

AMERICAN EXPRESS  
RAW DATA



# Chargeback Notification (CBNOT) Technical File Specification

GLOBAL MERCHANT SERVICES  
Version 3.3, October 2015

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**Summary of Changes Table.** The Summary of Changes is a broad overview of technical and/or field changes made to the specification since its last publication. All changes, which include spelling and punctuation corrections, text revisions, and other identified errors, are outlined in Section 5.0, Revision Log, in this document.

Date	Section	Page	Change
09/28/15	4.2	Page 108	CB Reason Code FR5 repositioned.
03/12/15	2.2	Page 68	Release as v3.2 <ul style="list-style-type: none"> <li>Expanded Filler Fields for CM_ACCOUNT_NO_EXD and CASE_NUMBER_EXD <ul style="list-style-type: none"> <li>Record 92 : Label 12 split into 92, 93</li> <li>Record 93 : Data 12 split into 94,95</li> </ul> </li> </ul>
12/29/14	2.2	Page 18	Release as V3.2 <ul style="list-style-type: none"> <li>Extended the 15 byte CM_ACCT_NUMB field 5 to 19 bytes using 5 byte field 6 filler.</li> </ul>
10/01/14	4.2	Page 106	Release as V3.1 <ul style="list-style-type: none"> <li>Addition of 2 new Chargeback Reason Codes (see below). <p>F30 – EMV Counterfeit</p> <p>F31 – EMV Lost/Stolen/Non-Received</p> </li> </ul>
8/13/12			Release as v3.0 to align with American Express global disputes policy.
	2.0	Page 6	<ul style="list-style-type: none"> <li>Removed reference: “These records are used to send chargeback/adjustment notifications from upstream systems, through STARS, to SEW, SEWO, and third party software that can be used to access the data supplied by American Express.”</li> <li>Removed Footnote: <p>“SEFEC = SE Fully Electronic Communications — An American Express system that sends chargeback and adjustment notifications from upstream systems, through STARS, to SEW, SEWO and third party software that can be used to access the data supplied by American Express.</p> <p>SEW = SE Workstation — An American Express, Windows-based, PC software product that enables SEs to automate credit card back office processing, electronically track and record American Express submissions, receive Cardmember inquiries (significantly reducing “no-reply” chargebacks), quickly check payment status, and reduce paperwork and mailing expenses.</p> <p>SEWO = SE Workstation OnLine (via Internet), a.k.a. SEWOL —An Amex-only product accessed through “www.americanexpress.com” that allows SEs to access SE Workstation features “online.” This web site also provides information on other American Express products and services.”</p> </li> </ul>
	2.2	Page 15	Updated CBNOT File Detail Record Summary Table to add new fields 100 through 125. Modified field 99 from filler to Passenger_Name.
	2.2 4.0	Page 29, 100	Removed reference to SEFEC in Field 21 and Appendix.
	2.2	Page 29	Updated reference in the CB_Reference_Code, Field 25.
	2.2	Page 72, 101	Modified Filler 99 with Passenger_Name. Field 99, 4.1.
	2.2	Pages 73-86	Added fields 100 through 125 to the chargeback detail record section.
	3.2	Pages 96-93	Table updated to include modified field 99 (from FILLER to Passenger_Name) and add

Date	Section	Page	Change
			fields 100 – 125.
	4.2	Pages 102-114	Changed 4.2 Header SEFEC 1.2 to “Chargeback Reason Codes”.
	4.2	Pages 102-114	<p><b>1.</b>Modified Chargeback code descriptions:A01, A02, A08,C02, C04,C05 C08, C14, C18, C28, F10, F14, F22, F24, FR2, FR4, FR6, M01, M04,M10, M36 ,P01 ,P05, P07, P08, R03, R13</p> <p><b>2.</b>Removed Chargeback code and descriptions: A03,A04,A10,C06,C07,C09,C10,C11,C19, C20, C22, C24, C25, C29, F04, F05, F06, F07, F09, F11, F12, F13, F15, F16, F18, F28, FR3, M08, M12, M15, M18, M20, M35, M37, M47, P02, P11, P12, P13, P14, P15, P17, R01, R04, R06, R09, R12, R14, R15, R17, R21, R22,R23,S02,T01,T02,T03,T04,T05</p> <p><b>3.</b>Added the following Chargeback codes and descriptions: C31, C32, F29, M49, P04, P22, P23</p>

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## **1.0 Introduction**

This document is written for programmers of Merchants that wish to electronically receive chargeback and adjustment notifications. These file layouts allow a Merchant to extract data and create organizational reports and/or online systems.

## **1.1 File Availability**

New chargebacks are available daily at 10:30 P.M. Mountain Standard Time. Chargeback files may be downloaded once a day, and remain on the system (available for retrieval) for 15 days.

## **1.2 Communication Requirements**

Data files may be retrieved via Personal Computer (PC) or mainframe, using a dial-up connection or dedicated line. Note: Communications testing is required.

An American Express Representative acts as the primary contact during all development phases, until the Merchant is approved for production.

## **1.3 Record Overview**

The Chargeback Data File has three basic record types:

- File Header Record — The first record in the file; contains basic file information, like the Service Access ID (SAID), data type, file creation date and time, etc.
- Detail Records — Records that appear between the file header and trailer records that contain specific details for individual chargebacks (for American Express-generated chargeback files downloaded by the Merchant).
- File Trailer Record — The last record in the file; contains information similar to the file header record.

## 1.4 Related Documents

- *American Express CAPN Communications Guide (POS020094)*
- *American Express Global Chargeback Disputes (CBDIS) Technical File Layout (POS020065-2)*
- *Merchant Regulations – U.S.*
- *Merchant Operating Manual – Canada*

## 2.0 Defined Chargeback Notifications (CBNOT) File Specifications

This section contains technical file specifications for the following records:

- 2.1 CBNOT File Header Record
- 2.2 CBNOT File Detail Record
- 2.3 CBNOT File Trailer Record

These records are used to send chargeback/adjustment notifications from upstream systems, through STARS\* and third party software that can be used to access the data supplied by American Express.

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\* STARS = Split, Transmit And Receive System — An American Express developed software utility that supports multiple transmission methods with which data can be exchanged between American Express and its external information trading partners.



## 2.1 CBNOT File Header Record

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Length of Record: 2202 bytes

Description: The Chargeback Notifications (CBNOT) File Header Record contains merchant identification, file creation date and time, and number information that is used to identify the file and prevent duplicate file processing.

Fields in This Section:	1. REC_TYPE	Page	8
	<i>Amex Application Area</i>		
	2. AMEX_APPL_AREA	Page	8
	<i>STARS Area</i>		
	3. SAID	Page	9
	4. DATATYPE		9
	5. CCYYDDD		10
	6. 0HHMMSS		11
	7. FILLER		11

See summary table for the CBNOT File Header Record on page 94.

## 2.1 CBNOT File Header Record (Continued)

### Field 1 REC\_TYPE

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1
Description:	This field contains the constant literal “H”, a <i>Record Type</i> code that indicates that this is a Chargeback Notifications (CBNOT) File Header Record. This field must appear as the first item in the record.

### Field 2 AMEX\_APPL\_AREA

Length of Field:	100 bytes
Field Type:	Alphanumeric
Field Position:	2-101
Description:	This field contains the internal American Express data below:

Subfield Name	Length	Field Type	Position
APPLICATION_SYSTEM_CODE	2 bytes	Alphanumeric	2-3
FILE_TYPE_CODE	2 bytes	Alphanumeric	4-5
FILE_CREATION_DATE	8 bytes	Alphanumeric	6-13
FILLER	88 bytes	Reserved for future use (character space filled)	14-101

Note: See Global Inquiries Technical File Layout (POS020066-1) for more information.

**2.1 CBNOT File Header Record (Continued)**

<b>Field 3</b>	<b>SAID</b>
Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	102-107
Description:	This field contains the American Express-assigned, six-character, <i>Service Access ID (SAID)</i> .

<b>Field 4</b>	<b>DATATYPE</b>
Length of Field:	5 bytes
Field Type:	Alphanumeric
Field Position:	108-112
Description:	This field contains the constant literal “CBNOT”, a <i>Data Type</i> code that indicates that these are chargebacks from upstream systems.

## 2.1 CBNOT File Header Record (Continued)

Field 5	CCYYDDD
Length of Field:	7 bytes
Field Type:	Alphanumeric
Field Position:	113-119
Description:	<p>This field contains the <i>STARS</i>* <i>creation date</i>, which is the date that American Express transmitted the file to the merchant.</p> <p>If this file is a retransmission, this field contains the <i>original transmission date</i>. The format is:</p> <p>CCYYDDD</p> <p>CC = Century</p> <p>YY = Year</p> <p>DDD = Day (Julian date)</p> <p>For example, October 21st, 2010 would appear as:</p> <p>2010294</p> <p>Note: See <i>Julian Date Calendar</i> on page 116.</p>

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\* STARS = Split, Transmit And Receive System. An American Express developed software utility that supports multiple transmission methods with which data can be exchanged between American Express and its external information trading partners.

**2.1 CBNOT File Header Record (Continued)**

<b>Field 6</b>	<b>0HHMMSS</b>
Length of Field:	7 bytes
Field Type:	Numeric
Field Position:	120-126
Description:	<p>This field contains the <i>file creation time</i> (24-hour format) when the file was prepared for transmission. The format is:</p> <p>0HHMMSS</p> <p>0 = One-digit filler character (zero)</p> <p>HH = Hour (24 hour clock)</p> <p>MM = Minute</p> <p>SS = Second</p> <p>For example, 2:37:00 P.M. would appear as:</p> <p>0143700</p>

<b>Field 7</b>	<b>FILLER</b>
Length of Field:	2076 bytes
Field Type:	Character spaces
Field Position:	127-2202
Description:	This field is reserved for future use.

## 2.2 CBNOT File Detail Record

Length of Record: 2202 bytes

Description: The Chargeback Notifications (CBNOT) File Detail Record contains merchant identification, file creation date and time, and number information that are used to identify the file and prevent duplicate file processing.

Fields in This Section:

### *Common Data Fields*

1. REC_TYPE	Page 16
2. FILLER	16
3. SE_NUMB	17
4. FILLER	17
5. CM_ACCT_NUMB	18
6. FILLER	18
7. CURRENT_CASE_NUMBER	19
8. CURRENT_ACTION_NUMBER	20
9. PREVIOUS_CASE_NUMBER	20
10. PREVIOUS_ACTION_NUMBER	21
11. RESOLUTION	21
12. FROM_SYSTEM	22
13. REJECTS_TO_SYSTEM	23
14. DISPUTES_TO_SYSTEM	24
15. DATE_OF_ADJUSTMENT	25
16. DATE_OF_CHARGE	26
17. AMEX_ID	27
18. FILLER	27
19. CASE_TYPE	28
20. LOC_NUMB	29
21. CB_REAS_CODE	29
22. CB_AMOUNT	30
23. CB_ADJUSTMENT_NUMBER	31
24. CB_RESOLUTION_ADJ_NUMBER	31
25. CB_REFERENCE_CODE	32
26. FILLER	32
27. BILLED_AMOUNT	33
28. SOC_AMOUNT	34
29. SOC_INVOICE_NUMBER	35
30. ROC_INVOICE_NUMBER	35
31. FOREIGN_AMT	36
32. CURRENCY	36
33. SUPP_TO_FOLLOW	37

## 2.2 CBNOT File Detail Record (Continued)

Fields in This Section:

### *Common Data Fields (Continued)*

34. CM_NAME1	Page 37
35. CM_NAME2	38
36. CM_ADDR1	38
37. CM_ADDR2	39
38. CM_CITY_STATE	39
39. CM_ZIP	40
40. CM_FIRST_NAME_1	40
41. CM_MIDDLE_NAME_1	41
42. CM_LAST_NAME_1	41
43. CM_ORIG_ACCT_NUM	42
44. CM_ORIG_NAME	42
45. CM_ORIG_FIRST_NAME	43
46. CM_ORIG_MIDDLE_NAME	43
47. CM_ORIG_LAST_NAME	44
48. NOTE1	44
49. NOTE2	45
50. NOTE3	45
51. NOTE4	46
52. NOTE5	46
53. NOTE6	47
54. NOTE7	47
55. TRIUMPH_SEQ_NO	48
56. FILLER	48
57. FILLER	49
58. FILLER	49

### *Industry Data Fields*

59. AIRLINE_TKT_NUM	Page 50
60. AL_SEQUENCE_NUMBER	50
61. FOLIO_REF	51
62. MERCH_ORDER_NUM	51
63. MERCH_ORDER_DATE	52
64. CANC_NUM	52
65. CANC_DATE	53

### *FINCAP Area Fields*

66. FINCAP_TRACKING_ID	Page 54
67. FINCAP_FILE_SEQ_NUM	55
68. FINCAP_BATCH_NUMBER	55

## 2.2 CBNOT File Detail Record (Continued)

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Fields in This Section:

***Label Data Area Fields***

69.	FINCAP_BATCH_INVOICE_DT	Page 56
71.	LABEL1	57
71.	DATA1	57
72.	LABEL2	58
73.	DATA2	58
74.	LABEL3	59
75.	DATA3	59
76.	LABEL4	60
77.	DATA4	60
78.	LABEL5	61
79.	DATA5	61
80.	LABEL6	62
81.	DATA6	62
82.	LABEL7	63
83.	DATA7	63
84.	LABEL8	64
85.	DATA8	64
86.	LABEL9	65
87.	DATA9	65
88.	LABEL10	66
89.	DATA10	66
90.	LABEL11	67
91.	DATA11	67
92.	CM_ACCT_NUMB_EXD	68
93.	FILLER	68
94.	CASE_NUMBER_EXD	69
95.	FILLER	69

***Dispute Data Fields***

95.	IND_FORM_CODE	Page 70
96.	IND_REF_NUMBER	71
97.	FILLER	71
98.	LOC_REF_NUMBER	72



## 2.2 CBNOT File Detail Record (Continued)

Fields in This Section:

### *Dispute Data Fields (Continued)*

99.	PASSENGER_NAME	Page	72
100.	PASSENGER_FIRST_NAME		73
101.	PASSENGER_MIDDLE_NAME		73
102.	PASSENGER_LAST_NAME		74
103.	SE_PROCESS_DATE		74
104.	RETURN_DATE		75
105.	CREDIT_RECEIPT_NUMBER		75
106.	RETURN_TO_NAME		76
107.	RETURN_TO_STREET		76
108.	CARD_DEPOSIT		77
109.	ASSURED_RESERVATION		77
110.	RES_CANCELLED		78
111.	RES_CANCELLED_DATE		78
112.	CANCEL_ZONE		79
113.	RESERVATION_MADE_FOR		80
114.	RESERVATION_LOCATION		80
115.	RESERVATION_MADE_ON		81
116.	RENTAL_AGREEMENT_NUMBER		81
117.	MERCHANDISE_TYPE		82
118.	MERCHANDISE_RETURNED		82
119.	RETURNED_NAME		83
120.	RETURNED_DATE		83
121.	RETURNED_HOW		84
122.	RETURNED_REASON		84
123.	STORE_CREDIT_RECEIVED		85
124.	FILLER		85
125.	FILLER		86

See summary table for the CBNOT File Detail Record on page 94.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 1</b>	<b>REC_TYPE</b>
Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1
Description:	This field contains the constant literal “D”, a <i>record type</i> code that indicates that this is a Chargeback Notifications (CBNOT) File Detail Record. This field must appear as the first item in the record.

