

Resolve ACH

A Metavante Dispute Management Solution

Streamlining electronic claim dispute research and resolution

Dispute Management is a fully integrated solution suite that can replace the labor-intensive measures you've adopted to deal with dispersed image adjustments and electronic claims processing. With Metavante Dispute Management in place, each center you maintain will be able to handle cases relating to all types of payment transactions. This solution:

- Streamlines the case resolution process using rules-based workflows
- Automates case assignment, generation of notices, creation of financial entries, and other manual tasks
- Enables compliance with various federal, association, and network regulations, as well as your financial institution's objectives
- Adheres to your financial institution's standard policies and procedures

Dispute Management helps you reduce risk, improve productivity, and enhance customer service.

Reduce Errors in Customer Requests

Metavante's Dispute Management: Resolve ACH™ software includes WebRequests, a browser-based front-end that provides for interactive editing and remote entry of customer claims, photo/image requests, and case disputes. Web Requests is integrated to the bank's deposit application for account validation and name/address and history transaction retrieval, and

automatically generates such forms as the customer affidavit.

Resolve ACH

Resolve ACH software includes rules and workflows for ACH-revoked and unauthorized claim types. It works to increase your financial institution's productivity through rules-based workflows that automate:

- Claim assignment
- Generation of customer notices
- Creation of financial entries
- Several other historically manual tasks

Key Features and Benefits

Dispute Management: Resolve ACH software works to assist your financial institution in streamlining electronic claim dispute research and resolution.

- Initiates controls for monitoring and escalating claims to ensure compliance with Regulation E and NACHA
- Provides an automated process based on user-defined rules to detect duplicate claims
- Works as a fraud identification tool by providing an automated process to detect multiple filers

Contact Us

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