

worldpay

eComm Chargeback Process Guide

October 2018

V3.0

eComm Chargeback Process Guide V3.0

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Appendix A Terminology

About This Guide

This manual serves as an overview of the Chargeback process including Retrieval Requests.

Intended Audience

This document is intended for technical personnel and others who wish to have a broad understanding of the chargeback process.

Revision History

This document has been revised as follows:

TABLE 1 Document Revision History

Doc. Version	Description	Location(s)
3.0	Re-branded entire document format due to the Vantiv-Worldpay merger; replaced many instances of the 'Vantiv' with 'Worldpay.'	All
2.0	Restructure and update document to include Visa Claims Resolution process.	Chapters 1, 2 and 5
1.10	Replaced Title with Vantiv in Queue and Cycle names.	All
1.9	Replaced LitleXML with cnpAPI.	All
1.8	Added American Express chargeback information	Chapter 3
1.7	Updated format	All
1.6	General update and rebranding.	All
1.5	Removed unused Visa (60) and Discover (4580) Chargeback Codes Added Section 1.2.1 and Note on page 14	Chapters 1 and 2 Chapter 1

TABLE 1 Document Revision History (Continued)

Doc. Version	Description	Location(s)
1.4	Updated Discover chapter for April (2012) Enhancements	Chapter 2
1.3	Changed Discover Reason Codes to match what is shown in the UI.	Chapter 2
1.2	Added chapter providing information about the Discover chargeback process.	Chapter 2
1.1	Corrections to several illustrations.	Chapter 1
1.0	Initial release	N/A

Document Structure

This manual contains the following sections:

Chapter 1, "Introduction"

This chapter provides information about the Visa and MasterCard chargeback process.

Chapter 3, "Discover Chargeback Process"

This chapter provides information about the Discover Card chargeback process.

Chapter 4, "American Express Chargeback Process"

This chapter provides information about the American Express Card chargeback process.

Appendix A, "Terminology"

This appendix provides definitions of various terms used in this guide.

Documentation Set

Our documentation set also include the items listed below. Please refer to the appropriate guide for information concerning other Worldpay eComm product offerings.

- *Worldpay eComm cnpAPI Reference Guide*
- *Worldpay eComm iQ Reporting and Analytics User Guide*
- *Worldpay eComm Chargeback API Reference Guide*
- *Worldpay eComm PayPal™ Integration Guide*
- *Worldpay eComm PayFac API Reference Guide*
- *Worldpay eComm PayFac Portal User Guide*
- *Worldpay eComm eProtect Integration Guide*
- *Worldpay eProtect Enterprise Integration Guide*

- *Worldpay eComm cnpAPI Differences Guide*
- *Worldpay eComm Scheduled Secure Reports Reference Guide*

Typographical Conventions

Table 2 describes the conventions used in this guide.

TABLE 2 Typographical Conventions

Convention	Meaning
. . .	Vertical ellipsis points in an example mean that information not directly related to the example has been omitted.
...	Horizontal ellipsis points in statements or commands mean that parts of the statement or command not directly related to the example have been omitted.
<>	Angle brackets are used in the following situations: <ul style="list-style-type: none"> • user-supplied values (variables) • XML elements
[]	Brackets enclose optional clauses from which you can choose one or more option.
bold text	Bold text indicates emphasis.
<i>italicized text</i>	Italic type in text indicates a term defined in the text, the glossary, or in both locations.
blue text	Blue text indicates a hypertext link.

Contact Information

This section provides contact information for organizations within Worldpay eComm.

Implementation - For technical assistance to resolve issues encountered during the on-boarding process, including cnpAPI certification testing.

Implementation Contact Information

E-mail	implementation@vantiv.com
Hours Available	Monday – Friday, 8:30 A.M.– 5:30 P.M. EST

Chargebacks - For business-related issues and questions regarding financial transactions and documentation associated with chargeback cases, contact the Chargebacks Department.

Chargebacks Department Contact Information

Telephone	1-844-843-6111 (option 4)
E-mail	chargebacks@vantiv.com
Hours Available	Monday – Friday, 7:30 A.M.– 5:00 P.M. EST

Technical Support - For technical issues such as file transmission errors, email Technical Support. A Technical Support Representative will contact you within 15 minutes to resolve the problem.

Technical Support Contact Information

E-mail	eCommerceSupport@vantiv.com
Hours Available	24/7 (seven days a week, 24 hours a day)

Relationship Management/Customer Service - For non-technical issues, including questions concerning iQ Reporting and Analytics, help with passwords, modifying merchant details, and changes to user account permissions, contact the Relationship Management/Customer Service Department. If you are a Payment Facilitator (PayFac), refer to the second table.

Relationship Management/Customer Service Contact Information - Merchants

Telephone	1-844-843-6111 (Option 3)
E-mail	ecc@vantiv.com
Hours Available	Monday – Friday, 8:00 A.M.– 6:00 P.M. EST

Relationship Management/Customer Service Contact Information - Payment Facilitators

Telephone	1-844-843-6111 (Option 5)
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Relationship Management/Customer Service Contact Information - Payment Facilitators

E-mail	PayFacEComm@vantiv.com
Hours Available	Monday – Friday, 8:00 A.M.– 5:00 P.M. EST

Technical Publications - For questions or comments about this document, please address your feedback to the Technical Publications Department. All comments are welcome.

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Introduction

The Chargeback process is a mechanism used by an issuing bank to remove a charge from the cardholder's account and to recoup the funds. The issuing bank does this either on behalf of, or at the request of a cardholder. The consumer or issuing bank can initiate a Chargeback for a variety of reasons ranging from simple clerical errors, such as duplicate billing, to fraud claims, such as those associated with identity theft.

The Chargeback process often starts with a request for information called a Retrieval Request. The Retrieval Request does not have a financial impact and is the only opportunity for you to resolve the issue before the movement of funds from your account. Whether the process starts with a Retrieval Request or a Chargeback, the onus is always on you, the merchant, to deliver the required supporting documentation and prove the case in your favor.

This document provides information concerning the Chargeback process for the various card brands, including Retrieval Requests. While all card brands have similarities in their chargeback processes, there are also many differences. By having a thorough understanding of the process and by working with your Chargeback Analyst, you can make informed decisions about which Chargebacks to dispute and how to do so successfully.

NOTE: The *Worldpay eComm iQ Reporting and Analytics User Guide* and the *Worldpay eComm Chargeback API Reference Guide* contain additional information concerning the Chargeback process and working Chargebacks in the system.

This book contains the following chapters:

- [Visa \(Pre-VCR\) and MasterCard Chargeback Process](#)
- [Discover Chargeback Process](#)
- [American Express Chargeback Process](#)
- [Visa Claims Resolution Process](#)

Visa (Pre-VCR) and MasterCard Chargeback Process

NOTE: For information about the new Visa Claims Resolution process, which Visa plans on introducing in April 14, 2018, please refer to [Chapter 5, "Visa Claims Resolution Process"](#).

The Chargeback processes for Visa and MasterCard are virtually identical through the resolution of the First Chargeback. At that point, the processes diverge for Pre-Arbitration/Arbitration.

This chapter provides information about the Visa and MasterCard Chargeback process, including Retrieval Requests. By having a thorough understanding of the process and by working with your Chargeback Analyst, you can make informed decisions concerning which Chargebacks to dispute and how to do so successfully.

The topics discussed in this chapter are:

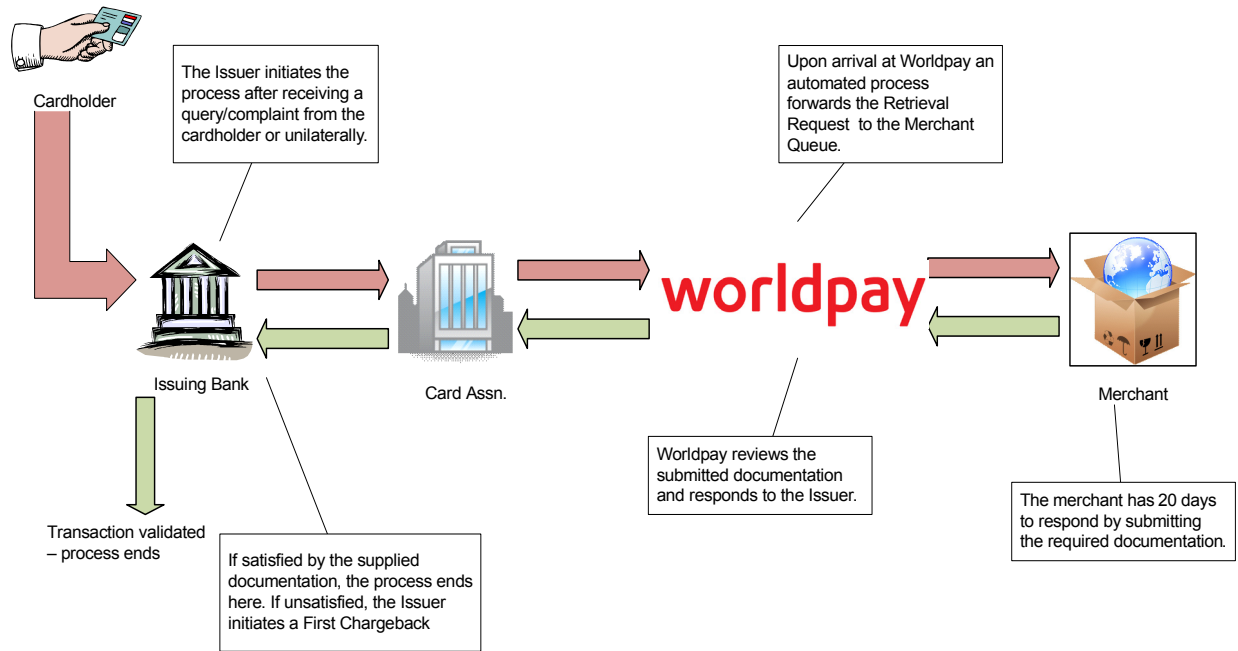
- [Retrieval Requests](#)
- [First Chargeback](#)
- [MasterCard Arbitration Chargeback](#)
- [Visa Arbitration Chargeback](#)

NOTE: The *Worldpay eCommerce iQ Reporting and Analytics User Guide* and the *Worldpay eComm Chargeback API Reference Guide* each contain additional information about the Chargeback process and working Chargebacks using tools supplied by Worldpay.

