

1. Functional Use Cases

Use Case	FRD Requirement	Use Case Name
UC1	8 (P0), 11 (P1)	View Case List
UC2	9 (P0), 11 (P1)	View Case Detail
UC3	13 (P1)	View Received Notification Document

2. User Interface Spec

2.1. Start Screen

Pre-condition: User logs in

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Merchant Service Center

Settings | Contact Support | Help | Logout

Account: msccouncil@yahoo.com test company - #5183555045906245

Home | Search and reporting | Process transactions | **Manage merchant account** | Resource center

2 case events

Welcome to the Merchant Services Center

\$100 Refer a merchant and your account will be credited \$100! [Learn more](#)

Search and reporting

- Search for transactions**
Find transactions by date and other search criteria
- Search for deposits**
Find deposits by date and funded status
- Search for fees**
Find merchant account fees by date

Process transactions

- Charge a card**
Charge a customer's credit card
- Reverse a transaction**
Void or credit a previous transaction
- Credit funds**
Refund money to a customer's credit card
- Authorize funds**
Make sure your customer has sufficient funds
- Capture authorized funds**
Receive payment for authorized funds

We Care & Listen

We are always looking for ways to improve. Please tell us what you think.

Submit

Manage merchant account

- View and download statements**
View or download up to 13 months of statements, or order paper copies of older statements
- Learn how to read your statement**
View an interactive statement guide
- Edit processing information**
Process credit cards in QuickBooks or a Web store
- Change request forms**
Update your business info or bank account
- View cases**
View Chargeback and Retrieval case status

Resource Center

- Frequently asked questions**
Get answers to frequently asked questions about your merchant account
- Getting started resources**
View step-by-step tutorials for processing credit cards and other common tasks
- More...**
Even more tips, definitions, solutions, and links

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Footnote	Label	User Action	System Response	Visibility	Notes
1	[X] case event(s)  (flag.gif)	Select [case event] link/icon	Navigate user to View Cases screen	Only when the following happens: <ul style="list-style-type: none"> [Case Type] Notice is sent to Merchant by IMS Merchant Response is received by IMS Case is closed Event display/count will be reset when user navigates to Case Detail and views the event	ALT="X case event(s)"
2	View cases	Select [View cases] link	Navigate user to 'View cases' screen		Descriptive text underneath the link will say "View Chargeback and Retrieval case status."

2.2. View Cases Screen

Pre-conditions:

- User selects 'case event' link/icon from any screen OR
- User selects 'View cases' link in the Manage Merchant Account navbar or link group on the Start Page



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[Edit processing information](#) | [Manage GoPayment](#) | [Change request forms](#) | [View and download statements](#) | [View cases](#)

 [2 case events](#)

View Cases

You have the following chargeback and retrieval cases. [Learn about chargebacks and retrievals](#)
 Click the case number to view case details. Please allow 48 hours to process received documentation and update case status.

	Case	Case Type	Case Open Date ▼	Status	Respond By
	3456789	Retrieval	02/16/2009	Response requested	02/26/2009 (10 days left)
	1345678	Retrieval	02/08/2009	In progress	
	2345678	Chargeback	01/30/2009	Response requested	02/19/2009 (over due)
	1234567	Chargeback	01/08/2009	In progress	
	1233567	Chargeback	12/01/2008	Closed	

Closed cases older than 7 days will be automatically deleted.

