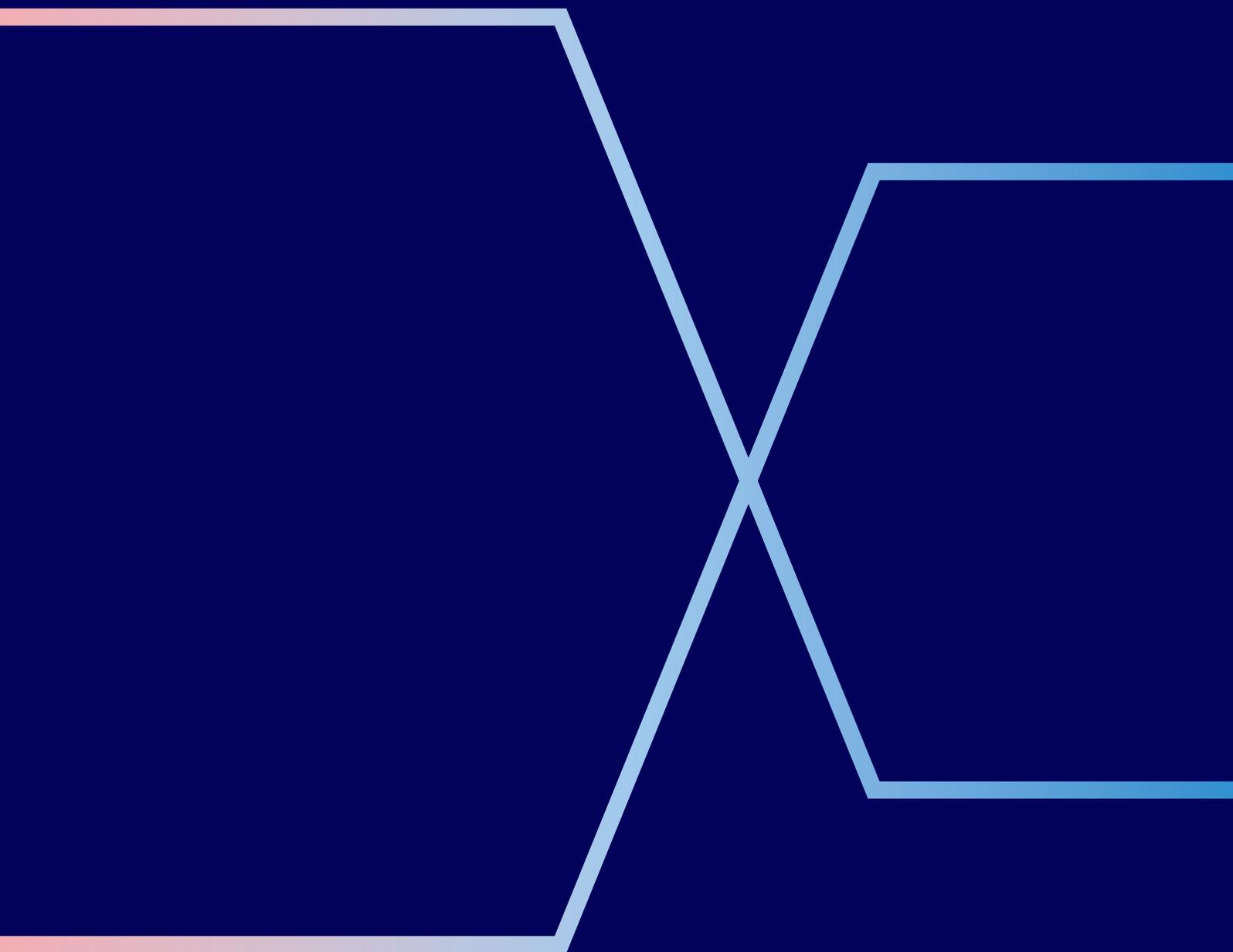


JCB

Retrieval/Copy Requests



Copy Request or Retrieval Request is a pre-chargeback stage. They are non-financial requests for specific details. Replying to them is crucial as JCB can base your future chargeback defence rights on the way you respond.

How should you respond?

Your notification should state what documentation is expected by the issuer. If not, you should send any documentation you have, including invoices, documentation with cardholder's signature, order confirmations, correspondence, contracts etc.

Invalid Transactions Chargebacks

Reason code 501: Non-JCB Card

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

0%

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The bank claims the transaction was made without proper authorisation and although it went through the JCB system, it was not made with a JCB card.

How should you respond?

- Provide proof of a properly obtained authorisation, such as receipt from the terminal or gateway transaction confirmation.
- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Non-JCB Card chargebacks?

- You should never force a transaction without a proper authorisation code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.
- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.
- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.
- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.
- We don't recommend pre-authorising amounts are higher than will be required. Please keep in mind that bank release of funds could take up to a month for debit cards, two weeks for credit cards. After you perform the reversal, the amount will not be released immediately, and the cardholder may not have sufficient funds for a new transaction.

Reason code 503: Expired JCB Card

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

0%

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The bank claims the transaction was made without proper authorisation on an expired JCB card.

How should you respond?

- Provide proof of a properly obtained authorisation, such as receipt from the terminal or gateway transaction confirmation.
- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Expired-JCB Card chargebacks?

- You should never force a transaction without a proper authorisation code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.

- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.
- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.
- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.

Reason code 523: Incorrect Card Number

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

This reason code relates to incorrect card numbers. Most are credit chargebacks, refunds made manually to an incorrect card number which the bank can see, but which it can't connect to a cardholder. This code can also apply if you try to charge a non-existent card offline, without connection through Elavon to the issuing bank for authorisation.

How should you respond?

- If you received a credit chargeback (a credit note without a debit note) no action is needed. However, we would recommend you contact your customer, as they will not have received the refund you attempted.
- If you received a standard debit chargeback, you should provide the terminal receipt showing the transaction was authorised. Our team will verify this.
- If the debit claim is valid, please accept the case.
- Do not implement any refunds after a chargeback has been opened.

How can you prevent Incorrect Card Number chargebacks?

- As these are issues related to incorrect card numbers, make sure you and your staff always confirm the card number with the cardholder.

Reason code 541: Illegible Item

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The transaction request did not provide all the data required in order to process it.

How should you respond?

- Provide proof of a properly obtained authorisation, such as receipt from the terminal or gateway transaction confirmation.
- If authorisation was not properly used, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Illegible Items chargebacks?

- You should never force a transaction without a proper authorisation code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.
- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.

- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.
- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.