<b>Field 2</b>	<b>FILLER</b>
Length of Field:	5 bytes
Field Type:	Character spaces
Field Position:	2-6
Description:	This field is reserved for future use.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 3</b>	<b>SE_NUMB</b>
Length of Field:	10 bytes
Field Type:	Alphanumeric
Field Position:	7-16
Description:	This field contains the <i>Service Establishment (SE) Number</i> that STARS* searches for and routes data to, based on the setup for the corresponding CBNOT data type (for outbound data).

<b>Field 4</b>	<b>FILLER</b>
Length of Field:	10 bytes
Field Type:	Character spaces
Field Position:	17-26
Description:	This field is reserved for future use.

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\* STARS = Split, Transmit And Receive System. An American Express developed software utility that supports multiple transmission methods with which data can be exchanged between American Express and its external information trading partners.

## 2.2 CBNOT File Detail Record (Continued)

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Field 5	CM_ACCT_NUMB
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Length of Field:	19 bytes
Field Type:	Alphanumeric
Field Position:	27-45
Description:	This field contains the <i>Cardmember Account Number</i> that corresponds to this chargeback.
Notes:	<ol style="list-style-type: none"><li>1. This is the current Card Account Number that is active at the time of the chargeback. In some instances, this field may be character space filled. For the Original Card Number, refer to Field 43, CM_ORIG_ACCT_NUM.</li></ol>

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Field 6	FILLER
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Length of Field:	1bytes
Field Type:	Character space
Field Position:	46
Description:	This field is reserved for future use.

## 2.2 CBNOT File Detail Record (Continued)

Field 7	<b>CURRENT_CASE_NUMBER</b>
Field 7*	<b>CSS_CASE_NUMBER</b>
Field 7†	<b>SS_CASE_NUMBER</b>
Field 7	<b>FINCAP_TRACKING_ID</b>

Length of Field: 11 bytes

Field Type: Alphanumeric

Field Position: 47-57

Description:

- FINCAP transactions — This field contains the *FINCAP Tracking ID*. See FINCAP\_TRACKING\_ID on page 54.
- Non-FINCAP transactions — This field contains the unique, American Express-assigned, *current case (identification) number* for this transaction, if this is a chargeback notification or final resolution.

### Notes:

1. For Customer Service Systems, this field is composed of:

Subfield Name	Length	Position
CSS_CASE_NUMBER	7 bytes	47-53
FILLER‡	4 bytes	54-57

2. For SIREN/SOFA, this field is composed of:

Subfield Name	Length	Position
SS_CASE_NUMBER	9 bytes	47-55
FILLER‡	2 bytes	56-57

\* As defined for Customer Service Systems.

† As defined for SIREN/SOFA System. SIREN = SE Information Retrieval Entry Network. SOFA = SE Online Financial Adjustment. A case processing system that contains unconverted Service Establishment dispute case information and the interfacing financial adjustment system.

‡ FILLER subfields are character space filled.

**2.2 CBNOT File Detail Record (Continued)**

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**Field 8 CURRENT\_ACTION\_NUMBER**

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Length of Field: 2 bytes  
Field Type: Alphanumeric  
Field Position: 58-59  
Description: Internal use only.

---

**Field 9 PREVIOUS\_CASE\_NUMBER**  
**Field 9\* CSS\_P\_CASE\_NUMBER**

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Length of Field: 11 bytes  
Field Type: Alphanumeric  
Field Position: 60-70  
Description: This field contains a *case number* from various sources, or is blank (character space filled), depending on the specific details of this record.

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\* As defined for Customer Service Systems.

**2.2 CBNOT File Detail Record (Continued)**

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**Field 10 PREVIOUS\_ACTION\_NUMBER**

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Length of Field: 2 bytes  
Field Type: Alphanumeric  
Field Position: 71-72  
Description: Internal use only.

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**Field 11 RESOLUTION**

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Length of Field: 1 byte  
Field Type: Alphanumeric  
Field Position: 73  
Description: This field contains a code that indicates if this record is a *Resolution Letter*:

Y = Yes

N = No

Note: If this value is “Y”, then Field 24 CB\_RESOLUTION\_ADJ\_NUMBER should be populated.

## 2.2 CBNOT File Detail Record (Continued)

Field 12	FROM_SYSTEM
Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	74
Description:	<p>This field contains a code that indicates the <i>originating system</i> that transmitted the file:</p> <p>F = FINCAP R = Statement Review S = SIREN/SOFA* T = Triumph X = Customer Service Systems P = Enhanced Case Management Platform G = Globestar _ = Other (underline represents a character space)</p> <p>Note: Internal use only</p>

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\* SIREN = SE Information Retrieval Entry Network. SOFA = SE Online Financial Adjustment. A case processing system that contains unconverted Service Establishment dispute case information and the interfacing financial adjustment system.



## 2.2 CBNOT File Detail Record (Continued)

### Field 13 REJECTS\_TO\_SYSTEM

---

Length of Field: 1 byte

Field Type: Alphanumeric

Field Position: 75

Constant: None

Description: This field contains a code that indicates the *system* to which STARS\* should forward *rejects*:

R = Statement Review

S = SIREN/SOFA<sup>†</sup>

T = Triumph

X = Customer Service Systems

P = Enhanced Case Management Platform

G = Globestar

   = No rejects (underline represents a character space)

Note: FINCAP does not accept rejects. Internal use only.

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<sup>†</sup> SIREN = SE Information Retrieval Entry Network. SOFA = SE Online Financial Adjustment. A case processing system that contains unconverted Service Establishment dispute case information and the interfacing financial adjustment system.

## 2.2 CBNOT File Detail Record (Continued)

Field 14	DISPUTES_TO_SYSTEM
Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	76
Description:	<p>This field contains a code that indicates the <i>system</i> to which STARS* should forward <i>disputes</i> from the SE:</p> <p>R = Statement Review</p> <p>S = SIREN/SOFA<sup>†</sup></p> <p>T = Triumph</p> <p>X = Customer Service Systems</p> <p>P = Enhanced Case Management Platform</p> <p>G = Globestar</p> <p><u>  </u> = No disputes (underline represents a character space)</p> <p>Note: The category “no disputes” includes records that are indisputable, like resolutions and transactions from FINCAP. Internal use only.</p>

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<sup>†</sup> SIREN = SE Information Retrieval Entry Network. SOFA = SE Online Financial Adjustment. A case processing system that contains unconverted Service Establishment dispute case information and the interfacing financial adjustment system.

## 2.2 CBNOT File Detail Record (Continued)

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Field 15	DATE_OF_ADJUSTMENT
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Length of Field:	8 bytes
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Field Type:	Alphanumeric
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Field Position:	77-84
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Description:	This field contains the <i>date of the adjustment</i> . The format is:
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CCYYMMDD

CC = Century

YY = Year

MM = Month

DD = Day

For example, the date October 21st, 2010 would appear as:

20101021

## 2.2 CBNOT File Detail Record (Continued)

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Field 16	DATE_OF_CHARGE
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Length of Field:	8 bytes
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Field Type:	Alphanumeric
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Field Position:	85-92
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Description:	This field contains the <i>date of the charge</i> . The format is:
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CCYYMMDD

CC = Century

YY = Year

MM = Month

DD = Day

For example, the date October 21st, 2010 would appear as:

20101021

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 17</b>	<b>AMEX_ID</b>
Length of Field:	7 bytes
Field Type:	Alphanumeric
Field Position:	93-99
Description:	This field contains the <i>American Express ID number</i> of the representative that did the adjustment.  Note: Internal use only.

<b>Field 18</b>	<b>FILLER</b>
Length of Field:	5 bytes
Field Type:	Character spaces
Field Position:	100-104
Description:	This field is reserved for future use.

## 2.2 CBNOT File Detail Record (Continued)

Field 19	CASE_TYPE
Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	105-110
Description:	<p>This field contains a code that indicates the <i>case type</i> assigned to this chargeback by American Express. The entry in this field determines the type of response code that appears in the response file.</p> <p>AIRDS = Airline Credit Requested AIRLT = Airline Lost/Stolen Ticket AIRRT = Airline Returned Ticket AIRTB = Airline Support of Charge AREXS = Reservation/Cancellation CARRD = Car Rental GSDIS = Goods/Services NAXMG = Merchandise Not Received NAXMR = Merchandise Returned SEDIS = General Dispute FRAUD = Fraud Dispute CRCDW = Collision Damage Waiver Liability</p>

## 2.2 CNOT File Detail Record (Continued)

Field 20	LOC_NUMB
Length of Field:	15 bytes
Field Type:	Alphanumeric
Field Position:	111-125
Description:	This field may contain the <i>store</i> or <i>location number</i> where the charge occurred. Also, refer to Field 99, LOC_REF_NUMBER.

Field 21	CB_REAS_CODE
Length of Field:	3 bytes
Field Type:	Alphanumeric
Field Position:	126-128
Description:	This field contains a three-character, <i>chargeback reason code</i> . See <i>Chargeback Reason Codes</i> on page 102.

## 2.2 CBNOT File Detail Record (Continued)

Field 22	CB_AMOUNT
Length of Field:	17 bytes
Field Type:	Numeric, signed (see below), with decimal point and two decimal places, right justified, zero filled
Field Position:	129-145
Description:	<p>This field contains the adjustment or <i>chargeback amount</i>, which can be a debit or credit. The format for this field is a one-digit “sign,” followed by a 13-digit “dollar amount” (right justified and zero filled), one-digit “decimal point,” and two-digit “cents.”</p> <p>For negative amounts, the first-digit “sign” is a negative sign. For a “negative \$100.00”, this would appear as:</p> <div>01 12345678901234567 -0000000000100.00</div> <p>For a positive amount, the first-digit “sign” is a blank (character space), which would appear as:</p> <div>01 12345678901234567 _0000000000100.00</div> <p>Note: The underline character ( _ ) represents a character space.</p>



## 2.2 CBNOT File Detail Record (Continued)

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Field 23	CB_ADJUSTMENT_NUMBER
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Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	146-151
Description:	<p>This field contains the <i>Chargeback Adjustment Number</i>.</p> <p>Note: This is the Adjustment Number that appears in the associated financial file and corresponds to the financial reporting specification.</p>

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Field 24	CB_RESOLUTION_ADJ_NUMBER
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Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	152-157
Description:	<p>This field contains the <i>Chargeback Resolution Adjustment Number</i>, if applicable. Normally blank (character space filled), this field is only populated when this record is a combination resolution <i>and</i> adjustment (such as in the reversal of a prior chargeback).</p> <p>Note: This is the Adjustment Number that appears in the associated financial file and corresponds to the financial reporting specification.</p>

## 2.2 CBNOT File Detail Record (Continued)

Field 25	CB_REFERENCE_CODE
Length of Field:	12 bytes
Field Type:	Alphanumeric
Field Position:	158-169
Description:	This field contains the <i>merchant's reference number</i> that was assigned to the transaction by the merchant when the charge was originated, to help identify this specific charge. For Reference Numbers greater than 12 digits, refer to Field 97 IND_REF_NUMBER.

Field 26	FILLER
Length of Field:	13 bytes
Field Type:	Character spaces
Field Position:	170-182
Description:	This field is reserved for future use.

