



SMART DISPUTE SOLUTIONS™



ORDER INTELLIGENCE™

REAL-TIME TRANSACTION INTELLIGENCE
THAT PREVENTS CHARGEBACKS BEFORE
THEY HAPPEN



SMART DISPUTE SOLUTIONS™

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

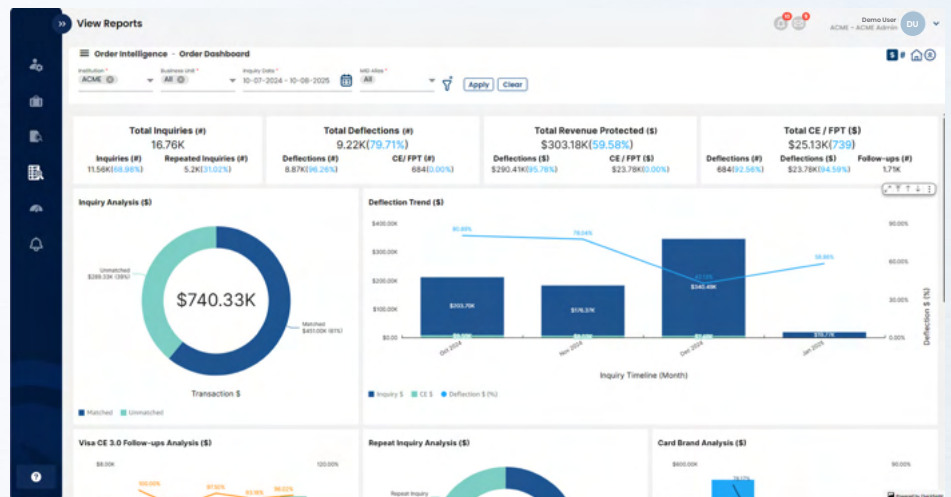
Provide refund policies and merchant contact details so issuers can guide customers to the merchant for resolution.



Protect

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

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

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

Enhanced compliance and lower TC40 count

Real-time transparency that builds confidence with issuers and cardholders

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



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

Significant reduction in chargebacks, prevention alerts, and related costs

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

Expert client success teams ensuring seamless implementation and measurable results

Part of the 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 combines real-time transparency, intelligent automation, and analytics that help merchants stay ahead of chargebacks and protect revenue with measurable results.