Case Study

Over 80% Reduction in Chargeback Case Aging for Issuing Bank, Client Of a Leading Chargeback Management Company





Customer



1. Issuing Bank,
Client of A
Leading U.S.
Chargeback
Management
Company

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Business Situation



- 1. Backlog of chargeback cases to be cleared
- 2. Running at 31 days average aging with an inventory of 9,000, against a normal aging of 18 days and inventory of 3,000 cases
- 3. Higher aging of cases meant extended turn around time

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Solutioning



- 1. Processing team split in two groups
- 2. 2 pronged approach to attack backlog of both "within Turn Time" and "outside Turn Time" cases



Execution



- 1. Cross training to manage volume fluctuations
- Robust quality control and feedback mechanism to reduce errors

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Value Delivered



Case aging reduced dramatically within a month

1.31 days to less than 5 days

Cleared all backlog in 60 days

Long-term process improvements

1. Enhanced service levels could be extended to their other customers



Great, thank you so much! Truly appreciate the help and support you guys have been providing us! Makes us all a better team - Director, Merchant Services, at a leading Payment Services company