



Chargeback Manager

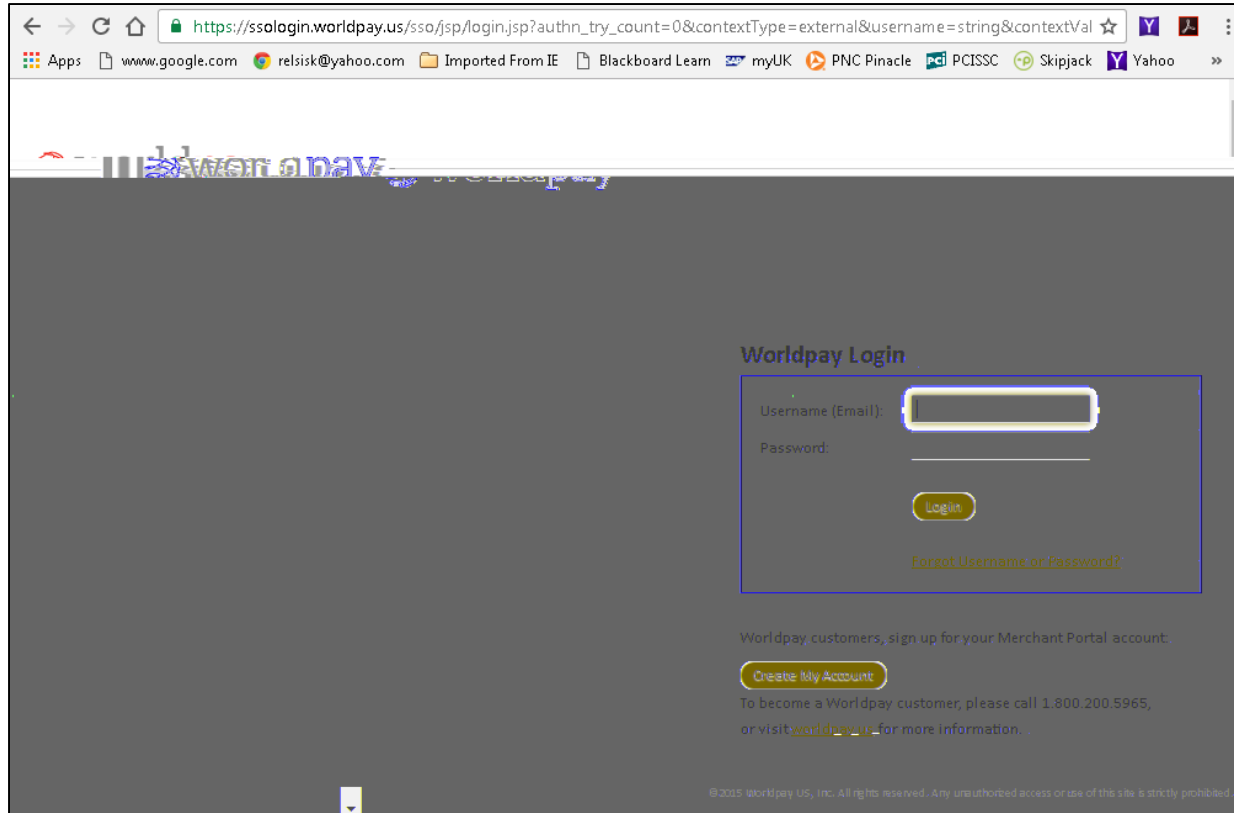
How to use the Worldpay online
chargeback manager

Worldpay Online Chargeback Manager

- The Worldpay Online Chargeback Manager is an easy and effective way to send supporting documentation to dispute and resolve a chargeback.
- Once supporting documentation has been sent to Worldpay's chargeback team for resolution, you will be able to view work history, view correspondence from Worldpay, view case messages and transaction history.

Using Chargeback Manager

- Log into the Worldpay Online Reporting System (<http://portal.worldpay.us>)



Using Chargeback Manager

- Click (or hover over) the **Self Service** tab and then select **Manage Chargebacks**

The screenshot shows the Worldpay Merchant Portal interface. The browser address bar displays <https://portal.worldpay.us/home.htm>. The navigation bar includes tabs for Home, Credit/Debit, Gift, and Self Service. The Self Service tab is active, and a dropdown menu is visible with the following sections:

- Accounts & Banking**
 - Edit Bank Information for Terminals
 - Edit Business Information
 - Edit Your Account
 - Manage User Access
- Cardholder Disputes** (highlighted with a red arrow)
 - Manage Chargebacks
- Statements & Reports**
 - Schedule Report Delivery
 - Statement Delivery Options
- Terminals**
 - Large Merchant Reports
 - Manage History Data
 - Manage Terminals
 - Order Supplies
- Other Programs**
 - Manage Alerts
 - Manage Your Host Velocity Program
 - Manage Your Loyalty Program
 - Manage Gift Cards
 - Manage Groups

Other visible content on the page includes:

- Welcome to the Worldpay Merchant Portal** with a video tour link.
- Recent Statements** with links for August 2016, July 2016, June 2016, May 2016, April 2016, March 2016, February 2016, January 2016, and December 2015.
- Recent Reports** with links for Daily Activity, Transaction Lookup, Deposit Summary, Daily Combined Settlement Summary, and Auth Integrity Fees.
- Messages from Worldpay** with a list of 8 items, including Upcoming PCI DSS 3.2 Requirements, New Corporate Mailing Address, and American Express - Important Notifications.

