

worldpay

eComm Chargeback API Reference Guide

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Worldpay eComm Chargeback API Reference Guide V3.6

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About This Guide

This document explains how to use the Worldpay eComm Chargeback API and Document Upload API.

Intended Audience

This API allows you to retrieve chargeback information and take action on chargeback cases, as well as upload supporting documentation. This document is intended for technical personnel who will be establishing and maintaining the merchant's chargeback processing system.

Revision History

This document has been revised as follows:

TABLE 1 Document Revision History

Document Version	Description of Change	Location
3.6	Added new Queue and Cycle types associated with Visa Rapid Dispute Resolution.	Appendix A
3.5	Updated for V2.2 - added <code>number</code> element.	Chapters 3 and 5
3.4	Changed 'remove' to 'delete' to delete a document. Changed Note specifying that retrieved documents are in TIFF format. Retrieved documents are PDFs. Added maximum number of docs for a Mastercard Retrieval Request. Also added the maximum number of docs for chargeback cases, as well as the maximum total size of uploaded docs.	Chapter 4 Chapter 4
3.3	Added two new Activities (Unsuccessful Pre-arbitration Unsuccessful Arbitration) and one new Cycle (Arbitration for Mastercard).	Appendix A

TABLE 1 Document Revision History (Continued)

Document Version	Description of Change	Location
3.2	Corrected <code>activityType</code> used in test (section 2.1.9) Swapped Test Case 1 and 2 (Sections 4.9.1 and 4.9.2).	Chapter 2 Chapter 4
3.1	Corrected error in Header information example.	Chapter 4
3.0	Be-branded document to Worldpay.	All
2.7	Edits to correct Table 1-1.	Chapter 1
2.6	Added additional rules for uploaded documents. Also, adjusted information in a few examples to eliminate confusion.	Chapter 2
2.5	Made corrections to several VCR test cases. Added upload to Table 4.2. Also, changed the upload example in Section 4.3.	Chapter 2 Chapter 4
2.4	Remove underscores from Cycle names. Also, corrected/added Activities and Queues.	Appendix A
2.3	Add new Activities to Table 1.1. Corrections to various Cycle names.	Chapter 1 Chapters 3, 5, and Appendix A
2.2	Corrected URL info for several document related actions.	Chapter 4
2.1	Updated document for schema V2.1. Added <code>chargebackDocumentUploadResponse</code> . Added new activities and queues associated with Visa Dispute Resolution (not active until April 14, 2018).	All Chapters 4 and 5 Appendix A
2.0	Release of V2.0 schema, which removes "lite" from the namespace, as well as two element names.	All
1.13	Added references to American Express	Chapter 1
1.12	replace XML with <code>cnpAPI</code> .	All
1.11	Corrected various typos and spelling errors.	All
1.10	Corrected errors and omissions in the definitions of the <code><activityType></code> and <code><cardType></code> elements.	Chapter 4
1.9	Added information about <code>paymentSecondaryAmount</code> element.	Chapters 3 and 5
1.8	Minor corrections - several items missed when rebranding.	All

TABLE 1 Document Revision History (Continued)

Document Version	Description of Change	Location
1.7	Rebrand Guide Corrected element name errors: preArbAmount and preArbCurrency should be preArbitrationAmount and perArbitrationCurrency. Also, corrected where used info for activityType element.	All Chapters 3 and 5
1.6	Added new Response Codes 015 and 016	Chapter 4
1.5	Removed 2 activity types: PayPal Representment and Merchant Accepts Liability - PayPal and	Appendix A
1.4	Changed argument for financial Only record call from financial = true to financialOnly = true	Chapter 3
1.3	Fixed error - Activity type MERCHANT_RESPONSE should have been MERCHANT_RESPOND in two locations.	Chapter 3 & 4
1.2	Added "/" after "chargebacks" in Table 3-1.	Chapter 3
1.1	Added info for retrial by Card #, Token #, ARN, and actionable. Also added new element in response message - <replyByDay> Added Appendix A	Chapter 3 and 4 Appendix A
1.0	Initial Release	N/A

Document Structure

This manual contains the following sections:

Chapter 1, "Chargeback Processing Overview"

This chapter provides background information about chargeback processing.

Chapter 3, "Chargeback API Examples"

This chapter provides information about the HTTP Methods and XML message formats used to automate the retrieval of chargeback activity information, as well as updating selected cases.

Chapter 4, "Chargeback Documentation API"

This chapter explains how to use the Chargeback Web Services API to automate the upload of chargeback support documentation.

Chapter 5, "Chargeback API Elements"

This chapter provides definitions and other information concerning each Chargeback API elements.

Documentation Set

The Worldpay eComm documentation set also include the items listed below. Please refer to the appropriate guide for information concerning other Worldpay eComm product offerings.

- *Worldpay eComm iQ Reporting and Analytics User Guide*
- *Worldpay eComm Chargeback Process Guide*
- *Worldpay eComm PayPal Integration Guide*
- *Worldpay eComm eProtect Integration Guide*
- *Worldpay Enterprise eProtect Integration Guide*
- *Worldpay eComm cnpAPI Differences Guide*
- *Worldpay eComm cnpAPI Reference Guide*
- *Worldpay eComm PayFac API Reference Guide*
- *Worldpay eComm Secure Scheduled Reports Reference Guide*
- *Worldpay eComm PayFac Portal User Guide*

Typographical Conventions

Table 2 describes the conventions used in this guide.

TABLE 2 Typographical Conventions

Convention	Meaning
.	Vertical ellipsis points in an example mean that information not directly related to the example has been omitted.
...	Horizontal ellipsis points in statements or commands mean that parts of the statement or command not directly related to the example have been omitted.
< >	Angle brackets are used in the following situations: <ul style="list-style-type: none"> • user-supplied values (variables) • XML elements
[]	Brackets enclose optional clauses from which you can choose one or more option.
bold text	Bold text indicates emphasis.
<i>Italicized text</i>	Italic type in text indicates a term defined in the text, the glossary, or in both locations.
blue text	Blue text indicates a hypertext link.

Contact Information

This section provides contact information for organizations within Worldpay.

Implementation Contact Information

E-mail	implementation@vantiv.com
Hours Available	Monday – Friday, 8:30 A.M.– 5:30 P.M. EST

Chargebacks - For business-related issues and questions regarding financial transactions and documentation associated with chargeback cases, contact the Chargebacks Department.

Chargebacks Department Contact Information

Telephone	1-844-843-6111 (option 4)
E-mail	chargebacks@vantiv.com
Hours Available	Monday – Friday, 7:30 A.M.– 5:00 P.M. EST

Technical Support - For technical issues such as file transmission errors, email Technical Support. A Technical Support Representative will contact you within 15 minutes to resolve the problem. For critical production issues, use the number listed below.

TABLE 3 Technical Support Contact Information

Phone	<i>For critical production issues only: 1-888-829-1907</i>
E-mail	eCommerceSupport@worldpay.com
Hours Available	24/7 (seven days a week, 24 hours a day)

Relationship Management/Customer Service - For non-technical issues, including questions concerning iQ Reporting and Analytics, help with passwords, modifying merchant details, and changes to user account permissions, contact the Relationship Management/Customer Service Department. If you are a Payment Facilitator, refer to the second table.

Relationship Management/Customer Service Contact Information - Merchants

Phone	1-844-843-6111 (Option 3)
E-mail	ecomcustomercare@worldpay.com
Hours Available	Monday – Friday, 8:00 A.M.– 6:00 P.M. EST

Relationship Management/Customer Service Contact Information - Payment Facilitators

Phone	1-844-843-6111 (Option 5)
E-mail	PayFacEComm@vantiv.com
Hours Available	Monday – Friday, 8:00 A.M.– 5:00 P.M. EST

Technical Publications - For questions or comments about this document, please address your feedback to the Technical Publications Department. All comments are welcome.

Technical Publications Contact Information

E-mail	TechPubs@vantiv.com
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Chargeback Processing Overview

A chargeback is a challenge to the validity of a particular credit card charge. Typically, a cardholder initiates a chargeback by contacting the issuing bank. There are a variety of reasons a consumer could start this process, ranging from a dispute concerning the quality of the goods or services, to claims that the purchase was an unauthorized use of their card. In some cases the chargebacks are legitimate and the charged amount must be reimbursed, while in many other cases you can recover the chargeback by re-presenting the charge along with documentation supporting the transaction. Regardless of the reason the process started, dealing with it can be a time consuming and resource draining exercise for you.

NOTE: Please refer to the *Worldpay eComm Chargeback Process Guide* for a more detailed examination of the chargeback process.

Worldpay provides you a number of services and tools to both minimize the number of chargebacks and to work chargeback cases once they occur. These include:

- Your Customer Experience Manager working with you to improve your processes
- Chargeback Consultants working or assisting you in working your cases
- A comprehensive set of chargeback related reports available via the User Interface and/or Secure Scheduled Reports (UI or sFTP).
- The ability to work Chargeback cases via the UI
- The ability to upload support documentation via the User Interface

NOTE: Please refer to the *Worldpay eComm iQ Reporting and Analytics User Guide* for additional information concerning the use of iQ mentioned above.

- The Chargeback APIs:
 - Chargeback Management API allows automated retrieval and update of cases, including Retrieval Requests, First Chargebacks, and Arbitration Chargebacks
 - Chargeback Documentation API allows the automated upload of support documentation

This chapter provides a broad overview of the chargeback process. Other chapters discuss the formats/coding required to make use of the Chargeback APIs.