Authorisation Chargebacks

Reason code 521: Transaction Exceeds Floor Limits

Opening timeframe:	Transaction date + 120 days
Code usage frequency v. all chargebacks 2024:	0%
Code usage frequency vs all JCB chargebacks 2024:	0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

An offline transaction was processed for a sale above the minimum amount allowed for offline payments without approval request to the bank.

How should you respond?

- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Transaction Exceeds Floor Limits chargebacks?

- You should never force a transaction without a proper authorisation

code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.

- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.
- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.
- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.

Reason code 522: Authorisation Declined

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The original transaction was attempted and declined by the bank or flagged as 'Pickup card.' Once declined, the transaction was processed with the Force option and without a valid authorisation code.

How should you respond?

- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Authorisation Declined chargebacks?

- You should never force a transaction without a proper authorisation code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.
- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.

- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.
- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.

Reason code 547: JCB Card on Stop List

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

0%

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The transaction was made using a card listed on a Stop List. No proper authorisation request was made, and the transaction was forced.

How should you respond?

- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent JCB Card on Stop List chargebacks?

- You should never force a transaction without a proper authorisation code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.
- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.

- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.
- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.

Reason code 581: Split Sale

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

Two transactions were made to split one larger sale. The transactions were made without proper authorisation from the bank.

How should you respond?

- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Split Sale chargebacks?

- Do not split a transaction into several smaller amounts. If the cardholder asks you to do so, you should decline and ask them to update their card limit to enable a single transaction for the full amount, or to use another payment method.
- You should never force a transaction without a proper authorisation code. If you receive a message on your terminal that the card needs to be recovered, do not try to make the transaction again or use Force. Instead ask for a different payment method.

- Authorisation codes are assigned to one specific transaction, for the exact amount. If you are trying to increase the transaction amount, don't use a previously obtained code.
- If you need to change the amount of the pre-authorisation, the best option is to complete the pre-authorisation with the original amount and then create a new transaction for the remaining amount.
- Unless your business requires use of pre-authorisations, all transactions should be settled on the same day as their authorisation. If the authorisation code expires, but you attempt to make the transaction, it might turn out that the card was already blocked.
- Do not accept any authorisation codes from the cardholder.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.

Reason code 507: Incorrect Transaction Amount

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that the amount of the transaction that was settled is different from that agreed. The amount should be greater than \$10 (or equivalent in another currency). This reason code also applies to differences resulting from currency conversion.

How should you respond?

- If the transaction amount is correct, you should provide evidence (till receipt, invoice, order confirmation) plus any communication with the customer about the amount to be charged.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- If you refunded the transaction, you should provide a receipt. Do not implement any refunds on your own after a chargeback has been opened. If the refund amount differs, but the reason for it and the chargeback is the same, please provide your refund policy and evidence of how this is communicated to customers.
- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.

How can you prevent Incorrect Transaction Amount chargebacks?

- Make sure that customers clearly understand the amount they need to pay and what's included in their purchase.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and with the same amount.

Processing Error Chargebacks

Reason code 510: Mispost

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

There are two scenarios which can result in this reason code.

- Cardholder claims they were supposed to be refunded but instead a sale was processed.
- A refund was processed instead of a reversal. This applies to transactions processed by error, or which were fraudulent, which were reversed despite the batch being open. If the refund process causes a difference between the sale and refund amounts, after currency conversion, the result may be this chargeback.

How should I respond?

- If the disputed sale was not supposed to be a refund, you should provide proof of sale, through a sale receipt from the cash register, an invoice or digital details about the sale, which clearly connect it to the transaction.

- If the refund was not due to processing error or fraud, please provide documentation proving the validity of the original sale, such as order confirmations, invoices, correspondence, contracts, Ts & Cs and disclosure.
- If the refund was due to processing error or fraudulent transaction, liability for currency conversion due to making a refund instead of reversal sits on the merchant side. Please accept the case.
- If you successfully contacted the customer and they are willing to cancel the dispute, please ask them for written confirmation and provide it to us.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. You must not process any refunds after a chargeback has been opened.

How can you prevent Mispast chargebacks?

- Making a sale instead of refund is usually due to human error. Take care and react immediately if you notice any error, and if the batch is still open, you should reverse/void the transaction and not process a refund.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount and provide a receipt. Do not connect multiple transactions with one refund, as it will make it hard for the bank to locate the refund before opening a chargeback.
- If the batch containing a transaction to be refunded is still open, void it instead. This will avoid additional fees on the cardholder's side which could later be shifted into your account through a chargeback.
- Although it is not mentioned directly in JCB regulations, a small number of fraudulent transactions are disputed under the Incorrect Transaction Code due to refund vs. sale amount. To avoid this, contact our customer service

Reason code 512: Duplicate Processing

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims they have been charged twice for the same service/product. This can be a system or human error. The date and the amount of the transaction may not be the same.

For example, a hotel may charge their guests for accommodation at check-in. During their stay, the guest used additional services to be paid for separately. Instead, the hotel processes one new transaction, which includes accommodation and added services. Here, JCB will permit processing a chargeback on two transactions with different days and amounts.

How should you respond?

- If you agree that the second transaction is an error, please accept the case. Do not make new refunds. JCB regulations clearly state that once a chargeback is opened, no other refunds or sales to reclaim the amount should be made.
- If you disagree, please provide proof of sale for both transactions. Please remember that the terminal receipt only proves that there were multiple transactions, so you need to provide any other proof that shows the cardholder ordered/used the same service twice.
- If you cannot see a duplicate payment on your side, please check your reports on Elavon Connect to see if the second transaction went through. Check any additional Merchant IDs, or other Acquirers processing your

transactions. If you still cannot see the second transaction, provide an official written statement that the second transaction does not belong to you and we will attempt to verify that situation.

- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- If you refunded the transaction, you should provide a receipt. Do not implement any refunds on your own after a chargeback has been opened.

How can you prevent Duplicate Processing chargebacks?

- Try to check for any discrepancy between card sales and batches. If you find a duplicated transaction before a chargeback, you can still make a refund or reversal/void. You may not have full card details, but if you contact our Customer Service and request action from our side, we will reprocess the transaction for you.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and with the same amount.

Reason code 524: Addition Error

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

0%

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The amount of the sale is higher than the amount of the transaction that was authorised. The difference is \$10 or greater, or the equivalent in another currency.

How should you respond?

- If the transaction amount is correct, you should provide evidence (till receipt, invoice, order confirmation) plus any communication with the customer about the amount to be charged.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- If you refunded the transaction, you should provide a receipt. Do not implement any refunds on your own after a chargeback has been opened. If the refund amount differs, but the reason for it and the chargeback is the same, please provide your refund policy and evidence of how this is communicated to customers.
- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.

How can you prevent Addition Error chargebacks?

- Make sure that customers clearly understand the amount they need to pay and what's included in their purchase.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and with the same amount.

