

AMERICAN EXPRESS

DMX Disputes Redesign
Training Deck - US

DMX DISPUTES – HOMEPAGE

POD – CURRENT STATE

AMERICAN EXPRESS | My Account | Cards | Savings & Loans | Travel | Rewards | Business | Help | Log Out

Dashboard | Payments | Disputes | Account Services | Free Signs & Supplies

We couldn't process your files due to technical issues. Resubmit responses for 121 case(s).

LOCATIONS (19/19) | DATE | SEARCH | User Guide

TAKE ACTION: 4250 | RESPONDED: 1971 | CLOSED: 50796 | ADJUSTMENTS: 13388

All Unviewed Viewed | All Chargebacks Inquiries Case Updates

Showing 1-20 of 4250

Agree to Full Refund | Respond | Respond offline

0/4,250		CASE NUMBER	SUBMITTING MERCHANT NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE	AMOUNT	ACQUIRER REFERENCE NUMBER
<input type="checkbox"/>		A-usa03	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa09	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa10	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa11	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa12	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa13	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa14	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa15	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa16	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa18	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa19	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa20	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa21	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa22	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa23	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa24	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa25	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa26	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa27	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A
<input type="checkbox"/>		A-usa29	1030026553	Please respond	12/8/2020	1/7/2021	N/A	Card not present fraud - F29	CB	Fraud	-239.19	N/A

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Additional Filter options

Users can refer to cases categorized per these 3 tabs

POA – POST REDESIGN

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Disputes | Search Disputes

Response Needed

Review in Progress

Closed

About Disputes

Filter TYPES of disputes (All, CB & Enquiry)

Response Needed

These disputes need your attention. To take action, select the case number below. Keep in mind cases that expire without your response may be closed in the Card Member's favor.

All Types

CASE #	AMOUNT	REASON	TYPE	EXPIRES
04U7039	-\$85.74	Card not present fraud	Chargeback	10 Days
04U0875	-\$28.09	Card not present fraud	Chargeback	10 Days
04U6863	-\$325.16	Card not present fraud	Chargeback	10 Days
04U4823	-\$50.00	Card not present fraud	Chargeback	10 Days
04U4104	-\$40.00	Card not present fraud	Chargeback	10 Days
04U4104	-\$50.00	Card not present fraud	Chargeback	10 Days
04U1527	-\$35.00	Card not present fraud	Chargeback	10 Days
04U3696	-\$50.00	Card not present fraud	Chargeback	10 Days
04Q9834	-\$91.83	Card not present fraud	Chargeback	10 Days
04U4064	-\$50.00	Card not present fraud	Chargeback	10 Days
04U3520	-\$50.00	Card not present fraud	Chargeback	10 Days
04T9499	-\$325.85	Card not present fraud	Chargeback	10 Days
04U2783	-\$50.00	Card not present fraud	Chargeback	10 Days
04U0608	-\$105.78	Card not present fraud	Chargeback	10 Days
04T8533	-\$124.58	Card not present fraud	Chargeback	10 Days
04U3079	-\$188.01	Card not present fraud	Chargeback	10 Days
04U3580	-\$35.00	Card not present fraud	Chargeback	10 Days
04U3878	-\$26.00	Card not present fraud	Chargeback	10 Days
04U1854	-\$63.00	Card not present fraud	Chargeback	10 Days
04U1035	-\$35.00	Card not present fraud	Chargeback	10 Days

< Previous 1 2 3 4 5 6 7 8 9 ... 167 Next >

Filter TYPES of disputes (All, CB & Enquiry)

POD – CURRENT STATE

LOCATIONS (12/12) DATE SEARCH
User Guide

TAKE ACTION: 3328

RESPONDER: 3026

Agree to Full Refund

Respond offline

DISPUTE TYPE	CASE TYPE	AMOUNT	TRANSACTION DATE
CB	Fraud	-58.55	7/22/2021

Print Preview

Dispute Properties

Case number:

Charge Reference number:

Search Within:

Dispute Type:

Case Type: Fraud Non Fraud

Viewed Status: Unviewed Viewed

Date:

Date Range: From To

Amount Type:

Amount: From To

Card Information

Card Number:

Card Member:

Initials:

Locations: All locations

[Reset](#) [Search](#)

Chargeback details

Card Member denies participating in card not present fraud

Additional information: WALMART.COM AA 0

Disputed amount: 0.00

Chargeback amount: -58.55

Transaction amount: 58.55

Documentation Submitted by: No documentation available.