1.1 The Chargeback Process

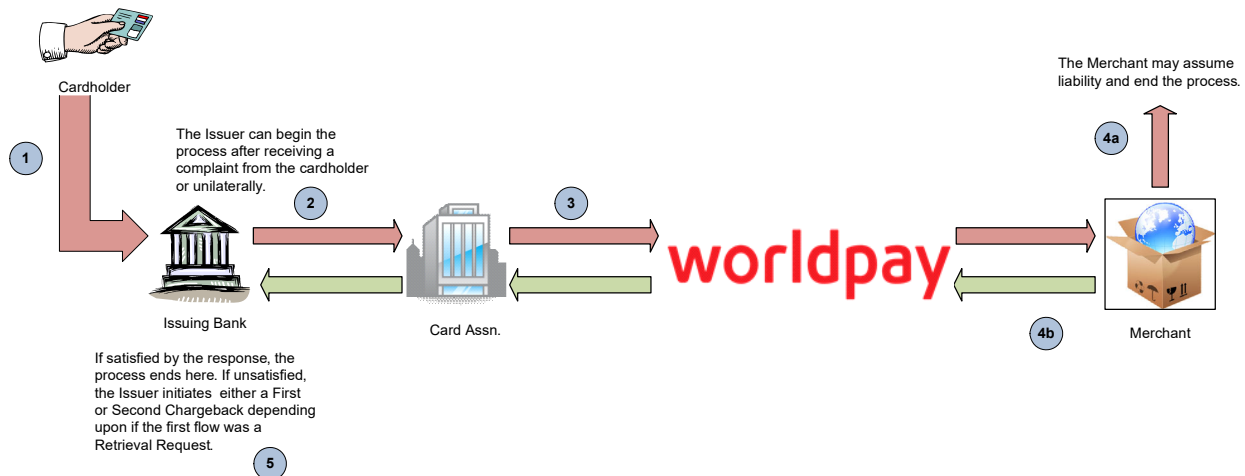
The chargeback processes for Visa, MasterCard, American Express (Opt Blue), Discover, PayPal, and Bill Me Later all differ from each other. For example, for MasterCard transactions the decision to go to Arbitration is a merchant decision; for Visa the decision resides with the issuer.

Also, there is a process called a Retrieval Request, not described here; whereby, the issuer can request additional information concerning a transaction before deciding whether to initiate a chargeback.

Figure 1-1 provides a high-level graphical representation of the chargeback process, while the steps that follow provide more in depth information.

NOTE: The illustration below does not cover all permutations of the chargeback process for all payment methods. Instead, it is intended as a general overview of the process for a typical credit card chargeback.

FIGURE 1-1 High Level View of the Chargeback Process



1. The cardholder contacts their issuing bank and initiates the chargeback process for a particular transaction. In some cases, such as rule violations, the chargeback may be initiated directly by the issuing bank.
2. The issuing bank reviews the challenged transaction and if appropriate, submits the chargeback to the credit card association.
3. The association credits the issuing bank for the transaction amount and notifies the acquirer of the disputed transaction. The acquirer is also debited for the amount of the disputed transaction.
4. The acquirer verifies whether the chargeback is valid. This is done both through an automated and manual process of examining all available information concerning the transaction.
 - a. If the chargeback is determined to be valid, the merchant is notified of the chargeback and of any documentation required from the merchant to fight the chargeback. Their merchant account is debited for the transaction amount. If the merchant does not respond within the allotted time frame, or decided to assume the liability, the process ends. If the merchant does respond, the possible actions are similar to step 4b.
 - b. If the chargeback is deemed invalid, the acquirer initiates a chargeback representment and submits it back to the association along with any supporting documentation. The process ends at

this point unless the issuing bank initiates Arbitration Chargeback (MasterCard) or a Pre-Arbitration notification (Visa), either on their own or at the behest of the cardholder.

5. The Second Chargeback phase is very similar to the First Chargeback phase except in this case further dispute of the chargeback by the merchant may result in an Arbitration ruling by the applicable ruling body. The arbitration process includes a relatively large fee structure. The association assesses the losing party of the arbitration with the following fees: an administrative fee, a filing fee and a technical fee per violation of the dispute processing rules.

1.2 Cycles, Methods of Payment, and Actions

In some cases, the actions available to you via the Chargeback API depend upon the Chargeback Cycle and method of payment. Please refer to the table below to determine the available actions for different cycles and card types.

TABLE 1-1 Available Actions for Different Cycles and Card Types

Cycle	Method of Payment	Available Activities	Notes
Retrieval Request	<ul style="list-style-type: none"> • Visa • MasterCard • American Express • Discover 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Respond • Attach Document 	
First Chargeback	<ul style="list-style-type: none"> • Visa • MasterCard • Discover • American Express • PayPal 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Accepts Liability • Merchant Represent • Attach Document • Respond to Dispute • File Pre-Arbitration 	
Pre-arbitration	<ul style="list-style-type: none"> • Discover • Visa 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Respond (Discover only) • Attach Document • Merchant Accepts Liability 	
Issuer Arbitration	<ul style="list-style-type: none"> • Discover 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Respond • Attach Document 	
Issuer Declined Pre-Arb	<ul style="list-style-type: none"> • Visa 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Accept • Create Arbitration • Attach Document 	

TABLE 1-1 Available Actions for Different Cycles and Card Types

Cycle	Method of Payment	Available Activities	Notes
Arbitration	<ul style="list-style-type: none"> • Visa • MasterCard • Discover 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Accepts Liability • Merchant Requests Arbitration • Attach Document 	
Chargeback Reversal	<ul style="list-style-type: none"> • Visa • MasterCard • American Express • Discover 	<ul style="list-style-type: none"> • Add Note • Assign to User • Merchant Accepts Liability 	Merchant must accept the Chargeback Reversal to complete the reversal process.

Chargeback API Certification Tests

You are required to complete a number of certification tests prior to making use of the Chargeback API in the production environment. This testing process allows you to verify that your system not only submits correctly formatted requests, but also correctly parses the data returned to you in the response messages. To facilitate the certification process, we have established a certification environment that simulates the production environment.

During certification testing, a Worldpay, LLC Implementation Consultant will guide you through each required test scenario. For each API operation, specific data is supplied that you must use in your requests. Use of this data allows the validation of your transaction structure/syntax, as well as the return of a response file containing known data. Please refer to [Chapter 3, "Chargeback API Examples"](#) for XML message structure and [Chapter 5, "Chargeback API Elements"](#) for element definitions.

NOTE: The test data supplied does not account for all data fields/xml elements in a particular request. Where data is not supplied, you should provide appropriate information. You should never override your own system to enter supplied data. If you are unable to enter the supplied data without overriding your system, please consult your Implementation Consultant concerning the test and how to proceed.

2.1 Testing the Chargeback API

The following tests are designed to allow you to verify various Chargeback API operations. The initial test retrieves the chargeback cases for a particular day. You use the data returned to perform actions on the cases. There are also several tests allowing you to verify your error handling routines.

NOTE: For information about Certification testing of the Document Upload API, please refer to [Chargeback Documentation API Testing](#) on page 36.

2.1.1 Testing Chargeback Case Retrievals

To test the retrieval of chargeback cases for a particular date, perform the following test:

1. Using an HTTP GET method, retrieve all chargeback activity for January 1, 2013.
2. The Pre-Live environment returns a `chargebackRetrievalResponse` message providing details for eleven chargeback cases with `acquirerReferenceNumber` values shown in the table below. Verify that your system correctly parses the returned information. See [Chargeback Retrieval Response](#) on page 16 provides information about the structure of the response message.

NOTE: The remaining tests make use of information from the retrieval test case above.

TABLE 2-1 Chargeback Case Retrieval Information and Test Usage

ARN	Chargeback Flow	Case Cycle
1111111111	Generic	First Chargeback
2222222222	Generic	First Chargeback
3333333333	Generic	First Chargeback
4444444444	Generic	First Chargeback
5555555550	Visa Collaboration	Pre Arbitration
5555555551	Visa Collaboration	Pre Arbitration
5555555552	Visa Collaboration	Pre Arbitration
6666666660	Visa Collaboration	Arbitration Chargeback
7777777770	Visa Allocation	Issuer Decline Arbitration
7777777771	Visa Allocation	Issuer Decline Arbitration
7777777772	Visa Allocation	Issuer Decline Arbitration

2.1.2 Adding a Note to a Chargeback Case

One of the actions you can take on a chargeback case is to add a Note to the case. This test is designed for you to test sending a `chargebackUpdateRequest` adding a Note to a case.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 1111111111, submit an HTTP PUT method with a `chargebackUpdateRequest` XML message and an `activityType` of Add Note. See [Chargeback Update Request](#) on page 20.
2. Using an HTTP GET method, retrieve the case to which you added the note and verify that a new activity element exists indicating the addition of a note.

2.1.3 Requesting Representation

The following test allows you to test sending a `chargebackUpdateRequest` requesting a representation of the first Chargeback. In the first test you represent the full amount of the transaction, while in the second test you represent a lesser amount.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 2222222222, submit an HTTP PUT method with a `chargebackUpdateRequest` XML message and an `activityType` of Merchant Represent. See [Chargeback Update Request](#) on page 20.
2. Using an HTTP GET method, retrieve the case to for which you requested representation and verify that a new activity element exists indicating the requested action.
3. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 3333333333, submit an HTTP PUT method with a `chargebackUpdateRequest` XML message and an `activityType` of Merchant Represent and a `representedAmount` of 10027 (\$100.27). See [Chargeback Update Request](#) on page 20.
4. Using an HTTP GET method, retrieve the case to for which you requested representation and verify that a new activity element exists indicating the requested action and a `settlementAmount` of 10027.

2.1.4 Assuming Liability

The following steps allows you to test sending a `chargebackUpdateRequest` to assume liability for a chargeback.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 4444444444, submit an HTTP PUT method with a `chargebackUpdateRequest` XML message and an `activityType` of Merchant Accepts Liability. See [Chargeback Update Request](#) on page 20.
2. Using an HTTP GET method, retrieve the case to for which you requested representation and verify that a new activity element exists indicating the requested action.

2.1.5 Testing Error Messages

The following scenario allows you to test your handling of various error responses you may receive.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 4444444444, submit an HTTP PUT method with a `chargebackUpdateRequest` XML message and an `activityType` of Merchant Accepts Liability. See [Chargeback Update Request](#) on page 20.

- Since you already assumed liability for this chargeback case in a previous test, the system returns an HTTP Status Code of 400 with an XML message similar to the following:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<errorResponse xmlns="http://www.vantivcnp.com/chargebacks">
  <errors>
    <error>Cannot perform activity &lt;Merchant Accepts Liability&gt; for case
&lt;2700001&gt; in queue &lt;Merchant Assumed&gt;</error>
  </errors>
</errorResponse>
```

- Verify that your system correctly handles this error message.
- Using an HTTP GET method, attempt to retrieve a case using a random value for `caseId`.
- Since the case requested does not exist, the system returns an HTTP Status Code of 404 with an XML message similar to the following:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<errorResponse xmlns="http://www.vantivcnp.com/chargebacks">
  <errors>
    <error>Could not find requested object.</error>
  </errors>
</errorResponse>
```

- Verify that your system correctly handles this error message.

NOTE: For information about Certification testing of the Document Upload API, please refer to [Chargeback Documentation API Testing](#) on page 36.

2.1.6 Decline a Visa Pre-Arbitration Case (Collaboration Flow)

The following steps allows you to test sending a `chargebackUpdateRequest` to decline a Visa Pre-Arbitration case. In the first test you decline/represent the full amount of the transaction, while in the second test you represent a lesser amount.

- Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 5555555550, submit an HTTP PUT method with a `chargebackUpdateRequest` message (see [Chargeback Update Request](#) on page 20) and an `activityType` of Merchant Represent.
- Using an HTTP GET method, retrieve the case for which you requested representation and verify that the activity element indicates the requested action.
- Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 5555555551, submit an HTTP PUT method with a `chargebackUpdateRequest` message, an `activityType` of Merchant Represent and a `representedAmount` of 10051 (\$100.51).
- Using an HTTP GET method, retrieve the case for which you requested representation and verify that the activity element indicates the requested action and a `settlementAmount` of 10051.

2.1.7 Assume Liability of a Visa (Collaboration) Pre-Arbitration Case

The following steps allows you to test sending a `chargebackUpdateRequest` to assume liability of a Visa Pre-Arbitration case in the Collaboration workflow.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 555555552, submit an HTTP PUT method with a `chargebackUpdateRequest` message (see [Chargeback Update Request](#) on page 20) and an `activityType` of Merchant Accepts Liability.
2. Using an HTTP GET method, retrieve the case for which you requested liability assumption and verify that the activity element indicates the requested action.

2.1.8 Assume Liability of a Visa (Collaboration) Arbitration Case

The following steps allows you to test sending a `chargebackUpdateRequest` to assume liability of a Visa Arbitration case in the Collaboration workflow.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 666666660, submit an HTTP PUT method with a `chargebackUpdateRequest` message (see [Chargeback Update Request](#) on page 20) and an `activityType` of Merchant Accepts Liability.
2. Using an HTTP GET method, retrieve the case for which you requested liability assumption and verify that the activity element indicates the requested action.

2.1.9 Decline an Visa (Allocation) Issuer Declined Pre-Arbitration Case

The following steps allows you to test sending a `chargebackUpdateRequest` to decline an Issuer declined Pre-Arbitration case in the Allocation workflow. This is how you request Arbitration in the Visa Allocation workflow. In the first test you decline/represent the full amount of the transaction, while in the second test you represent a lesser amount.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 777777770, submit an HTTP PUT method with a `chargebackUpdateRequest` message (see [Chargeback Update Request](#) on page 20) and an `activityType` of Request Arbitration.
2. Using an HTTP GET method, retrieve the case for which you requested arbitration and verify that the activity element indicates the requested action.
3. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 777777771, submit an HTTP PUT method with a `chargebackUpdateRequest` message, an `activityType` of Request Arbitration and a `representedAmount` of 10071 (\$100.71).
4. Using an HTTP GET method, retrieve the case for which you requested arbitration and verify that the activity element indicates the requested action and a `settlementAmount` of 10071.

2.1.10 Assume Liability of an Visa (Allocation) Issuer Declined Pre-Arbitration Case

The following steps allows you to test sending a `chargebackUpdateRequest` to assume liability of a Issuer declined Pre-Arbitration case in the Allocation workflow.

1. Using the `caseId` from the retrieved chargeback case with an `acquirerReferenceNumber` value of 777777772, submit an HTTP PUT method with a `chargebackUpdateRequest` message (see [Chargeback Update Request](#) on page 20) and an `activityType` of Merchant Accepts Liability.

1. Using an HTTP GET method, retrieve the case for which you requested liability assumption and verify that the activity element indicates the requested action.

Chargeback API Examples

This chapter provides an overview of the Chargeback API. This is an XML based, RESTful API that allows you to retrieve chargeback case information for a particular day, individual case information, as well as take action on a case, assign a case to a chargeback analyst, and/or attach notes to a case.

NOTE: Please consult your Customer Experience Manager and refer to [Chapter 2, "Chargeback API Certification Tests"](#) for additional information concerning testing and certifying your code prior to using these services.

This chapter contains the following sections:

- [API Summary](#)
- [Header Information](#)
- [Retrieving Chargeback Activity Information](#)
- [Taking Action on a Chargeback](#)
- [Status Codes and Error Messages](#)

NOTE: Use UTF-8 encoding for your XML. UTF-16 encoding is not supported.

3.1 API Summary

The following table is a summary of methods used to perform various actions using the Chargeback API. Where required, you submit associated data in XML messages, the structure of which is defined in the other sections of this document.

TABLE 3-1 Summary of Chargeback API Methods

Task	HTTP Method	URL	Arguments
Retrieve all chargebacks for specified activity date	GET	/chargebacks/	?date=yyyy-mm-dd
Retrieve all chargebacks with financial impact for specified activity date	GET	/chargebacks/	?date=yyyy-mm-dd&financialOnly=True
Retrieve activity for all chargebacks that are actionable	GET	/chargebacks/	?actionable=true
Retrieve activity for specified case	GET	/chargebacks/<caseId>	N/A
Retrieve activity for specified token	GET	/chargebacks/	?token=<value>
Retrieve activity for specified card number	GET	/chargebacks/	?cardNumber=<value>&expirationDate=<mmyy>
Retrieve activity for specified ARN	GET	/chargebacks/	?arn=<value>
Assign case to User	PUT	/chargebacks/<caseId>	N/A
Add Note to case	PUT	/chargebacks/<caseId>	N/A
Assume Liability	PUT	/chargebacks/<caseId>	N/A
Represent	PUT	/chargebacks/<caseId>	N/A
Respond to Retrieval Request	PUT	/chargebacks/<caseId>	N/A

3.2 Header Information

To authenticate, you will need a merchant ID (merchant identity), user name and password. Worldpay uses an HTTP Basic Authentication scheme in combination with SSL to guarantee the protection of your authentication information. You must include your user name and password in the HTTP header according to the HTTP Basic Authentication (i.e. base-64 encoding) on every API method invocation. The tables below contains additional information concerning the header.

TABLE 3-2 HTTP Request Header

Authorization	Basic (with user name and password)
Content-Type The MIME type of the body of the request (used with POST and PUT requests)	application/com.vantivcnp.services-v2+xml
Accept	application/com.vantivcnp.services-v2+xml

NOTE: The Content-Type and Accept may not be required for all methods. When included, the version number in Content-Type and Accept must reflect the API version you use. For example, if you use API V2, use application/com.vantivcnp.services-v2+xml for Content-Type and Accept.

TABLE 3-3 Header Information

Description	Example/Info	Comments
Authorization	Basic username:password = merchant1:password Base-64 encoded = bWVyY2hhbnQxOnBhc3N3b3Jk	Required for authentication purpose.

Example: HTTP Header Example - Assign User to Case

```
PUT /chargebacks/<caseId>
Host: example_only.vantivcnp.com
Authorization: Basic bWVyY2hhbnQxOnBhc3N3b3Jk=
Content-Type: application/com.vantivcnp.services-v2+xml
Accept: application/com.vantivcnp.services-v2+xml

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
... XML Message Here
```

3.3 Retrieving Chargeback Activity Information

Typically, you would retrieve chargeback information daily to determine actions taken on cases, as well as which cases, new or old, need to be worked. In order to obtain chargeback activity information for a specific day you must submit an HTTP GET method with the date as an argument. The information returned contains all chargeback activity for the specified day, including new chargebacks and any chargebacks worked that day.

You can also retrieve chargebacks based upon the following filters, set as arguments in the HTTP GET method (see [Table 3-1](#)):

- Financial Activity
- Case ID
- Credit Card Number
- Token Number
- ARN
- Actionable

3.3.1 Chargeback Report Based on the Activity Date

To retrieve a list of all cases with activity on a specified date submit an HTTP GET method with the date as an argument (see [Table 3-1](#)). Including the `financialOnly=true` argument in the request returns only those activities that caused a financial impact on the requested activityDate. A financial impact would be a funds transfer to or from your account. In this case, the activityDate defines the date that funds transfers took place and the activities are only the activities that contributed to the funds transfer for that date. These activities may have taken place on dates different than the activityDate.

3.3.2 Chargeback Retrieval Response

The particular set of chargeback cases returned in a response depend upon the arguments in the request. The optional elements present in the response will vary depending upon current cycle and queue of the chargeback. In all cases the Chargeback Retrieval Response message has the following structure:

```
<chargebackRetrievalResponse>
  <transactionId>1234567890</transactionId>
  <chargebackCase>
    <caseId>Case ID Assigned by Worldpay</caseId>
    <merchantId>Merchant ID</merchantId>
    <dayIssuedByBank>Date Case Issued by Bank</dayIssuedByBank>
    <dateReceivedByVantivCnp>Date Worldpay Received Case</dateReceivedByVantivCnp>
    <vantivCnpTxnId>Transaction ID Assigned by Worldpay</vantivCnpTxnId>
    <cycle>Cycle Type</cycle>
    <orderId>Order ID Assigned by Merchant</orderId>
    <cardNumberLast4>Last Four Digits of Card</cardNumberLast4>
```

```

<cardType>Type of Card</cardType>
<chargebackAmount>Amount of Chargeback</chargebackAmount>
<chargebackCurrencyType>Currency Used</chargebackCurrencyType>
<originalTxnDay>Date of Transaction</originalTxnDay>
<chargebackType>Deposit or Refund</chargebackType>
<representedAmount>Amount of Representment</representedAmonut>
<representedCurrencyType>Currency Used</representedCurrencyType>
<reasonCode>Reason Code of Chargeback</reasonCode>
<reasonCodeDescription>Description of Reason</reasonCodeDescription>
<currentQueue>Current Queue</currentQueue>
<fraudNotificationStatus>BEFORE or AFTER</fraudNotificationStatus>
<acquirerReferenceNumber>ARN<acquirerReferenceNumber>
<chargebackReferenceNumber>Reference Number</chargebackReferenceNumber>
<preArbitrationAmount>Amount of Pre-Arbitration</preArbAmount>
<preArbitrationCurrency>Currency Used</preArbCurrencyType>
<merchantTxnId>Transaction ID Assigned by Merchant</merchantTxnId>
<fraudNotificationDate>Date of Fruad Notification</fraudNotificationDate>
<bin>Card BIN</bin>
<token>Token Number</token>
<historicalWinPercentage>Percentage won</historicalWinPercentage>
<customerId>Customer ID</customerId>
<paymentAmount>Amount of Payment</paymentAmount>
<paymentSecondaryAmount>Payment Secondary Amount</paymentSecondaryAmount>
<replyByDay>YYYY-MM-DD</replyByDay>
<activity>
<number>Account Number</number>
</chargebackCase>
</chargebackRetrievalResponse>

