



Dispute Manager

Merchant Training: Product Overview

First Data Learning Organization

Why Dispute Manager?

Problem:

Keeping track of disputes, retrieval requests and chargeback documentation can be a frustrating, time-consuming process.

Solution:

Dispute Manager provides merchants with a user-friendly web-based tool to automate much of the dispute management process, enabling them to minimize chargeback losses and concentrate on their core business.

Benefits of Dispute Manager

- Sales Dispute Management
 - Automated presentment of sales dispute cases
 - On-Line Help
 - Gain control of dispute management expenses
 - Requires less support
- Decreased Chargebacks
 - Electronic delivery ensures items are not “lost”
 - Faster response times and Alert messages
- Enhanced Financial Controls
 - Manage back office workflow
 - Provides queue prioritization
 - Protect cardholder information
- Ease of Use
 - Simplifies back office tasks
 - Receive comprehensive acknowledgements and messages

Web-accessible via Business Track Portal

Business Track®

Home Applications User Preferences

My Applications

ClientLine® Reporting
Access comprehensive card processing reporting solutions to manage your business

Dispute ManagerSM
Respond to chargeback/retrieval disputes utilizing a workflow management response tool

Resources

- Data File ManagerSM Tutorial

What's New

Welcome to Business Track®

Check out our new, improved layout, with handy links to key tools and resources.

[Learn More](#)

Statement

[Card Processing Statements](#)

- Single sign-on access
- 24x7 availability

Welcome Screen

Welcome page displays Quick Links to important reference documents and bulletins.

First Data. **Welcome** **Queues** **Cases** **Dispute Manager**

Open Cases **CB123456789** **RT123456789**

Welcome to Dispute Manager **Bulletins**

Quick Links

- ◆ Dispute Manager SM User Guide
- ◆ Merchant Dispute Guide
- ◆ RT and CB Reason Code Listing
- ◆ Scheduled Maintenance Outages
- ◆ Online Help
- ◆ Demo

New Queues ! @ 01/01/99
Effective August 30, 2009, Dispute Manager will be enhanced to include new queues for Fleet, Voyager, Wex and Private Label card types. The new queues will be labeled Fleet, Voyager, Wex and Private Label. The

Dispute Manager Maintenance ! 01/01/99
Dispute Manager website will be unavailable between 12/1/2009 9:00AM and 12/1/2009 11:00AM due to maintenance activity...

Copyright 2001-2013
First Data Corporation.
All Rights Reserved.
All trademarks, service marks, and trade names referenced in this material are the property of the respective owners. This web site contains confidential and proprietary information of First Data Corporation. No disclosure or use of this materials may be made without the express written consent of First Data Corporation.

© 2001-2013 First Data Corporation. Privacy Policy Merchant: 1/0

Case Management Tool

Work Tracker automatically logs daily record of cases as they are worked

Queue Selector displays the total count and oldest due date for outstanding disputes

Queue Worklist – prioritize, print, download and view outstanding cases

The screenshot displays the First Data Dispute Manager interface. At the top, there are navigation tabs for 'Welcome', 'Queues', and 'Cases'. Below these, there are buttons for 'Open Cases' with identifiers 'CB123456789' and 'RT123456789'. The main interface is divided into three sections:

- Queue Selector:** A table showing various queue categories with their respective counts and oldest due dates.

Id	Name	Totals	Oldest Due Date
200025	All Chargeback Alerts	2	2/28/06
200026	All Chargeback Acknowledgements	2	2/28/06
200027	All Retrieval Alerts	2	8/16/05
200028	All Retrieval Acknowledgements	2	11/7/07
200000	All Retrievals	5	2/11/04
200001	All Chargebacks	25	2/11/04
200003	Visa Chargebacks	5	2/11/04
- Work Tracker:** A table showing the daily record of cases as they are worked, filtered by 'Chargebacks' on '2/15/04'.

