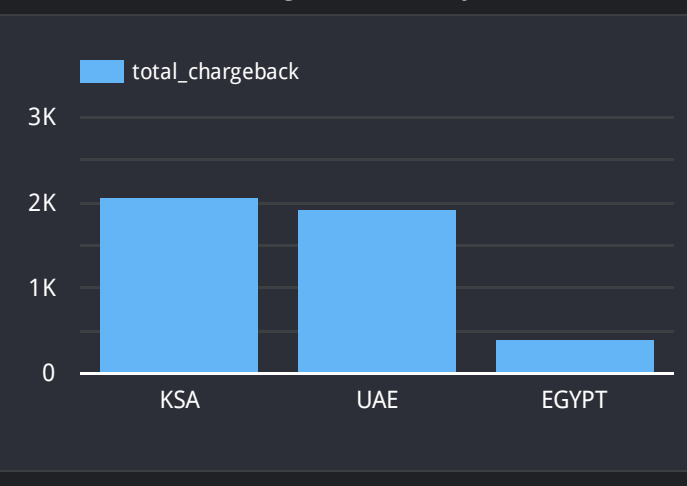
Chargebacks Dashboard - 2021

Month | Select date range | Marketplace | Week

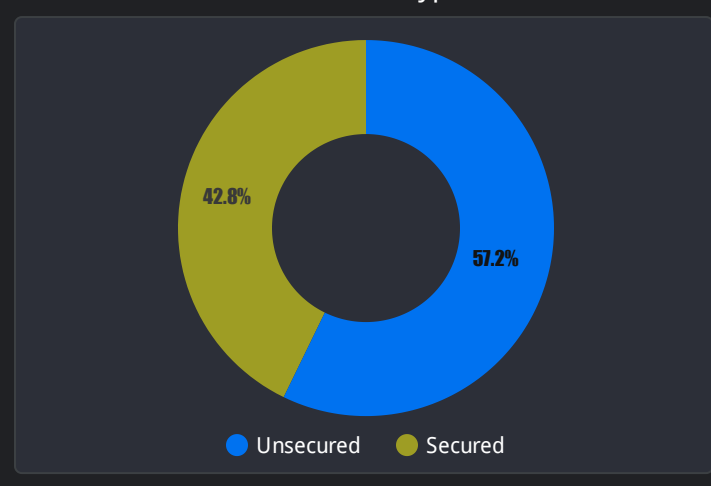
Total Chargeback	Fraud Chargeback	Service Chargeback	SLA %	SLA %
4,396	1,924	2,472		

