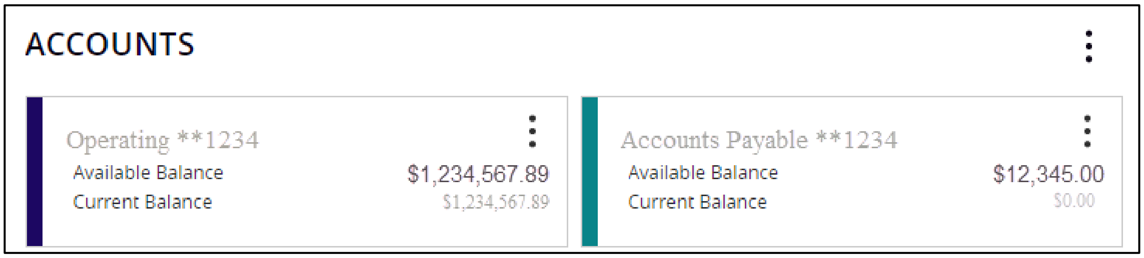
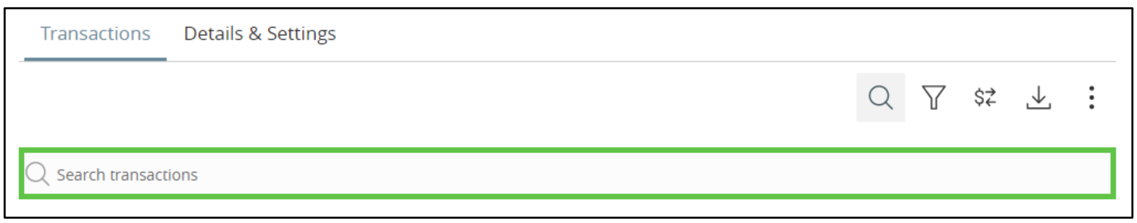
InBusiness
Online Banking

Chargeback Images

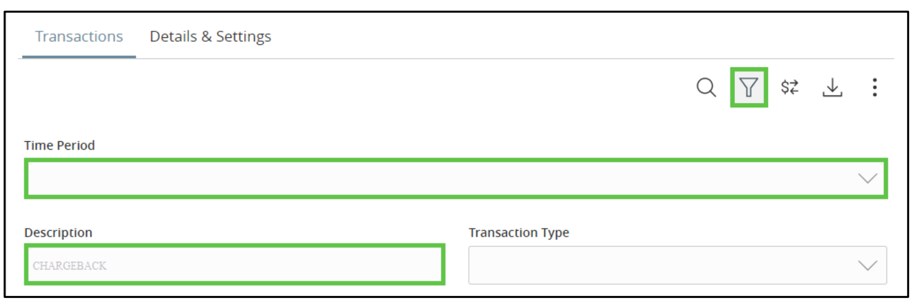
1. On the homepage of online banking, click on the desired account to view the account activity.



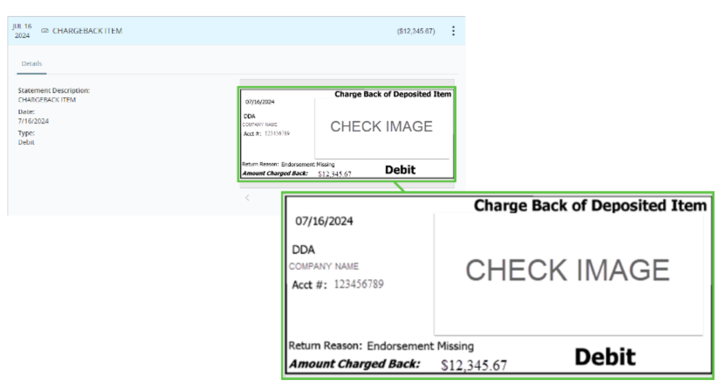
2. To easily search for chargeback items:
   - Use the search bar at the top of the account activity using the word 'chargeback' or if known, the amount of the item.



   - Click the  to be able to filter by specific date ranges or time periods and input "chargeback" into the description box.

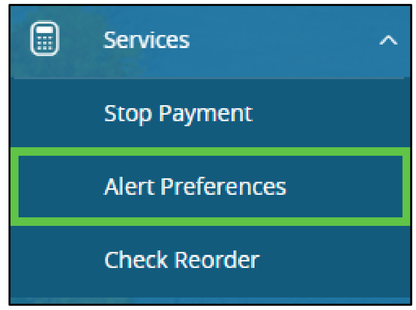


3. Once the search or filter has been applied, click on the needed transaction listed as CHARGEBACK ITEM". An image of the chargeback check will populate and provide the return reason. Click on the image to enlarge.

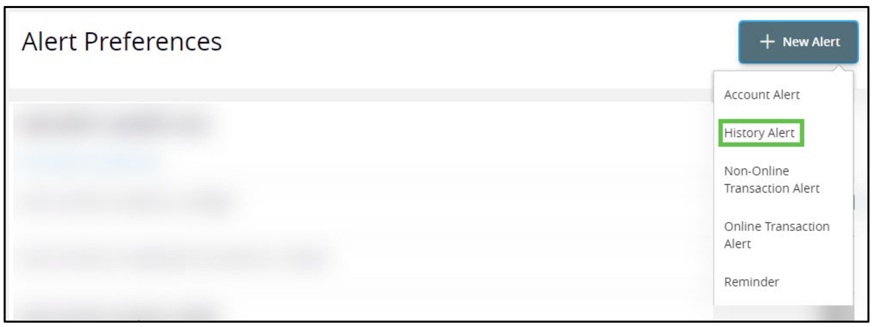


Setting Alerts for Chargeback Items

1. Navigate to **Services → Alert Preferences**



2. Click + New Alert and select **History Alert.**



3. Select and input the needed information:
   - Transaction Type = Description
   - Description = CHARGEBACK ITEM
   - Account = Select the needed account to generate the alert
   - Alert Delivery Method = select the desired method to receive the alert