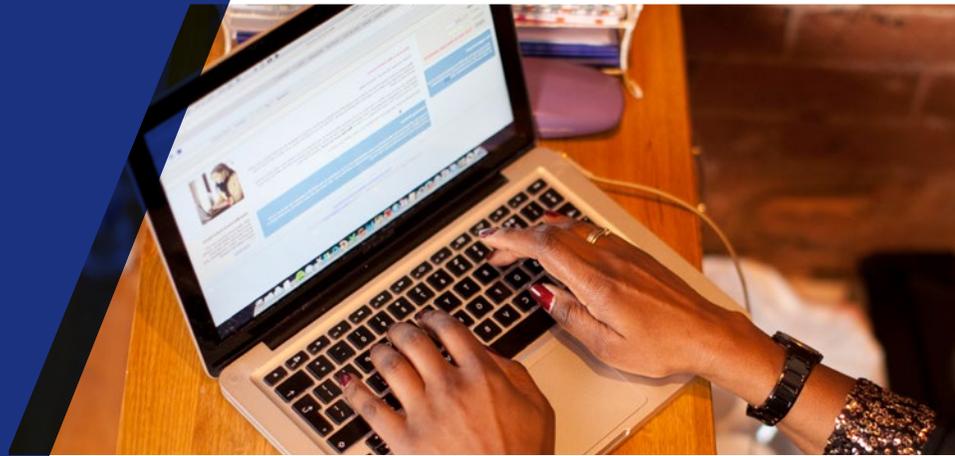


Easily Manage Your  
Chargeback and  
Retrieval Activity



# Online Case Management

## **SIMPLIFYING A DIFFICULT PROCESS**

Managing chargebacks and retrievals can be a difficult and confusing part of payment processing. Mailed or faxed notifications often get misplaced, overlooked or forgotten, resulting in unnecessary losses for your business. Our Online Case Management (OCM) solution enables you to easily review, respond and manage all of your chargeback and retrieval activity.

Today's paper-based chargeback and retrieval process is inefficient and labor-intensive, often resulting in costly write-offs. Our OCM solution streamlines the chargeback response process by making it easier for staff to respond to requests. Since OCM supports the ability to prioritize cases on key factors, you can respond quickly and reduce the amount of write-offs, saving time and money.



**LET'S TALK:**

## **GREATER EFFICIENCY THROUGH TECHNOLOGY**

With OCM, you can effectively manage your chargeback cases through our easy-to-use online portal. All information is stored safely in our secure data center, providing you with peace of mind. You can access your complete history of cases and any related documentation, helping to reduce or eliminate paper storage and related costs.

OCM features a daily summary of case activity as well as automated alerts. You set the preferences for your alerts whether it's new chargeback and retrieval cases, status updates, high value amounts and case aging. Additionally, OCM features a broad selection of reports to manage your activities and measure your results.

### FLEXIBLE WORKFLOW MANAGEMENT

With OCM, you have the flexibility in how to handle your cases with complete visibility 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 amount, reach certain points in the aging process or when additional information is required.
- Create queues and assign cases based on a variety of attributes – from reason codes and card types – to the age of cases or transaction amounts.
- Prioritize cases based on various factors such as potential to be defended and the amount of the chargeback.
- Assign work queues based on staffs' knowledge or experience.
- Create your own response templates to improve efficiencies and shorten the response process. OCM offers auto text options – such as case number and merchant ID – to help you generate specific response letters.

### COMPREHENSIVE REPORTING

OCM offers a broad selection of reports to provide full visibility and help effectively manage your case activities. Reports can range from a single listing to a specific filtered report by date, location, card type, case ID and a number of other criteria. You can drill down further into a specific case for a detailed look at the history, including actions taken and results achieved. OCM enables you to export report data to other enterprise systems in multiple formats, including HTML, CSV, PDF, TXT and Excel.