## 2.2 CBNOT File Detail Record (Continued)

Field 27	BILLED_AMOUNT
Length of Field:	17 bytes
Field Type:	Numeric, signed (see below), with decimal point and two decimal places, right justified, zero filled
Field Position:	183-199
Description:	<p>This field contains the <i>statement bill amount</i> or <i>ROC amount</i>, which can be a debit or credit. The format for this field is a one-digit “sign,” followed by a 13-digit “dollar amount” (right justified and zero filled), one-digit “decimal point,” and two-digit “cents.”</p> <p>For negative amounts, the first-digit “sign” is a negative sign, which would appear as:</p> <pre> 0           1 12345678901234567 -2345678901234.67 </pre> <p>For a positive amount, the first-digit “sign” is a blank (character space), which would appear as:</p> <pre> 0           1 12345678901234567 _2345678901234.67 </pre> <p>Where the underline character represents a character space.</p> <p>Note: The entries in CB_AMOUNT and BILLED_AMOUNT fields may differ.</p>

## 2.2 CBNOT File Detail Record (Continued)

Field 28	SOC_AMOUNT
Length of Field:	17 bytes
Field Type:	Numeric, signed (see below), with decimal point and two decimal places, right justified, zero filled
Field Position:	200-216
Description:	<p>This field contains the <i>Summary of Charge (SOC)</i> or <i>Summary Amount</i>, which can be a debit or credit. The format for this field is a one-digit “sign,” followed by a 13-digit “dollar amount” (right justified and zero filled), one-digit “decimal point,” and two-digit “cents.”</p> <p>For negative amounts, the first-digit “sign” is a negative sign, which would appear as:</p> <div>01 12345678901234567 -2345678901234.67</div> <p>For a positive amount, the first-digit “sign” is a blank (character space), which would appear as:</p> <div>01 12345678901234567 _2345678901234.67</div> <p>Where the underline character represents a character space.</p>

## 2.2 CNOT File Detail Record (Continued)

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Field 29	SOC_INVOICE_NUMBER
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Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	217-222
Description:	This field contains the <i>Summary of Charge (SOC) Invoice Number</i> that corresponds to the batch in which the merchant submitted the charge for payment.

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Field 30	ROC_INVOICE_NUMBER
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Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	223-228
Description:	This field contains the <i>Record of Charge (ROC) Invoice Number</i> that corresponds to the charge that the merchant submitted for payment.

## 2.2 CBNOT File Detail Record (Continued)

Field 31	FOREIGN_AMT
Length of Field:	15 bytes
Field Type:	Alphanumeric
Field Position:	229-243
Description:	<p>This field contains the <i>Foreign Amount</i> (the disputed amount, if the charge was made in a currency other than US Dollars).</p> <p>If unused, this field is character space filled.</p>

Field 32	CURRENCY
Length of Field:	3 bytes
Field Type:	Alphanumeric
Field Position:	244-246
Description:	<p>This field contains the <i>currency code</i> that corresponds to the value in the FOREIGN_AMT field.</p> <p>See <i>Currency Codes</i> on page 115.</p> <p>If unused, this field is character space filled.</p>

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 33</b>	<b>SUPP_TO_FOLLOW</b>
Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	247
Description:	<p>This field contains a code that indicates whether additional support is being forwarded. The codes are:</p> <p>Y = Support is coming via mail or fax.</p> <p>I = A scanned image provides support.</p> <p>R = Both forms of support to follow: Mail or fax, <i>and</i> scanned image.</p> <p>N = No support.</p>

<b>Field 34</b>	<b>CM_NAME1</b>
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	248-277
Description:	<p>This field contains the <i>Cardmember's name</i>, concatenated from the following fields:</p> <p>CM_FIRST_NAME_1</p> <p>CM_MIDDLE_NAME_1</p> <p>CM_LAST_NAME_1</p>

## 2.2 CBNOT File Detail Record (Continued)

Field 35	CM_NAME2
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	278-307
Description:	This field contains a <i>secondary Card member name</i> . Usually, this is the name of a supplemental cardholder to the primary Card member's account.

Field 36	CM_ADDR1
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	308-337
Description:	This field contains the <i>first line</i> of the <i>Card member's street address</i> .



**2.2 CBNOT File Detail Record (Continued)**

<b>Field 37</b>	<b>CM_ADDR2</b>
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	338-367
Description:	This field contains the <i>second line</i> of the <i>Card member's street address</i> .

<b>Field 38</b>	<b>CM_CITY_STATE</b>
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	368-397
Description:	This field contains the <i>city and state</i> portion of the Card member's address.

## 2.2 CBNOT File Detail Record (Continued)

Field 39	CM_ZIP
Length of Field:	9 bytes
Field Type:	Alphanumeric
Field Position:	398-406
Description:	<p>This field contains the <i>ZIP code</i> portion of the Cardmember's address.</p> <ul style="list-style-type: none"><li>• For U.S. addresses, this is may be a 9-digit "5+4" ZIP code, or a 5-digit ZIP code, left justified and zero filled to 9 digits.</li><li>• Alphanumeric Canadian postal codes are left justified and padded with zeros or character spaces.</li><li>• If ZIP code is unavailable, this field is zero filled.</li></ul>

Field 40	CM_FIRST_NAME_1
Length of Field:	12 bytes
Field Type:	Alphanumeric
Field Position:	407-418
Description:	<p>This field contains the <i>first name</i> of the Cardmember who made the charge.</p> <p>Note: The value in this field is a component of the entry in the CM_NAME1 field.</p>

**2.2 CBNOT File Detail Record (Continued)**

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**Field 41 CM\_MIDDLE\_NAME\_1**

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Length of Field:	12 bytes
Field Type:	Alphanumeric
Field Position:	419-430
Description:	This field contains the <i>middle name</i> of the Card member who made the charge.  Note: The value in this field is a component of the entry in the CM_NAME1 field.

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**Field 42 CM\_LAST\_NAME\_1**

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Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	431-450
Description:	This field contains the <i>last name</i> of the Card member who made the charge.  Note: The value in this field is a component of the entry in the CM_NAME1 field.

## 2.2 CBNOT File Detail Record (Continued)

Field 43	CM_ORIG_ACCT_NUM
Length of Field:	15 bytes
Field Type:	Alphanumeric
Field Position:	451-465
Description:	<p>If the Card member's current account number differs from the one that generated this chargeback, then this field contains the <i>original Card account number</i> used for the charge.</p> <p>Refer also to Field 5, CM_ACCT_NUMB.</p>

Field 44	CM_ORIG_NAME
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	466-495
Description:	<p>If the Card member has a different name, this field contains the <i>Card member's original name</i> at the time the charge was made.</p> <p>If this field is populated, it contains the Cardmember's original name, concatenated from the following fields:</p> <p>CM_ORIG_FIRST_NAME CM_ORIG_MIDDLE_NAME CM_ORIG_LAST_NAME</p>

## 2.2 CBNOT File Detail Record (Continued)

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Field 45	CM_ORIG_FIRST_NAME
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Length of Field:	12 bytes
Field Type:	Alphanumeric
Field Position:	496-507
Description:	<p>If the Card member has a different name, this field contains the <i>Card member's original first name</i> at the time the charge was made.</p> <p>Note: The value in this field is a component of the entry in the CM_ORIG_NAME field.</p>

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Field 46	CM_ORIG_MIDDLE_NAME
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Length of Field:	12 bytes
Field Type:	Alphanumeric
Field Position:	508-519
Description:	<p>If the Card member has a different name, this field contains the <i>Card member's original middle name</i> at the time the charge was made.</p> <p>Note: The value in this field is a component of the entry in the CM_ORIG_NAME field.</p>

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 47</b>	<b>CM_ORIG_LAST_NAME</b>
Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	520-539
Description:	<p>If the Card member has a different name, this field contains the <i>Card member's original last name</i> at the time the charge was made.</p> <p>Note: The value in this field is a component of the entry in the CM_ORIG_NAME field.</p>

<b>Field 48</b>	<b>NOTE1</b>
Length of Field:	66 bytes
Field Type:	Alphanumeric
Field Position:	540-605
Description:	Case notes may appear in the fields labeled Note1 through Note7.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 49</b>	<b>NOTE2</b>
Length of Field:	78 bytes
Field Type:	Alphanumeric
Field Position:	606-683
Description:	Case notes may appear in the fields labeled Note1 through Note7.

<b>Field 50</b>	<b>NOTE3</b>
Length of Field:	60 bytes
Field Type:	Alphanumeric
Field Position:	684-743
Description:	Case notes may appear in the fields labeled Note1 through Note7.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 51</b>	<b>NOTE4</b>
Length of Field:	60 bytes
Field Type:	Alphanumeric
Field Position:	744-803
Description:	Case notes may appear in the fields labeled Note1 through Note7.

<b>Field 52</b>	<b>NOTE5</b>
Length of Field:	60 bytes
Field Type:	Alphanumeric
Field Position:	804-863
Description:	Case notes may appear in the fields labeled Note1 through Note7.



**2.2 CBNOT File Detail Record (Continued)**

<b>Field 53</b>	<b>NOTE6</b>
Length of Field:	60 bytes
Field Type:	Alphanumeric
Field Position:	864-923
Description:	Case notes may appear in the fields labeled Note1 through Note7.

<b>Field 54</b>	<b>NOTE7</b>
Length of Field:	60 bytes
Field Type:	Alphanumeric
Field Position:	924-983
Description:	Case notes may appear in the fields labeled Note1 through Note7.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 55</b>	<b>TRIUMPH_SEQ_NO</b>
Length of Field:	2 bytes
Field Type:	Alphanumeric
Field Position:	984-985
Description:	This field contains the Triumph Sequence Number and is an internal field used by American Express.

<b>Field 56</b>	<b>FILLER</b>
Length of Field:	20 bytes
Field Type:	Character spaces
Field Position:	986-1005
Description:	This field is reserved for future use.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 57</b>	<b>FILLER</b>
Length of Field:	15 bytes
Field Type:	Character spaces
Field Position:	1006-1020
Description:	This field is reserved for future use.
	<b><i>Service Agent Program Only</i></b>
	See Supplemental Field Description for CBNOT File Detail Record, Field 57, SERVICE_AGENT_MERCHANT_ID, on page 101.

<b>Field 58</b>	<b>FILLER</b>
Length of Field:	10 bytes
Field Type:	Character spaces
Field Position:	1021-1030
Description:	This field is reserved for future use.

## 2.2 CBNOT File Detail Record (Continued)

Field 59	AIRLINE_TKT_NUM
Length of Field:	14 bytes
Field Type:	Alphanumeric
Field Position:	1031-1044
Description:	This record only pertains to airline case types; e.g., CASE_TYPE = AIRDS, AIRLT, AIRRT or AIRTB). For these case types this field may contain the <i>airline passenger ticket number</i> .

Field 60	AL_SEQUENCE_NUMBER
Length of Field:	2 bytes
Field Type:	Alphanumeric
Field Position:	1045-1046
Description:	This record only pertains to airline case types. If this record involves multiple airline tickets, this field contains the <i>sequence number</i> .

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 61</b>	<b>FOLIO_REF</b>
Length of Field:	18 bytes
Field Type:	Alphanumeric
Field Position:	1047-1064
Description:	<ul style="list-style-type: none"><li>• If this record pertains to a hotel chargeback, this field contains the <i>hotel reference number</i> (if applicable).</li><li>• For all other transactions — this field is unused and is character space filled.</li></ul>

<b>Field 62</b>	<b>MERCH_ORDER_NUM</b>
Length of Field:	10 bytes
Field Type:	Alphanumeric
Field Position:	1065-1074
Description:	This field contains the <i>merchandise order number</i> (if applicable).

## 2.2 CBNOT File Detail Record (Continued)

Field 63	MERCH_ORDER_DATE
Length of Field:	8 bytes
Field Type:	Alphanumeric
Field Position:	1075-1082
Description:	<p>This field contains the <i>merchandise order date</i> (if applicable). The format is:</p> <p>CCYYMMDD</p> <p>CC = Century YY = Year MM = Month DD = Day</p> <p>For example, the date October 21st, 2010 would appear as:</p> <p>20101021</p>

Field 64	CANC_NUM
Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	1083-1102
Description:	This field contains the <i>cancellation number</i> (if applicable).

**2.2 CBNOT File Detail Record (Continued)**

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**Field 65** **CANC\_DATE**

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Length of Field: 8 bytes

Field Type: Alphanumeric

Field Position: 1103-1110

Description: This field contains the *cancellation date* (if applicable). The format is:

CCYYMMDD

CC = Century

YY = Year

MM = Month

DD = Day

For example, the date October 21st, 2010 would appear as:

20101021

## 2.2 CBNOT File Detail Record (Continued)

Field 66	FINCAP_TRACKING_ID
Length of Field:	11 bytes
Field Type:	Alphanumeric
Field Position:	1111-1121
Description:	<ul style="list-style-type: none"><li>For FINCAP transactions — This field contains the <i>FINCAP load number</i> that is composed of the Julian date, the PCID and the sequence number. The format is:  JJJPPPPPPSS  JJJ = Julian date PPPPPP = PCID SS = Sequence number  See <i>Julian Date Calendar</i> on page 116.</li><li>For all other transactions — This field is unused and is character space filled.</li></ul> <p>Note: This field is part of the “FINCAP Area.”</p>



## 2.2 CNOT File Detail Record (Continued)

Field 67	FINCAP_FILE_SEQ_NUM
Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	1122-1127
Description:	<ul style="list-style-type: none"><li>For FINCAP transactions — This field contains the <i>FINCAP file sequence number</i>.</li><li>For all other transactions — This field is unused and is character space filled.</li></ul>
Note: This field is part of the “FINCAP Area.”	

