

# Visa Dispute Workflows

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As of April 14, 2018, all new Visa disputes are processed through VCR. VCR introduced two workflow categories - Allocation and Collaboration. Any first-time disputes prior to April 14, 2018, are considered Standard, and any disputes subsequent to the date will either be designated as Allocation or Collaboration.

The dispute reason code reflects the Category Number and the dispute reason code. A Visa reason code will appear for example as 10.1, with the category number at the beginning and the code appearing after the period.

To view the workflow type, login to Qualpay Manager, select **Reports, Dispute History** and select any of the dispute cases to view the **Dispute Detail**. View the Dispute Data section and Workflow. To view a specific workflow select the *filter* icon and workflow, then select the appropriate option and click **Add Filter**.

The below table provides the category name, workflow and condition/response codes.

Category: <b>Fraud</b>	Category: <b>Authorization</b>	Category: <b>Processing Errors</b>	Category: <b>Consumer Disputes</b>
Category No: <b>10</b>	Category No: <b>11</b>	Category No: <b>12</b>	Category No: <b>13</b>
Workflow: <b>Allocation</b>	Workflow: <b>Allocation</b>	Workflow: <b>Collaboration</b>	Workflow: <b>Collaboration</b>
Reason Codes:	Reason Codes:	Reason Codes:	Reason Codes:
10.1 – EMV Liability Shift Counterfeit Fraud	11.1 – Card Recovery Bulletin	12.1 – Late Presentment	13.1 – Merchandise/Services Not Received
10.2 – EMV Liability Shift Non-Counterfeit Fraud	11.2 – Declined Authorization	12.2 – Incorrect Transaction Code	13.2 – Cancelled Recurring
10.3 – Other Fraud – Card-Present Environment	11.3 – No Authorization	12.3 – Incorrect Currency	13.3 – Not As Described or Defective Merchandise/Services
10.4 – Other Fraud – Card Absent Environment		12.4 – Incorrect Account Number	13.4 – Counterfeit Merchandise
10.5 – Visa Fraud Monitoring Program		12.5 – Incorrect Amount	13.5 – Misrepresentation
		12.6.1 - Duplicate Processing 12.6.2 - Paid by Other Means	13.6 – Credit Not Processed
			13.7 – Cancelled Merchandise/Services
			13.8 – Original Credit Transaction Not Accepted
			13.9 – Non-Receipt of Cash or Load Transaction Value

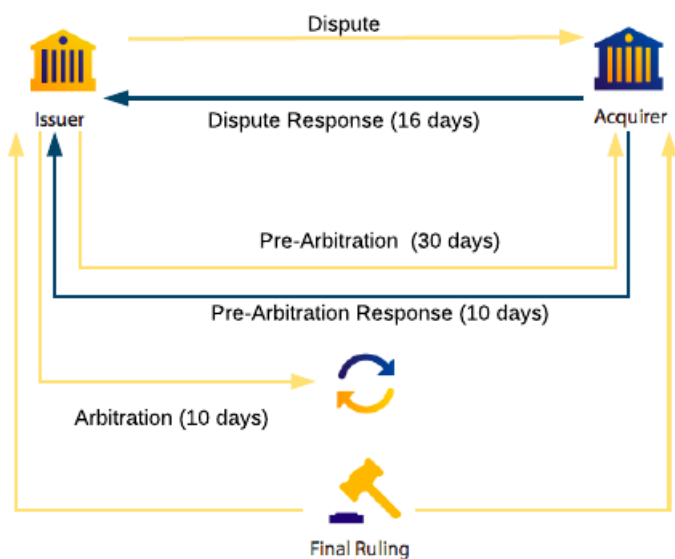
## Collaboration Workflow

The Collaboration workflow, illustrated in figure 1, is used for Processing Errors and Consumer Disputes. Opt to respond within **16** days to **Accept** or **Respond** to this type of dispute from the incoming dispute date. Note that we require the same response time for all card brand disputes, irrespective of workflow type. On receipt of this dispute type, you will be automatically debited for the disputed amount. If you choose to respond, the amount of the dispute will be adjusted to your bank account. If you choose not to respond, Qualpay will automatically accept the dispute with Visa, on your behalf and expire the time frame on the dispute. The status of the dispute will be updated to "time frame expired (E)." Automatically accepting will ensure that Qualpay does not incur additional fees for non-response.

Selecting to respond, and initiating a dispute response will require the issuing bank to respond to the dispute within thirty days of the response date. If the issuing bank rejects your response and creates a pre-arbitration, the dispute status of the current case will be updated to "issuer rejected (D)." A new dispute case will be created to track the new pre-arbitration. On receipt of this dispute type, you will be automatically debited for the disputed amount. If you choose to respond, the amount of the dispute will not be adjusted to your bank account until a final decision is made. You will have the option to **Accept** or initiate a **Challenge** response; ten days from the incoming dispute date, Qualpay will automatically accept the dispute with Visa on your behalf and expire the time frame on the dispute. The status of the dispute will be updated to "time frame expired (E)." Automatically accepting will ensure that Qualpay does not incur additional fees for non-response.

Challenging the dispute will give the issuer ten calendar days to respond to the pre-arbitration response. The pre-arbitration dispute status will be updated to "arbitration (Z)," an arbitration dispute case will be created, and Visa will make a final ruling on the dispute. Once the final decision is made, monies will be adjusted to the appropriate party.

Figure 1: Collaboration Workflow



## Allocation Workflow

For the **Allocation** workflow, illustrated in figure 2, used for Fraud and Authorization disputes, Visa will perform automated checks on the validity of the dispute (including whether a credit has already been issued), and will only assign liability to a merchant if the dispute passes the validity checks. On receipt of this dispute type, you will be automatically debited for the disputed amount. As a result of Visa adjudicating this type of dispute, if you choose to respond to this dispute, you will be initiating a pre-arbitration. Qualpay will require you to decide to **Accept** or **Respond** to this type of dispute within **16** days from the incoming dispute date. Unlike the collaboration disputes, no monies are returned to you if you decide to initiate a pre-arbitration. Only if you win the pre-arbitration (because the issuer or Visa accepts) will monies be returned. If you choose not to respond, Qualpay will automatically accept the dispute with Visa, on your behalf and expire the time frame on the dispute. The status of the dispute will be updated to “time frame expired (E).” Automatically accepting will ensure that Qualpay does not incur additional fees for non-response.

Selecting to respond and initiating a pre-arbitration will require the issuing bank to respond to the dispute within thirty days of the pre-arbitration. If the issuing bank rejects your response, the dispute status will be updated to “issuer challenged (P).” You will have the option to **Withdraw** or initiate an **Arbitration** response, 7 days from when the first-time dispute status is updated. The options will be removed after 7 days, and the status of the dispute will be updated to “lost (L).” If you choose to create an arbitration response, Visa will make a final ruling on the dispute. Once the final decision is made, monies will be adjusted to the appropriate party.

Figure 2: Allocation Workflow