Case number: 04D6821

Date received: 7/26/2021

Days Left: 7/26/2021

Dispute Type: CB

Amount: -58.55

Adjustment number: 0992

Card Number at transaction: N/A

Charge amount: N/A

Chargeback Initials: N/A

First Presentment Amount: N/A

Intend Chargeback Code: N/A

Payee location ID: 000WMT.COM Payee merchant number: 1030026553

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Disputes

Search Disputes

Search by Case # or Charge Reference #

Case #

Users can search using the Case# or Charge Reference #

Response Needed

Review in Progress

Closed Disputes

Download Reports

About Disputes

Response Needed

These disputes need your attention. To take action, select the case number below. Keep in mind cases that expire without your response may be closed in the Card Member's favor.

Type Location

CASE #	AMOUNT	REASON	TYPE	EXPIRES
GG-rgter	\$985,856.60	Incorrect charge amount	CB	Today
XK-rwter9	\$98.84	Goods/services not received or only partial...	CB	2 Days
IN-Fse8f	\$98.84	Insufficient reply	CB	3 Days
MK-rgterD	\$98.84	Goods/services not received or only partial...	CB	10 Days

POD – CURRENT STATE

Transaction: 4255 | Response: 1966 | Closed: 50796 | Adjustments: 13388

Buttons: Agree to Full Refund, Respond, Respond offline

ID	CASE NUMBER	SUBMITTING MERCHANT NUMBER	STATUS	DATE RECEIVED	REPLY BY	DAYS LEFT	REASON AND CODE	DISPUTE TYPE	CASE TYPE
11	NPM4727	1030026553	Response received	2/11/2018	N/A	N/A	Chargeback Dispute under review - M04	CU	Non Fraud

Dispute details: Disputed amount: 50.00, Chargeback amount: -50.00, Transaction amount: 50.00

Documentation Submitted by Card Member: No documentation available

Case number	NPM4727	Status	Response received
Date received	2/11/2018	Reply by	N/A
Days Left	N/A	Reason and Code	Chargeback Dispute under review-M04
Dispute Type	CU	Case type	Non Fraud
Amount	50.00	Acquirer Reference number	N/A
Adjustment number	753804	Adjustment date	12/16/2018
Card Number at transaction	379080XXXX1990	Arline ticket number	N/A
Charge amount	50.00	Case Update date	N/A
Chargeback Initial	N/A	Charge reference number	WHITEP50189V
Final Presentation Amount	0.00	Chargeback amount	50.00
Interd Chargeback Code	N/A	Dispute Amount	50.00
Payee location ID	N/A	Industry location number	N/A
Reason	Chargeback Dispute under review	Inquiry Initial	N/A
Reply By- Days Left	N/A-N/A	Merchant Sequence Code	N/A
Resolution Code	N/A	Payee merchant number	1030026553
Response code	N/A	Reason Code	M04
SE Tracking number	N/A	Resolution	Response received
Settlement date	12/18/2018	Settlement amount	2,874,295.43
SOC Date	N/A	SOC Amount	0.00
Submitting location ID	N/A	Submitting merchant number	1030026553
		Terminal ID	N/A

Card Member: JACQUELINE HUD | Tracking number: N/A

Card Number: 379080XXXX1990 | Case type: NAXMG

Card Number at transaction: 379080XXXX1990 | Transaction date: 11/9/2018

Assured Reservation: N/A | Merchant type: N/A

Reservation cancellation: N/A | Return location: N/A

Reservation cancellation date: N/A | Return name: N/A

Cancellation date: N/A | Return date: N/A

Reservation name: N/A | Type of return: N/A

Reservation location: N/A | Return reason: N/A

Reservation date: N/A | Credit received: N/A

Cancellation date: 12/18/2018 | Card deposit: N/A

Cancellation number: N/A | Reference number: WHITEP50189V

RCC Invoice number: N/A | Digt code: W0281A

Transaction number: N/A | Passenger name: N/A

Passenger first name: N/A | Passenger middle name: N/A

Passenger last name: N/A | SE process: 313

Credit receipt number: N/A | Return to: N/A

Street: N/A | Industry location number: N/A

Location business name: WAL-MART.COM

What you can do: You are unable to respond. If you wish to discuss this further, please contact us for assistance.

What will happen: 10%

Table: DATE, DISPUTE TYPE, REASON AND CODE, STATUS CHANGE, DETAILS

Case: Chargeback Dispute under review | We will review your response and contact you if we need.

Users will now only see relevant information as apposed to current version

POA – POST REDESIGN

Case # FG-rgrters

Buttons: Back, Respond to this Dispute

DISPUTE DETAILS

Status: Review in Progress

Chargeback Amount: -\$985,856.60

Transaction Amount: \$985,856.60

Transaction Date: 02/11/2020

Reason and Code: Damaged/ defective - 059

The Cardmember requests repair or replacement of damaged or defective goods received. Please provide return instructions and make the appropriate repairs, or provide a copy of your return/ replacement policy and explain why the goods cannot be repaired/replaced.

