Dispute Resolution Department
7300 Chapman Highway
Knoxville TN 37920-6612
USA
Phone: 866-895-0050
Fax: 877-888-2034
Monday-Friday 8:30 a.m. to 6:30 p.m. ET
Email: DisputeResolution@elavon.com

SERVER CENTER
628 12 AVE SW UNIT 201
CALGARY AB T2R 0H6
Canada

Case Number: 1054208888
Date of Advice: 06/28/2024
Respond By: 07/08/2024

Merchant Dispute Pre-Notification

A card issuing bank has generated the dispute outlined below on behalf of their cardholder.
For prompt service, please return this cover letter with your rebuttal information.

Merchant Information
Merchant Name: SERVER CENTER
Merchant Number: 8032733555   Ref No.: 13499525901

Transaction Information
Cardholder Account #: 410039******8859   Dispute Amount: 300.00 USD
Acquirer Reference #: 74924274135121356196593   Original Transaction Amount: 300.00 USD
Transaction Date: 05/13/2024   Dynamic Currency Amount: 300.00 USD
Dispute Type: Dispute   Authorization Code: 19815D
                                           Ticket #:
Reason Code: 13.7-Consumer: Cancelled/Returned Merchandise or Services

The dispute occurred because your customer claims the services contracted were cancelled, merchandise was returned, or they were unaware of your return policy. You may be able to recover these funds by providing information such as, proof that the services were rendered to the cardholder, proof cardholder was aware of cancellation policy/refund policy at the time of the sale, or proof credit was issued. If you feel this dispute is in error, please submit a rebuttal by fax or email.

According to card brand regulations, if the cardholder or issuing bank continues to dispute the transaction, the cardholder can return the item, even if you submit a response. You must provide all relevant information and documentation related to the above case with your rebuttal information. Please allow a minimum of 72 hours for us to process your response. Failure to respond by the date above will result in a debit to your account.

☐ *Please check here if the cardholder has a valid claim and you are willing to accept the dispute.*

☐ *Please check here if you disagree with the cardholder's claim and are providing rebuttal information.*

Please reply by the "Respond By" date listed above to meet regulatory requirements and ensure a timely review of a possible reversal request. Please include this advice letter with your rebuttal information.

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Case ID:

NDI POST EDIT OUTGOING INTERCHANGE REPORT - SALES HISTORY


MERCHANT INFORMATION
=================================================
Merchant Number:        8032733555
Merchant Name:          SERVER CENTER
Merchant SIC:           7372
Merchant Ref:

GENERAL TRANSACTION INFORMATION
=================================================
TR.Type:                Sale
Transaction Code:       01
Account Number:         410039xxxxxx8859
Acq Ref Nbr:            74924274135121356196593
Amount:                 300.00 USD
Purchase Date:          05/13/2024 00:00:00
Service Code:           000

INTERCHANGE TRANSACTION INFORMATION
=================================================
Auth Type:
Trace ID:               V464135037491328X3SK
Auth POS Entry Mode:    01          Key Entered - Card Not Present
Stl POS Entry Mode:     01          Key entered
MO/TO:                  1
AVS Response Code:      Y
Authorization:          19815D
Auth Amt:               300.00 USD
Auth Resp:
Transaction Id:         464135037491328
Validation Code:

POS DATA
=================================================
Card Data Input Cap:              MC CH Authent Entity:
CH Authent Cap:                   MC Card Data Output Cap:
Term/Card Capture Cap:            MC Term Data Output Cap:
Terminal Op Environ:              MC Card Data Input Mode:
CH Pres. Data:
Card Pres. Data:
CH Authent/ID Mthd Cap:
PIN Capture Cap:
=================================================


GENERAL TRANSACTION INFORMATION
=================================================
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TR.Type:                    Auth
Transaction Code:
Account Number:             410039xxxxxx8859
Acq Ref Nbr:
Amount:                     300.00 USD
Purchase Date:              05/13/2024 21:02:29
Service Code:

INTERCHANGE TRANSACTION INFORMATION
=================================================
Auth Type:                  01      Retail Sale
Trace ID:                   464135037491328X3SK
Auth POS Entry Mode:        01
Stl POS Entry Mode:         01
MO/TO:                      1
AVS Response Code:          Y
Authorization:             19815D
Auth Amt:                   300.00 USD
Auth Resp:                  0
Transaction Id:
Validation Code:

POS DATA
=================================================
Card Data Input Cap:                   MC CH Authent
Entity:
     CH Authent Cap:                   MC Card Data Output
Cap:
     Term/Card Capture Cap:            MC Term Data Output
Cap:
     Terminal Op Environ:              MC Card Data Input
Mode:
     CH Pres. Data:
     Card Pres. Data:
     CH Authent/ID Mthd Cap:
     PIN Capture Cap:
=================================================
```

TRANSACTION SEARCH REPORT KEY

TRAN DATE-Sale Date	AMOUNT-Amount of Transaction
CARD NUMBER-Cardholder Number	EXP-Expiration Date
AUTH CODE-Authorization number granted	DBA-Merchant's Doing Business As Name
MERCH ID-Merchant identification number	INT-International Issuer

TR. TYPE-Transaction Type

AUTH=Authorization
SALE=Sales Transaction
CRED=Credit

Authorization POS Entry Mode

01=Key-Entered-Card Not Present	07=EMV (ICC) with no CVV or iCVV
02= Key-Entered-Card Present	08=EMV (ICC) Magstripe Read when the chip failed to read
03=Swiped	09=EMV (ICC) Digital Secure Remote Payment
04=Proximity	10=Scanned MICR
05=EMV (ICC) with CVV or iCVV	11=Key Entered MICR
06=EMV (ICC) proximity read	12=Credential on file

Setttlement POS Entry Mode

Null=Not Specified	79=Unable to read chip or magnetic strip - manual entry
00=Terminal Not Used	80=Chip Fallback, full magnetic read
01=Key-Entered	81=Electronic Commerce
02=Partial Magnetic Stripe Read	82=PAN Auto Entry Via Server
03=Bar Code Read	84=MICR Read
04=OCR Read	86=Contactless Interface Change
05=Integrated Circuit Card Read	90=Complete Mag Stripe Read (CVV)
06=Track 1 Read	91=Proximity Magnetic Stripe
07=Proximity Chip	95=Integrated Circuit Card/Data Bad/Unreadable
10=Credential on file	96=Stored value from pre-registered checkout service

MasterCard CVC2/CVC3 and Visa CVV2 Response Codes

E = Length of unpredictable number is not a valid length	S = CVC2/CVV2 should be on the Card, but the Merchant has indicated that CVC2/CVV2 is not present
M = Valid Match	U = Issuer not participating or Unverified
N = Invalid/Does not Match	Y = Invalid
P = Not Processed	

AVS Response-Visa/MasterCard

A=Address (Street) matches, Zip does not	O=No Response sent
B=Street address match, Postal code in wrong format (int. issuer)	P=Postal codes match, Street address not verified due to incompatible formats.
C=Street address and postal code in wrong formats	R=Retry, System unavailable or Timed out
D=Street address and postal code match (int. issuer)	U=Address information is unavailable (domestic issuer)-Visa
F =Address does compare and five-digit ZIP code does compare (for UK domestic transactions only)	U=Issuer unregistered for CVC2 processing-MasterCard
G=Card issued by a non-US issuer that does not participate in the AVS System	W=9 digit Zip matches, Address (Street) does not
I=Address information not verified by int. issuer.	X=Exact AVS Match
M=Street Address and Postal code match (int. issuer)	Y=Address (Street) and 5 digit Zip match
N=No Match on Address (Street) or Zip	Z=5 digit Zip matches, Address (Street) does not

AVS Response-American Express

A=Address correct, zip code incorrect	O=Cardmember name and billing address match
D=Cardmember name incorrect, billing postal code matches	R=System unavailable
E=Cardmember name incorrect, billing address and postal code match	S=Merchant not allowed AAV function
F=Cardmember name incorrect, billing address matches	T=Cardmember name does not match, but street address matches
H=Cardmember name does not match, street address and postal code match	U=Information unavailable, e.g. account number do issued in the U.S., Cananda, Puerto Rico, or U.S. Virgin Islands
K=Cardmember name matches	W=No, cardmember name, billing adddress, and zip code are all incorrect
L=Cardmember name billing postal code match	Y=Yes, address and zip code match
M=Cardmember name, billing address, and postal code match	Z=Zip code matches, address does not match
N=No, address and zip code do not match	

AVS Response-Discover

A=Address matches, five-digit postal code matches	U=Retry, system unable to process
G=Address information not verified for international transaction	W=No data from Issuer/Authorization system
N=Nothing matches	X=Address matches, nine-digit postal code matches
S=AVS not supported at this time	Y=Address matches, Postal code does not
T=Nine-digit postal code matches, address does not	Z=Five-digit postal code matches, address does not

Consumer Dispute Questionnaire

Transaction Information

Card/Acct #:	4100-39xx-xxxx-8859	Tran Type:	Sale	Issuer:	Citibank, N.A.- Costco
Network:	VISA	Tran Date:	05/13/2024	CH Name:	
Tran ID:	464135037491328	Processing Date:	05/14/2024	Acquirer:	U.S. Bank National Associa-tion
ARN:	74924274135121356196593	Tran Amount:	300.00 USD		
Retrieval Ref#:	413573121356	Jurisdiction:	INTERREGION-AL-US,CANADA	Merchant:	SERVER CENTER
				Location:	403-3518020,AB,CA

Dispute Information

This dispute is due to: Cancelled Merchandise/Services

Dispute Amount: 300.00 USD

Dispute Category/Condition: 13.7 Consumer - Cancelled Merchandise/Services

Financial Processing Date: 06/28/2024

Certification/Elaboration

What was purchased?   Services

Type of Service: Other

Describe what was purchased?

Upon your request, we have sent you a Return label & Commercial invoice to ship STB back to us. Please follow below instructions.

 Items to ship back: - STB (Set up box) - Remote - Power Adapter - HDMI Cable

Did the cardholder cancel?   Yes

Date of service or expected service: 05/13/2024

Cancellation Date: 05/31/2024

Cancellation Reason:

NA

Did the cardholder attempt to resolve the dispute with the merchant?   Yes

Comments and Documents

Comments:

Documents:

Issuer Contact Information

Name:

Phone:

Email: