



# Chargeback Manager

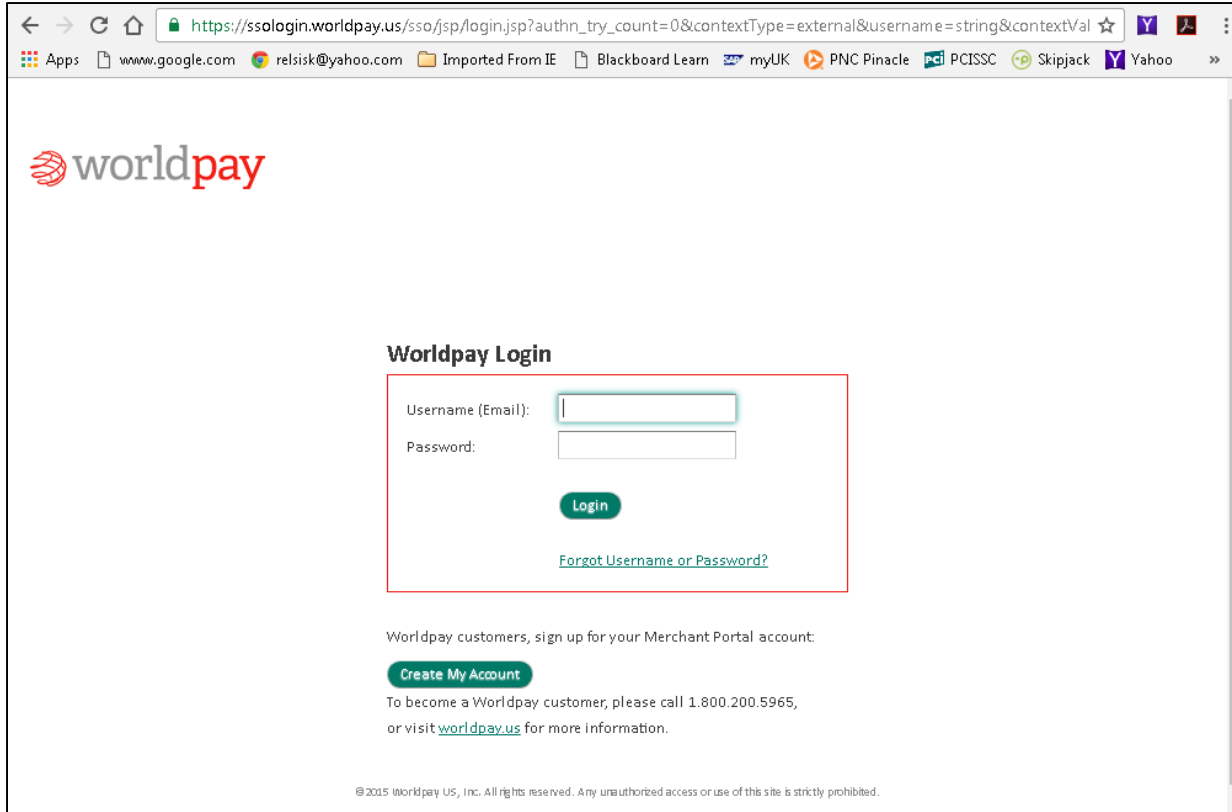
How to use the Worldpay online  
chargeback manager

# 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

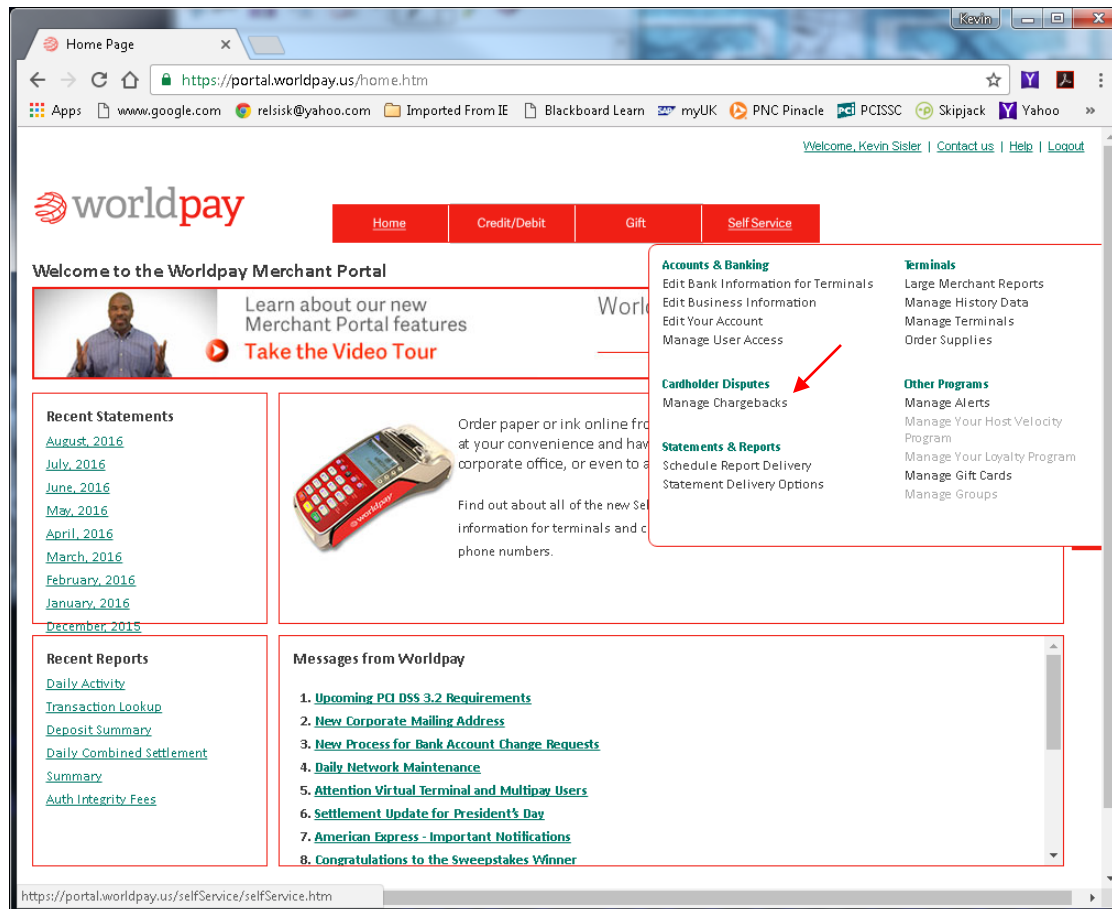
- Log into the Worldpay Online Reporting System (<http://portal.worldpay.us>)