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2.2.1. Annotations

The screenshot shows the Intuit Merchant Service Center interface. At the top, there are navigation links for Settings, Contact Support, Help, and Logout. Below this is the Intuit logo and 'Intuit Payment Solutions Merchant Service Center'. A user account is logged in as 'msccouncil@yahoo.com test company - #5183555045906245'. The main navigation bar includes 'Home', 'Search and reporting', 'Process transactions', 'Manage merchant account', and 'Resource center'. A sub-navigation bar contains 'Edit processing information', 'Manage GoPayment', 'Change request forms', 'View and download statements', and 'View cases' (annotated with 1). A notification icon shows '2 case events'. The 'View Cases' section contains a message: 'You have the following chargeback and retrieval cases. Learn about chargebacks and retrievals' (annotated with 2). Below this is a table of cases with columns: Case (annotated with 3), Case Type (annotated with 4), Case Open Date (annotated with 5 and 6), Status (annotated with 7), and Respond By (annotated with 8). The table lists five cases with various statuses like 'Response requested', 'In progress', and 'Closed'. A note at the bottom states: 'Closed cases older than 7 days will be automatically deleted.' Footer text includes '2009 Intuit inc., All Rights Reserved' and links for Feedback, Legal Notices, and Privacy Statement.

Footnote	Label	User Action	System Response	Notes
1	<u>View cases</u>	Select link	Navigate user to 'View cases'	Bold, no underlining style indicates current screen
2	<u>Learn about chargebacks and retrievals</u>	Select link	Navigate user to the appropriate Help section	Hyperlink to Help will appear in a small font
3	Case	Select column header	Resort table by selected criteria	Hyperlink to Case Details Value: Unique case ID number
4	Case Type	Select column header	Resort table by selected criteria	Values: <ul style="list-style-type: none"> Retrieval Chargeback
5	Flex icon	Select [Ascending] button	Change sort order to ascending, display new sort direction button	ALT="Change Sort Order"
	Flex icon	Select [Descending] button	Change sort order to descending, display new sort direction button	ALT="Change Sort Order"
6	Case Open Date	Select column header	Resort table by selected criteria	Default sort Value: Case Open Date
7	Status	Select column header	Resort table by selected criteria	Values: <ul style="list-style-type: none"> In progress Response requested Closed See Open Issues

Footnote	Label	User Action	System Response	Notes
8	Respond By	Select column header	Resort table by selected criteria	Value applies only if Status=Response Requested (footnote 6) Value format: [Respond By Date] ([Days to Respond]) In red if [Days to Respond] =<3
9	 (flag.gif)	Select [case event] icon	Navigate user to Case Detail w/event description Flag/link alert is removed when merchant navigates to Case Detail screen	ALT="new case event" Hyperlink to Case Detail screen

2.2.2. No Active Cases example

Pre-conditions:

- User navigates to ‘View cases’ screen AND
- User has no active cases (open or closed within the past 7 days) associated with the account



The screenshot shows the Intuit Merchant Service Center interface. At the top, there is a navigation bar with links for Settings, Contact Support, Help, and Logout. Below this is a header with the Intuit logo and 'Intuit Payment Solutions Merchant Service Center'. A user account is identified as 'msccouncil@yahoo.com test company - #5183555045906245'. The main navigation menu includes 'Home', 'Search and reporting', 'Process transactions', 'Manage merchant account', and 'Resource center'. A secondary menu contains 'Edit processing information', 'Manage GoPayment', 'Change request forms', 'View and download statements', and 'View cases'. The 'View Cases' section is active, displaying a message: 'You have no chargeback and retrieval cases. Learn about chargebacks and retrievals. Please allow 48 hours to process received documentation and update case status.' The footer contains copyright information for 2009 Intuit inc. and links for Feedback, Legal Notices, and Privacy Statement.

2.2.3. Data Unavailable example

Pre-conditions:

- User navigates to ‘View cases’ screen AND
- Connection to Cases Data Source is unavailable



The screenshot shows the Intuit Merchant Service Center interface, similar to the previous one. However, the 'View Cases' section displays a red warning icon and the message: 'Case Information is temporary unavailable. Please call our Customer Service department at 123-456-7890'. The rest of the page layout, including the navigation and footer, remains the same.

