eIDS℠: Electronic Integrated Dispute System℠

Taking the bite out of Retrieval and Chargeback Disputes

All merchants agree their time is best spent focusing on their customers and business operations, rather than administrative paperwork. First Data invested in exhaustive customer interviews to redesign our dispute management system to provide the user-friendly tools most requested to help minimize the dispute resolution effort.

New Features

→ Beginning with a newly designed Welcome screen, we've integrated convenient quick links to provide one-click access to heavily utilized functions such as:

- Updated eIDS user guide
- New Merchant Dispute guide
- New Bulletin section announcing enhancements, systems updates, etc.
- Updated reason code lists
- Weekly maintenance schedule
- Online help and demo

→ Support for virtually any file format: quickly upload documentation with

- tif
- pdf
- bmp
- gif
- jpeg/jpg

→ Expanded Queue Worklist functionality with new data elements:

- Request Date
- Transaction Date
- Merchant Name
- Chargeback Cycle

→ Expanded download functionality

→ Enhancements to Message and Queue screens

→ Optional text and email dispute alert functionality

Automation Tools

First Data has invested heavily in a proprietary, state-of-the-art dispute management system, eIDS. Our goal is to let eIDS absorb the inherent complexity surrounding dispute management, allowing our merchants to concentrate on their core business.

eIDS was developed to provide a high-level of automation for your dispute management process. This web-based tool serves as an archive of all dispute documentation, enabling the exchange of timely information between you and First Data so you can work more efficiently and better protect your business from loss.

Payment Solutions for Maximum Performance

Around the world every day, First Data makes payment transactions secure, fast and easy for merchants, financial institutions and their customers. We leverage our unparalleled product portfolio and expertise to deliver processing solutions that drive customer revenue and profitability. Whether the payment is by debit or credit, gift card, check or mobile phone, online or at the point of sale, First Data helps you maximize value for your business.

For more information, contact your Sales Representative or visit firstdata.com.

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Our user-friendly tool features convenient links to the most heavily utilized functions, so you minimize effort formerly spent sorting through piles of paper documentation, freeing up time to research and respond to critical disputes requiring immediate attention.

KEY FEATURES		BENEFITS
Vital information displayed upfront	Welcome Screen	→ Quick Links provide easy access to frequently used resources: • User Guide • Merchant Dispute Guide • Online Help • Product Demo → Bulletins display recent product enhancement announcements
	Online Help	→ Helpful product navigation resource → Multiple access points located throughout tool
More efficient layout for case management tools	Queues Screen	→ Queue Selector displays inventory totals and oldest due date on outstanding disputes → Queue Worklist offers users three convenient views, all with ability to download or print: • Case • Merchant • Transaction
	Cases Screen	→ Provides digital images of issuing bank and back-office documentation → Easy access to six months of transaction and authorization detail
	Response Actions	→ Users can electronically respond and upload documentation → Broad range of file types accepted: • TIFF • PDF • BMP • JPEG/JPG • GIF
	User Notes	→ Users can enter responses up to 1,000 character length of free-form text
	Work Tracker	→ Automatically logs daily record of cases as they are worked → Easy to print list format for tracking purposes
	Search	→ Flexible filtering options: • Chargeback or Retrieval case type • Cardholder number • Dispute amount → Access up to two years of case history
Improved user administration	Self-Enrollment	→ Simple online enrollment relieves admin burdens by allowing users to self-enroll → Access to various levels of merchant hierarchy