

Independent Dispute Resolution (IDR) Gateway

Bulk Dispute Mapping Instructions

Version 1.0



IDR Gateway Administrators: Review the instructions to use a bulk file upload process to map open disputes created prior to the IDR Gateway to an organization in the IDR Gateway.

Step 1. Review disputes matched to your organization.

1. Navigate to the "Dispute Mapping" page.
2. Select the **Dispute Email Matching Report** button to download the disputes mapped to your organization.

Step 2. Download the dispute mapping template.

1. Select the **Bulk Dispute Upload** button.
2. Select the **bulk_dispute_mapping_template.csv** link to download the template.
3. Open the template and copy and paste the dispute numbers from the **Dispute Email Matching Report** into the template. Each row in Column A should have one dispute number.
4. In Column B, next to each dispute number, enter **Confirm** if your organization owns the dispute or **Deny** if your organization does not own it.
5. Save the file in the CSV format.

Bulk Dispute Mapping Template

1. Download the instructions.
2. Download the template.
 - Enter dispute numbers for every open dispute in the Dispute Number column. You can enter up to 50,000 dispute numbers.
 - Enter "Confirm" or "Deny" in the Dispute Ownership column for each dispute.
3. Save as a .csv file.

Bulk Dispute Mapping Instructions:
[bulk_dispute_mapping_instructions.pdf](#)

Bulk Dispute Mapping Template:
[bulk_dispute_mapping_template.csv](#)

Step 3. Upload the dispute mapping CSV file.

1. Drag and drop the saved file to the **Upload CSV File** section or select the **Upload** button to locate and upload the file.
2. From the "File Processing In Progress" message, select the **Return to Dispute Mapping** button.



The dispute mapping process may take several minutes depending on the size of the file. You will be notified when the results are available.

Bulk Dispute Mapping Upload

1. Upload the file.
2. Select **Submit** to map the disputes.

Note: Mapping may take up to 30 minutes. You'll be notified upon completion and receive an email to map.

*** Upload CSV File:**

Upload

 Choose one file

File limitations (Single .csv file, file name 225 characters or less, no duplicate disputes, no more than 50,000 records, no larger than 5MB)

Step 4. Review the dispute mapping results.

1. Select the **Results** tab.
2. Select the **Download Results** button.
3. Review the dispute mapping results in the **Status** column. Errors display in the **Error Message** column.
4. Disputes mapped to your organization display on the **Confirmed** tab.

	A	B	C	D
1	Dispute Number	Confirm or Deny Dispute Ownership	Status	Error Message
2	Disp-XXXXXX	Confirm	Success	
3	Disp-XXXXXX	Deny	Error	Dispute closed. Only open disputes are being mapped at this time.

System Validation Checks

The system checks **each file** for the following limitations: Single .csv file, file name 225 characters or fewer, no duplicate disputes, no more than 50,000 records, no larger than 5MB. The system checks **each dispute** for "DISP-XXXXXX" formatting, "Confirm" or "Deny" in the dispute ownership column, dispute was not closed prior to the launch of the dispute mapping feature, and previously confirmed/denied disputes by the organization.