ePAY Portal Ticket Type: Funding Issues

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Contents

Funding Issues

Funding Issues tickets are created when a Participant has concerns regarding a delay in funding or determines that there is an issue with transactions funded by NCR.

Ticket Subtypes

Funding Delay

Description
Participant has determined that there is a delay in funding.

SLO (Business Hours)
<48

Closed By
NCR

Workflow
Participant initiates contact stating that there has been a delay in funding.
- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- NCR analyzes information to confirm that there was a funding delay.
  - Was funding delay confirmed?
    - No – Confirm details with Participant. If still unable to confirm a funding delay, clarify with Participant, notate ticket with details of what was discovered and discussed, and close ticket.
    - Yes – NCR:
      - Determine resolution to get Participant funded and interest reimbursement, if applicable.
      - Determine cause of funding delay.
        - Was funding delay preventable?
          - Yes - NCR acts to ensure that a funding delay does not occur because of the same cause. This could mean NCR acting by correcting/modifying a system entity or informing the Participant of ways to prevent this in the future.
          - No – NCR provides explanation to Participant.
      - Notate ticket detailing actions taken, resolution, and any other pertinent details.
      - Close ticket.

Funding Issue

Description
Participant has determined that there is an issue in funding.
Example:
- Missing funds.
- Funds do not reconcile with batch totals.

SLO (Business Hours)
<48

Closed By
NCR

Workflow
Participant initiates contact stating that there has been a funding issue.
- How did Participant initiate contact?
  - o Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - o Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- NCR analyzes information to confirm the funding issue.
  - o Was funding issue confirmed?
    - ▪ No – Confirm details with Participant. If still unable to confirm a funding issue, clarify with Participant, notate ticket with details of what was discovered and discussed, and close ticket.
    - ▪ Yes – NCR:
      - Did funding issue result in missing funds?
        - o No – Proceed to determining if issue was preventable.
        - o Yes – Determine cause of missing funds.
          - ▪ Was issue preventable?
            - Yes - NCR acts to ensure that a funding delay does not occur because of the same cause. This could mean NCR acting by correcting/modifying a system entity or informing the Participant of ways to prevent this in the future.
            - No – NCR provides explanation to Participant.
      - o Determine resolution to get Participant the missing funds and interest reimbursement, if applicable.
  - Notate ticket detailing actions taken, resolution, and any other pertinent details.
  - Close ticket.