CHARGEBACK DISPUTES

Print an ATM Journal

Genmega ATM | Reg E chargeback dispute

BEFORE YOU START

Note two dates in the processor email: the response due date and the disputed transaction date. Also note the transaction time and sequence number.

1 **Log in**

Press ENTER, CLEAR, CANCEL, 1, 2, 3 in order. Enter the operator password.

2 **Open the journal**

Select ATM OP, then JOURNAL, then VIEW JOURNAL.

3 **Find the disputed entry**

Use PREV or NEXT to move through entries; PREV 50 or NEXT 50 to jump by 50. Match the entry to the date, time and sequence number in the notice.

4 **Print the disputed entry**

With the correct entry displayed, press ENTER to print the journal entry.

5 **Print the full sequence between two cash dispenses**

Find ONE valid cash dispense before the disputed transaction and ONE valid cash dispense after it. Print both cash dispenses, the disputed transaction, and EVERY entry between them. Press ENTER to print each entry. Balance inquiries and unsuccessful transactions must be included if they fall between the two cash dispenses, but they do not count as valid cash dispenses.

EXAMPLE: PRINT ALL FIVE ENTRIES

Valid cash dispense > Balance inquiry > Unsuccessful transaction > Disputed transaction > Valid cash dispense

6 **Exit and submit**

Press CANCEL several times to return to the Welcome Screen. Send all printed journal entries by the deadline and method in your processor notification. If the disputed entry shows a partial dispense or error and you are disputing the claim, include a balance sheet showing that the ATM is in balance.

EXAMPLE NOTICE

Sample Processor Email

Reg E Chargeback Notification | for reference only

SAMPLE - VALUES CHANGE FOR EACH CLAIM

The business, dates, amounts and claim numbers below are fictional examples. Use the details and deadline in your own processor email.

Processor Reg E Chargeback Notification

To: ATM Money Machine, Inc

ATM Location: SAMPLE BUSINESS | P123456

123 SAMPLE STREET, ANYTOWN, NJ 08000

Notice sent: Aug 12, 2026, 11:20 AM

Below is a Reg E adjustment for an ATM location. To dispute this adjustment, provide a legible copy of the transaction from the ATM audit tape by NOON Central time on 08/21/2026. Include one valid cash dispense before and one after the disputed transaction, plus every entry between them. A balance sheet should be provided as required by the notice.

RESPONSE DUE	DISPUTED TRANSACTION DATE
Aug 21, 2026, noon Central	**Aug 6, 2026**

TRANSACTION DETAILS

Trace Number	**TREP 260806-26080600001234-5678**
Tran Date / Time	**08/06/2026 | 09:17:42**
Tran Seq No / Switch Seq No	**4821 | 935204**
Dispute / Original Amount	**$125 Debit | $125**
Card / Exception	**520000******4826 | ATM cash not received**

WHAT THE PROCESSOR REQUESTS

To dispute this Reg E claim, provide the disputed audit journal, one earlier and one later journal entry showing successful cash dispenses, and all entries between those two dispenses. Include any intervening balance inquiries or unsuccessful transactions.

If the disputed journal shows a partial dispense or error and you are contesting the claim, include a balance sheet showing the ATM is in balance.

The notification also specifies where to send the audit tapes and when a response is due. Follow the instructions in your actual email.