



# Chargeback

## Overview and Magento 2.0 Extension Setup Guide

### Overview

- Save time, reduce human error and labor with automated chargeback responses
- Extra layer of fraud protection with customer and bank fraud notifications
- Detailed reporting that helps improve fraud filters and blacklisting

### **Stop losing revenue to fraudulent customer disputes**

The data needed to recover disputes is overwhelming and gathering it is exhausting. Chargeback eliminates this time-consuming work by consolidating the data from your store, gateway, processor, shipper and fulfillment - allowing you to automate chargeback responses and other actions like stopping orders and canceling subscriptions.

Detailed dispute reporting and data consolidation is free. Simply connect your store and payment services to your Chargeback Account (required). Two premium services, Alerts and Responses, and corresponding automated actions are also available and recommended. Pricing varies by volume. Contact [sales@chargeback.com](mailto:sales@chargeback.com) to discuss.

### **This extension allows Chargeback to**

- Cancel orders and stop shipments purchased fraudulently or disputed
- Recover revenue lost to the fraudulent and accidental use of chargeback rights
- Provide reporting and analytics used to improve fraud filters and operations

### **How this extension works**

Chargeback uses transaction, product, customer and other order information to build comprehensive dispute responses. Chargeback will pull all of the data it needs for each dispute you receive and submit the response to your merchant account processor. This extension does not affect the appearance or operations of your store. This extension creates an API key and user account that allows Chargeback to gather data and perform time-sensitive actions like canceling orders flagged for fraud by card-issuers and/or payments disputed by customers through their bank.

## **Services offered from Chargeback**



### **Chargeback Alerts**

Advanced warning of confirmed fraud and customer disputes so you can cancel orders, disable services, deactivate gift cards, prevent fees and reduce your chargeback ratio.



### **Chargeback Responses**

Customer, product and order details including geo-location, IP address, CVV, AVS, and more are used as to build the strongest case possible for your merchant account processor.



### **Chargeback Reporting**

Alert, dispute and transaction data is visualized in your Chargeback dashboard to help you understand where you can improve fraud filters and operations to further reduce fraud and disputes.

## **Quality Assurance**

Chargeback analysts double-check every response to ensure the documentation is complete, accurate, and formatted for reason code and processor specifications. Analysts can also perform manual tasks not available through API's like canceling subscriptions, blacklisting customers and more. Contact [sales@chargeback.com](mailto:sales@chargeback.com) to discuss.



## **Fees**

Reporting is free. Pricing for Alerts and Responses varies by volume. Contact [sales@chargeback.com](mailto:sales@chargeback.com) to discuss.

## **Chargeback Account Required**

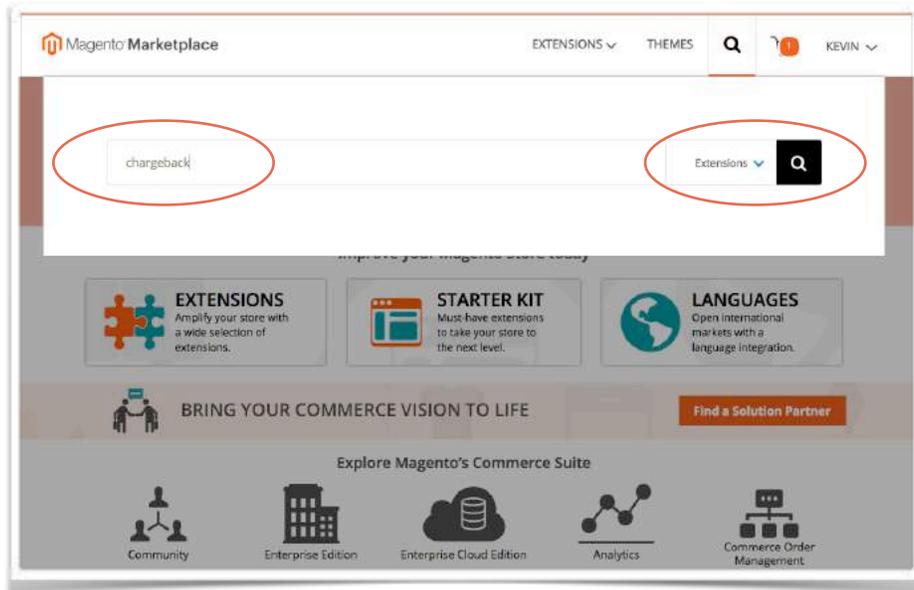
You must have an account with Chargeback to use this extension. You must connect your payment service provider(s) to your Chargeback account as well as your store and other relevant data sources to enjoy the full scope of benefits and services provided by Chargeback.

