

Dispute Summary

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Go to **Reports** and select *Dispute Summary* report.

The **Dispute Summary** report offers you a view of your merchant portfolio and the associated disputes. The default date filter on the report displays yesterday's dispute information. Click on the filter to change the date. Click on the report link to view the dispute summary report or select the magnifying glass icon to access the Dispute History Lookup view. In the Dispute History Lookup, you can view all incoming disputes and retrievals for a merchant for the selected report date (incoming dispute date).

The **Dispute Summary** report displays the following fields.

Field	Description
ID	We support a reporting hierarchy for you and your merchants. The hierarchy node is a number assigned to the application and appears in the Application Overview of the Application Detail .
Name	We support a reporting hierarchy for you and your merchants. The hierarchy node name is assigned to the application, and it appears in the Application Overview of the Application Detail .
# Debits	The number of incoming retrievals, disputes, pre-arbitration, and compliance cases for the date range selected.
\$ Debits	The dollar amount of the incoming retrievals, disputes, pre-arbitration, and compliance cases for the date range selected.
# Refunds	The number of incoming dispute reversals* for the date range selected.
\$ Refunds	The dollar amount of incoming dispute reversals* for the date range selected.
# Total	The total number of debits and refunds.
\$ Total	The net total dollar amount of debits and refunds.

*The card issuers send dispute reversals to reverse a dispute sent in error, accept some Visa disputes, and Discover representments.

The [Dispute History Lookup](#) report displays individual disputes. Search and select an individual dispute to view the [Dispute Detail](#) for the dispute. A merchant has access to [respond to disputes](#) via Merchant Manager.