2.1 Retrieval Requests

A Retrieval Request is a request from the cardholder via their issuing bank for a sales draft or other sales related information; although the request may be for fraud analysis. Retrieval Requests are sometimes the first step taken by the issuing bank after receiving a cardholder’s complaint concerning a particular charge on their account. The issuing bank makes the request after examining the complaint and deciding that a resolution might be reached with additional information from the merchant. The Retrieval Request includes a Retrieval Request Reason Code providing additional information concerning the cause of the request and in some cases, the required documentation (see [Table 2-1](#) and [Table 2-2](#)).

FIGURE 2-1 Retrieval Request Cycle



You should take action as soon as you receive the Retrieval Request. As with any other part of the Chargeback process, there is a set time limit for you to respond. For a Retrieval Request you have twenty (20) days to submit the required information to Worldpay for processing and forwarding to the issuer. If you do not respond in that time frame, the Retrieval Request almost always becomes a Chargeback.

NOTE: Failure to respond to a Retrieval Request for a MasterCard transaction may result in a Chargeback with a 4801 Reason Code, for which you will not have dispute rights.

Visa allows you to dispute a Chargeback even if it resulted from a failure to respond to a Retrieval Request.

Typically, you must supply records that contain the following information (Worldpay supplies the **bold** items from the deposit record):

NOTE: Visa requires you to maintain the sales data for a minimum of 12 months after the sale transaction, while the MasterCard requirement is 18 months.

- Cardholder's name
- **Cardholder's account number**
- **Card expiration date**
- **Merchant name**
- Merchant Address (either physical address or web address for ecommerce merchants)
- Date of sale
- Amount of sale
- **Authorization code**
- **AVS code**
- Description of purchased item
- Ship to address
- Proof of delivery

TABLE 2-1 Visa Retrieval Request Codes and Descriptions

Code	Message
28	Request for Copy Bearing Signature
30	Cardholder Request Due to Dispute
32	Copy Request because original lost in transit
33	Legal Process or fraud analysis request
34	(if Domestic) Repeat Request for Copy or (if International) Legal Process Request
35	Written cardholder request for original due to inadequate copy of mail/phone order or recurring transaction receipts
36	Legal Process request for original
38	Paper/Handwriting analysis request
39	Repeat Request for original copy
40	Arbitration Request

TABLE 2-2 MasterCard Retrieval Request Codes and Descriptions

Code	Message
6321	Cardholder does not recognize the transaction
6323	Request for Copy
6341	Fraud Investigation

TABLE 2-2 MasterCard Retrieval Request Codes and Descriptions (Continued)

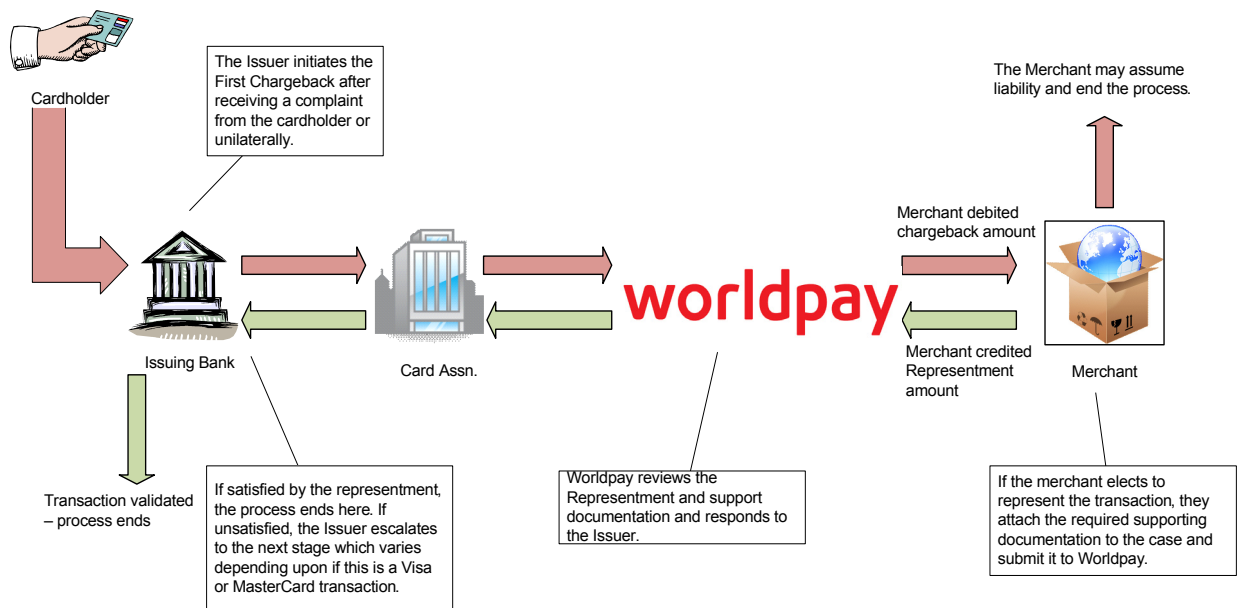
Code	Message
6342	Potential Chargeback or Compliance Documentation

2.2 First Chargeback

The issuing bank initiates a First Chargeback on behalf of the cardholder by sending notification to Worldpay explaining the dispute. After Worldpay receives the chargeback, we assign it to you for review by moving it from the Vantiv Queue to the Merchant Queue. At the time the chargeback moves to the Merchant Queue, your merchant account is debited for the amount of the chargeback.

You review the chargeback and, based upon the reason code, decide whether to represent the transaction (dispute the chargeback) or to accept the chargeback. If you decide to accept the chargeback, you move the chargeback into the Merchant Assumed Queue using the Merchant Accept Liability activity. If you elect to represent the transaction, you attach supporting documentation and move the chargeback to the Vantiv Outgoing Queue using the Merchant Represent activity. You must respond within 30 days.

FIGURE 2-2 First Chargeback Cycle



Once the chargeback moves to the Vantiv Outgoing Queue, the Chargeback Analyst prepares the response, verifying that all required fields are complete, and submits it through the card network back to the Issuing bank. Upon the representation, when you move the chargeback from the Merchant Queue to the Vantiv Outgoing Queue, your merchant account is credited the representation amount.

The Issuing bank has 45 days after the representation to issue an Arbitration Chargeback, in the case of MasterCard, or request Pre-Arbitration/Arbitration in the case of Visa. This action by the Issuing bank, if taken, generates a new case in the system.

TABLE 2-3 Visa Chargeback Reason Codes and Descriptions

Code	Message	Necessary Action
30	Services Not Rendered or Merchandise Not Received Note: Also see Changes to Visa Dispute Resolution Process on page 13.	Provide proof that cardholder/authorized representative received merchandise/services, or provide statement indicating merchant did not receive returned merchandise, or provide proof that a credit was processed.
41	Cancelled Recurring Transaction	Provide proof that charge was within preauthorize range of amounts and provide proof that you sent the cardholder notification 10 days in advance of charge and no response was received back denying consent for charge to be posted, or provide proof that a credit was processed.
53	Not as Described or Defective Merchandise Note: Also see Changes to Visa Dispute Resolution Process on page 13.	Provide proof that you fixed any deficiency that led to the chargeback, or that the items were as described, or provide proof that a credit was processed.
57	Fraudulent Multiple Transactions	Provide proof that multiple fraudulent transactions did not occur and multiple transactions were authorized by cardholder, or provide proof that a credit was processed.
62	Counterfeit Transaction	Provide proof that the account-number-verifying Terminal at the member/merchant outlet could not read the magnetic stripe, or that the authorization record contains a POS entry mode code of “90” or “05” or a valid online card authentication cryptogram, or provide proof that a credit was processed.
70	Account Number on Exception File	Provide proof that the account number was not listed on the Exception file with a “pick up” response at 8PM PST on the date preceding the transaction date, or that Account Number Verification or Authorization was obtained, or that the transaction was Chip-initiated and authorized offline, or provide proof that a credit was processed.
71	Declined Authorization	Provide proof that valid authorization was obtained on the transaction date, or that transaction date is different, or transaction was Chip-initiated and authorized offline, or provide proof that a credit was processed.

TABLE 2-3 Visa Chargeback Reason Codes and Descriptions (Continued)

Code	Message	Necessary Action
72	No Authorization	Provide proof authorization was obtained on the transaction date, or Authorization for a Mail/Phone Order or Electronic Commerce Transaction was obtained within 7 calendar days prior to the Transaction Date and merchandise was shipped or delivered, or provide proof that a credit was processed.
73	Expired Card	Provide proof that card was not expired on the Transaction Date, or that Merchant obtained Authorization, or that transaction was Chip-initiated and authorized offline, or provide proof that a credit was processed.
74	Late Presentment	Provide proof that the transaction was not processed more than 30 days after the actual transaction date, or provide proof that a credit was processed.
75	Cardholder Does Not Recognize Transaction	Provide documentation to assist cardholder in recognizing the transaction (membership/order and ship information), or provide proof that a credit was processed.
76	Incorrect Transaction Code	Provide proof the transaction was processed properly (purchase was not intended to be a credit), or provide proof that a credit was processed.
77	Non-Matching Account Number	Provide proof that the card number is correct, or Authorization was obtained from Issuer, the Issuer's Authorizing Processor, or Stand-In-Processing, or provide proof that a credit was processed.
80	Incorrect Transaction Amount or Account Number	Provide proof that the transaction receipt is correct or was not altered, or that cardholder agreed to altered amount, or for MOTO merchants that account number is correct and authorization was obtained, or provide proof that a credit was processed.
81	Fraudulent Transaction - Card Present Environment Note: Also see Changes to Visa Dispute Resolution Process on page 13.	Provide proof that the transaction receipt contains both a signature (or PIN) and an imprint, or provide proof that a credit was processed.
82	Duplicate Processing	Provide proof that two different transactions were processed, or provide proof that a credit was processed.

TABLE 2-3 Visa Chargeback Reason Codes and Descriptions (Continued)

Code	Message	Necessary Action
83	Fraudulent Transaction - Card Absent Environment Note: Also see Changes to Visa Dispute Resolution Process on page 13.	Provide proof that merchandise or a service was ordered through a Mail/Phone Order or Electronic Commerce Transaction, AND it was shipped/delivered, AND Acquirer received a “U” or “Y” AVS response (address + 5 or 9 zip matched), AND merchandise was delivered to this same AVS address; or CVV2 code was U and the presences indicator was 1, 2 or 9, or provide proof that a credit was processed.
85	Credit Not Processed	Provide statement that returned goods were not received, or proof of proper disclosure of refund policies at the time of the Transaction, AND proof that merchandise/services were delivered to cardholder, or provide proof that a credit was processed.
86	Paid By Other Means	Provide proof that merchandise or services were not paid for by an alternate means, or provide proof that a credit was processed.
90	Services Not rendered - ATM or Visa Travel Money	Provide proof that cardholder received funds, or provide proof that a credit was processed.
93	Risk Identification Service	Provide proof that issuer already charged back the transaction for another reason, or provide proof that a credit was processed.
96	Transaction Exceeds Limited Amount	Provide proof that transaction type was not for a Self-Service or Limited-Amount Terminal, or that transaction was less than the allowed amount, or provide proof that a credit was processed.