Total CB GMV	Fraud CB GMV	Service CB GMV
5.3M	1.9M	3.4M

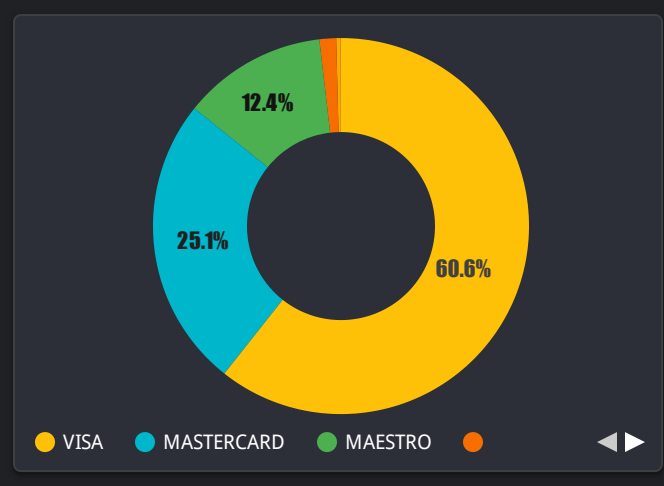
Chargeback Country



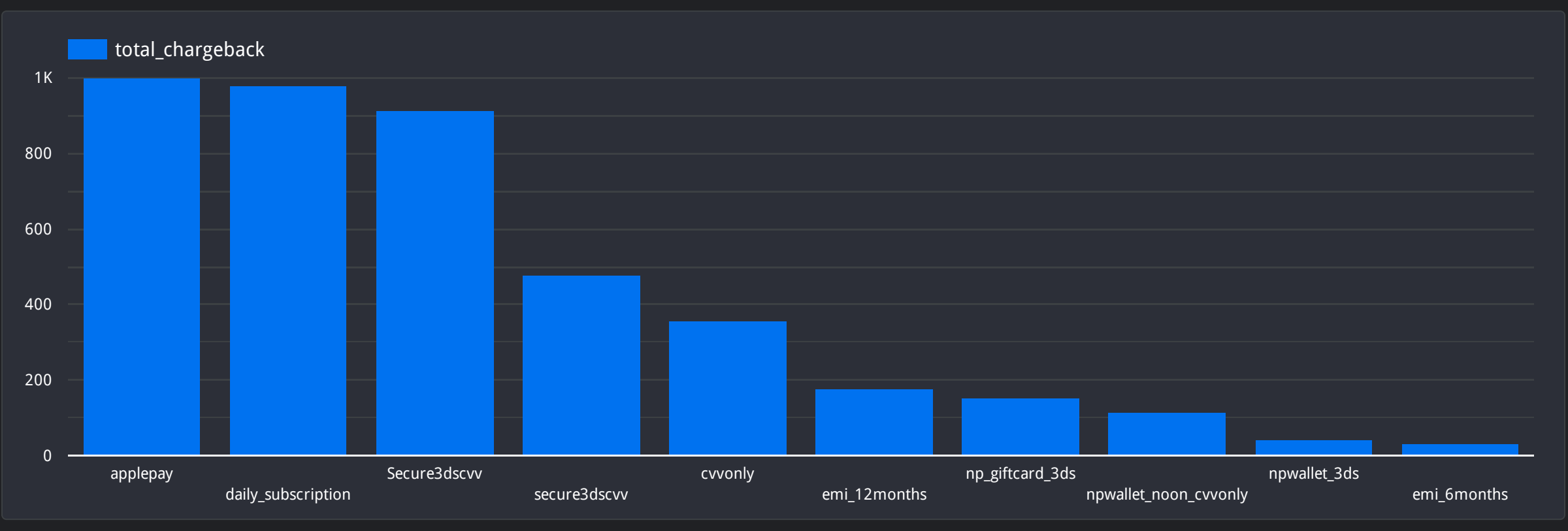
Transaction Type



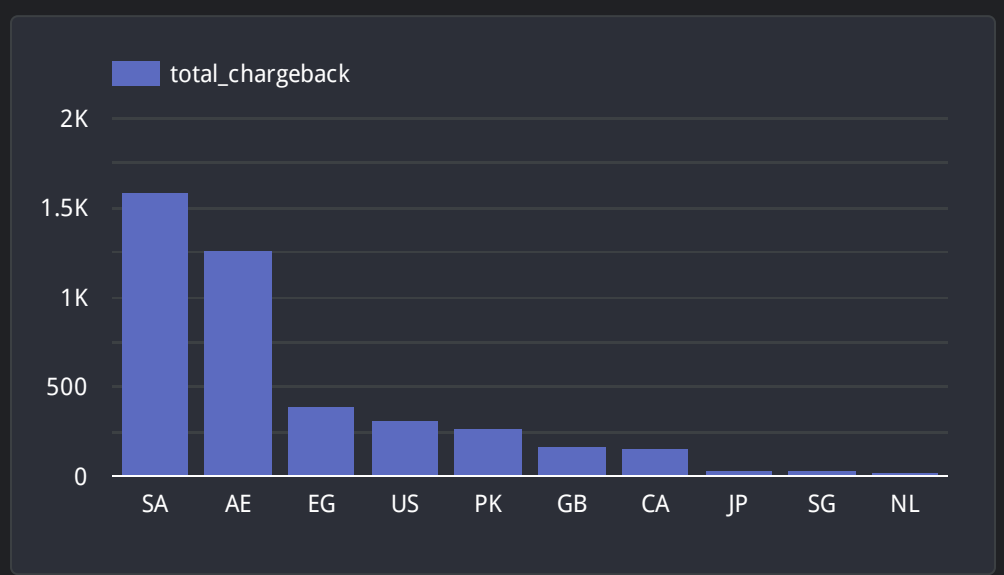
Card Network



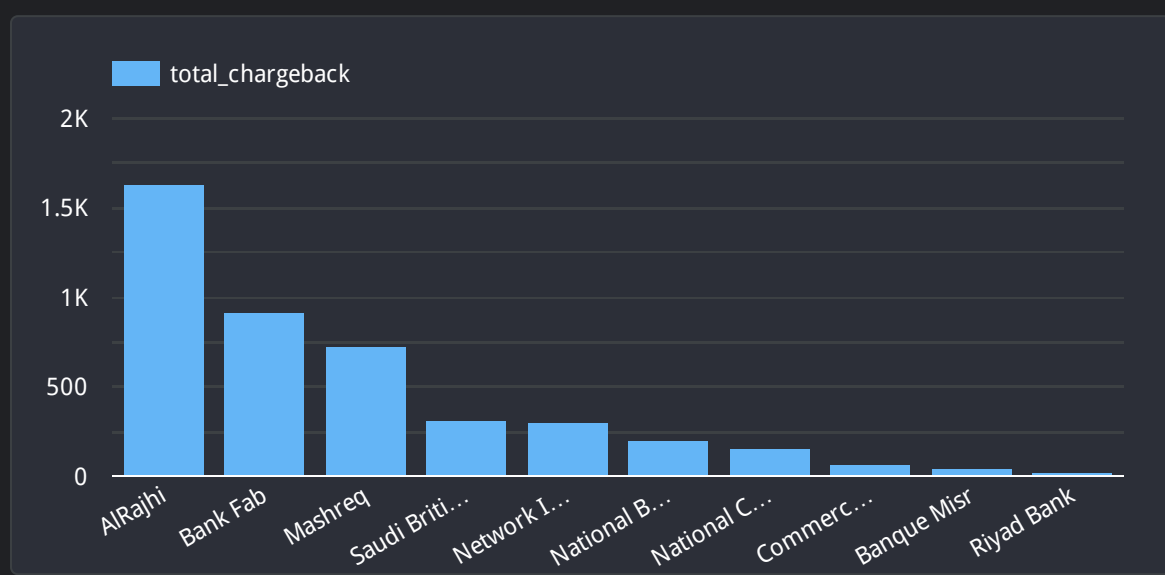
Order Category



Card Country



Acquiring Bank



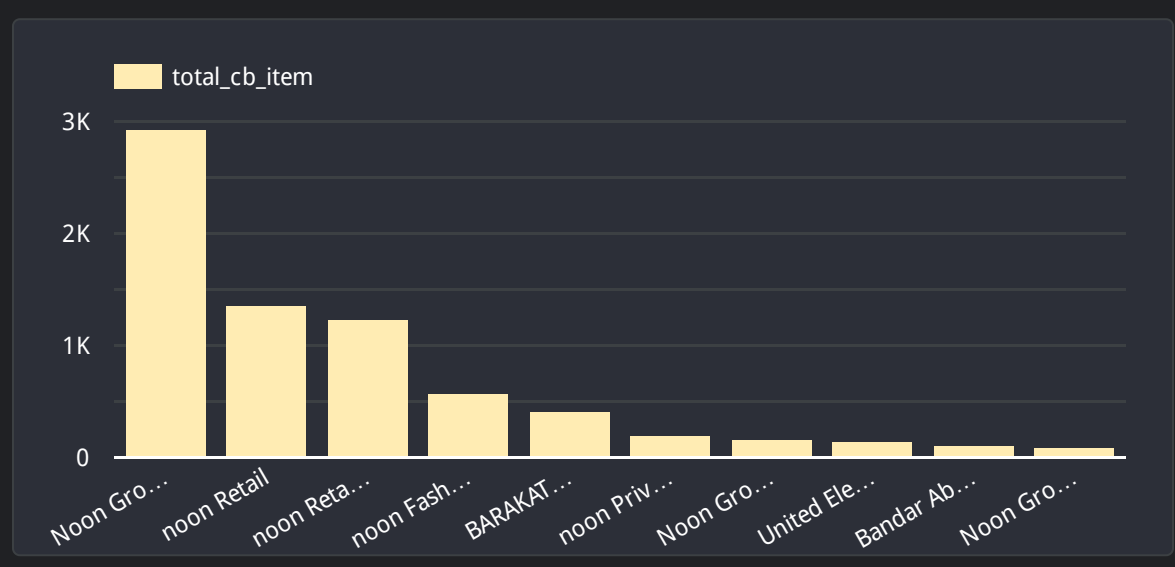
FTS and CTS Ratio

System Error

Looker Studio has encountered a system error.