- You can create an account for free at <https://app.chargeback.com/signup/>

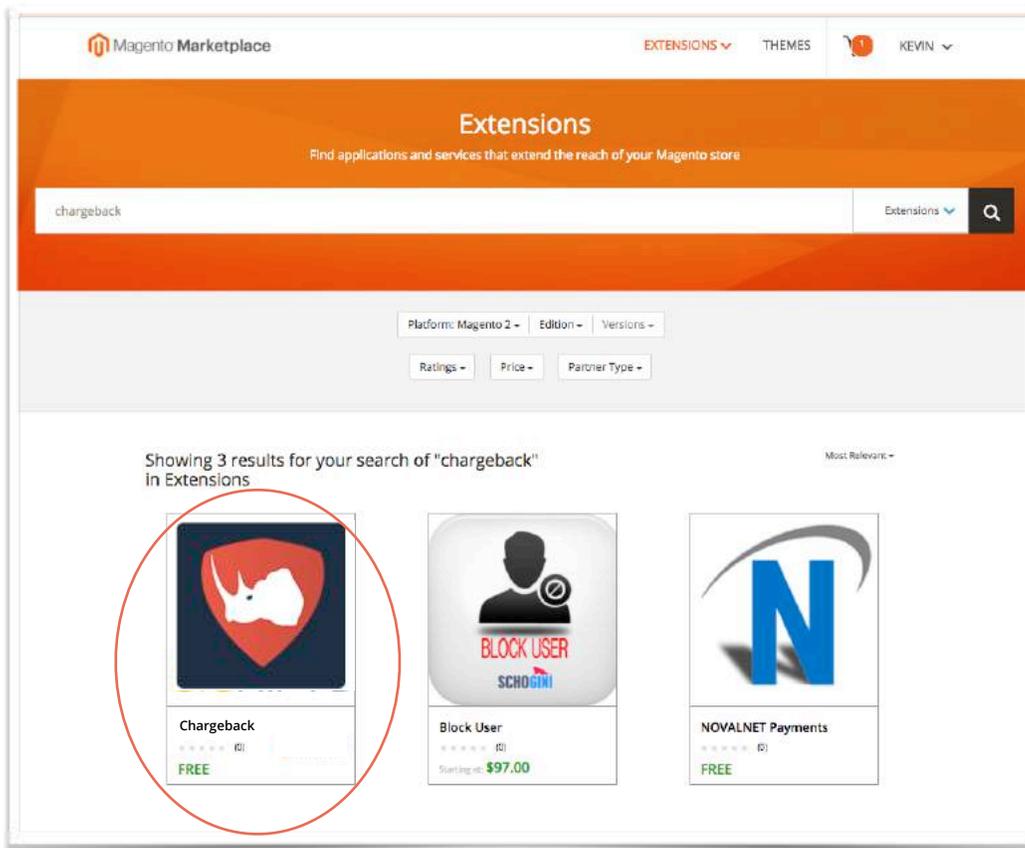
# Installation

## STEP 1 : find and download the Chargeback extension.

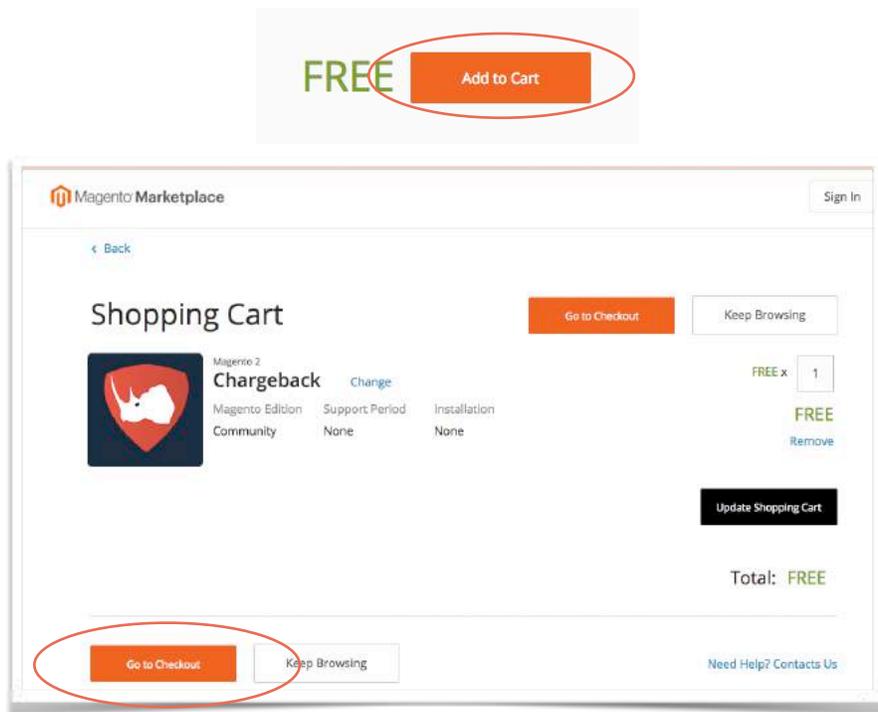
Search for the free 'Chargeback' extension in the [Magento Marketplace](#) ↓



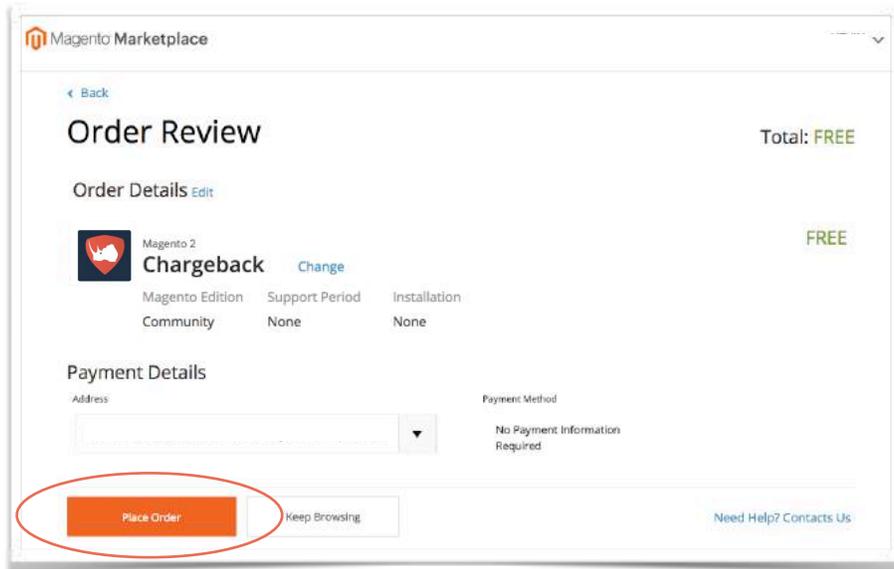
Select the Chargeback extension from the results ↓