TABLE 2-4 MasterCard Chargeback Reason Codes and Descriptions

Code	Message	Necessary Action
4801	Requested Transaction Data Not Received	No dispute rights. Chargeback must be accepted. If Retrieval Request was fulfilled, or a credit was previously processed, please contact your Chargeback Analyst to discuss options.

TABLE 2-4 MasterCard Chargeback Reason Codes and Descriptions (Continued)

Code	Message	Necessary Action
4802	Requested/Required Information Illegible or Missing	Provide the missing or illegible information requested, or proof that a credit was processed.
4807	Warning Bulletin Filed	Provide proof of valid authorization, or proof that the account was not on the warning bulletin list on date of transaction, or proof that a credit was processed.
4808	Requested/Required Authorization Not Obtained	Provide proof of valid authorization; or proof that the transaction date was incorrect (supply corrected one), or proof that a credit was processed.
4812	Account Number Not on File	Provide proof that this is a valid card number, or bill the corrected account number and accept the chargeback, or contact the cardholder for a new form of payment and accept the chargeback, or proof that a credit was processed.
4831	Transaction Amount Differs	Provide proof that the transaction amount is correct, that you had cardholder permission to increase debit, or proof that a credit was processed.
4834	Duplicate Processing	Provide proof that the transactions are separate/different transactions, or proof that a credit was processed.
4835	Card Not Valid or Expired	Provide proof of a valid Authorization from Issuer or MasterCard, or proof that a credit was processed.
4837	No Cardholder Authorization	Provide proof that you have a positive AVS (address +5 or 9 zip match) and that you shipped to this same AVS approved address, or that issuer did not respond to your CVC2 request (response U), or proof that a credit was processed.
4840	Fraudulent Processing of Transactions	Provide proof that you are processing multiple transaction to the card with cardholder permission along with a letter explaining the charges, or proof that a credit was processed.
4841	Cancelled Recurring Transaction	Provide proof that this is not a recurring charge but may instead be an installment billing, or proof that a credit was processed.

TABLE 2-4 MasterCard Chargeback Reason Codes and Descriptions (Continued)

Code	Message	Necessary Action
4842	Late Presentment	Provide proof that the transaction date was originally submitted incorrectly and provide incorrect and corrected dates, or proof that a credit was processed.
4846	Correct Transaction Currency Code Not Provided	Provide proof that the correct transaction amount and currency code were submitted, or proof that a credit was processed.
4847	Exceeds Floor Limit, Not Authorized and Fraudulent Transaction	Provide proof that the full transaction amount was authorized by issuer or MasterCard, that partial transaction amount was authorized (only dispute partial amount), or proof that a credit was processed.
4849	Questionable Merchant Activity	Provide proof that the card acceptor was not listed on the MasterCard Global Security Bulletin at time of transaction, or proof that a credit was processed.
4850	Credit Posted as a Purchase	Provide proof that the transaction should have been processed as a purchase and not a credit, or proof that a credit was processed.
4853	Cardholder Dispute - Not as Described	Provide proof that you fixed any deficiency that led to the chargeback, that the items were as described, or proof that a credit was processed.
4854	Cardholder Dispute - Not Elsewhere Classified (US only)	Provide proof that contradicts the issuers supporting documentation, or proof that a credit was processed.
4855	Non-receipt of Merchandise	Provide signed proof that the cardholder or person that the cardholder authorized received the merchandise, proof that the cardholder picked the merchandise up at your location, or proof that a credit was processed.
4857	Card-Activated Telephone Transaction	Provide proof that the transaction is not a Card-Activated Telephone transaction, or proof that a credit was processed.
4859	Services Not Rendered	Provide proof that the services were rendered; or that the cardholder was advised of the no-show policy, or proof that a credit was processed.

TABLE 2-4 MasterCard Chargeback Reason Codes and Descriptions (Continued)

Code	Message	Necessary Action
4860	Credit Not Processed	Provide a statement that you did not agree to credit cardholder, have not received merchandise back or a cancellation of services request, or that the cancellation policy was disclosed to the cardholder at point of interaction (provide policy), or proof that a credit was processed.
4863	Cardholder Does Not Recognize - Potential Fraud	Provide documentation showing dates and information about service agreement, order information, proof of delivery, contract, and any other information that will assist cardholder in identifying the transaction, or proof that a credit was processed.

2.2.1 Changes to Visa Dispute Resolution Process

As of April 20, 2013, Visa allows merchants to provide additional types of compelling evidence for certain Chargeback Reason Codes to try to prove the cardholder participated in the transaction, received the goods or services, or benefited from the transaction. This only applies to the following Chargeback Reason Codes: 30, 53, 81, and 83.

TABLE 2-5 Allowable Compelling Evidence

Chargeback Reason Codes	Allowable Compelling Evidence
30, 53, 81, and 83	Evidence, such as photographs or emails, to prove a link between the person receiving the merchandise and the cardholder, or to prove that the cardholder disputing the transaction is in possession of the merchandise.
30, 81, and 83	For a card-not-present (CNP) transaction, when the merchandise is picked up at the merchant location, any of the following: <ul style="list-style-type: none"> • Cardholder signature on the pick-up form • Copy of identification presented by the cardholder • Details of identification presented by the cardholder
30, 81, and 83	For a CNP transaction in which the merchandise is delivered, documentation that the item was delivered to the same physical address for which the merchant received an AVS match of "Y" or "M" (evidence of delivery and time delivered). A signature is not required as evidence of delivery.

TABLE 2-5 Allowable Compelling Evidence (Continued)

Chargeback Reason Codes	Allowable Compelling Evidence
30, 81, and 83	<p>For ecommerce transactions representing the sale of digital goods downloaded from a website, one or more of the following:</p> <ul style="list-style-type: none"> • Purchaser's IP address • Purchaser's email address • Description of the goods downloaded • Date and time goods were downloaded • Proof that the merchant's website was accessed for services after the transaction date
30, 81, and 83	<p>For transactions in which merchandise was delivered to a business address, evidence that the merchandise was delivered and that, at the time of delivery, the cardholder was an employee of the company at that address (e.g., confirmation that the cardholder was listed in the company directory or had an email address with the company's domain name).</p> <p>A signature is not required as evidence of delivery.</p>
30, 81, and 83	<p>For a Mail Order/Phone Order transaction, a signed order form.</p>
30, 81, and 83	<p>For passenger transport transactions, any of the following:</p> <ul style="list-style-type: none"> • Proof that the ticket was received at the cardholder's billing address • Evidence that the boarding pass was scanned at the gate • Details of frequent flyer miles claimed, including address and telephone number, that established a link to the cardholder • Evidence of additional transactions related to the original transaction, such as purchase of seat upgrades, payment for extra baggage or purchases made on board the aircraft
81 and 83	<p>For CNP transactions, evidence that the transaction uses data such as IP address, email address, physical address and telephone number that had been used in a previous, undisputed transaction.</p>
81 and 83	<p>Evidence that the transaction was completed by a member of the cardholder's household.</p>

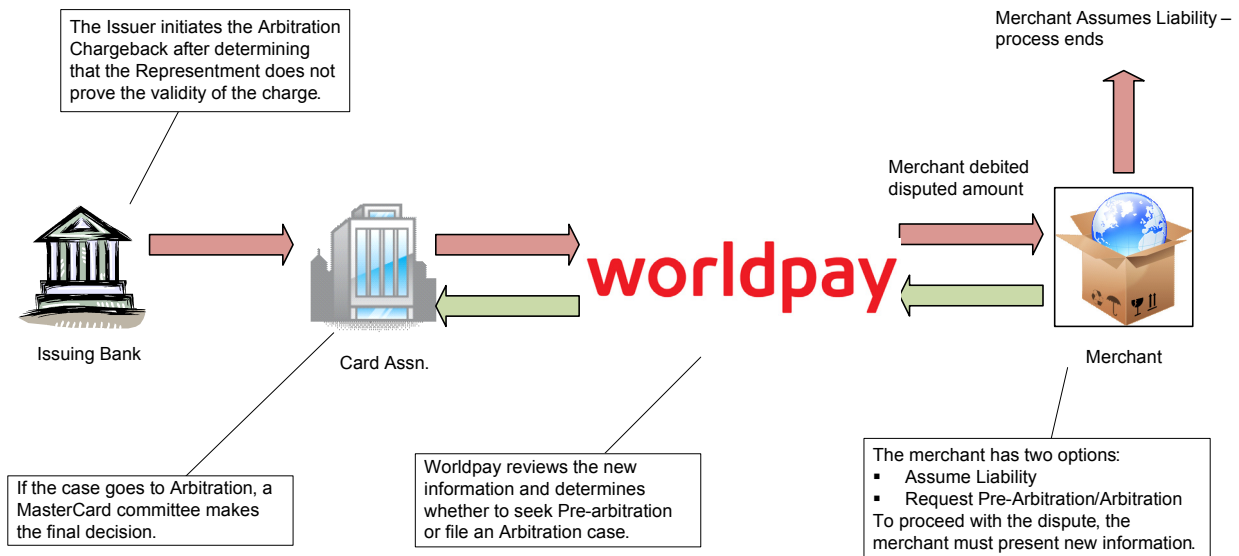
2.3 MasterCard Arbitration Chargeback

After the First Chargeback cycle the process differs between MasterCard and Visa. With a MasterCard transaction the process for a Arbitration Chargeback is similar to a First Chargeback. The Issuing bank submits the Arbitration Chargeback within 30 days of the representment, along with an explanation of what additional documentation you must supply in order to pursue the case further. Once again, your merchant account is debited the amount of the chargeback.

You must decide whether or not to assume the Arbitration Chargeback. If you decide to pursue the case, you must submit new supporting documentation to prove the validity of the transaction within 35 days of receiving the Arbitration Chargeback and use the Merchant Requests Arbitration action to move the case to the Merchant Arbitrate Queue. The Chargeback Analyst determines if the case should go to Arbitration or if Pre-arbitration (member mediation) and moves the case to the Pre-Arbitrate Queue or Arbitrate Queue as appropriate.

