mastercard

AN 5758 Announcing a New and Improved Transaction Investigator

Type:
Bulletin Announcement

Category:
Operations

Audience:
Acquirer
Issuer
Processor

Region:
Global

Brand:
Mastercard®
Debit Mastercard®
Maestro®
Cirrus®

Action Indicator:
Information only

System:
Mastercard Consolidated Billing System

Published:
21 September 2021

Effective:
31 August 2021

Executive Overview
Mastercard is announcing a new and improved Transaction Investigator application, equipped with exciting new features and an enhanced user experience.

Effective date details

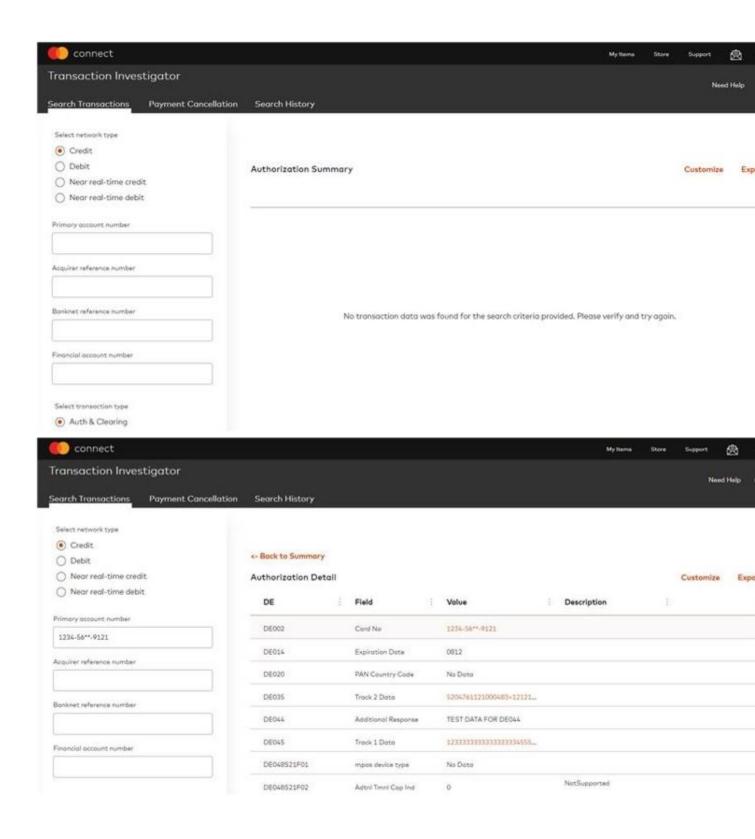| Date	Details
31 August 2021	Announcing a new and improved Transaction Investigator application

Customer benefit

Transaction Investigator enables acquirers and issuers to research transaction details and disputes against authorization for single and dual messages available within five minutes after a transaction takes place and for up to eight days after.

- Quick, efficient method for researching vital transaction information in Near Real Time
- Simplified research by eliminating multiple queries
- Reduced search time required to resolve disputes
- Robust data set with over 1,200 data elements available
- Eliminating the need to store large amounts of sensitive data

What Mastercard is doing

Transaction Investigator has improved application features such as, UI/UX, infrastructure, platform, technology stack, and application code. Just about everything is brand new! The following provides a sneak peek into some of the new exciting features.

- User Experience: Fresh and improved user interface that enables users to make easier, faster and smarter searches
- API Based Design: API based design enabling easier addition of customer requests features and paving the path for more innovative and adaptive product
- Personalization: Features to enable users to export reports, filter data elements, searches, customize summary and much more
- Automation: Ready with infrastructure improvement, test automation, monitoring and alerting, API gold standards, and much more

connect

My Items   Store   Support

Transaction Investigator

Need Help

Search Transactions   Payment Cancellation   Search History

Select network type
- ● Credit
- ○ Debit
- ○ Near real-time credit
- ○ Near real-time debit

Primary account number

Acquirer reference number

Banknet reference number

Financial account number

Select transaction type
- ● Auth & Clearing

Authorization Summary   Customize   Exp

No transaction data was found for the search criteria provided. Please verify and try again.

connect

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Select network type
- ● Credit
- ○ Debit
- ○ Near real-time credit
- ○ Near real-time debit

Primary account number

1234-56**-9121

Acquirer reference number

Banknet reference number

Financial account number

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Authorization Detail   Customize   Expo

DE	Field	Value	Description
DE002	Card No	1234-56**-9121	
DE014	Expiration Date	0812	
DE020	PAN Country Code	No Data	
DE035	Track 2 Data	5204761121000483=12121...	
DE044	Additional Response	TEST DATA FOR DE044	
DE045	Track 1 Data	1233333333333333334555...	
DE048521F01	mpos device type	No Data	
DE048521F02	Adtnl Tmnl Cap Ind	0	NotSupported

Version history

Date	Description of change
21 September 2021	Initial publication date

Questions

Customers with questions about the information in this announcement should contact Global Customer Service using the contact information on the Technical Resource Center.