

Investigating a Discrepancy or Invoice

The BidSwitch Support team will closely monitor your numbers against ours to ensure there are no discrepancies above the threshold stated in our agreement. If a discrepancy is found, our team will alert you. If you notice any issues, please review the process below to report a discrepancy or dispute an invoice amount.

Reporting Setup & Data Availability:

To facilitate discrepancy investigations, we require reporting to be set up and sent to our Support team. If reporting is not provided, BidSwitch Support reserves the right to halt any discrepancy investigations until a report is made available. Please note, as BidSwitch log data is only available for 30 days, any delays in providing reporting will directly limit the scope of investigations due to lack of available data.

Automated reporting can be set up via our API, we highly recommend this option. In the event that you need to submit a report manually, the **Launching an Investigation** section below details the required fields. Additional details on setting up reporting via our API can be found in the links below:

Launching an Investigation:

If you believe that a discrepancy is occurring or has occurred, please alert us as soon as possible and report it via the following process:

1. Send an email detailing the discrepancy to your Account Manager and include (cc) support@bidswitch.com
2. Outline the following information in the email:
 - A detailed description of the problem
 - Dates of the disputed activity
 - Include a note if issue is ongoing
 - The exact dollar amounts you are disputing
 - List of partner(s) in question
 - A report (in UTC if possible) by day for impressions and spend by partner device, content type, publisher, campaign (landing page domain) and any other important factors
 - Length of time your data log is cached and the last date we will have access to data to resolve the issue
3. Upon receipt of this email, BidSwitch will begin an investigation and work to find a solution. We will provide updates during the investigation as well as a conclusion/resolution to the discrepancy

Disputing an Invoice Amount

In the event of any invoice discrepancies, please notify BidSwitch within 15 days of discovering the problem or the date of the invoice (whichever occurs sooner). Due to log data availability, BidSwitch Support reserves the right to decline investigating any discrepancies dating back further than 30 days from the date of the issue

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For any additional questions, contact:
Support@BidSwitch.com