

worldpay
from FIS

DISPUTES PORTAL

Manage and take control of your chargebacks,
simply and efficiently

When it comes to chargeback management, time is essential

Managing chargebacks can be frustrating, time-consuming and costly. That's why you need the right tool to manage and defend them efficiently.

We've removed the guesswork with our Disputes Portal. It lets you take control of disputes, rather than accept them as a cost of doing business.



Protect your Revenue

Keep more revenue with leading-edge security, fraud, compliance, and loss mitigation solutions.

Take control of chargebacks with our Disputes Portal: easy management, proactive defense, and enhanced reporting. All in one place.

Card capabilities

Defend both credit and debit card chargebacks with the Disputes Portal.

Complete coverage

Defend chargebacks coming from all channels: online, call centres, points of sale, mobile devices and kiosks. All your disputes, in one place.

Compelling results

Cut chargeback process steps by half, increase your win rates and reversals, and boost your cash flow.

Advanced reporting and analytics

Powerful analytics and reports to give you a comprehensive view of how your business and your teams perform with chargebacks - available in a variety of formats.

No integration required

There's no integration time or resource investment required to use the portal, and it's simple to log in.

Rich features and functionalities



Summary dashboard

Get the latest view of disputes for your business at a glance, including the percentage of fraud-related chargebacks, number of users, and MIDs and useful graphs to show you trends and spikes.

Actions in one click



In just one click, assign a chargeback to a user, upload defense material or decide to not represent the chargeback.

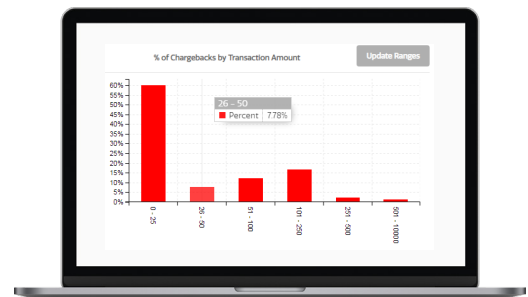
Bulk defence tool



Save your users time by disputing multiple chargebacks from the same card number at once.

Visibility with reporting

Useful reporting views, and a choice of ranges such as card type, issuer, reason code. Copy and paste your current list of chargebacks into Excel, or generate custom reports and export the data as CSV, Excel or PDF files.



Powerful search functionality

Search the chargebacks list for any character contained in any field, including MIDs, reason codes, value, and results filter as you type. Use the advanced option to search for chargebacks meeting multiple search criteria.



Self-serve user management

You're in control of users and roles within the Disputes Portal. Easily create new users and assign standard roles, or customize permissions and access to MIDs to fit your unique requirements.

Why Worldpay?

With 40 years of experience and data from \$1.5 trillion in transactions annually, Worldpay has the world-leading expertise to help you protect your revenue.

From maximizing your acceptance to growing with our experts, we support you at every step of the payment lifecycle with powerful tools and services.

Our Protect your Revenue range of products comprises efficient and effective chargeback monitoring and defence services – it's the help you need to tackle the ever-growing challenge of disputes.

Get started today

Already a Worldpay customer?

Contact your Relationship Manager today to learn about our new Disputes Portal.

New to Worldpay?

Visit [worldpay.com](https://www.worldpay.com) to arrange a Sales call with one of our experts, and discover the advanced payment solutions your business needs to grow.