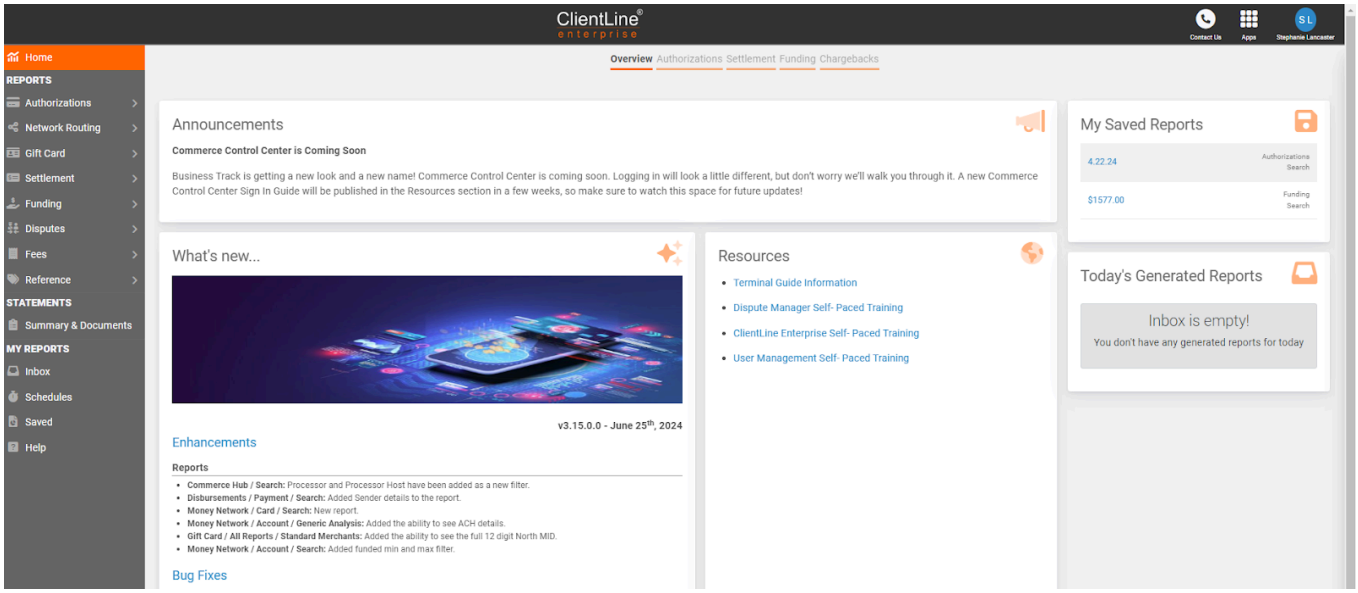
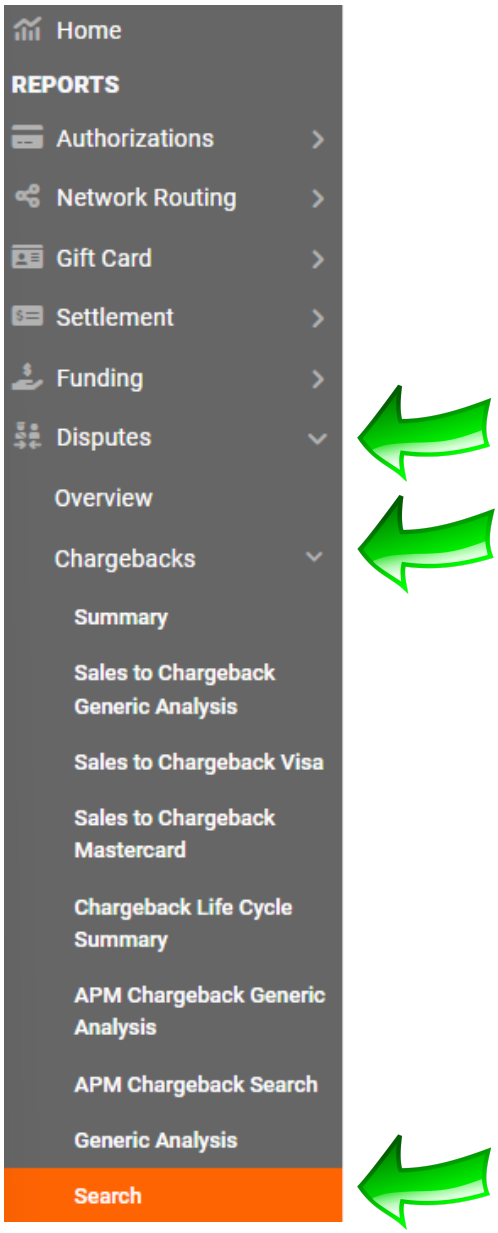
Determining Who A Chargeback is From

