

NetWorks

PIN-BASED TRANSACTION ADJUSTMENT FORM



You may enter your information directly into this form using your keyboard. After completion, you may print the form and fax it to (402)434-8299.

This form should be completed when a transaction authorized through NetWorks requires an adjustment.

The transaction must have been completed **using a PIN** at an ATM or for a retail transaction.

DO NOT USE THIS FORM FOR TRANSACTIONS COMPLETED WITH A SIGNATURE (CHECK CARD).

Adjustment requests received by NetWorks before 2:00 pm CST will be processed the same business day.

If you have any questions regarding this form, contact NetWorks at (800) 735-6833.

SECTION I

FINANCIAL INSTITUTION INFORMATION:

Financial Institution (F.I.):

ABA #:

F.I. Employee Name:

F.I. Employee Phone #:

TRANSACTION INFORMATION:

Trans Date & Time:

Trans Type:

Acquirer Institution ID:

Trans Amount:

Term ID #:

Issuer Institution ID:

Term Ref #:

Customer Card #:

Term Location:

ADJUSTMENT INFORMATION:

Adjustment Amount:

Adjustment Reason:

Deposit Adjustment, Empty Envelope - Debit Cardholder
Deposit Adjustment, Returned Item(s) - Debit Cardholder
Deposit Adjustment, Incorrect Amount - Debit Cardholder
Deposit Adjustment, Incorrect Amount - Credit Cardholder
ATM Acquirer Adjustment - Debit Cardholder
ATM Acquirer Adjustment - Credit Cardholder
Chargeback - Credit Cardholder
ATM Representment - Debit Cardholder

Adjustment Comments:

SECTION II

NETVIEW INFORMATION:

Adjustment ID:

Adjustment Date:

Entered into NetView By:

SECTION III

ADJUSTMENT VERIFICATION INFORMATION:

Adjustment ID:

Adjustment Date:

Verified By (Employee Initials):

Date & Time Verified:



NetWorks PIN-Based Transaction Adjustment Form Instructions

This form should be completed when a transaction authorized through NetWorks requires an adjustment. The transaction must have been completed **using a PIN** at an ATM or for a retail transaction. **DO NOT USE THIS FORM FOR TRANSACTIONS COMPLETED WITH A SIGNATURE (CHECK CARD)**. Follow the instructions below for each section of the form. Upon completion of Section I, fax the form as indicated on the form. If you have any questions regarding the form, contact NetWorks at (800) 735-6833.

Section I

Financial Institution Information

All fields in this section are required. The name and telephone number of the individual completing the form is important in case there are questions during input.

“Transaction” Information

The information in this section may be found on a NetWorks report depending on the type of transaction. If the transaction occurred at one of your ATM terminals, use the “Terminal Activity Report”. If the transaction was performed by your cardholder at a terminal other than one of your ATM terminals, use the “Cardholder Activity Report”. Please fill each blank with information.

“Adjustment” Information

Fill in the adjustment amount in the appropriate space. The following is a list of adjustment reasons along with a brief explanation of each.

Deposit Adjustment, Empty Envelope – This transaction will be used to debit the cardholder when the cardholder failed to supply any items in their deposit. Your institution must immediately call the card issuing institution in this situation.

Deposit Adjustment, Returned Item(s) – This transaction will be used to debit the cardholder when a deposited item(s) is returned for any reason. The item in question must be physically returned to the card issuing institution on the same date the adjustment is performed. You must also contact the issuing institution immediately.

Deposit Adjustment, Incorrect Amount (Debit or Credit) – This transaction will be used to debit/credit the cardholder when an incorrect total was entered for an ATM deposit.

ATM Acquirer Adjustment (Debit or Credit) – This transaction will be used to debit/credit the cardholder when an out-of-balance condition at an ATM exists due to a terminal error.

Chargeback – This transaction will be used by the card issuer to credit the cardholder when disputing a PIN-based transaction.

ATM Re-presentation – This transaction will be used to debit the cardholder. Use this reason to re-present a previous chargeback by the card issuing institution. Documented proof of the transaction is required and must be physically mailed or faxed to the card issuing institution on the same date the re-presentation is performed.

Adjustment Comments – Any comments relevant to the transaction may be added to the adjustment.

Section II

This area is reserved for the individual performing input of the adjustment to NetView.

Section III

This section should be completed the following day of input by an individual from the institution originating the adjustment. The information may be viewed on the “Adjustment Report” distributed by NetWorks. Any corrections should be communicated to the individual performing input.