Reason code 525: Altered Amount

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

0%

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that the amount of the transaction that was settled is different from that agreed. This code cannot be used for a new chargeback for a transaction that was already disputed under **507 Incorrect Transaction Amount**.

How should you respond?

- If the transaction amount is correct, you should provide evidence (till receipt, invoice, order confirmation) plus any communication with the customer about the amount to be charged.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- If you refunded the transaction, you should provide a receipt. Do not implement any refunds on your own after a chargeback has been opened. If the refund amount differs, but the reason for it and the chargeback is the same, please provide your refund policy and evidence of how this is communicated to customers.
- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.

How can you prevent Altered Amount chargebacks?

- Make sure that customers will clearly understand what the amount of their purchase is and what is included.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and with the same amount.

Reason code 536: Late Submission

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The transaction was processed using an expired authorisation code.

How should you respond?

- If authorisation was not properly obtained, and the amount was not refunded to the same card before the chargeback, it cannot be defended.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

How can you prevent Late Submission chargebacks?

- Check your balances daily, compare them to your incomes and sales from cash register to make sure that any transactions that were authorised but did not complete, are re-processed properly.
- Even if the authorisation code is valid for 30 days, if the bank is not able to charge the account (e.g., it was closed), the chargeback will be valid.
- Provide training and guidance to your staff.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale, for the same amount.

Reason code 545: Incorrect ECI

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

5.62%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that the transaction was taken without their authorisation, that they did not participate in it. After investigation, the issuer has confirmed that the ECI (Electronic Commerce Indicator) was altered or downgraded.

How should you respond?

- If the transaction appears to be 3D-Secured, please contact your gateway's technical support team to obtain 3DS or NPI logs, which will show if any downgrade took place.
- If you refunded the customer, please provide confirmation. Refunds should only be processed in the same way, on the same card, as the original transaction.
- Don't initiate any refunds once a chargeback process has begun.
- If the transaction was taken with the customer physically present, this means the card number was manually entered and when asked if the cardholder is present, the answer given was "No". This will reduce your chances of successfully defending.
- Please remember that any verbal agreement is facing a word-against-word situation. As the merchant is obligated to provide documentation proving the claim is invalid, if any agreement was made verbally, it will not count as proof.

- Please note that even delivering the best possible documentation, if the transaction was not secured, the case might still be resolved in cardholder's favour. That is why it is important to secure your business and decrease fraud risk.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.

How can you prevent Incorrect ECI chargebacks?

- Ensure your payment gateway doesn't allow transactions to go through without 3D-Secure. Try not to use credentials on file too often, nor set too high a floor limit.
- Provide training and guidance to your staff.
- Make sure any refund goes to the card that was used to purchase, for the same amount. The cardholder must receive the amount originally debited, including any difference caused by currency conversion on both sale and refund transaction. If you need help with this, please contact our customers team to request re-processing.
- If the batch containing the original sale is still open, make sure you void/reverse the transaction instead of refunding.

Reason code 582: Domestic Transaction

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0%

Code usage frequency vs all JCB chargebacks 2024:

0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

A transaction that was originally initiated as domestic (within Japan) was finalised internationally. This could happen within international chains and global companies such as travel agencies, hotels, airlines etc.

How should I respond?

- If the authorisation code was meant for another Merchant ID which is based in Japan, the case cannot be defended.
- Provide a receipt showing the original authorisation requested through the same Merchant ID as the sale.
- If the claim is valid, please accept the case. Do not do process refunds after a chargeback has been opened.
- If you refunded the customer, please provide a refund receipt.

How can you prevent Domestic Transaction chargebacks?

- Never finalise transactions which were authorised on a different Merchant ID, especially if the accounts are completely different (e.g. country based vs. internationally based).
- Make sure any refund goes to the card that was used to purchase, for the same amount in the same currency.

Consumer Dispute Chargebacks

Reason code 502: Domestic Transaction Cardmember Dispute (Defective Merchandise, Service Not Rendered, Not as Described)

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that the service or merchandise they paid for was not received within the agreed time. This could include scenarios where the service or merchandise you provide is delayed, without cardholder's agreement.

Cardholder claims the service or product they purchased does not match the description offered at the time of purchase. This might be due to outdated descriptions, or to incorrect product being sent. This reason code can also be used if the received product or services were damaged or defective, including damage during shipping.

How should you respond?

- If the merchandise or service was provided, we require undeniable, signed proof of delivery. The signature should be clear, and not an 'x' or such. If delivery of the merchandise was done through a drop-box, we require confirmation showing the drop box was opened by the person who made

the order, or a person authorised (by using a code or application). Please contact the courier company to obtain such information

- If the delay in receiving service/merchandise was previously known to the cardholder, please confirm how it was communicated, along with your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- If the delay is a result of the customer's absence, please provide an explanation, with proof (for example, written communication with the customer).
- If the chargeback is a result of non-refundable cancellation, please provide proof of the cancellation, along with your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- If the transaction relates to service that is still to be provided, please provide the details of the corresponding sale.
- If the transaction is a part of a sale waiting for full payment, or a deposit, please provide your contract along with your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- If you contacted the customer and they confirmed they no longer dispute the transaction, please ask them for written confirmation and provide it along with your rebuttal. Please do not rely on your response only. If the case is escalated, we will not be able to defend it.
- If your business transactions happen only at the point of sale/service provision, please provide your terminal receipt, till receipt/invoice and official statement confirming that your business operates as sold-as-seen.
- If the shipment was held by customs in cardholder's country, please provide tracking details showing status.
- You will need to provide as much evidence as you can, including invoices, contracts (remember that documentation signed by the cardholder has strongest value), service reports (such as detailed job summaries, MOT etc.), and correspondence with the customer.
- If the customer reviewed your service online positively and you are able to prove connection between the reviewer and the cardholder, this can be used as evidence.
- You may also find it useful to secure expert opinion, agreeing that your services are verified, certified and not defective.
- Remember that there must be a link between the product provided and the one sent for external expertise (for example serial number).
- If you've replaced/repaired/resolved product or services, please provide evidence. This could be a job report, shipping details, documentation linking your action with the claim, proof of resolution provided (discounts/ vouchers, room upgrades/switches accepted by the cardholder).
- If the product or service was not returned/cancelled, please provide an official statement. Remember that for fake returns (replacements which are false products, empty packaging, the same model but older) you need to provide proof that the returned product is not the one you sent.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.

- Do not implement any refunds on your own after a chargeback has been opened.
- If you refunded the customer, please provide a refund receipt. If the amount is decreased by penalty fees, please provide Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).

How can you prevent Domestic Transaction Cardmember Dispute chargebacks?

