As the number of consumers using cards and other means of electronic payments increases, along with the increasing number of merchants that accept these types of payments, dispute transaction volumes will grow at similar rates. The dispute management operation of any financial institution is a resource-intensive process and costly function. Companies face substantial fees and increasingly complex rules for processing disputes. Many institutions must maintain a large pool of trained resources to ensure they can resolve exceptions and disputed transactions. However, many companies inevitably write off numerous cases each year thereby directly impacting profit margins and available capital negatively.
# ACI Automated Dispute Manager™

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An inefficient disputes management operation can have an immense economic and operational burden on issuers, as well as acquirers and processors. The economic value of dispute cases that are written off each year across the industry amounts to billions of dollars. In addition, financial services companies employ a large number of human resources to support the resolution of disputes and exceptions. Due to the level of human interactions in the dispute process, errors naturally occur which can result in further financial losses.

With growing claims volumes, dispute analysts can have a direct and critical impact on customer satisfaction levels. With the increasing availability of choices of payment products and services, an unresolved dispute could mean that a cardholder or merchant will take his or her business to a competitor. Conversely, a financial institution cannot afford to see transactions written off as they directly impact operating margins and the availability of capital. Yet, in addition to high staffing levels and high operating costs, financial institutions continue to record millions of dollars in unnecessary annual write-offs.

ACI Automated Dispute Manager™ minimizes and even prevents some of the risks that face financial organizations. The system allows analysts to automate the capture and manipulation of images from payment network imaging systems and digital fax servers and scanners. The solution also automates the processing of incoming and outgoing network adjustments, as well as case opening, tracking and matching. This allows for significant time savings within each case. Further, there are substantially less operator errors because dispute processing can be automated to collect and pre-fill required data elements.

Companies that invest in technology solutions designed to automate processes and introduce efficiencies will benefit through reduced operating losses and improved customer satisfaction. Automated Dispute Manager is a solution that leads the industry in delivering on these goals.

→ ACI Automated Dispute Manager™ leads the industry in delivering reduced operating losses and improved customer satisfaction.
**Benefits**

**Saves time and eliminates errors**
Automated Dispute Manager allows analysts to automate the capture and manipulation of images from payment network imaging systems and digital fax servers and scanners. The solution also automates the processing of incoming and outgoing network adjustments, as well as case opening, tracking and matching. This allows for significant time savings on both a per-case basis as well as in aggregation. Further, there are substantially less operator errors because dispute processing can be automated to collect and pre-fill required data elements.

**Improves efficiencies and optimizes resourcing**
Not only will Automated Dispute Manager save time and eliminate errors, key features of the product will also introduce operational efficiencies which will allow for improved control over resourcing allocations and staffing levels. Dynamic workflows based on card products, network, issuer/acquirer and other factors build key efficiency measures into the individual case management process. While at the same time, the system provides flexible analyst queuing with multi-factored queues and pooling or personal ownership of cases to ensure each case is allocated to the right analyst.

**Limits write-offs and financial losses**
Unresolved disputes or exception transactions that are automatically written off can severely impact operating margins. Automated Dispute Manager allows operators to become more productive, efficient and error-free through a variety of means. As a result, banks and processors can ensure that they are limiting the number of transactions that are written off as losses. This helps to keep margins healthy and capital within the bank or processor.
Automated Dispute Manager is a comprehensive case management system, specifically targeted to EFT dispute environments through the CLAIMS/Manager component. It is integrated with its own imaging system for forms and claims documentation through the IMAGE/Manager component. A web-based portal system, known as xPORTAL, is available for general access outside of an enterprise’s firewalls.

The solution can handle disputes related to any payment type such as credit cards, signature debit cards and pin debit cards, processing dispute transactions related to ACH, ATM, internet BillPay, POS and other types of business transactions. It can define and process a claim through pre-defined workflow steps that can incorporate automated processes and user tasks in well-defined sequential manners.

Finally, Automated Dispute Manager can support the organization in any role of a transaction – issuing financial institution, third-party processor organization (middleman, network) and acquiring merchant organization.

