secure // trading

ONLINE PAYMENT EXPERTS

Chargebacks

This document describes how Chargebacks are processed using the Secure Trading Payment Platform (STPP).

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1   Introduction

This document describes how Chargebacks are reported using the Secure Trading Payment Platform (STPP).

1.1   Overview

A Chargeback is a payment that is initiated when a customer successfully disputes an item on their bank statement. The funds are transferred back to the customer's account from the merchant, on request of the customer's bank.

> *i* **Please note** that Secure Trading does not issue Chargebacks. Any queries regarding Chargeback transactions processed on your account should be directed to your acquiring bank.

Chargebacks occur after the authorisation and settlement of funds. Secure Trading associates Chargebacks with their original "parent" transaction through the use of transaction references. Each Chargeback transaction has a parent transaction reference field which always contains a reference to the original transaction.

Listed below are three common scenarios that may result in a Chargeback:

- The customer was billed an incorrect amount.
- The customer claims to have never received goods or service as promised at the time of purchase.
- The customer did not authorise the purchase (e.g. because their card was stolen).

1.2   Disputing Chargebacks

It may be possible for you to dispute a Chargeback if you have reasonable cause for doubting the customer's case (e.g. a customer claims a package was not delivered but the package was signed for). For any queries relating to Chargebacks processed on your account, please contact your acquiring bank.

1.3   Reporting Chargebacks

Secure Trading provides two methods for keeping track of Chargebacks processed on your Secure Trading account:

- MyST can be used to browse records of Chargebacks (see section **3 Viewing Chargeback Transactions in MyST**).

- Automated URL notifications sent to a server of your choosing (refer to **Notifications** documentation; see section **4.3 Useful Documents**).

> *i* **Please note** that Secure Trading recommends that all merchants implementing payment types where Chargebacks can occur configure notifications on their accounts. For more information, please refer to the **Notifications** documentation (see section **4.3 Useful Documents**).

2 Process overview

Step 1) The Customer disputes a settled transaction.

Step 2) The Customer's Bank authorises a Chargeback and informs the Merchant's Bank.

Customer's Bank

Step 3) Secure Trading checks with the Merchant's Bank daily for Chargebacks against settled transactions.

Merchant's Bank

Step 4) Secure Trading receives details of a Chargeback against a settled transaction and generates a "CHARGEBACK" associated with the original Authorisation.

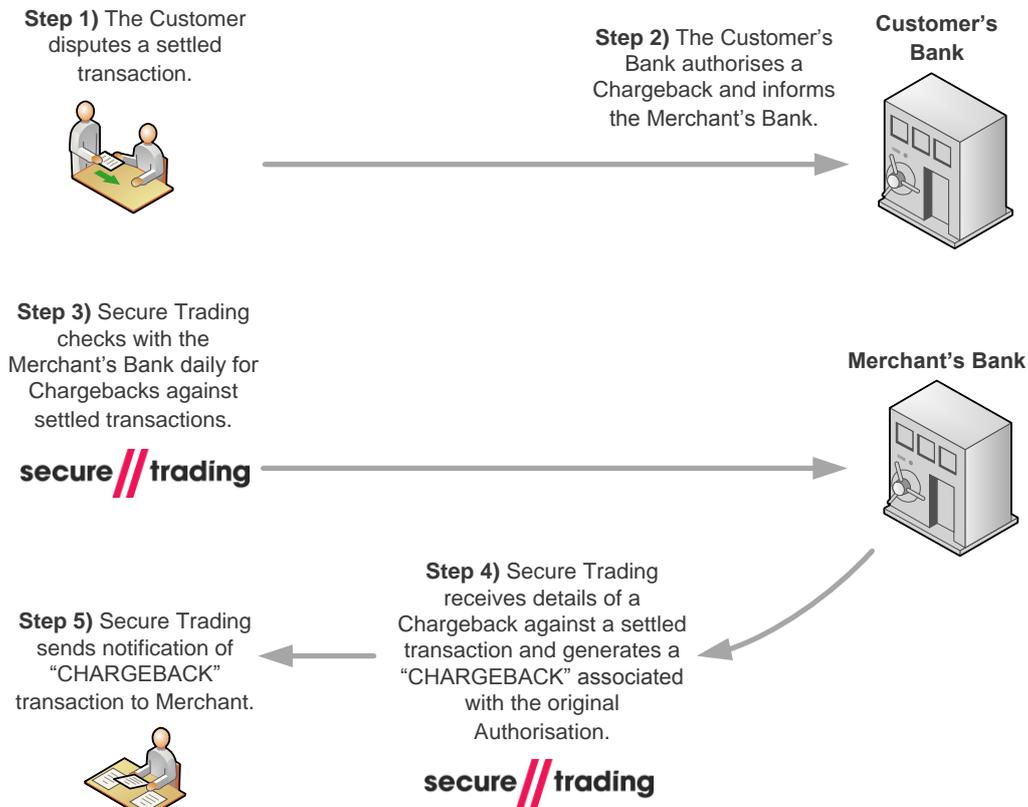**Step 5)** Secure Trading sends notification of "CHARGEBACK" transaction to Merchant.