2.3. Case Detail Screen

Pre-conditions:

- User selects Case number link on the 'View cases' screen OR
- ~~User selects 'case event' alert link/icon or View cases link when there is ONLY 1 New Event (user is navigated directly to Case Detail screen bypassing the View cases list) — see Open Issues~~

2.3.1. Annotations

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Edit processing information | Manage GoPayment | Change request forms | View and download statements | **View cases**

Case 123456: Chargeback 1 case event

[Back to View cases](#)

No Recourse Notice

Notice Date: 02/17/2008
Respond By Date:
Days to Respond:

Please allow 48 hours to process received documentation and update case status.

[N00012345.pdf](#) (20KB)
Depending on your Internet connection, it might take up to X sec to open the file.

[need Adobe Acrobat Viewer](#)

Case Summary

Cardholder No:	4889-XXXX-XXXX-9089	Transaction ID:	1232345568
Chargeback Date:	11/28/2008	Transaction Date:	12/30/2008
Chargeback Amount:	\$249.99	Transaction Amount:	\$249.99
Reason Code:	Nonreceipt of Merchandise (4855)	Batch Date:	12/30/2008

Case History

Date	Event	Document
02/13/2008	Merchant Response Received	
01/05/2008	Interim Chargeback Advice Notice	N00012344.pdf (220KB)
01/05/2008	Case Opened	

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Footnote	Label	User Action	System Response	Visibility	Notes
1	[X] case event(s)  (flag.gif)	Select [case event] link/icon	Navigate user to 'View cases' screen	Only if there are additional events to announce. Event count/display will be reset to exclude the current event displayed in Case Detail	ALT="X case event(s)" where X is number of remaining events if any, not including the current event
2	Case [Case Number]: [Case Type]	-	-	[Case Type] = 'Chargeback' or 'Retrieval Request'	Screen Title informs user of the case type

Footnote	Label	User Action	System Response	Visibility	Notes
3	Back to View cases	Select link	Navigate user back to View cases screen	Always	Hyperlink to View cases
4	 (flag.gif)			Only when event is viewed for the first time. Removed after user navigates away from Case Detail screen	ALT="new case event"
5	[Event] = 1. [Notice Name] 2. Merchant Response Received on [Date] 3. The case has been closed. For further status please call our Customer Service department at (123) 456-7869	-	-	~ Event 1) and 2) will be displayed until replaced with the next event. At that point it will become the most current event in the Case History table ~ Event 3) will be displayed till the case is removed from case list (7 days after being closed)	Events are displayed in light-blue rounded-corner rectangle Bgcolor = same as the blue rectangles on the start page Multiple events (accumulated if merchant hasn't logged in for a while) will be displayed underneath each other in chronological order.
6	[Document File Name]	Select link	Open PDF document in a popup window	For the [Notice Name] event only	Hyperlink will appear in bold font Title="View document"
7	([Document File Size])	-	-	For the [Notice Name] event only	File size will appear in bold font, in parenthesis
8	need Adobe Acrobat viewer?	Select link	Open Acrobat Reader download page http://get.adobe.com/reader/ In the popup window	For the [Notice Name] event only	Hyperlink will appear in a small font
9	 Help icon	Select icon	Open help text that explains how to find a transaction in a popup window	Always	Hyperlink ALT="How to find a transaction"
10	[Case Type] Date	-	-	Date field label will reflect the Case Type: [Case Type] = 'Chargeback' or 'Retrieval Request'	Informs user of the case type
11	Chargeback Amount	-	-	Visible only for Chargeback Cases	Informs user of chargeback amount
12	Reason Code	-	-		Informs user of chargeback reason code
13	 Help icon	Select icon	Open a popup with help text that contains Chargeback Reasons and associated codes		Hyperlink ALT="Chargeback Reason Codes"
14	Batch Date	-	-		Informs user of batch close date
15	Flex icon	Select [Ascending] button	Change sort order to ascending, display new sort direction button	ALT="Change Order"	

