

# Chargeback Process

How to handle Chargebacks

- [Chargeback Steps](#)

# Chargeback Steps

## What is a Chargeback

A chargeback is **a process that allows a cardholder to dispute a credit card transaction and have the money returned to them**. It is usually initiated by the cardholder and involves the credit card company reversing the transaction and taking the money back from the merchant (league).

In our situation, a parent claims a registration fee is fraudulent and wants the money back.

The league can either settle the chargeback, meaning they give the money back to the parent, or the league can dispute the chargeback and fight it. In order to fight, they have to have evidence that the parent was aware of the charge and refund policy.

## How to Handle Chargebacks

Daily files from Elavon come in around 11am. If there is a chargeback within the file, Admin will send a notification:

ERROR - Chargeback/Adj Record Encountered

*\*You will also see the same notification in FreshDesk*

1. The notification needs to be reviewed to determine if this is an adjustment or a chargeback. There will be a chargeback control number (case number) if so. See highlighted area below.

Example Notification:

Must be handled manually

```
PAYMENT_REFERENCE      316700000336283
PAYMENT_DATE           06162023
ACCOUNT_NUMBER         ***5225
ROUTING_NUMBER         00000614221
FUND_AMT               -$1190.00
BATCH_REFERENCE        24167004726
BATCH_TYPE              C
CUSTOMER_BATCH_REFERENCE
CUSTOMER_NAME          CLARKSON SOCCER CLUB
MERCHANT_NUMBER        08039386860
EXTERNAL_MID           8039386860
STORE_NUMBER
CHAIN                  02752
BATCH_AMT              -$895.00
AMOUNT                 -$895.00
SURCHG_AMOUNT          $0.00
CONVNCE_AMT            $0.00
CARD_TYPE              009
CHARGE_TYPE            00020
CHARGE_TYPE_DESCRIPTION CHARGEBACKS
CARD_PLAN
CARD_NO                451401*****8107
CHK_NUM
TRANSACTION_DATE       05042023
SETTLEMENT_DATE
AUTHORIZATION_CODE
```

CHARGEBACK\_CONTROL\_NO 1050774822  
ROC\_TEXT 0000000000000000  
TRN\_ACI N  
CARD\_SCHEME\_REF 303124752079134  
TRN\_REF\_NUM 24167004726  
SETTLEMENT\_METHOD ACH  
CURRENCY\_CODE CAD  
CB\_ACQ\_REF\_ID 74872713125731259073219  
CHGBK\_RSN\_CODE 13.7  
CHGBK\_RSN\_DESC  
MER\_REF  
PURCH\_ID

2. Ensure that this chargeback notice is a new chargeback and not a reversal. To do so, you will need to review the notes section in Admin to verify that the chargeback case number has not been processed previously.
3. If it is a new chargeback, review the transaction details by searching in pHQ by the card number in the notification, and copy the following information into the chargeback note:

Ref #: 2560-1138-FullAmount-0609-113513  
Invoice: H2560T1138FULLAMOUNT - Kingston\_Canadians\_Tour-U15\_AA  
Cardholder: Mark Bondy  
Email: [mark\\_bondy@hotmail.com](mailto:mark_bondy@hotmail.com)

4. Review the chargeback code (CHGBK\_RSN\_CODE 13.7) from the following website to see the reason for the chargeback:  
<https://www.chargebackgurus.com/chargeback-reason-codes>
5. Next, you will need to inform the merchant (league) of this chargeback via an email in FreshDesk. Fill in the necessary information in the template and make a note in Admin that you have notified the league.  
*\* Please use the template in FreshDesk called "Notice of Chargeback."*
6. If the merchant is Class A, you can close the ticket, and Elavon will process the transaction. If the merchant is SP Active, make a note that the transaction is waiting to be processed.

- Once the chargeback has been processed (Active), you have the manually process the transaction.  
SPAdmin -> Merchant profile -> Billing -> Post Chargeback -> Enter info

The screenshot shows the 'Merchant Maintenance' window with a list of merchants on the left. The main area displays various billing and account settings. A 'Post Chargeback' button is highlighted in yellow at the bottom right of the main form area.

- Once the chargeback has been posted, a SP charge pop-up will appear to charge the merchant for a chargeback fee. Click the post and close the ticket.

The screenshot shows the 'Merchant Maintenance' window with a 'Post Transaction' pop-up dialog box. The dialog box contains the following information:

- Effective Date: 2023-07-12
- Chargeback Fee: 50.00
- Post Transaction button
- Exit button

The background window shows the same merchant list and billing settings as the previous screenshot.

## Chargeback Dispute

Merchants have a couple of weeks to dispute a chargeback if they so choose to.

- When the merchant decides to dispute the chargeback, in Freshdesk, you will find the **Chargeback Dispute Template** that provides our merchant with a list of acceptable items that we will need to provide to Elavon.
- Send this information and assign a task to Meagan or Will C to process the dispute with Elavon.