```

Example: Chargeback Retrieval Response

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackRetrievalResponse xmlns="http://www.vantivcnp.com/chargebacks">
  <transactionId>1234567890</transactionId>
  <chargebackCase>
    <caseId>216000553703</caseId>
    <merchantId>Merchant01</merchantId>
    <dayIssuedByBank>2019-08-31</dayIssuedByBank>

```

```

<dayReceivedByVantivCnp>2019-09-01</dayReceivedByVantivCnp>
<vantivCnpTxnId>21200000820903</vantivCnpTxnId>
<cycle>Representment</cycle>
<orderId>TEST02.2</orderId>
<cardNumberLast4>2203</cardNumberLast4>
<cardType>MasterCard</cardType>
<chargebackAmount>2002</chargebackAmount>
<chargebackCurrencyType>USD</chargebackCurrencyType>
<originalTxnDay>2019-08-12</originalTxnDay>
<chargebackType>Deposit</chargebackType>
<representedAmount>2002</representedAmount>
<representedCurrencyType>USD</representedCurrencyType>
<reasonCode>4837</reasonCode>
<reasonCodeDescription>No Cardholder Authorization</reasonCodeDescription>
<currentQueue>Network Assumed</currentQueue>
<fraudNotificationStatus>AFTER</fraudNotificationStatus>
<acquirerReferenceNumber>2220000043980284567</acquirerReferenceNumber>
<chargebackReferenceNumber>00143789</chargebackReferenceNumber>
<merchantTxnId>600001</merchantTxnId>
<fraudNotificationDate>2019-08-12</fraudNotificationDate>
<bin>532499</bin>
<historicalWinPercentage>80</historicalWinPercentage>
<customerId>123abc</customerId>
<paymentAmount>3099</paymentAmount>
<replyByDay>2019-09-12</replyByDay>
<activity>
  <activityDate>2019-09-06</activityDate>
  <activityType>Assign To Merchant</activityType>
  <fromQueue>Vantiv</fromQueue>
  <toQueue>Merchant</toQueue>
  <settlementAmount>2002</settlementAmount>
  <settlementCurrencyType>USD</settlementCurrencyType>
  <notes>notes on activiy</notes>
</activity>
<number>5112000100000003</number>
</chargebackCase>
<chargebackCase>
  <caseId>216000557308</caseId>
  <merchantId>Merchant01</merchantId>
  <dayIssuedByBank>2019-08-26</dayIssuedByBank>
  <dayReceivedByVantivCnp>2019-08-26</dayReceivedByVantivCnp>
  <vantivCnpTxnId>21200000820804</vantivCnpTxnId>
  <cycle>First Chargeback</cycle>
  <orderId>TEST02.1</orderId>

```

```

<cardNumberLast4>2102</cardNumberLast4>
<cardType>VISA</cardType>
<chargebackAmount>2001</chargebackAmount>
<chargebackCurrencyType>USD</chargebackCurrencyType>
<originalTxnDay>2019-05-16</originalTxnDay>
<chargebackType>Deposit</chargebackType>
<reasonCode>0053</reasonCode>
<reasonCodeDescription>Not as Described or Defective
Merchandise</reasonCodeDescription>
<currentQueue>Merchant</currentQueue>
<fraudNotificationStatus>AFTER</fraudNotificationStatus>
<acquirerReferenceNumber>2220000043980284567</acquirerReferenceNumber>
<chargebackReferenceNumber>00143789</chargebackReferenceNumber>
<merchantTxnId>600012</merchantTxnId>
<fraudNotificationDate>2019-05-19</fraudNotificationDate>
<bin>532499</bin>
<historicalWinPercentage>80</historicalWinPercentage>
<customerId>123abc</customerId>
<paymentAmount>3099</paymentAmount>
<replyByDay>2019-09-26</replyByDay>
<activity>
  <activityDate>2019-09-03</activityDate>
  <activityType>Assign To Merchant</activityType>
  <fromQueue>Vantiv</fromQueue>
  <toQueue>Merchant</toQueue>
  <settlementAmount>2002</settlementAmount>
  <settlementCurrencyType>USD</settlementCurrencyType>
  <notes>notes on activiy</notes>
</activity>
<number>4457000200000008</number>
</chargebackCase>
</chargebackRetrievalResponse>

```

3.4 Taking Action on a Chargeback

You use a Chargeback Update request to perform an action on a chargeback case. There are five actions you can initiate from the API:

- Assign a Chargeback
- Accept Liability
- Add a Note
- Represent a Chargeback
- Respond to a Retrieval Request

3.4.1 Chargeback Update Request

The Chargeback Update Request allows you to take action on a chargeback case.

You use an HTTP PUT method specifying the `caseId` and must structure the Chargeback Update request as shown below:

```
<chargebackUpdateRequest>
  <activityType>Activity</activityType>
  <assignedTo>User ID in the System</assignedTo>
  <note>Chargeback Case Notes</note>
  <representedAmount>Amount of Representment</representedAmount>
</chargebackUpdateRequest>
```

Example: Chargeback Update Request - Assign To

NOTE: You must have specific permissions to assign a chargeback to another user. Also, the value for the `<assignTo>` element must match the iQ User Name exactly, including case.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackUpdateRequest xmlns="http://www.vantivcnp.com/chargebacks">
  <activityType>ASSIGN_TO_USER</activityType>
  <assignTo>jdoe@company.com</assignTo>
  <note>Assigning case to John Doe</note>
</chargebackUpdateRequest>
```

Example: Chargeback Update Request - Add Note

NOTE: You can also add a note while performing any other action by including the `<note>` element in the XML message.


```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackUpdateRequest xmlns="http://www.vantivcnp.com/chargebacks">
  <activityType>ADD_NOTE</activityType>
  <note>Note about case</note>
</chargebackUpdateRequest>
```

Example: Chargeback Update Request - Accept Liability

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackUpdateRequest xmlns="http://www.vantivcnp.com/chargebacks">
  <activityType>MERCHANT_ACCEPTS_LIABILITY</activityType>
  <note>Note about case</note>
</chargebackUpdateRequest>
```

Example: Chargeback Update Request - Represent

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackUpdateRequest xmlns="http://www.vantivcnp.com/chargebacks">
  <activityType>MERCHANT_REPRESENT</activityType>
  <note>Represent with documentation</note>
  <representedAmount>10000</representedAmount>
</chargebackUpdateRequest>
```

Example: Chargeback Update Request - Respond to Retrieval Request

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackUpdateRequest xmlns="http://www.vantivcnp.com/chargebacks">
  <activityType>MERCHANT_RESPOND</activityType>
  <note>Respond to Retrieval Request</note>
</chargebackUpdateRequest>
```

Example: Chargeback Update Request - Request Arbitration

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<chargebackUpdateRequest xmlns="http://www.vantivcnp.com/chargebacks">
  <activityType>MERCHANT_REQUESTS_ARBITRATION</activityType>
  <note>Request arbitration</note>
</chargebackUpdateRequest>
```

3.4.2 Chargeback Update Response

Once Worldpay receives a Chargeback Update Request, the system generates a Chargeback Update Response. The structure of the response is shown below followed by an example.

```
<chargebackUpdateResponse>  
  <transactionId>1234567890</transactionId>  
</chargebackUpdateResponse>
```

Example: Chargeback Update Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>  
<chargebackUpdateResponse xmlns="http://www.vantivcnp.com/chargebacks">  
  <transactionId>21260530003675</transactionId>  
</chargebackUpdateResponse>
```

3.5 Status Codes and Error Messages

The HTTP Status Codes provide information about the success or failure of a transaction. In the case of a failure, an `errorResponse` message will contain additional information.

TABLE 3-4 HTTP Status Codes

Code	Description
200	Success
400	Invalid Request The response message will contain more details. For example: Cannot perform activity <Merchant Accepts Liability> for case <2700001> in queue <Merchant Assumed>
401	Failed Authentication
403	Not authorized to access requested object
404	Could not find requested object
500	Internal error. Worldpay is investigating the issue. Please contact Worldpay Customer Support for additional information.

3.5.1 Error Response Message

The structure of the Error response message is as follows:

```
<errorResponse>
  <errors>
    <error>Error Message</error>
  </errors>
</errorResponse>
```

Example: Error Response - Status Code 400

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<errorResponse>
  <errors>
    <error>Cannot perform activity &lt;Merchant Accepts Liability&gt for case
&lt;2700001&gt; in queue &lt;Merchant Assumed&gt;</error>
  </errors>
</errorResponse>
```

Example: Error Response - Status Code 401

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<errorResponse>
  <errors>
    <error>You are not authorized to access this resource. Please check your
    credentials.</error>
  </errors>
</errorResponse>
```

Example: Error Response - Status Code 404

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<errorResponse>
  <errors>
    <error>Could not find requested object.</error>
  </errors>
</errorResponse>
```