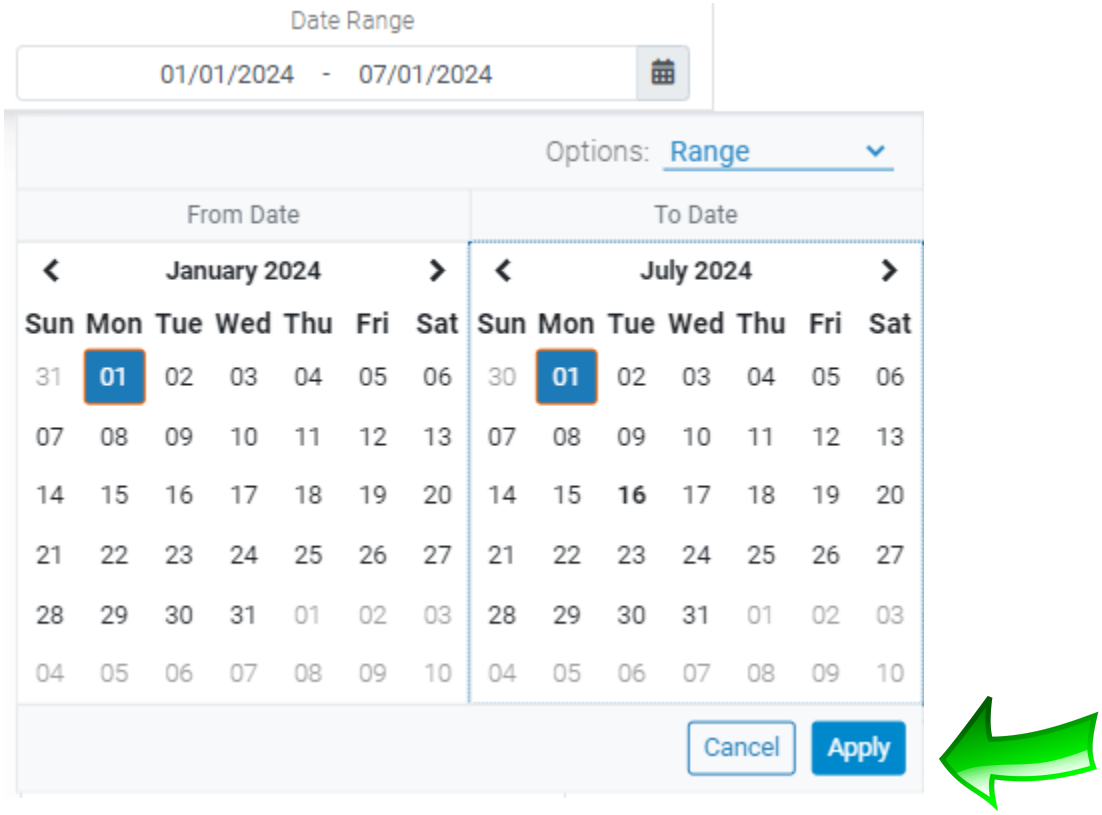
Log in to Business Track/ClientLine: https://www.businesstrack.com/manage/landing