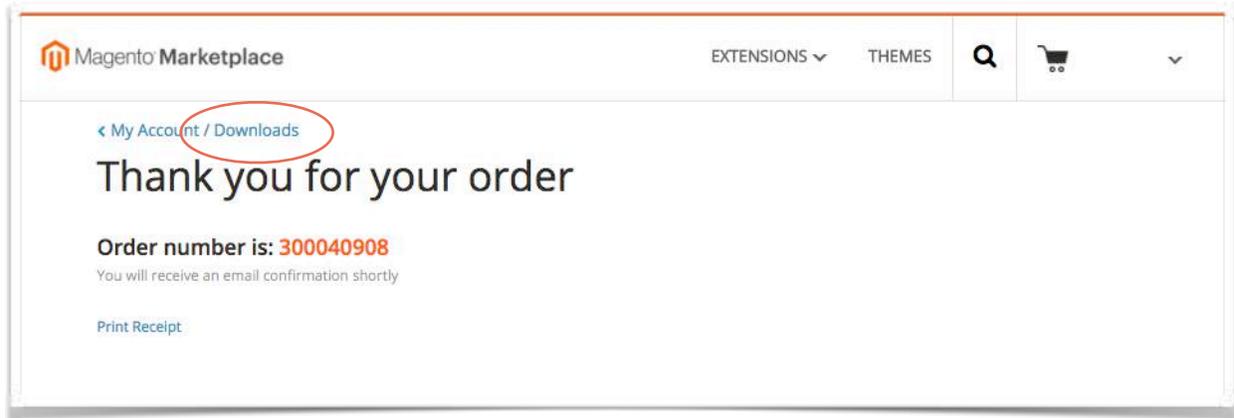
Add the extension to your cart, then 'Go to Checkout' ↓