NOTE: Current rules prohibit Dispute Resolution Management from reviewing merchant documentation in an arbitration case that should have been presented in chargeback cycles unless a change of code occurred with the arbitration chargeback. As of 19 April 2013, in specific scenarios, merchants will be allowed to submit documentation with an arbitration case filing. By making this change, MasterCard is providing merchants with the ability to review progressive documentation from the cardholder in response to the second presentment, and provide further insight into the reason why the transaction should be the issuer’s responsibility.

FIGURE 2-3 MasterCard Arbitration Chargeback Cycle



Pre-arbitration is a review process that occurs within the MasterCard MasterCom system between the Issuing bank and Worldpay without the involvement of the association. During this time, the case remains in the Pre-Arbitrate Queue. The Issuing bank has the option of refusing to participate in the review of the case. If the bank declines the case, your merchant account is debited the transaction amount.

If the results of Pre-arbitration are unfavorable, you can still bring the case to Arbitration; however, doing so is potentially expensive. For MasterCard, there is an initial Filing Fee of \$150 and a Review Fee of \$250. The loser of the Arbitration decision is liable for both fees. It is also possible for MasterCard to

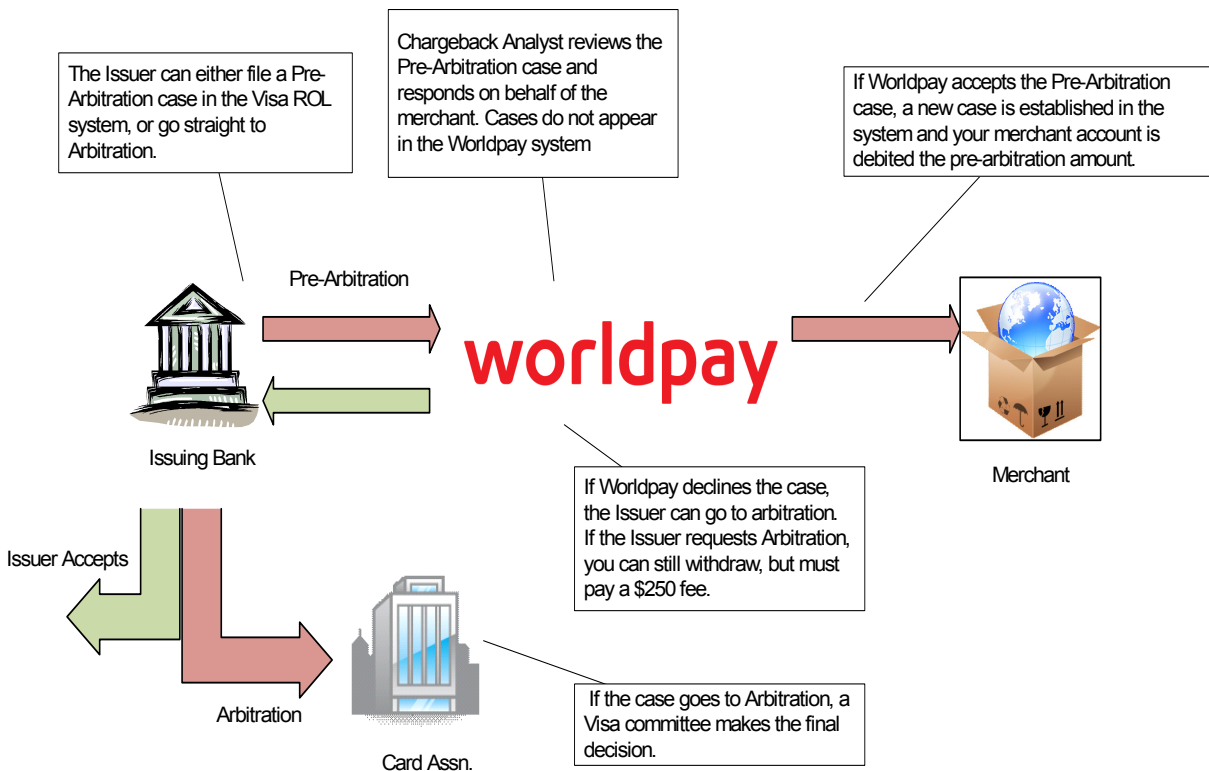
charge a \$100 fee for each Technical Error associated with the case. MasterCard can assess Technical Error Fees against either party, win or lose.

2.4 Visa Arbitration Chargeback

The primary difference between the MasterCard system and the Visa system for Pre-Arbitration and Arbitration is that the decision to escalate the case resides with the Issuing bank and not the merchant. If the Issuing bank does not agree with the merchant’s representation, they have two options:

- file a Pre-Arbitration case in the Visa ROL system
- send the case directly to Arbitration

FIGURE 2-4 Visa Pre-Arbitration/Arbitration



If the Issuer files a Pre-Arbitration case, Worldpay reviews the case and responds on behalf of the merchant. If Worldpay accepts the case, the merchant is debited the disputed amount. If Worldpay declines the case, the Issuer has the option of filing with Visa for Arbitration. At that point, you have the option to withdraw from Arbitration, but are liable for a \$250 fee.

If the case goes to Arbitration, a Visa committee issues a binding decision with the losing party paying the Filing Fee of \$250 and a Review Fee of \$250. As with MasterCard, Technical Error Fees (\$100 for each technical violation of the Visa USA Inc. Operating Regulations) may also be assessed at the discretion of Visa.

Discover Chargeback Process

While the overall process for Discover Chargebacks is similar to both Visa and MasterCard there are several differences. This section will discuss the entire Discover process, highlighting the differences where applicable.

The sections of this chapter are:

- [Discover Retrieval Requests](#)
- [Discover Chargeback](#)
- [Discover Pre-Arbitration](#)
- [Discover Arbitration](#)

3.1 Discover Retrieval Requests

A Discover Ticket Retrieval Request is similar to a Retrieval Request used in the Visa and MasterCard processes. It is a request by Discover for documentation regarding a transaction where the Cardholder or Issuer believes that the underlying Card Transaction is invalid and seeks compelling evidence from the Acquirer or Merchant supporting the validity of the transaction. Discover may have initiated the request on its own behalf or on behalf of a Cardholder. As with any other part of the Chargeback process, there is a set time limit for you to respond. You have twenty (20) days to submit the required information to Worldpay for processing and forwarding to the Discover. For Reason Codes 6005, 6021, 6029, and 6041 (see [Table 3-1](#)), failure to respond will likely result in a Chargeback for which you do not have representment rights.

FIGURE 3-1 Discover Retrieval Requests

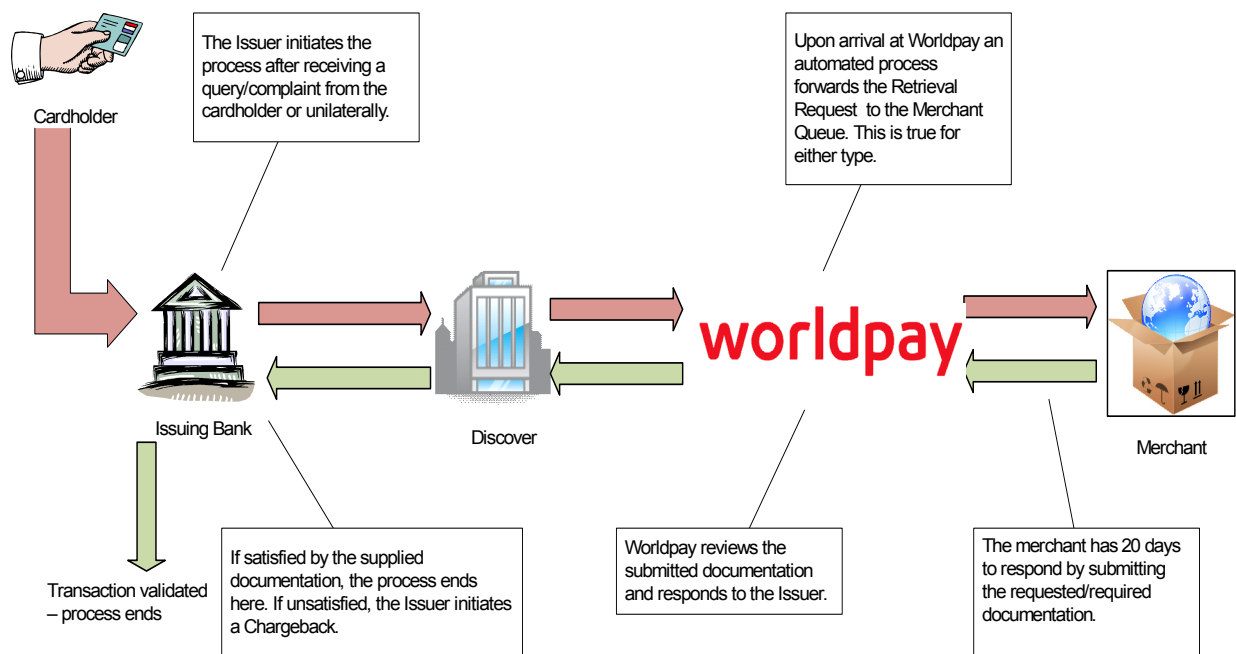


TABLE 3-1 Discover Retrieval Request Codes and Descriptions

Code	Message	Description
6005	Transaction Documentation Request Due to Cardholder Dispute	The Cardholder/Issuer requests a copy of the transaction documentation for a transaction that the Cardholder alleges is invalid.
6021	Transaction Documentation Request	The Cardholder/Issuer requests a copy of the transaction documentation.
6029	Transaction Documentation Request - T & E	The Cardholder/Issuer requests a copy of the transaction documentation for a transaction submitted by the merchant in the travel or entertainment industry.

TABLE 3-1 Discover Retrieval Request Codes and Descriptions (Continued)

Code	Message	Description
6040	Good Faith Investigation	The Cardholder/Issuer challenges the validity of a transaction after the expiration of the standard Dispute initiation time frame.
6041	Transaction Documentation Request for Fraud Analysis	The Issuer requests a copy of the transaction documentation in connection with a fraud investigation.