The screenshot shows a web browser window with the URL [https://ssologin.worldpay.us/sso/jsp/login.jsp?authn\\_try\\_count=0&contextType=external&username=string&contextVal](https://ssologin.worldpay.us/sso/jsp/login.jsp?authn_try_count=0&contextType=external&username=string&contextVal). The browser's address bar and tabs are visible. The main content area displays the Worldpay logo at the top left. Below the logo is the "Worldpay Login" section, which is highlighted with a red border. This section contains two input fields: "Username (Email):" and "Password:". Below these fields is a green "Login" button and a blue link for "Forgot Username or Password?". At the bottom of the page, there is a section for "Worldpay customers, sign up for your Merchant Portal account:" with a green "Create My Account" button. Below this is a paragraph of text: "To become a Worldpay customer, please call 1.800.200.5965, or visit [worldpay.us](http://worldpay.us) for more information." At the very bottom, there is a small copyright notice: "© 2015 Worldpay US, Inc. All rights reserved. Any unauthorized access or use of this site is strictly prohibited."

# Using Chargeback Manager

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



The screenshot shows the Worldpay Merchant Portal interface. At the top, there is a navigation bar with tabs for Home, Credit/Debit, Gift, and Self Service. The Self Service tab is highlighted. Below the navigation bar, there is a welcome message and a video tour button. The main content area is divided into several sections: Recent Statements, Recent Reports, Messages from Worldpay, and a dropdown menu for Self Service. The dropdown menu is open, showing options for Accounts & Banking, Cardholder Disputes, and Statements & Reports. A red arrow points to the 'Manage Chargebacks' option under Cardholder Disputes.

Home Page  
https://portal.worldpay.us/home.htm

Welcome, Kevin Sisler | Contact us | Help | Logout

worldpay

Home Credit/Debit Gift Self Service

Welcome to the Worldpay Merchant Portal

Learn about our new Merchant Portal features  
Take the Video Tour

Recent Statements

- [August, 2016](#)
- [July, 2016](#)
- [June, 2016](#)
- [May, 2016](#)
- [April, 2016](#)
- [March, 2016](#)
- [February, 2016](#)
- [January, 2016](#)
- [December, 2015](#)

Recent Reports

- [Daily Activity](#)
- [Transaction Lookup](#)
- [Deposit Summary](#)
- [Daily Combined Settlement Summary](#)
- [Auth Integrity Fees](#)

Messages from Worldpay

- [Upcoming PCI DSS 3.2 Requirements](#)
- [New Corporate Mailing Address](#)
- [New Process for Bank Account Change Requests](#)
- [Daily Network Maintenance](#)
- [Attention Virtual Terminal and Multipay Users](#)
- [Settlement Update for President's Day](#)
- [American Express - Important Notifications](#)
- [Congratulations to the Sweepstakes Winner](#)

Accounts & Banking

- Edit Bank Information for Terminals
- Edit Business Information
- Edit Your Account
- Manage User Access

Cardholder Disputes

- 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

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. A red arrow points to the 'Queue' link. Below the navigation bar, the 'Queue Summary' section is visible, containing two tables: 'Request For Transaction Info (Retrieval) Items' and 'Chargeback Items'. The 'Chargeback Items' table shows 5 active items waiting for a response and 31 items with documentation submitted. To the right of the tables, there is explanatory text about accessing exception items and instructions for using the 'Queue' and 'Search' menu items.

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

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.

