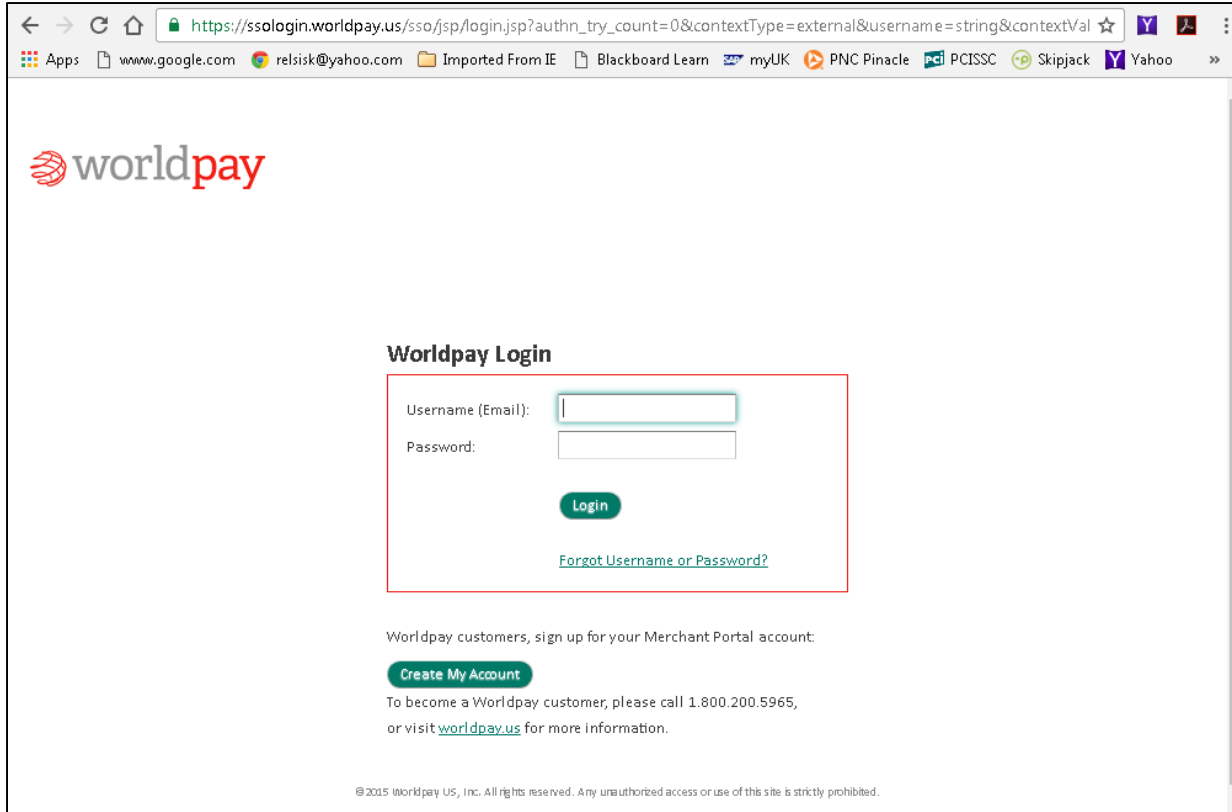# Chargeback Manager

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.
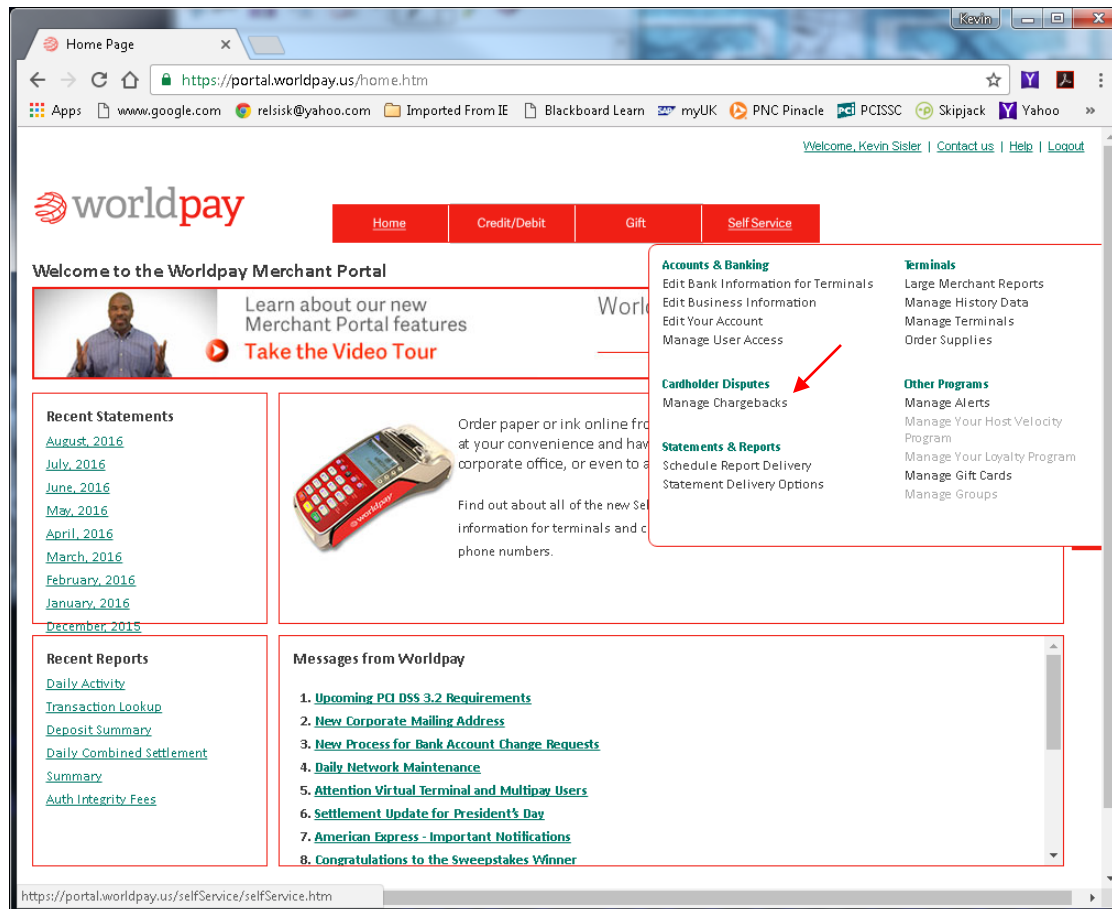
Using Chargeback Manager

- 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**

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

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.

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.

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.

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.

worldpay Chargeback Manager

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.
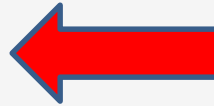
Worldpay Chargeback Manager – Active Items With Documentation Submitted

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.

Worldpay Chargeback Manager – Active Items with documentation submitted

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

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

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

Print

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.

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.