The URL at the bottom of the browser is <https://portal.worldpay.us/selfService/selfService.htm>.

Using Chargeback Manager

- The home screen on the **Chargeback Manager** will display a **Queue Summary**
- The **Queue Summary** will display **Requests for Transaction Information (Retrieval) Items** as well as **Chargeback Items**
- Select the **Active Items** to view/work

The screenshot displays the Worldpay Chargeback Manager interface. At the top, there is a navigation bar with links for Home, Queue, Search, Reports, Setup, Contact Us, and Adjustment. The user is logged in as Karen. The main content area is divided into two sections: Queue Summary and Chargeback Items. The Queue Summary section includes a table for 'Request For Transaction Info (Retrieval) Items' with the following data:

Request For Transaction Info (Retrieval) Items	
Active Items Waiting Response:	2
Active Items With Documentation Submitted:	0
Total Count:	2

The Chargeback Items section includes a table for 'Active Items Waiting Response' with the following data:

Active Items Waiting Response:	5
Total Count:	36
New Responses under "Contact Us":	0
New Case Messages:	0

A red arrow points to the 'Active Items Waiting Response' count of 5 in the Chargeback Items table. To the right of the tables, there is a text box explaining that Exception Items can be accessed by one of two methods: 'Queue' (selecting a queue from the menu) and 'Search' (using specific criteria like exceptionid, amount, or date).

Select one of the following:

- Active, waiting merchant input
- Active, merchant submitted documentation
- Active, merchant accepted
- Active, no merchant input required
- All Rejected Adjustments

Select one of the following:

- All
- Show Chargebacks
- Show Retrieval Requests
- Show Adjustments



	<u>Exception</u>	<u>RespondBy</u>	<u>Type</u>	<u>Status</u>	<u>Reference Nbr</u>	<u>Terminal</u>	<u>TranDt</u>	<u>TranAmt</u>	<u>DisputeDt</u>	<u>DisputeAmt</u>
View	4243851	09/13/2016	Chargeback	Open	24224436236104005796687	LK296899	08/23/2016	25.00	09/02/2016	25.00
View	4244589	09/14/2016	Chargeback	Open	25536066244102024674641	LK838968	08/30/2016	74.16	09/02/2016	74.16
View	4251866	09/19/2016	Chargeback	Open	25536066228102020499746	LK698955	08/14/2016	40.00	09/06/2016	40.00
View	4251867	09/19/2016	Chargeback	Open	25536066228102020499753	LK698955	08/14/2016	40.00	09/06/2016	40.00
View	4267759	09/26/2016	Chargeback	Open	24224436246105011729172	LK695903	09/01/2016	38.00	09/13/2016	38.00

Worldpay Chargeback Manager Queue Screen


The Queue Screen will display the Respond by Date, Status, Reference Number, Terminal ID, Transaction Amount, Dispute Date and Dispute Amount. Select **View** for additional details and to **work** the Chargeback.

Case Information [<< Back to Queue Results](#)

CaseID:	3697085	Merchant:	UK Parking Services - Citation - ECom		
Terminal ID:	LK296899	Merchant Nbr:	542929805682028	Customer Nbr:	
Invoice Nbr:		Ref Nbr:	24224436236104005796687	SIC:	8220
Card Type:	Visa	Account Nbr:	XXXX7634	Sequence Nbr:	3867
AVS Cd:	Y	Tran Date / Amt:	08/23/2016 / \$25.00	POS Entry Mode / CVM:	Keyed /
Auth Cd:	01174D	Auth Dt / Amt:	8/22/2016 8:20:42 AM / \$25.00	Settled Date:	08/22/2016
Device ID:	4	Batch ID / Amt:	623 / \$2,400.00	Batch Date:	08/22/2016

- Exception
- Transaction History
- Uploaded Documents
- Letters from Worldpay
- Case Messages

Exception Information

Exception ID:	4243851	RespondBy:	09/13/2016	Type:	Chargeback	 Print
Dispute Date:	09/02/2016	Dispute Amt:	\$25.00	Status:	Open	
Reason: 75:Cardholder Does Not Recognize Transaction					<div style="background-color: #008000; color: white; padding: 5px 15px; display: inline-block;">Work</div> ←	

Date/Time	User	Work History
9/3/2016 11:20:47 AM	WorldPay	Notification Of Chargeback Submitted
9/3/2016 11:20:47 AM	WorldPay	Charge Merchant Disposition
9/3/2016 11:20:47 AM	WorldPay	Chargeback Case Received
9/3/2016 11:09:12 AM	WorldPay	Settlement CB Advice Received

Worldpay Chargeback Manager

Case information with details regarding the Terminal ID used for the transaction, transaction amount and date are displayed. The reason the cardholder challenged the transaction will appear in the Exception Information detail. Click the **Work** tab to accept or dispute the Chargeback.

