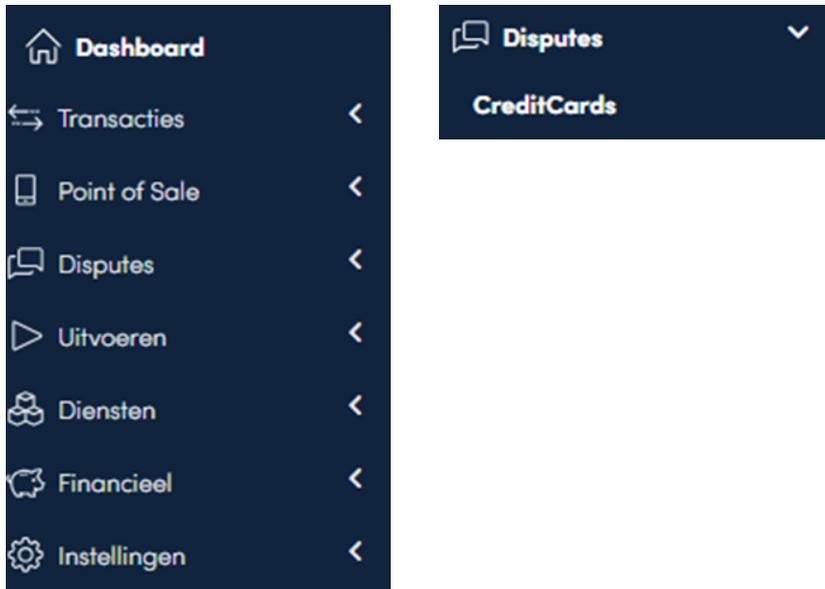


Manual disputes portal in the Buckaroo Plaza

1. Open the Buckaroo Plaza and navigate to *Disputes* > *CreditCards*.



2. Locate the relevant chargeback and click on the appropriate number under *Dispute Reference*.

Status	Dispute Reference	MID	Dispute Reason	Days To Defend	Dispute Date
Received	5364	8DF9B6E21CC548D	Card Absent Environment (10.4)	▲ 0	08-01-2024
Received	537409	8DF9B6E21CC548D	Card Absent Environment (10.4)	▲ 0	08-21-2024
Closed Lost	5374	8DF9B6E21CC548D	Merchandise/Services Not Received (13.1)	-	08-21-2024
Received	2468934	8DF9B6E21CC548D	Card Absent Environment (10.4)	▲ 0	09-07-2024
Received	24689	8DF9B6E21CC548D	Card Absent Environment (10.4)	▲ 0	09-07-2024
Closed Accepted	246625	8DF9B6E21CC548D	Card Absent Environment (10.4)	-	09-03-2024
Received	53792	8DF9B6E21CC548D	Card Absent Environment (10.4)	▲ 0	08-30-2024
Awaiting Response	2472	8DF9B6E21CC548D	Duplicate Processing (12.6)	-	09-14-2024
Closed Accepted	53867	8DF9B6E21CC548D	Card Absent Environment (10.4)	-	09-27-2024
Closed Accepted	5386717	8DF9B6E21CC548D	Card Absent Environment (10.4)	-	09-27-2024

3. Check the **Dispute Reason/Reason Code**.

Dispute reason: No Cardholder Authorization (4837)

4. If you agree with the chargeback notification, click on **Accept Liability**.

Accept Liability

5. If you disagree with the chargeback notification, click on the appropriate option to contest it.

Defend Dispute

6. If you can defend the dispute with a brief response (up to 100 characters), enter your comment in the **Data Record** field at the bottom of the page. For a more detailed defense, upload one or more documents under **Upload Documentation**.

The required documents can be determined based on the reason code. You can find this information **here** or by clicking the link provided in the dispute (as shown in the screenshot below, highlighted in yellow).

Chargeback Defense

It is possible to defend against this Chargeback if you believe the transaction has been wrongfully disputed. For more information about dispute defense, please refer to the dispute support documentation **here**.

7. If you wish to upload a document, ensure it is in English and in one of the following formats: JPG, TIFF, or PDF.

Status:	Received
Dispute Reason:	Cardholder Disputes
Dispute Reason Code:	4853

Upload documentation

To successfully defend against a chargeback, a merchant is required to provide supporting documentation.


Choose a file or drag it here.

Technical requirements for uploaded documents:

- Documents must be in English
- Acceptable formats are: JPEG, TIFF, PDF
- Maximum file size: 10MB

8. Add a **Response Reason** by selecting an option from the dropdown menu.

Add details

To support your defense you must answer several questions about your dispute.

Response reason*

Select response reason ^

- Select response reason
- 2700 - See Corresponding Documentation/Chargeback Remedied
- 2011 - Credit Previously Issued
- 2001 - Invalid Acquirer Reference Data
- 2002 - Non-receipt of Required Documentation to Support Chargeback
- 2004 - Invalid Acquirer Reference Data on Chargeback
- 2701 - Duplicate Chargeback
- 2702 - Past Chargeback Time Limit
- 2704 - Invalid Data Record Text
- 2709 - Documentation Received was Illegible

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9. Click on **Submit Defense**.

Tip Mastercard provides cardholders and merchants the possibility to solve a dispute before it turns into a chargeback. This is visible as a collaboration (request) from the cardholder. At this stage, you have the option to accept the collaboration request.

The cardholder will receive a refund, allowing you to avoid a chargeback and its administrative costs. Please note that you have a limited time frame of 3 days to respond to a collaboration request. Of course, it is up to you to decide if there are compelling reasons not to accept the request.