

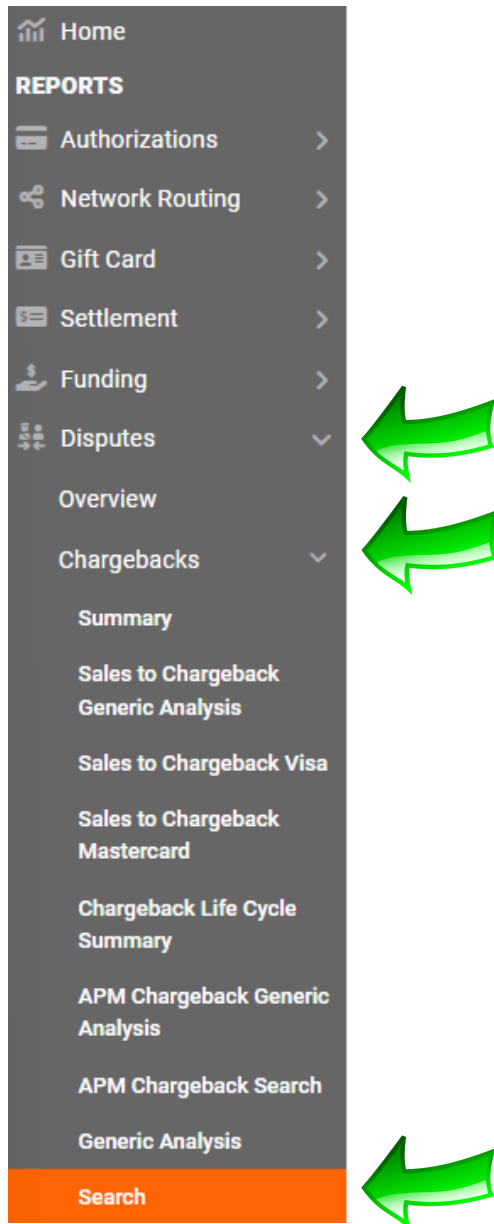
# Determining Who A Chargeback is From

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

The screenshot displays the ClientLine Enterprise dashboard. The top navigation bar includes the ClientLine logo, a user profile for Stephanie Lancaster, and links for Contact Us and Apps. The main navigation menu on the left lists categories such as Home, REPORTS (with sub-items like Authorizations, Network Routing, Gift Card, Settlement, Funding, Disputes, Fees, Reference), STATEMENTS (Summary & Documents), and MY REPORTS (Inbox, Schedules, Saved, Help). The dashboard content is organized into several sections: 1. Announcements: A message titled 'Commerce Control Center is Coming Soon' with a megaphone icon. 2. What's new...: A section with a star icon and a graphic of a smartphone displaying various data points, dated 'v3.15.0.0 - June 25th, 2024'. 3. Enhancements: A list of report updates under the heading 'Reports'. 4. Bug Fixes: A section for reporting issues. 5. Resources: A list of training links including 'Terminal Guide Information', 'Dispute Manager Self-Paced Training', 'ClientLine Enterprise Self-Paced Training', and 'User Management Self-Paced Training'. 6. My Saved Reports: A list of saved reports with values like 4,22.24 and \$1577.00. 7. Today's Generated Reports: A message stating 'Inbox is empty! You don't have any generated reports for today'.

## Determining Who A Chargeback is From

In the left column, select Disputes/Chargebacks/Search



## Determining Who A Chargeback is From

Select date range, then apply and go

Date Range

01/01/2024 - 07/01/2024



Options: Range

From Date							To Date						
January 2024							July 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	01	02	03	04	05	06	30	01	02	03	04	05	06
07	08	09	10	11	12	13	07	08	09	10	11	12	13
14	15	16	17	18	19	20	14	15	16	17	18	19	20
21	22	23	24	25	26	27	21	22	23	24	25	26	27
28	29	30	31	01	02	03	28	29	30	31	01	02	03
04	05	06	07	08	09	10	04	05	06	07	08	09	10

Cancel Apply

Save Schedule GO

Help



## Determining Who A Chargeback is From

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.

Dispute Reason Code: 4752

The Virtual Terminal will have the donor name in the transaction details.

Virtual Terminal login: <https://virtual.paperlesstrans.com>

### Search Transactions

#### Search Criteria

Please provide criteria for transaction you wish to find.

Date Range

01/01/2024 12:00 AM . 07/01/2024 11:59 PM

- Name
- Profile Number
- Approval Number
- Gateway Authorization Code

# 111111

- Reference ID
- Batch Number
- None of these

#### Additional Filters (Optional)

Check any of the following filters you wish to apply in order to reduce the number of search results returned.

- Amount Range
- Test Flag
- Transaction Type
- Terminal

Go Back

Search