- Make sure your delivery options include valid proof of delivery. Tracking confirmation and pictures of packages are not always sufficient proof of delivery (packages can be stolen). Only signed proof of delivery and drop box pickup confirmations are considered acceptable.
- Make sure you have properly disclosed the delivery period and potential delays on your website or during the sale.
- If you run a business focused on pre-paid face-to-face sales (for example wedding dresses which are usually paid for up front) make sure you have a contract and eventually, signed proof of provision.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and with the same amount.
- Ensure that your product and service descriptions are clear and frequently updated.
- As a merchant selling products and services, you are responsible for their quality. Never refer your customers to manufacturers.
- Try to resolve issues and ensure your policies adhere to card scheme regulation. Accepting card transactions means you accept card scheme rules.
- Be aware that your Ts & Cs and especially no return policies do not apply to returns/cancellations when your product or service is defective/not as described. As a merchant you are obligated to provide a valid service or product.
- Keep all documentation and correspondence until the chargeback timeframes expire. After each verbal agreement, please make sure that the sale is finalized with cardholder's written, or signed confirmation to your offer (e.g. contracts and email confirmations).

Helpful information:

What is considered to be a properly disclosed Terms & Conditions and Refund policy?

- For face-to-face transactions: signed contracts, information on the receipt.
- For MOTO transactions: written correspondence (email or chat informing your Terms, with any attachments and customer responses).
- For e-commerce: a full-page screenshot showing how the customer acknowledges terms (click-to-accept box is required), next to either links to your terms, or the terms visible on the same page. Please also provide your terms in a PDF.

Reason code 513: Credit Not Received

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims they were offered a refund, but that it was never processed, or that proof of processing refund or void was received by them, but funds never reached their account.

How should you respond?

- If no credit is due, please respond accordingly (for example, if the cardholder claims that the credit was promised for service not received, your rebuttal should follow the requirements of 'Service not received' with an additional statement as explanation).
- Verify cardholder's documentation and correspondence carefully and see if they provided any proof to support their claim. If you have doubts, please refer and provide supporting evidence (e.g. contact details from your website proving the email address is incorrect). If you find that the correspondence is valid but made in error by your employee, liability will be with your business.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and for the same amount and provide proof of the refund.
- Do not implement any refunds on your own after a chargeback has been opened.

- If the refund was made in a different way, in particular by bank transfer, please provide correspondence from the cardholder, where they provide you with bank details. In general, refunds by a different method (cash, bank transfer, different card) should never happen.
- If only partial amount is due, please provide the amount you accept and rebuttal for the remaining amount (for example, if the remaining amount is a cancellation penalty – Terms & Conditions and Refund Policy along with its disclosure).
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- If you refunded the customer, please provide a refund receipt. If the amount is decreased by penalty fees, please provide your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- Do not implement any refunds after a chargeback has been opened.

How can I avoid Credit Not Received chargebacks?

- Make sure you process refunds immediately after the offer has been accepted.
- Ensure you process refunds using the same method as the original transaction was made and using the same acquirer.
- Never process joined refunds. Each sale should be refunded separately. This will help the bank to locate the refund without resorting to chargeback.
- Ensure you have your refund policies properly disclosed to the cardholder (on the receipt, for signature, in the email and confirmed in writing, with a click-to-accept box on your website).

Helpful information:

What are considered to be properly disclosed terms & conditions and refund policies?

- For face-to-face transactions: signed contracts, information on the receipt.
- For MOTO transactions: written correspondence (email or chat informing your Terms, with any attachments and customer responses).
- For e-commerce: a full-page screenshot showing how the customer acknowledges terms (click-to-accept box is required), next to either links to your terms, or the terms visible on the same page. Please also provide your terms in a PDF.

Reason code 527: No imprint

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder denies participating in the transaction and merchant did not obtain an imprint of the card before taking the transaction.

How should you respond?

You should respond as you would to any standard fraud case.

- If you have an imprint, please provide a copy.
- If you have a print-out confirming a Chip & PIN transaction, please provide the receipt. The receipt should display "PIN VERIFIED". If it displayed "KEYD" or "*" symbol, the transaction was not secured.
- If you successfully contacted the customer, who claimed the dispute was opened by an error, or that they now recognize the transaction, please provide written confirmation from your customer.

Helpful information:

- If the claim is valid, please accept the case.
- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.
- CCTV images are not considered as valid documentation.

How can you prevent No Imprint chargebacks?

- Never process a transaction on a Chip card by using mag stripes or through manual entry and be cautious when processing swipe cards.
- Never leave the terminal unattended while processing the transaction and monitor your customers' movements, without making them feel

uncomfortable. If you think a card was swiped, check the receipt for confirmation that the Chip & PIN was used.

- If you have a terminal not provided by Elavon, please check with their customer service team how any manually entered transaction will be shown on receipts.
- Provide training and guidance to your staff.
- Always check the receipt for verification of acceptance method.
- Make sure the name of your company is clearly visible on cardholder statements.
- If you decide to refund the transaction, make sure the refund goes to the same card as the original sale and for the same amount and that you provide a receipt.
- Avoid MOTO transactions. Instead, consider setting up an e-commerce website or using Pay-by-link, which directs the customer to a payment gateway (remember that both options require 3D-Secure to be considered safe).
- Ensure your payment gateway doesn't allow transactions to go through without 3D-Secure. Try not to use credentials on file too often, nor set too high a floor limit.
- Store more than just a receipt to ensure you can provide the evidence you need.
- Always make sure that MOTO and e-commerce without 3D-Secure transactions use AVS (Address Verification System) to confirm addresses. Fully correct AVS does not secure the transaction but flags potential fraud, so you can make informed decisions.
- If the batch containing the original sale is still open, make sure you void/reverse the transaction instead of refunding.
- If the claim is valid, please accept the case. Do not process any refunds after a chargeback has been opened.

Reason code 534: Unauthorised Multiple Transactions

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



In Card-present Environment

Why might this happen?

Multiple transactions were processed and reported as fraudulent. The cardholder claims they did not make or authorise these transactions.

Despite the transactions being card-present, they were processed with manually entered card details, possibly on a cloned card using the mag stripe. In general, transactions made by swiping a card always require extra care.

The card used was not reported as counterfeit, lost or stolen at the point of transaction.

Here are some examples

1. Fraudsters may arrive in groups, possibly create distractions to attracting employee attention, while the card user completes their transaction manually.
2. You leave the terminal unattended, providing an opportunity for customer to use the mag stripe or manual entry instead of Chip & PIN.
3. Cloned cards may be used, which are recreated plastic cards with a mag stripe. The transaction is re-coded to instruct the terminal to process it

Helpful information:

- If the claim is valid, please accept the case.
- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.
- CCTV images are not considered as valid documentation.

manually. This will generate a receipt asking for a signature, which makes the transaction appear valid.

