directory with imported files. Mandatory parameter.

3 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 Received Files". For more information, see the section "Imported 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 Pending Files". For more information, see the section "Troubleshooting Typical File Import/Export Problems" of the document "Mastercard Interchange Interface".

Note that the rollback for the TQR4 report files is not provided. 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.