It contains facilities for:
- Opening new cases and performing automated research to establish validity of the dispute
- Interfacing to existing call center and branch applications to import new cases from customer interactions
- Accessing data warehouses from ACI products (including Postilion®) and others to locate relevant transactions and pre-fill required fields in the case
- Adding and manipulating images and forms for cardholder, merchant and network documentation purposes, and assigning cases to various queues depending on case variables and transaction contents
- Defining and displaying contextual questionnaires to insure that stakeholders provide appropriate information related to case resolution, including Visa and MasterCard® questionnaires
- Generating and processing financial debits and credits, including provisional credit, cardholders and customers, as well as external network retrieval requests, chargebacks and re-presentments
- Providing access to dispute information and transaction data via browser-based screens from inside the dispute departments, and outside the firewall through web-based portal applications
- Defining workflows and resources to implement rules and regulations for financial institutions, processors, government agencies and merchant acquirers
- Defining and maintaining case assignments and named queues through user and management dashboards
Dynamic workflows
The main feature of Automated Dispute Manager is the workflow capability. Different workflows can be constructed based on different card products, payment services, network interfaces, issuer- or acquirer-specific requirements and other factors. The workflows reduce the dependency on case-specific knowledge resident with key personnel. Dispute processing tasks can be moved to any location with workstation access or to a specific operator queue.

Automated capture and manipulation of images
Managing disputes is a manually intensive process that requires precise and accurate management of supporting documents and artifacts. Automated Dispute Manager ensures timely responses to document submission deadlines, with offline image storage replacing archived paper copies.

Automated case opening, tracking and matching
Automated Dispute Manager reduces workloads for customer service and dispute analyst resources. It also allows for significant increases in case volumes without the need to increase staffing levels. In effect, operators can become more efficient with the automation of key processes in the dispute resolution lifecycle.

Automated processing of incoming and outgoing network adjustments
In order to resolve exceptions or disputed transactions, adjustments must be processed to bring the different parties involved in a dispute into balance. By automating the processing adjustments, analysts do not need to manually create entries or supporting documents required with this part of the process. Automated Dispute Manager eliminates paper report handling and ensures timely processing of adjustments.

Extensive user analyst and call center facilities, including contextual questionnaires
It is essential that analysts and call center representatives are able to capture accurate and complete information regarding any dispute claim. Without appropriate documentation and information regarding events about the claim, the risk increases that a claim will not be resolved accurately or in a timely fashion. Automated Dispute Manager provides features that ensure this risk is mitigated. The solution ensures that appropriate questions are asked of cardholders (or merchants) and that accurate reason codes are selected for the processing of a chargeback.

Pre-configured with external network and internal processing rules, coupled with intelligent escalators and alarms
Extensive rules and guidelines govern the handling of exceptions and disputed transactions. Failure to comply with the rules or to follow company guidelines can result in substantial financial losses. Automated Dispute Manager reduces dependencies on analyst expertise and ensures that cases are actively tracked and deadlines are met, resulting in fewer write-offs and lost claims. The solution can be updated quickly as rules, policies or guidelines change.
The Automated Dispute Manager solution handles all aspects of dispute processing for all types of payment products and services in different card issuing and merchant acquiring environments. The system operates in all environments: debit and credit, PIN and signature, ATM, POS, ACH, bill payment and e-commerce transactions, and exception situations, managing both “on-us” and network-switched claims. Through the use of configurable, automated workflow processes, this system will allow banks and processors to:

- Eliminate unnecessary write-offs
- Reduce dispute processing costs
- Increase processing volumes in a low-growth staffing structure
- Improve the management of fraud and other risks
- Cross-train staff and eliminate network-specific expertise levels
- Extend dispute processing entry and review to customers securely through the internet
**CLAIMS/Manager – Dispute processing core**
Dispute processing is governed by rules including Visa and MasterCard network rules, government regulations (such as Reg E and Reg Z in the United States), and internal performance-level rules. The CLAIMS/Manager core module operates on the basis of these rules. Externally defined, they govern chargeback and adjustment rights, document requirements, reason codes, processing fees and timers, and workflow steps. The rules reside in CLAIMS/Manager’s database and can be adjusted as requirements vary.