Case Type: Non Fraud

Dispute Type: Chargeback (CB)

DISPUTE TIMELINE

[View Timeline Details](#)

- Review in Progress Feb 21, 2020
- You Added More Files Feb 21, 2020
- You Responded Feb 21, 2020
- Response Needed - Please Respond Feb 21, 2020

DOCUMENTS ADDED BY CARD MEMBER

02/15/2020 Supporting_document_1.pdf

Review in Progress

NOTES FROM AMERICAN EXPRESS

CANDLEWOOD SUITES JOPLIN JNLS 32555427 222-222-3333

DISPUTE DETAILS - CONTINUED

Card Member: Steve Doe

Card Number: 2222 654321 00000

Card Number at transaction: 2222 654321 00000

Location business name: CANDLEWOOD SUITE JOPLIN

Payee location ID: 200 LLC

DISPUTE DETAILS - CONTINUED

Acquirer Reference number: 00000111112222233333

Payee location ID: 210 LLC

Respond to Dispute

How do you want to respond?

You will be able to provide more information to support your response.

I do not agree with the Card Member or I already issued a refund.

I agree with the Card Member and I would like to provide a full refund.

Please make a selection

Buttons: Cancel, Continue

Users can see detailed case history in "View Timeline Details"

This window will pop up once they click on "Respond to Disputes" button

DMX DISPUTES – RESPOND TO CHARGEBACK (When SE disagrees with CM's claim)

POD – CURRENT STATE

Agree to Full Refund

Respond

Respond offline

Respond

Choosing to respond means that you do not agree with the dispute.

1 Please submit documentation to verify the charge. Format guidelines vary per dispute (see below acceptable formats).

[View acceptable formats](#)

[View required documents](#)

Attach files

4 Enter initials to verify this information

Submit

2 Please enter amount to be refunded to card member, if applicable.

 \$ %

3 Please choose a reason for your response. [You can select from saved comments.](#)

Select a reason

Additional comments

0/444

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Responding to Case # XK-rwter9

Back

Submit Response

YOU DISAGREE WITH THE CARD MEMBER'S CLAIM

1 Please provide information to support your response.

[Hide documents we need](#)

[View formats we accept](#)

Attach Files

Add your comments about this dispute.

[See Saved Comments](#)

0/400

2 To verify your response, please enter your initials.

DISPUTE(S) YOU'RE RESPONDING TO:

CASE #	AMOUNT	EXPIRES
XK-rwter9	\$98.84	2 Days

Back

Submit Response

DMX DISPUTES – RESPOND TO CHARGEBACK (When SE agrees with CM’s claim)

POD – CURRENT STATE

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TAKE ACTION 3328 RESPONDED 3026 CLOSED 60416 ADJUSTMENTS 13438

All Unviewed Viewed | All Chargebacks Inquiries Case Updates

Agree to Full Refund Respond Respond offline

Agree to Full Refund

Choosing this option means you are authorizing a Chargeback for the Disputed Charge. If you have issued Credit, please use the Respond tab to submit your response with proof that a Credit which directly offsets the Disputed Charge has already been processed.

1 Please enter your comments about this chargeback.

Additional comments

0/444

2 Enter initials to verify this information

Submit

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Responding to Case # XK-rwter9

Back Submit Response

YOU AGREE WITH THE CARD MEMBER'S CLAIM

By agreeing with the Card Member's claim, you are authorizing a refund - or chargeback (CB) - for the amount disputed.

1 Add your comments about this dispute.

[See Saved Comments](#)

0/400

2 To verify your response, please enter your initials.

DISPUTE(S) YOU'RE RESPONDING TO:

CASE #	AMOUNT	EXPIRES
XK-rwter9	\$98.84	2 Days

Back Submit Response

DMX DISPUTES – RESPOND TO ENQUIRY (When SE disagrees with CM’s claim)

POD – CURRENT STATE

LOCATIONS (12/12) DATE SEARCH

User Guide

TAKE ACTION 3328 RESPONDED 3026 CLOSED 60416 ADJUSTMENTS 13438

All Unviewed Viewed | All Chargebacks Inquiries Case Updates

Agree to Full Refund

Respond

Respond offline

Respond

Choosing to respond means that you do not agree with the dispute.