Field 68	FINCAP_BATCH_NUMBER
Length of Field:	4 bytes
Field Type:	Alphanumeric
Field Position:	1128-1131
Description:	<ul style="list-style-type: none"><li>For FINCAP transactions — this field contains the <i>FINCAP batch number</i>.</li><li>For all other transactions — this field is unused and is character space filled.</li></ul>
Note: This field is part of the “FINCAP Area.”	

## 2.2 CBNOT File Detail Record (Continued)

Field 69	FINCAP_BATCH_INVOICE_DT
Length of Field:	8 bytes
Field Type:	Alphanumeric
Field Position:	1132-1139
Description:	<ul style="list-style-type: none"><li>For FINCAP transactions — This field contains the <i>batch invoice date</i>. The format is:  CCYYMMDD  CC = Century YY = Year MM = Month DD = Day  For example, the date October 21st, 2010 would appear as:  20101021</li><li>For all other transactions — This field is unused and is character space filled.</li></ul> <p>Note: This field is part of the “FINCAP Area.”</p>

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 70</b>	<b>LABEL1</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1140-1164
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

<b>Field 71</b>	<b>DATA1</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1165-1189
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

## 2.2 CBNOT File Detail Record (Continued)

Field 72	LABEL2
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1190-1214
Description:	<p>This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i>. This field may contain additional information pertaining to the case. If unused, it is character space filled.</p> <p>Note: This field is part of the “Label Data Area.”</p>

Field 73	DATA2
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1215-1239
Description:	<p>This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i>. This field may contain additional information pertaining to the case. If unused, it is character space filled.</p> <p>Note: This field is part of the “Label Data Area.”</p>

## 2.2 CBNOT File Detail Record (Continued)

Field 74	LABEL3
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1240-1264
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

Field 75	DATA3
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1265-1289
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

## 2.2 CBNOT File Detail Record (Continued)

Field 76	LABEL4
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1290-1314
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

Field 77	DATA4
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1315-1339
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 78</b>	<b>LABEL5</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1340-1364
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

<b>Field 79</b>	<b>DATA5</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1365-1389
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

## 2.2 CBNOT File Detail Record (Continued)

Field 80	LABEL6
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1390-1414
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

Field 81	DATA6
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1415-1439
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”



**2.2 CBNOT File Detail Record (Continued)**

<b>Field 82</b>	<b>LABEL7</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1440-1464
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

<b>Field 83</b>	<b>DATA7</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1465-1489
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

## 2.2 CBNOT File Detail Record (Continued)

Field 84	LABEL8
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1490-1514
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

Field 85	DATA8
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1515-1539
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 86</b>	<b>LABEL9</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1540-1564
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

<b>Field 87</b>	<b>DATA9</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1565-1589
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

## 2.2 CBNOT File Detail Record (Continued)

Field 88	LABEL10
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1590-1614
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

Field 89	DATA10
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1615-1639
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 90</b>	<b>LABEL11</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1640-1664
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

<b>Field 91</b>	<b>DATA11</b>
Length of Field:	25 bytes
Field Type:	Alphanumeric
Field Position:	1665-1689
Description:	This field is reserved for use by upstream host systems that may download <i>undefined “free form” data</i> . This field may contain additional information pertaining to the case. If unused, it is character space filled.
	Note: This field is part of the “Label Data Area.”

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 92</b>	<b>CM_ACCNT_NUMB_EXD</b>
Length of Field:	19 bytes
Field Type:	Alphanumeric
Field Position:	1690-1708
Description:	This field contains the original Card Member account number that corresponds to this response. If not applicable the current Card Member Account number will appear.

<b>Field 93</b>	<b>FILLER</b>
Length of Field:	6 bytes
Field Type:	Character Spaces
Field Position:	1709-1714
Description:	This field is unused and character space filled.

## 2.2 CNOT File Detail Record (Continued)

Field 94	CASE_NUMBER_EXD
Length of Field:	16 bytes
Field Type:	Alphanumeric
Field Position:	1715-1730
Description:	This field contains a <i>Case Number</i> from various sources, or is blank (character space filled), depending on the specific details of this record.

Field 95	Filler
Length of Field:	35 bytes
Field Type:	Alphanumeric
Field Position:	1731-1765
Description:	This field is unused and character space filled.

## 2.2 CBNOT File Detail Record (Continued)

Field 96	IND_FORM_CODE
Length of Field:	2 bytes
Field Type:	Alphanumeric
Field Position:	1766-1767
Description:	This field contains the two-character, <i>Industry Format Code</i> . If unused, this field is character space filled.
	<b><i>CAPN-Certified Merchants</i></b>
	GP = Gas & Oil Industry
	NP = Non-Gas & Oil Industries
	<b><i>Non-CAPN Merchants</i></b>
	GO = Gas & Oil Industry
	~~ = Non-Gas & Oil Industries
	Note: Tildes (~) represent character spaces.



**2.2 CBNOT File Detail Record (Continued)**

<b>Field 97</b>	<b>IND_REF_NUMBER</b>
Length of Field:	30 bytes
Field Type:	Alphanumeric
Field Position:	1768-1797
Description:	<p>This field contains the <i>SE Reference Number</i> assigned to a transaction by the merchant, at the time the sale is executed.</p> <p>This <i>SE Reference Number</i> may refer to the location, ROC, order number, invoice number, or any other merchant-assigned combination of letters and numerals that will assist the merchant in retrieving supporting documentation in case of inquiry or other post-transaction correspondence.</p> <p>This field corresponds to the Invoice Reference Number, Field 26 (Positions 220-249), of the CAPN Submission File TAB record.</p>
<b>Field 98</b>	<b>FILLER</b>
Length of Field:	3 bytes
Field Type:	Character spaces
Field Position:	1798-1800
Description:	This field is reserved for future use.

## 2.2 CBNOT File Detail Record (Continued)

Field 99	LOC_REF_NUMBER
Length of Field:	15 bytes
Field Type:	Alphanumeric
Field Position:	1801-1815
Description:	<p>This field contains the <i>Location Reference Number</i> (a merchant-assigned name or internal store identifier code) that identifies the individual store or location where the disputed charge occurred; (i.e., Location Number).</p> <p>This field corresponds to the Merchant Location ID, Field 19 (positions 127-141), of the CAPN Submission File TAB Record.</p>

Field 100	PASSENGER_NAME
Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	1816-1835
Description:	<p>This field is used for airline transactions only. It contains the full (concatenated) <i>Passenger Name</i> associated with the charge.</p> <p>Note: This field is applicable to the following case types: AIRDS, AIRLT, AIRRT and AIRTB.</p>

## 2.2 CBNOT File Detail Record (Continued)

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Field 101	PASSENGER_FIRST_NAME
-----------	----------------------

---

Length of Field:	12 bytes
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Field Type:	Alphanumeric
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Field Position:	1836-1847
-----------------	-----------

Description:	This field is used for airline transactions only. It contains the <i>first name of the passenger</i> associated with the charge.
--------------	--

Note: This field is applicable to the following case types:  
AIRDS, AIRLT, AIRRT and AIRTB.

---

Field 102	PASSENGER_MIDDLE_NAME
-----------	-----------------------

---

Length of Field:	12 bytes
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Field Type:	Alphanumeric
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Field Position:	1848-1859
-----------------	-----------

Description:	This field is used for airline transactions only. It contains the <i>middle name of the passenger</i> associated with the charge.
--------------	---

Note: This field is applicable to the following case types:  
AIRDS, AIRLT, AIRRT and AIRTB.

## 2.2 CBNOT File Detail Record (Continued)

Field 103	PASSENGER_LAST_NAME
Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	1860-1879
Description:	This field is used for airline transactions only. It contains the <i>last name of the passenger</i> associated with the charge.

Note: This field is applicable to the following case types:  
AIRDS, AIRLT, AIRRT and AIRTB.

Field 104	SE_PROCESS_DATE
Length of Field:	3 bytes
Field Type:	Alphanumeric
Field Position:	1880-1882
Description:	This field is used for airline transactions only. It contains the <i>airline processing date</i> , in Julian date format.

Note: See *Julian Date Calendar* on page 116.

Note: This field is applicable to the following case types:  
AIRDS, AIRLT, AIRRT and AIRTB.

## 2.2 CBNOT File Detail Record (Continued)

Field 105	RETURN_DATE
Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	1883-1888
Description:	<p>This field is used for airline transactions only. It contains the airline ticket <i>Return Date</i>.</p> <p>The format is: YYMMDD</p> <p>YY = Year</p> <p>MM = Month</p> <p>DD = Day</p> <p>For example, the date October 21, 2012 would appear as:</p> <p>121021</p> <p>Note: This field is applicable to the AIRRT case type only.</p>

Field 106	CREDIT_RECEIPT_NUMBER
Length of Field:	15 bytes
Field Type:	Alphanumeric
Field Position:	1889-1903
Description:	<p>This field is used for airline transactions only. It contains the returned-ticket, <i>Credit Receipt Number</i>.</p> <p>Note: This field is applicable to the AIRRT case type only.</p>

## 2.2 CBNOT File Detail Record (Continued)

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Field 107	RETURN_TO_NAME
-----------	----------------

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Length of Field:	24 bytes
Field Type:	Alphanumeric
Field Position:	1904-1927
Description:	This field is used for airline transactions only. It contains the <i>name of the person</i> to whom the ticket was returned.

Note: This field is applicable to the AIRRT case type only.

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Field 108	RETURN_TO_STREET
-----------	------------------

---

Length of Field:	17 bytes
Field Type:	Alphanumeric
Field Position:	1928-1944
Description:	This field is used for airline transactions only. It contains the <i>street address</i> where the ticket was returned.

Note: This field is applicable to the AIRRT case type only.

**2.2 CBNOT File Detail Record (Continued)**

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**Field 109 CARD\_DEPOSIT**

---

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1945
Description:	This field contains a code that indicates if a <i>Card deposit</i> was given for the reservation.  Y = Yes N = No U = Unknown

Note: This field is applicable to the AREXS case type only.

---

**Field 110 ASSURED\_RESERVATION**

---

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1946
Description:	This field contains a code that indicates if the reservation was <i>assured</i> .  Y = Yes N = No

Note: This field is applicable to the AREXS case type only.

## 2.2 CBNOT File Detail Record (Continued)

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### Field 111 RES\_CANCELLED

---

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1947
Description:	This field contains a code that indicates if the reservation was <i>cancelled</i> .  Y = Yes N = No

Note: This field is applicable to the AREXS case type only.

---

### Field 112 RES\_CANCELLED\_DATE

---

Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	1948-1953
Description:	This field contains the <i>date</i> when the reservation was cancelled.  The format is: YYMMDD  YY = Year MM = Month DD = Day

For example, the date October 21, 2012 would appear as:

121021

Note: This field is applicable to the AREXS case type only.



## 2.2 CBNOT File Detail Record (Continued)

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Field 113	CANCEL_ZONE
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---

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1954
Description:	<p>This field contains the <i>time zone</i> that corresponds to the time when the reservation was cancelled.</p> <p>C = Central                      P = Pacific E = Eastern                      O = Other M = Mountain</p>

Note: This field is applicable to the AREXS case type only.

## 2.2 CBNOT File Detail Record (Continued)

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Field 114	RESERVATION_MADE_FOR
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---

Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	1955-1960
Description:	<p>This field contains the <i>date</i> for which the reservation was made.</p> <p>The format is: YYMMDD</p> <p>YY = Year</p> <p>MM = Month</p> <p>DD = Day</p> <p>For example, the date October 21, 2012 would appear as:</p> <p>121021</p>

Note: This field is applicable to the AREXS case type only.

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Field 115	RESERVATION_LOCATION
-----------	----------------------

---

Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	1961-1980
Description:	<p>This field contains the <i>location</i> applicable to the reservation.</p>

Note: This field is applicable to the AREXS case type only.

**2.2 CBNOT File Detail Record (Continued)**

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**Field 116 RESERVATION\_MADE\_ON**

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Length of Field: 6 bytes

Field Type: Alphanumeric

Field Position: 1981-1986

Description: This field contains the *date* on which the reservation was made.

The format is: YYMMDD

YY = Year

MM = Month

DD = Day

For example, the date October 21, 2012 would appear as:

121021

Note: This field is applicable to the AREXS case type only.

---

**Field 117 RENTAL\_AGREEMENT\_NUMBER**

---

Length of Field: 18 bytes

Field Type: Alphanumeric

Field Position: 1987-2004

Description: This field contains the car *rental agreement number*.

Note: This field is applicable to the CARRD case type only.

## 2.2 CBNOT File Detail Record (Continued)

Field 118	MERCHANDISE_TYPE
Length of Field:	20 bytes
Field Type:	Alphanumeric
Field Position:	2005-2024
Description:	This field contains a description of the type of <i>merchandise</i> that was purchased, but not received.

Note: This field is applicable to the NAXMG and NAXMR case types only.

Field 119	MERCHANDISE_RETURNED
Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	2025
Description:	This field contains a code that indicates if the merchandise was <i>returned</i> .  Y = Yes N = No

Note: This field is applicable to the NAXMR case type only.

## 2.2 CBNOT File Detail Record (Continued)

Field 120	RETURNED_NAME
Length of Field:	24 bytes
Field Type:	Alphanumeric
Field Position:	2026-2049
Description:	This field contains the <i>name</i> of the location to which the merchandise was returned.

Note: This field is applicable to the NAXMR case type only.

Field 121	RETURNED_DATE
Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	2050-2055
Description:	This field contains the <i>date</i> that the merchandise was returned.  The format is: YYMMDD  YY = Year MM = Month DD = Day  For example, the date October 21, 2012 would appear as:  121021

Note: This field is applicable to the NAXMR case type only.

