Online Case Management (OCM) is Elavon’s online system that gives merchants access to their retrieval and chargeback information. This system is accessible via MerchantConnect. Go to My Reports and then click on Case Management (see below).

There is a separate login/password for OCM.

E-mail Notifications

We recommend each department have at least one user with access to OCM. So you have timely notice of any issues, we also recommend setting up e-mail notifications. Use the following steps to sign up for the email notifications.

1. From the Welcome Menu Bar, click Manage Your Account. The drop-down list of options appears. Click Preferences (see below). The Preferences window appears.

2. In the Preferences window, click the Case Management tab and select the box(es) of the desired notification type. Include parameters for each e-mail notification you wish to receive.
The PCI Compliance Task Force is a collaboration between Information Technology Services (ITS) and the Office of the Bursar. It is a cross-functional team responsible for administering the University of Nebraska-Lincoln payment card policies and procedures, monitoring payment card activity, and educating merchants.

Online Case Management (Chargebacks) (Continued)

Notification Types include:

- **Notifications - Case Aging and Case Aging (# of days)** - Case Aging lists a count of assigned and unassigned cases that are within the number of days remaining to respond, as specified in your user preferences. Case Aging (# of days) Enter a number between 0 and 10. Click Save.

- **Notifications - High Value Cases** - Provides a count of all assigned and unassigned case activity based on case status (such as Viewed, New, etc.) and unassigned case activity based on queue name.

- **High Value Amount** - You must enter a number between 0 and 10 for the Case Aging (# of days) preferences option. You must also enter a currency amount, i.e., 1000.78 for the High Value Amount preference option to enable the High Value Cases e-mail notification.

- **Notifications - Daily Summary** - Provides a count of all new chargeback and retrieval cases which are not yet assigned to you.

- **Notifications - New Chargeback & Retrieval List** - Provides a count of all new chargeback and retrieval cases which are not yet assigned to you.

- **Notifications - Case Status Update** - Provides a count of the number of cases you updated the prior day.

3. Click Save. Preferences window displays. The notifications are now enabled and will take effect the next time you log on to the system. You will receive notifications when cases meeting the notification criteria are met.

4. Click Close to close the Preferences window.

5. When you receive an e-mail notification, click the hyperlink provided in the message. The Login screen appears in a new Web browser window.

6. Log on using your user name and password. Online Case Management displays the screen relating to the notification parameters.