

# Clover Dispute User Guide





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## Clover Dispute/Chargeback Process

If you have been notified of a disputed card transaction, you will be able to view the details and accept or challenge the disputed transaction from the Clover Dashboard. Please note that only the specified Owner role will have access to Disputes.

### Steps to Log In

Please visit [www.clover.com](http://www.clover.com) and choose Log In in the top right corner. If you have not logged in previously, you can set up your account by then selecting the Access Your Account link

## Log in

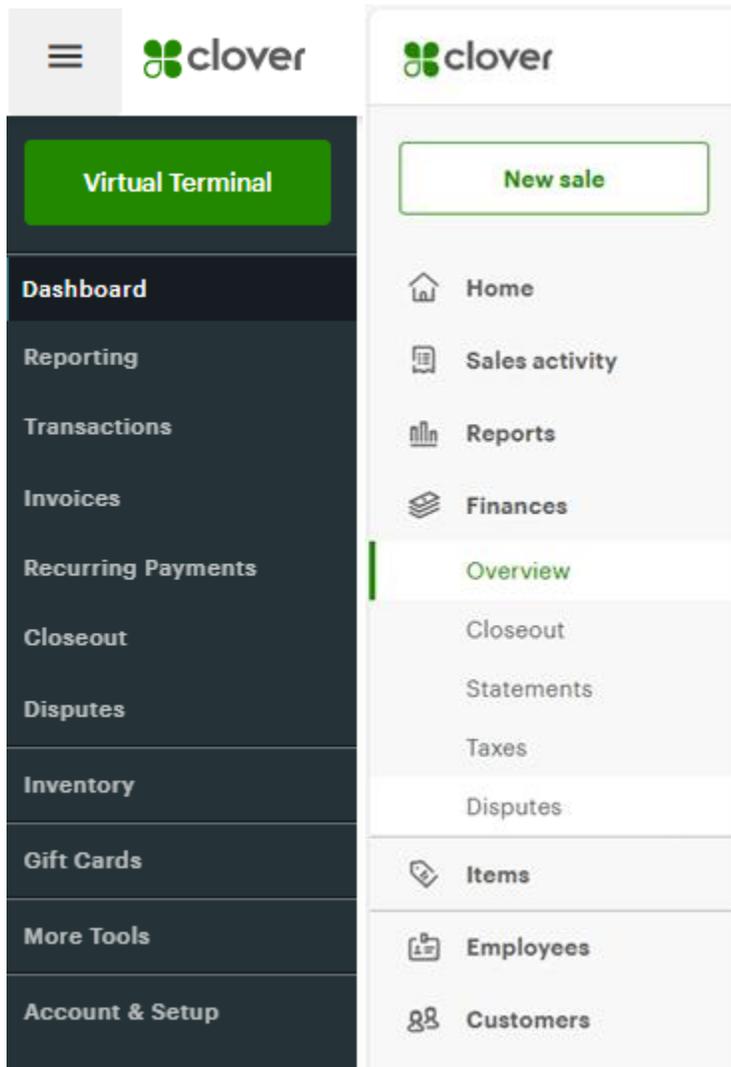
New user or forgot your password? [Access your account](#)



### Access Disputes In Clover

Once you are logged in, select Disputes from the left side of your screen.

Depending on your version of the Dashboard it could look similar to Version 1 on the left or Version 2 on the right.





From the Disputes page, you can look up a case number if you have access to it or scroll down to the bottom of the page to locate any disputes in progress or previously closed

### Action Required

Request	Due	Amount	Type	Case number	Status
1/30/25	2/14/25	1,897.00 usd	Dispute	CB850294021101	OUTSTANDING

### In Progress

You dont have any pending disputes right now.

### Closed

You dont have any closed disputes right now.

Select the down arrow to the right of that status to Accept, View Details or Challenge the transaction. Please pay attention to the Due Date if you plan to Challenge the transaction.

### Action Required

Request	Due	Amount	Type	Case number	Status
1/30/25	2/14/25	1,897.00 usd	Dispute	CB850294021101	OUTSTANDING

[Accept](#) [View Details](#) [Challenge](#)

By clicking the Case Number or View Details you'll be provided with more information about the transaction being disputed by the card holder.

Under the Supporting Documentation section, if you click on the Merchant Output Package this will have details as to why the card holder is disputing the transaction

### Supporting Documentation

Name	Pages	Date Uploaded
Merchant Output Package	5	1/30/25, 3:49 AM



### Accept or Challenge Transaction

Below the Merchant Output Package, you'll again have the option to Accept or Challenge the transaction. Please follow the prompts on the screen based on your selection.

Take Action

Accepting this dispute will result in you accepting the financial adjustment.

Challenging this dispute will require you to provide additional information or documentation. Once your challenge has been submitted you will not be able to change your action.

Accept

Challenge

Should you have any questions, you can reach out to the Disputes Department at 800-762-6663. You will be asked for your **Merchant ID** which is located in your Details View

### Dispute Details

**Transaction Amount**  
1,897.00 USD

Case Number  
**Merchant ID**  
Invoice Number  
Transaction Method  
Refund Request Adjustment  
Customer Service Contact

All Status Updates will be available to review in the same location, under Disputes on your Clover Dashboard.