Analysts need no longer remember the various nuances in each set of network operating regulations – rights are automatically determined and timers automatically escalate when necessary. Reason codes are segmented by network and claim type, minimizing the risk of picking the wrong one and CLAIMS/Manager’s intelligent timers with early-warning alarms can be configured to ensure that deadlines are always met.

**IMAGE/Manager – Document image and forms processing**
IMAGE/Manager eliminates the manual handling of paper and manual fax documents by transforming cardholder claim letters and chargeback documentation to digital images. Images are seamlessly integrated into the dispute workflow, stored in case item “folders”. Analysts can receive, view, print and transmit images to networks and cardholders using standard browser screens, in the context of specific disputes.

Interfaces exist to fax servers and scanners as well as MasterCard’s MCOM and Visa’s VRO bulk image exchange systems. IMAGE/Manager handles all document types, including draft fulfillments, chargeback and re-presentments, and customer claims and response letters.

**User interfaces and work distribution**
Automated Dispute Manager utilizes browser-based client interfaces, providing the claims analyst with comprehensive analytical and integrated tools. Information for managing disputes, such as transactions, adjustments, claims and images are presented on easily understood forms and panels. Dynamic analyst queues manage workloads from pre-defined business criteria such as issuer/acquirer, network, PIN or signature, claim amount levels and dispute types. Facilities exist to manage queues, workloads and analyst groups. Analysts can own claims or work from pools of claims.

**Financial transaction management**
Workflow and analyst decision management tools within Automated Dispute Manager create appropriate financial transactions to affect cardholder debits and credits. These transactions can be formatted as database records, XML data streams or files, and transmitted to enterprise settlement systems. Alternatively, the system can post to existing general ledger and bank accounts using available posting applications.

**Transaction warehouses and network access**
Dispute processing requires validation of the original electronic payment transaction. Automated Dispute Manager references these transaction warehouses using standard database channels. The system processes network raw data files and constructs network transactions and adjustments using existing switch interfaces to ACI’s Postilion and BASE24® solutions. If warehouses are unavailable, then ACI’s and Lean Industries’ system experts can assist with building them.
Automated Dispute Manager installs in various enterprise environments such as Windows® Server 2003 (and newer versions) with Apache/Tomcat, as well as Linux®/UNIX® with IBM® WebSphere® versions 6 or 7.

The internal claims dispute database supports Microsoft® SQL Server 2005. JDBC database technology methods are used to access external enterprise databases for research and other required functionality.

**Hardware and software requirements**

It is ACI’s intention to provide customer-specific hardware/software requirements, regardless of size, as part of the implementation project; however, the basic recommendations are listed below.

External database connections to various enterprise systems can be implemented using JDBC connections to external database engines. The FTP or HTTP protocols are used to retrieve and deliver files and POP3/SMTP or IMAP are the protocols used to retrieve and deliver emails and faxes.

HTTP or HTTP/S web services can be used to interface to services such as transaction query, document retrieval, case initiation and existing case access.

A Java™-based issuer and acquirer web portal sub-system can be used to access the system from outside enterprise firewalls, using HTTP/S.

**Client workstation requirements**

**Computer:**
IBM or compatible (with at least Intel® Pentium III or compatible processor)

**Operating system:**
Windows XP

**Memory:**
500 MB memory

**Hard disk space:**
20 MB of free hard drive space

**Monitor:**
1024x768 SVGA 256 color monitor

**Software:**
Network connectivity software

**Requirements for Windows® deployments**

**Operating system:**
Windows Server 2003 (or later)

**Messaging software (if used):**
Apache/Tomcat

**Database software:**
Microsoft SQL Server 2005 (or later)
Requirements for Linux® deployments

**Operating system:**
UNIX

**Messaging software (if used):**
IBM WebSphere version 6 or 7

**Database software:**
Microsoft SQL Server 2005 (or later)
Advantages

Automated Dispute Manager integrates all of your exception handling and dispute processing needs into one cohesive system, reducing the cost of processing and improving customer service through a single system interface. It is a solution used by a growing number of financial institutions and payment processors. The solution has been proven repeatedly to introduce benefits in productivity and efficiency immediately.

