

# Chargebacks

## WHAT ARE CHARGEBACKS?

Chargebacks occur when a registrant disputes a payment made to your organization with their card provider. Then, the registrant's card provider withdraws the funds in question from SportsEngine's account and returns them to the registrant without authorization from SportsEngine.

**NOTE:** At no time during this process does SportsEngine authorize any refund to the Registrant.

An email notification of the situation will then be sent to your organization (specifically the Billing Contact as listed in your Processor Settings) and to the Account Holder responsible for the dispute.

## WHAT CAN YOUR ORGANIZATION DO ABOUT A CHARGEBACK?

The first step an organization can take is to reach out to the registrant responsible for the dispute and attempt to find an amicable solution to the issue. The registrant can contact their card provider to drop the dispute or reverse the chargeback. Registrants may also settle a payment offline with the organization or make a payment using the SportsEngine [payment link](#).

Your organization can also contact SportsEngine and dispute the chargebacks validity, which we can then forward on as a representment to our Merchant Account Provider. For this option to be available, the dispute must be turned in to us within *one week* of the chargeback notice. There is no guarantee with this response that funds will be returned, as the decision is still up to the card provider. [Chargeback Dispute Form Link](#)

For up to 30 days following the first notice of the chargeback, we allow organizations to hold on to funds paid out to them as a result of the registrant's initial payment. *If the re-attempted payment has not occurred within 30 days, we will schedule a withdrawal of those funds from your organization.* We will then send another email notification to your Billing Contact and the registrant before the actual withdrawal.

## HOW TO VIEW YOUR ORGANIZATIONS' CHARGEBACKS

**NOTE:** You must have "Financial Admin" or "Webmaster" [permissions](#) to view chargebacks.

1. Sign in and click on the gray **Admin** gear located in the top-left corner of your site.
2. Once in "SportsEngine HQ", click on the **Registration** tab then choose

### Financial Summary.

3. Under the *Financial Summary* header, choose the **Chargebacks** sub tab.
4. Under the *Order Number* column, click one of the orders to view the chargeback.

## FREQUENTLY USED ACH RETURN/CHARGEBACK TERMS

**Chargeback Date:** The date upon which the organization and “Account Holder” were notified of the existence of the ACH Return/chargebacks.

### Tender:

- Value of “C” denotes a credit card-related dispute.
- Value of “A” denotes an Automated Clearing House (ACH) Return, which is a bounced eCheck payment.

**Status:** The status field represents the current condition of the ACH Return/chargeback.

- **Open:** The notification has been sent out and the chargeback is in the 30-day resolution period were given.
- **Closed:** There is no further action necessary on the order, or there has been a resolution agreed to by both parties.
- **Closed - Account Debited:** The resolution period (30 days) has passed and SportsEngine has withdrawn the amount of the chargeback from the organization’s account on file.
- **Closed - Payment Received:** The registrant has reimbursed SportsEngine for the amount of the chargeback and no further action is necessary on the order.