4. The customer informs you that the chip on their card is damaged and asks you to use mag stripe instead.

How should you respond?

- If you have a print-out confirming a Chip & PIN transaction (displaying “PIN VERIFIED”) you should provide it as evidence.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.

How can you prevent Unauthorised Multiple Transactions - Card-Present Environment chargebacks?

- Never process a transaction on a Chip card by using mag stripes or through manual entry.
- Be extra cautious when processing swipe cards.
- Always check the receipt for verification of acceptance method.
- Never leave the terminal unattended while processing the transaction and monitor your customers’ movements, without making them feel uncomfortable. If you think a card was swiped, check the receipt for confirmation that the Chip & PIN was used.
- If you have a terminal not provided by Elavon, please check with their customer service team how any manually entered transaction will be shown on receipts.
- Provide training and guidance to your staff.
- Make sure your company name is clearly recognisable on the cardholder statement.
- Make sure any refund goes to the card that was used to purchase, for the same amount. The cardholder must receive the amount originally debited, including any difference caused by currency conversion on both sale and refund transaction. If you need help with this, please contact our customers team to request re-processing.
- Remember that when a cardholder is on the phone, you should not answer ‘YES’ to your terminal’s question “is the cardholder present?” Present means physically there.
- If the batch containing the original sale is still open, make sure you void/ reverse the transaction instead of refunding.

Helpful information:

Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.

- CCTV images are not considered as valid documentation.
- If you refunded the customer, please provide a refund receipt. Don’t initiate any refunds once a chargeback process has begun.

In Card Not-present Environment

Why might this happen?

The cardholder claims they did not make or authorise this transaction.

The transaction is processed without the card physical present at your business.

That could mean a mail order telephone order (MOTO) transaction, or an e-commerce transaction without 3D-Secure protocol.

The card was not blocked or reported as lost or stolen at the point of transaction. It could have also been cloned and swiped through the terminal, with the mag strip details hacked and the terminal instructed to read the transaction as a manual entry with cardholder not present.

How should you respond?

1. If the same customer made an additional purchase with you, using the same card, and the transaction was not disputed, this evidence can be used to prove that the cardholder was in contact with you. You should provide details of the additional payment, showing cardholder and card details. Note that the cardholder can still deny that the new transaction was authorised.
2. Provide documentation, including that address verification was done and confirmed correct, confirmation that delivery address matched, and that delivery completed successfully.
3. Provide any correspondence with the customer. If you successfully contacted the customer and they agreed to cancel the dispute, please ask them for written confirmation.
4. If the transaction was an addendum charge related to a previous rental or stay, provide evidence to connect both charges, with documentation explaining what the additional charges were for. This could include invoices, terms & conditions, customer communications about additional charge, written proof of customer's agreement with you.
5. If the transaction appears to be 3D-Secured, please contact your gateway's technical support team to obtain 3DS or NPI logs, which will show if any downgrade took place.
6. If you refunded the customer, please only refund to the same payment card as the original transaction and provide a refund receipt. Don't initiate any refunds once a chargeback process has begun.

How can you prevent Unauthorised Multiple Transactions – Card Not-present Environment chargebacks?

- Avoid MOTO transactions. Instead, consider setting up e-commerce website or using Pay-by-link, which directs the customer to a payment gateway (remember that both options require 3D-Secure to be considered safe).
- Ensure your payment gateway doesn't allow transactions to go through without 3D-Secure. Try not to use credentials on file too often, nor set too high a floor limit.
- Store more than just a receipt to ensure you can provide the evidence you need.
- Always make sure that MOTO and e-commerce without 3D-Secure transactions use AVS (Address Verification System) to confirm addresses. Fully correct AVS does not secure the transaction but flags potential fraud, so you can make informed decisions.
- Remember that when a cardholder is on the phone, you should not answer 'YES' to your terminal's question "is the cardholder present?" Present means physically there.

Helpful information:

- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.
- CCTV images are not considered as valid documentation.
- Please note that even if you deliver the best possible documentation, if the transaction was not secured, the case might still be resolved in cardholder's favour. That is why it is important to secure your business and decrease fraud risk.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.

- Be extra cautious when processing swipe cards.
- Never leave the terminal unattended while processing the transaction and monitor your customers' movements, without making them feel uncomfortable. If you think a card was swiped, check the receipt for confirmation that the Chip & PIN was used.
- If you have a terminal not provided by Elavon, please check with their customer service team how any manually entered transaction will be shown on receipts.
- Provide training and guidance to your staff.
- Make sure any refund goes to the card that was used to purchase, for the same amount. The cardholder must receive the amount originally debited, including any difference caused by currency conversion on both sale and refund transaction. If you need help with this, please contact our customers team to request re-processing.
- If the batch containing the original sale is still open, make sure you void/ reverse the transaction instead of refunding.
- Always check the receipt for verification of the acceptance method.
- Make sure the name of your company is clearly visible on cardholder statements.

Reason code 554: Non-receipt of Merchandise

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 180 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that the service or merchandise they paid for was not received within the agreed time. This could include scenarios where the service or merchandise you provide is delayed, without cardholder's agreement.

How should you respond?

- If the merchandise or service was provided, we require undeniable, signed proof of delivery. The signature should be clear, and not an 'x' or such. If delivery of the merchandise was done through a drop-box, we require confirmation showing the drop box was opened by the person who made the order, or a person authorised (by using a code or application). Please contact the courier company to obtain such information
- If the delay in receiving service/merchandise was previously known to the cardholder, please confirm how it was communicated, along with your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- If the delay is a result of the customer's absence, please provide an explanation, with proof (for example, written communication with the customer).
- If the chargeback is a result of non-refundable cancellation, please provide proof of the cancellation, along with your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).

- If the transaction relates to service that is still to be provided, please provide the details of the corresponding sale.
- If the transaction is a part of a sale waiting for full payment, or a deposit, please provide your contract along with your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- If you contacted the customer and they confirmed they no longer dispute the transaction, please ask them for written confirmation and provide it along with your rebuttal. Please do not rely on your response only. If the case is escalated, we will not be able to defend it.
- If your business transactions happen only at the point of sale/service provision, please provide your terminal receipt, till receipt/invoice and official statement confirming that your business operates as sold-as-seen.
- If the shipment was held by customs in cardholder's country, please provide tracking details showing status.
- It is possible that this reason code is used to bypass Fraud Group reason code criteria, e.g. the claim that that service was not received as the transaction was fraudulent. In that case, please respond with your official statement and what the transaction was for.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- Do not implement any refunds on your own after a chargeback has been opened.
- If you refunded the customer, please provide a refund receipt. If the amount is decreased by penalty fees, please provide your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).