Footnote	Label	User Action	System Response	Visibility	Notes
	Flex icon	Select [Descending] button	Change sort order to descending, display new sort direction button	ALT="Change Order"	
16	Date	Select column header	Resort table by selected criteria	Always	Values: Date of [Event]
17	Event	Select column header	Resort table by selected criteria	Always	Possible Event Values : <ul style="list-style-type: none"> • Case Opened • [Notice Name] • Merchant Response Received • Case Closed
18	Document	Select column header	Resort table by selected criteria	Always	Values: [Document Name] associated with the Event=[Notice Name] will appear in the following format: <u>[Document File Name]</u> ([Document File Size])

2.3.2. New 'Merchant Response Received' Event example

Pre-condition: User navigates to Case Detail screen with Merchant Response Received event



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View cases

 [1 case event](#)

Case 123456: Chargeback
[Back to View cases](#)

 **Merchant Response Received on 02/13/2009**
 Please allow 48 hours to process received documentation and update case status.

Case Summary

Cardholder No: 4889-XXXX-XXXX-9089	Transaction ID:  1232345568
Chargeback Date: 11/28/2008	Transaction Date: 12/30/2008
Chargeback Amount: \$249.99	Transaction Amount: \$249.99
Reason Code:  Nonreceipt of Merchandise (4855)	Batch Date: 12/30/2008

Case History

Date ▼	Event	Document
01/05/2008	Interim Chargeback Advice Notice	N00012344.pdf (220KB)
01/05/2008	Case Opened	

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2.3.3. Viewed ‘Merchant Response Received’ Event example

Pre-condition: User has viewed an event in the past and returns to updated Case Detail screen (*flag is removed but current event is displayed at the top until replaced with the next event, for example, No Recourse Notice*)



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 **1 case event**

Case 123456: Chargeback
[Back to View cases](#)

Merchant Response Received on 02/13/2009
 Please allow 48 hours to process received documentation and update case status.

Case Summary

Cardholder No: 4889-XXXX-XXXX-9089	Transaction ID:  1232345568
Chargeback Date: 11/28/2008	Transaction Date: 12/30/2008
Chargeback Amount: \$249.99	Transaction Amount: \$249.99
Reason Code:  Nonreceipt of Merchandise (4855)	Batch Date: 12/30/2008

Case History

Date ▼	Event	Document
01/05/2008	Interim Chargeback Advice Notice	N00012344.pdf (220KB)
01/05/2008	Case Opened	

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2.3.4. New 'Notice' Event example

Pre-condition: User navigates to Case Detail screen with Notice event



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View and download statements
View cases

 [1 case event](#)

Case 123456: Chargeback
[Back to View cases](#)

 **No Recourse Notice**

Notice Date: 02/17/2008
Respond By Date:
Days to Respond:

Please allow 48 hours to process received documentation and update case status.

[N00012345.pdf](#) (320KB)
Depending on your Internet connection, it might take up to X sec to open the file

[need Adobe Acrobat Viewer?](#)

Case Summary

Cardholder No: 4889-XXXX-XXXX-9089	Transaction ID: 1232345568
Chargeback Date: 11/28/2008	Transaction Date: 12/30/2008
Chargeback Amount: \$249.99	Transaction Amount: \$249.99
Reason Code: Nonreceipt of Merchandise (4855)	Batch Date: 12/30/2008

Case History

Date ▼	Event	Document
02/13/2008	Merchant Response Received	
01/05/2008	Interim Chargeback Advice Notice	N00012344.pdf (220KB)
01/05/2008	Case Opened	

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2.3.5. Viewed ‘Notice’ Event example

Pre-condition: User has viewed an event in the past and returns to updated Case Detail screen (*flag next to the Notice is removed but Notice event is displayed at the top until replaced with the next event, for example, Case Closed event*)



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[View cases](#)

 **1 case event**

Case 123456: Chargeback

[Back to View cases](#)

No Recourse Notice

Notice Date: 02/17/2008

Respond By Date:

Days to Respond:

Please allow 48 hours to process received documentation and update case status.