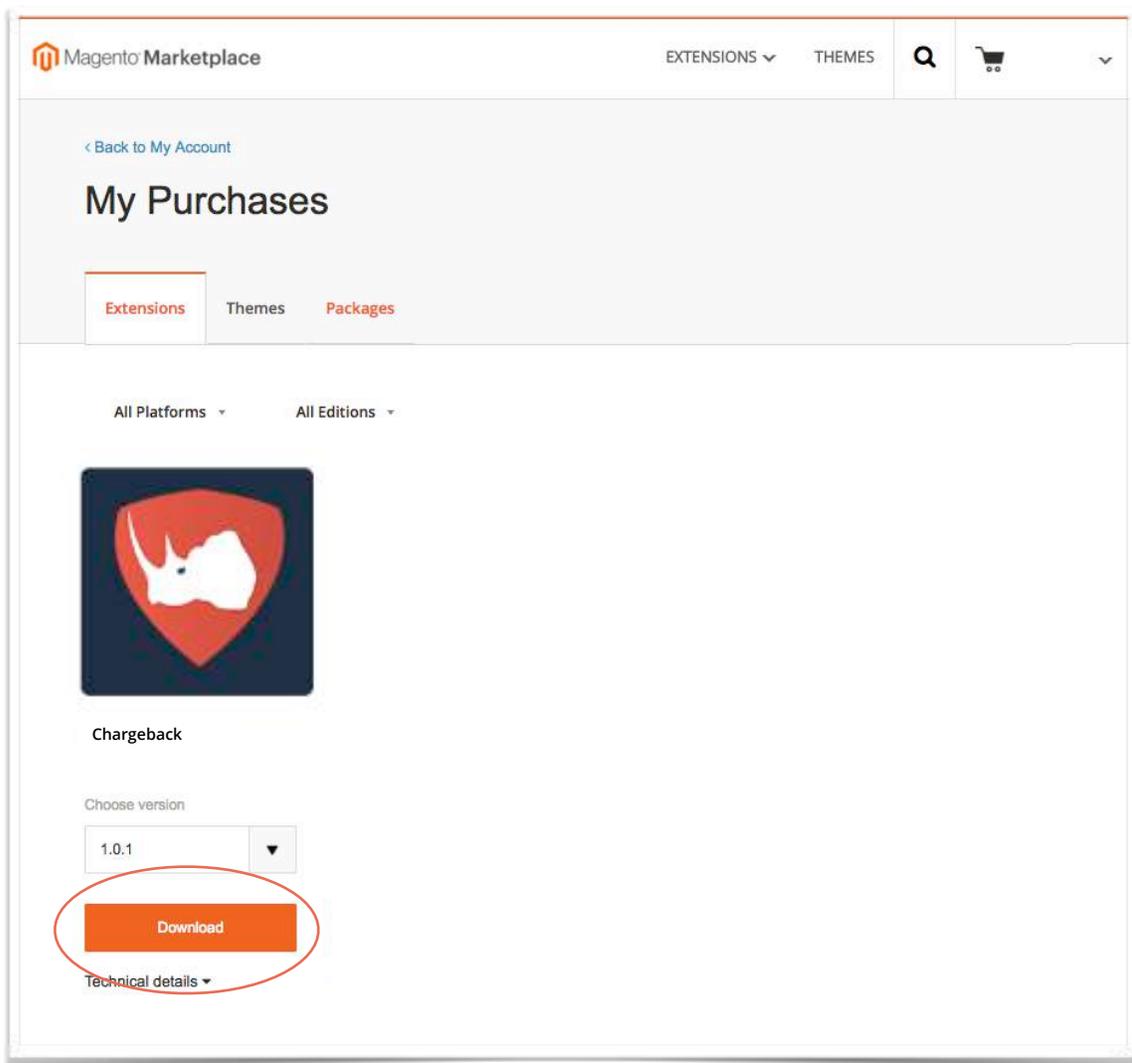
then hit 'Place Order' ↓



Proceed to your 'Downloads' area ↓

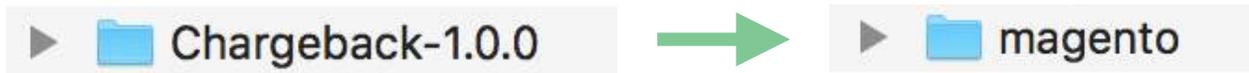


Hit the 'Download' button to download the extension ↓



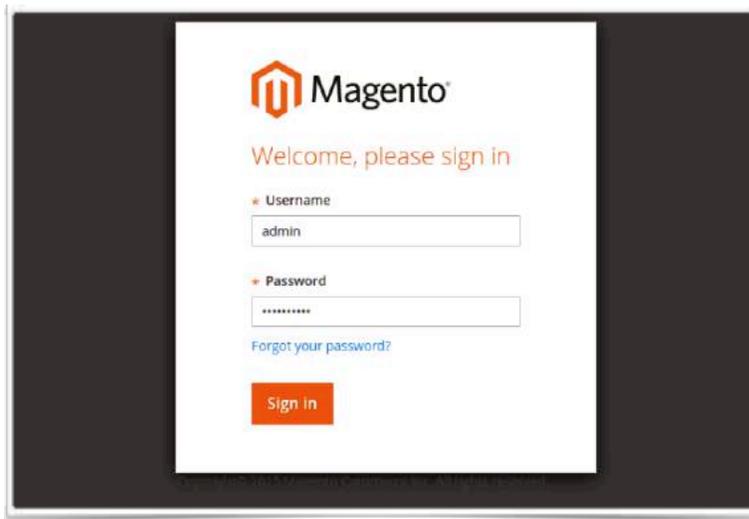
## STEP 2 : Install the extension by uploading it to Magento

Unzip the downloaded Chargeback extension and then upload the extension folder to your root Magento 2 directory using FTP or SSH



