



1 INQUIRY TICKET RETRIEVAL REQUEST

2

Please respond by 7/28/2007

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

8

Cardholder Name: TEST CARDHOLDER

9

Tran Date: 06/04/2004

10

Post Date: 06/06/2004

11

Transaction ID: 0000000000001234

12

Tran Amount: \$86.71

13

Merchant Number: 6011 0000 0000 000

14

Merchant Name: Test Merchant

15

Prefix: 41

16

Identifier: 000

17

Reference Number: R0000123412341234123400

18

Network Reference Identifier: 123456789012345

19

Additional Transaction Information:

INQUIRY TICKET RETRIEVAL REQUEST REASON:

20

Cardholder Request for Transaction Documentation – REASON CODE : A

Inquiry Ticket Retrieval Request Explanation:

Cardholder does not recognize Card Transaction and/or requests all Transaction Documentation regarding the Card Transaction listed.

Merchant Action:

Please respond by the date indicated with an original /or copy of all related Transaction Documentation regarding the referenced Card Transaction. Please include applicable data elements on Transaction Documentation (See Section 3.0 of the Dispute Rules). You may also provide supplemental relevant information or documentation related to the Card Transaction.

Comments:

Please provide as much transaction documentation as available to prove the validity of the sales transaction for which the cardholder is requesting additional documentation.

DISCOVER NETWORK OFFICE USE ONLY:

Requestor: CMONTAG
Initiating Center: NA

Manager: RMORG06
Delivery: MAC

Source: CMS
Handling Center: NA

INQUIRY TICKET RETRIEVAL REQUEST EXPLANATION

An Inquiry Ticket Retrieval Request is a request by an issuer, on behalf of the cardholder or on its own behalf, for a copy of transaction documentation regarding the card transaction.

The parts of the **Inquiry 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's name.
9	Tran Date	The sale date of the transaction.
10	Post Date	The date the transaction posted to the cardholder's account.

11	Transaction ID	A transaction identifier assigned by the merchant for this transaction.
12	Tran Amount	The amount of the transaction posted to the cardholder's account.
13	Merchant Number	The Discover Network Merchant number related to the notification.
14	Merchant Name	The merchant description from the cardholder's statement.
15	Prefix	Received from merchant in sales data file.
16	Identifier	Received from merchant in sales data file.
17	Reference Number	Discover Network assigned.
18	Network Reference Identifier	Discover Network assigned.
19	Additional Transaction Information	Discover Network assigned.
20	Inquiry Ticket Retrieval Reason Code Section	This section indicates the inquiry ticket retrieval reason code, an explanation for the dispute and the action the merchant should take to resolve the dispute.