Example: error Response - Status Code 500

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<errorResponse>
  <errors>
    <error>Internal Error. This error has already been escalated to Vantiv for
    resolution. Please contact support with questions.</error>
  </errors>
</errorResponse>
```

Chargeback Documentation API

Managing chargebacks requires an efficient flow of supporting documentation between you, Worldpay, issuing banks, cardholders, and card associations. Eliminating paper and automating information upload and retrieval serves two key purposes: reducing errors and increasing efficiency by reducing time and effort required between you and Worldpay for managing chargebacks.

This chapter contains information concerning the operation of the Chargeback Documentation API used to programmatically manage the submission of chargeback related documents. This API is modeled as a RESTful model (Representational State Transfer model). Only users with a complete understanding of HTTP methods (i.e., GET for Retrieves/Reads, PUT for Updates, POST for Creates, and DELETE for Deletes) should make use of the Web Services described in this chapter.

This chapter contains the following sections:

- [Overview of Support Documents](#)
- [Header Information and URL Syntax](#)
- [Uploading Support Documents](#)
- [Retrieving a Support Document](#)
- [Replacing a Support Document](#)
- [Deleting a Support Document](#)
- [Listing the Documents Attached to a Case](#)
- [Response Codes](#)
- [Chargeback Documentation API Testing](#)

NOTE: Please consult your Worldpay Relationship Manager for additional information concerning testing and certifying your code prior to using this service.

4.1 Overview of Support Documents

Support documents enable you to prove that an order was requested and delivered to a customer. Your support documents must adhere to the requirements explained below.

4.1.1 Supported File Types

The iQ allows you to submit support documents in a wide variety of file formats including: **gif**, **jpg**, **pdf**, **png**, and **tiff** (recommended).

Since TIFF 6.0 (using CCIT Group 4 Compression) is the standard format required by the credit card networks, if your submitted file is not already in TIFF format, the application converts your file to tiff.

NOTE: All TIFF formatted files you submit must use CCIT Group 4 Compression as required by the credit card networks.

Regardless of the supported file type you use, please keep in mind the following additional criteria:

- Your uploaded files must include a filename extension and the file extension must match the actual file type (i.e., use .jpg or .jpeg for JPG images, .tiff for TIFF images, etc.). Security validations will reject the file, if you do not use the correct extension.
- For Mastercard Retrieval Requests, you can upload a maximum of four documents.
- For Visa, Mastercard, and Discover, limit the page size of uploaded documents to a maximum of 8.5 in. x 14 in. (legal size). Letter size, 8.5 in. x 11 in. is preferred.
- For American Express limit the page size of uploaded documents to 8.5 in. x 11 in.
- Avoid the use of color documents. Scan/create all documents in black and white to optimize the conversion process.
- Individual files you upload (before conversion) can not exceed 2 MB in size for all card brands except American Express. For American Express, you can not exceed 1 MB file size.
- You can only upload a maximum of ten documents. The total size of the all uploaded documents can not exceed 10 MB.
- When replacing an uploaded file, you must use the same file type for the new file. For example, you must replace a .pdf with a .pdf. If the new file is a different type, delete the old file and then upload the new file, as opposed to replacing the old file.

4.1.2 File Name Conventions

Each support document you attach to a case must have a unique file name. Worldpay recommends that you choose filenames that are meaningful to you. For example, you can include the date of purchase, merchant name, or order number in the file name to help you identify the included information at a later date.

4.1.3 File Storage Allowance

You can store a maximum of 10 MB of data for each case. Worldpay automatically converts all non-tiff, uploaded document to TIFF 6.0. As a result, unless you use TIFF 6.0 for your support documents, you will not know the final file size until after the upload/conversion process. While it is unlikely you will approach the storage limit, you should verify your remaining available space for any case you are working by checking the cumulative size of all files uploaded/converted prior to uploading new documents.

4.2 Header Information and URL Syntax

To authenticate, you will need a merchant ID (merchant identity), user name and password. Worldpay uses an HTTP Basic Authentication scheme in combination with SSL to guarantee the protection of your authentication information. You must include your user name and password in the HTTP header according to the HTTP Basic Authentication (i.e. base-64 encoding) on every Web Services method invocation. The table below contains additional information concerning the header.

TABLE 4-1 Header Information

Description	Example/Info	Comments
Authorization	Basic username:password = merchant1:password Base-64 encoded = bWVvY2hhbnQxOnBhc3N3b3Jk	Required, combined with merchantId for authentication purpose.
Content-Length	Content-Length: 3495	Optional. You can use this header to optimize the response by doing certain up-front validation.
Content-Type	Content-Type: image/gif	Required

Regardless of the particular action you are performing, the structure of the URL uses the following format:

```
https://<host>/services/chargebacks/<action>/<caseId>/<documentId>
```

NOTE: Do not include a <documentId> when retrieving a list of documents associated with a case.

For example,

```
https://test.vantivcnp.com/services/chargebacks/retrieve/1234567/invoice.pdf
```

The URL fields are defined in the table below.

TABLE 4-2 URL Field Definitions

Field	Definition/Example
<host>	The name of the host. For example, test.vantivcnp.com
/services/chargebacks/	Define the storage path.

TABLE 4-2 URL Field Definitions

Field	Definition/Example
<action>	<p>One of the following:</p> <ul style="list-style-type: none"> • delete - remove the specified document • list - return a list of all documents associated with the specified case • replace - substitute a new document for the named document • retrieve - return the specified document • upload - submit the specified document
<caseId>	The chargeback case identifier.
<documentId>	<p>The name of the document, including extension. The allowable file types for chargeback support documents are:</p> <ul style="list-style-type: none"> • .jpg • .gif • .png • .pdf • .tiff <p>This field is not used when listing uploaded documents.</p>

NOTE: Please refer to [Overview of Support Documents](#) on page 26 for additional criteria for support documents.

4.3 Uploading Support Documents

To upload a support document for a specific case use the HTTP POST method. Send the document file to the URL using the format described in [Header Information and URL Syntax](#) on page 28.

NOTE: You can upload only one document at a time.

For example,

```
https://test.vantivcnp.com/services/chargebacks/upload/1234567/document.pdf
```

Success Response

The Response XML returned from Worldpay has the following structure:

```
<chargebackDocumentUploadResponse>  
  <merchantId>1234567890123456789</merchantId>  
  <caseId>1234567</caseId>  
  <documentId>document.pdf</documentId>  
  <responseCode>000</ResponseCode>  
  <responseMessage>Success</ResponseMessage>  
</chargebackDocumentUploadResponse>
```

4.4 Retrieving a Support Document

To retrieve a support document for a specific case use the HTTP GET method. Request the document file from the URL using the format described in [Header Information and URL Syntax](#) on page 28.

NOTE: You can retrieve only one document at a time. The system returns all retrieved documents in PDF format, which may not be the format of the original, uploaded document.

For example,

```
https://test.vantivcnp.com/services/chargebacks/retrieve/<caseId>/<documentId>
```

Success Response

Upon a successful retrieval, the system returns the intended document.

Error Response

In the event the system cannot retrieve the document, the Response XML returned from Worldpay has the following structure:

```
<chargebackDocumentUploadResponse xmlns="http://www.vantivcnp.com/chargebacks">
  <merchantId>123456</merchantId>
  <caseId>216549873</caseId>
  <documentId>capture.png</documentId>
  <responseCode>009</responseCode>
  <responseMessage>Document Not Found</responseMessage>
</chargebackDocumentUploadResponse>
```

4.5 Replacing a Support Document

To replace a support document for a specific case use the HTTP PUT method. Send the new document file to the URL using the format described in [Header Information and URL Syntax](#) on page 28.

NOTE: You can replace only one document at a time.

For example,

```
https://test.vantivcnp.com/services/chargebacks/replace/<caseId>/<documentId>
```

Success Response

The Response XML returned from Worldpay has the following structure:

```
<merchantId>1234567890</merchantId>  
<caseId>123654789654</caseId>  
<documentId>invoice.pdf</documentId>  
<responseCode>000</responseCode>  
<responseMessage>Success</responseMessage>
```

4.6 Deleting a Support Document

To delete a previously uploaded support document for a specific case use the HTTP DELETE method. Specify the document file using the URL format described in [Header Information and URL Syntax](#) on page 28.

NOTE: You can remove only one document at a time.

For example,

```
https://test.vantivcnp.com/services/chargebacks/delete/<caseId>/<documentId>
```

Success Response

The Response XML returned from Worldpay has the following structure:

```
<merchantId>1234567890</merchantId>
<caseId>123654789654</caseId>
<documentId>invoice.pdf</documentId>
<responseCode>000</responseCode>
<responseMessage>Success</responseMessage>
```

4.7 Listing the Documents Attached to a Case

To list all documents attached to a specific case use the HTTP GET method. Call the URL using the format described in [Header Information and URL Syntax](#) on page 28, but without specifying a document.

For example

```
https://test.vantivcnp.com/services/chargebacks/list/<caseId>
```

Success Response

For successful operations, the Response XML returned from Worldpay has the following structure:

```
<merchantId>1234567890</merchantId>  
<caseId>123654789654</caseId>  
<documentId>invoice.pdf</documentId>  
<responseCode>000</responseCode>  
<responseMessage>Success</responseMessage>
```

Failure Response

In the event the operation fails, the Response XML returned from Worldpay has the following structure:

```
<merchantId>123456</merchantId>  
<caseId>216549873</caseId>  
<responseCode>009</responseCode>  
<responseMessage>Document Not Found</responseMessage>
```

4.8 Response Codes

This following 3-digit response codes and messages will be returned in the XML response.

TABLE 4-3 Chargeback Support Document Response

ResponseCode	ResponseMessage
000	Success
001	Invalid Merchant
002	Future Use
003	Case Not Found
004	Case not in Merchant Queue
005	Document Already Exists
006	Internal Error
007	Future Use
008	Max Document Limit Per Case Reached Note: This response refers to the maximum total size of all uploaded documents
009	Document Not Found
010	Case not in a valid cycle
011	Server is busy. Please try again in a few minutes.
012	File size exceeds limit of 2MB
013	Invalid File Content
014	Unable to convert; Vantiv has saved your file and will attempt to fix the error on your behalf. Your chargeback analyst will contact you if we are unable to resolve the error.
015	Invalid image size, source image exceeds size tolerances
016	Max Document Page Count Limit Per Case Reached

4.9 Chargeback Documentation API Testing

This section provides information concerning the testing you must perform prior to using the Chargeback Documentation API. You must coordinate the actual testing with your Implementation Consultant. Upon successfully completing all testing requirements, you will be certified to use the API in the production environment.

Prior to beginning the test sequence, your Implementation Consultant will establish a test environment containing four chargeback cases. For these cases, the `<case Id>` element in the URL will have the form `yourMerchantId + 001` through `004`. For example, if your `merchantId` is `4321`, then the first chargeback case `Id` would be `4321001`.

For each case there are specific upload actions that you must perform in order to verify your code. The sections that follow detail the various scenarios.

4.9.1 Test Case # 1 (XXXX001)

You use the first test case to verify that you can handle a Response Code of 010 correctly. To complete the second test case, do the following:

1. Upload one file to the second test case location.
2. Verify that you receive a response containing `<ResponseCode>010</ResponseCode>` and `<ResponseMessage>Case not in valid cycle</ResponseMessage>`.

4.9.2 Test Case # 2 (XXXX002)

You use the second test case to verify your code by performing each of the methods available to you via the API. To complete the first test case, do the following:

1. Test your code used to upload documents by uploading to the first test case location. You must upload either one document of each format you use for supporting documentation or two documents, whichever is greater. For example, if you use `.jpg`, `.gif`, and `.pdf` formats for your support document, you must upload a minimum of three documents - one of each type. If all your support documents are in a single format, upload two documents.

NOTE: If you add or change the format type(s) you use for support documentation after completing the tests, you must re-certify the new type.

2. Verify both the successful upload of the documents and your code used to list documents by listing the documents.
3. Verify your code used to retrieve documents by retrieving each document.
4. Verify your code used to replace documents by replacing one document.
5. Verify that Step 4 was successful by retrieving the replaced document.
6. Verify your code used to delete documents by deleting a document that you did not replace in Step 4.
7. Verify the successful deletion by listing the documents.

4.9.3 Test Case # 3 (XXXX003)

You use the third test case to verify that you can handle a Response Code of 004 correctly. To complete the third test case, do the following:

1. Upload one file to the third test case location.
2. Verify that you receive a response containing `<ResponseCode>004</ResponseCode>` and `<ResponseMessage>Case not in Merchant Queue</ResponseMessage>`.

4.9.4 Test Case # 4 (XXXX004)

You use the fourth test case to verify that you can handle Response Codes of 005, 012, and 008 correctly. To complete the fourth test case, do the following:

1. Upload a file named maxsize.tif to the fourth test case location.
2. Verify that you receive a response containing `<ResponseCode>005</ResponseCode>` and `<ResponseMessage>Document already exists</ResponseMessage>`.
3. Upload a file with a size greater than 2MB to the fourth test case location.
4. Verify that you receive a response containing `<ResponseCode>012</ResponseCode>` and `<ResponseMessage>Filesize exceeds limit of 1MB</ResponseMessage>`.

NOTE: The individual upload filesize limit in the test environment is 1MB. The individual upload filesize limit in the production environment is 2MB.

5. Upload a file with a size greater than 100KB, but less than 1MB to the fourth test case location.
6. Verify that you receive a response containing `<ResponseCode>008</ResponseCode>` and `<ResponseMessage>Max Document Limit Per Case Reached</ResponseMessage>`.

Testing Complete

Chargeback API Elements

This chapter provides definitions for the elements and attributes used in the Chargeback API. Use this information in combination with the Chargeback API schema file to assist you as you build the code necessary to submit transactions to our transaction processing systems. Each section defines a particular element, its relationship to other elements (parents and children), as well as any attributes associated with the element. The API elements defined in this chapter are listed alphabetically.

NOTE: This document references only the element parents/children that appear in the Chargeback API. Some elements may also exist in other cnpAPI schema, but this document does not provide information about those structures.

For additional information on the structure of Chargeback API requests and responses using these elements, as well as API examples, please refer to [Chapter 3, "Chargeback API Examples"](#).

5.1 acquirerReferenceNumber

The `acquirerReferenceNumber` element is an optional child of the `chargebackCase` element that defines a value that uniquely identifies the transaction with the card networks.

Type = String; **minLength** = N/A; **maxLength** =

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.2 activity

The `activity` element is an optional child of the `chargebackCase` element and contains child elements that provide activity information about the chargeback case. The `chargebackCase` element can include multiple `activity` elements.

Parent Elements:

`chargebackCase`

Attributes:

None

Child Elements:

`activityDate`, `activityType`, `fromQueue`, `toQueue`, `settlementAmount`, `settlementCurrencyType`, `notes`, `assignedTo`

Example: activity Structure