How can you prevent Non-receipt of Merchandise chargebacks?

- Make sure your delivery options include valid proof of delivery. Tracking confirmation and pictures of packages are not always sufficient proof of delivery (packages can be stolen). Only signed proof of delivery and drop box pickup confirmations are considered acceptable.
- Make sure you have properly disclosed the delivery period and potential delays on your website or during the sale.
- If you run a business focused on pre-paid face-to-face sales (for example wedding dresses which are usually paid for up front) make sure you have a contract and eventually, signed proof of provision.
- If you decide to refund the transaction, make sure the refund goes to exactly the same card as the original sale and for the same amount.

Helpful information:

What is considered to be a properly disclosed Terms & Conditions and Refund policy?

- For face-to-face transactions: signed contracts, information on the receipt.
- For MOTO transactions: written correspondence (email or chat informing your Terms, with any attachments and customer responses).
- For e-commerce: a full-page screenshot showing how the customer acknowledges terms (click-to-accept box is required), next to either links to your terms, or the terms visible on the same page. Please also provide your terms in a PDF.

Reason code 583: Paid by Other Means

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims they have been charged twice for the same service/product, in this relating to two sales paid for using different methods. This can be a system or human error.

The date and the amount of the transaction may not be the same.

For example, a hotel may charge their guests for accommodation at check-in. During their stay, the guest used additional services to be paid for separately. Instead, the hotel processes one new transaction, which includes accommodation and added services. Here, JCB will permit processing a chargeback on two transactions with different days and amounts.

How should you respond?

- If you agree that the second transaction is an error, please accept the case. Do not make new refunds. JCB regulations clearly state that once a chargeback is opened, no other refunds or sales to reclaim the amount should be made.
- If you disagree, please provide proof of sale for both transactions. Please remember that the terminal receipt only proves that there were multiple transactions, so you need to provide any other proof that shows the cardholder ordered/used the same service twice.
- If you cannot see a duplicate payment on your side, please check your reports on Elavon Connect to see if the second transaction went through.

Check any additional Merchant IDs, or other Acquirers processing your transactions. If you still cannot see the second transaction, provide an official written statement that the second transaction does not belong to you and we will attempt to verify that situation.

- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- If you refunded the transaction, you should provide a receipt. Do not implement any refunds on your own after a chargeback has been opened.

How to prevent Paid by Other Means chargebacks?

- Try to check for any discrepancy between card sales and batches. If you find a duplicated transaction before a chargeback, you can still make a refund or reversal/void. You may not have full card details, but if you contact our Customer Service and request action from our side, we will reprocess the transaction for you.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and with the same amount.

Reason code 516: Non-receipt of Requested Item

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

A Retrieval/Copy Request was sent but no reply was received.

How should you respond?

- Check your bank documentation and explanation, as there may be multiple reasons for the chargeback, in addition to your not responding to the Retrieval Request. Check the reason group related to your chargeback reason.
- If you don't respond, this limits our ability to defend the case further.
- If the claim is valid, please accept the case. Do not do implement any refunds once the chargeback has been opened.
- If you refunded the customer, please provide a refund receipt.

How can you prevent Non-receipt of Requested Item chargebacks?

- Always reply promptly to the Retrieval Request, even if you are willing to accept further chargeback action. During the Retrieval Request you are still able to refund the customer.

Reason code 517: Request Copy Illegible

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

A Retrieval/Copy Request response was received but it did not include the requested documentation or the documentation was illegible.

How should you respond?

- Check your bank documentation and explanation, as there may be multiple reasons for the chargeback, in addition to your not responding to the Retrieval Request. Check the reason group related to your chargeback reason.
- If you don't respond, this limits our ability to defend the case further.
- If the claim is valid, please accept the case. Do not do implement any refunds once the chargeback has been opened.
- If you refunded the customer, please provide a refund receipt.

How can you prevent Request Copy Illegible chargebacks?

- Always reply promptly to the Retrieval Request, even if you are willing to accept further chargeback action. During the Retrieval Request you are still able to refund the customer.
- Always read the notification carefully and make sure you provided requested documentation and that it's readable and clear.
- If you decide to refund the transaction, make sure the refund goes to exactly the same card as the original sale and for the same amount.

Travel & Entertainment Chargebacks

Reason code 537: No Show Dispute

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that they were incorrectly charged for a No-Show.

How to respond to such a case?

- Please provide your Ts & Cs and refund policy along with disclosure, plus the order confirmation showing what type of booking the cardholder made.
- If the service was not cancelled or was cancelled beyond the free cancellation period, please provide system logs, showing cancellation details, and any correspondence with the customer showing the date of the cancellation request.
- If your business does transactions only at the moment of sale/service provision, please provide your terminal receipt, till receipt/invoice and official statement confirming your business operates as sold-as-seen.
- If the claim is valid, please accept the case.
- Do not implement any refunds after a chargeback has been opened.

- If you refunded the customer, please provide a refund receipt. If the amount is decreased by penalty fees, please provide your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).

How can you prevent No Show Disputes chargebacks?

- Make sure your Ts & Cs are properly disclosed and communicated clearly to guests.
- Act promptly and appropriately on every cancellation and store all documentation.
- If you decide to refund the transaction, make sure the refund goes to exactly the same card as the original sale and for the same amount.

Helpful information:

What is considered to be a properly disclosed Terms & Conditions and Refund policy?

- For face-to-face transactions: signed contracts, information on the receipt.
- For MOTO transactions: written correspondence (email or chat confirming your Terms, with any attachments and customer responses).
- For e-commerce: a full-page screenshot showing how the customer acknowledges terms (click-to-accept box is required), next to either links to your terms, or the terms visible on the same page. Please also provide your terms in a PDF.

Reason code 538: Advance Deposit

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims that they were charged for a deposit to secure a booking, despite the booking being cancelled or altered by the merchant or moved to another location.

How should you respond?

- Please provide your Ts & Cs and refund policy along with disclosure, plus the order confirmation showing what type of booking the cardholder made.
- If the service was not cancelled or was cancelled beyond the free cancellation period, please provide system logs, showing cancellation details, and any correspondence with the customer showing the date of the cancellation request.
- If your business does transactions only at the moment of sale/service provision, please provide your terminal receipt, till receipt/invoice and official statement confirming your business operates as sold-as-seen.
- If you refunded the customer, please provide a refund receipt. If the amount is decreased by penalty fees, please provide your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).
- If you contacted the customer and they confirmed they no longer dispute the transaction, please ask them for written confirmation and provide it

along with your rebuttal. Please do not base your response only as if the case is escalated for some reason, we will not be able to defend it further.

