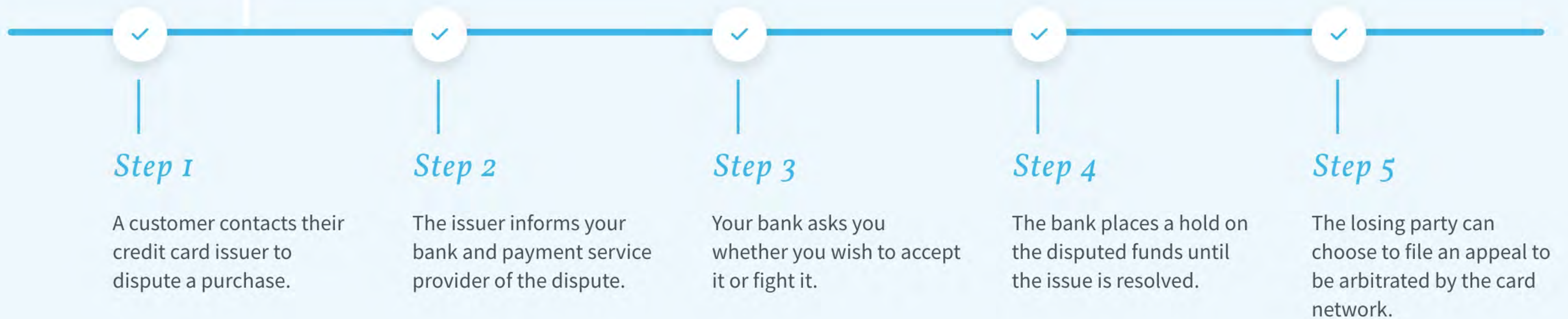


FIGHTING THE CHARGEBACK CHALLENGE

How To Turn Your CRM Into a Chargeback and Representments Management Hub

Don't Get Stuck in the Chargeback Web

Chargebacks tie up your funds for the entirety of the dispute process — and the representments process often takes time you don't have. While there's no way to speed up the process, you can take steps to make it easier on your team.



Leverage Your CRM for Chargeback Management

Centralize Your Customer Data

Gathering evidence to fight a chargeback is easy when you can find transaction data, shipping info and customer communications in one place. And a CRM — like sticky.io — is designed to centralize this data.



Be the First To Know With Chargeback Alerts

There's often a gap between the time a customer files a chargeback and the notice from your bank.

Visa's Cardholder Dispute Resolution Network (CDRN) or Mastercard's Ethoca Alerts alert you as soon as they happen to help you prepare your case and avoid chargeback fees.

[sticky.io](#) integrates with Visa Verifi to give you CDRN alerts in your store's backend. You'll have 72 hours after a chargeback is filed to:

- ✓ Refund the transaction (and avoid entering the chargeback process)
- ✓ Pause or cancel the subscription with the disputed transaction
- ✓ Blacklist a customer who filed a fraudulent dispute
- ✓ Allow the chargeback to continue

This step saves you from paying hefty fees and having another chargeback hit your merchant account record. You can even automate your response to make sure your chargeback ratio stays as low as possible!

80%
CHARGEBACK
REFUNDS

Chargeback alerts have helped sticky.io customers refund 80% of all chargeback inquiries in the past 12 months — that's a lot of money saved!

Get Full Support With a Representments Integration

Now you have the data, but there's still work to do. Hand off the process to the pros by integrating a representments service with your CRM.

[sticky.io](#) provides automated representments services within our CRM. You'll have pros on your side to:

- Monitor the status of chargeback disputes
- Gather evidence (or assist you as you gather evidence)
- Submit your representments case to the payment processor

If you win, the chargeback will be removed from your merchant records and you'll be refunded for any chargeback fees.

[sticky.io](#) Representments gives you these benefits without spending a moment on a dispute. Our software automatically pulls the information from your account to prepare your case.

Step
1

You receive the alert when a customer disputes their purchase.

Step
2

All data related to the transaction is automatically pulled together.

Step
3

We submit your case to the issuer and alert you of the end results.



See Your Chargeback Stats With Dedicated Reporting

Keep your chargeback ratio low by automatically tracking data.

Our Representments service will provide up-to-date information on your:

- ✓ Win percentage
- ✓ Revenue recovered
- ✓ Loss percentage
- ✓ Current chargeback statuses

You can see where you stand with customer disputes and monitor the performance of your chargeback representments to watch your wins stack up.

sticky.io's Chargeback Representments Service Has Your Back

A high chargeback ratio hurts your business in multiple ways. It's time to protect your reputation and cut the losses caused by excessive chargebacks and friendly fraud.

Get access to top-tier chargeback prevention and representments tools within sticky.io.

stripe

Braintree
A PayPal Service

MULTI-GATEWAY SUPPORT

nmi

authorize.net
A Visa Solution

sticky.io®

CONTACT OUR TEAM TO TRY
CHARGEBACK REPRESENTMENTS TODAY!

Talk to an Expert >

sales@sticky.io

800.455.9645

www.sticky.io