See details

Top Partner CB count - item wise



Top item category - Service Chargeback

	family	Final_item_price_AED_Conv…
1.	mobiles	1.9M
2.	electronic_accessories	231.4K
3.	laptops	181.3K
4.	audio_video	126.5K
5.	jewelry	113K
6.	video_games	101.1K
7.	home_appliances	79.5K
8.	apparel	71.1K

1 - 38 / 38

Top item category - Fraud Chargeback

	family	Final_item_price_AED_Conv…
1.	mobiles	896.9K
2.	stationery	207.8K
3.	food_beverage	166.5K
4.	hair_personal_care	131.3K
5.	electronic_accessories	93.4K
6.	jewelry	78.1K
7.	fragrance	63.1K
8.	video_games	49.5K

1 - 36 / 36

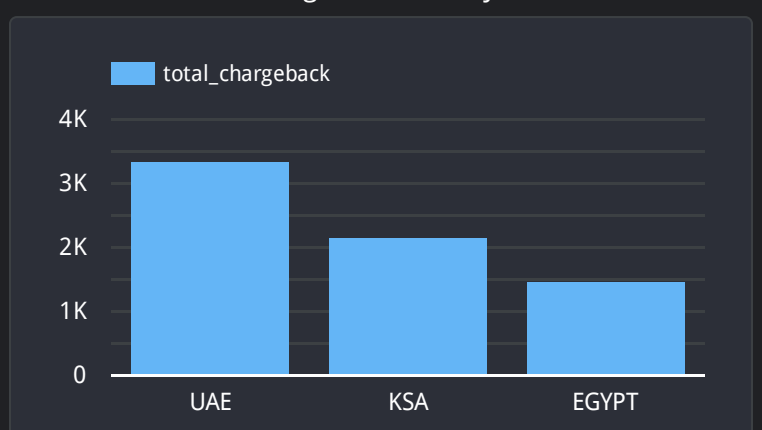
Chargebacks Dashboard

Marketplace | Month | Week | Year

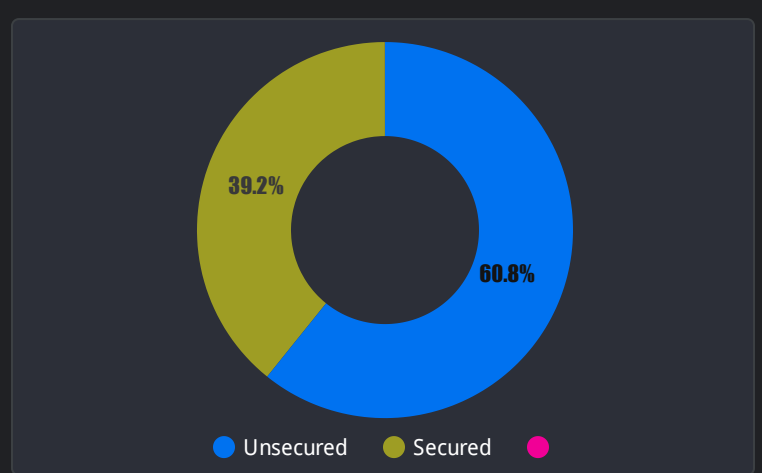
Total Chargeback	Fraud Chargeback	Service Chargeback	SLA %	SLA %
6,976	3,772	3,204		

