

Chargebacks Disputes Understanding Dispute Resolution

Chargebacks Disputes Understanding Dispute Resolution - The Mastercard Dispute Resolution Initiative will answer more questions as its phases roll out. But at least we have an understanding of what to expect in the present and in the near future. The next challenge for merchants is to find a resource that allows to receive the full benefit of the Mastercard Dispute Resolution Initiative. Debit Card Chargebacks: Understanding Mastercard Dispute Resolution This webinar will focus primarily on the claim reason codes related to fraud disputes and explain the specifics of an issuer's ability to submit a payment recovery claim. Wednesday, March 13, 2019, 3:00 - 4:30 pm. More changes to chargeback procedures are coming in April 2019 with Mastercard's dispute resolution initiative. While the details are still forthcoming, Mastercard hopes the changes will prevent invalid disputes and streamline the process from end-to-end. This course provides participants with an in-depth understanding of the chargeback cycle and current dispute rules. It covers 22 chargeback reason codes from the Visa Core Rules and Visa Product and Service Rules and their chargeback and representment rights and limitations.