

Exception processing has become an essential service to any financial institution in resolving disputes. bankWORKS Dispute Management System provides the required tools to enable organisations to process exceptions efficiently and correctly, within the stipulated deadlines. This will not only ensure cost cutting and increased revenue but also quality customer service, so essential in today's competitive market.

BankWORKS Dispute Management System

bankWORKS Dispute Management System is an exception processing system which allows users to process exceptions at all phases of the dispute life cycle, from the original presentment right up to the conclusion of each case. All related transactions are organised in individual dispute cases providing a full history of each case and an easy accessible source of information. The Dispute Management System integrates fully within the bankWORKS framework utilising data generated by other modules. This provides a seamless processing flow right up to the generation of submission files to card organizations.



Dispute Automation Process

bankWORKS Dispute Management System introduces the dispute automation process which allows the system to analyse incoming transactions utilising pre defined rules, and determine if any transaction qualifies for any type of exception. Rules can also be set up to automatically accept incoming exceptions. Organisations have the facility to set up not only rules dictated by card organisations but any type of rules as required by different business scenarios. This process not only increases the ability to identify potential dispute cases but also helps in identifying dispute patterns and potential problem areas, thus allowing organisations to address such issues at an early stage.



Queue Management

Dispute cases are automatically assigned to processing teams during the automation process providing better workflow management. The assignment criteria depends on the criteria setups which can be modified according to individual business requirements.

Time Alerts & Deadlines

The Dispute Management System provides the facility to keep tabs of time limits of pending exceptions and thus providing valuable information accessible through time alert monitoring masks to identify and action approaching exception deadlines.

Batch Document Printing

The Dispute Management System provides the facility to print submission and notification documents in a batch process. Furthermore, action records can be created and tied to specific cases to provide further information on document processing. These type of records are included in the dispute case history.

RS2 Expertise

For over 20 years RS2 has been specialising in delivering end-to-end solutions for the card and payment industry. Our systems are certified by the major card schemes, support multi-currency and multi-institution, are PCI complaint and offer many country specific interfaces. By choosing RS2 products you gain the vast experience accumulated throughout these years, multi-region knowledge and a team committed to customer service.

Deploying The Dispute Management System means many systems coming together and our experience, flexible design and commitment to your success will be an invaluable investment for a successful project implementation.



System Features

Automation Process

- Fully customisable automation process
- Dispute Rule Generator
- Automatic creation of exceptions
- Automatic acceptance of incoming exceptions
- Automatic generation of required actions

Case Management

- Grouping of related transactions and actions in one case
- Monitoring masks to view case history records
- Facility to view hard copies of submitted documentation
- Facility to view scanned copies of received documentation

Queue Management

- Automatic assignment of cases to individuals
- Customisable team and user setups
- Customisable assignment criteria

Time Alert Handling

- Handling of time alert warnings for exception records
- Handling of time alert warnings for action records
- Available reports and masks to monitor approaching deadlines

Batch Document Printing

- Facility to print card holder/merchant notifications in batch
- Facility to print submission documentation in batch

Multiple Transaction Handling

- Facility to process related transactions in batch

Dispute Reporting

- Extensive reporting related to:
 - Dispute Statistics
 - Team / User Statistics
 - Revenue Statistics
 - Time Alert Details

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