
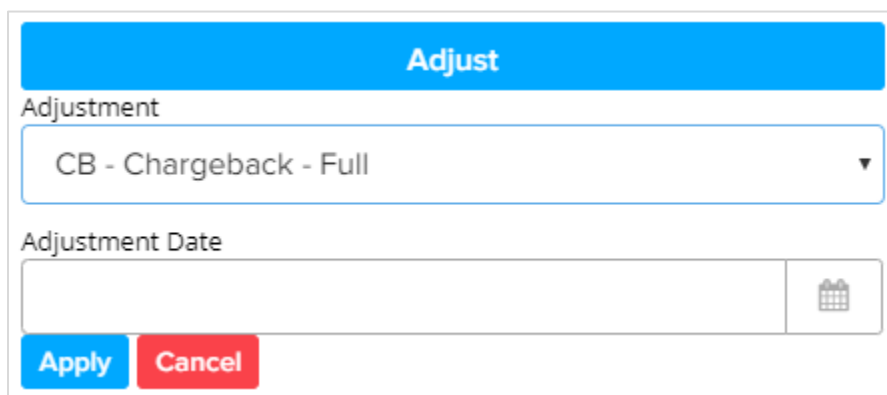




**Question:** How do I apply a chargeback adjustment to a donation?

**Answer:** A chargeback is applied to a donation when there is a need to reimburse a part or all of a gift made with a debit or credit card. Most chargebacks are necessary when either requested by the donor or when a notification is received from the credit card processing company.

### Applying a Chargeback Adjustment to a Donation

1. Search for the individual's record in the **People Dashboard** using the **Search** function or search for the gift in the **Fundraising Dashboard's Search**.
2. Open the contribution in which the chargeback is to be applied to by clicking the  button.
3. Click **Adjust** to open an **Adjustment** box and **Adjustment Date** field will appear.
4. Select **CB – Chargeback – Full** to issue a chargeback for the full contribution amount or **PC – Chargeback – Partial** to only issue a partial chargeback from the **Adjustment** drop-down menu.
5. When **PC – Chargeback – Partial** is chosen, an **Amount** field will appear for you to enter the partial chargeback amount and an **Adjustment Date** for you to fill in.



6. Click  to apply the chargeback to the contribution or  to cancel the adjustment.
7. The gift is then deducted from the donor's record. The chargeback will show as a negative on Schedule A on FEC reports.

\*\*Please reference the [Contribution Adjustments FAQ](#) on the HelpDesk to determine if the chargeback adjustment is the correct one that should be applied to the contribution.