

DEBIT CHARGEBACK ADJUSTMENT PROCEDURE
UPDATED JUNE 2018

IF THE ITEM IS GENERATED DUE TO A “FALCON ALERT” OR IT IS OBVIOUS FRAUD:

GO TO “TOM’S STUFF” ON DAVE’S DESKTOP
OPEN “DEBIT DISPUTE LISTING” EXCEL FILE
ADD INFORMATION TO SPREADSHEET (LABELED FOR CURRENT MONTH)
SAVE AND CLOSE WORKSHEET WHEN DONE

CREDIT THE MEMBER’S ACCOUNT USING TOOL #492
ENTER ACCOUNT NUMBER, APPROPRIATE ACCOUNT SUFFIX, AND ID LETTERS
AND PRESS “ENTER”
ENTER 82 FOR TYPE
ENTER “DISPUTE-xxxxxxx (COMPANY NAME)” IN DESCRIPTION FIELD
ENTER 260-03 IN THE OFFSET G/L# FIELD
CLICK POST

FILE FORM IN RED FOLDER LABELED “DISPUTES IN PROCESS” IN DAVE’S DRAWER.

IF THE ITEM IS A “DISPUTED CHARGE”:

REVIEW REQUEST WITH THE PRESIDENT TO DETERMINE WHAT TYPE OF CREDIT TO ISSUE:

1. **REGULAR CREDIT** – ISSUE USING SAME INSTRUCTIONS AS FALCON ALERT.
2. **CONDITIONAL CREDIT** – CREDIT GIVEN WITH THE MEMBER KNOWING IT MAY BE DEBITED BACK.
3. **NO CREDIT GIVEN** – IF DUE DILIGENCE HASN’T BEEN PERFORMED OR INADEQUATE REASON.