## STEP 3 : Login & active the extension

Login to your Magento 2 admin area ↓

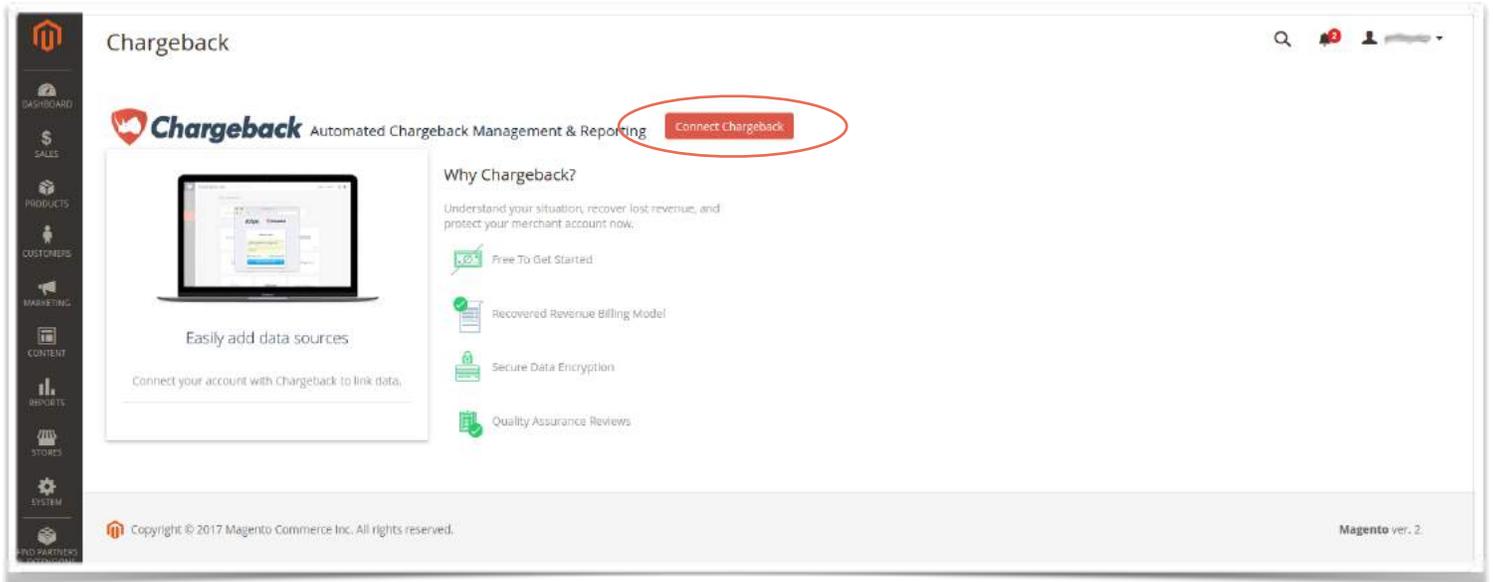


Navigate to Content -> Chargeback ↓

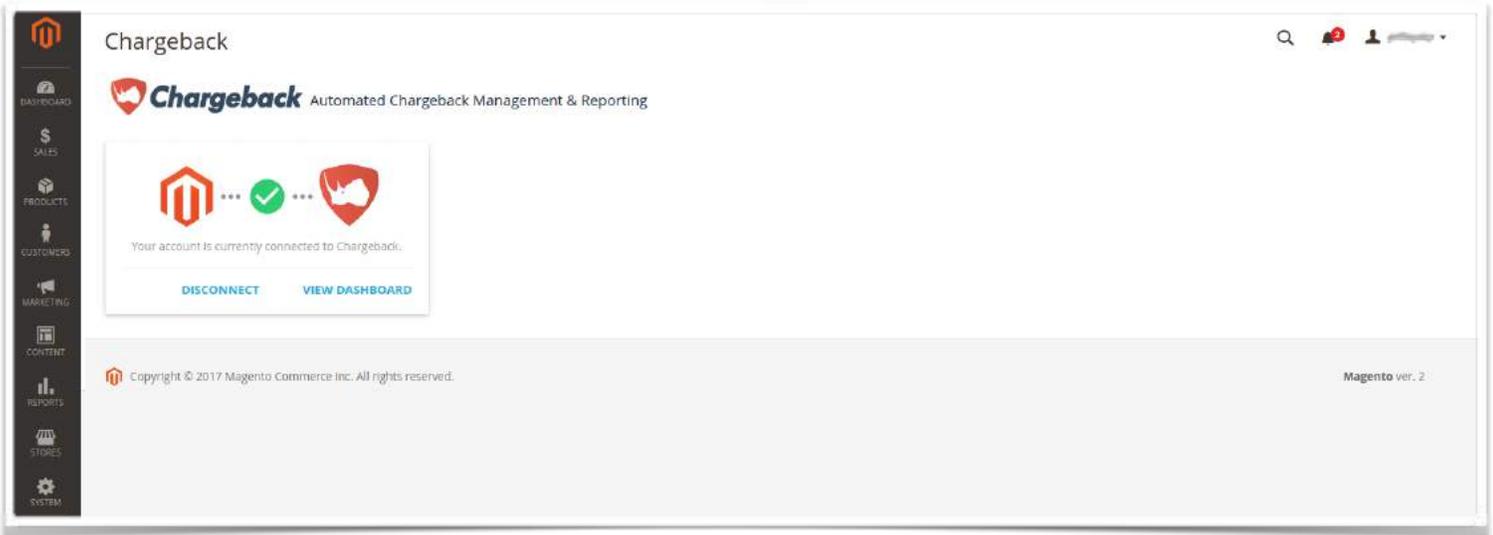
A screenshot of the Magento 2 admin interface. The left sidebar shows the 'Content' menu with various sub-items. The 'Chargeback' item is circled in red. The main content area displays a dashboard with a 'Revenue' of \$0.00, 'Tax' of \$0.00, and 'Shipping' of \$0.00. A table below shows a list of items with a total of \$0.00. The 'Chargeback' extension is also visible in the bottom right corner of the interface.

