

Disputes Email Notifications FAQs

You can now receive daily and weekly notifications for disputes. **Opt in to receive updates via email with important information about new and expiring disputes.**

- Get an email when you receive a chargeback, retrieval request, and/or exception
- We'll let you know if one of your disputes are represented to the issuer
- Set up reminders for disputes approaching the response due date

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Opting In and Updating Preferences

Q: How do I set up email notifications for the first time?

A: To opt in to notifications for the first time, log into the Disputes Management Tool and select your profile icon, your initials, in the top right corner of the application. Select Notification Preferences from the menu. Follow the instructions below to receive email notifications:

1. Toggle the **Notification Setting** to *On*. This allows you to turn on and off notifications.
2. The delivery method will always be email.
3. Select the **Notification Content** to which you want to subscribe. You can select any combination of *Chargebacks*, *Retrievals*, and *Exceptions*. You must select at least one content type to receive notifications.
4. Enable **Reverals Notification** if you would like to receive emails notifying you when a dispute is represented to the issuer. (*Optional*)
5. Select either *Daily with summary* or *Weekly with summary* to set up your **Notification Frequency**.
6. Enable **Reminder Notifications** to receive reminders. Select to receive reminders 1, 3, or 5 days before the response due date. (*Optional*)
7. Select *Save Preferences*. You will see a success message after saving.

Q: How long after I update my preferences will I see changes reflected in my notifications?

A: Changes to notification preferences may take up to 24 hours to apply. If you change your content or frequency preferences, you will likely see your changes reflected in the emails delivered the following day.

Q: How do I change my notification preferences?

A: To change your preferences, log into the Disputes Management Tool and select your profile icon, your initials, in the top right corner of the application. Select Notification Preferences from the menu to update your preferences. You will receive a success message when your preferences are updated successfully. It may take up to 24 hours to see your changes reflected in email content or frequency.

Q: Will I automatically receive notifications since I have a user account?

A: To receive notifications, you will need to opt in. Your notifications will not start until you have followed the steps above to set up your preferences.

Q: Why are some disputes not listed in my weekly notification after changing my preferences?

A: If you have not selected to receive notifications for a certain type of dispute, you will not receive information about those types of disputes. When opted out of any content, you will see N/A in the summary of the email for that type of dispute.

If you didn't opt out of any content, but have switched from daily to weekly notifications, you will not receive a list of all disputes for that week. The system will only send one notification for a dispute. If you got a notification on Monday and changed to weekly notifications on Tuesday, then you will only see notifications for disputes received between Tuesday and Friday.

Q: Why didn't I receive a reminder after changing my preferences?

A: You will not receive reminders for disputes that are due in a timeframe less than what you have selected in your preferences. For example, if you have a dispute today that is due in 2 days and opt to receive reminders in 3 days, the reminder email you receive will not include that dispute. Sign up for reminders as soon as possible to start getting important reminders as soon as possible to avoid missing any important due dates.

Notification Content & Delivery

Q: For which cases will I receive notifications?

A: When you subscribe to email notifications, you will receive a notification for any content to which you have subscribed. You will get notifications for all MIDs to which your user account has access. If you would see the dispute in the portal, you would get a notification.

Q: Will all users in our organization receive the same notifications?

A: Notification preferences are set up on a per user basis. Only the user that subscribes will receive notifications. Users can independently receive different notification content at different frequencies. If a user has access to all the same MIDs within the Disputes Management Tool, they will be able to get emails for the same disputes if they choose to subscribe to notifications and reminders.

Q: What time will I get the email?

A: Emails will be delivered after 4:00 PM EST. The Disputes Management system will start delivering notifications at this time. You will receive emails within a few hours of that time depending on the volume of emails for that day.

Below is a chart of the delivery time for different time zones:

Country	City	Timezone	Delivery After
United States	New York	UTC-4 (EDT)	4:00 PM
United States	Chicago	UTC-5 (CDT)	3:00 PM
United States	Denver	UTC-6 (MDT)	2:00 PM
United States	Los Angeles	UTC-7 (PDT)	1:00 PM
United Kingdom	London	UTC 0 (BST)	8:00 PM
Italy	Rome	UTC+1 (CEST)	9:00 PM
Thailand	Bangkok	UTC+7 (ICT)	3:00 AM
Philippines	Manila	UTC+8 (PHST)	4:00 AM
Australia	Darwin	UTC+9 (ACST)	5:00 AM

Q: On what day of the week will I receive weekly notifications?