## 2.2 CBNOT File Detail Record (Continued)

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Field 122	RETURNED_HOW
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---

Length of Field:	8 bytes
Field Type:	Alphanumeric
Field Position:	2056-2063
Description:	This field contains the <i>method</i> used to ship the returned merchandise.

Note: This field is applicable to the NAXMR case type only.

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Field 123	RETURNED_REASON
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---

Length of Field:	50 bytes
Field Type:	Alphanumeric
Field Position:	2064-2113
Description:	This field contains free-form text that explains the <i>reason</i> why the merchandise was returned.

Note: This field is applicable to the NAXMR case type only.

**2.2 CBNOT File Detail Record (Continued)**

---

**Field 124 STORE\_CREDIT\_RECEIVED**

---

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	2114
Description:	This field contains a code that indicates if the store or business issued a <i>credit</i> for returned merchandise.  Y = Yes N = No

Note: This field is applicable to the NAXMR case type only.

---

**Field 125 FILLER**

---

Length of Field:	15 bytes
Field Type:	Character spaces
Field Position:	2115-2129
Description:	This field is unused and character space filled.

**2.2 CBNOT File Detail Record (Continued)**

<b>Field 126</b>	<b>FILLER</b>
Length of Field:	73 bytes
Field Type:	Character spaces
Field Position:	2130-2202
Description:	This field is unused and character space filled.



## 2.3 CBNOT File Trailer Record

---

Length of Record:	2202 bytes	
Description:	The Chargeback Notifications (CBNOT) File Trailer Record contains merchant identification, file creation date and time, and number information that are used to identify the file and prevent duplicate file processing.	
Fields in This Section:	1. REC_TYPE	Page 88
	<i>Amex Application Area</i>	
	2. AMEX_APPL_AREA	88
	<i>STARS Area</i>	
	3. SAID	89
	4. DATATYPE	89
	5. CCYYDDD	90
	6. 0HHMMSS	91
	7. STARS_FILESEQ_NB	92
	8. FILLER	92
	See summary table for the CBNOT File Trailer Record on page 97.	

## 2.3 CBNOT File Trailer Record (Continued)

### Field 1 REC\_TYPE

Length of Field:	1 byte
Field Type:	Alphanumeric
Field Position:	1
Description:	This field contains a code that identifies the <i>record type</i> . The constant literal “T” indicates that this is a CBNOT File Trailer Record. This field must appear as the first item in the record.

### Field 2 AMEX\_APPL\_AREA

Length of Field:	100 bytes
Field Type:	Alphanumeric
Field Position:	2-101
Description:	This field contains the internal American Express data below:

Subfield Name	Length	Position	Comments
APPLICATION_SYSTEM_CODE	2 bytes	2-3	Constant '01'
FILE_TYPE_CODE	2 bytes	4-5	Constant '01'
FILE_CREATION_DATE	8 bytes	6-13	Format: YYYYMMDD
FILLER	6 bytes	14-19	Reserved for future use (character space filled)
FILE_SEQUENCE_NUMBER	2 bytes	20-21	American Express - assigned processing control number, currently unused (zero filled)
JULIAN_DATE	5 bytes	22-26	Currently unused (zero filled)
AMEX_TOTAL_RECORDS	9 bytes	27-35	Total record count
CONFIRM_RECORD_COUNT	9 bytes	36-44	Total record count
AMEX_JOB_NUMBER	5 bytes	45-49	American Express - assigned job number, currently unused (character space filled)
FILLER	52 bytes	50-101	Reserved for future use (character space filled)

**2.3 CBNOT File Trailer Record (Continued)**

<b>Field 3</b>	<b>SAID</b>
Length of Field:	6 bytes
Field Type:	Alphanumeric
Field Position:	102-107
Description:	This field contains the American Express-assigned, six-character, <i>Service Access ID (SAID)</i> .

<b>Field 4</b>	<b>DATATYPE</b>
Length of Field:	5 bytes
Field Type:	Alphanumeric
Field Position:	108-112
Description:	This field contains a code that corresponds to the <i>data type</i> . The constant literal “ <b>CBNOT</b> ” indicates that these are “chargeback notifications” from upstream systems.

## 2.3 CBNOT File Trailer Record (Continued)

### Field 5

### CCYYDDD

---

Length of Field: 7 bytes

Field Type: Alphanumeric

Field Position: 113-119

Description: This field contains the *file creation date*. The format is:

CCYYDDD

CC = Century

YY = Year

DDD = Day (Julian date)

For example, October 21st, 2010 would appear as:

2010294

Note: See *Julian Date Calendar* on page 116.

**2.3 CBNOT File Trailer Record (Continued)**

<b>Field 6</b>	<b>0HHMMSS</b>
Length of Field:	7 bytes
Field Type:	Numeric
Field Position:	120-126
Description:	<p>This field contains the <i>file creation time</i>. The format is:</p> <p>0HHMMSS</p> <p>0 = One-digit filler character (zero)</p> <p>HH = Hour (24 hour clock)</p> <p>MM = Minute</p> <p>SS = Second</p> <p>For example, 2:37:00 P.M. would appear as:</p> <p>0143700</p>

**2.3 CBNOT File Trailer Record (Continued)**

<b>Field 7</b>	<b>STARS_FILESEQ_NB</b>
Length of Field:	3 bytes
Field Type:	Numeric
Field Position:	127-129
Description:	This field contains the <i>STARS</i> * <i>file sequence number</i> . This constant number is set to “001”.

<b>Field 8</b>	<b>FILLER</b>
Length of Field:	2073 bytes
Field Type:	Character spaces
Field Position:	130-2202
Description:	This field is reserved for future use.

---

\* STARS = Split, Transmit And Receive System. An American Express developed software utility that supports multiple transmission methods with which data can be exchanged between American Express and its external information trading partners.

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### 3.0 Summary Record Tables

#### 3.1 CBNOT File Header Record Summary Table

Field	Field Name	Length	Field Type	Position	Page
1	REC_TYPE	1 byte	Alphanumeric	1	8
2	AMEX_APPL_AREA	100 bytes	Alphanumeric	2-101	8
3	SAID	6 bytes	Alphanumeric	102-107	9
4	DATATYPE	5 bytes	Alphanumeric	108-112	9
5	CCYYDDD	7 bytes	Alphanumeric	113-119	10
6	OHMMSS	7 bytes	Numeric	120-126	11
7	FILLER	2076 bytes	Character spaces	127-2202	11

#### 3.2 CBNOT File Detail Record Summary Table

Field	Field Name	Length	Field Type	Position	Page
1	REC_TYPE	1 byte	Alphanumeric	1	16
2	FILLER	5 bytes	Character spaces	2-6	16
3	SE_NUMB	10 bytes	Alphanumeric	7-16	17
4	FILLER	10 bytes	Character spaces	17-26	17
5	CM_ACCT_NUMB	19 bytes	Alphanumeric	27-45	18
6	FILLER	1 bytes	Character spaces	46	18
7	CURRENT_CASE_NUMBER	11 bytes	Alphanumeric	47-57	19
8	CURRENT_ACTION_NUMBER	2 bytes	Alphanumeric	58-59	20
9	PREVIOUS_CASE_NUMBER	11 bytes	Alphanumeric	60-70	20
10	PREVIOUS_ACTION_NUMBER	2 bytes	Alphanumeric	71-72	21
11	RESOLUTION	1 byte	Alphanumeric	73	21
12	FROM_SYSTEM	1 byte	Alphanumeric	74	22
13	REJECTS_TO_SYSTEM	1 byte	Alphanumeric	75	23
14	DISPUTES_TO_SYSTEM	1 byte	Alphanumeric	76	24
15	DATE_OF_ADJUSTMENT	8 bytes	Alphanumeric	77-84	25
16	DATE_OF_CHARGE	8 bytes	Alphanumeric	85-92	26
17	AMEX_ID	7 bytes	Alphanumeric	93-99	27
18	FILLER	5 bytes	Character spaces	100-104	27
19	CASE_TYPE	6 bytes	Alphanumeric	105-110	28
20	LOC_NUMB	15 bytes	Alphanumeric	111-125	29
21	CB_REAS_CODE	3 bytes	Alphanumeric	126-128	29
22	CB_AMOUNT	17 bytes	Numeric	129-145	30
23	CB_ADJUSTMENT_NUMBER	6 bytes	Alphanumeric	146-151	31
24	CB_RESOLUTION_ADJ_NUMBER	6 bytes	Alphanumeric	152-157	31
25	CB_REFERENCE_CODE	12 bytes	Alphanumeric	158-169	32



### 3.2 CBNOT File Detail Record Summary Table

Field	Field Name	Length	Field Type	Position	Page
26	FILLER	13 bytes	Character spaces	170-182	32
27	BILLED_AMOUNT	17 bytes	Numeric, signed	183-199	33
28	SOC_AMOUNT	17 bytes	Numeric, signed	200-216	34
29	SOC_INVOICE_NUMBER	6 bytes	Alphanumeric	217-222	35
30	ROC_INVOICE_NUMBER	6 bytes	Alphanumeric	223-228	35
31	FOREIGN_AMT	15 bytes	Alphanumeric	229-243	36
32	CURRENCY	3 bytes	Alphanumeric	244-246	36
33	SUPP_TO_FOLLOW	1 byte	Alphanumeric	247	37
34	CM_NAME1	30 bytes	Alphanumeric	248-277	37
35	CM_NAME2	30 bytes	Alphanumeric	278-307	38
36	CM_ADDR1	30 bytes	Alphanumeric	308-337	38
37	CM_ADDR2	30 bytes	Alphanumeric	338-367	39
38	CM_CITY_STATE	30 bytes	Alphanumeric	368-397	39
39	CM_ZIP	9 bytes	Alphanumeric	398-406	40
40	CM_FIRST_NAME_1	12 bytes	Alphanumeric	407-418	40
41	CM_MIDDLE_NAME_1	12 bytes	Alphanumeric	419-430	41
42	CM_LAST_NAME_1	20 bytes	Alphanumeric	431-450	41
43	CM_ORIG_ACCT_NUM	15 bytes	Alphanumeric	451-465	42
44	CM_ORIG_NAME	30 bytes	Alphanumeric	466-495	42
45	CM_ORIG_FIRST_NAME	12 bytes	Alphanumeric	496-507	43
46	CM_ORIG_MIDDLE_NAME	12 bytes	Alphanumeric	508-519	43
47	CM_ORIG_LAST_NAME	20 bytes	Alphanumeric	520-539	44
48	NOTE1	66 bytes	Alphanumeric	540-605	44
49	NOTE2	78 bytes	Alphanumeric	606-683	45
50	NOTE3	60 bytes	Alphanumeric	684-743	45
51	NOTE4	60 bytes	Alphanumeric	744-803	46
52	NOTE5	60 bytes	Alphanumeric	804-863	46
53	NOTE6	60 bytes	Alphanumeric	864-923	47
54	NOTE7	60 bytes	Alphanumeric	924-983	47
55	TRIUMPH_SEQ_NO	2 bytes	Alphanumeric	984-985	48
56	FILLER	20 bytes	Character spaces	986-1005	48
57	FILLER	15 bytes	Character spaces	1006-1020	49
58	FILLER	10 bytes	Character spaces	1021-1030	49
59	AIRLINE_TKT_NUM	14 bytes	Alphanumeric	1031-1044	50
60	AL_SEQUENCE_NUMBER	2 bytes	Alphanumeric	1045-1046	50
61	FOLIO_REF	18 bytes	Alphanumeric	1047-1064	51
62	MERCH_ORDER_NUM	10 bytes	Alphanumeric	1065-1074	51
63	MERCH_ORDER_DATE	8 bytes	Alphanumeric	1075-1082	52
64	CANC_NUM	20 bytes	Alphanumeric	1083-1102	52
65	CANC_DATE	8 bytes	Alphanumeric	1103-1110	53
66	FINCAP_TRACKING_ID	11 bytes	Alphanumeric	1111-1121	54

