

Credit Card Chargeback Report

Agile clients now have a way of pulling a transaction report that can be used to dispute any chargeback transactions that you receive from your merchant service provider. This report pulls the confirmation that was sent to the client, the request and response data for when the transaction was processed, the IP address for where this transaction was processed (this is helpful for online fraudulent charges) and the terms and conditions for your organization. Below are the steps on how to find the order information and pull the report.

1. On the **Chargeback Notification** that was mailed to you from the **Merchant Services Dispute Resolutions Department**, identify the **Cardholder Account #**. This number will help you search for the transaction in Agile.
2. Log In to **Agile** and click on the **Maintenance** icon.



3. In the **Document #** field, enter the **Cardholder Account #** and then check mark the box next to **Credit Card**. Click on the **Green Checkmark** next to the **Document #** field. This will pull a list of all orders that were processed with this credit card.

TicketsNashville.com (Training) - Sales (TRAINING10 - 10/5) - Powered by Agile Ticketing

File View Action Ticket Printer Sales Mode Support Functions Help

Sales Maintenance Point Of Sale Clear Order Override Customer Member Remove Contact Item List Payment Refund

Encore Theatre Company, Inc. (Training)
--Select Buyer Type--
--Customer Classification Not Available--

Phone: [] [] [] E-mail: [] Zip: []

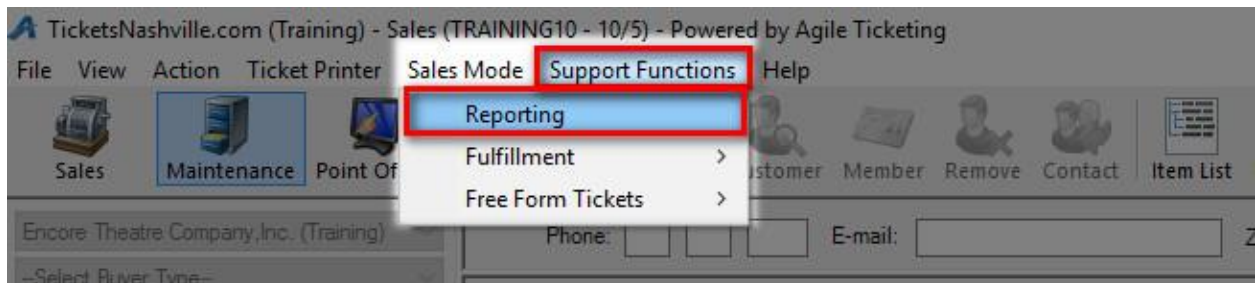
Order # [] ✓ Last orders for Tickets Nashville () ✓
Last Name [] ✓ Last orders you sold or maintained ✓
 Exact Match Barcode [] ✓
Customer # [] ✓ Membership (All) () ✓
Document # 1111 ✓
 Credit Card Gift Card Member # []
List orders for an event ()

Name	Order #	Order Date	Org	Buyer Type	City	State	Cha
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4. Make note of the **Order Number** for this transaction as you will need it to pull the report. NOTE: You may want to open the order to confirm the date, time and amount of the order match the information on the Chargeback notification.

Name	Order #	Order Date	Org	Buyer Type	City	State	Changed	User
Malone	5072977	10/3/2016 12:46 PM	Encore Theatre Co...	Web - Standard	Nashville	TN	10/3/2016 12:47 PM	trwebuser
Malone	5072977	10/3/2016 12:46 PM	Encore Theatre Co...	Web - Standard	Nashville	TN	10/3/2016 12:47 PM	trwebuser
Malone	5072977	10/3/2016 12:46 PM	Encore Theatre Co...	Web - Standard	Nashville	TN	10/3/2016 12:47 PM	trwebuser
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Malone	5072977	10/3/2016 12:46 PM	Encore Theatre Co...	Web - Standard	Nashville	TN	10/3/2016 12:47 PM	trwebuser
Malone	5072977	10/3/2016 12:46 PM	Encore Theatre Co...	Web - Standard	Nashville	TN	10/3/2016 12:47 PM	trwebuser

5. Next, select **Support Functions/Reporting** to open up the reporting portal.



6. From the reports menu, select **Orders** and then select **Credit Card Chargeback Details**.



- Enter the **Order Number** in the **Order Number** field. Enter the **Case Number** that is listed on the **Chargeback Notification** (this will show up as part of the report). Select **Save as PDF** and then click **GO** to run the report.

Credit Card Chargeback Details

Order Number: Enter the Order Number that you searched for in Agile

Case Number: Enter the Case Number that is listed on the Chargeback Notification.

Save as PDF OR

Choose Save as PDF and then click on GO.

- The first page pulls the order confirmation that was sent to the customer. It will have the customer's detailed information along with a list of items that they purchased. It will also have the Response Data that is sent to the merchant processing company for approval.

Theatre Company, Inc. 10/24/2016 3:32:04 PM

Chargeback Details - Case # : Case# 123456 Page 1 of 2

Order Confirmation

Theatre Company, Inc. Customer Account: 315

Order Number: 814

Order Date: October 3, 2016 11:31 AM

Jessie Lynn Moore
612 West 21st
Des Moines, IA 50319

Theatres of the World | Theatre Company | Saturday, October 29, 2016 7:30 PM

Description	Qty	Price	Fee	Service Fee	Item Total
General Admission - Adult	3	\$15.00	\$0.00	\$0.50	\$46.50

Please present your ticket or confirmation for entry.

Delivery Method: Print At Home

Credit Card Authorization/Response Details

Authorization Data		Response Data	
CC Auth Log ID	04	Response Approval Code	3C
Date In	10/3/2016 11:34:38 AM	RES AVS Response	Y
Accounting Data Source		RES CW Result	M
Card Holder ID	N	RES Response ACI	W
		RES Response Auth Src	
		RES Response Code	00
Requested ACI	Y	RES Retrieval Number	32
Transaction Amount	50	RES Store Number	

9. The report continues with the Response Data including the IP Address of the computer that order was processed on. This is extremely helpful for chargebacks where the customers reported the card as stolen. The IP address will help the issuing bank with valuable information that can be used to pursue and prosecute anyone who has used a stolen credit card information. It also includes your organization's terms and conditions which should include refund policy information.

Theatre Company, Inc. 10/24/2016 3:39:49 PM
Chargeback Details - Case # : Case# 123456 Page 2 of 3

Additional Amount		RES Terminal Number	
Settle Amount		RES Text	EXACT MATCH
		RES Transaction Date	
		RES Transaction ID	
Date Out	10/3/2016 11:34:39 AM	RES Payment Trans Number	
Gateway Complete	False	RES Transaction Number	
		RES Transaction Time	
		RES Validation Code	
		Status Code	A - Accepted
		Original Trans Amt	
		Transaction ID	
		Transaction Number	
		Transaction Type	0
		IP Address	192.168.1.55

Theatre Company, Inc. 10/24/2016 3:39:49 PM
Chargeback Details - Case # : Case# 123456 Page 3 of 3

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Cancellation

If an event is cancelled, ticket buyers should contact the venue where the event was to be held to receive information about how your ticket will be refunded. All service fees, convenience fees, credit card fees, and fulfillment fees are NOT REFUNDABLE in the event of a cancellation. Other than the event being cancelled, ALL SALES ARE FINAL, NO REFUNDS, NO EXCHANGES.