

Support Case Management (SCM) application

What is the Support Case Management application?

Support Case Management is used to create and track support cases created in SCM with the support team.

Why use the SCM application?

SCM allows you to securely create, manage and track cases created in the application and exchange sensitive data with Mastercard Support. You no longer have to use Secure Message or send encrypted attachments via email.

Who uses the SCM application?

All Mastercard Connect users have access to create and manage support cases.

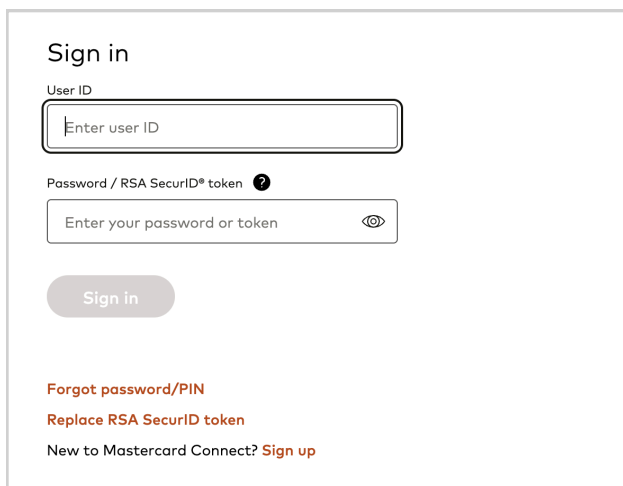
With the Support Case Management app, the users can:

- Create new support cases
- Add colleagues as followers to cases
- View, track and update cases
- Escalate, confirm case resolution, and request case closure

Getting Started

Easy access to your support cases at any time

1 Sign in to mastercardconnect.com



Sign in

User ID

Password / RSA SecurID® token

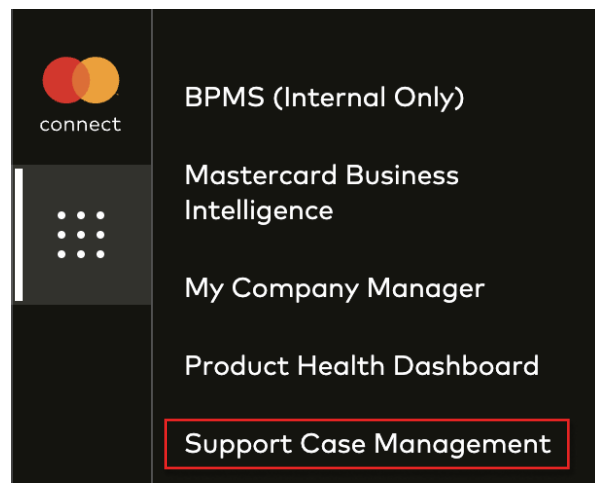
Sign in

[Forgot password/PIN](#)

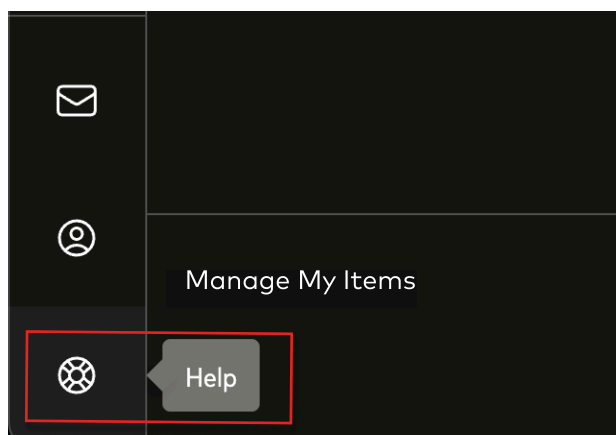
[Replace RSA SecurID token](#)

New to Mastercard Connect? [Sign up](#)

