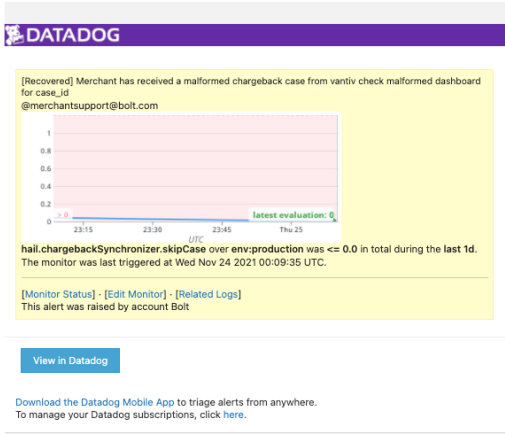# Malformed chargeback case from Vantiv

- How to Identify
- What to do
- Changelog

How to Identify

Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: Merchant has received a malformed chargeback case from vantiv check malformed dashboard for case_id OR **[Monitor Alert] Recovered: Merchant has received a malformed chargeback case from vantiv check malformed dashboard for case_id**	

What to do

	Instruction Step	Screenshot
1	For malformed chargebacks, search **[Related logs]**	
2	Changelog duration to cover at least 24 hours	
3	Search for "Skipping chargeback case"	
4	CB agent should investigate the Bolt transaction and the Vantiv chargeback case ID to determine the next steps	

Changelog

Version Number	Person who Made Change	Modification Date	Modification Summary
1.0.2	Ziyaad Motala	12/17/2021	• Added Changelog • Reconfigured resolution steps to fit inside a table

			• Moved Ticket Analysis to live inside Google Docs.
1.0.1	Liv Wenc	12/8/2021	• All incoming Zendesk tickets are now assigned directly to Chargeback Support
1.0.0	Ziyaad Motala	12/14/2021	• Created Playbook.