```
<activity>
  <activityDate>2013-02-23</activityDate>
  <activityType>Merchant Represent</activityType>
  <fromQueue>Merchant</fromQueue>
  <toQueue>Vantiv</toQueue>
  <settlementAmount>10000</settlementAmount>
  <settlementCurrency>USD</settlementCurrency>
  <notes>This is what I did</notes>
  <assignedTo>jdoe@company.com</assignedTo>
</activity>
```

5.3 activityDate

The `activityDate` element is an optional child of the `activity` element that specifies the date of the chargeback activity detailed in the `activity` element.

Type = Date; **Format** = YYYY-MM-DD

Parent Elements:

[activity](#)

Attributes:

None

Child Elements:

None

5.4 activityType

The `activityType` element is a required child of the `chargebackUpdateRequest`, as well as an optional child of the `activity` element. When used in the `chargebackUpdateRequest`, the element specifies the action to take on the chargeback case. There are five available actions listed in the enumeration table below. When present as a child of the `activity` element (child of the `chargebackRetrievalResponse`), it specifies the action taken on the chargeback case.

NOTE: When returned in the `chargebackRetrievalResponse`, the value of the `activityType` element is not derived from the enumerations listed below.

Type = String or Enum; minLength = N/A; maxLength = N/A

Parent Elements:

[chargebackUpdateRequest](#), [activity](#)

Attributes:

None

Child Elements:

None

Enumerations (applies only if child of `chargebackUpdateRequest`):

Enumeration	Description
ASSIGN_TO_USER	Assign the chargeback case to the designated user.
ADD_NOTE	Add a note to the chargeback case.
MERCHANT_ACCEPTS_LIABILITY	The merchant accepts liability for the chargeback case.
MERCHANT_REPRESENT	The merchant submits the chargeback case with required documentation for representation.
MERCHANT_RESPOND	The merchant respond to a Retrieval Request.
MERCHANT_REQUESTS_ARBITRATION	The merchant requests arbitration on the chargeback case.

5.5 assignedTo

The `assignedTo` element is an optional child of both the `chargebackUpdateRequest` and `chargebackRetrievalResponse` element. It defines the chargeback analyst to whom the case is assigned when the `activityType` element value is **ASSIGN_TO_USER**.

Parent Elements:

[chargebackUpdateRequest](#), [chargebackRetrievalResponse](#)

Attributes:

None

Child Elements:

None

5.6 bin

The `bin` element is an optional child of the `chargebackCase` element that provides the 6-digit Bank (or Issuer) Identification Number of the Issuing Bank

Type = String; **minLength** = N/A; **maxLength** = 6

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.7 cardNumberLast4

The `cardNumberLast4` element is an optional child of the `chargebackCase` element that specifies the last four digits of the card used in the transaction.

Type = String; **minLength** = N/A; **maxLength** = 4

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.8 cardType

The `cardType` element is an optional child of the `chargebackCase` element that specifies the type of card or alternate payment type used in the transaction. (See Table below)

Type = String; **minLength** = N/A; **maxLength** = N/A

TABLE 5-1 cardType Values

Values
American Express
Bill Me Later
Discover
MasterCard
PayPal
VISA

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.9 caseld

The `caseId` element is an optional child of the `chargebackCase` element that specifies the unique identifier assigned to the chargeback by Worldpay.

Type = Long; **minLength** = N/A; **maxLength** = 19

Parent Elements:

[chargebackCase](#), [chargebackDocumentUploadResponse](#)

Attributes:

None

Child Elements:

None

5.10 chargebackAmount

The `chargebackAmount` element is an optional child of the `chargebackCase` element that specifies the amount of the chargeback. The value is in cents without a decimal point. For example, a value of 1995 signifies \$19.95.

Type = Long; **totalDigits** = 8

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.11 chargebackCase

The `chargebackCase` element is an optional child of the `chargebackRetrievalResponse` element. It contains child elements that provide information about the chargeback case.

Parent Elements:

[chargebackRetrievalResponse](#)

Attributes:

None

Child Elements:

[caseId](#), [merchantId](#), [dayIssuedByBank](#), [dateReceivedByVantivCnp](#), [vantivCnpTxnId](#), [cycle](#), [orderId](#), [cardNumberLast4](#), [cardType](#), [chargebackAmount](#), [chargebackCurrencyType](#), [originalTxnDay](#), [chargebackType](#), [representedAmount](#), [representedCurrencyType](#), [reasonCode](#), [reasonCodeDescription](#), [currentQueue](#), [fraudNotificationStatus](#), [acquirerReferenceNumber](#), [chargebackReferenceNumber](#), [preArbitrationAmount](#), [preArbitrationCurrency](#), [merchantTxnId](#), [fraudNotificationDate](#), [bin](#), [token](#), [historicalWinPercentage](#), [customerId](#), [paymentAmount](#), [paymentSecondaryAmount](#), [replyByDay](#), [activity](#), [number](#)

Example: chargebackCase Structure

```
<chargebackCase>
  <caseId>216000553703</caseId>
  <merchantId>Merchant01</merchantId>
  <dayIssuedByBank>2017-01-02</dayIssuedByBank>
  <dateReceivedByVantivCnp>2017-01-03</dateReceivedByVantivCnp>
  <vantivCnpTxnId>21200000820903</vantivCnpTxnId>
  <cycle>Representment</cycle>
  <orderId>TEST02.2</orderId>
  <cardNumberLast4>2203</cardNumberLast4>
  <cardType>VISA</cardType>
  <chargebackAmount>2002</chargebackAmount>
  <chargebackCurrencyType>USD</chargebackCurrencyType>
  <originalTxnDay>2016-11-25</originalTxnDay>
  <chargebackType>Deposit</chargebackType>
  <activityType>Assign To Merchant</activityType>
  <representedAmount>2002</representedAmount>
  <representmentCurrencyType></representmentCurrencyType>
  <reasonCode>4837</reasonCode>
  <reasonCodeDescription>No Cardholder Authorization</reasonCodeDescription>
```

