



## Online Case Management Solution

Efficiently manage chargeback and retrieval request with our comprehensive workflow system.

### TAKE THE PAIN OUT OF MANAGING CHARGEBACKS

Managing chargebacks and retrievals doesn't have to be a difficult, confusing and time-consuming process. Hard copy notifications get misplaced, overlooked or forgotten, resulting in unnecessary headaches for you and avoidable losses. Our Online Case Management (OCM) solution enables you to easily receive, view, respond and manage all of your chargeback and retrieval activity through our online MerchantConnect Premium reporting tool.

### SIMPLIFY YOUR WORKFLOW MANAGEMENT

Our intuitive, web-based solution automates the delivery of retrieval requests, and streamlines the response process. With the ability to prioritize cases on key factors, you can respond quickly to the most impactful items and reduce unnecessary write-offs.

### QUICK ACCESS WITH OUR ONLINE PORTAL

The easy-to-use online portal makes managing chargebacks as painless as possible. All information is stored in our secure data center, providing you with online access up to two years of cases and any related documentation, reducing or eliminating paper storage and related costs.

Convenient automated alerts provide a daily summary of case activity, information on chargeback and retrieval cases, status updates, high value amounts or case aging, allowing you to monitor your cases based on preferences you set. With a broad selection of reports, you can effectively manage your activities and measure results.

### *With our Online Case Management solution, you can:*

- Define custom work queues and activity views based on criteria that fit your business needs.
- Create your own response templates based on practices that provide the best results for your business and save you time responding.
- Upload receipts and other supporting documents in various formats.
- Export data to use in other business systems.

 LET'S TALK:

# Take Control of Your Chargeback Cases

## OUR ONLINE CASE MANAGEMENT SOLUTION ENABLES YOU TO:

- Automate email notifications and alerts when cases are above a particular dollar level; reach certain points in the aging process or when additional information is required.
- Dynamically organize your workflow to better manage your cases while meeting regulatory deadlines.
- 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 your employees' knowledge or experience. Predefined user roles allow you to easily manage user permissions, including the ability to assign functions and provide access to various levels of reporting.

## STREAMLINE YOUR RESPONSE PROCESS

Expedite the response process associated with handling requests by creating your own response templates. Our OCM solution offers auto text options – such as case number or merchant ID – to help you generate specific response letters.

OCM gives you the ability to select assisted response rules based on particular criteria, including reason code, dollar amount, card type, case type and the minimum or maximum of case amounts to shorten your response times. The assisted response rules automatically attach your response letters to a specific case while it's in the queue for review.

The screenshot shows the MerchantConnect Case Management interface. At the top, there's a navigation bar with 'Case Management' selected. Below it, there's a sub-menu with 'Assignment', 'Queue Management', 'Response Management', 'Reporting', and 'Case Search'. The main content area is titled 'Unassigned Cases' and contains a table with the following columns: Case ID, Merchant Defined Field, Queue Name, Received, Age, Response Expiration, Days Remaining, Amount, System Status, Type, Reason Code, and Reason Code Desc. The table lists several cases, including Chargeback and Retrieval types, with various dates and amounts. At the bottom of the table, it says 'Total number of records: 13'.

## MANAGE CASE ACTIVITIES WITH COMPREHENSIVE REPORTING

OCM offers a broad selection of reports that help you gain visibility into your business and effectively manage your case activities. Reports can range from a simple listing to a specific filtered report based on your criteria. Drill down further into a specific case to view actions taken and results achieved. Conveniently download report data in multiple formats to other business systems for greater consistency for your reconciliation process.

## RELY ON SUPERIOR SERVICE AND SUPPORT

Sometimes, an especially complicated chargeback can require experienced, professional help. Our experienced, highly responsive staff truly set us apart. You're getting a payment solutions partner you can rely on, backed by a team of professionals dedicated to meeting your needs.

Contact us 24/7 for assistance with our Online Case Management solution. Our professional services team is also available to discuss a managed case management program that enables you to outsource the process.

**MERCHANT LOGIN**

User ID

Password

[register](#)
[forgot password?](#)
[ocm demo](#)

For a demo, please visit [www.merchantconnect.com](http://www.merchantconnect.com).