Total CB GMV	Fraud CB GMV	Service CB GMV
6.3M	1.9M	4.4M

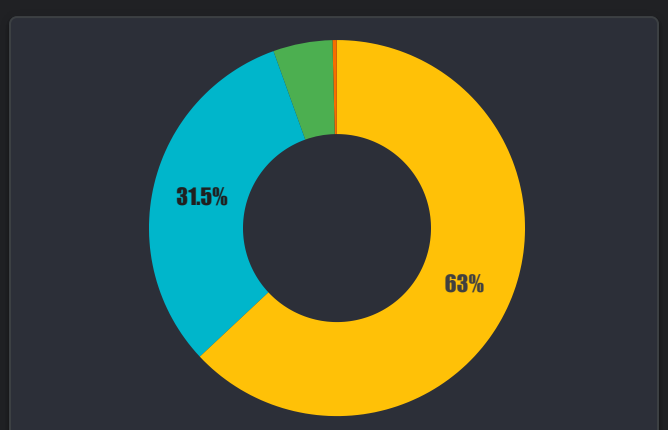
Chargeback Country



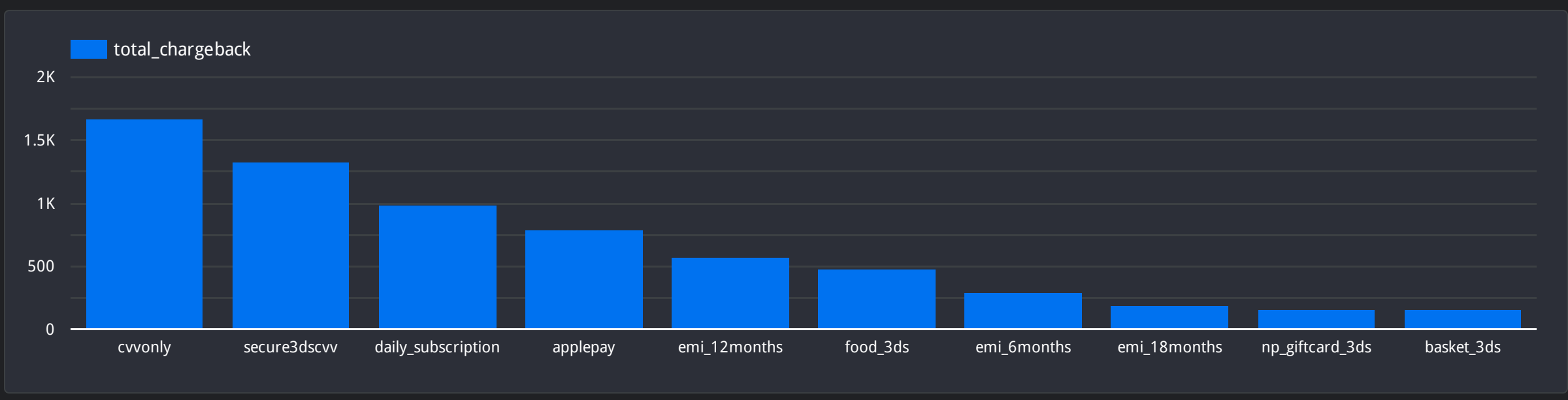
Transaction Type



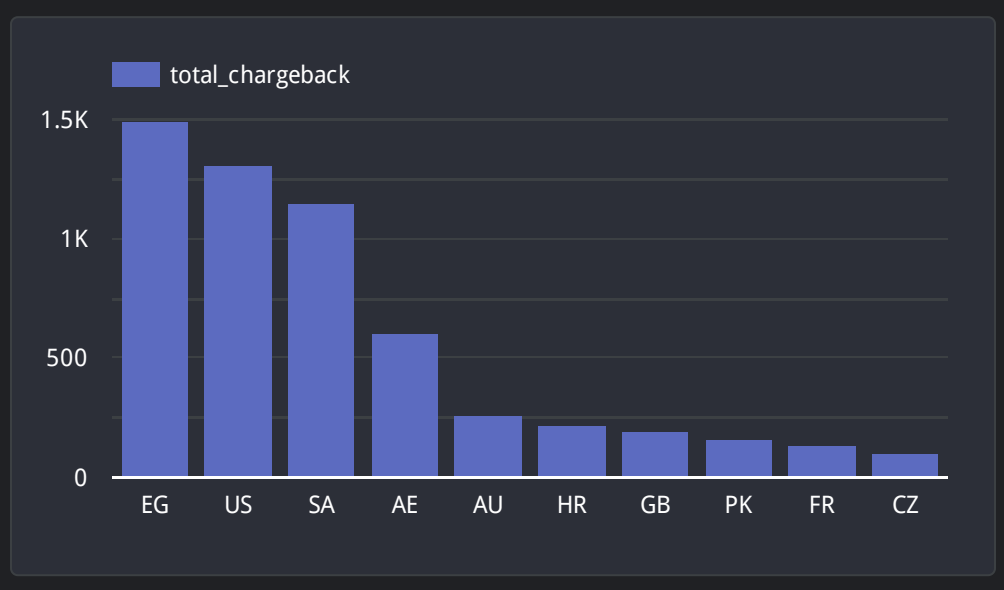
Card Network



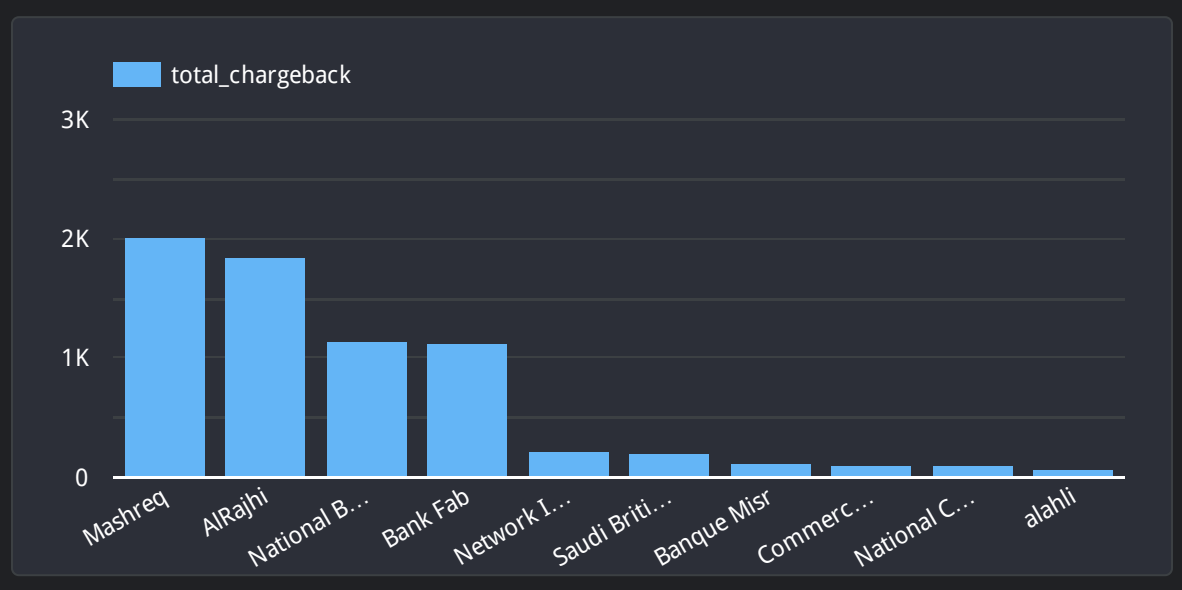
Order Category



Card Country



Acquiring Bank

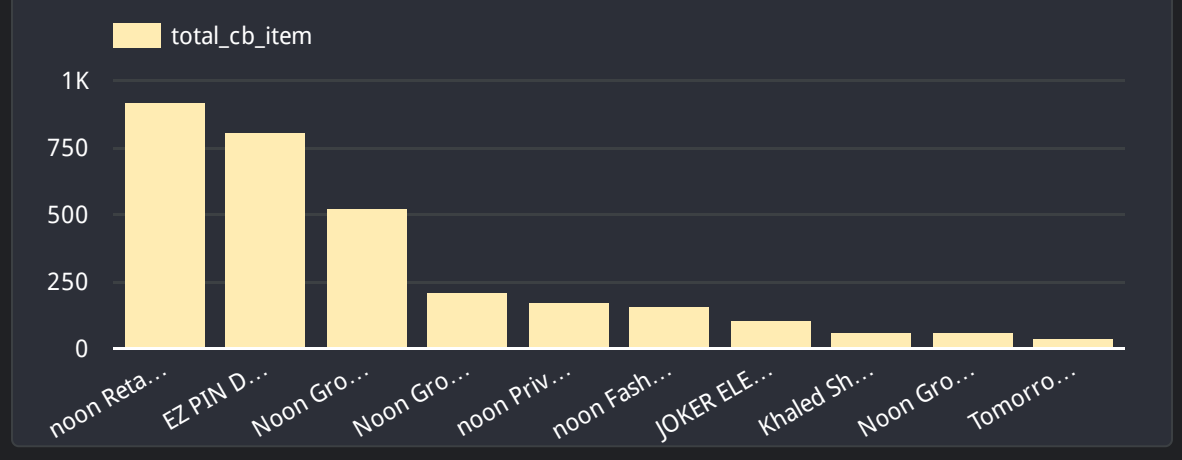


FTS and CTS Ratio

Chargeback_month	CTS %	FTS %
January	0.0002	0.0002
February	0.0003	0.0004
March	0.0003	0.0003
April	0.0004	0.0004
May	0.0003	0.0002
June	0.0002	0.0002

1 - 12 / 12

Top Partner CB count - item wise



Top item category - Service Chargeback

	Category	Amount (AED)
1.	mobiles	2.3M
2.	electronic_accessories	175.6K
3.	null	138.8K
4.	home_appliances	119.4K
5.	laptops	113.4K
6.	video_games	54.9K
7.	audio_video	51.6K
8.	colour_cosmetics	16.3K

1 - 35 / 35

Top item category - Fraud Chargeback

	Category	Amount (AED)
1.	mobiles	710.19K
2.	electronic_accessories	109.48K
3.	null	70.63K
4.	video_games	44.52K
5.	laptops	42.73K
6.	fragrance	25.67K
7.	hair_personal_care	24.77K
8.	jewelry	18.97K