1 Please submit documentation to verify the charge. Format guidelines vary per dispute (see below acceptable formats).

[View acceptable formats](#)

[View required documents](#)

Attach files

4 Enter initials to verify this information

Submit

2 Please enter amount to be refunded to card member, if applicable.

 \$ %

3 Please choose a reason for your response.

Select a reason

Additional comments

0/444

Chat

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Responding to Case # V-5zfdq

Back

Submit Response

YOU DISAGREE WITH THE CARD MEMBER'S CLAIM

1 Tell us why you disagree with the Card Member.

Select a Reason

2 Please provide information to support your response.

[View Documents we need](#)

[View Formats we accept](#)

Attach Files

Add your comments about this dispute.

[See Your Saved Comments](#)

0/400

3 If you would like to issue a partial refund to the card member please enter the amount below, otherwise enter 0.00.

Amount

Percentage

4 To verify your response, please enter your initials.

DISPUTE(S) YOU'RE RESPONDING TO:

CASE #	AMOUNT	EXPIRES
V-5zfdq	\$65.87	10 Days

Back

Submit Response

DMX DISPUTES – RESPOND TO ENQUIRY (When SE agrees with CM’s claim)

POD – CURRENT STATE

Dashboard Payments Disputes Account Services Free Signs & Supplies

LOCATIONS (12/12) DATE SEARCH User Guide

TAKE ACTION 3328 RESPONDED 3026 CLOSED 60416 ADJUSTMENTS 13438

All Unviewed Viewed | All Chargebacks Inquiries Case Updates

Agree to Full Refund Respond Respond offline

Agree to Full Refund

Choosing this option means you are authorizing a Chargeback for the Disputed Charge. If you have issued Credit, please use the Respond tab to submit your response with proof that a Credit which directly offsets the Disputed Charge has already been processed.

1 Please choose a reason for your response.

Select a reason

3 Enter initials to verify this information

Submit

2 Please enter your comments about this chargeback.

Additional comments

Reason Code “Authorize Chargeback 01” or “Issuing Credit – 08” shows up when user clicks on “Select a reason” in current design

0/444

POA – POST REDESIGN

Dashboard Payments Disputes Account Services Free Signs & Supplies

Responding to Case # V-5zfdq

Back Submit Response

YOU AGREE WITH THE CARD MEMBER'S CLAIM

By agreeing with the Card Member's claim, you are authorizing a refund - or chargeback (CB) - for the amount disputed.

1 Tell us how you want to refund the Card Member.

I authorize American Express to issue a chargeback - 01

I will issue a credit to the Card Member directly - 08

2 Add your comments about this dispute.

See Saved Comments

3 To verify your response, please enter your initials.

DISPUTE(S) YOU'RE RESPONDING TO:

CASE #	AMOUNT	EXPIRES
V-5zfdq	\$65.87	10 Days

Reason Code 01 & 08 are for internal use and they exist in POD version as well

Back Submit Response

Market & users are we targeting?

Targeting US only in the initial phase I & II. Targeting about 2600 non-frequent disputes users in phase I launch (SEP 22nd) and about 6000 non-frequent disputes users in phase 2 (OCT'21).

Note: These are Disputes users and not merchant accounts.

Who are classified as non-frequent disputes user?

Merchants who get less than 7 disputes / month are categorized as non-frequent users. Moreover, we are only targeting a specific segment of disputes users who have never used advanced features like column customization on disputes homepage, download report etc.

What's changing for the targeted users in POD (current version) Vs. POA (redesigned version)?

As shown in previous slides DMX will only uplift basic features like **disputes homepage, case details & responding to disputes experience** for the merchants in phase I & II. However, DMX will rollout all the redesigned features and functions in 2022 like **Download, Column Customization, Bulk Response & Additional Filters** etc.

What about Merchant accounts who have multiple Disputes users associated with them?

There is a possibility that different disputes users linked to same merchant account may see different views post 22nd Sept as we are only targeting basic users only (refer to point 1 & 2)

When can we expect all disputes features to be redesigned?

DMX team will add more features and cover all users iteratively in phases (by 2022). Will keep everyone posted with the timelines.

How do selected users know about the redesign?

Targeted users will see a notification on the Dashboard & Disputes page once they login.

How do we report any issues highlighted by disputes users selected for new version?

Please report any issues highlighted by merchants to CMSImerchantquestions@aexp.com and we will pass them to DMX team

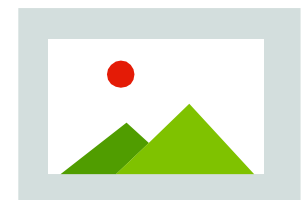
Note: Please use the above channel to highlight issues with disputes redesign only. For issues not related to disputes redesign follow BAU procedures.

DMX team will also have a survey link available for targeted users on the disputes page and any feedback will be monitored.

MARKETING STRATEGY



Notifications on **DMX Dashboard & Disputes page** to targeted disputes users



Website banners will be updated to highlight Payments & Disputes Redesigns in October



November- **CLM quarterly newsletter**