Items	Total
1	\$0.00
1	\$0.00
1	\$0.00
1	\$0.00
1	\$0.00

Click the 'Connect to Chargeback' button ↓

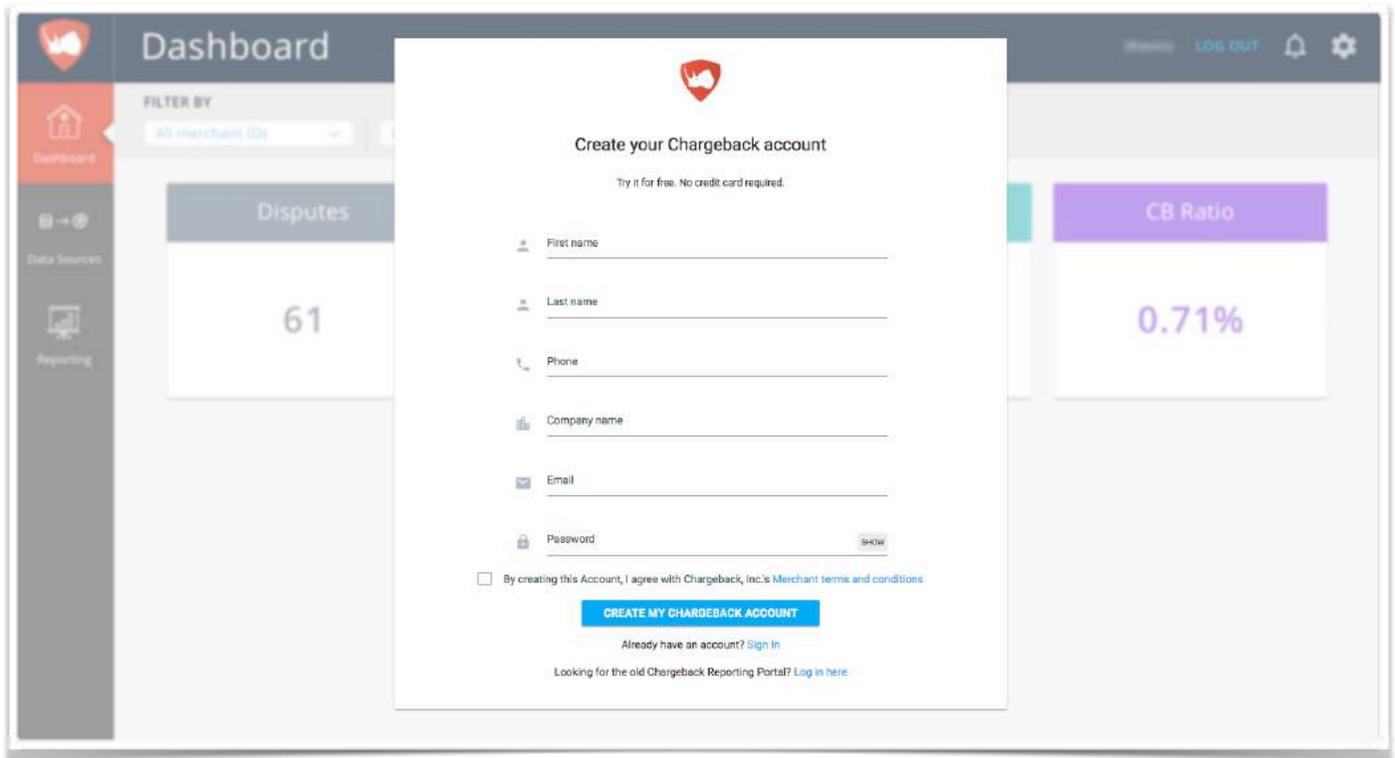


The extension will forward you to the Chargeback App ↓

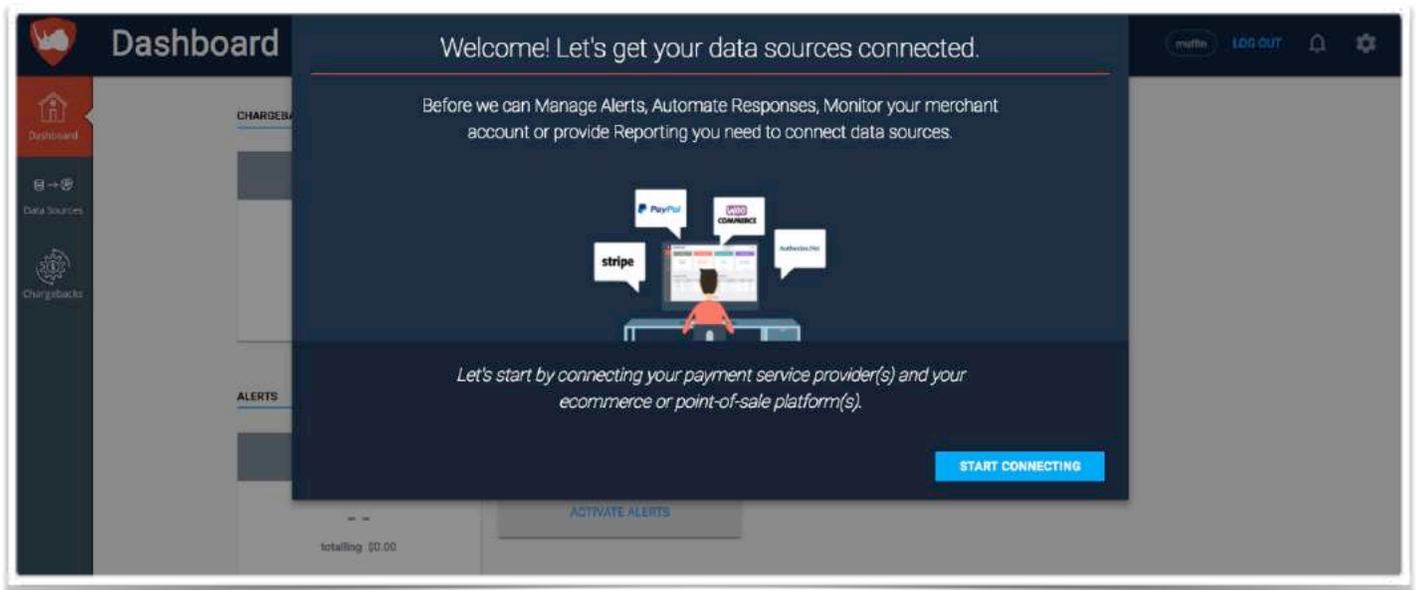


## STEP 4 : Create a Chargeback account and connect more merchant & payment accounts to see view your disputed transactions