2 Access Support Case Management. Select the **Support Case Management** item card or from the menu



3 Go to Support Cases. Additionally, you can access support cases through the Help Center from Help Icon



4 And click on 'Go to support cases' to go to Support Case Management



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Manage Support Cases

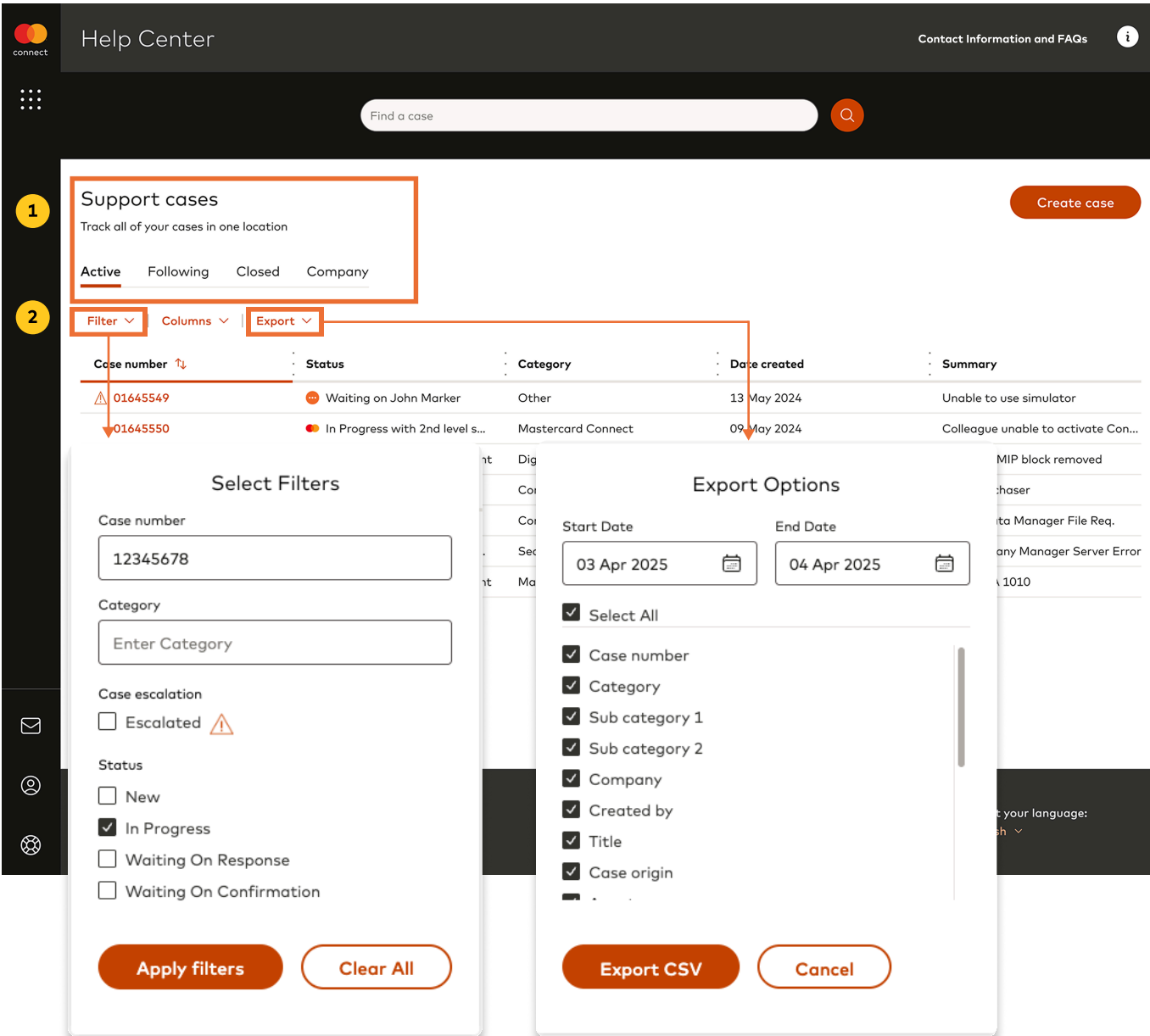
Track your support cases at any time

1

Support cases grouped in tabs. View your active cases, the cases you are following, your Support Case Management cases closed in the last 12 months and your company's cases, if you have access to the data.

2

Case filters and export. You can use the Filter dropdown to show cases by number, escalation, case status and use the Export option to download case details with additional columns in a CSV format.



The screenshot displays the 'Support cases' interface. At the top, there's a 'Help Center' header with a search bar and a 'Create case' button. Below the header, the 'Support cases' section is highlighted with a yellow circle '1'. It shows tabs for 'Active', 'Following', 'Closed', and 'Company'. Below the tabs, there are three dropdown menus: 'Filter', 'Columns', and 'Export', each with a yellow circle '2' next to it. The 'Filter' dropdown is open, showing a 'Select Filters' dialog with fields for 'Case number' (12345678), 'Category' (Enter Category), and 'Case escalation' (Escalated). The 'Export' dropdown is also open, showing an 'Export Options' dialog with 'Start Date' (03 Apr 2025) and 'End Date' (04 Apr 2025). The 'Export Options' dialog has a 'Select All' checkbox and a list of columns to export: Case number, Category, Sub category 1, Sub category 2, Company, Created by, Title, and Case origin. The 'Export CSV' button is highlighted.

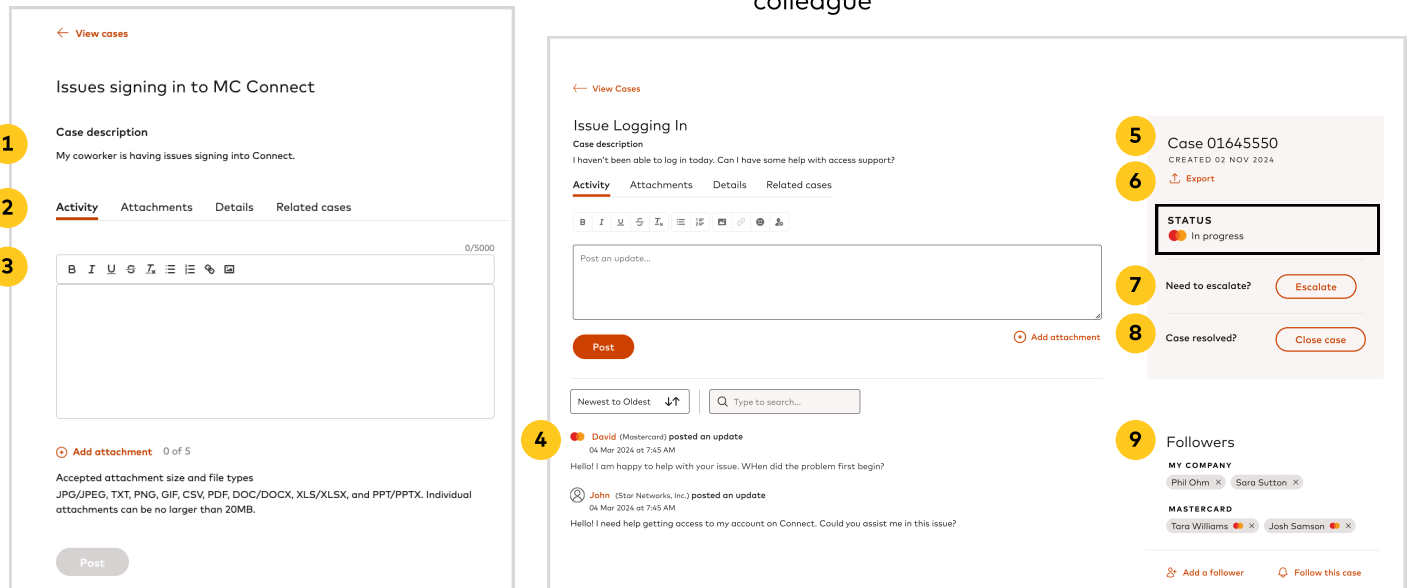
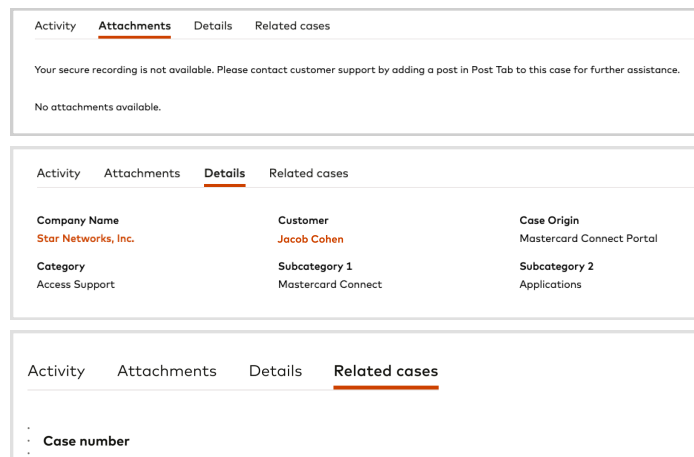
Case number	Status	Category	Date created	Summary
01645549	Waiting on John Marker	Other	13 May 2024	Unable to use simulator
01645550	In Progress with 2nd level s...	Mastercard Connect	09 May 2024	Colleague unable to activate Con...