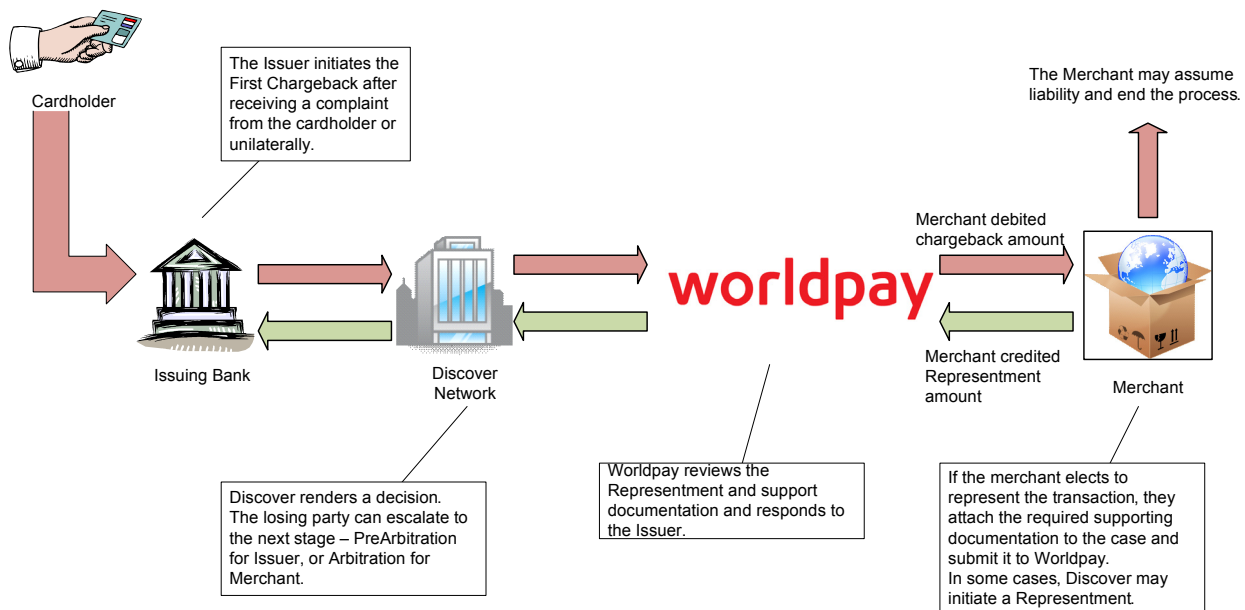
3.2 Discover Chargeback

From a process flow standpoint, the Discover Chargeback and Representation process is virtually identical to that of Visa or MasterCard. Typically, the issuing bank initiates a First Chargeback on behalf of the cardholder by sending notification to Worldpay explaining the dispute. After Worldpay receives the chargeback, we assign it to you for review by moving it from the Vantiv Queue to the Merchant Queue.

NOTE: The Discover Network may issue a Chargeback unilaterally for failure to comply with Operating Regulations based upon the response to the Dispute Retrieval Request

At this point, you review the chargeback and decide whether to represent the transaction (dispute the chargeback) or to accept the chargeback. If you decide to accept the chargeback, you move the chargeback into the Merchant Assumed Queue using the Merchant Accept Liability activity. If you elect to represent the transaction, you attach supporting documentation and move the chargeback to the Vantiv Outgoing Queue using the Merchant Represent activity. You must respond within 35 days.

FIGURE 3-2 Discover Chargeback and Representation Cycle



Once the chargeback moves to the Vantiv Outgoing Queue, the Chargeback Analyst prepares the response, verifying that all required fields are complete, and submits it through the card network back to the Issuing bank.

If the Issuing bank disagrees with your Representation Request or the Representation request decision made by Discover, it has 30 days after the Representation to issue a Pre-Arbitration Inquiry. This action by the Issuing bank, if taken, generates a new case in the system.

TABLE 3-2 Discover Chargeback Codes and Descriptions

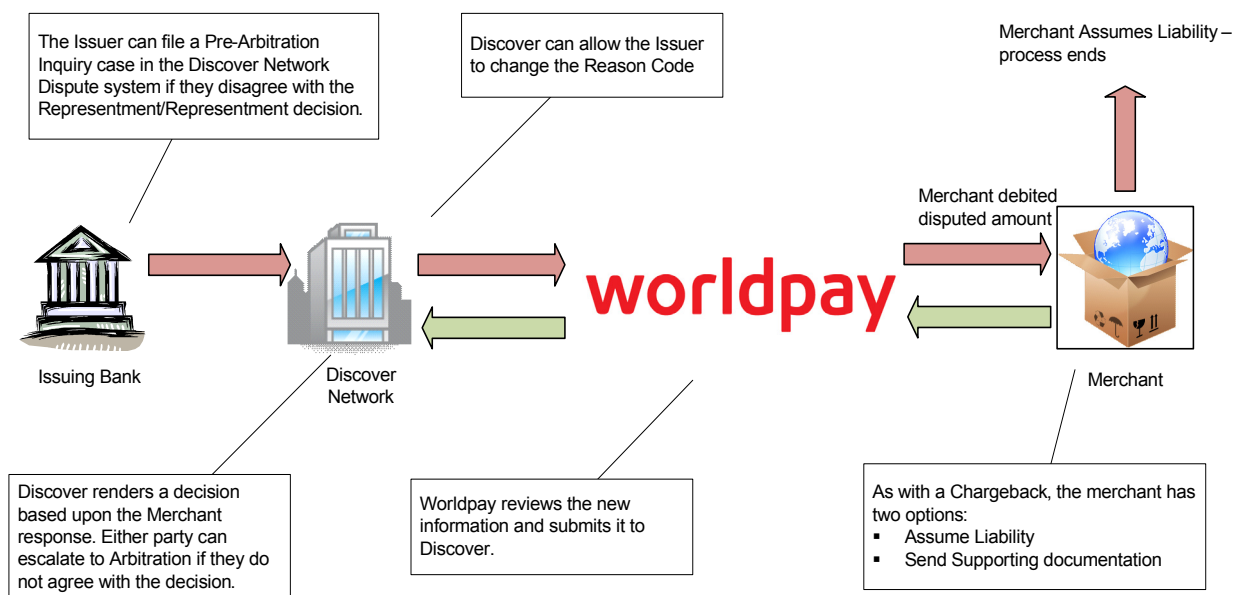
Code	Message
4502	Illegible Sales Data
4534	Duplicate Processing
4541	Recurring Payments
4542	Late Presentation
4550	Credit/Debit Posted Incorrectly
4553	Cardholder Disputes Quality of Goods or Services
4554	Not Classified
4586	Altered Amount
4753	Invalid Cardholder Number
4755	Non-Receipt of Goods or Services
4757	Violation of Operating Regulations
4863	Authorization Noncompliance
7001	Fraud - Card Present Transaction
7030	Fraud - Card Not Present Transaction
8002	Credit Not Processed.

3.3 Discover Pre-Arbitration

In the Discover system, if the Issuer does not agree with the Merchant Representation or the Representation decision rendered by Discover, the Issuer can initiate a Pre-Arbitration Inquiry. Issuers must submit Pre-Arbitration Inquiries through the Discover Network Dispute System or another approved Dispute resolution system within twenty (20) days of the Representation/Representation decision. The Issuer may not request Dispute Arbitration prior to close date of the Pre-Arbitration Inquiry.

NOTE: In some cases and with Discover Network's consent, the Issuer may change the Reason Code assigned to a Dispute prior to initiating a Pre-Arbitration Inquiry.

FIGURE 3-3 Discover Pre-Arbitration Cycle



You have ten (10) days from the date of the Pre-Arbitration Inquiry Dispute Notice to respond and supply any additional documentation in opposition to the Pre-Arbitration Inquiry.

NOTE: The issuer may withdraw a Pre-Arbitration Inquiry at any time prior to Discover issuing the decision. Upon withdrawal, the case ends and the issuer cannot re-initiate a Pre-Arbitration Inquiry or initiate a Dispute Arbitration for the case.

3.4 Discover Arbitration

The discover Arbitration process can be initiated by either the Issuer or the Merchant. The Issuer can initiate Arbitration only if they do not agree with the decision from the Pre-Arbitration process. The Merchant can initiate Arbitration if they do not agree either with the Representment decision or the results of the Pre-Arbitration Inquiry. In either case, no money movement takes place until the Discover Network issues a decision, or one party, Issuer or Merchant, decides to accept liability. You have thirty-five (35) days to respond to an Issuer initiated Arbitration case.

Based upon the decision, the disputed funds either remains with the winning party or moves to the winning party. For example, if the Issuer initiates the process because they lost the Pre-Arbitration decision and then loses the Arbitration, the money which is in the Merchant account based upon the Pre-Arbitration decision, remains in the Merchant account. If the Issuer wins the Arbitration decision, the money moves to the Issuer. In either case the Arbitration fees are paid by the losing party.

American Express Chargeback Process

While the overall process for American Express Chargebacks is similar to the other card brands, there are several differences. This section will discuss the entire American Express process, highlighting the differences where applicable.

The sections of this chapter are:

- [American Express Inquiry](#)
- [American Express Chargeback](#)

4.1 American Express Inquiry

An American Express Inquiry is similar to a Retrieval Request used in the Visa and MasterCard processes. It is a request by AmEx for documentation regarding a transaction where the Cardmember believes that the underlying card transaction is invalid and seeks compelling evidence from the Acquirer or Merchant supporting the validity of the transaction. As with any other part of the Chargeback process, there is a set time limit for you to respond. You have ten (10) days to submit the required information to Worldpay for processing and forwarding to American Express.

