

Dispute Detail

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The **Disputes Detail** view is accessible through various 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 issuer-related questionnaires.

Field	Description
Control Number	The unique number associated with each dispute type received. Use the number when referencing a case.
Merchant ID	The Merchant ID or MID is the account number assigned to your account.
DBA Name	The "Doing Business As Name." Listed on your 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	A reference number. Associated with the card brands.
Issuer Reference Number	Each card transaction processed by an issuer is issued a unique Issuer Reference Number. Issuing banks use this number to trace transactions.
Dispute Amount	The amount that is being disputed (can be different from the 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 reported stolen, canceled, or compromised. 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.

Field	Description
Original Account Number	Masked card number formatted as 123456xxxxxx1234.
Batch Number	A system-generated number. Used to identify your batches.
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 reference number. Use it to search the Dispute History and Transactions reports for a correlating dispute or initial transaction.
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. The acquirer reference number is used as the deposit reference number for chargeback adjustments. You can use this number to search Dispute History and Transactions for the correlating dispute or initial transaction.
Purchase ID	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 our Recurring Billing product initiates transactions.
Authorization Code	A five or six number. Generated by the issuing bank to validate a credit card when it is approved for the sale of a good or service.
Authorization Tran ID	A unique ID for an authorized transaction.
AVS Result	An AVS result received from issuing bank at the time of the initial transaction.
CVV2 Result	A CVV2 result received from issuing bank at the time of the initial transaction.

Field	Description
MOTO/eComm Ind	The Mail-Order Telephone-Order (MOTO) / e-Commerce indicator. It is sent with each transaction by our payment gateway to indicate to the card brands the type of card-not-present transaction. Below is the full list of indicators: <i>0</i> - Card Present (not MOTO/e-Commerce) <i>1</i> - One-time MOTO transaction <i>2</i> - Recurring <i>3</i> - Installment <i>5</i> - Full 3D-Secure transaction <i>6</i> - Merchant 3D-Secure transaction <i>7</i> - e-Commerce channel encrypted (SSL)
POS Entry Mode	A 2-digit code. Selected by the product initiating the transaction. Informs the issuer about how 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 during the transaction; can be used for reconciliation purposes.
Payment Gateway ID	Only available when processing through our Virtual Terminal , Payment Gateway, Checkout , Recurring Billing , or Invoicing products. The Payment Gateway ID uniquely identifies a transaction.

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

Section 4: Response Details: Provides information and the documentation you use when responding to the dispute either via Merchant Manager or if you used the Disputes API to respond to the dispute.

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's 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.
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.

Field	Description
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. The acquirer reference number is used as the deposit reference number for chargeback adjustments. You can use this number to search Dispute History and Transactions for the correlating dispute or initial transaction.
Amount	The amount that is being disputed (can be different from the original transaction amount).

Section 6: Financial Adjustments: Displays money movement, 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 an adjustment to the ACH debit or credit was made to your depository account.
Transaction Code	Tran code is the code we assign to the adjustment: <i>9071= Chargeback</i> <i>9077= Chargeback Reversal</i>
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. The acquirer reference number is used as the deposit reference number for chargeback adjustments. You can use this number to search Dispute History and Transactions for the correlating dispute or initial transaction. 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.