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Case Details

Reviewing and managing an individual case details

- 1 **Case Description.** The case description can be found at the top of the page
- 2 **Tab Navigation.** Review Activities, Attachments, Details, and Related Cases in the tabs below the case description
- 3 **Make a post.** Create a post, add attachments directly to the case for Mastercard Agents and other case followers
- 4 **Activity timeline.** Stay up-to-date by reviewing all posts in the activity timeline
- 5 **Case number and status.** The case creation date can be found with the case number and status in right side panel
- 6 **Export.** Export case data and select the type of file to export
- 7 **Escalate.** Escalate a case if you are unsatisfied with quality or timeliness of responses
- 8 **Close Case.** Close a case once a resolution has been made.
- 9 **Followers.** Add or remove followers to a case, or follow/unfollow a case created by a colleague

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7 Escalation. After creating a case, if you are unsatisfied with the timeliness or quality of the updates being provided, you have the option to escalate the case. If you need immediate attention, you have the option to call **Mastercard Support**.

7 Need to escalate? Escalate

Did we resolve this case?

☒ Yes ☐ No

Escalate case?

Are you sure you want to escalate this case? If not, cancel it now.

Escalation impact

Non-financial

External escalation reason

N/A

Escalation details

Still need additional help with access.

*please include the best phone number to contact you regarding this issue

Escalate Cancel

Escalate case?

Are you sure you want to escalate this case? If not, cancel it now.

Escalation impact

Non-financial

External escalation reason

Processing/Production impact

Processing/Production impact

Quality of response

Timeliness of response

Duration of resolution

All of above

Case escalated

Your case has been successfully escalated. A team leader will review your case and include other Mastercard specialists as needed. For immediate assistance, please call **Mastercard Support**.

Got it

8 Close Case. If assistance is no longer needed from Mastercard Support, you can request to close the case.

8 Case resolved

Are you sure you want to close this case? If not, cancel it now.

Reason for closure

Colleague is no longer having Mastercard Connect access issues.

Close case Cancel

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If you're a follower or have access to the company tab, you will have the same functionality as if you had created the case yourself

9

Add your Technical Account Manager and Colleagues. They can post and communicate with the agent to track your case. They cannot escalate a case for you or confirm a resolution on your behalf.

Add a follower?

Need to add a follower to this case?

Select company

My company

Add a person to this case

Caroline Smith

Clear Selections

Search

Select All

☒ Caroline Smith
caroline.smith@mastercard.com

☐ Leo Watson
leo.watson@mastercard.com

Done

Followers

MY COMPANY

Amy Thompson × Caroline Smith × 9

MASTERCARD

Tara Williams × Josh Samson ×

+ Add a follower

Case Resolution Confirmation

Resolving and requesting clarification for a case.

1

Waiting on [Your Company]'s Confirmation.

Your agent will provide a resolution to your case. You must confirm if the issue is resolved within 3 business days.

2

Requesting Clarification. If you need more support then click "No" to resolving the case, you must select a reason and provide an explanation.

Your agent will give more information and respond to you before moving your case back to the "Waiting on [Your Company]'s Confirmation" status.

Case 01645550
CREATED 02 NOV 2024
Export

STATUS

Waiting on **Bank of Mainstreet** confirmation

Need to escalate? Escalate

Did we resolve this case?
☒ Yes ☐ No

Did we resolve this case?

☒ Yes

☐ No

2

We're here to help

Let us know what's unresolved so we can better assist you.

Reason

Select reason

Details

Enter details

Keep open

Cancel

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3

Closing a case. If you click on 'Yes' for resolving the case, you must then click on "Close case" to confirm you are satisfied with the resolution.

Did we resolve this case?

3



Yes



No

✕

Confirm case resolution?


If you're satisfied with the resolution, confirm the case is ready to be closed.

