

## Mandate Changes per Card Association



### Automated Fuel Dispenser Chargeback Protection

Mastercard will increase the chargeback protection amount at Automated Fuel Dispensers in the U.S. region for merchants.



### Merchandise Cancelled Prior to Shipment Questionnaire Requirements

A new required intake question for Cancelled Merchandise claims has been added to determine if the cardholder cancelled prior to the shipment date.

### Purchase Info Available Indicator

Added a new element Purchase Info Available Indicator to be mapped that is received after a case was created. The Purchase Info Available Indicator would reflect as "True" if the merchant provided transaction purchase details.

## Noteworthy Enhancements

### Manual Interest Calculation

Users can now enter an amount in a freeform box for interest calculation instead of being required to use the calculator view.

### Manual Fee Review for Overdraft Funding Account

Users can now add a manual fee that occurred on an overdraft funding account. A new configurable setting named "Enabled Manual Overdraft Funding Account Free Review" was created to enable this user assignment.

### Foreign Transaction Report

A new report has been added called "Foreign Transaction Report" that shows all items which received credit the day prior and are foreign transactions.

### Approaching Reg or Chargeback Deadline Reports

Added new reports to the Work section that can be used to identify disputes approaching regulation and chargeback deadline dates.

### Letter Updates

Verbiage on letters have been updated to better align with regulatory requirements. The following letters are impacted: Confirmation letter, Feed and Interest letter, No Error letter, Credit Voucher Deny letter, Provision Credit Reversed letter.

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