1 - 34 / 34

Chargebacks Dashboard

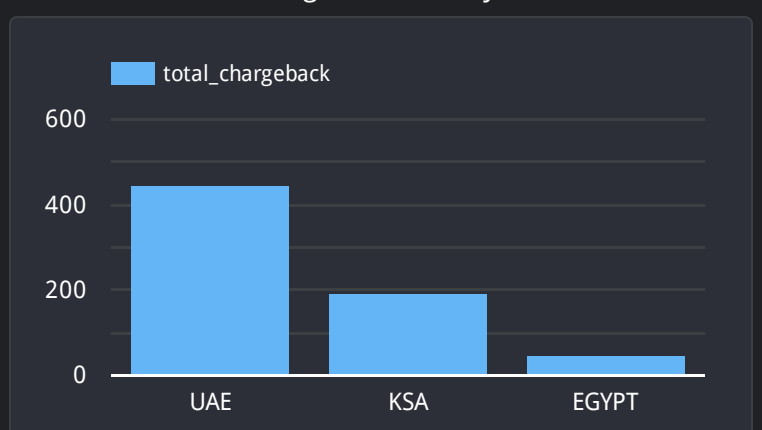
Marketplace

Month: Jun (1) | Week | Year

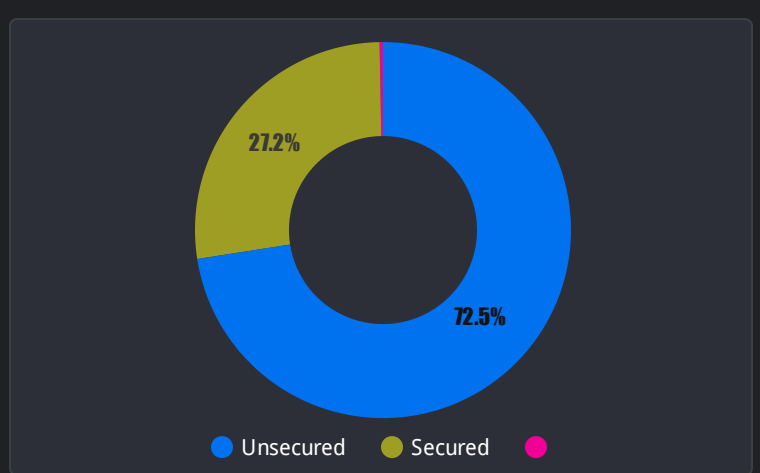
Total Chargeback	Fraud Chargeback	Service Chargeback	SLA %	SLA %
681	473	208		

