Chargebacks & Disputes

Introduction to Chargebacks

This course provides students with the requirements of the chargeback framework as well as information essential to managing disputes within a card center. It provides a step-by-step guide to the chargeback process for issuers and acquirers, and covers the operating rules they must follow.

This program allows students to follow the progress of a chargeback through each stage of the cycle, all the way to arbitration. It has proved to be an effective on-site learning tool. Completion of this course is recommended prior to attending the Basic Dispute Resolution workshop.

Topics

- The Transaction Cycle
- Overview of the Chargeback Process
- Visa International Operating Regulations
- Chargeback Reason Codes
- Julian Calendar
- Interchange Reports
- Visa Resolve Online
- Copy Request and Fulfillment
- Chargeback and Representment Conditions
- Arbitration and Compliance

Who Should Attend

- Staff new to chargeback and dispute resolution departments
- Staff from other departments who require an understanding of chargeback concepts and requirements
- Staff with basic chargeback knowledge who need to know about other dispute resolution processes such as arbitration and compliance
- Staff experienced in chargeback and other dispute resolution processes who need a refresher course

Register at www.VisaBusinessSchool.com

Course Type: E-Learning
Duration: 2 hours
Regions: All Regions
Language: English, Spanish, Portuguese, Russian, French, Chinese, Japanese, Korean