

Resolve Check

A Metavante Dispute Management solution

Complete financial and account control while eliminating paper shuffling

Automated Research and Increased Efficiency

All departments within financial institutions are experiencing unprecedented growth in both the volume and value of transactions they are processing. Most adjustment departments are experiencing growth far beyond that of other departments. In fact, growth rates of up to 12 percent a year are not uncommon. Because of these workload increases, adjustment departments are struggling to keep up with research processing demands. Increases in operator expense to handle larger workloads, as well as increases in write-offs, are the result of work overload and procedural inefficiencies in current adjustment departments.

Automated Workflow and Rules-Based Case Resolution

Metavante's Dispute Management: Resolve Check™ software automates and integrates the business processes involved in adjustment/exception handling. Significant productivity improvements are derived through automation of the workflow process and automation of case resolution activities. Activities requiring operator intervention are specifically identified and presented to the investigator in the form of an instructional user interface. The rules-based, automated processing ensures adherence to standard policies and procedures, which makes adjustment processing a better controlled and managed part of your financial institution.

Special Instructions

In addition to the processing logic rules, investigators may be presented with special instructions, which enhance and differentiate the service and responsiveness to the customer. There are multi-level, hierarchical special instructions for regions, banks, and departments, and designated product types, customers, accounts, and stores. Resolve Check software alleviates the need for operators to manually process adjustments, thus decreasing write-offs and improving efficiency. Additional benefits of Resolve Check software include less training and lower turnover rates, as a result of providing a more sophisticated solution for your Adjustments operations.

Complete Financial Accounting Control

You know best how your institution needs to handle adjustment cases. With Resolve Check software, you gain complete financial and accounting control, because the system tracks items as they are received and processed. You have total control over how you want the system to work, and you can make control changes without custom programming. As your institution grows this makes system modifications and changes quick and easy, compared to systems that require custom coding for each and every change.

Audit Trail and Document Image Management

Resolve Check is actually an inventory system that tracks work to be done and records all activity conducted during each case's entire research process. An adjustment case typically passes through several hands, but with the Resolve Check complete audit trail, you know exactly what has transpired every step of the way.



Resolve Check

The Document Management function (File Folders) enables Resolve Check software to maintain case file folders.

The Resolve Check document management system is designed to provide storage and retrieval services for various case elements, including scanned paper correspondence, faxed documents, and electronically delivered correspondence and related digitized check images. These vital research tools provide better tracking and management on a case-by-case basis.

Automatic Functionality and Tiers Add to Custom Feel

Resolve Check has automatic functionality that lets you choose at what point to charge-off a case or continue research. For instance, you can set up the system to automatically make any adjustment under \$50, because it costs more than that to research such a small case. Or you may choose to set a time limit on certain adjustment levels, ending research after 30 days on an adjustment of \$75-\$100. All of these tiers can be set up and changed easily without programmers.

Resolve Customer Problems Quickly

Your customers want their adjustments done now, with no waiting. This system lets you serve your customers faster, reduce redundant clerical effort, and respond to customer inquiries quicker than you ever imagined. Watch your customer satisfaction level increase dramatically with improved turnaround rates.

Resolve Check is the Best Option

There are many systems on the market today that claim they can automate your adjustment process. But Metavante Image Solutions offers the only system that has been tested and proven for more than 15 years. The Dispute Management: Resolve Check system is easy to install and ready to deploy immediately.

Resolve Check software offers a broad and powerful foundation for enterprise-wide customer service tracking and management. WebRequests for Resolve Check and Image Services can all be installed with the system to create the most powerful, highest-functioning system available today. From entering a request throughout the process to the actual adjustment, this combination of systems means your customer service levels will skyrocket, your operator job satisfaction will increase, and your financial institution will continue to see the operational and financial benefits of automation with each case.

Metavante is a leading provider of financial transaction processing solutions to financial institutions and corporations around the world. The world's largest banks depend on our products and services. We are highly experienced in the electronic transactions arena, and we have the financial stability to be a dependable partner for the long term.

Contact Us

For more information, contact Metavante at 1-800-822-6758, or visit us at metavanteimage.com.