



Chargebacks

What is a chargeback?

A chargeback is a method used by consumers to dispute credit card transactions and secure refunds for the purchase.

★ START HERE

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The cardholder contacts their bank and files a complaint, starting the chargeback process

2

The bank contacts the payment processor about the validity of the charge and sets the chargeback process in motion

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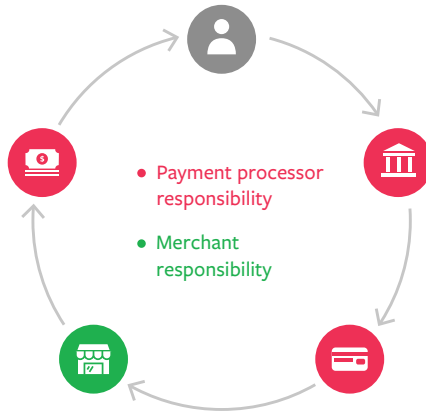
The payment processor contacts the merchant about the chargeback

5

The payment processor works with the card issuing bank and the customer receives a dispute resolution

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The merchant submits the appropriate documents and either wins or loses the chargeback



Please Note: Olo does not receive any information regarding chargebacks or profit from these transactions.

Chargeback FAQs

Why am I getting a chargeback?

Anytime a customer disputes a transaction you'll see a chargeback appear from the payment processor. Each chargeback includes a reason code indicating the reason for the chargeback. Your payment processor can provide details on what each reason code means.

Who are the parties involved?

The cardholder, the card issuing bank, the payment processor, and the merchant account.

Does Olo profit from chargebacks?

No. Olo collects payment details from a customer and passes those along to the payment processor to approve or decline the transaction. When a chargeback is reported, the processor will notify the merchant. Olo isn't notified or involved in the chargeback process.

How long does the process usually take?

A cardholder can typically initiate a chargeback up to 90 days from the transaction date. After that, the time to resolve it can vary depending on the charge and the parties involved.

What can I do to reduce fraud?

- We suggest working with your payment processor to ensure they are providing necessary support to reduce fraud. Each payment processor controls and enforces their own rules for verifying information such as the CVV and the address entered by a customer for 'card not present' transactions.
- We recommend that all brands ask their payment processor to enforce CVV and AVS and decline the order to reduce the number of fraudulent transactions.
- Olo also offers a fraud mitigation tool called Shield that can be controlled directly from Dashboard. Speak to your corporate team if you're interested in getting Shield set up for your store.

