

Activation Requirements

To activate your chargeback support, please provide the required information below.

1. **Transaction Details** - Access to Merchant's Gateway will provide us with the required Transaction Details such as date, time, billing address, and proof that AVS and CVV code was obtained on the transaction.
2. **Customer Details** - Access to Customer File/CRM to collect Customer Data such as contact information, IP address, transaction history, contracts, notes or any customer communications with the merchant that may benefit us in the dispute process.
3. **Delivery Confirmation or Customer Participation** - Confirmation of delivery, any tracking information, or login history proving the customer used the product or services.
4. **Terms & Conditions** - Terms & Conditions the customer accepted and agreed to when purchasing the product or service.
5. **Click to Accept** - Access or copy of Landing Page and Check Out page, showing the customer had to "click to accept" the terms and conditions before continuing the purchase of the product or services. Hyper-links are not acceptable due to Visa and Mastercard regulation.
6. **Chargeback Paperwork** - The original chargeback document, can either be faxed or emailed.
7. **Any or all Landing Pages** – We need to know the process that the customer went through.

Billing Information

Preferred Method of Payment (credit card or bank account for ACH)

Credit Card

Number _____

Expiration Date _____

CCV# _____

Bank Account Number _____

ABA

Routing Number _____

Account Number _____

Bank Name _____