

Dispute Detail

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The **Disputes Detail** view is accessible for a variety of reports including the [Dispute History](#) report and the [Dispute Dashboard](#) by selecting a Quick Link. The view is accessible by selecting a dispute case from the dispute report.

The view has six sections, the summary and fields are explained below:

Section 1 - Dispute Data: Displays the dispute information, the status, workflow and any issuer related questionnaires.

Field	Description
Control Number	The unique number associated with each dispute type received. Use the number when referencing a case with Qualpay.
Merchant ID	The Merchant ID or MID is the account number assigned by Qualpay to your account.
DBA Name	The "Doing Business As" name listed on your Qualpay Account. Primarily viewable for consolidated accounts.
MCC	A Merchant Category Code (MCC) is assigned to the merchant during underwriting and is passed with a transaction during processing. The code is a four-digit number and a standard used to classify a business by the type of goods or services it provides.
Dispute Type	The type of dispute.
Incoming Date	The date the card issuer initiated the dispute.
Account Number	Masked card account number formatted as 123456xxxxxx1234.
Payment Type	The payment types are <i>Visa</i> , <i>MasterCard</i> , <i>American Express</i> , or <i>Discover</i> .
Card Brand Reference Number	Each card transaction processed by an issuer is issued a unique Issuer Reference Number. Issuing banks use

Field	Description
Dispute Amount	The amount that is being disputed (can be different from original transaction amount.)
Dispute Status	The status of a dispute.
Dispute Status Date	The date the current status was applied to a dispute.
Reason Code	Explains the reason for a dispute.
Warning Bulletin	A warning bulletin is a list of credit cards that are reported stolen, canceled or compromised in some way. A yes indicator means that this card was included in a Warning Bulletin.
Workflow	Used primarily for Visa to describe the Allocation and Collaboration workflows . All other disputes are defined as Standard.
Questionnaires	View any associated issuer questionnaires to assist in answering a dispute. Currently, this feature only supports Visa issuers.

Section 2 - Original Transaction Data: Displays the original transaction information.

Field	Description
Transaction Date	The date the transaction was authorized.
Original Account Number	Masked card number formatted as 123456xxxxxx1234.
Batch Number	A system generated number used to identify your batch.
Transaction Amount	The amount of the transaction in the processed currency.
Currency	The currency of a transaction.
Reference Number	A reference number is a unique number generated for each adjustment made to your deposit account. This number is also the acquirer

Field	Description
	number and can be used to search both the Dispute History and Transactions reports for the correlating dispute or initial transaction respectively.
Acquirer Reference Number	An 11-digit number generated by the product initiating the transaction. It is available when the transaction is settled and is a unique number that both the acquirer and the issuer can use to identify a transaction. For chargeback adjustments, the acquirer reference number is used as the deposit reference number. You can use this number to search Dispute History and Transactions for the correlating dispute or initial transaction respectively.
Purchase ID	For third-party payment gateway processing, the purchase ID is available when the transaction is settled. The purchase ID, sometimes called the invoice ID, is input by you at the time of transaction processing. The value may appear on the cardholder statement and can be used for reconciliation purposes. This value is system generated when transactions are initiated by the Qualpay Recurring Billing engine.
Authorization Code	A five or six number generated by the issuing bank, to validate a credit card whenever it is approved for the sale of a good or a service.
Authorization Tran ID	A Unique ID for an authorized transaction.
AVS Result	AVS result received from issuing bank at the time of the initial transaction.
CVV2 Result	CVV2 result received from issuing bank at the time of the initial transaction.
MOTO/eComm Ind	The Mail-Order Telephone-Order (MOTO)/ e-Commerce indicator is sent

Field	Description
	<p>transaction by the payment gateway, indicating to the card brands the type of card-not-present transaction. Below is the full list of indicators:</p> <p>0 - Card Present (not MOTO/e-Commerce)</p> <p>1 - One-time MOTO transaction</p> <p>2 - Recurring</p> <p>3 - Installment</p> <p>5 - Full 3D-Secure transaction</p> <p>6 - Merchant 3D-Secure transaction</p> <p>7 - e-Commerce channel encrypted (SSL).</p>
POS Entry Mode	A 2-digit code selected by the product initiating the transaction to inform the issuer about the way the credit card data was entered.
Foreign Card Ind	Foreign Card Indicator will show whether a credit card was issued in the merchant's country. The letter <i>F</i> will appear only when the card is foreign to the merchant.
Merchant Reference	A value created and input by you at the time of the transaction; can be used for reconciliation purposes.
Payment Gateway ID	Only available when processing through Qualpay Virtual Terminal , Qualpay Payment Gateway , Qualpay Checkout , Qualpay Recurring Billing , and Qualpay Invoicing . The Payment Gateway ID uniquely identifies a transaction.

Section 3: Response Requirements: Provides guidance on how to respond to the dispute.

Section 4: Response Details: Provides information and the documentation that you used when responding to the dispute either via Qualpay Manager or if your third-party used the Disputes API to respond to the dispute on your behalf.

Section 5: Related Cases: A transaction can receive multiple disputes depending on how you and the issuer respond to the initial dispute. Select the control number pop-out icon to view the dispute detail for the related dispute.

Field	Description
Control Number	The unique number associated with each dispute type received. Use the number when referencing a case with Qualpay.
Incoming Date	The date the card issuer initiated the dispute.
Type	The type of dispute.
Reason Code	Explains the reason for a dispute.
Account Number	Masked card account number formatted as 123456xxxxxx1234.
Acquirer Reference Number	An 11-digit number generated by the product initiating the transaction. It is available when the transaction is settled and is a unique number that both the acquirer and the issuer can use to identify a transaction. For chargeback adjustments, the acquirer reference number is used as the deposit reference number. You can use this number to search Dispute History and Transactions for the correlating dispute or initial transaction respectively.
Amount	The amount that is being disputed (can be different from original transaction amount).

Section 6: Financial Adjustments: Displays money movement, both debits, and credits to the merchant's depository account. View the adjustments in the Deposit report. Use the filter or Deposit Reference Number.

Field	Description
Settle Date	The date the adjustment the ACH debit or credit was made to your depository account.
Transaction Code	Tran code is the code we assign to the adjustment: 9071= Chargeback 9077= Chargeback Reversal
Description	Description of the adjustment
Acquirer Reference Number	An 11-digit number generated by the product initiating the transaction. It is available when the transaction is settled and is a unique number that both the acquirer and the issuer can use to identify a transaction. For chargeback adjustments, the acquirer reference number is used as the deposit reference number. You can use this number to search Dispute History and Transactions for the correlating dispute or initial transaction respectively. Select the pop-out next to the appropriate Acquirer Reference Number to view the Reconciliation report detail related to the adjustment
Amount	The dollar value of the adjustment. The amount can either be debit or credit.