



# SMART DISPUTE SOLUTIONS™



# ENHANCED SMART PREVENTION ALERTS™

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REVOLUTIONIZING CHARGEBACK PREVENTION  
FOR MERCHANTS



# SMART DISPUTE SOLUTIONS™

**Enhanced Smart Prevention Alerts™**, the next-generation solution built on the Smart Dispute Solutions (SDS) platform, is innovation designed to minimize chargeback risks faced by merchants through comprehensive alerts and expert oversight. With over a decade of experience and a commitment to innovation, the innovation, SDS provides the tools and insights necessary for effective chargeback management, while also helping merchants stay prepared for evolving compliance requirements under Visa's Acquirer Monitoring Program (VAMP).

## Key Features of Enhanced Smart Prevention Alerts™

### Customizable Alerts & Rule Sets

Alerts and rules can be tailored to match the merchant's needs, ensuring only relevant notifications that aid in chargeback prevention are received.

### Tailored Strategies

Instead of using blanket refunds, merchants can create custom responses to alerts, allowing for more effective chargeback prevention.

### Proactive RDR Management

Advanced tools for managing Rapid Dispute Resolution (RDR) ensure a more streamlined and efficient resolution process.

### Optimized Data Exchange

Seamlessly integrated technology for smooth onboarding and efficient data exchange.

### Fully Managed Alerts

All alerts are handled from start to finish, reducing the need for merchant intervention.

### Automated Notifications for Risk Monitoring

Notifications are automatically triggered when a MID's chargeback ratio approaches its threshold, enabling proactive monitoring and management of chargeback risks to prevent issues from escalating.

### Maximum Coverage

Alerts from Verifi CDRN and Ethoca provide broad coverage, ensuring maximum protection against chargebacks.

### VAMP Readiness

Proactive prevention tools help merchants maintain low fraud and dispute ratios, supporting compliance with Visa's Acquirer Monitoring Program (VAMP).





## Key Advantages Over Competitors

Feature	Enhanced Smart Prevention Alerts™	Competitors
<b>Intelligence Reports</b>	Provides deep analysis and actionable insights, helping merchants understand trends and improve performance.	Offers standard reports with basic data and metrics, lacking in-depth analysis or actionable insights.
<b>Personalized Account Management</b>	Dedicated account managers for customized performance and threshold monitoring, helping merchants optimize strategies and meet compliance.	No dedicated account management, making it harder to personalize strategies and ensure compliance.
<b>RDR Collaboration Tools</b>	Robust tools for seamless collaboration during the Rapid Dispute Resolution process, improving communication and dispute outcomes.	Lacks effective RDR collaboration tools, leading to delayed communication and dispute resolutions.
<b>Automated Notifications</b>	Notifications are automatically sent when a chargeback ratio for a specific MID approaches its threshold, helping prevent issues before they escalate.	Lack automated notifications, leading to delayed responses and missed opportunities for timely intervention, increasing the risk of escalation and non-compliance with thresholds.

**Enhanced Smart Prevention Alerts™** goes beyond the limitations faced by the chargeback recovery and prevention industry, providing tailored, AI-powered insights, and fully supported solutions.