

Handling EFT Disputes

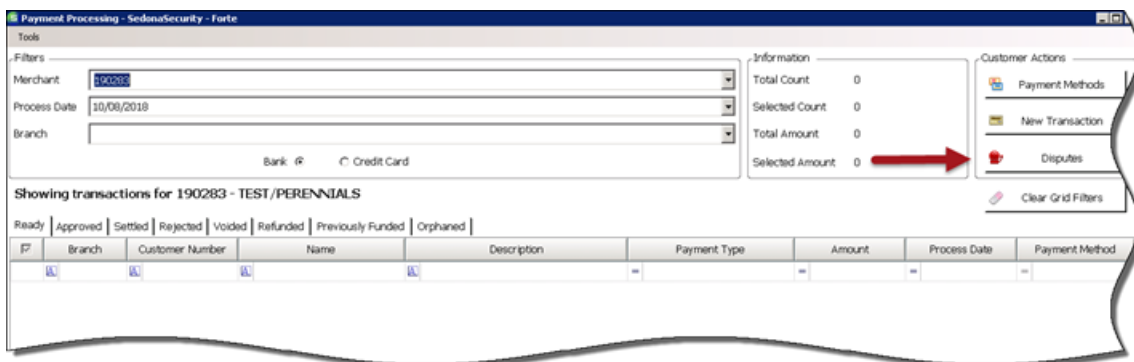
Last Modified on 06/03/2026 4:23 pm EDT

Consumers can dispute an EFT charge for one of the following reasons:

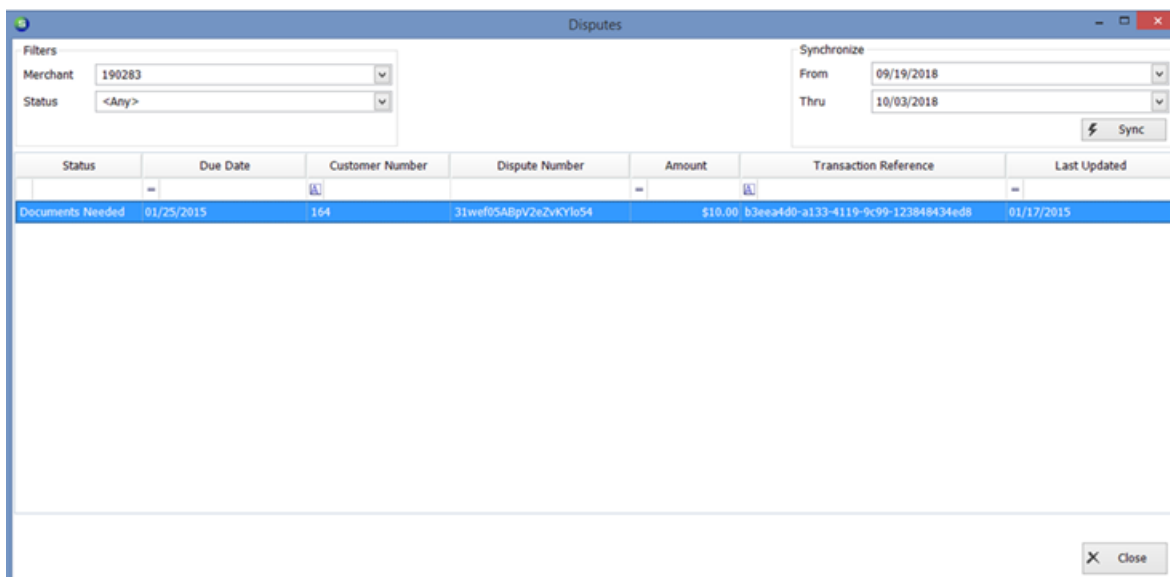
- Unauthorized purchases arising from fraud
- Billing errors
- Quality issues with goods or service

Each day Visa, MasterCard, and Discover issuers submit a disputes file to Forte containing new and updated disputes from their cardholders. SedonaOffice captures the disputes pertaining to each merchant ID number and enable the user to review the status of the dispute. You can view disputes within Accounts Receivable-EFT Processing by clicking the Disputes button in the Tools section.

You can view disputes within SedonaOffice, but you must act on the items directly with Forte outside of SedonaOffice.



Clicking the Sync button in the upper right-hand corner of the form brings in the latest information received from Forte on disputes for the merchant id displayed.



When a dispute is received by Forte, it immediately goes into a Documents Needed status. Double-clicking on the

dispute enables it to be opened to view the latest details on the dispute.

Dispute ID: dsp_31wef05ABpV2eZvKYlo54

Status: Documents Needed Due: 1/25/2015

Details Documents

Amount: \$10.00

Trace #: b3eea4d0-a133-4119-9c99-123848434ed8

Dispute #: 31wef05ABpV2eZvKYlo54

Reason: V83 - Card Not Present - V83

Information: The card was key entered for an online payment or phone order and the custo

Comment:

Action:

Adjustment: CHBK - Chargeback Action Item

Last Updated: 1/17/2015

Close

The Documents tab shows you a list of documents that have been attached to the dispute.

Dispute ID: dsp_31wef05ABpV2eZvKYlo54

Status: Documents Needed Due: 1/25/2015

Details Documents

Description	Type	User	Uploaded
invoice	Unknown	Administrator	01/25/2015
voided check	Unknown	Administrator	01/31/2015
Test file	Unknown	Administrator	08/15/2018

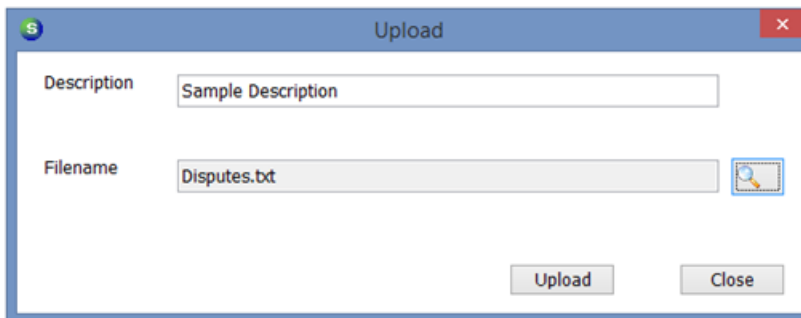
Upload

Close

SedonaOffice does not have the ability to open these documents for review, but you can upload new documents by clicking the Upload button.

You can upload a document under 10MB in size in one of the following file formats:

- .jpeg
- .png
- .tiff
- .txt
- .bmp
- .pdf



The image shows a screenshot of a software dialog box titled "Upload". The dialog box has a blue title bar with a globe icon on the left, the word "Upload" in the center, and a red close button on the right. Inside the dialog, there are two text input fields. The first is labeled "Description" and contains the text "Sample Description". The second is labeled "Filename" and contains the text "Disputes.txt". To the right of the "Filename" field is a small icon representing a file selection or search function. At the bottom of the dialog, there are two buttons: "Upload" and "Close".