### 3.2 CBNOT File Detail Record Summary Table

Field	Field Name	Length	Field Type	Position	Page
67	FINCAP_FILE_SEQ_NUM	6 bytes	Alphanumeric	1122-1127	55
68	FINCAP_BATCH_NUMBER	4 bytes	Alphanumeric	1128-1131	55
69	FINCAP_BATCH_INVOICE_DT	8 bytes	Alphanumeric	1132-1139	56
70	LABEL1	25 bytes	Alphanumeric	1140-1164	57
71	DATA1	25 bytes	Alphanumeric	1165-1189	57
72	LABEL2	25 bytes	Alphanumeric	1190-1214	58
73	DATA2	25 bytes	Alphanumeric	1215-1239	58
74	LABEL3	25 bytes	Alphanumeric	1240-1264	59
75	DATA3	25 bytes	Alphanumeric	1265-1289	59
76	LABEL4	25 bytes	Alphanumeric	1290-1314	60
77	DATA4	25 bytes	Alphanumeric	1315-1339	60
78	LABEL5	25 bytes	Alphanumeric	1340-1364	61
79	DATA5	25 bytes	Alphanumeric	1365-1389	61
80	LABEL6	25 bytes	Alphanumeric	1390-1414	62
81	DATA6	25 bytes	Alphanumeric	1415-1439	62
82	LABEL7	25 bytes	Alphanumeric	1440-1464	63
83	DATA7	25 bytes	Alphanumeric	1465-1489	63
84	LABEL8	25 bytes	Alphanumeric	1490-1514	64
85	DATA8	25 bytes	Alphanumeric	1515-1539	64
86	LABEL9	25 bytes	Alphanumeric	1540-1564	65
87	DATA9	25 bytes	Alphanumeric	1565-1589	65
88	LABEL10	25 bytes	Alphanumeric	1590-1614	66
89	DATA10	25 bytes	Alphanumeric	1615-1639	66
90	LABEL11	25 bytes	Alphanumeric	1640-1664	67
91	DATA11	25 bytes	Alphanumeric	1665-1689	67
92	CM_ACCNT_NUMB_EXD	19 bytes	Alphanumeric	1690-1708	68
93	FILLER	6 bytes	Alphanumeric	1709-1714	68
94	CASE_NUMBER_EXD	16 bytes	Alphanumeric	1715-1730	69
95	FILLER	35 bytes	Character spaces	1731-1765	69
96	IND_FORM_CODE	2 bytes	Alphanumeric	1766-1767	70
97	IND_REF_NUMBER	30 bytes	Alphanumeric	1768-1797	71
98	FILLER	3 bytes	Character spaces	1798-1800	71
99	LOC_REF_NUMBER	15 bytes	Alphanumeric	1801-1815	72
100	PASSENGER_NAME	20 bytes	Alphanumeric	1816-1835	72
101	PASSENGER_FIRST_NAME	12 bytes	Alphanumeric	1836-1847	72
102	PASSENGER_MIDDLE_NAME	12 bytes	Alphanumeric	1848-1859	72
103	PASSENGER_LAST_NAME	20 bytes	Alphanumeric	1860-1879	74
104	SE_PROCESS_DATE	3 bytes	Alphanumeric	1880-1882	74
105	RETURN_DATE	6 bytes	Alphanumeric	1883-1888	75
106	CREDIT_RECEIPT_NUMBER	15 bytes	Alphanumeric	1889-1903	75

### 3.2 CBNOT File Detail Record Summary Table

Field	Field Name	Length	Field type	Position	Page
107	RETURN_TO_NAME	24 bytes	Alphanumeric	1904-1927	76
108	RETURN_TO_STREET	17 bytes	Alphanumeric	1928-1944	76
109	CARD_DEPOSIT	1 byte	Alphanumeric	1945	77
110	ASSURED_RESERVATION	1 byte	Alphanumeric	1946	77
111	RES_CANCELLED	1 byte	Alphanumeric	1947	78
112	RES_CANCELLED_DATE	6 bytes	Alphanumeric	1948-1953	78
113	CANCEL_ZONE	1 byte	Alphanumeric	1954	79
114	RESERVATION_MADE_FOR	6 bytes	Alphanumeric	1955-1960	80
115	RESERVATION_LOCATION	20 bytes	Alphanumeric	1961-1980	80
116	RESERVATION_MADE_ON	6 bytes	Alphanumeric	1981-1986	81
117	RENTAL_AGREEMENT_NUMBER	18 bytes	Alphanumeric	1987-2004	81
118	MERCHANDISE_TYPE	20 bytes	Alphanumeric	2005-2024	82
119	MERCHANDISE_RETURNED	1 byte	Alphanumeric	2025	82
120	RETURNED_NAME	24 bytes	Alphanumeric	2026-2049	83
121	RETURNED_DATE	6 bytes	Alphanumeric	2050-2055	83
122	RETURNED_HOW	8 bytes	Alphanumeric	2056-2063	84
123	RETURNED_REASON	50 bytes	Alphanumeric	2064-2113	84
124	STORE_CREDIT_RECEIVED	1 byte	Alphanumeric	2114	85
125	FILLER	15 bytes	Character Spaces	2115-2129	85
126	FILLER	73 bytes	Character Spaces	2130-2202	86

### 3.3 CBNOT File Trailer Record Summary Table

Field	Field Name	Length	Field Type	Position	Page
1	REC_TYPE	1 byte	Alphanumeric	1	88
2	AMEX_APPL_AREA	100 bytes	Alphanumeric	2-101	88
3	SAID	6 bytes	Alphanumeric	102-107	89
4	DATATYPE	5 bytes	Alphanumeric	108-112	89
5	CCYYDDD	7 bytes	Alphanumeric	113-119	90
6	0HHMMSS	7 bytes	Numeric	120-126	91
7	STARS_FILESEQ_NB	3 bytes	Numeric	127-129	92
8	FILLER	2073 bytes	Character spaces	130-2202	92

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## **4.0           Appendix**

The appendix contains the following subsections:

- 4.1     Supplemental Field Descriptions for Service Agent Use Only
- 4.2     Chargeback Reason Codes
- 4.3     Country & Currency Codes
- 4.4     Julian Date Calendar — Standard Year
- 4.5     Julian Date Calendar — Leap Year (2012, 2016, 2020, etc.)

## 4.1 Supplemental Field Descriptions for Service Agent Use Only

The field in this subsection is redefined for *Service Agent* use only. When applicable, this field definition replaces the corresponding “FILLER” field in the following Detail Record:

- CBNOT File Detail Record (see pages 12-72).

### 4.1.2 Service Agent Supplemental Field Description for CBNOT File Detail Record

Field 57	SERVICE_AGENT_MERCHANT_ID
Length of Field:	15 bytes
Field Type:	Alphanumeric
Field Position:	1006-1020
Constant:	None
Description:	This field contains the external, third party <i>Service Agent Merchant ID</i> number.

## 4.2 Chargeback Reason Codes

Reason Code	Description
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### Chargeback Adjustments

A01 The amount of the Authorization Approval was less than the amount of the Charge you submitted.

Support required to request a Chargeback Reversal:

- Proof that a valid Authorization Approval was obtained for the full amount of the Charge in accordance with the Agreement unless exceptions apply, or
- Proof that a Credit which directly offsets the Disputed Charge has already been processed

A02 The Charge you submitted did not receive a valid Authorization Approval; it was declined or the Card was expired.

Support required to request a Chargeback Reversal:

- Proof that a valid Authorization Approval was obtained in accordance with the Agreement, or
- Proof that a Credit which directly offsets the Disputed Charge has already been processed

A08 The Charge was submitted after the Authorization Approval expired.

Support required to request a Chargeback Reversal:

- Proof that a valid Authorization Approval was obtained in accordance with the Agreement, or
- Proof that a Credit which directly offsets the Disputed Charge has already been processed

C02 We have not received the Credit (or partial Credit) you were to apply to the Card.

Support required to request a Chargeback Reversal:

- If no Credit (or only partial Credit) is due, a written explanation of why credit is not due with appropriate documents to support your position, or
- Proof that a Credit which directly offsets the Disputed Charge has already been processed



## 4.2 Chargeback Reason Codes

Reason Code	Description
C04	<p>The goods or services were returned or refused but the Cardmember did not receive Credit.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Written explanation refuting the Cardmember's claim that goods were returned to your business, or</li><li>• If returned: A copy of your return policy, an explanation of your procedures for disclosing it to the Cardmember, and details explaining how the Cardmember did not follow the return policy, or</li><li>• A copy of the Charge Record indicating the terms and conditions of the purchase with details explaining how the Cardmember did not follow the policy, or</li><li>• If goods/services refused: Proof that the goods/services were accepted (e.g. signed delivery slip if the goods were delivered, screen print showing use of the service if service was provided via internet), or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
C05	<p>The Cardmember claims that the goods/services ordered were cancelled.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• A copy of your cancellation policy, an explanation of your procedures for disclosing it to the Cardmember, and details explaining how the Cardmember did not follow the cancellation policy, or</li><li>• A copy of the Charge Record indicating the terms and conditions of the purchase and details explaining how the Cardmember did not follow the policy, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
C08	<p>The Cardmember claims to have not received (or only partially received) the goods/services.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof of Delivery including delivery date and full shipping address, or</li><li>• Proof that the services were provided and the dates the services were provided, or</li><li>• Signed completion of work order showing the Cardmember received the services and dates that the services were used/provided, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
C14	<p>The Cardmember has provided us with proof of payment by another method.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Documentation showing that the Cardmember's other form of payment was not related to the Disputed Charge, or</li><li>• Proof that the Cardmember provided consent to use the Card as a valid form of payment for the Disputed Charge, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
C18	<p>The Cardmember claims to have cancelled a lodging reservation or a Credit for a CARDeposit Charge was not received by the Cardmember.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Documentation that supports the validity of the “no show” reservation or CARDeposit Charge, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
C28	<p>Cardmember claims to have cancelled or attempted to cancel Recurring Billing Charges for goods or services. Please discontinue all future billing for this Recurring Billing Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• A copy of your cancellation policy, an explanation of your procedures for disclosing it to the Cardmember, and details explaining how the Cardmember did not follow the cancellation policy, or</li><li>• Proof that the Cardmember has not cancelled and continues to use the service or receive the goods, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
C31	<p>The Cardmember claims to have received goods/services that are different than the written description provided at the time of the Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof refuting the Cardmember's claim that the written description differs from the goods/services received, or</li><li>• Proof that the Cardmember agreed to accept the goods/services as provided, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
C32	<p>The Cardmember claims to have received damaged or defective goods/services.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof refuting the Cardmember's claim that the goods/services were damaged or defective (provided that, in the case of goods, they were not returned to you), or</li><li>• Proof that the Cardmember agreed to accept the goods as delivered, or</li><li>• Proof that the goods/services were not returned to you, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
F10	<p>The Cardmember claims they did not participate in this Charge and you have not provided a copy of an imprint of the Card.</p> <p>Note: Not applicable to Card Not Present Charges or Charges that qualify under the Keyed No Imprint Program.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Charge qualifies under the Keyed No Imprint Program, or</li><li>• Proof that this was a Card Not Present Charge, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
F14	<p>The Cardmember claims they did not participate in this Charge and you have not provided a copy of the Cardmember's signature to support the Charge.</p> <p>Note: Not applicable to Card Not Present Charges, Charges at CATs or Charges that qualify under the No Signature Program.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that this was a Card Not Present Charge, or</li><li>• Proof that the Charge qualifies under the No Signature Program, or</li><li>• Proof that the Charge was completed at a Customer Activated Terminal, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
F22	<p>The Cardmember denies participation in the Charge you submitted and the Card was expired or was not yet valid when you processed the Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that you obtained an Authorization Approval, or</li><li>• Proof that the Charge was incurred prior to the Card Expiration Date or within the Valid Dates, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
F24	<p>The Cardmember denies participation in the Charge you submitted and you have failed to provide proof that the Cardmember participated in the Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
F29	<p>The Cardmember denies participation in a mail order, telephone order, or internet Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Cardmember participated in the Charge (e.g. billing authorization, usage details, contract), or</li><li>• Proof that you attempted to validate the CID and you did not receive a response or you received an “unchecked” response, or</li><li>• Proof that you validated the address via Authorization and shipped goods to the validated address, or Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
F30	<p>A counterfeit Chip Card was used at a terminal that was not capable of processing a Chip Card Transaction.</p> <p>Note: Not applicable to Card Not Present Charges, or Charges identified as Fallback.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that a correcting Transaction, which directly offsets the disputed Transaction, has already been processed</li><li>• Proof that the Transaction was Card Not Present</li><li>• Proof that the terminal processed a Chip-Card Transaction</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
F31	<p>A lost/stolen/non-received Chip Card was used at a terminal that was not capable of processing a Chip Card Transaction with PIN validation.</p> <p>Note: Not applicable to Card Not Present Charges, or Charges identified as Fallback.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that a correcting Transaction, which directly offsets the disputed Transaction, has already been processed</li><li>• Proof that the Transaction was Card Not Present</li><li>• Proof that the terminal processed a Chip Card Transaction with PIN validated</li></ul>
FR2	<p>The Cardmember denies authorizing the Charge and your Establishment has been placed in the Fraud Full Recourse Program.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that you had not been placed in the Fraud Full Recourse Program at the time of the Chargeback, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
FR4	<p>The Cardmember has disputed the Charge and you have been placed in the Immediate Chargeback Program.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that you had not been placed in the Immediate Chargeback Program at the time of the Chargeback, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
FR5	<p>Your account is on the Immediate Chargeback program. Under these circumstances, disputed charges are debited from your account with no further recourse. These chargebacks cannot be reversed unless you issue a credit to the account, or the Cardholder advises the charge(s) are valid.</p>

## 4.2 Chargeback Reason Codes

Reason Code	Description
FR6	<p>The Cardmember has disputed the Charge and you have been placed in the Partial Immediate Chargeback Program.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that you had not been placed in the Partial Immediate Chargeback Program at the time of the Chargeback, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
M01	<p>We have received your authorization to process Chargeback for the Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
M10	<p>The Cardmember claims to have been incorrectly billed for Capital Damages.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Cardmember agreed to and signed an acknowledgement of responsibility for Capital Damages and that the Charge did not exceed 110% of the agreed-upon amount, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
M49	<p>The Cardmember claims to have been incorrectly Charged for theft, loss of use, or other fees related to theft or loss of use of a rental vehicle.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Charge was valid and not for theft, loss of use, or other fees related to theft or loss of use of the rental vehicle, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
P01	<p>You have submitted a Charge using an invalid or otherwise incorrect Card Number.</p> <p>Note: You may resubmit the Charge to us if you are able to verify and provide the correct Card Number.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Copy of the imprint that confirms Card Number, or</li><li>• Proof that you obtained an Authorization Approval for such Card Number, or</li><li>• Copy of the Charge Record from the terminal that electronically read the Card Number, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
P03	<p>The Cardmember claims the Charge you submitted should have been submitted as a Credit.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Charge was submitted correctly, or</li><li>• Proof that a Credit which directly offsets the Charge has already been processed</li></ul>
P04	<p>The Cardmember claims the Credit you submitted should have been submitted as a Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Credit was submitted correctly, or</li><li>• Proof that a Charge that directly offsets the Credit has already been processed</li></ul>
P05	<p>The Charge amount you submitted differs from the amount the Cardmember agreed to pay.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that the Cardmember agreed to the amount submitted, or</li><li>• Proof that the Cardmember was advised of and agreed to pay for any additional or delayed Charges using the Card the Charge was submitted to, or</li><li>• Itemized contract/documentation substantiating the Charge amount submitted, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>