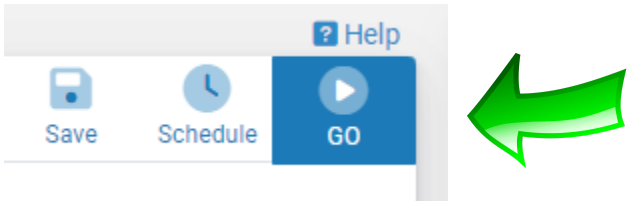


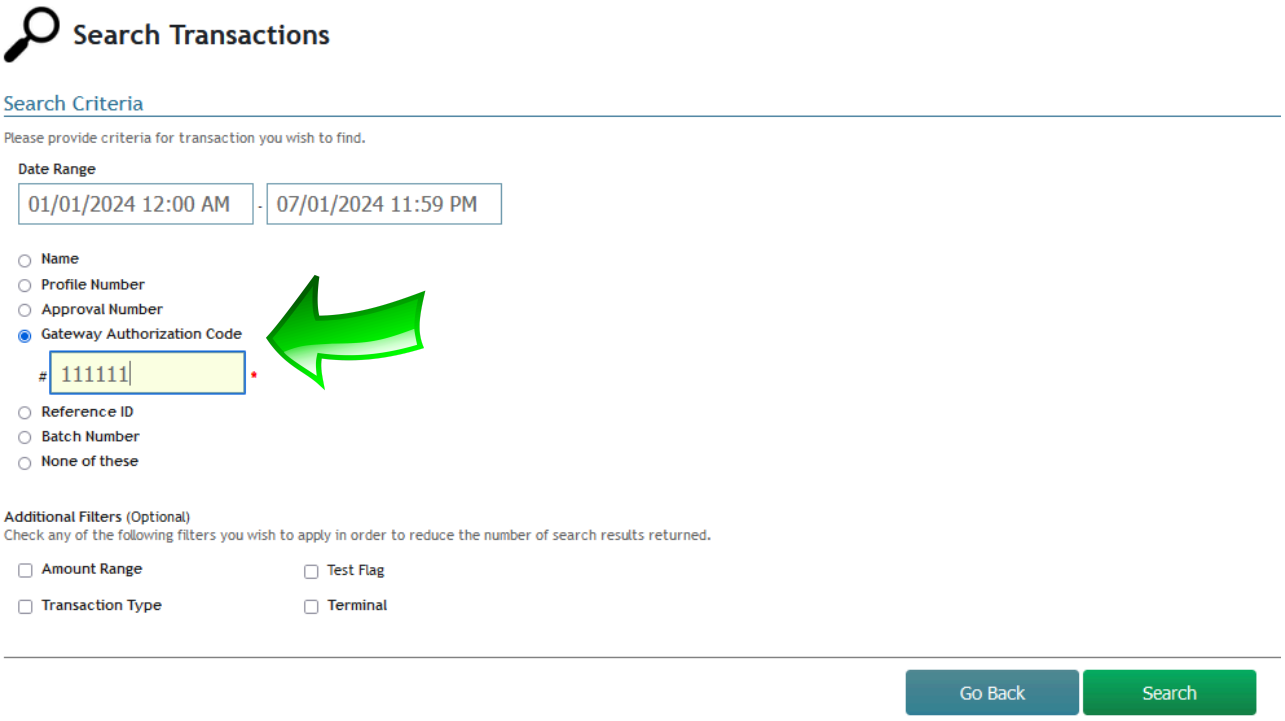
In the left column, select Disputes/Chargebacks/Search



Select date range, then apply and go





The transaction will then appear. Click on the “+” symbol beside the transaction to expand details. You can match the Authorization Code in Business Track/ClientLine to the Gateway Authorization Code in the Virtual Terminal to see who the chargeback is from. You can also view the dispute reason code in the details.

The Virtual Terminal will have the donor name in the transaction details.
Virtual Terminal login: https://virtual.paperlesstrans.com