Create a Chargeback account, or login if you already have one. ↓

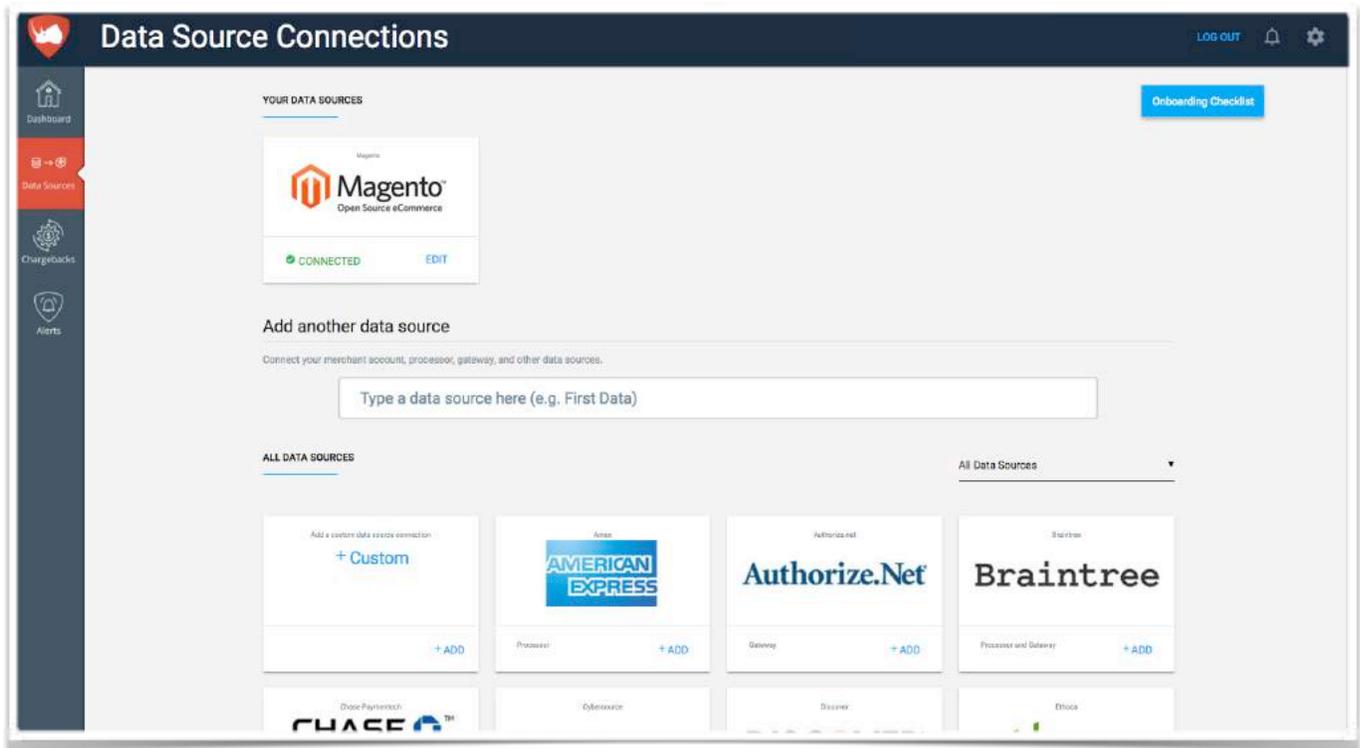


The Chargeback app allows you to connect different merchant-related accounts you own in order to aggregate data about your chargebacks. We've already connected Magento for you, next steps are to connect a processor (ex: First Data), and a gateway, (ex: [authorize.net](#)) ↓

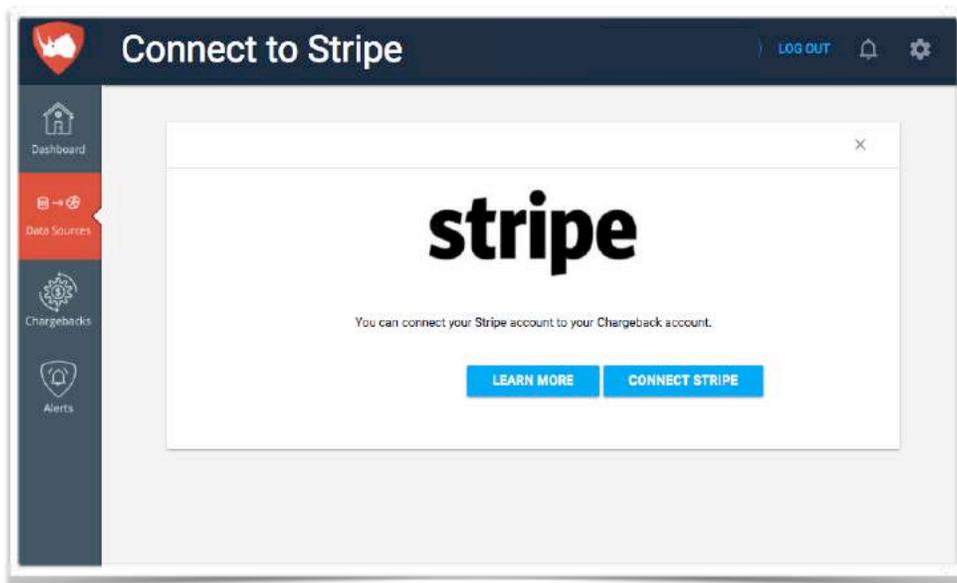


You should see Magento already connected as your Ecommerce platform.

Add other accounts using the search bar or the list of possible account connections



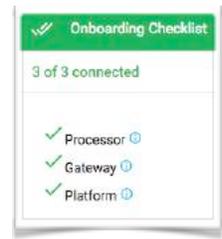
EXAMPLE: connecting a gateway/processor, such as Stripe ↓



Want help connecting your payment service accounts?

Contact [sales@chargeback.com](mailto:sales@chargeback.com) or call (888) 847-8447

Once you've made several connections to your data sources, you'll start to see transactions and chargebacks be imported into Chargeback.



The STATUS tab shows new chargebacks, and those that have been responded to

**Dashboard** Zack LOG OUT

STATUS ANALYTICS TRANSACTIONS

Welcome, Zack

Filter by: All Merchants | All Merchant IDs

**CHARGEBACKS**

Open	Awaiting Response
288 \$26,996.54 recoverable	13 \$2,374.31 value
<a href="#">VIEW DETAILS</a>	<a href="#">VIEW DETAILS</a>

ALERTS

The TRANSACTIONS tab shows a list of your disputed transactions (chargebacks)

