

Changes and updates to disputes information

Effective January 8, changes and updates have been made in iQ and the Disputes Management file.

Disputes Management File update

Effective January 8, 2019,

- A new adjustment type, REPR was added to inform merchants when an issuer has accepted liability for a re-presentation.
- There is no action required by the merchant based on this adjustment type.
- Merchants may see this adjustment type in combination with action code IACP.
- The adjustment type and action code is non-financial. The only action codes indicating financial impact are still CHGM or CRMR.

iQ update

Effective January 9, 2019,

- The Dispute Response and Expiration Dates in iQ have been changed to more accurately reflect the network time frames to respond to a dispute.
- The "Respond by Date" in iQ reflects the network time frames minus 3 days. This field is a guideline, it does not guarantee your case will worked it is simply a tool to assist merchants in managing their case load.
- The pre-notification timeline of seven days has not changed. Merchants should be aware they still have time to respond to the network, even after the pre-notification time period has expired, so

If you have any questions, please contact your Relationship Manager.