3

Close case

Cancel

Support Case Management (SCM) application

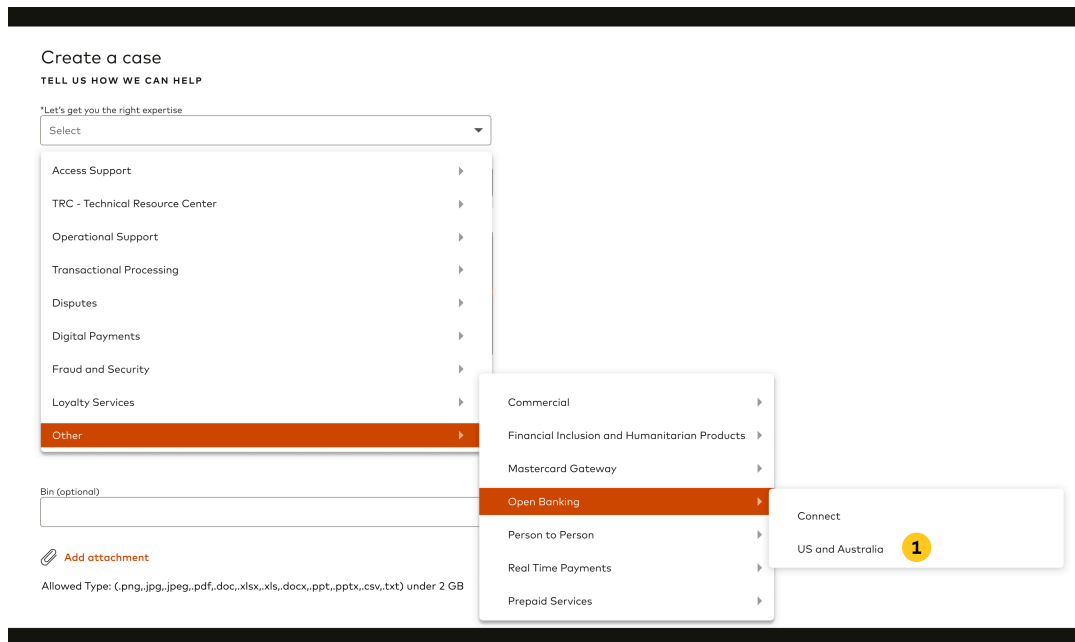
 In the following two sections, there are instructions for when you need to create a Technical Support Case or Billing Support Case.

1. Please go to pages **7** and **8** for the instructions to **"Create a Technical Support Case"**.
2. Please go to pages **9** and **10** for the instructions to **"Create a Billing Support Case."**

Create a Technical Support Case

Consolidated location for all case details

- 1** **Select US and Australia.** First select *Other* as the primary category, then *Open Banking*, then *US and Australia*



The screenshot shows the 'Create a case' form with the following elements:

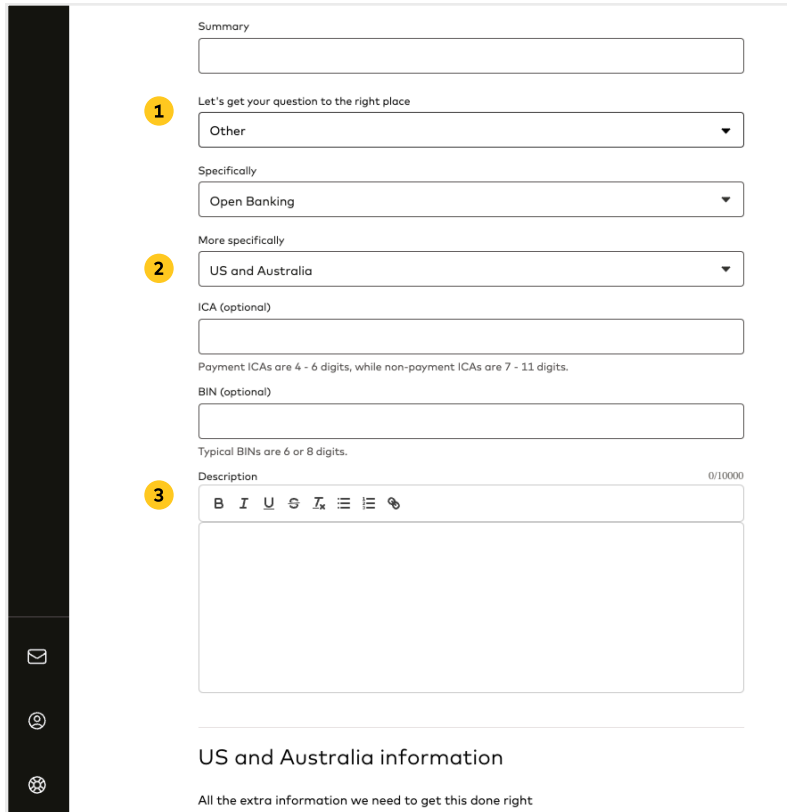
- Header:** 'Create a case' and 'TELL US HOW WE CAN HELP'.
- Sub-header:** 'Let's get you the right expertise'.
- Category Selection:** A dropdown menu is open, showing a list of categories. 'Other' is highlighted in orange. A secondary dropdown menu is open for 'Other', showing 'Open Banking' highlighted in orange. A third dropdown menu is open for 'Open Banking', showing 'US and Australia' highlighted in orange and marked with a yellow circle containing the number '1'.
- Bin (optional):** A text input field.
- Attachment:** An 'Add attachment' button with a paperclip icon.
- Allowed Type:** A note stating '(png, jpg, jpeg, pdf, doc, xls, xlsx, docx, ppt, pptx, csv, txt) under 2 GB'.

Give Specifics

To speed up resolution give any and all relevant information

- 1 Enter Summary.** A brief description of the nature of your inquiry
- 2 Select ICA and Bin, if applicable.** ICA and BIN are optional fields
- 3 Enter Details.** Enter all required information and include supporting documentation, if needed
- 4 Select Issue Type.** Based on the issue type, more fields will be shown
- 5 Add Attachments.** Add screenshots or documentation when possible

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Summary

1 Let's get your question to the right place

Other

Specifically

Open Banking

More specifically

2 US and Australia

ICA (optional)

BIN (optional)

Payment ICAs are 4 - 6 digits, while non-payment ICAs are 7 - 11 digits.