```

<currentQueue>Vantiv</currentQueue>
<fraudNotificationStatus>AFTER</fraudNotificationStatus>
<acquirerReferenceNumber></acquirerReferenceNumber>
<chargebackReferenceNumber></chargebackReferenceNumber>
<preArbitrationAmount></preArbitrationAmount>
<preArbitrationCurrency></preArbitrationCurrency>
<merchantTxnId>600001</merchantTxnId>
<fraudNotificationDate>2017-01-03</fraudNotificationDate>
<bin>410020</bin>
<token></token>
<historicalWinPercentage>80</historicalWinPercentage>
<customerId>660045</customerId>
<paymentAmount>4002</paymentAmount>
<paymentSecondaryAmount>1000</paymentSecondaryAmount>
<replyByDay>2017-02-02</replyByDay>
<activity>
  <activityDate>2017-01-08</activityDate>
  <activityType>Merchant_Representment</activityType>
  <fromQueue>Merchant</fromQueue>
  <toQueue>Vantiv</toQueue>
  <settlementAmount>10000</settlementAmount>
  <settlementCurrency>USD</settlementCurrency>
  <notes>This is what I did</notes>
  <assignedTo>someone</assignedTo>
</activity>
<number>PAN</number>
</chargebackCase>

```

5.12 chargebackCurrencyType

The `chargebackCurrencyType` element is an optional child of the `chargebackCase` element that defines the currency of the `chargebackAmount` element. The default value is USD (United States Dollars).

Type = String; **minLength** = N/A; **maxLength** = 3

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

Enumerations:

Enumeration	Description
AUD	Australian Dollar
CAD	Canadian Dollar
CHF	Swiss Francs
DKK	Denmark Kroner
EUR	Euro
GBP	United Kingdom Pound
HKD	Hong Kong Dollar
JPY	Japanese Yen
NOK	Norwegian Krone
NZD	New Zealand Dollar
SEK	Swedish Kronor
SGD	Singapore Dollar
USD (default)	United States Dollar

5.13 chargebackDocumentUploadResponse

This is the root element for all responses to HTTP POST of support documentation.

Parent Elements:

None

Attributes:

None

Child Elements:

[merchantId](#), [caselId](#), [documentId](#), [responseCode](#), [responseMessage](#)

5.14 chargebackReferenceNumber

The `chargebackReferenceNumber` element is an optional child of the `chargebackCase` element that defines a unique 10-digit number assigned a chargeback case. The first four digits of the chargeback reference number are the issuer's identification (BIN/ICA) number. The chargeback reference number may be reused after a year.

Type = String; **minLength** = N/A; **maxLength** = 10

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.15 chargebackRetrievalResponse

This is the root element for all responses to Chargeback Activities Requests.

Parent Elements:

None

Attributes:

None

Child Elements:

[transactionId](#), [chargebackCase](#)

5.16 chargebackType

The `chargebackType` element is an optional child of the `chargebackCase` element that defines the chargeback type in terms of D (Deposit) or R (Refund).

Type = String; **minLength** = N/A; **maxLength** = 1

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.17 chargebackUpdateRequest

This is the root element for requests to update chargeback cases.

Parent Elements:

None

Attributes:

None

Child Elements:

[activityType](#), [assignedTo](#), [note](#), [representedAmount](#)

5.18 chargebackUpdateResponse

This is the root element for responses to requests to update chargeback cases.

Parent Elements:

None

Attributes:

None

Child Elements:

[transactionId](#)

5.19 currentQueue

The `currentQueue` element is an optional child of the `chargebackCase` element that defines queue in which the chargeback currently resides.

Type = String; **minLength** = N/A; **maxLength** =

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.20 customerId

The `customerId` element is an optional child of the `chargebackCase` element that specifies the value assigned by the merchant to identify this customer.

Type = String; **minLength** = N/A; **maxLength** = 50

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.21 cycle

The `cycle` element is an optional child of the `chargebackCase` element that defines the cycle of the chargeback. The chargeback cycle is the point in the overall chargeback life-cycle in which the chargeback currently resides.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.22 dayIssuedByBank

The `dayIssuedByBank` element is an optional child of the `chargebackCase` element that specifies the date the issuing bank initiated the chargeback.

Type = Date; **Format** = YYYY-MM-DD

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.23 dateReceivedByVantivCnp

The `dateReceivedByVantivCnp` element is an optional child of the `chargebackCase` element that specifies the date that Worldpay received the chargeback.

Type = Date; **Format** = YYYY-MM-DD

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.24 documentId

The `documentId` element identifies the support document uploaded, retrieved, replaced, or deleted.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

[chargebackDocumentUploadResponse](#)

Attributes:

None

Child Elements:

None

5.25 error

The `error` element is a child of the `errors` element and a text description of the error preventing the processing of the transaction.

Type = String; **minLength** = N/A; **maxLength** = 512

Parent Elements:

[errors](#)

Attributes:

None

Child Elements:

None

5.26 errorResponse

The `errorResponse` element is the parent element for the XML message returned by the platform in response to a transaction that can not be processed due to a validation, authentication, or communication error.

Parent Elements:

None

Attributes:

Attribute Name	Type	Required?	Description
xmlns	String	Yes	Defines the URI of the schema definition. This is a fixed location and must be specified as: <code>http://www.vantivcnp.com/chargebacks.</code> minLength = N/A maxLength = 50

Child Elements:

[errors](#)

5.27 errors

The `errors` element is a child of the `errorResponse` element and through its child, `error`, provides a text description of the error preventing the processing of the transaction.

Parent Elements:

[errorResponse](#)

Attributes:

None

Child Elements:

[error](#)

5.28 fraudNotificationDate

The `fraudNotificationDate` element is an optional child of the `caseActivity` element that specifies the Fraud Notification date returned by MasterCard. If an Authorization was approved after this date and was followed by a fraudulent chargeback, the chargeback case will be ruled in the merchant's favor. This element is only returned for MasterCard chargebacks if a Fraud Notification date is set.

Type = Date; **Format** = YYYY-MM-DD

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.29 fraudNotificationStatus

The `fraudNotificationStatus` element is an optional child of the `chargebackCase` element that specifies whether the Authorization associated with the chargeback case was approved BEFORE or AFTER the Fraud Notification date. If the value returned is AFTER, the chargeback case will be ruled in the merchant's favor. This element is returned only for MasterCard chargebacks and only if a Fraud Notification Date has been determined.

Type = String; **minLength** = N/A; **maxLength** = 6

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.30 fromQueue

The `fromQueue` element is an optional child of the `activity` element that specifies the queue in which the chargeback resided prior to the performance of the specified activity.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

[activity](#)

Attributes:

None

Child Elements:

None

5.31 historicalWinPercentage

The `historicalWinPercentage` element is an optional child of the `chargebackCase` element that defines the probability that a representment will result in a win. The percentage value is based on an algorithm developed by Worldpay that examines 12 months of representment win/loss activity across our merchant portfolio from three categories: BIN, Response Reason Code, and a combination of both.

Type = Long; **minLength** = N/A; **maxLength** = 3

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.32 vantivCnpTxnId

The `vantivCnpTxnId` element is an optional child of the `chargebackCase` used to identify transactions in the system. The system returns this element in XML responses.

Type = Long; **minLength** = N/A; **maxLength** = 19

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.33 merchantId

The merchantId element is an optional child of the chargebackCase element used to identify the merchant in the chargebackRetrievalResponse message. It is also a required child of the chargebackDocumentUploadResponse element.

Type = Long; minLength = N/A; maxLength = 19

Parent Elements:

[chargebackCase](#), [chargebackDocumentUploadResponse](#)

Attributes:

None

Child Elements:

None

5.34 merchantTxnId

The `merchantTxnId` element is a required child of the `caseActivity` element that is the unique identifier assigned by the merchant to the original deposit or refund transaction.

Type = String; **minLength** = N/A; **maxLength** = 25

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.35 note

The `note` element is an optional child of the `chargebackUpdateRequest` element and allows you to supply applicable notes for the specified activity.

Type = String; **minLength** = N/A; **maxLength** = 256

Parent Elements:

[chargebackUpdateRequest](#)

Attributes:

None

Child Elements:

None

5.36 notes

The `notes` element is an optional child of the `activity` element and provides any notes (`note` element) entered for the specified activity.

Type = String; **minLength** = N/A; **maxLength** = 256

Parent Elements:

[activity](#)

Attributes:

None

Child Elements:

None

5.37 number

The `number` element is an optional child of the `chargebackCase` element and defines the account number associated with the chargeback.

Type = String; **minLength** = 13; **maxLength** = 25

NOTE: We must specifically enable you to receive this element in your `chargebackRetrievalResponse`. If you wish to receive the PAN in your response messages, please consult with your Relationship Manager.

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.38 orderId

The `orderId` element is an optional child of the `chargebackCase` element that defines a merchant-assigned value representing the order in the merchant's system.

Type = String; **minLength** = N/A; **maxLength** = 25

Parent Element:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.39 originalTxnDay

The `originalTxnDay` element is an optional child of the `chargebackCase` element that defines the date that the deposit or refund transaction was received by Worldpay.

Type = Date; **Format** = YYYY-MM-DD

Parent Element:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.40 paymentAmount

The `paymentAmount` element is an optional child of the `chargebackCase` element that specifies the amount of the original transaction. The value is in cents without a decimal point. For example, a value of 1995 signifies \$19.95.

Type = Long; **totalDigits** = 8

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.41 paymentSecondaryAmount

The `paymentSecondaryAmount` element is an optional child of the `chargebackCase` element that specifies the secondary amount of from the original transaction. The the value in cents without a decimal point. For example, a value of 1995 signifies \$19.95.

Type = Long; **totalDigits** = 8

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.42 preArbitrationAmount

The `preArbitrationAmount` element is an optional child of the `chargebackCase` element that specifies the amount of the pre-arbitration. The value is in cents without a decimal point. For example, a value of 1995 signifies \$19.95.

Type = Long; **totalDigits** = 8

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.43 preArbitrationCurrency

The `preArbitrationCurrency` element is an optional child of the `chargebackCase` element that defines the currency of the `preArbitrationAmount` element. The default value is USD (United States Dollars).

Type = String; **minLength** = N/A; **maxLength** = 3

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

Enumerations:

Please refer to the enumerations listed with the [chargebackCurrencyType](#) element.

5.44 reasonCode

The `reasonCode` element is an optional child of the `chargebackCase` element that contains a numeric code which specifies the reason for the chargeback. The `reasonCodeDescription` element provides a brief definition of the reason code.

Please refer to the *Worldpay eComm Chargeback Process Guide* for a list of the applicable reason codes and associated messages.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.45 reasonCodeDescription

The `reasonCodeDescription` element is an optional child of the `chargebackCase` element that provides a brief definition of the reason code.

Please refer to the *Worldpay eComm Chargeback Process Guide* for a list of the applicable reason codes and associated messages.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.46 replyByDay