## 4.2 Chargeback Reason Codes

Reason Code	Description
P07	<p>The Charge was not submitted within the required timeframe.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof the Charge was submitted within the required timeframe, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
P08	<p>The individual Charge was submitted more than once.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Documentation showing that each Charge is valid, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
P22	<p>The Card Number in the Submission does not match the Card Number in the original Charge.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Copy of the Card imprint confirming the Card Number, or</li><li>• Copy of the Charge Record from the terminal that electronically read the Card Number, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
P23	<p>The Charge was incurred in an invalid currency.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>
R03	<p>Complete support and/or documentation were not provided as requested.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

## 4.2 Chargeback Reason Codes

Reason Code	Description
R13	<p>We did not receive your response to our Inquiry within the specified timeframe.</p> <p>Support required to request a Chargeback Reversal:</p> <ul style="list-style-type: none"><li>• Proof you responded to the original Inquiry within the specified timeframe, or</li><li>• Proof that a Credit which directly offsets the Disputed Charge has already been processed</li></ul>

### Chargeback Reversal Adjustments

M11	We recently debited your account for the adjustment amount indicated. We have now received your credit for this charge and we are reversing the debit and crediting your account.
M38	We recently debited your account for the adjustment amount indicated. We are now reversing the debit and crediting your account

### Non-Dispute Adjustments

M19	According to our records, your credit was inadvertently deducted from another merchant's account. This has now been corrected, and a debit for this amount will be issued. We apologize for any inconvenience this may have caused.
M21	Our records indicate that your charge or summary was inadvertently paid to another merchant. This has been corrected and a credit has been issued.
M22	Our records indicate that your service establishment was inadvertently paid for a submission sent to us by another service establishment. To correct this erroneous payment, an adjustment debiting your account has been processed.
M23	A review of our records indicates that your service establishment inadvertently cashed a check that belonged to another service establishment. To correct this erroneous payment, an adjustment debiting your account for the amount of this check has been processed. Please submit your charges to cover this amount, or send us a check as soon as possible.
M24	We have processed an adjustment transferring a debit balance from your previous account to the account listed. This balance owed us was aging on an account that is no longer active.
M25	Our records indicate that your affiliated account has an outstanding debit balance. This debit has not cleared because charges are no longer being submitted by this account. Consequently, we have processed an adjustment to transfer this debit to your account.
M27	Your cheque was returned to us by your bank. Since your account was previously credited for this cheque, we are debiting your account for the amount involved. Please send us a replacement cheque immediately.

## 4.2 Chargeback Reason Codes

Reason Code	Description
M28	According to our records, an incorrect discount rate was applied to your summaries. Since the rate should have been lower, credit has been issued.
M29	The invoice and report provided includes details regarding discount fees for American Express charges processed for the month indicated. This invoice amount will be debited to your bank account.
M32	We have processed an adjustment to your account. This adjustment represents your share of the media costs incurred in your participation in our cooperative advertisement program.
M33	In accordance with your request, an adjustment to your account has been processed.
M39	We have issued an adjustment to your account to correct a transaction that was previously processed in error.
M43	We have processed an adjustment to your account. This adjustment represents your participation in American Express Marketing Programs. Our records indicate a recent change in payment options for your participation. Therefore, future adjustments will be invoiced on a monthly frequency
M44	We have processed an adjustment to your account. This adjustment represents your participation in American Express Marketing Programs. Our records indicate a recent change in payment options for your participation. Therefore, future adjustments will be deducted on a monthly frequency from payments for charges submitted.
M45	A review of our records indicates that a cheque was applied to your account in error. Therefore an adjustment has been processed to debit your account.
M46	We have determined that your establishment was inadvertently debited for item(s) which were submitted to us by another establishment. To correct this erroneous debit, an adjustment crediting your account has been processed, and will be included in a future statement.
P09	We have processed duplicate payments to your account for the same transaction.

### Informational Chargeback Reason Codes

M02	The Cardmember no longer disputes the charge(s). Please discontinue further investigation.
M04	We previously received your authorization to debit your account. Please deal directly with the Cardholder for resolution on this matter.
M36	Please see the additional notes related to this dispute.
M42	Due to the length of time between the chargeback to your account and receiving your dispute, we are unable to review this for reversal.
S01	Your request for a chargeback reversal has been reviewed. The chargeback will remain, and your account will not be credited.

## 4.2 Chargeback Reason Codes

Reason Code	Description
S03	Support received.
S04	We have received your request for a chargeback reversal. Please allow 2 to 3 weeks for research.

Note: A portion of each reason code indicates the reason-type:

A \_\_ = Authorization  
C \_\_ = Cardmember Dispute  
F \_\_ = Fraud  
F R \_ = Full Recourse  
M \_\_ = Miscellaneous Adjustments and Resolutions  
P \_\_ = Processing Error  
R \_\_ = Retrieval/Support  
S \_\_ = Status Updates

### 4.3 Country & Currency Codes

Note: At this writing, only the country and currency codes in this subsection are used in the files described in this specification. Please contact your American Express Technical Representative if your business uses codes other than those that appear below.

#### 4.3.1 Country Codes

##### Country Codes

Country or Entity Name	Country Code	
	Num	Alpha
Canada	124	CAN
United States	840	USA

#### 4.3.2 Currency Codes

##### Currency Codes

Note: For Currency Usage, S = Approved, X = Prohibited, Blank = May have restrictions.

Country or Entity Name	Currency Name	Currency Code		Currency	
		Num	Alpha	Usage	Dec
Canada	Canadian Dollar	124	CAD	S	2
United States	U.S. Dollar	840	USD	S	2

#### 4.4 Julian Date Calendar — Standard Year

001	01/01	060	03/01	121	05/01	182	07/01	244	09/01	305	11/01
002	01/02	061	03/02	122	05/02	183	07/02	245	09/02	306	11/02
003	01/03	062	03/03	123	05/03	184	07/03	246	09/03	307	11/03
004	01/04	063	03/04	124	05/04	185	07/04	247	09/04	308	11/04
005	01/05	064	03/05	125	05/05	186	07/05	248	09/05	309	11/05
006	01/06	065	03/06	126	05/06	187	07/06	249	09/06	310	11/06
007	01/07	066	03/07	127	05/07	188	07/07	250	09/07	311	11/07
008	01/08	067	03/08	128	05/08	189	07/08	251	09/08	312	11/08
009	01/09	068	03/09	129	05/09	190	07/09	252	09/09	313	11/09
010	01/10	069	03/10	130	05/10	191	07/10	253	09/10	314	11/10
011	01/11	070	03/11	131	05/11	192	07/11	254	09/11	315	11/11
012	01/12	071	03/12	132	05/12	193	07/12	255	09/12	316	11/12
013	01/13	072	03/13	133	05/13	194	07/13	256	09/13	317	11/13
014	01/14	073	03/14	134	05/14	195	07/14	257	09/14	318	11/14
015	01/15	074	03/15	135	05/15	196	07/15	258	09/15	319	11/15
016	01/16	075	03/16	136	05/16	197	07/16	259	09/16	320	11/16
017	01/17	076	03/17	137	05/17	198	07/17	260	09/17	321	11/17
018	01/18	077	03/18	138	05/18	199	07/18	261	09/18	322	11/18
019	01/19	078	03/19	139	05/19	200	07/19	262	09/19	323	11/19
020	01/20	079	03/20	140	05/20	201	07/20	263	09/20	324	11/20
021	01/21	080	03/21	141	05/21	202	07/21	264	09/21	325	11/21
022	01/22	081	03/22	142	05/22	203	07/22	265	09/22	326	11/22
023	01/23	082	03/23	143	05/23	204	07/23	266	09/23	327	11/23
024	01/24	083	03/24	144	05/24	205	07/24	267	09/24	328	11/24
025	01/25	084	03/25	145	05/25	206	07/25	268	09/25	329	11/25
026	01/26	085	03/26	146	05/26	207	07/26	269	09/26	330	11/26
027	01/27	086	03/27	147	05/27	208	07/27	270	09/27	331	11/27
028	01/28	087	03/28	148	05/28	209	07/28	271	09/28	332	11/28
029	01/29	088	03/29	149	05/29	210	07/29	272	09/29	333	11/29
030	01/30	089	03/30	150	05/30	211	07/30	273	09/30	334	11/30
031	01/31	090	03/31	151	05/31	212	07/31	274	10/01	335	12/01
032	02/01	091	04/01	152	06/01	213	08/01	275	10/02	336	12/02
033	02/02	092	04/02	153	06/02	214	08/02	276	10/03	337	12/03
034	02/03	093	04/03	154	06/03	215	08/03	277	10/04	338	12/04
035	02/04	094	04/04	155	06/04	216	08/04	278	10/05	339	12/05
036	02/05	095	04/05	156	06/05	217	08/05	279	10/06	340	12/06
037	02/06	096	04/06	157	06/06	218	08/06	280	10/07	341	12/07
038	02/07	097	04/07	158	06/07	219	08/07	281	10/08	342	12/08
039	02/08	098	04/08	159	06/08	220	08/08	282	10/09	343	12/09
040	02/09	099	04/09	160	06/09	221	08/09	283	10/10	344	12/10
041	02/10	100	04/10	161	06/10	222	08/10	284	10/11	345	12/11
042	02/11	101	04/11	162	06/11	223	08/11	285	10/12	346	12/12
043	02/12	102	04/12	163	06/12	224	08/12	286	10/13	347	12/13
044	02/13	103	04/13	164	06/13	225	08/13	287	10/14	348	12/14
045	02/14	104	04/14	165	06/14	226	08/14	288	10/15	349	12/15
046	02/15	105	04/15	166	06/15	227	08/15	289	10/16	350	12/16
047	02/16	106	04/16	167	06/16	228	08/16	290	10/17	351	12/17
048	02/17	107	04/17	168	06/17	229	08/17	291	10/18	352	12/18
049	02/18	108	04/18	169	06/18	230	08/18	292	10/19	353	12/19
050	02/19	109	04/19	170	06/19	231	08/19	293	10/20	354	12/20
051	02/20	110	04/20	171	06/20	232	08/20	294	10/21	355	12/21
052	02/21	111	04/21	172	06/21	233	08/21	295	10/22	356	12/22
053	02/22	112	04/22	173	06/22	234	08/22	296	10/23	357	12/23
054	02/23	113	04/23	174	06/23	235	08/23	297	10/24	358	12/24
055	02/24	114	04/24	175	06/24	236	08/24	298	10/25	359	12/25
056	02/25	115	04/25	176	06/25	237	08/25	299	10/26	360	12/26
057	02/26	116	04/26	177	06/26	238	08/26	300	10/27	361	12/27
058	02/27	117	04/27	178	06/27	239	08/27	301	10/28	362	12/28
059	02/28	118	04/28	179	06/28	240	08/28	302	10/29	363	12/29
		119	04/29	180	6/29	241	08/29	303	10/30	364	12/30
		120	04/30	181	6/30	242	08/30	304	10/31	365	12/31
						243	08/31				