Total CB GMV	Fraud CB GMV	Service CB GMV
467.3K	124.6K	342.7K

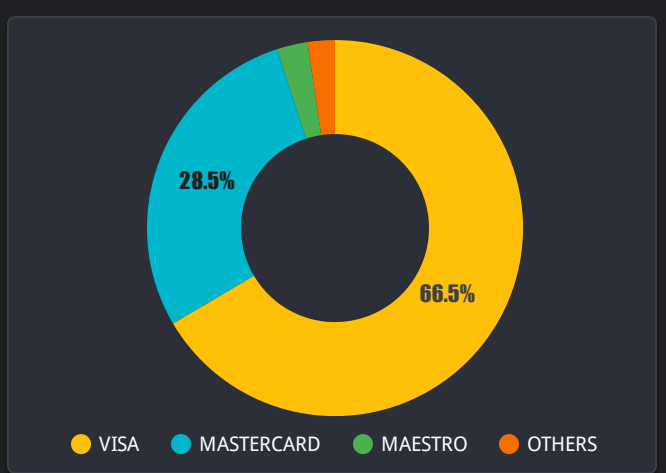
Chargeback Country



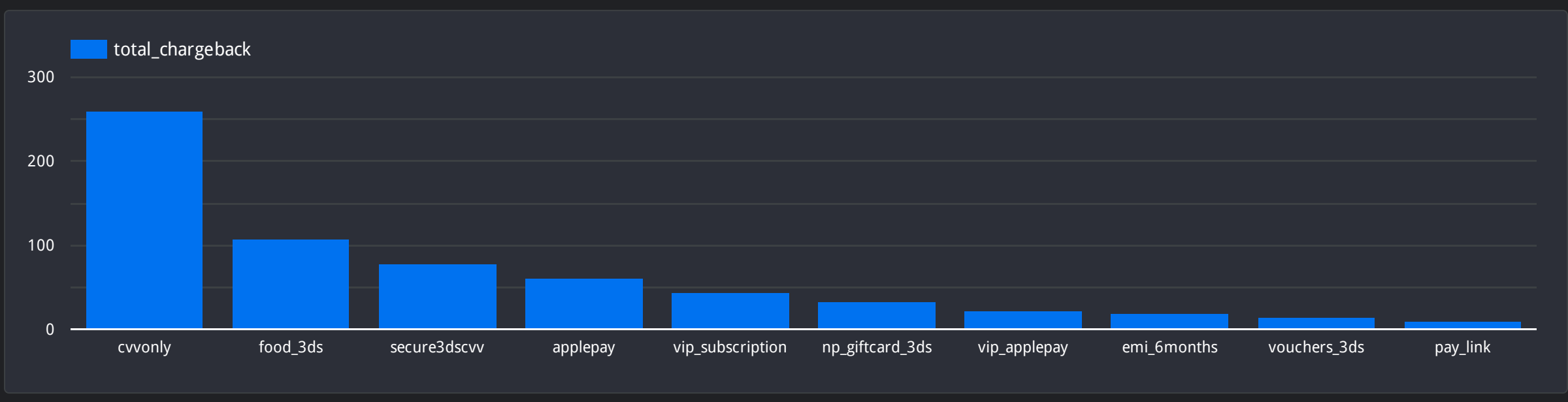
Transaction Type



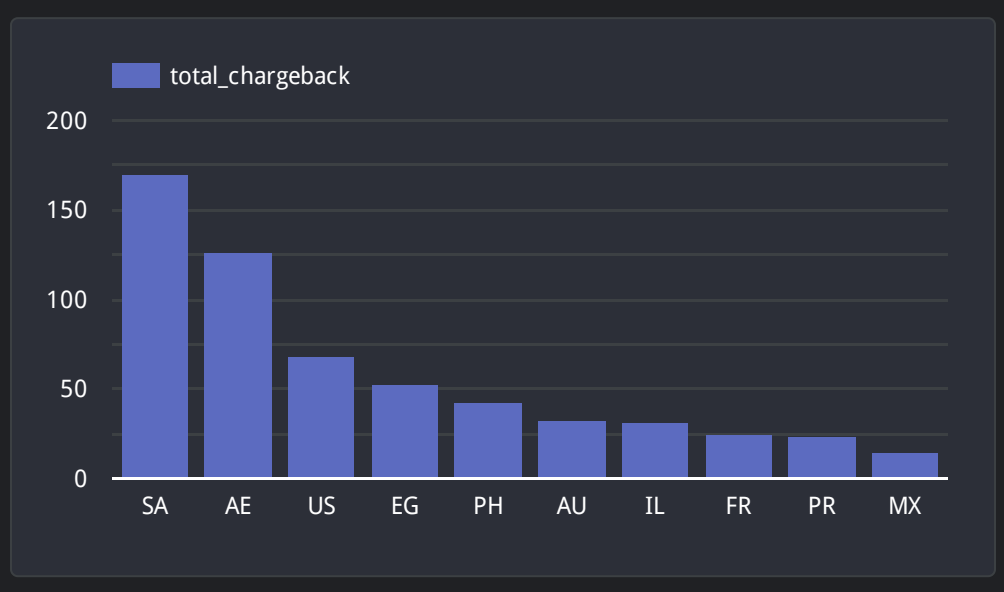
Card Network



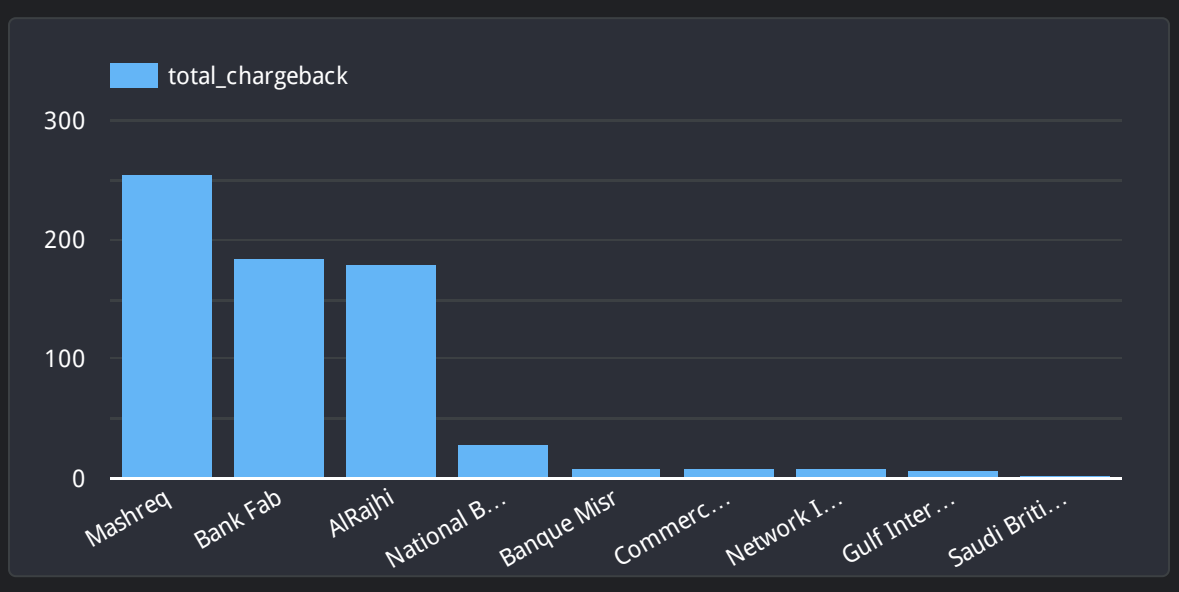
Order Category



Card Country



Acquiring Bank



FTS and CTS Ratio

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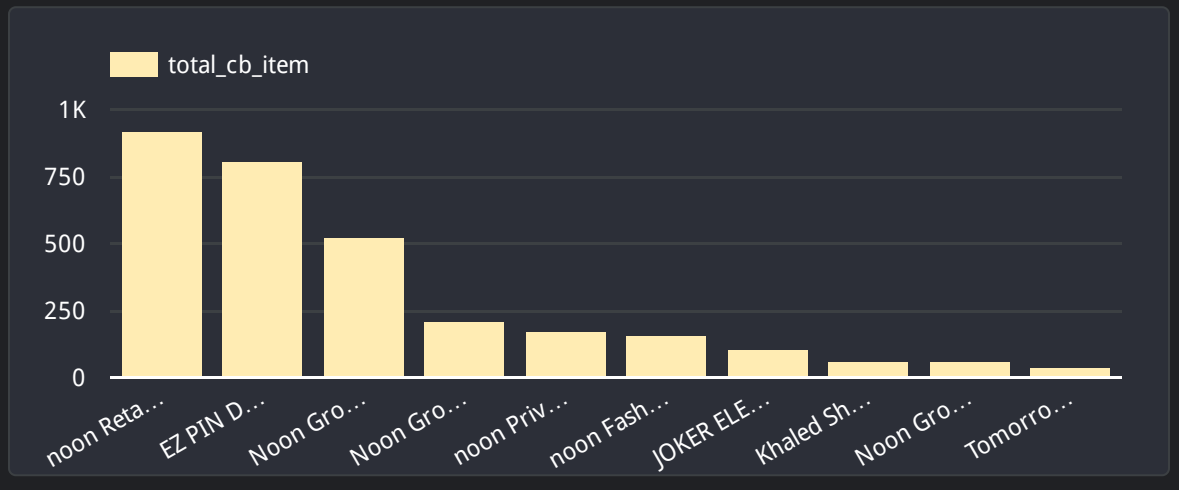
Top Partner CB count - item wise



Top item category - Service Chargeback

	Category	Amount (AED)
1.	mobiles	2.3M
2.	electronic_accessories	175.6K
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5.	laptops	113.4K
6.	video_games	54.9K
7.	audio_video	51.6K
8.	colour_cosmetics	16.3K

1 - 35 / 35

Top item category - Fraud Chargeback

	Category	Amount (AED)
1.	mobiles	710.19K
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3.	null	70.63K
4.	video_games	44.52K
5.	laptops	42.73K
6.	fragrance	25.67K
7.	hair_personal_care	24.77K
8.	jewelry	18.97K

