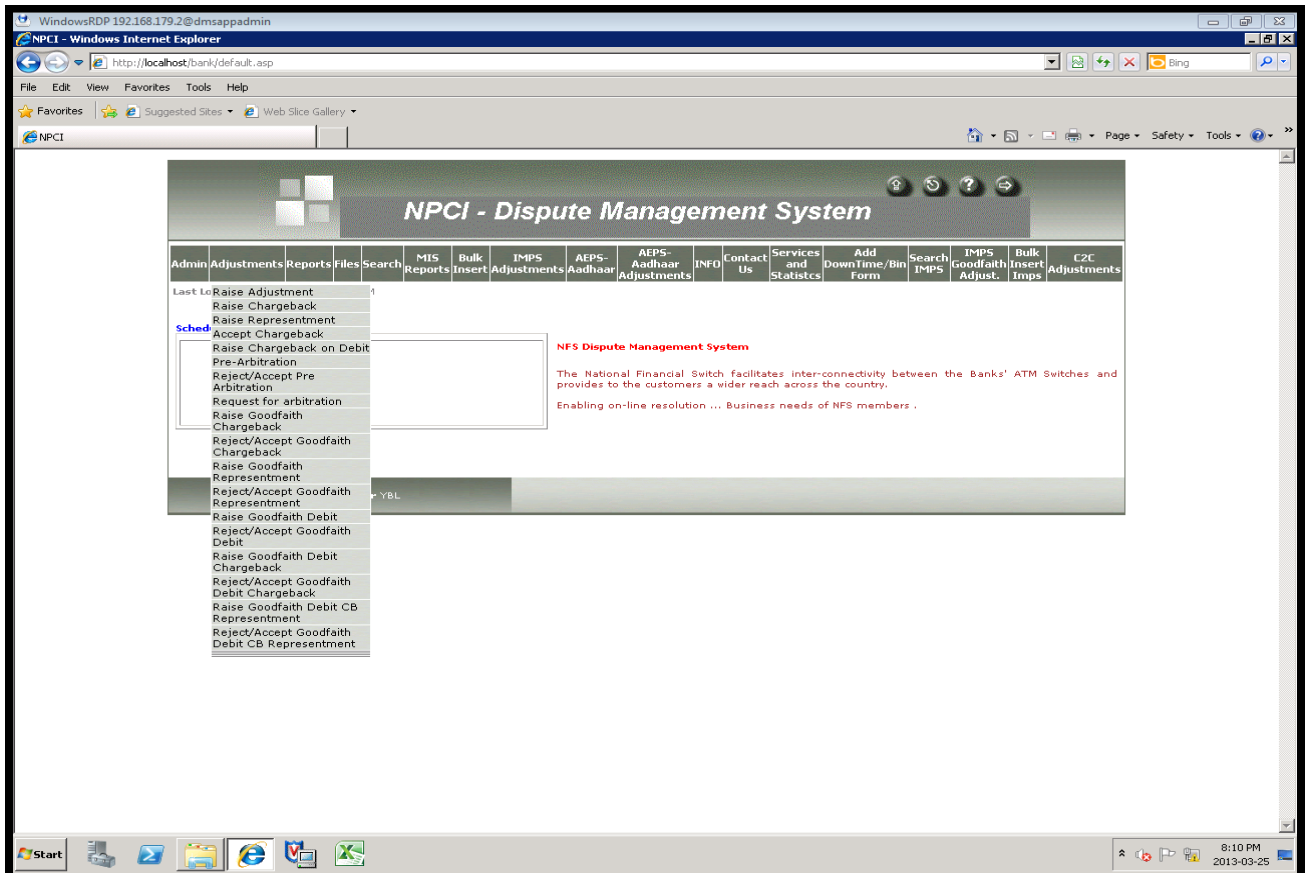


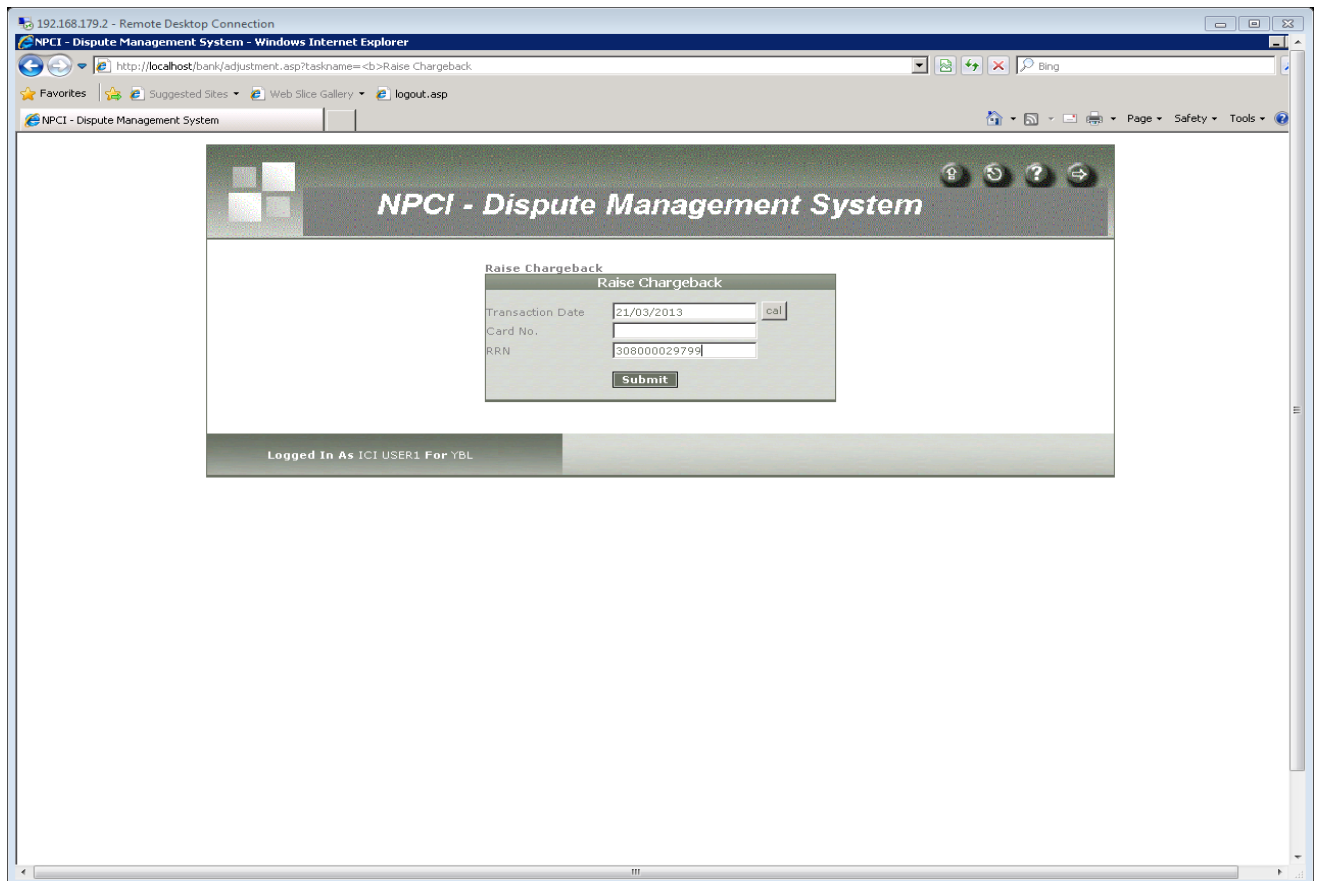
Annexure B

Process for uploading 'CCTV Footage/Image Request Form' in DMS

Step 1 - Login into DMS and click on 'Raise Chargeback' option.



Step 2 - Enter the details as shown in the screen. While the Transaction date is mandatory, users can enter either the Card number or the RRN number.



Step 3 – Click on 'Action'.

The screenshot displays the NPCI - Dispute Management System interface within a Windows Internet Explorer browser window. The browser title is "NPCI - Dispute Management System - Windows Internet Explorer" and the address bar shows "http://localhost/bank/adjust_c.asp". The page header includes "NPCI - Dispute Management System" and navigation icons. The main content area features a title bar "NPCI - Dispute Management System" and a table titled "Transaction List as on 21/03/2013 for".

uid	Tr-TV	Resp	Card	RRN	STAN	AQR	ISS	TDate	Time	ATM	SDate	Req. Amt	Rec. Amt	Action
6186788391	04	00	4029850215418960	308000029799	91326883	TMB	YBL	21/03/2013	1/01/1900 11:34:30 AM	TMB16198	24/03/2013	500	500	CB
6186788400	04	00	4029850215418960	308000029799	91331655	TMB	YBL	21/03/2013	1/01/1900 11:34:30 AM	TMB16198	24/03/2013	500	500	CB
6186788406	04	00	4029850215418960	308000029799	91333911	TMB	YBL	21/03/2013	1/01/1900 11:34:30 AM	TMB16198	24/03/2013	500	500	CB
6186789480	04	00	4029850215418960	308000029799	91326883	TMB	YBL	21/03/2013	1/01/1900 11:34:30 AM	TMB16198	23/03/2013	500	500	CB