FIGURE 4-1 American Express Inquiry

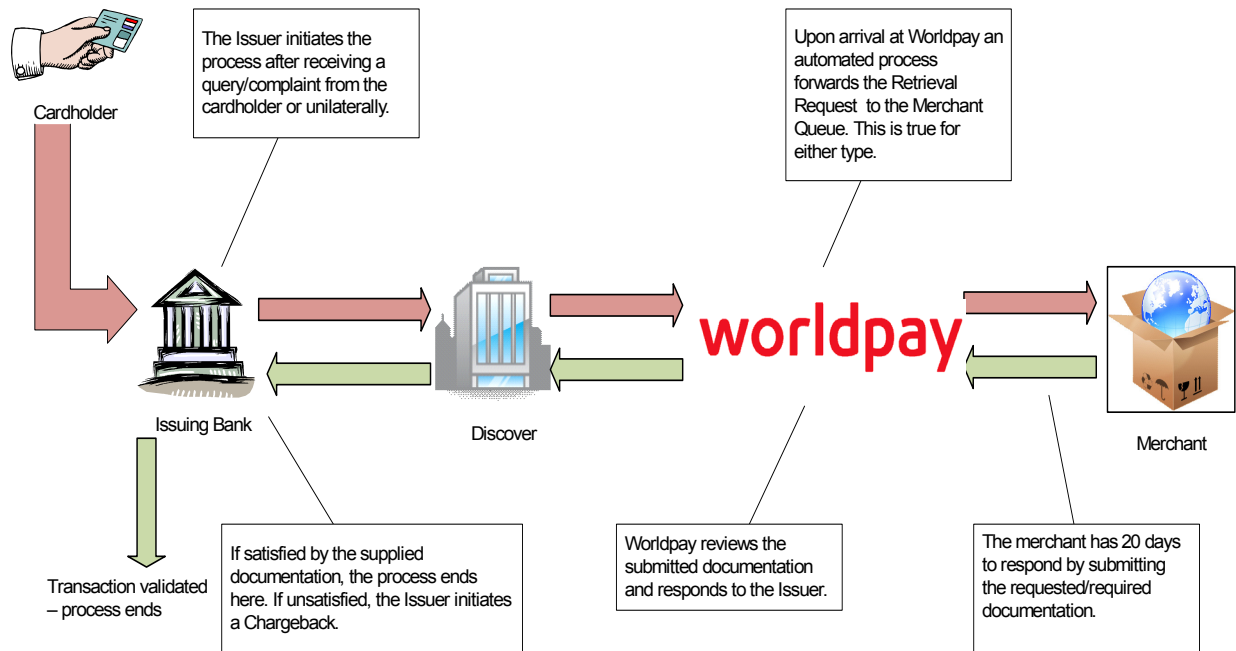


TABLE 4-1 American Express Retrieval Request Codes and Descriptions

Code	Description
004	The Cardmember/Issuer requests delivery of goods/services ordered, but not received. Please provide the service, ship the goods, or provide Proof of Delivery or proof of services rendered.
021	The Cardmember claims the goods/services were canceled /expired, or the cardholder has been unsuccessful in an attempt to cancel the goods/services. Please issue credit or contract signed by the cardholder and discontinue future billings.
024	The Cardmember claims the goods received are damaged or defective and requests return authorization. If a return is not permitted, please provide a copy of your return or refund policy.
059	The Cardmember requests repair or replacement of damaged or defective goods received. Please provide return instructions and make appropriate repairs, or provide a copy of your return/replacement policy and explain why the goods cannot be repaired/replaced.

TABLE 4-1 American Express Retrieval Request Codes and Descriptions (Continued)

Code	Description
061	The Cardmember claims the referenced Credit should have been submitted as a Charge. Please submit the Charge or provide an explanation of why a Credit was issued.
062	The Cardmember claims the referenced Charge should have been submitted as a Credit. Please issue the Credit or provide support and itemization for the Charge and an explanation of why Credit is not due.
063	The Cardmember requests replacement for goods or services that were not as described by your Establishment, or credit for the goods or services as the Cardmember was dissatisfied with the quality.
127	The Cardmember claims not to recognize the Charge. Please provide support and itemization. In addition, if the Charge relates to shipped goods, please include a Proof of Delivery with the full delivery address. If this documentation is not available, please issue Credit.
147	The Cardmember claims the Charge will be paid by their insurance company. Please provide a copy of the following documentation: itemized rental agreement, itemized repair bill, and acknowledgment of responsibility signed by the Card Holder
154	The Cardmember claims the goods/services were canceled and/or refused. Please issue Credit or provide Proof of Delivery, proof the cardholder was made aware of your cancellation policy and an explanation why Credit is not due.
155	The Cardmember has requested Credit for the goods/services that were not received from your Establishment. Please issue Credit or provide Proof of Delivery, or a copy of the signed purchase agreement indicating the cancellation policy and an explanation why Credit is not due.
158	The Cardmember has requested Credit for the goods that were returned to your Establishment. Please issue a Credit or explain why a Credit is not due along with a copy of your return policy.
169	The Cardmember has requested Credit for a Charge you submitted in an invalid currency. Please issue a Credit or explain why a Credit is not due.
170	The Cardmember has requested Credit for a canceled lodging reservation or a Credit for a CARDeposit was not received by the cardholder. Please issue the Credit or provide a copy of your cancellation policy and an explanation of why Credit is not due.
173	The Cardmember requests Credit from your Establishment for a duplicate billing. If your records show this is correct, issue a Credit. If Credit is not due, provide support and itemization of both charges and explain fully in the space below.
175	The Cardmember claims that a Credit was expected, but has not appeared on his/her account. Please issue a Credit or supply support for the Charge and an explanation of why a Credit is not due.
176	The Cardmember claims not to recognize the Card Not Present Charge(s). Please issue the Credit or provide support and itemization for the Charge and an explanation of why Credit is not due.
177	The Cardmember claims this charge was unauthorized. Please issue the Credit or provide support for the Charge and an explanation of why Credit is not due.

TABLE 4-1 American Express Retrieval Request Codes and Descriptions (Continued)

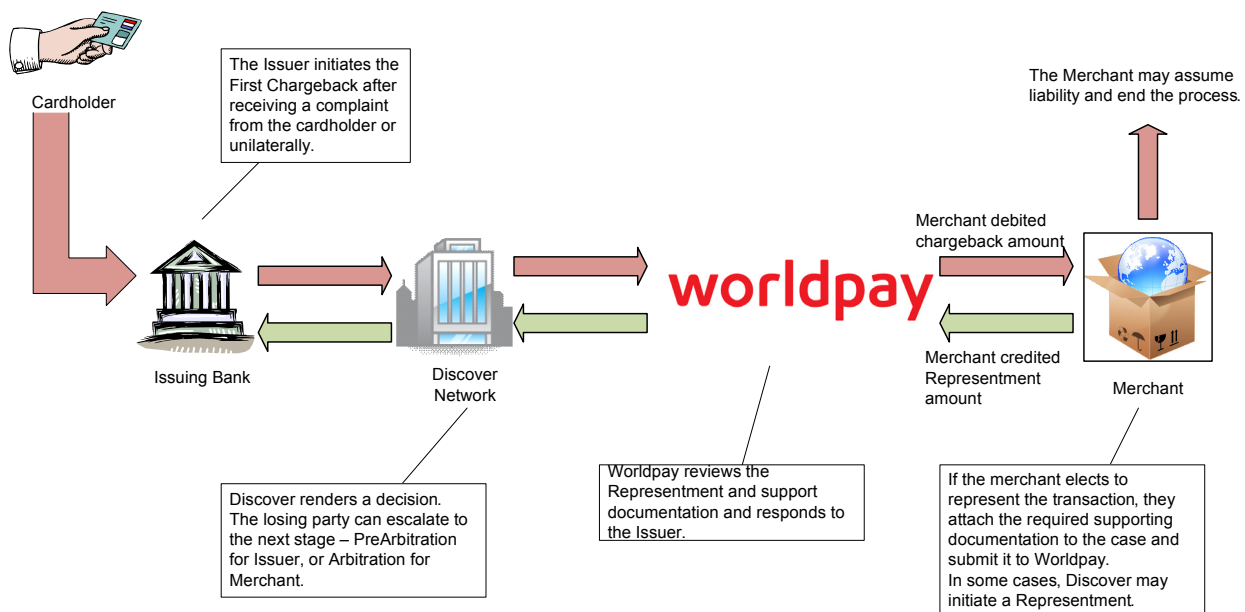
Code	Description
193	The Cardmember claims the Charge incurred at you Establishment is fraudulent. For a Card Present Charge, provide a copy of the Charge record and an imprint of the card, if one was taken. For a Card Not Present Charge, provide a copy of the Charge record (or Substitute Charge Record), any contract, or other details associated with the purchase and Proof of Delivery (where applicable) with full shipping address.
680	The Cardmember claims the Charge amount you submitted differs from the amount the card member agreed to pay. Please issue the Credit or explain why Credit is not due.
684	The Cardmember claims the Charge was paid by another form of payment. Please issue the Credit or provide proof that the Cardmember's payment by other means was not related to the Disputed Charge or that you have no record of the Cardmember's other payment.
691	The Cardmember is not disputing the Charge, but is requesting support and itemization. Please provide this requested documentation.
693	The Cardmember has questioned the Charge for damages/theft or loss. Please issue the Credit or provide a copy of the following documentation: itemized rental agreement, itemized documentation to support the Charge, and acknowledgment of responsibility signed by the Cardmember.
S02	We have reviewed the response(s) you sent in for the charge(s) in question and will not be debiting your account. Thank you for your timely response to our inquiry.
S03	Support received.

4.2 American Express Chargeback

From a process flow standpoint, the American Express Chargeback and Reversal Request process is similar to that of Visa or MasterCard. Typically, American Express initiates a Chargeback on behalf of the cardholder by sending notification to Worldpay explaining the dispute. After Worldpay receives the Chargeback, we assign it to you for review by moving it from the Vantiv Queue to the Merchant Queue.

At this point, you review the chargeback and decide whether to submit a Reversal Request (dispute the chargeback) or to accept the chargeback. If you decide to accept the chargeback, you move the chargeback into the Merchant Assumed Queue using the Merchant Accept Liability activity. If you elect to represent the transaction, you attach supporting documentation and move the chargeback to the Vantiv Outgoing Queue using the Merchant Represent activity. You must respond within 7 days.

FIGURE 4-2 AmEx Chargeback and Dispute Charge Cycle



Once the chargeback moves to the Vantiv Outgoing Queue, the Chargeback Analyst prepares the response, verifying the completeness of all required fields, and submits it electronically to AmEx.

American Express reviews your Reversal Request and supporting documentation. AmEx then issues a decision; either the Chargeback stands, or they issue a Chargeback Reversal.