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>
<a href="#">View</a>	4243851	09/13/2016	Chargeback	Open	24224436236104005796687	LK296899	08/23/2016	25.00	09/02/2016	25.00
<a href="#">View</a>	4244589	09/14/2016	Chargeback	Open	25536066244102024674641	LK838968	08/30/2016	74.16	09/02/2016	74.16
<a href="#">View</a>	4251866	09/19/2016	Chargeback	Open	25536066228102020499746	LK698955	08/14/2016	40.00	09/06/2016	40.00
<a href="#">View</a>	4251867	09/19/2016	Chargeback	Open	25536066228102020499753	LK698955	08/14/2016	40.00	09/06/2016	40.00
<a href="#">View</a>	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  
 Dispute Date: 09/02/2016      Dispute Amt: \$25.00      Status: **Open**  
 Reason: **75:Cardholder Does Not Recognize Transaction**

**Work**



Print

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:**

**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:

Browse...

Max File Size: 1MB

**Upload Document**

- Comments:** (Optional)
- Enter additional detail to be submitted to **Issuer** as supporting documentation
  - Enter a question or message for **Worldpay** to review related to this case
  - 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:						
<b>Option 1:</b>	You want to <b>Accept</b> Liability. You <b>WILL NOT</b> be submitting supporting documentation.					<input type="button" value="Accept"/>
<b>Option 2:</b>	You want to <b>Refute</b> the item. You <b>WILL</b> be submitting supporting documentation. (To upload multiple files, you must upload each individually)					Max File Size: 1MB
	Select the document type:		<div style="border: 1px solid black; padding: 2px;">             Multiple including Sales Draft              Sales Draft              Cardholder Letter              Merchant Letter              Other           </div>		<input type="button" value="Browse..."/>	
	Select file using the Browse button:				<input type="button" value="Upload Document"/>	
<b>Comments:</b> (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 <b>Internal</b> use related to this case					

## 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:	<a href="#">3</a>
Active Items With Documentation Submitted:	<a href="#">0</a>
Total Count:	3

#### Chargeback Items

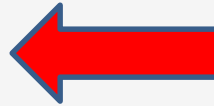
Active Items Waiting Response:	<a href="#">5</a>
Active Items With Documentation Submitted:	<a href="#">31</a>
Total Count:	36

New Responses under "Contact Us":	<a href="#">0</a>
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
<a href="#">View</a>	4078942	07/25/2016	Chargeback	Open	24224436147105012152994	LK695971	05/25/2016	75.00	07/05/2016	75.00
<a href="#">View</a>	4078946	07/25/2016	Chargeback	Open	24224436147105012154149	LK695971	05/25/2016	75.00	07/05/2016	75.00
<a href="#">View</a>	4078941	07/25/2016	Chargeback	Open	24224436147105012152986	LK695971	05/25/2016	75.00	07/05/2016	75.00
<a href="#">View</a>	4078948	07/25/2016	Chargeback	Open	24224436147105012154180	LK695971	05/25/2016	75.00	07/05/2016	75.00
<a href="#">View</a>	4078944	07/25/2016	Chargeback	Open	24224436147105012153026	LK695971	05/25/2016	75.00	07/05/2016	75.00
<a href="#">View</a>	4082014	07/25/2016	Chargeback	Open	24224436149101076088685	LK695971	05/26/2016	75.00	07/06/2016	75.00
<a href="#">View</a>	4093083	07/25/2016	Chargeback	Open	24224436143105016132939	LK695891	05/21/2016	10.00	07/09/2016	10.85
<a href="#">View</a>	4093086	07/25/2016	Chargeback	Open	24224436143105016132806	LK695891	05/21/2016	10.00	07/09/2016	10.85
<a href="#">View</a>	4094635	07/25/2016	Chargeback	Open	24224436149101076089097	LK695971	05/26/2016	75.00	07/11/2016	75.00
<a href="#">View</a>	4094633	07/26/2016	Chargeback	Open	24224436149101076089063	LK695971	05/26/2016	75.00	07/11/2016	75.00
<a href="#">View</a>	4094636	07/26/2016	Chargeback	Open	24224436149101076089204	LK695971	05/26/2016	75.00	07/11/2016	75.00
<a href="#">View</a>	4094631	07/26/2016	Chargeback	Open	24224436147105012155450	LK695971	05/25/2016	75.00	07/11/2016	75.00
<a href="#">View</a>	4094632	07/26/2016	Chargeback	Open	24224436149101076088727	LK695971	05/26/2016	75.00	07/11/2016	75.00
<a href="#">View</a>	4094634	07/26/2016	Chargeback	Open	24224436149101076089071	LK695971	05/26/2016	75.00	07/11/2016	75.00
<a href="#">View</a>	4120181	08/01/2016	Chargeback	Open	24224436147105012149479	LK695971	05/25/2016	75.00	07/19/2016	81.88
<a href="#">View</a>	4179786	08/22/2016	Chargeback	Open	24224436147105012152937	LK695971	05/25/2016	75.00	08/09/2016	85.26
<a href="#">View</a>	4198065	08/30/2016	Chargeback	Open	24224436147105012150873	LK695971	05/25/2016	75.00	08/16/2016	84.60

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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



Print

**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.

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## 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.