AXIOPRAX FIXES · D24 · FRAUD & BOTS

Chargeback customer tag checklist

Tag customers when a dispute opens and hold their next orders for review.

- ☐ **Dispute workflow created with the Dispute created trigger**
  Apps > Flow > Create workflow > Select a trigger
- ☐ **Add customer tags action set to dispute-review, workflow turned on**
  + > Action > Add customer tags > Turn on workflow
- ☐ **Customers from earlier open disputes tagged by hand**
  Orders > Search and filter > Chargeback and inquiry status > Open
- ☐ **Hold template installed**
  Apps > Flow > Create workflow > Browse templates
- ☐ **Template condition uses dispute-review, hold reason and notes filled in**
  Hold fulfillment order action > Reason, Reason notes
- ☐ **Test dispute tags the customer, second test order goes On hold**
  Shopify Payments test mode, dispute card numbers
- ☐ **One person reviews held orders every day**
  Orders > Search and filter > Tag > Release hold or cancel

Keep in mind

- Only Shopify Payments disputes start the workflow.
- A new email means a new customer without the tag.
- Keep the tag neutral: apps can show customer tags.
- Remove the tag when you trust the customer again.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/flag-orders-after-chargeback-shopify