



1 DISPUTE TICKET RETRIEVAL REQUEST

2

Failure to respond by 7/28/2007 will result in a chargeback to your account.

3 Issue Date: 07/06/2007

4

DISCOVER NETWORK
NETWORK DISPUTES
PO BOX 3011
NEW ALBANY, OH 43054-3011
(866)213-7072 FAX (614)283-4774

5

Test Merchant
123 Main St
City, ST 00000

Respond to the above address

6

CASE NUMBER: 0000000000

TRANSACTION INFORMATION:

7

Card Account Number: 6011 1234 1234 0000

Cardholder Name: TEST CARDHOLDER

8

Phone No.: (000) 000-0000

Card Account Address:

City:

State:

Zip Code:

9

Merchant Number: 6011 0000 0000 000

10

Merchant Name: Test Merchant

11

Tran Date: 06/04/2004

12

Post Date: 06/06/2004

13

Transaction ID: 0000000000001234

14

Post Amount: \$100.00

15

Correct Amount: \$0.00

16

Dispute Amount: \$100.00

17

Reference Number: R0000123412341234123400

18

Network Reference Identifier: 123456789012345

19

Additional Transaction Information:

DISPUTE TICKET RETRIEVAL REQUEST REASON:

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Non Receipt of Credit – REASON CODE: RN2

Dispute Ticket Retrieval Request Explanation:

Issuer / Cardholder requests all related Transaction Documentation which they believe the transaction is invalid because they did not receive the merchant promised credit. They seek compelling evidences

Merchant Action:

Please provide all related documentation to indicate that you correctly processed the credit or the Cardholder is not due additional Credit or that more credit amount or store credit was issued to the Cardholder.

Comments:

DISCOVER NETWORK OFFICE USE ONLY:

Requestor: CMONTAG

Manager: RMORG06

Source: CMS

Initiating Center: NA

Delivery: MAC

Handling Center: NA

DISPUTE TICKET RETRIEVAL REQUEST EXPLANATION

A Dispute Ticket Retrieval Request is a request by an issuer, acting on its own behalf or on the behalf of a cardholder, for transaction documentation regarding a card transaction where the cardholder or issuer believes that the underlying card transaction is invalid and seeks compelling evidence from the acquirer or merchant to support a chargeback of the card transaction.

The parts of the **Dispute Ticket Retrieval Request** are:

1	Dispute Type	The type of dispute that was issued.
2	Message Area	This area will indicate a message.
3	Issue Date	Date the dispute was issued.
4	Return Address	The address to which the merchant should direct all related correspondence.
5	Merchant Name and Address	The name and address of the merchant receiving the notification.
6	Case Number	Discover Network assigned.
7	Card Account Number	The Discover Network Card Account number related to the notification.
8	Cardholder Information	This area indicates the cardholder name, phone number and address.
9	Merchant Number	The Discover Network Merchant number related to the notification.
10	Merchant Name	The merchant description from the cardholder's statement.
11	Tran Date	The sale date of the transaction.
12	Post Date	The date the transaction posted to the cardholder's account.
13	Transaction ID	A transaction identifier assigned by the merchant for this transaction.

14	Post Amount	The amount of the transaction posted to the cardholder's account.
15	Correct Amount	The correct amount, per the disputing cardholder of the transaction.
16	Dispute Amount	The amount of the transaction disputed.
17	Reference Number	Discover Network assigned.
18	Network Reference Identifier	Discover Network assigned.
19	Additional Transaction Information	Discover Network assigned.
20	Dispute Ticket Retrieval Reason Code Section	This section indicates the dispute ticket retrieval reason code, an explanation for the dispute and the action the merchant should take to resolve the dispute.