

CHARGEBACK INSTRUCTIONS

1. The Charge Back from the Credit Card Processor is forwarded to appropriate department via inter-campus mail from Treasury Department. Sometimes departments request a fax or scanned copy to work from. Treasury Department's job is to ensure the documentation is sent to appropriate departments in a timely manner. The cover sheet with normally read: "Merchant Services" somewhere on the top of the form.
2. It is the duty of each department to review the dispute and respond to Merchant Services DIRECTLY at:

Merchant Services
P.O.Box 6010
Hagerstown, MD 21711-6015

FAX: (301) 766-5679 (Send Chargeback Response)

NOTE: Please note if the P.O. Box or fax numbers are different from what we've provided, use what is on your documentation!

ALWAYS return the "Chargeback Response" page which includes the **Case #** to Merchant Services Department along with your documentation to support the charge to the cardholder. Once your response is received by Merchant Services Department, we may receive fax(s) which we forward to you like the following examples:

- **Chargeback Summary** – The summary section indicates either a chargeback amount or reversal amount for a particular case number.
- **Chargeback Notification** – Lists the "received no later than" date to respond with original transaction detail information.
- **Chargeback Reponse** – Response form provided to dispute the chargeback to Boise State (passed along to your department via Journal Entry)
- **Request for Transaction Documentation** – This form is for fast processing and gives you the appropriate fax number in which to respond. It also provides your response date deadline and transaction detail information.

Depending on the documentation sent to Merchant Services Department, and your documentation can clearly demonstrate the charge to the card holder is legitimate, the account is credited. However, if further clarification is needed this process can take some time.

Treasury Management debit(s) your department ID and account # when we receive any Debit(s) for Charge Backs on our Local Bank Account. You will be asked for that information so we can prepare a journal entry. Then, if you receive credit(s) we will ensure your Department ID and Account are credited appropriately. Most likely, one of our staff would call and confirm your Department ID and Account # for this transaction.

Remember to retain your documents for five years.
Please direct your questions to Treasury Department:

Patricia "Tricia" Curtis	426-5731	patriciacurtis@boisestate.edu
Gary Morton	426-2079	garymorton@boisestate.edu
Aida Popovic	426-2373	apopovic@boisestate.edu