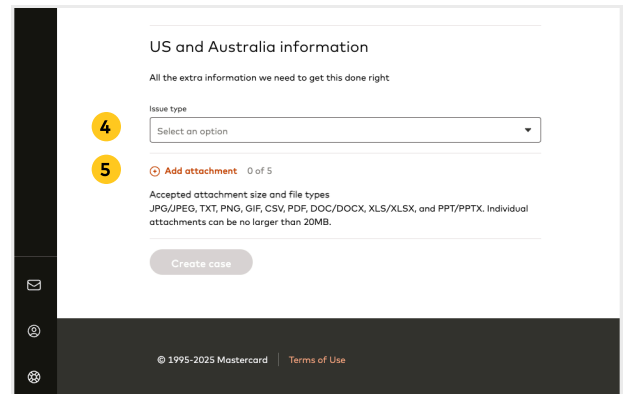
Typical BINs are 6 or 8 digits.

Description 0/10000

3

US and Australia information

All the extra information we need to get this done right



US and Australia information

All the extra information we need to get this done right

Issue type

4 Select an option

5 Add attachment 0 of 5

Accepted attachment size and file types
JPG/JPEG, TXT, PNG, GIF, CSV, PDF, DOC/DOCX, XLS/XLSX, and PPT/PPTX. Individual attachments can be no larger than 20MB.

Create case

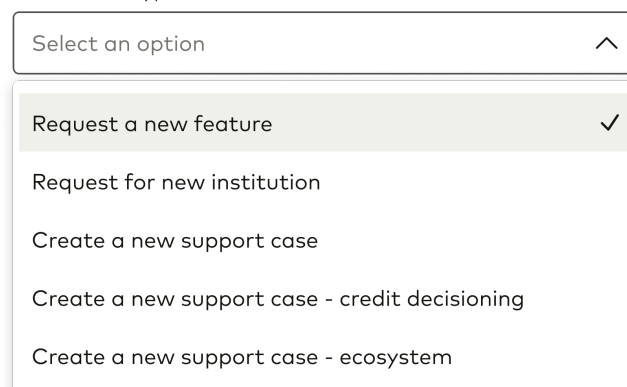
© 1995-2025 Mastercard | Terms of Use

Issue Type

How to select the proper 'Issue Type' for your case

- 1 **Request a new feature.** Select this to add a new feature or make suggestions to existing services
- 2 **Request for new institution.** Select this to submit a request for a new financial institution
- 3 **Create a new support case.** Select this to open a technical support case or any production issue
- 4 **Create a new support case - credit decisioning.** Select this to open a support case related to Credit Decisioning
- 5 **Create a new support case - ecosystem.** Select this to open a support case for ecosystem-type issues

*Select Issue Type



Select an option

Request a new feature ✓

Request for new institution

Create a new support case

Create a new support case - credit decisioning

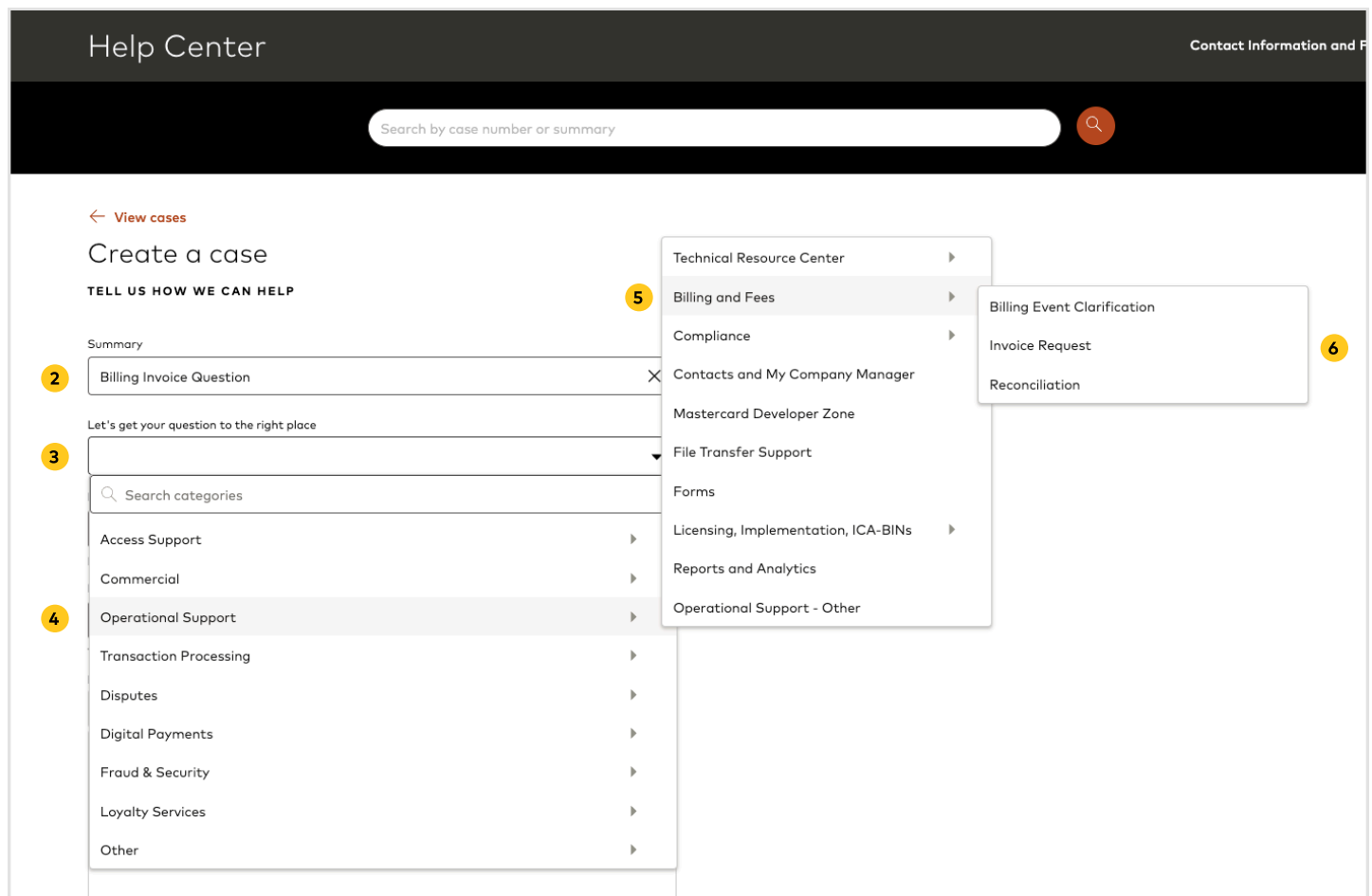
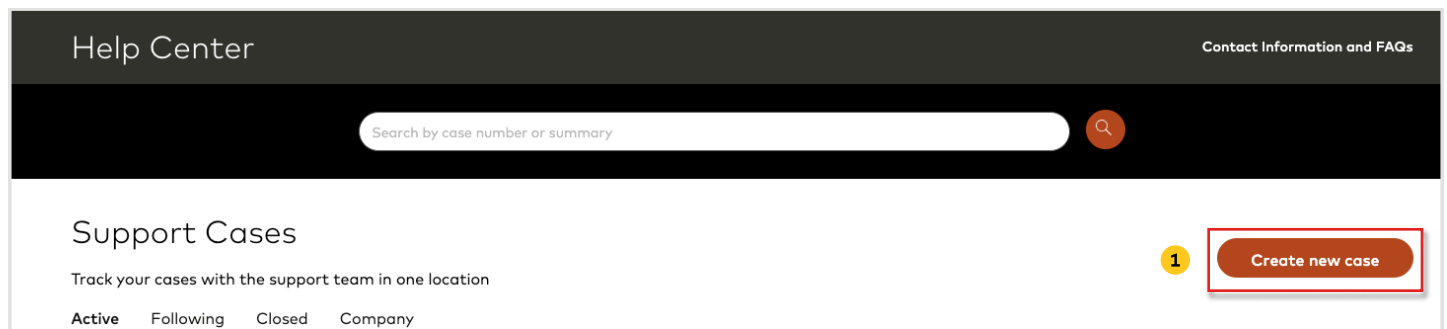
Create a new support case - ecosystem