TABLE 4-2 American Express Chargeback Codes and Descriptions

Code	Message
A01	Charge Amount Exceeds Authorization Amount
A02	No Valid Authorization
A08	Authorization Approval Expired
F10	Missing Imprint (requires Inquiry prior to Chargeback)

TABLE 4-2 American Express Chargeback Codes and Descriptions

Code	Message
F22	Expired or Not Yet Valid Card
F24	No Card Member Authorization (requires Inquiry prior to Chargeback)
F29	Card Not Present
F30	EMV Counterfeit
C02	Credit (or partial credit) Not Processed
C04	Goods/Services Returned/Refused
C05	Goods/Services Cancelled
C08	Goods/Services Not received
C14	Paid by Other Means
C18	"No Show" or CARDeposit Cancelled
C28	Cancelled Recurring Billing
C31	Goods/Services Not as Described
C32	Goods/Services Damaged or Defective
M10	Vehicle Rental - Capital Damages
M49	Vehicle Rental - Theft or Loss of Use
P01	Unassigned Card Number
P03	Credit Processed as Charge
P04	Charge Processed as Credit
P05	Incorrect Charge Amount
P07	Late Submission
P08	Duplicate Charge
P22	Nonmatching Card Number
P23	Currency Discrepancy
R03	Insufficient Reply (requires Inquiry prior to Chargeback)
R13	No Reply (requires Inquiry prior to Chargeback)
M01	chargeback Authorization (requires Inquiry prior to Chargeback)
FR2	Fraud Full Recourse Program
FR4	Immediate Chargeback Program
FR6	Partial Immediate Chargeback Program

Visa Claims Resolution Process

Beginning in April 2018 Visa disputes (formerly known as chargebacks) will follow the new Visa Claims Resolution process. Visa designed VCR to simplify the handling of disputes, improve efficiency, and shorten the overall chargeback process. The new system also acts to block disputes that do not meet certain criteria. For example, Visa would block the introduction of a fraud dispute when there was a previous report of fraud on the account, but the issuing bank approved an authorization after the reported fraud. Visa estimates a reduction of as much as 14% in First Chargebacks you receive.

NOTE: As of April 14, 2018, all new Visa Chargebacks will use the new VCR system. Existing chargebacks introduced prior to this date will continue to follow the old methodology (see [Chapter 2, "Visa \(Pre-VCR\) and MasterCard Chargeback Process"](#)).

As part of the simplification, Visa separates disputes into one of two workflows: Allocation and Collaboration.

Visa further simplified chargebacks by consolidating the chargeback reason codes into one of four categories: Fraud (10), Authorization (11), Processing Errors (12), and Consumer Disputes (13). The Allocation process typically covers all Fraud and Authorization disputes, while the Collaborative process covers Processing Errors and Consumer Disputes other than fraud. This acts to reduce complexity, while still providing you the same level of, if not more, data to help you understand the dispute.

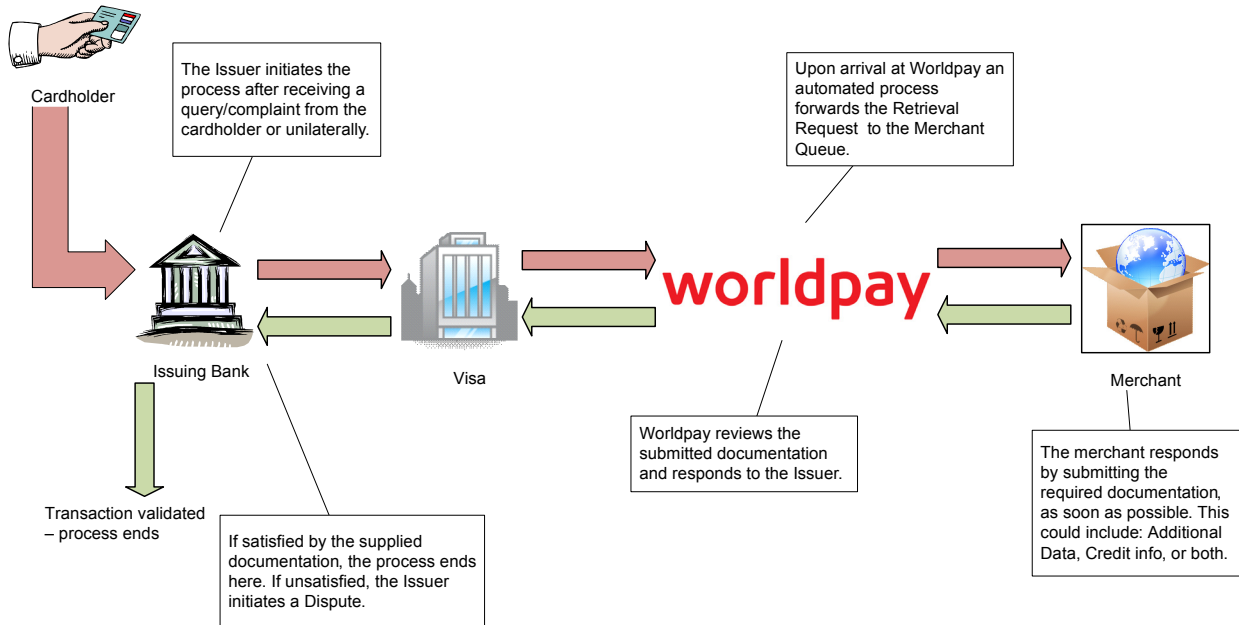
The sections of this chapter are:

- [Retrieval Request](#)
- [Collaboration Workflow](#)
- [Allocation Workflow](#)

5.1 Retrieval Request

Worldpay eComm has not changed the handling of Retrieval Request with the introduction of the Visa Claims Resolution. The Retrieval Request is your opportunity to submit supplemental information to an issuer in support of the transaction prior to the introduction of a dispute. Typically, the consumer contacts their bank, either because they do not recognize the purchase, or recognize the purchase, but had some issue with the transaction.

FIGURE 5-1 Retrieval Request Process



If you respond with the necessary information to demonstrate the legitimacy of the transaction, the process stops here. If you fail to respond to a Retrieval Request, or if you do not submit the required information, the issuing bank will likely introduce a dispute.

5.2 Collaboration Workflow

The Collaboration workflow involves disputes due to either processing errors or consumer disputes. Other than the categories of disputes, this workflow is very similar to the existing Visa Chargeback workflow.

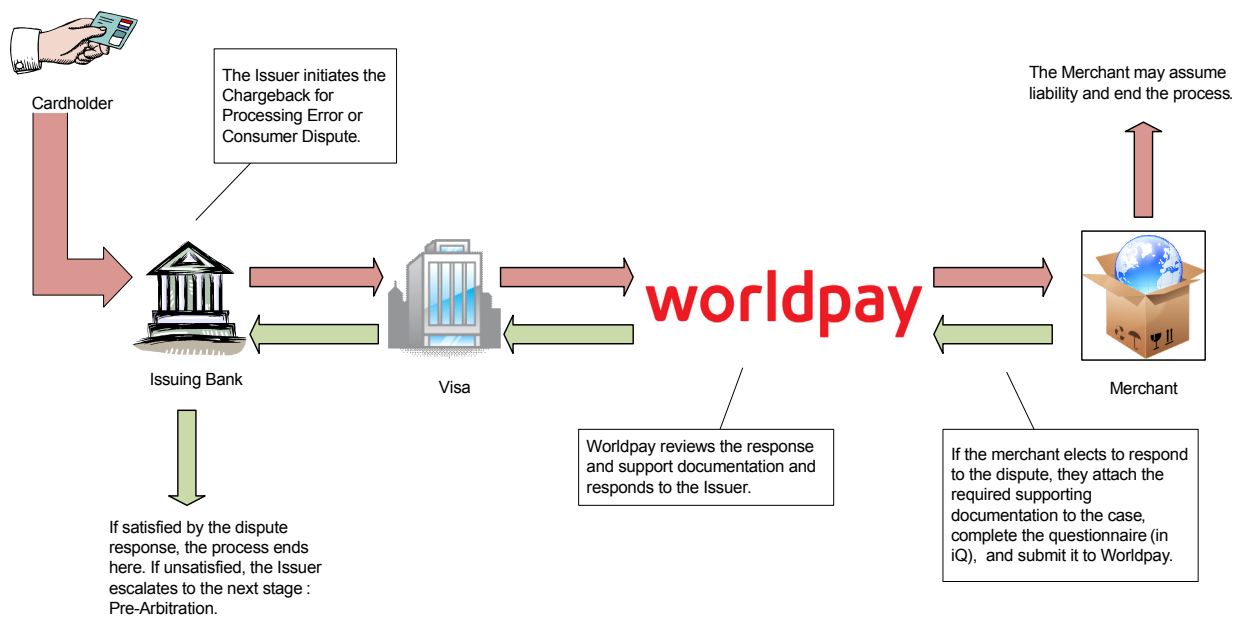
The issuing bank initiates a Dispute on behalf of the cardholder by sending notification to Worldpay explaining the dispute. After Worldpay receives the dispute, we assign it to you for review by moving it from the Vantiv Queue to the Merchant Queue. At the time the dispute moves to the Merchant Queue, Worldpay debits your merchant account for the amount of the dispute.

You review the dispute and decide whether to accept or respond to the dispute. If you decide to accept the chargeback, you move the chargeback into the Merchant Assumed Queue using the Merchant Accept Liability activity. The optimal way to respond to the dispute (represent), if you choose to do so is via iQ. In iQ you complete the questionnaire and attach supporting documentation. Your response goes directly to Visa. You must respond within 20 days.

NOTE: If you respond to the Dispute using the Chargeback API, A Worldpay eComm Chargeback Analyst completes the required questionnaire on your behalf.

Although Visa allows 30 days for a response, the Worldpay eComm Operations team reserves 10 days to resolve, on your behalf, any potential problems relating to the dispute.

FIGURE 5-2 Collaboration Workflow Overview



Once the dispute moves to the Vantiv Outgoing Queue, the Chargeback Analyst prepares the response, verifying that all required fields are complete, and submits it through the card network back to the Issuing bank. Upon your response, when you move the dispute from the Merchant Queue to the Vantiv Outgoing Queue, Worldpay credits your merchant account the representment amount.

The Issuing bank has 30 days after your response to accept the response or to issue their own Pre-Arbitration response. This action by the Issuing bank, if taken, generates a new case in the system. No money movement occurs when the issuer initiates a Pre-Arbitration case.

You have the same options on a Pre-Arbitration case as the initial dispute. That is, you can accept liability, or you can decline liability (partial or full) within 20 days. If you accept liability, the case ends and Worldpay moves the disputed funds from your account back to the issuer. If you decline, the issuer can accept your decline (you win), or request Arbitration. The issuer’s request for Arbitration must occur within 10 days. If the issuer request Arbitration, Visa makes the final decision. The results are one of the following: ARBITRATION_WON, ARBITRATION_LOST, or ARBITRATION_SPLIT. Any required money movement occurs after the final Visa decision.

5.2.1 Dispute Reason Codes - Collaboration Workflow

The following table provides information about the Dispute Reason Codes applicable to the Collaboration Workflow.