The `replyByDay` element is an optional child of the `chargebackCase` element that defines the date to which your response to the chargeback case is due. It is calculated based upon the date the chargeback was issued.

Type = Date; **Format** = YYYY-MM-DD

Parent Element:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.47 representedAmount

The `representedAmount` element is an optional child of the `chargebackCase` element that specifies the amount of the representment. The value is in cents without a decimal point. For example, a value of 1995 signifies \$19.95.

Type = Long; **totalDigits** = 8

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.48 representedCurrencyType

The `representedCurrencyType` element is an optional child of the `chargebackCase` element that defines the currency of the `representedAmount` element. The default value is USD (United States Dollars).

Type = String; **minLength** = N/A; **maxLength** = 3

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

Enumerations:

Please refer to the enumerations listed with the [chargebackCurrencyType](#) element.

5.49 responseCode

The `responseCode` element contains a three digit numeric code which specifies either success or the reason for the failure of the action related to uploaded chargeback support documentation. The `ResponseMessage` element provides a brief definition of the `ResponseCode` element.

Please refer to [Response Codes](#) on page 35 for a list of the applicable reason codes and associated messages.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

NOTE: In the schema the **Result** group contains the **ResponseCode** and **ResponseMessage** elements.

[chargebackDocumentUploadResponse](#)

Attributes:

None

Child Elements:

None

5.50 responseMessage

The `responseMessage` element provides a brief definition of the `ResponseCode` element.

Please refer to [Response Codes](#) on page 35 for a list of the applicable reason codes and associated messages.

Type = String; **minLength** = N/A; **maxLength** = N/A

Parent Elements:

NOTE: In the schema the **Result** group contains the **ResponseCode** and **ResponseMessage** elements.

[chargebackDocumentUploadResponse](#)

Attributes:

None

Child Elements:

None

5.51 settlementAmount

The `settlementAmount` element is an optional child of the `activity` element that specifies the amount of the settlement. The value is in cents without a decimal point. For example, a value of 1995 signifies \$19.95.

Type = Integer; **totalDigits** = 8

Parent Elements:

[activity](#)

Attributes:

None

Child Elements:

None

5.52 settlementCurrencyType

The `settlementCurrencyType` element is an optional child of the `activity` element that defines the currency of the `settlementAmount` element. The default value is USD (United States Dollars).

Type = String (Enum); **minLength** = N/A; **maxLength** = N/A

Parent Elements:

[activity](#)

Attributes:

None

Child Elements:

None

Enumerations:

Please refer to the enumerations listed with the [chargebackCurrencyType](#) element.

5.53 token

The `token` element is an optional child of the `chargebackCase` element that defines the value of the token. The length of the token is the same as the length of the submitted account number for credit card tokens.

Type = String; **minLength** = 13; **maxLength** = 25

Parent Elements:

[chargebackCase](#)

Attributes:

None

Child Elements:

None

5.54 toQueue

The `toQueue` element is an optional child of the `activity` element that specifies queue to which the chargeback moved after the performance of the specified activity.

Type = String; **minLength** = N/A; **maxLength** =

Parent Elements:

[activity](#)

Attributes:

None

Child Elements:

None

Enumerations:

Please refer to the enumerations listed with the [currentQueue](#) element.

5.55 transactionId

The `transactionId` element is a required child of the `chargebackUpdateResponse` and the `chargebackRetrievalResponse` used to identify the transactions in the system.

Type = Long; minLength = N/A; maxLength = 19

Parent Elements:

[chargebackUpdateResponse](#), [chargebackRetrievalResponse](#)

Attributes:

None

Child Elements:

None

Queue, Activity, and Cycle Type Definitions

The tables contained in this appendix provide definitions for the Chargeback Queue types, Chargeback Activity types, and Chargeback Cycle types you may see in response files when working your chargeback cases.

A.1 Chargeback Activity Types

Table A-1 lists all possible chargeback activity types returned in the response messages.

NOTE: For information about activity type you can use in request messages, please refer to [activityType](#) on page 43.

TABLE A-1 Chargeback Activity Types

Activity	Description
Add Note	Adds a note to a chargeback case.
Arbitration Ruling	Visa ruled on the Arbitration case.
Assign To Vantiv	For Worldpay use only. Assigns the chargeback to Worldpay for work.
Assign To Merchant	Assigns the chargeback to the Merchant for work.
Attach Document	Used to attach a support document to the chargeback or retrieval request case.
Attempted Attach Document	The attempt to attach a document to the chargeback case failed.
Auto Represent	Worldpay automatically represent the chargeback case back to the network on behalf of the Merchant
Create Arbitration	In the Visa Allocation Flow, the merchant decides to go to Arbitration. In the Visa Collaboration Flow, the Issuer decides to go to Arbitration.
Create Pre-Arbitration	Create a Pre-Arbitration case.
Delete Document	Used to delete a support document from the chargeback or retrieval request case.
File Arbitration	For Worldpay use only. Assigns the chargeback for arbitration.
File Pre-arbitration	For Worldpay use only. Assigns the chargeback for pre-arbitration.
File Visa Pre-Arbitration	Merchant has requested Worldpay to file a Pre-Arbitration case in the Allocation workflow and this activity represents Worldpay filing the case. This activity type applies to the Visa Claims Resolution process.
Issuer Recalled	The issuer recalled the dispute.
Merchant Accept	Merchant has reviewed the case and decided to assume responsibility for this chargeback.

TABLE A-1 Chargeback Activity Types (Continued)

Activity	Description
Merchant Auto Assign	For Worldpay use only. Assigns chargebacks to the Merchant to automatically process.
Merchant Represent	Merchant has reviewed the case and provided documentation needed to represent back to the network.
Merchant Respond	Merchant has responded to a retrieval request.
Move To Error Queue	For Worldpay use only. Worldpay can not assign the case to another queue at this time.
Network Decision	The Discover Network has issued a decision in the case.
Receive Network Transaction	For Worldpay use only. Worldpay has received the case from the network.
Record Arbitration	The Worldpay Chargeback Analyst creates the merchant requested Arbitration case in the Visa system.
Request Arbitration	The Merchant wants to arbitrate the chargeback.
Request Declined	For Worldpay use only. Worldpay has declined the Merchant's Representation or Respond Request.
Request Pre-Arbitration	In the Visa Allocation workflow, the merchant requests Worldpay to file a Pre-Arbitration case. When Worldpay files the case the associated activity is File Visa Pre-Arbitration.
Request Response to Pre-Arbitration	In the Visa Collaboration Flow, the merchant requests Worldpay to respond to the Pre-Arbitration case introduced by the Issuer.
Respond to Dispute	In the Visa Collaboration Flow, this is the merchant response to a Dispute (formerly known as a Representation).
Respond to PreArb	This reflects the merchant response to an Issuer requested Pre-Arbitration.
Sent Credit	Merchant has responded to a Discover Dispute Retrieval Request and sent credit.
Sent Gift	Merchant has responded to a Discover Dispute Retrieval Request and sent gift.
Send Representation	For Worldpay use only. Worldpay has reviewed the Chargeback and is now sending the case out to the network with corresponding documentation.
Send Response	For Worldpay use only. Worldpay has reviewed the Retrieval Request and is now sending the case out to the network with corresponding documentation.
Successful Arbitration	For Worldpay use only. Arbitration was successful.
Successful PayPal	For Worldpay use only. PayPal case was successfully represented.

TABLE A-1 Chargeback Activity Types (Continued)

Activity	Description
Successful Pre-arbitration	For Worldpay use only. Pre-arbitration was successful.
Unaccept	Reverse the acceptance of the case.
Unrepresent	Reverse the representment.
Unsuccessful Arbitration	For Worldpay use only. Arbitration was successful; the merchant lost the arbitration case.
Unsuccessful Pre-arbitration	For Worldpay use only. Pre-arbitration was not successful; the merchant lost the pre-arbitration case.
Update Document	Used to update (replace) a support document attached to the chargeback or retrieval request case.
Vantiv Accept	For Worldpay use only. Worldpay has reviewed the case and decided to assume responsibility for this chargeback.
Vantiv Represent	For Worldpay use only. Worldpay has reviewed the case and decided to represent back to the network on behalf of the Merchant.
Vantiv Respond	For Worldpay use only. Worldpay has responded to a retrieval request.

A.2 Chargeback Queue Types

Table A-2 provides definitions for all possible Chargeback Queue types that the system can return in a retrieval response message.

TABLE A-2 Chargeback Queue Types

Queue	Description
Arbitrate	The case is in arbitration.
Decision Pending	Awaiting decision from Discover. This also applies to the Visa Claims Resolution process.
Decision Final	Visa rendered a final decision in the Arbitration case.
Merchant	Merchant chargeback department is reviewing the case.
Merchant Arbitrate	The Merchant has requested arbitration.
Merchant Assumed	Merchant has assumed responsibility for the chargeback.
Merchant Auto Assumed	The merchant negotiated a settlement with the issuer via the Visa RDR (Rapid Dispute Resolution) process.
Merchant Automated	Merchant should process via automated feed.
Network Assumed	The network is currently liable for the chargeback.
PayPal Hold - Assumed	The Merchant has accepted liability of the case and is awaiting resolution from PayPal.
PayPal Hold - Represent	The Merchant has represented the case, Worldpay sent the case to the network, and is awaiting resolution from PayPal.
Pre-arbitrate	The case is in pre-arbitration.
Vantiv	The Worldpay chargeback department is reviewing the case.
Vantiv Assumed	Worldpay has assumed responsibility for the chargeback.
Vantiv Error	Worldpay cannot assign a queue at this time.
Vantiv Outgoing	The represent or retrieval response is awaiting Worldpay review before sending to the network.

A.3 Chargeback Cycle Types

Table A-3 provides definitions for all possible Chargeback Cycle types that the system can return in a retrieval response message. The cycle represents an escalation/resolution point in the lifecycle of the dispute/chargeback.

TABLE A-3 Chargeback Cycle Types

Cycle	Description
Arbitration	The case has gone to Arbitration. The applicable card network will render a final decision.
Arbitration (Mastercard)	The merchant has requested arbitration. Mastercard will render a final decision.
Arbitration Chargeback	The final stage in several chargeback scenarios, where neither side accepts the others arguments and the chargeback goes to the card brand for final disposition.
Arbitration Lost	The merchant lost the Visa Arbitration decision for the full amount in dispute.
Arbitration Split	The merchant won the Visa Arbitration decision for a portion of the disputed amount.
Arbitration Won	The merchant won the Visa Arbitration decision for the full amount in dispute.
Chargeback Reversal	The issuer has reversed the chargeback.
First Chargeback	The initial chargeback. Referred to as a Dispute in VCR.
Issuer Accepted Pre-Arbitration	In the VCR Allocation workflow, the issuer accepts the merchant initiated Pre-Arbitration.
Issuer Arbitration	In the Collaborative workflow, the issuer does not accept the merchant's response to the dispute and has moved to Pre-Arb.
Issuer Declined Pre-Arbitration	In the VCR Allocation workflow, the issuer has declined the merchant initiated Pre-Arbitration.
Pre-Arbitration	After examining the Representation/Response to Dispute, the issuer does not accept the merchant's arguments and proceeds with a Pre-Arb Chargeback.
RAPID_DISPUTE_RESOLUTION	The merchant and issuer are negotiating settlement of the dispute via the RDR (Rapid Dispute Resolution) system.
Representation	Offering evidence to counter a First Chargeback. In VCR terminology, this is a Response to Dispute.
Response to Issuer Arbitration	The merchant does not accept the Issuer Pre-Arb (i.e., continues to fight all or a portion of the chargeback amount).

TABLE A-3 Chargeback Cycle Types (Continued)

Cycle	Description
Retrieval Request	A request, from the issuer, for information about a transaction. A failure to respond or failure to supply the required information often results in a First Chargeback/Dispute.