A: Weekly notification emails are delivered on Friday after 4:00 PM EST. Merchant users in countries in the eastern hemisphere, such as the Philippines, will receive their weekly notification emails on Saturday.

Q: When will I receive notifications for cases that were represented to the issuer?

A: When a case is represented to an issuer, that case will be included in the Reversal details within the next notification email you receive. Make sure you opt in to receive notifications for reversals on the Notification Preferences page.

Q: Why didn't I receive the details of my disputes in my notification email?

A: When you have more than 20 disputes for a single notification, the system will send you a summary of the cases with a link to the Disputes Management Tool. This is applied on a per email basis. If you subscribe to daily notifications, you will see the details if you have fewer than 20 disputes in that daily notification. The same applies for weekly notifications.

Q: Why didn't I receive a notification today?

A: You may not receive notifications every day or every week. This will depend on whether there were new disputes reported for your account.

If you think you should have received an email, you can confirm by logging into the Disputes Management Tool to check if any new cases were received. Remember, it may take up to 24 hours to start receiving emails when you update your preferences.

If you know you should have received a notification, check your spam or junk folder. Also, Gmail may flag the email as a promotion or update, which could be filtered out of your Inbox. Be sure to add noreply@disputes.globalpay.com to your safe sender list. If you have a network administrator, contact them to add this address to your white list.

Reminder Content & Delivery

Q: What is the difference between a reminder and a notification email?

A: Notification emails provide you information on new disputes and disputes that have been represented to the issuer. Reminders let you know when you need to respond before a number of days for disputes that are already in the system.

Q: Can I receive reminders without receiving notifications?

A: You cannot subscribe to receive reminder emails without notifications. If you would like to limit the number of notifications and receive reminders, opt in to receive weekly notifications. You will still receive daily reminders based on your preferences.

Q: Can I receive weekly reminders?

A: Reminders are sent based on the number of days remaining before the case response due date. If you have opted to receive reminders when a case response is due within 3 days, to prevent you from missing the deadline, the system will notify you every day that there is at least one case that is due within that time frame. You can not get reminders on a weekly basis.

Q: On what day will I receive an email, if my dispute is due on Monday and I have my preferences set for 1 day reminders?

A: If you set your preferences to receive reminders 1 day before disputes are due, cases that are due on Monday will appear in a reminder email sent the day prior on Sunday.

Q: Why didn't I receive the details of my disputes in my reminder email?

A: When you have more than 50 disputes for a single reminder, the system will send you a summary of the cases with a link to the Disputes Management Tool. This is applied on a per email basis.

Q: Why didn't I receive a reminder today?

A: You may not receive reminders every day or every week. This will depend on whether there were cases due within the timeframe selected in your Notification Preferences.

If you think you should have received an email, you can confirm by logging into the Disputes Management Tool to check if any cases are due within the timeframe. Remember, it may take up to 24 hours to start receiving emails when you update your preferences.

If you know you should have received a reminder, check your spam or junk folder. Also, Gmail may flag the email as a promotion or update, which could be filtered out of your Inbox. Be sure to add noreply@disputes.globalpay.com to your safe sender list. If you have a network administrator, contact them to add this address to your white list

Opting Out & Privacy

Q: How do I opt out of notifications?

A: To opt out of notifications, toggle the Notification Setting to Off on the Notification Preferences and select Save Preferences. For detailed instructions, follow the steps below:

1. Log into the Disputes Management system
2. Select your profile icon (your initials) in the top right corner of the application
3. Select the Notification Preferences link in the menu. You will be directed to the Notification Preferences Page.
4. Toggle the Notification Setting to Off.
5. Scroll to the bottom of the page and select Save Preferences.
6. You will receive a success message confirming your preferences have been updated.

It may take up to 24 hours for your preferences to be updated once you opt out.

Q: Will notifications contain sensitive information?

A: Notification and reminder emails will include a summary with the number of disputes as well as dispute details. The content will include the case number, card brand, dispute amount, date, and currency. It will not contain personally identifying information such as your customer's name, credit card number, address, email, or phone number. Your first name will be reflected in the email, but your company's merchant number and other information will not be included.