



Online Chargeback Management

BENEFITS AT A GLANCE

- Increased efficiency – Minimize paper processing and faxing as you manage your chargebacks electronically through our online chargeback management interface.
- Reduced costs – Eliminate mailing costs by uploading your chargeback documentation directly into the Chase Paymentech chargeback management system.
- Simplified process – Our easy online interface is simple and easy to use, with case management tools to help you monitor and streamline your chargebacks.
- Faster resolution timeframes – Without the delays of mailings, you can resolve your chargebacks faster and within the allotted timeframes.
- Security – Chargeback Management uses the same advanced security measures as all other Paymentech Online products, so you can be sure your data is protected.
- Ease of use – Simple screens make learning and navigation easy. Plus, online help and a comprehensive user guide is just a click away.

How it Works

Chase Paymentech receives chargeback and retrieval requests from issuers on a daily basis. Upon receipt of the chargeback, Chase Paymentech automatically responds to certain chargebacks on your behalf. If additional information is needed, we post the chargeback to your online chargeback management

interface. A chargeback administrator at your company assigns chargebacks to analysts for resolution. Chase Paymentech also automatically posts retrieval requests for you to access and respond by uploading a scanned image of the signed sales slip via the online chargeback management interface.

- Chargeback information is updated three times each day.
- Chargeback administrator assigns chargeback cases to analysts.
- Analysts review, upload documentation as needed, and determine next steps.
- Get quick access to all documentation associated with a chargeback – making it easy for analysts to manage the entire exception process right from their computer.
- Optional Paymentech Online reporting helps you improve efficiencies and monitor productivity.

To view a demo of our full suite of data management products, please visit http://ptodemo.chasepaymentech.com/portal/community/chase_paymentech/public/micro_sites/pto_demo/pto_demo

To view a detailed demo of the Online Chargeback Management system, please visit <http://chargebackdemo.chasepaymentech.com>.



The interactive Chargeback Management module of Paymentech Online enables you to manage exception items such as chargebacks and retrievals online. You can view and immediately respond to inquiries via the Internet, dispute or accept chargebacks, and fulfill retrieval requests. You can also respond to Chase Paymentech by a text message, a scanned sales receipt or other documentation, or a combination of both.

“What I appreciate about the online chargeback management system is that it allows me to quickly and efficiently organize efforts to respond to and evaluate chargebacks. Determining a dollar threshold, allowing certain types of chargebacks to flow though, and the online response capability have saved us time and allowed us to work more effectively. The whole process has actually become much less a part of my day, which I like a lot.”

— Shannon Johnson
Qwest Communications

The screenshot shows the 'Chargebacks To Be Assigned Query' page in the Chase Paymentech system. At the top, there are navigation links for 'site map', 'faq', 'glossary', 'help', and 'search'. Below the navigation bar, the user is identified as 'User: rkiley1'. The main heading is 'Chargebacks To Be Assigned Query' with an arrow icon. There are buttons for 'Accept CB(s)' and 'Clear All'. Below the heading, there are dropdown menus for 'Run Query', 'Run Reports', 'Print Options', and 'Assign Cases'. A message indicates 'Total item(s) found (112)'. The main content is a table with the following columns: Sequence #, Account #, Merchant Ref #, Reason Code, Due Date, CB Amount (Presentment), Curr #, Company #, TD # / Alt ID, Case Status Code, Case Change Date, Assigned To (PTI), and Case ID. The table contains 12 rows of data, each with a checkbox in the first column.

Sequence #	Account #	Merchant Ref #	Reason Code	Due Date	CB Amount (Presentment)	Curr #	Company #	TD # / Alt ID	Case Status Code	Case Change Date	Assigned To (PTI)	Case ID
<input checked="" type="checkbox"/>	139385900	1234567890000000	33818565	37	11/5/2007	249.10 (USD)	8601	CB_RTM	10/15/2007	18080512		
<input type="checkbox"/>	139387387	1234567890000000	53733392	37	11/5/2007	331.72 (USD)	8608	CB_RTM	10/15/2007	18081232		
<input type="checkbox"/>	139428717	1234567890000000	47677250	83	11/4/2007	356.19 (USD)	9604	CB_RTM	10/15/2007	18086504		
<input checked="" type="checkbox"/>	139434775	1234567890000000	84371686	83	11/4/2007	114.75 (USD)	8608	CB_RTM	10/15/2007	18090959		
<input type="checkbox"/>	139435557	1234567890000000	68355200	83	11/4/2007	216.69 (USD)	9604	CB_RTM	10/15/2007	18091712		
<input checked="" type="checkbox"/>	139491152	1234567890000000	33997544	41	11/5/2007	2165.27 (USD)	9606	CB_RTM	10/15/2007	18103009		
<input checked="" type="checkbox"/>	139492922	1234567890000000	71133262	85	11/5/2007	1080.14 (USD)	8608	CB_RTM	10/15/2007	18113103		
<input type="checkbox"/>	139509900	1234567890000000	78960057	80	11/6/2007	100.00 (USD)	9604	CB_RTM	10/15/2007	18127528		
<input type="checkbox"/>	139513925	1234567890000000	22503109	82	11/6/2007	91.70 (USD)	9604	CB_RTM	10/15/2007	18131356		
<input checked="" type="checkbox"/>	139514058	1234567890000000	53747183	83	11/6/2007	13.95 (USD)	9606	CB_RTM	10/15/2007	18133158		
<input type="checkbox"/>	139516417	1234567890000000	52065659	83	11/6/2007	1048.89 (USD)	8604	CB_RTM	10/15/2007	18135342		
<input type="checkbox"/>	139666217	1234567890000000	20370778	08	11/10/2007	404.99 (USD)	9606	CB_ART	10/3/2007	18201504		

View of screen which shows all chargebacks returned to merchant.

SYSTEM REQUIREMENTS

- Scanner or other device and related software for uploading documents
- Supported document formats: tiff, jpg, gif, bmp, txt, html, doc, pdf, xls and png.
- Internet access
- Web browser (Microsoft Internet Explorer 6.0 +)
- Adobe Acrobat 6.0 or higher
- Paymentech Online logon provided by Chase Paymentech
- E-mail address to receive your Paymentech Online user ID and password

More Information

To learn more, please contact your Chase Paymentech representative, visit us at chasepaymentech.com or call **1.800.788.6010**.