[N00012345.pdf](#) (320KB)

Depending on your Internet connection, it might take up to X sec to open the file

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Case Summary

Cardholder No: 4889-XXXX-XXXX-9089	Transaction ID: 1232345568
Chargeback Date: 11/28/2008	Transaction Date: 12/30/2008
Chargeback Amount: \$249.99	Transaction Amount: \$249.99
Reason Code: Nonreceipt of Merchandise (4855)	Batch Date: 12/30/2008

Case History

Date ▼	Event	Document
02/13/2008	Merchant Response Received	
01/05/2008	Interim Chargeback Advice Notice	N00012344.pdf (220KB)
01/05/2008	Case Opened	

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2.3.6. Case Closed Event example

Pre-condition: User navigates to the Case Detail screen after case was closed (*last notice, for example, No Recourse notice event is no longer displayed at the top but instead becomes case history*)



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View cases

 [1 case event](#)

Case 123456: Chargeback
[Back to View cases](#)

The case has been closed. For further status please call our Customer Service department at 123-456-7890.
 Closed cases older than 7 days will be automatically deleted.

Case Summary

Cardholder No: 4889-XXXX-XXXX-9089	Transaction ID:  1232345568
Chargeback Date: 11/28/2008	Transaction Date: 12/30/2008
Chargeback Amount: \$249.99	Transaction Amount: \$249.99
Reason Code:  Nonreceipt of Merchandise (4855)	Batch Date: 12/30/2008

Case History

Date ▼	Event	Document
03/28/2008	Case Closed	
02/17/2008	No Recourse Notice	N00012345.pdf (320KB)
02/13/2008	Merchant Response Receipt	
01/05/2008	Interim Chargeback Advice Notice	N00012344.pdf (220KB)
01/05/2008	Case Opened	

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2.3.7. Retrieval Case example

Pre-condition: User navigates to the Case Detail screen after being alerted to Retrieval Request Notice



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 [1 case event](#)

Case 123456: Retrieval Request

[Back to View cases](#)

 **Retrieval Request Notice**

[N00012345.pdf](#) (320KB)

Depending on your Internet connection, it might take up to X sec to open the file

Notice Date: 02/17/2008
Respond By Date:
Days to Respond:

Please allow 48 hours to process received documentation and update case status. [need Adobe Acrobat Viewer?](#)

Case Summary

Cardholder No:	4889-XXXX-XXXX-9089	Transaction ID: 	1232345568
Retrieval Request Date:	11/28/2008	Transaction Date:	12/30/2008
		Transaction Amount:	\$249.99