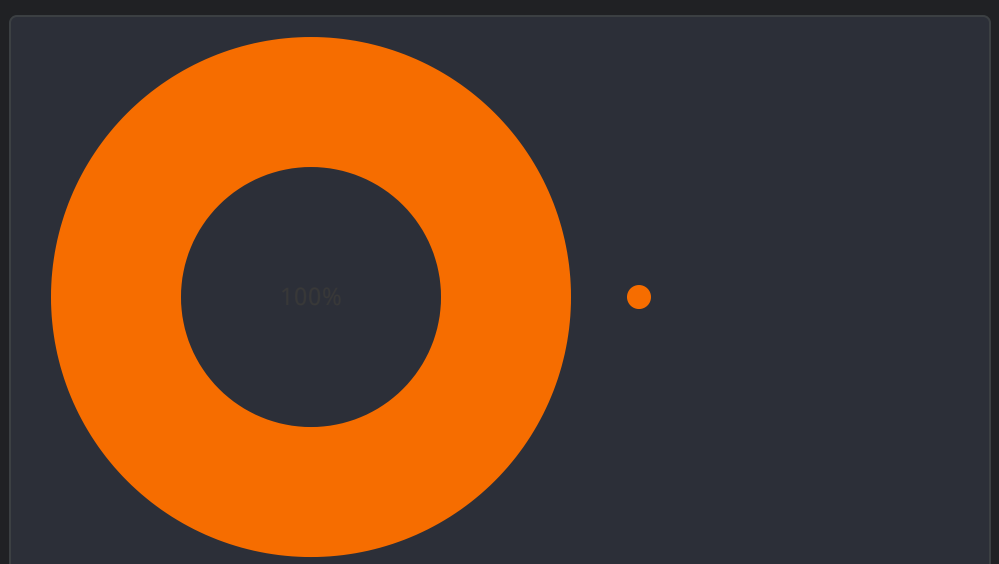
1 - 34 / 34

Marked For Review - Dashboard

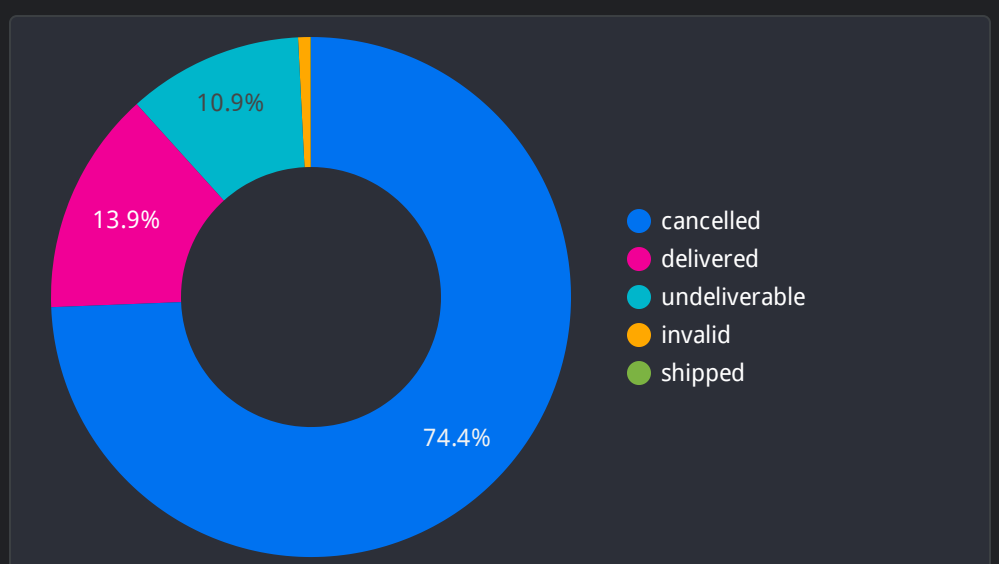
Select date range

Total MFR - Confirmed Fraud	Total Amount AED	Actual Cancelled	Amount AED
14,935	27.7M	12,855	23.9M