#### 4.5 Julian Date Calendar — Leap Year (2012, 2016, 2020, etc.)

001	01/01	061	03/01	122	05/01	183	07/01	245	09/01	306	11/01
002	01/02	062	03/02	123	05/02	184	07/02	246	09/02	307	11/02
003	01/03	063	03/03	124	05/03	185	07/03	247	09/03	308	11/03
004	01/04	064	03/04	125	05/04	186	07/04	248	09/04	309	11/04
005	01/05	065	03/05	126	05/05	187	07/05	249	09/05	310	11/05
006	01/06	066	03/06	127	05/06	188	07/06	250	09/06	311	11/06
007	01/07	067	03/07	128	05/07	189	07/07	251	09/07	312	11/07
008	01/08	068	03/08	129	05/08	190	07/08	252	09/08	313	11/08
009	01/09	069	03/09	130	05/09	191	07/09	253	09/09	314	11/09
010	01/10	070	03/10	131	05/10	192	07/10	254	09/10	315	11/10
011	01/11	071	03/11	132	05/11	193	07/11	255	09/11	316	11/11
012	01/12	072	03/12	133	05/12	194	07/12	256	09/12	317	11/12
013	01/13	073	03/13	134	05/13	195	07/13	257	09/13	318	11/13
014	01/14	074	03/14	135	05/14	196	07/14	258	09/14	319	11/14
015	01/15	075	03/15	136	05/15	197	07/15	259	09/15	320	11/15
016	01/16	076	03/16	137	05/16	198	07/16	260	09/16	321	11/16
017	01/17	077	03/17	138	05/17	199	07/17	261	09/17	322	11/17
018	01/18	078	03/18	139	05/18	200	07/18	262	09/18	323	11/18
019	01/19	079	03/19	140	05/19	201	07/19	263	09/19	324	11/19
020	01/20	080	03/20	141	05/20	202	07/20	264	09/20	325	11/20
021	01/21	081	03/21	142	05/21	203	07/21	265	09/21	326	11/21
022	01/22	082	03/22	143	05/22	204	07/22	266	09/22	327	11/22
023	01/23	083	03/23	144	05/23	205	07/23	267	09/23	328	11/23
024	01/24	084	03/24	145	05/24	206	07/24	268	09/24	329	11/24
025	01/25	085	03/25	146	05/25	207	07/25	269	09/25	330	11/25
026	01/26	086	03/26	147	05/26	208	07/26	270	09/26	331	11/26
027	01/27	087	03/27	148	05/27	209	07/27	271	09/27	332	11/27
028	01/28	088	03/28	149	05/28	210	07/28	272	09/28	333	11/28
029	01/29	089	03/29	150	05/29	211	07/29	273	09/29	334	11/29
030	01/30	090	03/30	151	05/30	212	07/30	274	09/30	335	11/30
031	01/31	091	03/31	152	05/31	213	07/31	275	10/01	336	12/01
032	02/01	092	04/01	153	06/01	214	08/01	276	10/02	337	12/02
033	02/02	093	04/02	154	06/02	215	08/02	277	10/03	338	12/03
034	02/03	094	04/03	155	06/03	216	08/03	278	10/04	339	12/04
035	02/04	095	04/04	156	06/04	217	08/04	279	10/05	340	12/05
036	02/05	096	04/05	157	06/05	218	08/05	280	10/06	341	12/06
037	02/06	097	04/06	158	06/06	219	08/06	281	10/07	342	12/07
038	02/07	098	04/07	159	06/07	220	08/07	282	10/08	343	12/08
039	02/08	099	04/08	160	06/08	221	08/08	283	10/09	344	12/09
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043	02/12	103	04/12	164	06/12	225	08/12	287	10/13	348	12/13
044	02/13	104	04/13	165	06/13	226	08/13	288	10/14	349	12/14
045	02/14	105	04/14	166	06/14	227	08/14	289	10/15	350	12/15
046	02/15	106	04/15	167	06/15	228	08/15	290	10/16	351	12/16
047	02/16	107	04/16	168	06/16	229	08/16	291	10/17	352	12/17
048	02/17	108	04/17	169	06/17	220	08/17	292	10/18	353	12/18
049	02/18	109	04/18	170	06/18	231	08/18	293	10/19	354	12/19
050	02/19	110	04/19	171	06/19	232	08/19	294	10/20	355	12/20
051	02/20	111	04/20	172	06/20	233	08/20	295	10/21	356	12/21
052	02/21	112	04/21	173	06/21	234	08/21	296	10/22	357	12/22
053	02/22	113	04/22	174	06/22	235	08/22	297	10/23	358	12/23
054	02/23	114	04/23	175	06/23	236	08/23	298	10/24	359	12/24
055	02/24	115	04/24	176	06/24	237	08/24	299	10/25	360	12/25
056	02/25	116	04/25	177	06/25	238	08/25	300	10/26	361	12/26
057	02/26	117	04/26	178	06/26	239	08/26	301	10/27	362	12/27
058	02/27	118	04/27	179	06/27	240	08/27	302	10/28	363	12/28
059	02/28	119	04/28	180	06/28	241	08/28	303	10/29	364	12/29
060	02/29	120	04/29	181	6/29	242	08/29	304	10/30	365	12/30
		121	04/30	182	6/30	243	08/30	305	10/31	366	12/31
						244	08/31				

## 5.0 Revision Log

Version	Date   Content Owner   Prepared By   Description
• 3.2	<b>03/13/15 IB.Hurst</b> Release as v3.2 <ul style="list-style-type: none"> <li>Expanded Filler Fields for CM_ACCOUNT_NO_EXD and CASE_NUMBER_EXD               <ul style="list-style-type: none"> <li>Record 92 : Label 12 split into 92, 93</li> </ul> </li> <li>Record 93 : Data 12 split into 94,95</li> </ul>
• 3.2	<b>8/13/2012  B. Hurst   V. Clark</b> Release as V3.2 <ul style="list-style-type: none"> <li>Extended the 15 byte CM_ACCT_NUMB field 5 to 19 bytes using 5 byte field 6 filler.</li> </ul>
• 3.0	<b>8/13/2012  M. Wasson   K.Call</b> <ul style="list-style-type: none"> <li>Release as v3.0 to align with American Express global disputes policy.</li> <li>Page 6, Removed reference: “These records are used to send chargeback/adjustment notifications from upstream systems, through STARS, to SEW, SEWO, and third party software that can be used to access the data supplied by American Express</li> <li>Page 6, Removed Footnote:               <p>“SEFEC = SE Fully Electronic Communications — An American Express system that sends chargeback and adjustment notifications from upstream systems, through STARS, to SEW, SEWO and third party software that can be used to access the data supplied by American Express.</p> <p>SEW = SE Workstation — An American Express, Windows-based, PC software product that enables SEs to automate credit card back office processing, electronically track and record American Express submissions, receive Cardmember inquiries (significantly reducing “no-reply” chargebacks), quickly check payment status, and reduce paperwork and mailing expenses.</p> <p>SEWO = SE Workstation OnLine (via Internet), a.k.a. SEWOL —An Amex-only product accessed through “www.americanexpress.com” that allows SEs to access SE Workstation features “online.” This web site also provides information on other American Express products and services.”</p> </li> <li>Page 15, Updated CBNOT File Detail Record Summary Table to reflect the new fields 100 through 125. Filler 99 replaced with Passenger_Name</li> <li>Page 29-100, Removed reference to SEFEC in the following sections: 4.0 and Field 21</li> <li>Page 29, Updated reference in the CB_Reference_Code, Field 25</li> <li>Page 72, 101 Filler 99 replaced with Passenger_Name.</li> <li>Page 73-86, Added fields 100 through 125 to the chargeback detail record section.</li> <li>Page 92-93, Table updated to include modified field 99 (from FILLER to Passenger_Name), and add fields 100 – 125.</li> <li>Page 102-114, Changed 4.2 Header SEFEC 1.2 to “Chargeback Reason Codes”.</li> <li>Page 102-114,               <ul style="list-style-type: none"> <li>Modified Chargeback codes descriptions: A01, A02, A08, C02, C04,C05, C08, C14, C18, C28, F10, F14, F22, F24, FR2, FR4, FR6, M04, M10, M36, P01, P05, P07, P08, R03, R13</li> <li>Removed Chargeback codes and descriptions: A03, A04, A10, C06, C07, C09, C10, C11, C19, C20, C22, C24, C25, C29, F04, F05, F06, F07, F09, F11, F12, F13 F15, F16, F18, F28, FR3, M08, M12, M15, M18, M20, M35, M37, M47, P02, P11, P12, P13, P15, P17, R01, R04, R06, R09, R12, R14, R15, R17, R21, R22, R23, S02, T01, T02, T03, T04,T05,</li> <li>Added the following Chargeback codes and descriptions: C31, C32, F29, M49, P04, P22, P23</li> </ul> </li> </ul>
2.0	<b>10/21/10   M. Wasson   R. Wong   See Below</b> <ul style="list-style-type: none"> <li>Released as v2.0 to align Revision Number with POS020065 and -2.</li> </ul>



## 5.0 Revision Log

Version	Date   Content Owner   Prepared By   Description
	<ul style="list-style-type: none"> <li>Added new cover and moved reformatted Revision Log to end of document.</li> <li>Global: Changed from “Service Establishment (SE)” to “Merchant”.</li> <li>Global: Changed “Chargeback File” to “Chargeback Notifications (CBNOT) File” or “CBNOT File”</li> <li>Page 5, Related Documents: Added POS020065 and POS020065-2.</li> <li>Page 8, AMEX_APPL_AREA: Changed FILLER subfield from “Alphanumeric” to “Reserved for future use (character space filled)”.</li> <li>Pages 10, 25, 26, 52, 53, 56, 90: Changed year used in example from “2008” to “2010”.</li> <li>Pages 11, 32, 48-49, 71, (Filler 99 deleted) and corresponding Record Summary Table entries: Changed FILLER fields from “Numeric” or “Alphanumeric” to “Character spaces”.</li> <li>Page 13, 48-49, 95: Added and/or modified FILLER fields 56, 57 and 58, and renumbered remaining fields, to allow CBNOT Detail Record positions 1006-1020 to transport Service Agent Program data. For details, see pages 49 and 101.</li> <li>Page 23, REJECTS_TO_SYSTEM: Deleted “Required Field: Yes”, which was missed during v1.2 update.</li> <li>Pages 100-101: Added subsection entitled “Supplemental Field Description for Service Agent Use Only” and Field 57, SERVICE_AGENT_MERCHANT_ID.</li> </ul>
1.2	<b>11/21/08   M. Wasson   R. Wong   See Below</b> <ul style="list-style-type: none"> <li>Global: Deleted “Constant” and “Required Field” information from all detailed Field Descriptions.</li> <li>Global: Changed “year” text &amp; examples in all “date” fields from 1999 to 2009.</li> <li>Pages 7, 11 &amp; 94: Expanded FILLER &amp; deleted STARS_FILESEQ_NB, FILE_BATCH_ID, UNITECH_HDR_FILE_SEQ_NUM, UNITECH_HDR_BUSINESS_DTE &amp; CLIENT_AREA.</li> <li>Page 8: Deleted PCID &amp; FILE_SEQUENCE_NUMBER in subfield table.</li> <li>Page 13: Changed subheading from “CSS Area Fields” to “Industry Data Fields”.</li> <li>Pages 13, 48 &amp; 95: Changed TRIUMPH_AREA field name to TRIUMPH_SEQ_NO.</li> <li>Page 17, Field 4: Changed XREF_SE_NUMB to FILLER.</li> <li>Page 18, Note: Deleted “In some instances, this field may be character space filled” &amp; added “This is the current Card Account Number that...”</li> <li>Pages 20 &amp; 21: Replaced Description text with “Internal use only”.</li> <li>Page 20, PREVIOUS_CASE_NUMBER: Deleted part of the Description text.</li> <li>Page 21: Added “Note: If this value is “Y”...”</li> <li>Page 22: Added code “G”, “_ = Other...” and “Note: Internal use only”.</li> <li>Page 23: Added code “G”, “_ = No rejects...” and “Internal use only”.</li> <li>Page 24: Added code “G” &amp; “Internal use only”.</li> <li>Page 27: Deleted AMEX ID examples and changed Note to “Internal use only”.</li> <li>Page 28: Added code “CRCDW”.</li> <li>Page 29: Added text indicated “This field <u>may</u> contain...”, and added “Also, refer to Field 94, LOC_REF_NUMBER”.</li> <li>Page 31, CB_ADJUSTMENT_NUMBER &amp; CB_RESOLUTION_ADJ_NUMBER: Added “Note: This is the Adjustment Number that appears in the associated...”</li> <li>Page 32: Changed Length of Field from 25 bytes to 12, created Field 26, FILLER, with remaining 13 bytes, adjusted Field Positions and added “For Reference Number greater than 12 digits, refer to Field 92, IND_REF_NUMBER”.</li> <li>Page 34: Deleted text indicated “... or Summary Amount (for FINCAP and SIREN/SOFA), which can be a debit or credit.”</li> <li>Page 42: Added “Refer also to Field 5, CM_ACCT_NUMB.</li> <li>Pages 44-47, Note1 through Note7: Changed Description to “Case notes may appear in the fields labeled</li> </ul>
<b>October 2015</b>	<b>Version 3.3</b>

## 5.0 Revision Log

Version	Date   Content Owner   Prepared By   Description
	<p>Note1 through Note7.”</p> <ul style="list-style-type: none"> <li>Page 48: Deleted TRIUMPH_SEQ_NO secondary field name “FILLER_1”, changed Length of Field from 47 bytes to 2, added FILLER (Field 56) with remaining bytes, deleted Triumph subfield table and replaced Description text.</li> <li>Page 50, AIRLINE_TKT_NUM: Added “This record only pertains to airline case types” and deleted part of the Description text.</li> <li>Page 51, FOLIO_REF: Deleted references to “CSS”.</li> <li>Page 51, 52, 53, MERCH_ORDER_NUM &amp; MERCH_ORDER_DATE, CANCEL_NUM, CANCEL_DATE: Deleted references to “CSS” and second bullet “For all other transactions...”</li> <li>Pages 57-<b>Error! Bookmark not defined.</b>, LABEL1 through LABEL12 and DATA1 through DATA12: Added “This field may contain additional information pertaining to the case.”</li> <li>Page 71: Added “This field corresponds to the Invoice Reference Number, Field 26 (positions 220-249) of the CAPN Submissions File TAB Record.”</li> <li>Page 72: Added “...(i.e., Location Number)” and “This field corresponds to the Merchant Location ID, Field 19 (positions 127-141) of the CAPN Submissions File TAB Record.”</li> <li>Page 88: Changed subfield names from PCID to FILLER and from SE_TOTAL_RECORDS to CONFIRM_RECORD_COUNT.</li> <li>Page 92: Replaced text “Each day this number resets to ‘001’ and increments by one for each file sent,” with “This constant number is set to ‘001’”.</li> <li>Page 92: Deleted CLIENT_AREA and FILLER (Field 10). Then, adjusted FILLER (Field 8) to absorb remaining bytes.</li> <li>Page 115: Deleted COBOL Record Layout (section).</li> </ul>
<b>1.1</b>	<b>09/25/07   D. Moore   R. Wong   See Below</b> Pages 102-114: Updated Chargeback Reason Codes.
<b>1.0</b>	<b>11/16/06   D. Moore   R. Wong   See Below</b> Initial release. Created new “Global” spec using POS020025-1, v1.3, as template. See comparison document for details.

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