TABLE 5-1 Collaboration Workflow Dispute Reason Codes

Category	Code	Description	Old Code
Processing Error	12.1	Late Presentment	
	12.2	Incorrect Transaction Code	RC 74 - Late Presentment
	12.3	Incorrect Currency	RC 76 - Incorrect Transaction Code
	12.4	Incorrect Account Number	RC 77 - Non-Matching Account Number
	12.5	Incorrect Amount	RC 80 - Incorrect Transaction Amount or Account Number
	12.6.1	Duplicate Processing	RC 82 - Duplicate Processing
	12.6.2	Paid by Other Means	RC 86 - Paid By Other Means
	12.7	Invalid Data	
Consumer Dispute	13.1	Merchandise/Services Not Received	
	13.2	Cancelled Recurring Transaction	
	13.3	Not as Described/Defective	RC 30 - Services Not Rendered or Merchandise Not Received
	13.4	Counterfeit Merchandise	RC41 - Cancelled Recurring Transaction
	13.5	Misrepresentation	RC53 - Not as Described or Defective Merchandise
	13.6	Credit Not Processed	RC85 - Credit Not Processed
	13.7	Cancelled/Returned Merchandise or Service	RC90 - Non-receipt of Cash or Load Transaction Value at ATM
	13.8	Original Credit Not Accepted	
	13.9	Non-Receipt of Cash or Load Transaction Value	

5.3 Allocation Workflow

The Allocation workflow involves disputes due to either fraud or authorization issues. Because of the nature of these disputes and the fact that Visa blocks any that meet certain criteria (for example, fraud on 3DS authorized transaction, dispute introduced too late, or already refunded), the workflow assumes the merchant will accept liability for most Allocation disputes. This results in a shorter flow.

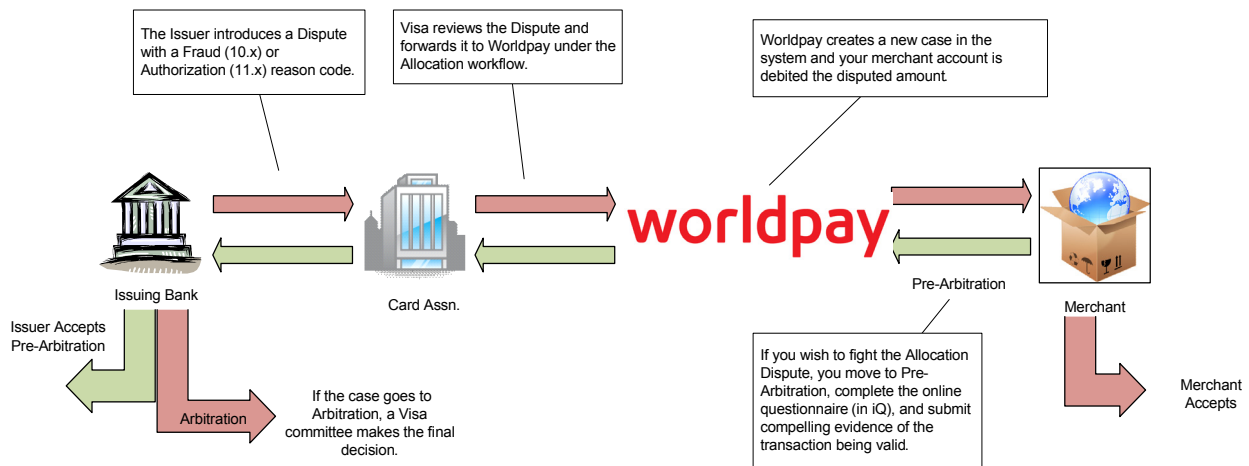
In this workflow, the Issuer introduces the dispute which Visa reviews and categorizes. Unlike the collaborative workflow, if you elect to fight the dispute, you do so by requesting Pre-Arbitration, providing the evidence necessary to win and completing the Visa Questionnaire in iQ. This evidence must constitute definitive proof that the dispute is invalid. You must request the Pre-Arbitration within 20 days of receiving the dispute and the Issuer must respond within 30 days.

NOTE: In the Allocation Workflow, there are no funds movement when requesting Pre-Arbitration. Although Visa allows 30 days for you to request Pre-Arbitration, the Worldpay eComm Operations team reserves 10 days to resolve, on your behalf, any potential problems relating to the dispute.

If the Issuer accepts your argument, the disputed funds move back to your account. If they do not, you have 7 days to request Arbitration. The Visa Arbitration ruling is final. The results are one of the following: ARBITRATION_WON, ARBITRATION_LOST, or ARBITRATION_SPLIT.

NOTE: Although Visa allows 10 days for you to request Arbitration, the Worldpay eComm Operations team reserves 3 days to resolve any potential problems.

FIGURE 5-3 Allocation Workflow Overview



5.3.1 Dispute Reason Codes - Allocation Workflow

The following table provides information about the Dispute Reason Codes applicable to the Allocation Workflow.

TABLE 5-2 Allocation Workflow Dispute Reason Codes

Category	Code	Description	Old Code
Fraud	10.1	EMV Liability Shift Counterfeit	RC 62 - Counterfeit Transaction
	10.2	EMV Liability Shift Non-Counterfeit	RC 81 - Fraudulent Transaction - Card Present Environment
	10.3	Card Present Environment	RC83 - Fraudulent Transaction - Card Absent Environment
	10.4	Card Absent Environment	RC 93 - Risk Identification Service
	10.5	Visa Fraud Monitoring Program	
Authorization	11.1	Card Recovery Bulletin	RC 70 - Account Number on Exception File
	11.2	Declined Authorization	RC 71 - Declined Authorization
	11.3	No Authorization	RD 72 - No Authorization RC 78 - Service Code Violation

Terminology

This document uses the following terms associated with the Chargeback process and/or our system for processing Chargebacks.

Allocation Workflow - The Visa Claims Resolution Workflow for Disputes (chargebacks) involving fraud or authorization issues.

Arbitration - Review conducted by MasterCard, Visa, or Discover to determine the responsibility for a chargeback-related dispute.

Arbitration Chargeback Cycle - An iQ feature that indicates the credit card issuer has rejected the merchant's representment or dispute and is filing a second chargeback in an effort to continue the dispute and recapture the associated monies.

Arbitrate Queue - An iQ queue used by Worldpay when sending a chargeback to a formal arbitration hearing, because both Worldpay and the merchant believe the Arbitration Chargeback did not meet applicable regulations.

Auto-assumed - The process by which chargebacks meeting certain criteria are automatically transitioned to the Merchant Auto-Assumed queue.

Cardholder - The person to whom a financial transaction card is issued or an additional person authorized to use the card.

Chargeback - The reversal of a charge against a cardholder's account initiated by the issuing bank.

Chargeback Period - The number of calendar days (counted from the transaction processing date) during which the issuer has the right to charge the transaction back to the acquirer. The number of days varies from 45 to 180 days depending upon the type of transaction.

Chargeback Process - A mechanism used by an issuing bank either on behalf of, or at the request of a cardholder, to remove a charge from the cardholder's account and to recoup the funds.

Collaboration Workflow - The Visa Claims Resolution Workflow for Disputes (chargebacks) involving processing errors or consumer disputes.

Decision Pending Queue - The interim iQ queue in which the chargeback/representment/pre-arbitration/arbitration case resides while awaiting a decision from Discover. Typically, Discover renders the decision within five days.

Dispute - The Visa term for a chargeback under the Visa Claims Resolution system.

Dispute Ticket Retrieval Request - A type of Retrieval Request from the issuer to the acquirer for transaction documentation regarding a card transaction where the cardholder or issuer believes that the

underlying transaction is invalid and seeks compelling evidence from the Acquirer or Merchant to support a Chargeback of the Card Transaction. This type of retrieval request applies only to Discover Card transactions and may result in a chargeback being issued. This type is no longer used after April 13, 2012.

First Chargeback Cycle - The sequence of events encompassing the first chargeback issued by the credit card company or issuing bank to the merchant. When the merchant receives the first chargeback they have the option to accept the chargeback or dispute and represent it back to the bank.

Issuer - Any Discover, MasterCard, American Express or Visa member, or a commercial organization that establishes and maintains customer credit lines accessed through the use of a card.

Vantiv Outgoing Queue - The interim iQ queue in which the chargeback case resides while Worldpay processes the representment.

Merchant - Any entity that sells products or services to their customers.

Merchant Accepts Liability - An action used when a merchant wants to assume liability (responsibility) for the chargeback. Performing this action moves the chargeback case to the Merchant Assumed Queue.

Merchant Arbitrate Queue - The interim iQ queue in which the chargeback case resides after a merchant requests Arbitration/Pre-Arbitration and until Worldpay decides if a case is valid for the requested process.

Merchant Assumed Queue - The iQ queue containing chargebacks cases for which the merchant has accepted liability.

Merchant Queue - The iQ queue containing chargebacks and or retrieval requests awaiting merchant action.

Merchant Represent - An action used when a merchant wants to dispute liability (responsibility) for a chargeback. The merchant should attach supporting documentation to the chargeback case prior to taking this action.

Merchant Requests Arbitration - An action used when a merchant wants to continue a dispute beyond the arbitration chargeback. Worldpay reviews all requests and either submits the arbitration to the issuing bank or declines the request based upon the merits of the case.

Merchant Responds - An action used by a merchant to inform Worldpay of what documentation provided to fulfill a Retrieval Request.

Network Assumed Queue - The iQ queue containing chargebacks cases represented by the merchant and sent to the network or bank by Worldpay.

Network Decision - An activity type used to move the case from the Decision Pending Queue to another queue upon receipt of a decision from the Discover Network. The destination queue varies depending upon the case cycle and actual decision.

Pre-Arbitrate Queue - An iQ queue used when submitting an Arbitration Chargeback to an issuing bank for review. Pre-arbitration is a less formal process than Arbitration involving only Worldpay and the Issuing bank.

Reason Code - A code used to provide additional information regarding the nature of a chargeback, subsequent presentment, fee collection, funds disbursement, or request for a source document.

Representment/Response - When a merchant chooses to dispute a chargeback, the transaction is sent back to the credit card issuer to reverse the chargeback.

Representment Cycle - The sequence of events that occur when a merchant chooses to dispute a chargeback and the transaction is sent back to the credit card issuer to reverse the chargeback.

Request Declined - An iQ action used when Worldpay requires you to re-review a case, rejects your request to dispute the case, or when additional documentation is needed to dispute the case. The comments entered in the Notes field explains the reason for the decline.

(Ticket) Retrieval Request - The request from the issuer to the acquirer either for an original or legible copy of the transaction information document or for a substitute draft.

Upfront Chargeback - Term used by American Express for a First Chargeback.

VCR - Visa Claims Resolution is a new dispute (chargeback) system, introduced in April 2018, that aims to reduce the number of disputes, while accelerating the process of resolving them.