



Online Case Management Solution

Increase profits and improve workflow.

Extraordinary Efficiencies

Managing chargebacks and retrievals can be a difficult, confusing and burdensome part of payment processing. Mailed or faxed notifications often get misplaced, overlooked or forgotten, resulting in unnecessary losses for your business. Elavon's Online Case Management (OCM) solution allows you to easily receive, view, respond to and manage all your chargeback and retrieval activity through our online MerchantConnect Premium reporting tool.

Dynamically Manage Your Workflow

Today's paper-based chargeback and retrieval process is inefficient and labor-intensive, often resulting in costly write-offs. Elavon's Online Case Management (OCM) solution automates the delivery, streamlines the response and makes it easier for staff to respond to requests. And since OCM supports the ability to prioritize cases on key factors, you can respond quickly, utilize staff more efficiently, and reduce write-offs.

Superior State-of-the-art Technology

With OCM, you can efficiently and effectively manage your chargeback cases through an easy-to-use online portal accessed through MerchantConnect Premium. All information is stored safely in Elavon's secure data center, providing you with online access to the complete history of all cases and any related documentation — helping to reduce or eliminate paper storage and the related costs.

Our state-of-the-art solution features a daily summary of case activity as well as automated alerts that allow you to monitor your cases based on preferences you set, including new chargeback and retrieval cases, status updates, high value amounts, and case aging. In addition, OCM features a broad selection of reports to effectively manage your activities and measure results.

With OCM you can respond quickly to chargebacks, utilize staff more efficiently, and reduce write-offs.

Efficiently Manage Chargebacks

With the advanced technology of our OCM solution, you have the flexibility to direct how cases are handled, dynamically manage workflow and streamline responses. OCM is a comprehensive workflow management solution that allows you to prioritize and manage case activity.

1 Define

Define custom work queues and activity views based on an array of attributes aligned with your business needs.

2 Create

Create your own response templates based on practices that yield the best results for your business.

3 Upload

Upload supporting case documentation such as receipts in a variety of formats.

4 Label

Label up to ten filtering options to quickly find the information you need.

5 Export

Export data to use in other enterprise systems.



Electronic chargeback and retrieval system

Flexible Workflow Management

OCM gives you the flexibility to direct how your cases are handled and the visibility to monitor cases throughout their lifecycle.

- Dynamically organize your workflow to better manage cases while meeting regulatory deadlines. Automated email notifications and alerts inform you when cases are above a particular dollar level, reach certain points in the aging process, or when additional information is required.
- Create queues and assign cases based on a variety of key, predefined attributes—from reason codes and card types, to the age of cases or transaction amounts.
- Prioritize cases based on their potential to be defended, the amount of the chargeback or other factors.
- Assign work queues based on case workers' knowledge or experience—predefined role-based user profiles allow you to easily manage user entitlements, including the ability to assign functions and provide access to various levels of reporting.

Streamlined Response Management

Improve efficiency and shorten the response process associated with handling requests by creating your own response templates. OCM offers auto text options — such as case number or merchant ID — to help you generate specific response letters.

You also have the ability to select assisted response rules based on particular criteria, including reason code, monetary amount, type of card, type of case, and the minimum or maximum case amounts. The assisted response rules will automatically attach your response letters to a specific case while it is waiting to be reviewed.

Effective Reporting

OCM offers a broad selection of reports to provide full visibility and help effectively manage your case activities. Reports can range from a simple listing to a specific filtered report by date, location, card type, case ID and a number of other criteria. You can even drill further into a specific case for an in-depth look at the history, including actions taken and results achieved. OCM allows you to export the report data to other enterprise systems in multiple formats including html, csv, pdf, txt and xls.

Service & Support

Elavon's experienced, highly responsive people truly set us apart. Our quality reputation is unrivaled in the industry. With us as your payment provider, you're getting a partner you can count on, backed by a team of professionals dedicated to meeting your needs. We are available 24 hours a day, every day, to assist you with your Online Case Management solution.

The screenshot shows the 'Unassigned Cases' section of the Case Management software. It includes a table with columns for Case ID, Merc. Defn. Field, Queue Name, Received, Age, Response Expiration, Days Remaining, Amount, System Status, Type, Reason Code, Reason Code Desc, and Financial Action Amount. The table lists several cases with their respective details.

Case ID	Merc. Defn. Field	Queue Name	Received	Age	Response Expiration	Days Remaining	Amount	System Status	Type	Reason Code	Reason Code Desc	Financial Action Amount
1000998017		Chargeback	09/09/2009	152			256.11 USD	Viewed	Fee	7622 - Maste...	Acq Handling ...	25.00 US
1001043107		Chargeback	09/28/2009	133			85.41 USD	New	Fee	7622 - Maste...	Acq Handling ...	25.00 US
1001221749		Over 500	01/14/2010	25	02/15/2010	6	1712.70 USD	New	Pre-Note	41 - Visa	Canceled Rec...	
1001221764		chargeback 01-08-10-test	01/14/2010	25	02/15/2010	6	74.80 USD	New	Pre-Note	75 - Visa	Transaction N...	74.80 US
1001221867		chargeback 01-08-10-test	01/14/2010	25	02/15/2010	6	66.15 USD	New	Pre-Note	82 - Visa	Duplicate Proc...	66.15 US
1001221928		Chargeback	01/14/2010	25	02/15/2010	6	148.97 USD	Viewed	First Char...	75 - Visa	Transaction N...	148.97 US
1001221995		chargeback 01-08-10-test	01/14/2010	25	02/15/2010	6	35.00 USD	New	First Char...	75 - Visa	Transaction N...	35.00 US
1001221997		chargeback 01-08-10-test	01/14/2010	25	02/15/2010	6	140.40 USD	New	First Char...	75 - Visa	Transaction N...	140.40 US
1001221998		chargeback 01-08-10-test	01/14/2010	25	02/15/2010	6	20.00 USD	New	First Char...	82 - Visa	Duplicate Proc...	20.00 US
1001221999		Over 500	01/14/2010	25	02/15/2010	6	3656.49 USD	New	First Char...	75 - Visa	Transaction N...	3656.49 US
1001222000		chargeback 01-	01/14/2010	25	02/15/2010	6	67.98 USD	New	First Char...	82 - Visa	Duplicate Proc...	67.98 US

Total number of records: 58

For more information, please visit: www.elavon.com

