

Automated Cardholder Documentation

Internal Claim Management

Manage cardholder claims internally, eliminate outsourcing costs by giving consumers an application that creates the supporting documents necessary for submitting disputed presentments. Application takes screenshots and generates dynamic pdf with a click of a button.

1

Auto Screenshots

Takes screenshots of the urls and products that were purchased or visited by cardholder.

2

Customize Documents

Custom create letters, summaries and descriptions using the online editor.

3

Attach Documents

Attach emails, images, documents to claim along with any other supporting documents

4

Merchant Descriptor Search

Help consumers locate the correct merchant by using the billing statement descriptors lookup.

5

Escalation Documents

Add additional documentation to the original claim when the claim is escalated.

Increase Brand Loyalty

By offering automatic claim document creation tool, will help build confidence with consumers knowing that issuing institutions have their support.

Allow consumers to check updates of their claims and add additional supporting documentation when needed.

Eliminate outsourcing costs by internally managing cardholder claims. Visa and Mastercard direct integrations allow issuing institutions to manage the entire dispute cycle

■ Visa and Mastercard Integrated

■ Cardholder Merchant Score Extension

Directly Integrated

Cardholder documentation tool was designed to be integrated directly into your existing organizations application. Grow your customer loyalty by offering extended services in disputes.

■ Online cardholder claim document creation

■ Online claim status manager

■ Online claim document manager