**Dashboard** Zack LOG OUT

STATUS ANALYTICS **TRANSACTIONS**

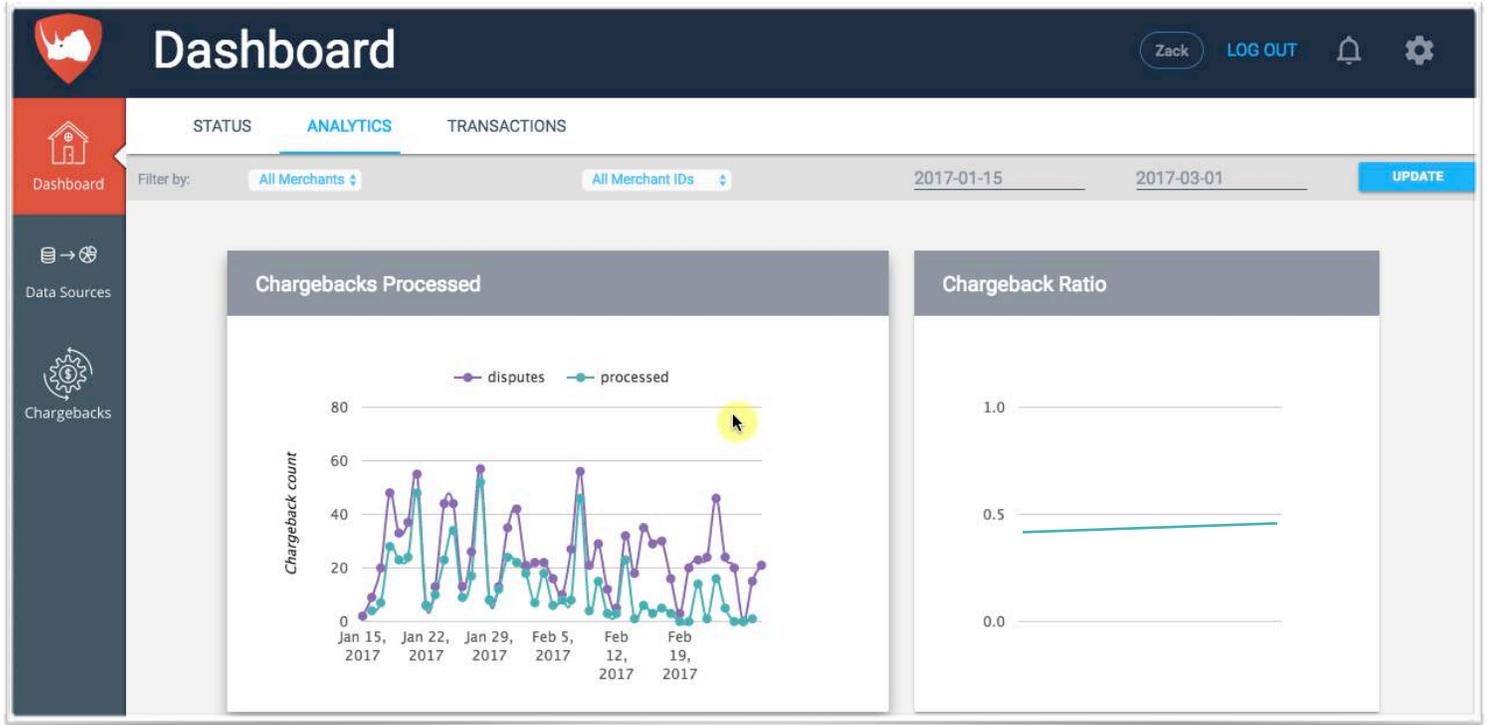
Merchant Account Chargeback Data

2554 transactions found

[DOWNLOAD CSV](#) [SHOW/HIDE COLUMNS](#) [FILTER OPTIONS](#)

Merchant	Processor	MID	Case #	Stage	Rec'd Date	Dispute Amount	Reason Text	Reason Code
	Vantiv		293679072	Chargeback	08/06/2016	\$110.00	Fraudulent Transaction-Card Absent Environment	
	Vantiv		293679084	Chargeback	08/06/2016	\$74.63	Fraudulent Transaction-Card Absent Environment	
	Vantiv		293844919	Chargeback	08/29/2016	\$10.00	Fraudulent Transaction-Card Absent Environment	
	Vantiv		274738550	Retrieval request	10/25/2016	\$100.00	Fraudulent Transaction-Card Absent Environment	
	Vantiv		274738550	Retrieval request	10/25/2016	\$100.00	Fraudulent Transaction-Card Absent Environment	

The ANALYTICS tab shows graphs of your chargeback activity, ratio, and more



## Gaining insights using Chargeback's reporting is free.

If you'd like to automate [responses to disputes](#), or receive [issuer alerts](#), you can enable these services in the app, or contact [sales@chargeback.com](mailto:sales@chargeback.com) to discuss services and fees.

SETTINGS -> SERVICES

The screenshot shows the 'Services Settings' page. The top navigation bar includes the user name 'Garrett', 'LOG OUT', a notification bell, and a settings gear (circled in red). The left sidebar contains icons for 'Dashboard', 'Data Sources', 'Chargebacks', and 'Alerts'. The main content area has tabs for 'MY ACCOUNT', 'SERVICES' (circled in red), 'COMPANY & BILLING', and 'NOTIFICATIONS'.

Three service cards are displayed:

- REPORTING:** Status: Active (free). Description: Gain Understanding. Bring your transactional data into a dashboard that equips your team with the visual data, notifications and insights to make informed decisions and improve fraud filters. Action: PAUSE.
- RESPONSES:** Status: Active. Description: Recover Fraud Losses. Automate comprehensive and timely chargeback responses with custom workflows that recover more lost revenue with less effort in a shorter period of time. Action: CONFIGURE.
- ALERTS:** Status: Active. Description: Prevent Fraud Losses. Enhanced notifications with business rules that trigger automatic and powerful actions like instant gift card deactivation, cancel recurring billing and suspension of services. Action: CONFIGURE.

We've got your back