Case #	RC	Merchant #	Amount in Dispute
CB123456789	82	123456789	9,999,999.99 USD
CB123456789	82	123456789	9,999,999.99 USD
- Queue Worklist for All Chargebacks:** A detailed table of outstanding cases with columns for Act, Due Date, Case #, Cardholder #, MCC, Work Type, Dispute Amount, RC, Action Code, and Doc.

Act	Due Date	Case #	Cardholder #	MCC	Work Type	Dispute Amount	RC	Action Code	Doc
*	1/11/04	CB123456789	123456XXXXXX3456	9999	1 / 1CB	9,999,999.99 USD	82	02/EXPIRED	
*	2/11/04	CB123456789	123456XXXXXX3456	9999	1 / 1CB	9,999,999.99 USD	82	01/OUTSTANDING	
→	2/11/04	CB123456789	123456XXXXXX3456	9999	1 / 1CB	9,999,999.99 USD	82	01/OUTSTANDING	
→	2/11/04	CB123456789	123456XXXXXX3456	9999	1 / 1CB	9,999,999.99 USD	82	01/OUTSTANDING	
→	2/11/04	CB123456789	123456XXXXXX3456	9999	1 / 1CB	9,999,999.99 USD	82	01/OUTSTANDING	
*	1/09/04	CB123456789	123456XXXXXX3456	9999	1 / 1CB	9,999,999.99 USD	82	01/OUTSTANDING	

The interface also includes a footer with '© 2001-2013 First Data Corporation', 'Privacy Policy', and 'Merchant: 1/0'.

Case Management Capabilities

- **Case Files** - provides user with electronic archive of dispute documents
- **User Notes** - provides user with 1000 characters of free form text
- **Trans/Credit** - displays 6 months of transaction data for cardholder
- **Auth Records** - displays 6 months of authorization data for cardholder
- **Actions** - provides ability to electronically respond and upload images in various formats. (TIFF, GIF, PDF, BMP, JPEG, or JPG)
- **Messages** - provides user with case alert and acknowledgement history

The screenshot displays the First Data Dispute Manager interface. At the top, there are navigation tabs for 'Welcome', 'Queues', and 'Cases'. Below this, there are buttons for 'Open Cases' with case numbers 'CB123456789' and 'RT123456789'. The main content area is titled 'Chargeback Information Section' and contains a table with the following data:

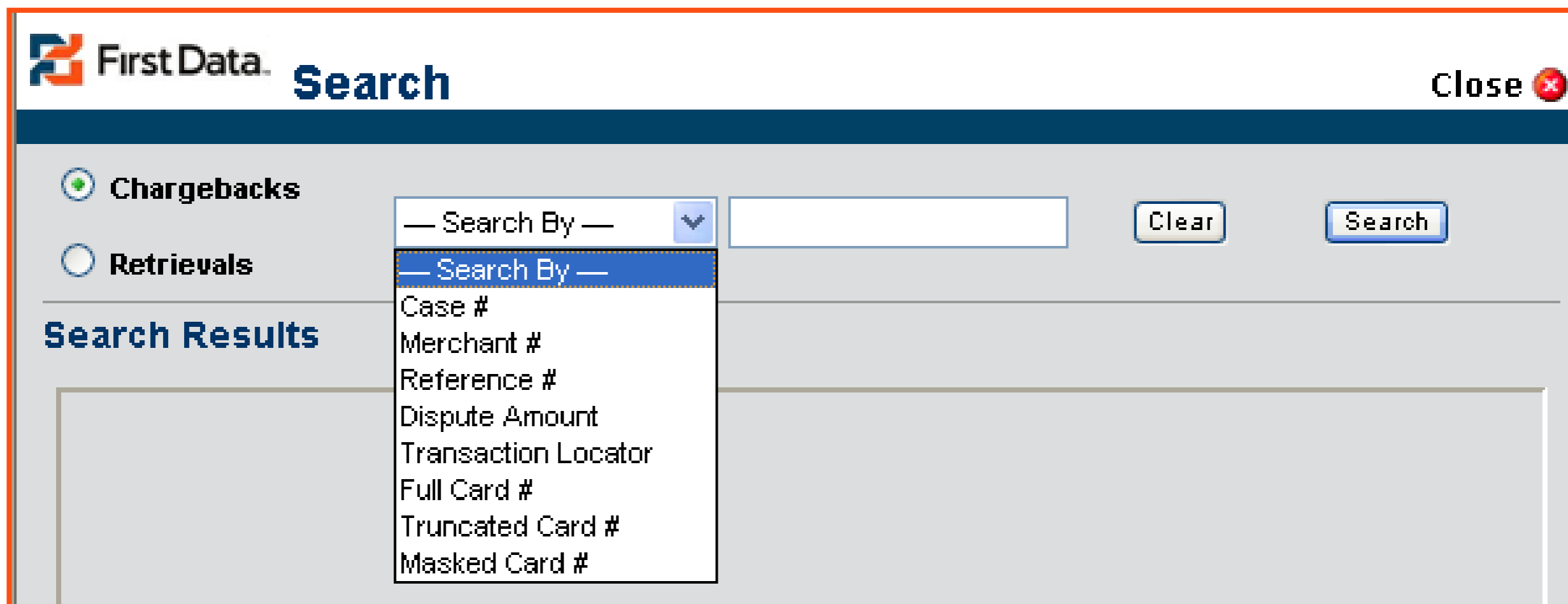
Section 1 Case Information		
Action Code 01/OUTSTANDING	Case Number CB123456789	Cardholder # 123456XXXXXX2345
Chargeback Reason Code 82/ Duplicate Processing		
Merchant Name Company XYZ	Merchant # 67130070840	
MCC 9999 / DEPARTMENT STORES	Dispute Jurisdiction MasterCard	
Due Date 1/3/04	Transaction Date 8/20/03	Card Product Type
Chargeback Amount 9,999,999.99 USD	Transaction Amount 9,999,999.99 USD	Foreign Amount 9,999,999.99 RUS

Below the table, there are tabs for 'User Notes', 'Trans/Credit', 'Auth Records', 'Actions', and 'Messages'. The 'User Notes' tab is active, showing a table with columns 'Date' and 'Time Stamp'. The first entry is dated 1/21/04 at 2:59 PM. To the right of the table is a text area containing the message: 'The latest merchant response will be displayed as default. User notes appear here and scroll down as needed.' Below the text area are input fields for 'Case #', 'Date', and 'Time Stamp'.

At the bottom of the interface, there is a footer with the First Data logo, copyright information '© 2001-2013 First Data Corporation.', a 'Privacy Policy' link, and a 'Merchant: 1/0' indicator.

Search Criteria

- Flexible filtering options including:
 - Chargeback or retrieval case type
 - Cardholder number
 - Dispute amount
- Access up to two years of case history



The screenshot displays the First Data Search interface. At the top left is the First Data logo and the word "Search". At the top right is a "Close" button with a red 'X' icon. Below the header, there are two radio buttons: "Chargebacks" (selected) and "Retrievals". To the right of these buttons is a search input field, a "Clear" button, and a "Search" button. A dropdown menu is open from the "Search By" field, listing the following search criteria: Case #, Merchant #, Reference #, Dispute Amount, Transaction Locator, Full Card #, Truncated Card #, and Masked Card #.

Merchant Support

- Comprehensive User Guide available
- Online Help provides users with immediate product navigation and imaging information.
- The Technical Support Help Desk is available for assistance with User IDs, passwords, navigation, and error messages:
 - 800-285-3978
 - Monday-Friday, 8:00 AM-10:00 PM EST
- For assistance with understanding a dispute or questions about a case the merchant should contact a Customer Service Representative by calling the 800 number indicated on their Merchant Statement.



Questions?

Thank You!

First Data Learning Organization