Exception Information

Exception ID: 4243851	Merchant: UK Parking Services - Citation - ECom
Respond By: 09/13/2016	Dispute Date/Amt: 09/02/2016 / \$25.00
Type: Chargeback / Visa	

Case Documents:

Date Attached	User	Description	Status	Reject Reason	Source

Work Options:

Accept **Option 1:** You want to **Accept** Liability. You **WILL NOT** be submitting supporting documentation. **Accept**

Option 2: You want to **Refute** the item. You **WILL** be submitting supporting documentation. (To upload multiple files, you must upload each individually)

Select the document type:

Select file using the Browse button:

File Size: 1MB
ad Document

Comments: Enter additional detail to be submitted to **Issuer** as supporting documentation
 Enter a case note for **Internal** use related to this case

Worldpay Chargeback Manager – Work the Chargeback

Select *Option 1* if you want to Accept Liability for the Chargeback. Select *Option 2* if you want to dispute the Chargeback.

Exception Information							
Exception ID:	4243851	Merchant:	UK Parking Services - Citation - ECom		Type:	Chargeback / Visa	
Respond By:	09/13/2016	Dispute Date/Amt:	09/02/2016 / \$25.00				
Case Documents:							
Date Attached	User	Description	Status	Reject Reason	Source		
Work Options:							
Option 1:	You want to Accept Liability. You WILL NOT be submitting supporting documentation.					<input type="button" value="Accept"/>	
Option 2:	You want to Refute the item. You WILL be submitting supporting documentation. (To upload multiple files, you must upload each individually)					Max File Size: 1MB	
	Select the document type:						
	Select file using the Browse button:					<input type="button" value="Browse..."/>	
	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Multiple including Sales Draft Sales Draft Cardholder Letter Merchant Letter Other </div>						
Comments: (Optional)	<input type="radio"/> Enter additional detail to be submitted to Issuer <input type="radio"/> Enter a question or message for Worldpay to review <input type="radio"/> Enter a case note for Internal use related to this case					<input type="button" value="Upload Document"/>	

Worldpay Chargeback Manager – Disputing the Chargeback

Option 2: Select the document type that will be submitted to Worldpay using the dropdown arrow. Use the Browse button to select the supporting documentation, then click **Upload Document** to send to Worldpay.

Queue Summary

Request For Transaction Info (Retrieval) Items

Active Items Waiting Response:	3
Active Items With Documentation Submitted:	0
Total Count:	3

Chargeback Items

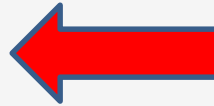
Active Items Waiting Response:	5
Active Items With Documentation Submitted:	31
Total Count:	36

New Responses under "Contact Us":	0
New Case Messages:	0

Exception Items can be accessed by one of two methods:

Queue: Select the "Queue" menu item above or select one of the queues displayed here along with the number of exceptions each contains.

Search: Select the "Search" menu item above to search for exceptions using specific criteria such as the exceptionid, amount or date.



Worldpay Chargeback Manager – Active Items With Documentation Submitted

To view the progress of the chargeback, transaction history, uploaded documents, letters from Worldpay and case messages, click on the number of Active Items With Documentation Submitted. In this example, there are **31** items in which documentation has been submitted.

Select one of the following:

- Active, waiting merchant input
- Active, merchant submitted documentation
- Active, merchant accepted
- Active, no merchant input required
- All Rejected Adjustments
- Adjustments pending review

Select one of the following:

- All
- Show Chargebacks
- Show Retrieval Requests
- Show Adjustments



	Exception	RespondBy	Type	Status	Reference Nbr	Terminal	TranDt	TranAmt	DisputeDt	DisputeAmt
View	4078942	07/25/2016	Chargeback	Open	24224436147105012152994	LK695971	05/25/2016	75.00	07/05/2016	75.00
View	4078946	07/25/2016	Chargeback	Open	24224436147105012154149	LK695971	05/25/2016	75.00	07/05/2016	75.00
View	4078941	07/25/2016	Chargeback	Open	24224436147105012152986	LK695971	05/25/2016	75.00	07/05/2016	75.00
View	4078948	07/25/2016	Chargeback	Open	24224436147105012154180	LK695971	05/25/2016	75.00	07/05/2016	75.00
View	4078944	07/25/2016	Chargeback	Open	24224436147105012153026	LK695971	05/25/2016	75.00	07/05/2016	75.00
View	4082014	07/25/2016	Chargeback	Open	24224436149101076088685	LK695971	05/26/2016	75.00	07/06/2016	75.00
View	4093083	07/25/2016	Chargeback	Open	24224436143105016132939	LK695891	05/21/2016	10.00	07/09/2016	10.85
View	4093086	07/25/2016	Chargeback	Open	24224436143105016132806	LK695891	05/21/2016	10.00	07/09/2016	10.85
View	4094635	07/25/2016	Chargeback	Open	24224436149101076089097	LK695971	05/26/2016	75.00	07/11/2016	75.00
View	4094633	07/26/2016	Chargeback	Open	24224436149101076089063	LK695971	05/26/2016	75.00	07/11/2016	75.00
View	4094636	07/26/2016	Chargeback	Open	24224436149101076089204	LK695971	05/26/2016	75.00	07/11/2016	75.00
View	4094631	07/26/2016	Chargeback	Open	24224436147105012155450	LK695971	05/25/2016	75.00	07/11/2016	75.00
View	4094632	07/26/2016	Chargeback	Open	24224436149101076088727	LK695971	05/26/2016	75.00	07/11/2016	75.00
View	4094634	07/26/2016	Chargeback	Open	24224436149101076089071	LK695971	05/26/2016	75.00	07/11/2016	75.00
View	4120181	08/01/2016	Chargeback	Open	24224436147105012149479	LK695971	05/25/2016	75.00	07/19/2016	81.88
View	4179786	08/22/2016	Chargeback	Open	24224436147105012152937	LK695971	05/25/2016	75.00	08/09/2016	85.26
View	4198065	08/30/2016	Chargeback	Open	24224436147105012150873	LK695971	05/25/2016	75.00	08/16/2016	84.60

Copyright Worldpay US, Inc 2011. All rights reserved. Any unauthorized access or use of this site is strictly prohibited.

31 items, Sorted by RespondBy, Ascending

Worldpay Chargeback Manager – Active Items with documentation submitted

Find the Chargeback that you are researching and click **View**.

Exception Information

Exception ID: 4075457 RespondBy: 07/18/2016 Type: Chargeback
 Dispute Date: 07/02/2016 Dispute Amt: \$11.08 Status: **Open**
 Reason: 83:Fraudulent Transaction - Card Absent Environment



Work

Date/Time	User	Work History
7/26/2016 11:29:13 AM	WorldPay	Credit Merchant
7/26/2016 11:29:13 AM	WorldPay	Notification Of Chargeback Reversal Submitted
7/26/2016 11:29:13 AM	WorldPay	Credit Merchant
7/21/2016 2:03:50 PM	WorldPay	Document Reviewed
7/21/2016 2:03:50 PM	WorldPay	Document Reviewed
7/14/2016 3:14:04 PM	Merchant	Document Received from Merchant
7/14/2016 3:11:50 PM	Merchant	Document Received from Merchant
7/6/2016 8:49:53 AM	WorldPay	Notification Of Chargeback Submitted

Worldpay Chargeback Manager - Active Items with Documentation Submitted

The Exception screen will display the date/time, user and work history regarding the chargeback. This example shows the chargeback has been reviewed and reversed. You can also view transaction history, uploaded documents, letters from Worldpay and case messages on the tabs at the top of the page.

Home Page x My Chargebacks - Merch x

https://mci.worldpay.us/EPages/Pages/Main.aspx

Apps www.google.com relsisk@yahoo.com Imported From IE Blackboard Learn myUK PNC Pinnacle PCI PCISSC Skipjack Yahoo >>

worldpay Chargeback Manager Help ?

Home Queue Search Reports Setup Contact Us Adjustment Welcome Kevin Siler

Queue Summary

Request For Transaction Info (Retrieval) Items

Active Items Waiting Response:	2
Active Items With Documentation Submitted:	0
Total Count:	2

Chargeback Items

Active Items Waiting Response:	2
Active Items With Documentation Submitted:	31
Total Count:	38

New Responses under "Contact Us": 0

New Case Messages: 0

Exception Items can be accessed by one of two methods:

Queue: Select the "Queue" menu item above or select one of the queues displayed here along with the number of exceptions each contains.

Search: Select the "Search" menu item above to search for exceptions using specific criteria such as the exceptionid, amount or date.

Copyright Worldpay US, Inc 2011. All rights reserved. Any unauthorized access or use of this site is strictly prohibited.

Worldpay Chargeback Manager - Help

For more detailed information regarding the features of the Worldpay Chargeback Manager, click on the **Help** icon located in the upper right corner of the page.