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Create a Billing Case

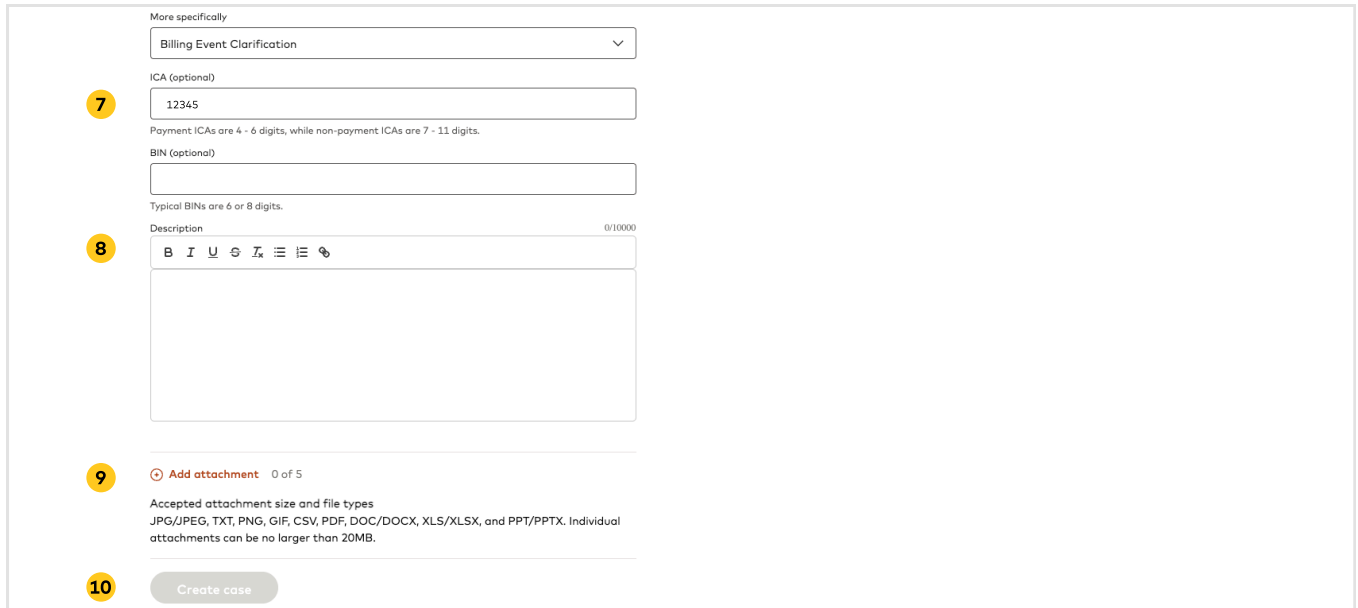
How to create a billing case in Support Case Management.

- 1 **Select 'Create new case'.**
- 2 **Enter Summary.** Type in the summary of your request.
- 3 **Select the category drop-down menu.**
- 4 **Select 'Operational Support'.**
- 5 **Select 'Billing and Fees'.**
- 6 **Select from one of the three options.** Billing Event Clarification, Invoice Request, or Reconciliation.



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- 7 Enter the Billing ICA.** Although this field is marked as optional, it's important to fill it out for billing inquiries so we can locate the specific invoice in question.
- 8 Enter Details.** Enter all required information and include supporting documentation, if needed
- 9 Add Attachments.** Attach invoices, reports, etc. if applicable
- 10 Select 'Create Case'.**



More specifically

Billing Event Clarification

ICA (optional)

12345

Payment ICAs are 4 - 6 digits, while non-payment ICAs are 7 - 11 digits.

BIN (optional)

Typical BINs are 6 or 8 digits.