- If the claim is valid, please accept the case.
- Do not do any refunds after a chargeback has been opened.

How can you avoid Advance Deposit chargebacks?

- Make sure your Ts & Cs are properly disclosed and communicated clearly to guests.
- Act promptly and appropriately on every cancellation and store all documentation.
- If you decide to refund the transaction, make sure the refund goes to exactly the same card as the original sale and for the same amount.

Helpful information:

What is considered to be a properly disclosed Terms & Conditions and Refund policy?

- For face-to-face transactions: signed contracts, information on the receipt.
- For MOTO transactions: written correspondence (email or chat confirming your Terms, with any attachments and customer responses).
- For e-commerce: a full-page screenshot showing how the customer acknowledges terms (click-to-accept box is required), next to either links to your terms, or the terms visible on the same page. Please also provide your terms in a PDF.

Card Not-Present Chargebacks

Reason code 544: Cancelled Recurring Transaction

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

Almost 0%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims they withdrew their permission to charge their account as they no longer use the service. The card may also be cancelled but still charged.

How should you respond?

- If the cardholder used the service or subscribed products were delivered and not returned, please provide proof of use (proof of delivery (postal or electronic), system logs showing the customer logged in and used service).
- If you have already refunded the customer, please provide proof of the refund.
- Not that JCB does not accept a minimum period of recurring transactions and service usage. Even if your contract with the cardholder is for minimum 12 months, any cancellation request should be actioned. If it was not, please accept the case.

- It is possible that this reason code is used to bypass Fraud Group reason code criteria, e.g. the claim that that service was not received as the transaction was fraudulent. In that case, please evidence what the transaction was for (invoice, till receipt etc.) and your official statement, denying processing recurring transactions.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.
- Do not implement any refunds on your own after a chargeback has been opened.
- If you refunded the customer, please provide a refund receipt. If the amount is decreased by penalty fees, please provide your Ts & Cs and how they were accepted by the customer (in writing, signed, on the receipt, on the website with a click-to-accept box).

How can you prevent Cancelled Recurring Transaction chargebacks?

- Ensure you cancel the customer's subscription and recurring transactions without a delay.
- Maintain access to details which can prove that the cardholder used the service or received product despite cancellation, to offer proof that service was not cancelled.
- If you decide to refund the transaction, make sure the refund goes to exactly same card as the original sale and for the same amount.

Helpful information:

What is considered to be a properly disclosed Terms & Conditions and Refund policy?

- For face-to-face transactions: signed contracts, information on the receipt.
- For MOTO transactions: written correspondence (email or chat informing your Terms, with any attachments and customer responses).
- For e-commerce: a full-page screenshot showing how the customer acknowledges terms (click-to-accept box is required), next to either links to your terms, or the terms visible on the same page. Please also provide your terms in a PDF.

Reason code 546: Unauthorised Purchase

Opening timeframe:

Transaction date + 120 days

Code usage frequency v. all chargebacks 2024:

0.25%

Code usage frequency vs all JCB chargebacks 2024:

93.89%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims they did not make or authorise this transaction.

The transaction is processed without the card physical present at your business. That could mean a mail order telephone order (MOTO) transaction, or an e-commerce transaction without 3D-Secure protocol.

The card was not blocked or reported as lost or stolen at the point of transaction. It could have also been cloned and swiped through the terminal, with the mag strip details hacked and the terminal instructed to read the transaction as a manual entry with cardholder not present.

How should you respond?

- If the same customer made an additional purchase with you, using the same card, and the transaction was not disputed, this evidence can be used to prove that the cardholder was in contact with you. You should provide details of the additional payment, showing cardholder and card details. Note that the cardholder can still deny that the new transaction was authorised.
- Provide documentation, including that address verification was done and confirmed correct, confirmation that delivery address matched, and that delivery completed successfully.
- Provide any correspondence with the customer. If you successfully contacted the customer and they agreed to cancel the dispute, please ask them for written confirmation.

- If the transaction was an addendum charge related to a previous rental or stay, provide evidence to connect both charges, with documentation explaining what the additional charges were for. This could include invoices, terms & conditions, customer communications about additional charge, written proof of customer's agreement with you.
- If the transaction appears to be 3D-Secured, please contact your gateway's technical support team to obtain 3DS or NPI logs, which will show if any downgrade took place.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun.
- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.

How can you prevent Unauthorised Purchase chargebacks?

- Avoid MOTO transactions. Instead, consider setting up e-commerce website or using Pay-by-link, which directs the customer to a payment gateway (remember that both options require 3D-Secure to be considered safe).
- Ensure your payment gateway doesn't allow transactions to go through without 3D-Secure. Try not to use credentials on file too often, nor set too high a floor limit.
- Store more than just a receipt to ensure you can provide the evidence you need.
- Always check the receipt for verification of acceptance method.
- Always make sure that MOTO and e-commerce without 3D-Secure transactions use AVS (Address Verification System) to confirm addresses. Fully correct AVS does not secure the transaction but flags potential fraud, so you can make informed decisions.
- Remember that when a cardholder is on the phone, you should not answer 'YES' to your terminal's question "is the cardholder present?" Present means physically there.
- Never leave the terminal unattended while processing the transaction and monitor your customers' movements, without making them feel uncomfortable. If you think a card was swiped, check the receipt for confirmation that the Chip & PIN was used.
- Be extra cautious when processing swipe cards.
- If you have a terminal not provided by Elavon, please check with their customer service team how any manually entered transaction will be shown on receipts.
- Provide training and guidance to your staff.
- Make sure any refund goes to the card that was used to purchase, for the same amount. The cardholder must receive the amount originally debited, including any difference caused by currency conversion on both sale and refund transaction. If you need help with this, please contact our customers team to request re-processing.
- If the batch containing the original sale is still open, make sure you void/ reverse the transaction instead of refunding.
- Make sure the name of your company is clearly visible on cardholder statements.

Helpful information:

- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.
- CCTV images are not considered as valid documentation.
- Please note that even delivering the best possible documentation, if the transaction was not secured, the case might still be resolved in cardholder's favour. That is why it is important to secure your business and decrease fraud risk.

Reason code 548: IC Liability Shift

Opening timeframe:

Code usage frequency v. all chargebacks 2024:

Code usage frequency vs all JCB chargebacks 2024:

Transaction date + 120 days

Almost 0%

0.31%

JCB All Reason Codes if Pre-Arbitration Initiated



Why might this happen?

The cardholder claims they did not make or authorise this transaction. The issuing bank determines that the transaction was made card-present, using a card reported as lost or stolen.

