

# Chargeback Process

- **Introduction**
- **Overview**
- **Process**
  - **Part 1 - list the files and prepare the groups**
  - **Part 2 - parse the data and prepare the input files from Excel**
  - Part 3 - load the data into SQL, match,
  - Part 4 - upload and export
  - Part 5 - tidy up

## Introduction

This article describes how to manually process the chargeback files which are received from select clients on a daily basis. There is an accompanying automated process which handles the loading of chargebacks automatically, however this is not covered in this article.

## Overview

Chargeback files are received from clients twice a day between Monday and Friday and moved to the correct locations ready to be processed, by MoveIT. All MoveIT chargeback tasks can be identified with the task name prefix of 'Chargebacks - '. The chargeback files need to be processed twice a day, once in the morning at around 9:30am and then again at about 4pm. Failure to run the process each day will affect client business intelligence as they rely on accurate and up-to-date chargeback data in ReDi for their own business logic etc. The chargeback files vary slightly in format from client to client, however most are provided in xls/xlsx file format.

## Process

### Part 1 - list the files and prepare the groups

1. Log onto REDRISKIBI.
2. Map your K: drive to \\10.60.1.158\Analysis\ if it's not mapped already.
3. Browse to the Control folder in K:\ReDi\_Chargebacks\Control.
4. Open the ControlLISTING\_FilesToProcess.xlsm spreadsheet. This is the master control file that controls all client control sheets.
5. Ensure content/macros are enabled otherwise the following steps will fail.
6. Run the doFileList macro. This process returns a list of files from each client folder in the SourceData directory for any files which do not start LOADED\_. This step takes about a minute, the GUI will become responsive when it has finished.
7. Copy the output of both columns until you reach a line break, into your text editor of choice.
8. Remove any records starting Petco or TSYS.

### Part 2 - parse the data and prepare the input files from Excel

1. For each client in the returned records, open the associated ControlSheet in the Control folder, e.g. for AirCaraibes, open K:\ReDi\_Chargebacks\Control\ControlSheet\_AirCaraibes.xlsm.
2. Ensure content/macros are enabled otherwise the following steps will fail.
3. Update the Date cell with the date from the filename of the chargeback file you are processing. The date format is dd/MM/yyyy.
4. Press Set up Data. If the process fails at this stage, it will most likely be because the format of the input file is incorrect, in which case reject the file and instruct support to contact the client to re-send a corrected file. If the 'Found File' column does not have a value in it then it means it hasn't found any source files; ensure that the correct date has been entered.
5. The process will display any input files it's found. The 'total rows to output' field will stop incrementing when the process has finished. It is possible to have a total rows to output value of 0 even if a file has been found - the steps remain the same regardless.
6. Press Export Data. This will state the total number of rows exported, which will match the total rows to output value. If a duplicate file is attempted to be loaded, you will be alerted to the fact. See 'Checking for duplicates' for more information.
7. If the next chargeback file to process is for the same client, then keep the spreadsheet open, otherwise close the spreadsheet without saving changes.
8. Repeat Part 2 Steps 1 to 7 for all remaining chargeback files found in Part 1 Step 4.

## Part 3 - load the data into SQL, match,

1. Once all source files have been prepared to be loaded, open iSQL and connect to REDIHDATA. Any open spreadsheets can be closed at this point.
2. Go to File > Open and browse to K:\ReDi\_Chargebacks\SQL. Open the corresponding script associated to the first client in the list of chargeback files to process from step 4, e.g. for AirCaraibes, open K:\ReDi\_Chargebacks\SQL\CB2\_21\_CustomLoad\_AirCaraibes.sql.
3. Locate the line starting 'USING CLIENT FILE' and amend the date portion only of the filename, using format yyyyMMdd.
4. Execute the script. Execution time is around one minute. The resultset is not important, just ensure the script runs successfully.
5. Close the file, saving changes this time.
6. Repeat Part 3 Steps 2 to 5 for all remaining chargeback files found in Part 1 Step 4.

## Part 4 - upload and export

1. If you loaded any Tesco files you will need to run K:\ReDi\_Chargebacks\SQL\CB2\_TESCO\_PAYG.sql and update the code so the between is between the beginning of the year and today.
2. Once all relevant client scripts have been run, open K:\ReDi\_Chargebacks\SQL\CB2\_80\_Upload.sql and execute without making any amendments to the script. Execution time takes anywhere from 30 seconds to 5 minutes depending on the number of chargeback records/files to load. The resultset is not important, just ensure that the script runs successfully.
3. Open and execute K:\ReDi\_Chargebacks\SQL\CB2\_90\_Export.sql without making any amendments to the script. Execution time is usually around 10 seconds. The resultset is not important, just ensure that the script runs successfully.

## Part 5 - tidy up

1. If you have had any format errors processing files then raise a case to support
  - a. Subject : <Client name> file incorrect name convention
  - b. Hi,

We received a CB file today into ReDi from <Client name> but the filename is incorrectly formatted. Please can a corrected one be submitted if they want us to process it. The correct filename should have yyymmdd

Because the file failed at this stage we haven't checked the contents, it may be worth them reviewing it before resubmitting the file.

2. And move the file from SourceData into FileError
3. Then run K:\ReDi\_Chargebacks\archiveFiles.cmd

## Checking for duplicate files

Occasionally, duplicate chargeback files are received from the client. They are usually easily identifiable as the date portion of the filename tends to be more than 7 days old. You have two options:

pro-actively check if the chargeback file in question has already been received and/or processed

attempt to process the file and let the export process. Part 2 Step 4 from the above will advise you that the process thinks it's a duplicate.

If the latter, it is still advisable to double-check that the file has definitely been loaded successfully anyway, as is described below.

1. Identify the the chargeback file(s) that you suspect may be duplicates. ~~Do this by looking at the date portion in the filename—you will usually notice that the vast majority of files have a date that is no more than 7 days old—sometimes they are all no more than 1 day old. Anything older than this is usually a sign that it's potentially a duplicate file.~~
2. Browse to the SourceData folder under the corresponding client folder structure in K:\ReDi\_Chargebacks,
  - e.g. for AirCaraibes, browse to K:\ReDi\_Chargebacks\AirCaraibes\SourceData.
3. You will notice that the vast majority, if not all of the files, start with LOADED\_, you're looking to match the suspect duplicate filename to a file that's been loaded before in SourceData.

4. If you find a matching LOADED\_ file (a), open a new Explorer window and browse to the OutputData folder in the corresponding client folder
  - e.g. *K:\ReDi\_Chargebacks\AirCaribes\OutputData*.
5. Open the corresponding output file (b) matching the date in the file (b) to the same date in the filename in SourceData (a).
6. Neither files have unique identity columns so there is no way to match the data other than comparing the data by eye. Check Chargeback dates, locations/addresses, PANs and transaction values to match between the two files to give confidence that they are the same. If you are happy they are the same, then the file in question has already been loaded and therefore can be ignored.
7. If you are unable to reconcile the two files in *step 6*, then copy and paste the data from the chargeback file into tomorrow's file.
8. If you do not find a matching LOADED\_ file in *step 4* but instead find the file without the LOADED\_ prefix, then repeat *steps 5 to 7*. If you are able to reconcile the suspect chargeback file with the output file then simply rename the suspect file to LOADED\_ followed by the filename.
9. If you are not able to reconcile the files in *step 8*, then it's not a duplicate file after all - treat it as a brand new file and load as normal.