

Dispute Notification Email

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The Qualpay administrator by default will receive a dispute notification email. Additional users can be added to receive the dispute notifications via the [Notifications](#) page. The notification contains new dispute cases as well as any cases that have changed status in the last 7 days. An example of the email is below. The notification will prompt the reader to view the detail of the disputes by logging into Qualpay Manager and viewing the [Dispute Dashboard](#).

*Note: If you do not receive **Dispute Notifications** and would like access, please see your account's administrator.*

Example email



Important Account Notification

Merchant Number:

Dear

We are letting you know about dispute activity for your Qualpay account on 08/07/2018. To view dispute activity, please login to Qualpay Manager and select **Disputes** from the menu.

You received the following new dispute case(s). From the **Disputes** menu, select **All New Cases** to review the detailed notifications for each dispute and take action (or select the appropriate options from **Quick Links**).

First Time Chargebacks: 1

All Disputes are time-sensitive, please make sure you address, view, and take action on your disputes.

Please do not hesitate to contact us with your questions by emailing support@qualpay.com or calling (844) 282-0888. Thank you for selecting Qualpay, we are pleased to be working with you.

Disputes Team
Qualpay
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