

Division (Setup) - Credit Card Chargeback Notification Template Added (18437)

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A "Chargeback Notification Template" drop down field has been added to the **Add/Update Division Setup** screen. When a chargeback is recorded on an account, a notification is automatically sent to the account's billing contacts.

Chargeback templates use the existing notification template type: **Payment Notification (Receipt / Refund / Declined)**, with additional fields (**payment.notification.email**, **payment.chargeback.amount** and **payment.chargeback.note**) added to support chargeback-specific notifications.

The screenshot shows the 'ADD DIVISION' setup screen with the 'Credit Card / ACH Processing' tab selected. The interface is divided into 'Card Not Present' and 'Card Present' sections. The 'CHARGEBACK NOTIFICATION TEMPLATE' dropdown menu is open, showing the following options: 'CC or ACH Template', 'Chargeback', 'Declined Payment Template', 'Payment Receipt', 'Payment Refund', and 'Payment Refund - Default Subject'. The 'Chargeback' option is highlighted. A 'SAVE' button is visible at the bottom of the screen.

Pathway: Setup > System > Division > Credit Card / ACH Processing [tab]