Case History

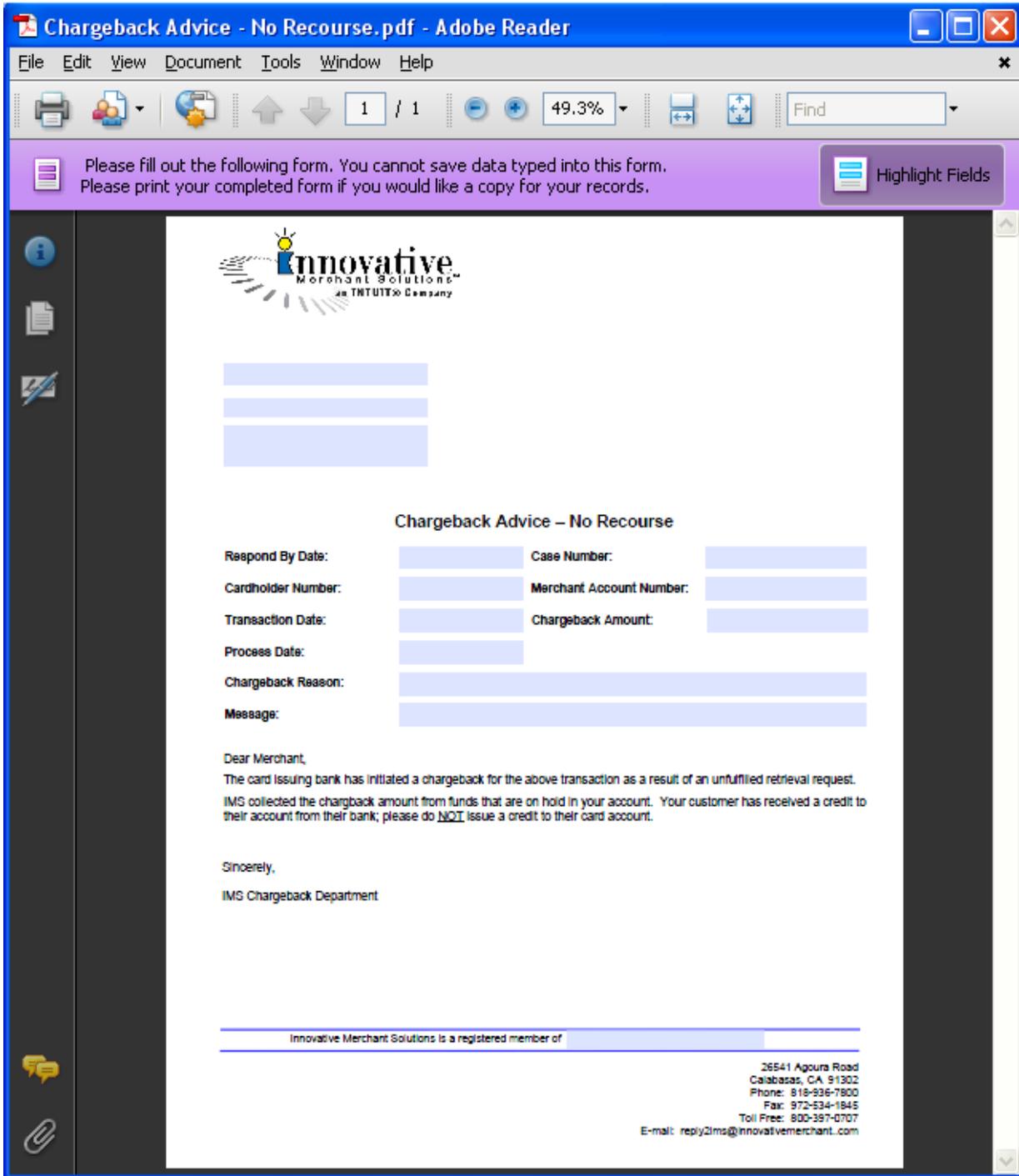
Date ▼	Event	Document
01/05/2008	Case Opened	

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2.4. Notice Screen (Chargeback example)

Pre-conditions:

- User selects document link/icon
- User has Acrobat Reader installed on their system



Open Issues

Issue	Owner	Priority (H/M/L)	Status	Resolved
<p>To be helpful to merchants, status values displayed in the Case List must be more informative and more detailed. To achieve this, more detailed statuses than 'Waiting for response' and 'In Progress' must be received from OASIS. Also, currently there is no status that reflects the following scenario:</p> <ul style="list-style-type: none"> • Response is NOT requested (the notice is final and informs merchant about case outcome without requesting any further documentation) • Case is no longer in progress • Case is not yet closed (C/B case is closed not immediately but 42 days after the C/B was posted) 				
<p>Current 'event' alert is a short term solution addressing case events only. In the long term, a global alert system will cover events across different types of records.</p>		P1		
<p>When there is only one event, user should be navigated directly to case detail screen w/event info (bypassing the View cases list)</p>		P1		
<p>In the future we might want to replace unique document IDs with human readable names reflecting Notice names</p>				