Description 0/10000

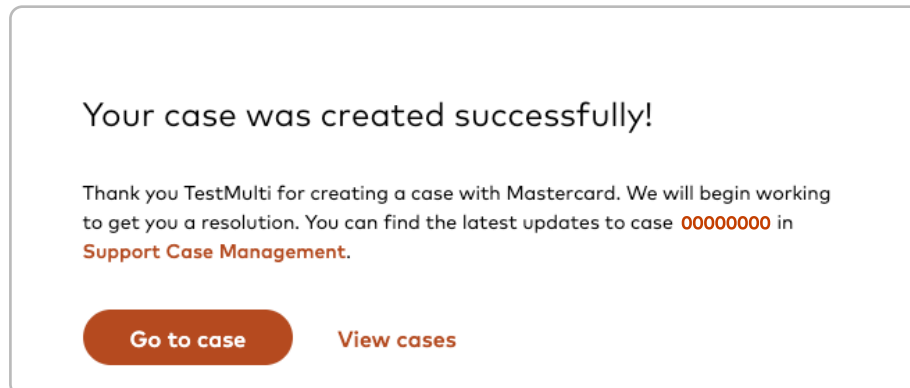
7 **8**

9 Add attachment 0 of 5

Accepted attachment size and file types
JPG/JPEG, TXT, PNG, GIF, CSV, PDF, DOC/DOCX, XLS/XLSX, and PPT/PPTX. Individual attachments can be no larger than 20MB.

10 Create case

- 11 Case Confirmation.** A pop-up message confirms the case was created successfully and provides the case number.



Your case was created successfully!

Thank you TestMulti for creating a case with Mastercard. We will begin working to get you a resolution. You can find the latest updates to case **00000000** in **Support Case Management**.

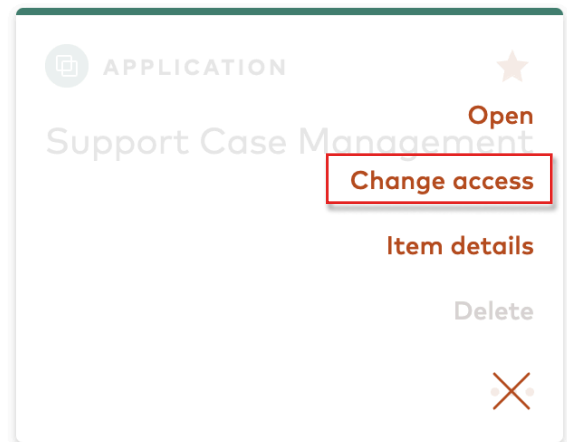
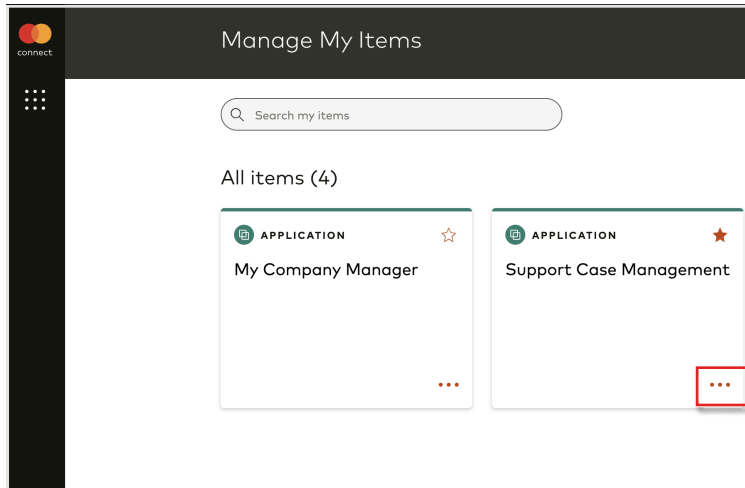
[Go to case](#) [View cases](#)

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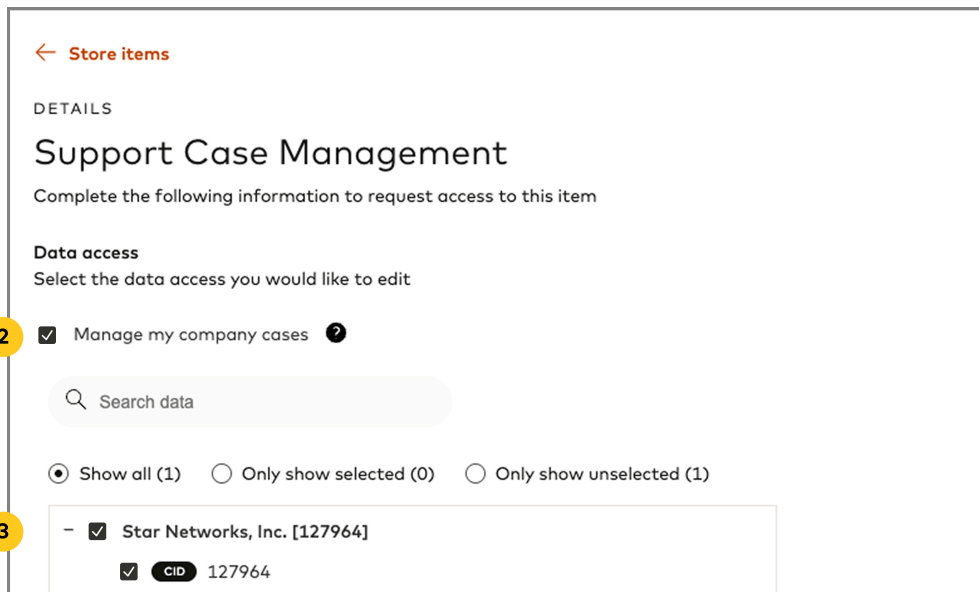
Access Company Cases

View your company's support cases created in Support Case Management

- 1 **Request access to 'Manage my company cases'.** From the Support Case Management card in 'Manage My Items', select '...' and then select 'Change access'.



- 2 **If you want access to your company cases created in Support Case Management, request access to 'Manage my company cases'.** Check 'Manage my company cases'.
- 3 **Select the CID(s) you want to view in Support Case Management.** Check the CID(s) to request access.