6186789489	04	00	4029850215418960	308000029799	91331655	TMB	YBL	21/03/2013	1/01/1900 11:34:30 AM	TMB16198	23/03/2013	500	500	CB
6186789495	04	00	4029850215418960	308000029799	91333911	TMB	YBL	21/03/2013	1/01/1900 11:34:30 AM	TMB16198	23/03/2013	500	500	CB

Below the table is a legend:

Legend

- C -> CreditAdjustment
- D -> Debit Adjustment
- CB -> Chargeback
- R -> Representation
- SB -> Pre-Arbitration
- DB -> Debit Chargeback
- RDB -> Debit Chargeback Representation
- DBP -> Debit Chargeback Pre-Arbitration
- PR -> Pre-Arbitration Reject
- AP -> Accept Pre-Arbitration
- AR -> Arbitration

At the bottom of the page, it says "Logged In As ICI USER1 For YBL".

Step 4 – Click on the 'Browse' option and upload the 'CCTV/Image Request Form' with the required details.

WindowsRDP 192.168.179.2@dmsappadmin

NPCI - Dispute Management System - Windows Internet Explorer

http://localhost/bank/settlement.asp?adjType=B&id=6186788400&dispute=0

NPCI - Dispute Management System

NPCI - Dispute Management System

Enter Adjustment for Card No:4029850215418960 on 24/03/2013

uid	TrTY	Rsp	Card	RRN	AQR	ISS	Time	ATM	TDate	SDate	Req. Amt.	Rec. Amt.	IsrFee	AcqFee	EnFee
6186788400	04	00	4029850215418960	308000029799	TMB	YBL	1/01/1900 11:34:30 AM	TMB16198	21/03/2013	24/03/2013	500	500	-15	15	0.5

Settlement form for Chargeback Adjustment

Date: **Enter Settlement Date**

Received Amount:

Upload Proof: **Browse...**

Bank Adjustment Reference:

Reason Code:

Submit

Logged In As ICI USER1 For YBL

8:12 PM
2013-03-25