The product receives an active and steady stream of investment in R&D to ensure the solution remains the top choice for automated exception and dispute case handling. Finally, the strategic partnership between ACI Worldwide and Lean Industries ensures that users will receive 24x7x365 support.

**React with agility to changing market dynamics**
Automated Dispute Manager offers highly parameterized business rules that allow users to modify case management procedures quickly, or create new processes, based on changes in dispute transaction patterns. Examples of some of the key areas of product agility include flexible case management workflows, unique queuing options to allocate cases as business needs dictate, scalability to manage growing numbers of claims without having to increase resources in parallel, and finally integration with major electronic payment systems in use by banks all over the world today.

**Optimal architecture and design**
The exceptions and disputes management process is integral with other aspects of an overall payment operation and, thus, any dispute management system must integrate with other payment systems and customer service applications. Additionally, the system must leverage business applications commonly used by banks and processors. Automated Dispute Manager meets these requirements by integrating with document management systems, email systems and network gateways. The solution can also create cases from internet or LAN browser workstations or files, or through web services.
ACI Worldwide is committed to providing quality products and services to its customers. As a leading international provider of solutions for e-payments, our commitment to customer satisfaction continues through superior customer service and support. With every ACI product, comprehensive support services are available to help implement an organization’s system and keep it operating at peak efficiency. ACI recognizes its obligation to protect customers’ investments by providing resources and services before, during and after installation. Listed below are brief descriptions of the customer support services provided by ACI.

**Project implementation services**
These services are available to customers implementing ACI products, installing additional products or taking advantage of a new release of software. ACI offers a family of services to support customer projects. Project management coordinates all aspects of a new customer project, including the engagement launch meeting; project requirements; project plan, development, delivery and documentation of custom software modifications (CSMs); registration for product courses; and delivery of product software and manuals.

During the engagement launch meeting, product and solution consultants provide detailed product presentations, analyze the environment, recommend solutions or CSMs, and address product questions and issues that may arise during the implementation phase.

ACI’s Professional Services staff is available for all products to review the physical operating environment, work with the implementation team to establish a test network, install software and provide on-site assistance when the system goes into live operation.

**Product support services**
These product-support-funded services are available to customers after a solution has been installed and are based on the relevant product support category. An extensive team of support analysts and an appointed customer manager are available to assist customers.

**Customer manager**
The customer manager serves as the customer liaison to all other support services and is responsible for ensuring customer satisfaction. Through ongoing communication and on-site visits, the customer manager assists with business planning activities and keeps the customer informed of new developments at ACI.

**Customer hotline (HELP24)**
HELP24 provides technical support ranging from answering questions to providing software corrections for ACI-supported products. The goal of HELP24 is to track and resolve customer cases (questions or issues) in a timely manner and to keep the customer informed of the action plans and final resolution of each case. Customers have the flexibility to interact with HELP24 at any time via the web, telephone or email.

ACI’s HELP24 call center is staffed 24x7x365 to provide frontline support for all ACI-supported products. The call center can route and escalate cases to HELP24 product specialists anywhere within ACI Worldwide. The product specialists are equipped to respond to the most complex questions and issues.

**Product enhancements**
Enhancements are changes that may be made to products in response to customer requests, ACI innovation, third-party requirements, or industry rules and regulations.

**Product documentation**
ACI products are documented by a staff of specially trained technical writers. All formal manuals are written to provide users with a complete understanding of how to use their systems to maximum benefit. Documentation is available to customers via ACI’s electronic documentation system or the HELP24 InfoLink site.

Documentation is not distributed on paper; however, customers are allowed to print documents for in-house use in accordance with the terms of the license.
agreement. Updates to product documentation are available to customers on the InfoLink site.