### SIMPLIFYING CHARGEBACK MANAGEMENT



**Define** custom work queues and activity views based on your business needs.



**Create** your own response templates that yield the best results for your business.



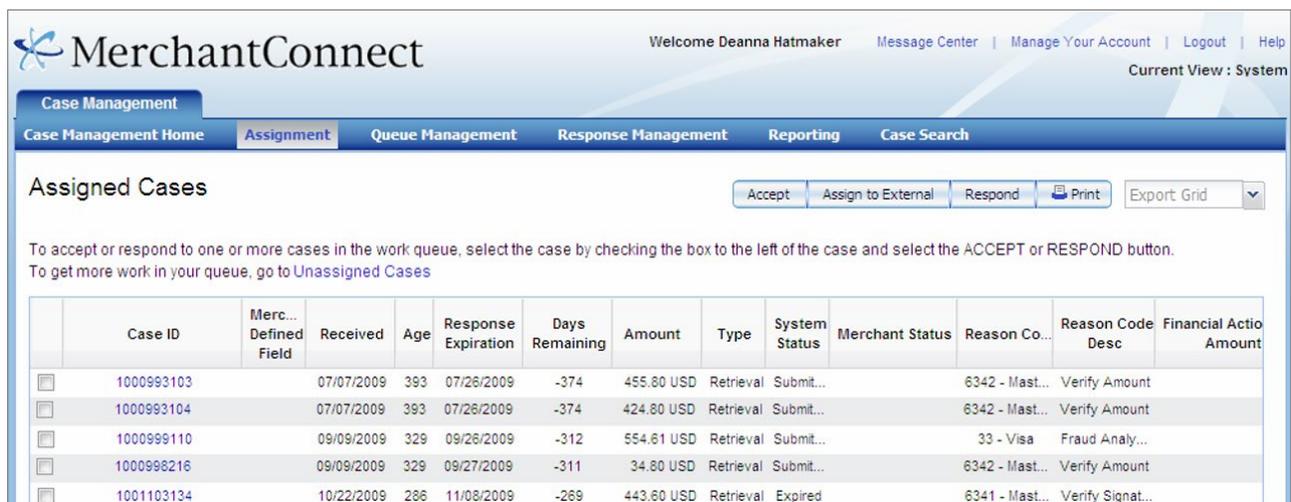
**Upload** supporting case documentation, such as receipts, in a variety of formats.



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



**Export** data to use in other enterprise systems.



**MerchantConnect** | Welcome Deanna Hatmaker | Message Center | Manage Your Account | Logout | Help | Current View : System

Case Management | Case Management Home | **Assignment** | Queue Management | Response Management | Reporting | Case Search

**Assigned Cases** | Accept | Assign to External | Respond | Print | Export Grid

To accept or respond to one or more cases in the work queue, select the case by checking the box to the left of the case and select the ACCEPT or RESPOND button. To get more work in your queue, go to [Unassigned Cases](#)

	Case ID	Merc... Defined Field	Received	Age	Response Expiration	Days Remaining	Amount	Type	System Status	Merchant Status	Reason Co...	Reason Code Desc	Financial Actio Amount
<input type="checkbox"/>	1000993103		07/07/2009	393	07/26/2009	-374	455.80 USD	Retrieval	Submit...		6342 - Mast...	Verify Amount	
<input type="checkbox"/>	1000993104		07/07/2009	393	07/26/2009	-374	424.80 USD	Retrieval	Submit...		6342 - Mast...	Verify Amount	
<input type="checkbox"/>	1000999110		09/09/2009	329	09/26/2009	-312	554.61 USD	Retrieval	Submit...		33 - Visa	Fraud Analy...	
<input type="checkbox"/>	1000998216		09/09/2009	329	09/27/2009	-311	34.80 USD	Retrieval	Submit...		6342 - Mast...	Verify Amount	
<input type="checkbox"/>	1001103134		10/22/2009	286	11/08/2009	-269	443.60 USD	Retrieval	Expired		6341 - Mast...	Verify Signat...	