Figure 1 - Process Overview of Chargebacks

Secure Trading will perform a daily check with the merchant's acquirer for Chargeback information. Secure Trading will generate a new transaction representing each Chargeback update provided by the acquirer.

The request type of the transaction generated will be "CHARGEBACK".

Each Chargeback is represented on Secure Trading's records as an independent transaction with a unique transaction reference.

Chargebacks are settled immediately with a `settlestatus` of **100** ("settled").

> **Please note** that the value of the `parenttransactionreference` field in a Chargeback always refers to the original authorisation processed. The value of the `settlestatus` for this AUTH remains at **100**.

> **Please note** that in some cases, a single payment may be subject to multiple Chargeback Requests. For more information, please contact your acquiring bank.

> **Please note** that notifications of Chargebacks are optional and you must contact Secure Trading to activate this functionality on your account. Please refer to the Notifications documentation (see section **4.3 Useful Documents**) for further information.

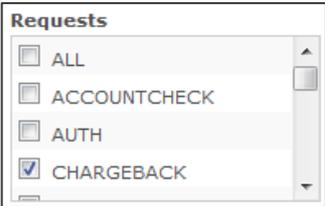## 3   Viewing Chargeback Transactions in MyST

Figure 2 - Filters in MyST

Chargeback transactions can be seen on the MyST "**Transaction search**" page, by searching for transactions with the Request type "CHARGEBACK". Click the "Filters" tab, and select "CHARGEBACK" in the "Requests" box, then click "Search".

They can also be seen by viewing a transaction in MyST using the "**Single Transaction View**", and clicking the "Related transactions" tab. Chargebacks will only be shown in the related transactions area when a Chargeback has been raised for the transaction being viewed.

Figure 3 - MyST Single Transaction View: Chargeback in Related transactions

For more information on how to use the MyST "**Transaction search**" page and the "**Single Transaction View**", refer to the **STPP MyST User Guide** (see section **4.3 Useful Documents**).

4 Further Information and Support

This section provides useful information with regards to documentation and support for the Merchant's Secure Trading solution.

4.1 Secure Trading Support

If you have any questions regarding integration or maintenance of the system, please contact our support team using one of the following methods.

Method	Details
Telephone	+44 (0) 1248 672 050
Fax	+44 (0) 1248 672 099
Email	support@securetrading.com
Website	http://www.securetrading.com/support/support.html

4.2 Secure Trading Sales

If you do not have an account with Secure Trading, please contact our Sales team and they will inform you of the benefits of a Secure Trading account.

Method	Details
Telephone	0800 028 9151
Telephone (Int'l)	+44 (0) 1248 672 070
Fax	+44 (0) 1248 672 079
Email	sales@securetrading.com
Website	http://www.securetrading.com

4.3 Useful Documents

The documents listed below should be read in conjunction with this document:

⫻ STPP MyST User Guide – This document outlines how to use MyST to monitor your transactions and manage your account.
⫻ STPP Notifications – This document outlines how to configure notifications for events that occur on your Secure Trading account.

Any other document regarding the STPP system can be found on website (http://www.securetrading.com). Alternatively, please contact our support team as outlined above.

4.4 Frequently Asked Questions

Please visit the FAQ section on our website (http://www.securetrading.com/support/faq).