CHARGEBACK GURUS

ORDER INTELLIGENCE™

REAL-TIME TRANSACTION INTELLIGENCE THAT PREVENTS CHARGEBACKS BEFORE THEY HAPPEN

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Chargeback Gurus' Order Intelligence helps merchants prevent disputes before they start by sharing verified order details, digital receipts, and refund policies with issuers in real time. The platform securely integrates with Visa's Order Insight and CE3.0, Mastercard's Consumer Clarity and First Party Trust, and Amex's Accelerated Dispute Resolution. It helps prevent unrecognized transaction disputes, reduce chargebacks and TC40 count, ensure VAMP compliance, and provides analytics for clear visibility into dispute trends and financial impact. The process works through three key actions:

Clarify

Deliver digital receipts and order details that help card holders recognize the purchase

Redirect

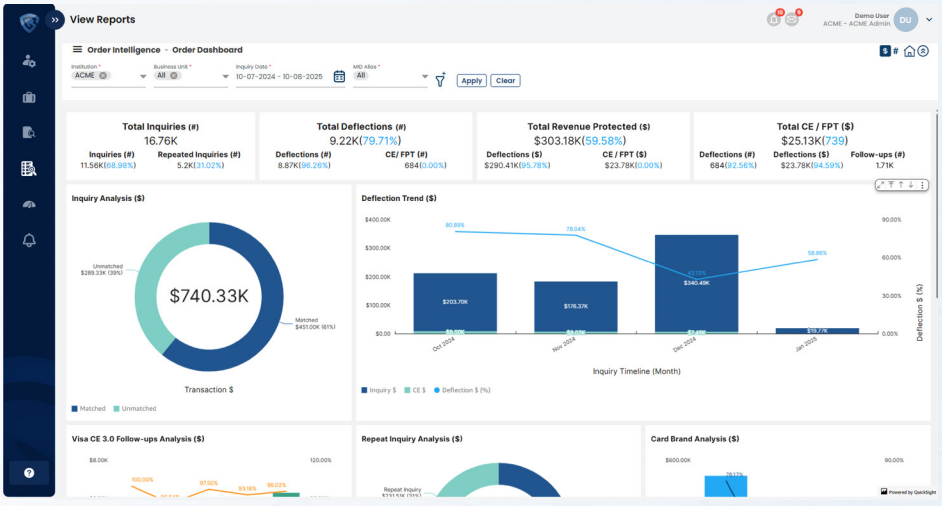
Provide refund policies and merchant contact details so issuers can guide customers to the merchant for resolution.

Protect

Enable liability shift through Visa's CE3.0 and Mastercard's First Party Trust to reduce chargeback risk and strengthen compliance.

The CBG Difference

Order Intelligence combines real-time network integrations, secure automation, and actionable analytics to prevent disputes, protect revenue, and strengthen issuer collaboration.



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Key Benefits

Real-time integration across Visa, Mastercard, and Amex for faster resolution

Liability shift support through Visa's CE3.0 and Mastercard's First Party Trust

Significant reduction in chargebacks, prevention alerts, and related costs

Enhanced compliance and lower TC40 count

Advanced analytics that measure dispute deflection, recovery rates, and ROI

Real-time transparency that builds confidence with issuers and cardholders

Expert client success teams ensuring seamless implementation and measurable results

PCI-compliant infrastructure built for speed, reliability, and data security

Part of the CBG Prevention Suite

Order Intelligence works seamlessly with:

- **Enhanced Smart Prevention Alerts** to identify and refund risky transactions early
- **Rapid Dispute Resolution** to automate refunds through network-level rules

Together, these solutions create a complete, layered prevention framework that protects your business at every stage of the chargeback lifecycle.

Order Intelligence by Chargeback Gurus combines real-time transparency, intelligent automation, and analytics that help merchants stay ahead of chargebacks and protect revenue with measurable results.

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About Chargeback Gurus

CHARGEBACK GURUS

Chargeback Gurus helps merchants protect and recover more revenue by providing technology-driven chargeback management solutions powered by AI insights, data science, advanced analytics, and expert knowledge.

Our technology-powered chargeback management platform provides real-time insights, predictive analytics, and comprehensive reporting to help merchants stay ahead of evolving chargeback challenges. With deep industry expertise, custom solutions and a proactive approach, CBG equips merchants with the technology and insights needed for effective chargeback prevention and recovery.

CBG aligns 100% with our client goals, operates with integrity, honesty, transparency, and an unprecedented level of security and compliance.

Schedule a call with one of our chargeback experts

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