**Education**
ACI courses include both theory and practical sessions to allow students to work through real business scenarios and put their newly learned skills to use. This hands-on approach ensures that the knowledge is retained and the student is more productive upon their return to the workplace.

ACI’s education courses provide students with knowledge at all levels, to enhance and improve their understanding of ACI products. ACI also provides further, more in-depth technical courses that allow students to use practical labs to enhance what they have learned in the classroom.

The ACI trainers’ ability to understand customers’ systems means ACI can also provide tailored course materials for individual customers.

Depending upon products purchased, training may be conducted at a dedicated education facility at one of ACI’s offices, online or at the customer site.

**Custom software modifications (CSMs)**
Customization services are available for many products when customers require software functionality that differs from standard product functions. Customization services may be limited.

**Technical consulting**
A comprehensive set of specialized on-site technical services is available for some products. Services include design and programming support, operations, system reviews, capacity planning, software certification, installation, quality assurance testing, technical project management, day-to-day systems support and fix application support, among others, to ensure maximum efficiency in systems operations. Extended on-site support services are also available.

**Enhanced Support Program (ESP)**
The ESP service is a dynamic package, offering in-depth support for customer systems through the use of dedicated technical leads with extensive experience of the payments industry. An ESP is available if customers want ongoing technical assistance, and this program is customized to meet their specific requirements. Central to each ESP package is core support functionality, which will be provided to all ESP customers as standard. The primary goal is to establish a method of providing a premium service and full solution support.

Core support (and the role of the technical lead) includes, although is not limited to, the following areas:
- Assisting with the definition and monitoring of the production support procedures
- Managing the resolution of production support issues
- Providing guidance to operations on procedural changes introduced by new deployments
- Defining and monitoring the quality assurance procedures
- Building and maintaining an ESP test environment at ACI, which mirrors the customer environment
- Providing consultancy for impact assessments and high-level estimates
- Assisting customers with relevant business advice and guidance
- Maintaining internal and external test systems

In addition to the core support, ESP customers are able to choose from numerous additional features in order to customize the ESP package to suit their needs.

**ASTech support**
The ASTech support service provides renowned technical expertise from a large group of resources with vast experience on ACI’s product portfolio. The skill levels and expertise of our ASTech consultants is sufficiently flexible so that they can solve even the most complex technical issues. Whether a customer is looking for an expert to guide his or her team or an additional pair of hands to be part of the technical team,
ACI consultants are available to provide technical assistance to customers across the full range of the ACI portfolio.

we have the depth and strength of resources to help. From supplementing resources within operations and testing departments through to development and full-solution consultancy, our ASTech experts can help to provide customers with support at the level they need.

Testing services
ACI's testing services team works within the ACI customer base to establish testing best practices and build a standard testing environment that meets an organization's current needs, and is easily extensible for future requirements. It is important that any testing environment encompasses all aspects of the testing lifecycle (i.e., functional, acceptance, regression and stress testing), as well as allowing ease of use by the appropriate staff. ACI's testing services can provide this environment as either a stand-alone deliverable or as a fully managed service.

Expert services consultancy
ACI is committed to providing high-quality consulting services to its customer base. In order to do this, we have assembled a strong team of technicians with many decades of experience, not only with ACI solutions, but also of the payments industry in general. Trusted globally, these consultants are available to provide technical assistance to ACI’s customers across the full range of the ACI portfolio.

The consultants’ knowledge and understanding of ACI’s customers allow them to define, design and build appropriate technical solutions. This in turn provides an enhanced business offering to customers, ultimately enabling a greater competitive advantage and increased satisfaction.
ACI Worldwide powers electronic payments and banking for nearly 1,650 financial institutions, retailers and processors around the world. Through our integrated suite of software products and hosted services, we deliver a broad range of solutions for electronic payments; transaction banking; mobile, branch and voice banking; fraud detection and trade finance. To learn more about ACI and understand why we are trusted globally, please visit www.aciworldwide.com. You can also find us on www.paymentsinsights.com or on Twitter @ACI_Worldwide.