Chargebacks

Chargebacks are generated based on chargeback files received from the acquirer. Chargebacks are always linked to pre-existing transactions in order to be imported. The chargeback reporting page contains all the chargebacks available to the system. It is recommended to set up webhooks on Chargebacks for notifications and in case any action needs to be taken. Chargebacks cannot be manipulated or acted upon, only viewed or queried in a report.