Order Cancellation Source

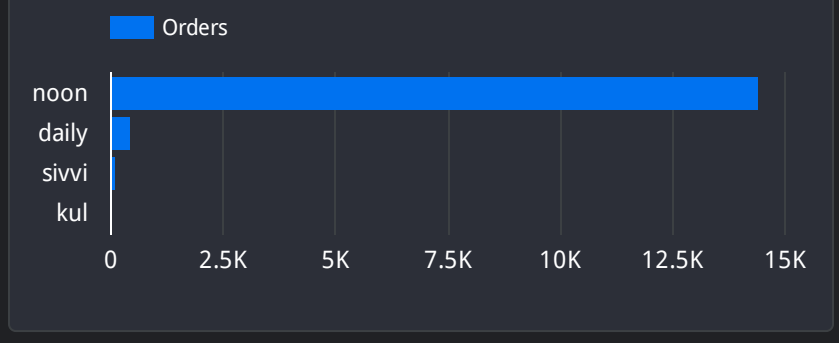


Saved Orders Status

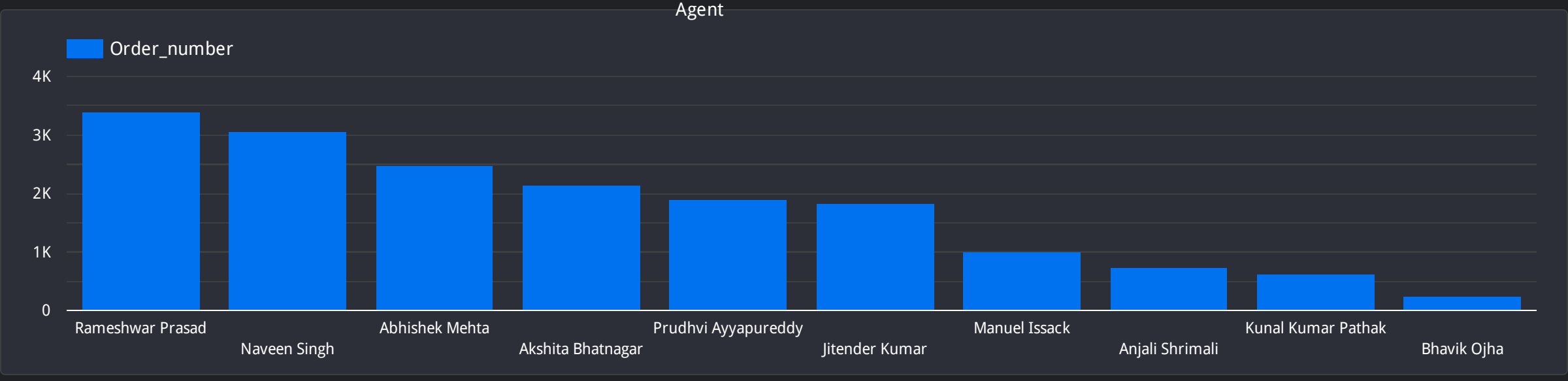


	Currency code	Orders
1.	AED	
2.	SAR	
3.	EGP	

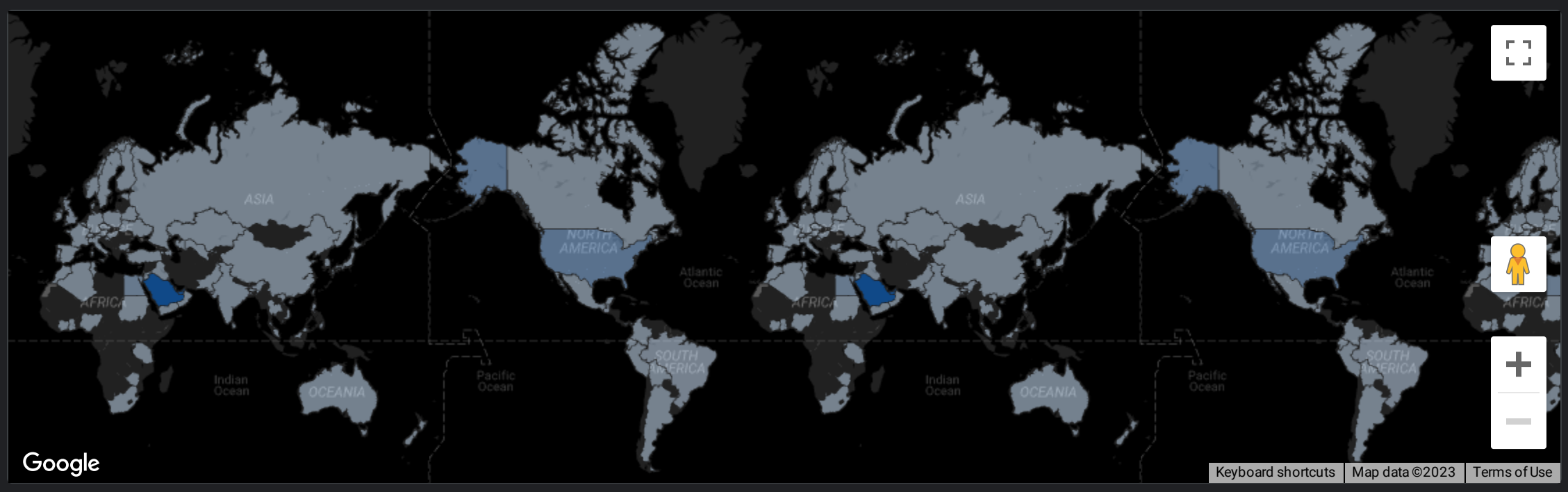
1 - 3 / 3



Order Cancellation - Agent



Card country



Marked for Review - Pendency

Select date range

Total Orders - MFR
260

order_nr
Enter a value

MFR orders - Pending Review (order Level)

	order_date	order_nr	marketplace	payment_method_code	status_payment
1.	Jul 11, 2023	NAEF70066867239	noon	apple_pay	MARKED_FOR_REVIEW
2.	Jul 11, 2023	NAEF70073517543	noon	cc_noonpay	MARKED_FOR_REVIEW
3.	Jul 11, 2023	NAEF70008333582	noon	apple_pay	MARKED_FOR_REVIEW
4.	Jul 11, 2023	NAEF70084397531	noon	cc_noonpay	MARKED_FOR_REVIEW
5.	Jul 11, 2023	NAEF70017853453	noon	cc_noonpay	MARKED_FOR_REVIEW
6.	Jul 11, 2023	NAEF70045739722	noon	cc_noonpay	MARKED_FOR_REVIEW
7.	Jul 11, 2023	NAEF70030718380	noon	apple_pay	MARKED_FOR_REVIEW
8.	Jul 11, 2023	NAEF70074048953	noon	cc_noonpay	MARKED_FOR_REVIEW
9.	Jul 11, 2023	NAEF70071847856	noon	apple_pay	MARKED_FOR_REVIEW
10.	Jul 11, 2023	NAEF70070370547	noon	cc_noonpay	MARKED_FOR_REVIEW
11.	Jul 11, 2023	NAEF70063848491	noon	apple_pay	MARKED_FOR_REVIEW
12.	Jul 11, 2023	NAEF70048812688	noon	cc_noonpay	MARKED_FOR_REVIEW
13.	Jul 11, 2023	NAEF70084518486	noon	apple_pay	MARKED_FOR_REVIEW
14.	Jul 11, 2023	NAEF70087606829	noon	apple_pay	MARKED_FOR_REVIEW
15.	Jul 11, 2023	NAEF70029135840	noon	apple_pay	MARKED_FOR_REVIEW
16.	Jul 11, 2023	NAEF70054484225	noon	cc_noonpay	MARKED_FOR_REVIEW
17.	Jul 11, 2023	NAEF70051454106	noon	apple_pay	MARKED_FOR_REVIEW
18.	Jul 11, 2023	NAEF70018496911	noon	cc_noonpay	MARKED_FOR_REVIEW
19.	Jul 11, 2023	NAEF70099135355	noon	apple_pay	MARKED_FOR_REVIEW
20.	Jul 11, 2023	NAEF70078954485	noon	apple_pay	MARKED_FOR_REVIEW
21.	Jul 11, 2023	NAEF70067145015	noon	cc_noonpay	MARKED_FOR_REVIEW
22.	Jul 11, 2023	NAEF70006623527	noon	apple_pay	MARKED_FOR_REVIEW
23.	Jul 11, 2023	NAEF70062068815	noon	cc_noonpay	MARKED_FOR_REVIEW
24.	Jul 11, 2023	NAEF70042634227	noon	cc_noonpay	MARKED_FOR_REVIEW
25.	Jul 11, 2023	NEGF70099996570	noon	cc_noonpay	MARKED_FOR_REVIEW
26.	Jul 11, 2023	NEGF70068070963	noon	cc_noonpay	MARKED_FOR_REVIEW
27.	Jul 11, 2023	NAEF70055732707	noon	cc_noonpay	MARKED_FOR_REVIEW
28.	Jul 11, 2023	NAEF70055792339	noon	apple_pay	MARKED_FOR_REVIEW
29.	Jul 11, 2023	NAEF70031931700	noon	cc_noonpay	MARKED_FOR_REVIEW
30.	Jul 11, 2023	NAEF70029532202	noon	cc_noonpay	MARKED_FOR_REVIEW
31.	Jul 11, 2023	NAEF70004387495	noon	cc_noonpay	MARKED_FOR_REVIEW
32.	Jul 11, 2023	NAEF70079661636	noon	apple_pay	MARKED_FOR_REVIEW

1 - 100 / 260