← Store items

DETAILS

Support Case Management

Complete the following information to request access to this item

Data access
Select the data access you would like to edit

2 ☒ Manage my company cases ?

Search data

☒ Show all (1) ☐ Only show selected (0) ☐ Only show unselected (1)

3 ☒ Star Networks, Inc. [127964]
☒ CID 127964

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Manage Support Cases (Company Tab)

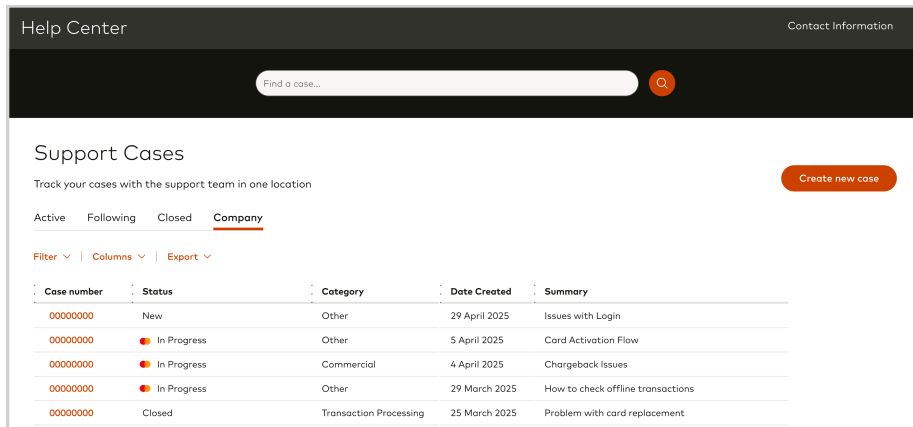
Track your support cases in one location



If you have access to a single CID

1

All cases for your CID will be shown by default. Once your access is approved by your Access Manager, navigate to the Company Tab.



Help Center

Find a case...

Support Cases

Track your cases with the support team in one location

Create new case

Active Following Closed **Company**

Filter Columns Export

Case number	Status	Category	Date Created	Summary
00000000	New	Other	29 April 2025	Issues with Login
00000000	In Progress	Other	5 April 2025	Card Activation Flow
00000000	In Progress	Commercial	4 April 2025	Chargeback Issues
00000000	In Progress	Other	29 March 2025	How to check offline transactions
00000000	Closed	Transaction Processing	25 March 2025	Problem with card replacement

Manage Support Cases (Company Tab)

Track your support cases in one location



If you have access to more than one CID

1

All cases for the CIDs will be searchable in the Company tab. Once your access is approved by your Security Administrator, navigate to the Company tab, where CIDs will be searchable by company name.

2

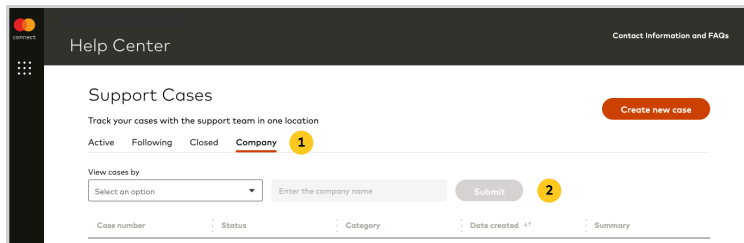
Search by Company name. To search for other CIDs, select 'Clear' to open your search option, then enter Company name.

3

Search by Company ID (CID). To search by CID, select 'Clear' the dropdown to change search criteria.

4

Search cases by selecting 'Submit'. To search the criteria entered, select 'Submit' to view cases.



Help Center

Support Cases

Track your cases with the support team in one location

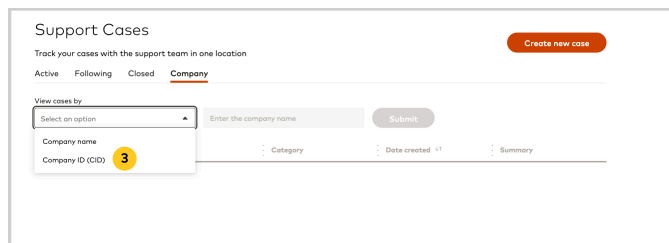
Create new case

Active Following Closed **Company**

View cases by

Select an option Enter the company name Submit

Case number	Status	Category	Date created	Summary
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Support Cases

Track your cases with the support team in one location

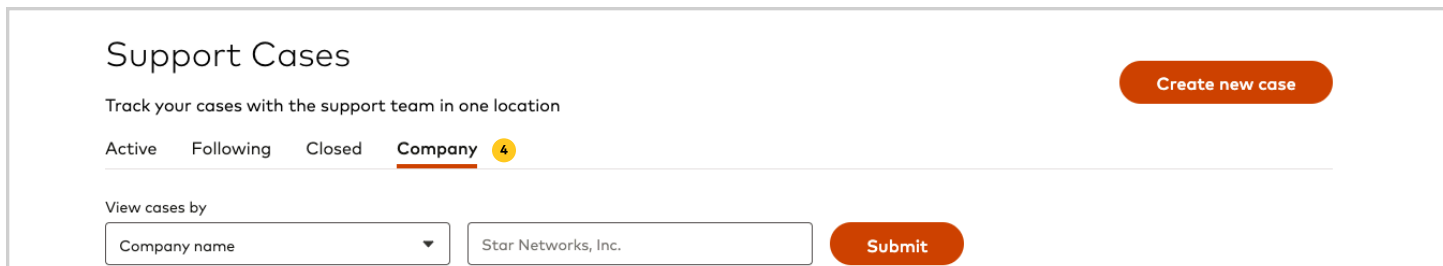
Create new case

Active Following Closed **Company**

View cases by

Select an option Enter the company name Submit

Case number	Status	Category	Date created	Summary
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Support Cases

Track your cases with the support team in one location

Create new case

Active Following Closed **Company**

View cases by

Company name Star Networks, Inc. Submit