



Chargebacks

A “credit card chargeback” occurs when a cardholder or card issuer (Visa/MasterCard, Discover, or American Express) disputes a transaction and the resolution process results in the reversal of funds to the cardholder/issuer’s account. Departments should dispute a chargeback, unless they are aware of an erroneous transaction.

The university’s time-sensitive [Chargeback Notification and Dispute Process](#) is to be used in the instance of a chargeback. Be sure to provide the appropriate documentation and respond within the specified timeframe.