Despite appearing to be Chip & PIN, the transaction was either not finalised or initiated with a chip, possibly because the terminal used doesn't have a chip reader. Note that Elavon does not offer these terminals.

Here are some examples

1. The customer informs you that the chip on their card is damaged and asks you to use mag stripe instead.
2. You leave the terminal unattended, providing an opportunity for customer to use the mag stripe or manual entry instead of Chip & PIN.

The original card has already been reported as lost or stolen.

How should you respond?

- If a non-chip reading terminal was used, you will be unable to defend the case. We recommended you accept the dispute.
- If you have a print-out confirming a Chip & PIN transaction (displaying "PIN VERIFIED") you should provide it as evidence.

Helpful information:

- Remember that the merchant is obligated to provide evidence that the claim is invalid, and any verbal agreements will not count.
- CCTV images are not considered as valid documentation.
- If you refunded the customer, please provide a refund receipt. Don't initiate any refunds once a chargeback process has begun

- If the customer agrees that the dispute was opened in error, or they now recognise the transaction, please provide written confirmation from the customer. Note that this will only be sufficient if the cardholder will confirm their position to the bank.
- If the claim is valid, please accept the case.

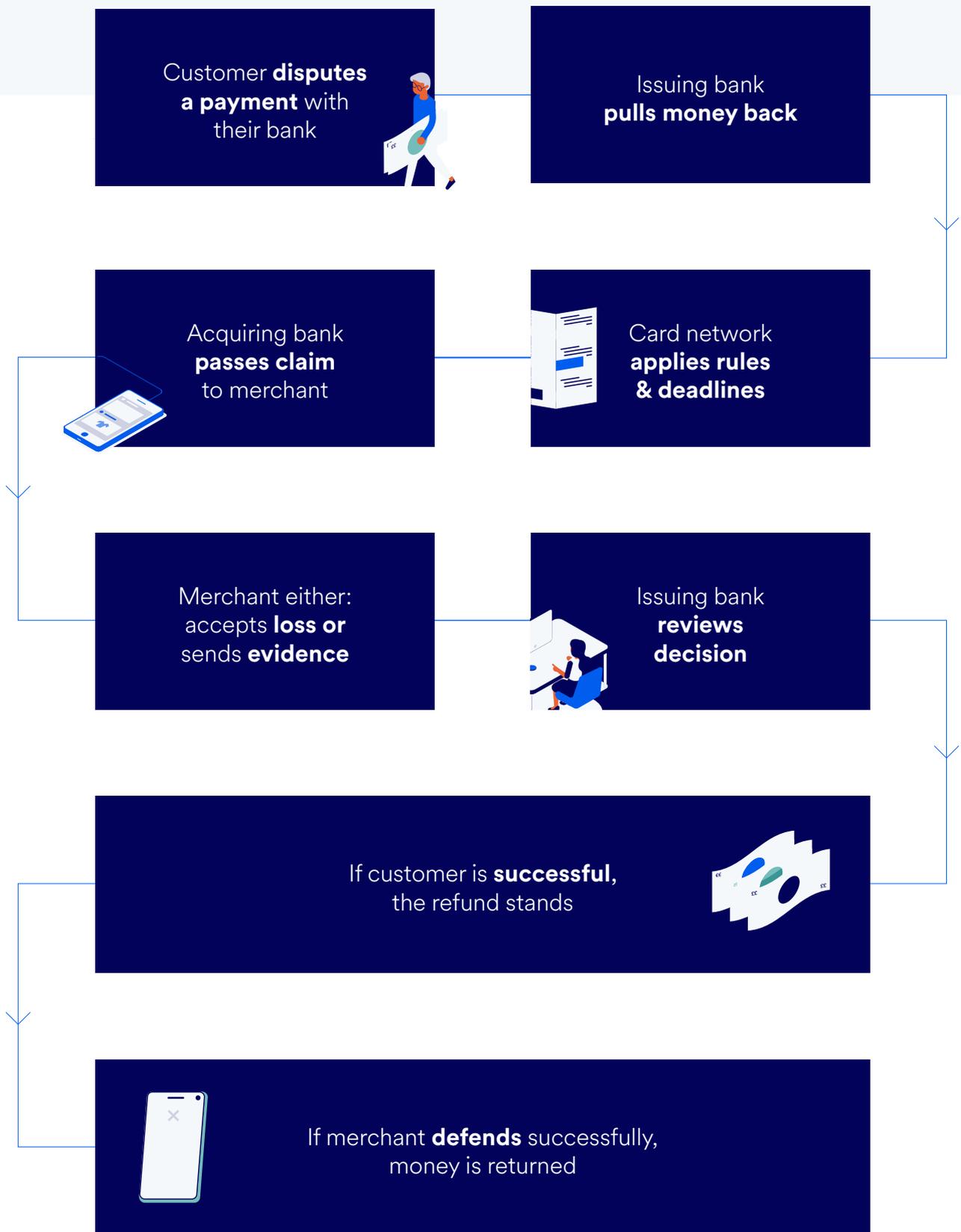
How can you prevent IC Liability Shift chargebacks?

- Make sure your terminal has a chip reader and never process a transaction on a Chip card by using mag stripes or through manual entry.

Card transaction cycle

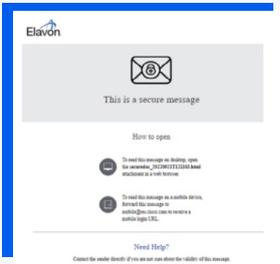


Chargeback transaction cycle



How to create a secure email account

If a chargeback is raised against your business, we'll notify you by secure email. To view these messages, you will need to register your email address - here's how. You only need to do this once.

Look out for an email from **disputes@Elavon.com**, and save it to your device



Click to **open the attachment** in your web browser.



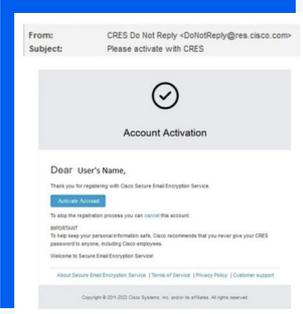
Register your e-mail address with Cisco.



Complete each field in the form and click continue to submit. You should see a confirmation page



Check your email account for an email, with a button to **activate your account.**



The email will be sent from **“DoNotReply@res.cisco.com”** and will have a **“Please activate with CRES”** title. Activate Your Cisco Registered Envelope Service Account. You may need to check your Junk folder.

Return to the **registered envelope**. The Register button has been replaced with an **Open button** and you will be prompted for a password.



Enter the password for your Cisco Registered Envelope Service user account and **click the Open button.**



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