

New Collaboration Acquirer Use

New Collaboration

After Acquirers Are Included

The new Collaboration process gives Acquirers the option to refund the transaction pre dispute for merchants inside the Mastercom Network.

Refunds Outside of Mastercom

Gain the ability to refund Collaboration requests with Merchant's outside of the Mastercom network ensures the liability prevention.

Process, Work Claims, Queues

Attach Issuer Claim documents to the dispute, notify the merchant of new chargebacks. Process the UnworkedCB queue. Create 2nd presentments.

Advanced Decisions

Connected merchant data give Acquirers the ability to reject more Collaboration request and deny First Cbs which will reduce the liability imposed.

Mastercom AN 4655

Mastercard Integrated to help Acquirers resolve the dispute prior to the completion of a first chargeback using the new AN 4655 Collaboration updates.

> Connect Merchant Data

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> Collaboration Expiration

Issuer Collaboration request will automatically reject if the Acquirer fails to respond in time. Avoid liability rejections by ensuring each Issuer request is fulfilled.

Objective

- Offer integrated solutions to help the deployment of the new Mastercard Collaboration uses cases.
- Give Acquirers the ability to connect to Merchant customer order details and payment gateways.
- Assist Acquirers in implementing our SaaS as part in their dispute management strategies.
- Offers advance rejection of Collaboration by adding merchant data variables.