Merchant Tip of the Month

Mastercard is updating its Dispute Resolution process, which is used when a chargeback / dispute occurs.

➢ **What is a chargeback?**

    ➢ A chargeback can occur when a customer disputes a transaction that has appeared on his or her credit card statement.

➢ **Is this process change for Mastercard like the one Visa implemented in Spring 2018?**

    ➢ Yes, it is similar. (Please see: May 2018 Tip of the Month for Visa's change.)

➢ **What are the key changes?**

    ➢ There is now a new Dispute Questionnaire requirement for Mastercard related chargebacks.

➢ **Will Response times change?**

    ➢ We are not aware that any response times will change.

    ➢ As always, please do pay attention to the due dates referenced on notices.

Questions? Please contact U-M Merchant Services at merchantservices@umich.edu.

Merchant Tip of the Month

Working a Mastercard Dispute
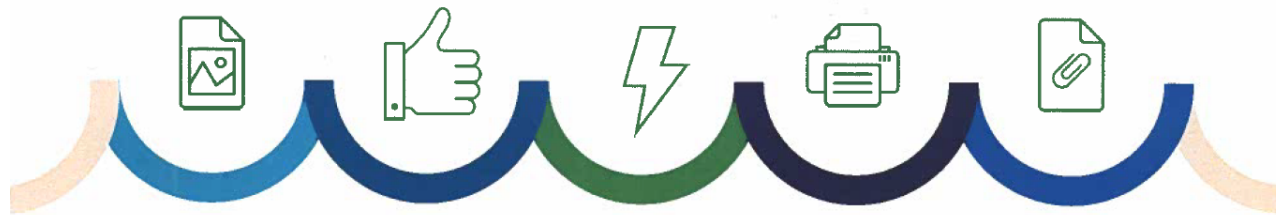
1	2	3	4	5
Receive notification via mail or fax or email	Understand the reason for the dispute and timeframe you have to respond	Identify the reason code for the dispute	Log onto the Dispute Management website and download the corresponding questionnaire based on the reason code.	Complete questionnaire in it's entirety and mail or fax into Chargeback team along with supporting documentation

worldpay
from FIS

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Merchant Tip of the Month

Log on to the Dispute Management website at https://www.accessmyiq.com/disputes.

Then choose "Mastercard" from the "Select Network" drop-down menu.

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Worldpay Resources

➤ https://www.worldpay.com/en-us/merchants/large-enterprise-business/b2c-ecommerce/current-customer/disputes

➤ **1-800-667-9573 (Worldpay Dispute Help)**

➤ **1-877-744-5300 (Worldpay General Help)**

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