Back-Office Users

QFD™ has new compatibility updates to enhance the overall back-office user experience. If you have questions or specific topics of conversation, please reach out to your Client Experience Representative for further information.

Updates

Overview Enhancements

There are now more straightforward navigation features in the case disposition's "Overview" tab.

Filter by Status

Users can now filter the overview and task list results by status.

Workable Assignments

QFD™ now has filters for users to display and sort workable and non-workable assignments, as well as select whether to display system pending assignments (hidden by default).

Updating Communication Channel

Back-office users can now select the channel by which cardholders receive communications regarding case status updates and more.

Fee Review Process

The fee review process will now only display a disputed transaction list if the selected fee is relevant to the claim.

Adjusted Disputed Amount

Back-office users can now adjust dispute amounts prior to the recovery process. Along with this feature, QFD™ added a Dispute Amount Increased letter template to notify the cardholder when dispute amount adjustments occur.

Proof of Payment

QFD™ will now automatically incorporate the same proof of payment type that was selected at intake for "Paid by Other Means" claims.

Bulk Processing

Back-office users can now "Accept All" while reviewing multiple representment assignments or Visa pre-arbitration assignments during bulk processing.

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Updates

Provisional Credit

Users can now grant provisional credit on disputes despite existing tollgate status, ensuring a timelier provisional credit issuance for the account holder.

Process Liability Skip Resolution Tollgate

Back-office users can now process liability multiple disputes even if the rest of the claim is pending resolution. This enables users to pay or deny multiple disputes within a claim prior to recovery resolution, speeding up access to funds for the account holder.

Merchant Credit Check

QFD™ has added additional merchant credit checks throughout the life of a claim and post-resolution. The following merchant credit checks will now take place at the following points in the claim:

- Pre-Chargeback Merchant Credit Check
- Post-Chargeback Merchant Credit Check
- Process Liability Merchant Credit Check
- Post Resolution Merchant Credit Check

ACH Stop Payment Configuration

QFD™ now features the option to charge a fee for any stop payment requests, as well as the corresponding work assignment for this action.

Missing ACH Deposit Recovery

There is now an Internal Funds Transfer recovery option that allows users to record funds recovered from another deposit account.

ACH Pend/Deny Reasons

QFD™ now features updated standard Pend and Deny reasons across ACH claims.

ACH Return Codes

The ACH return codes have been updated to reflect NACHA details, and QFD™ now features entry type validations for specific return codes.

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Platform Configuration Rules & Settings

The following updates have been made to the configuration rules that drive automation points and decision rules within QFD™ and may be of interest to your leadership team.

Immediate Interest

QFD™ settings now include options for performing interest refund accounting immediately instead of waiting until final processing.

Close Investigation on Resolution

The "Investigation Assignments" feature now automatically resolves outstanding investigation assignments when a claim is resolved.

FCRA Intake Questions

QFD™ now features an enhancement that displays FCRA questions to fulfillment users.

Fraud Reporting Post Resolution

Users can now delete fraud reporting when a dispute was later denied for anything other than "Merchant Credit," or "Partial Merchant Credit."

Back-Office Only Dispute Reasons

QFD™ now features the ability for users to select which dispute types are only available for back-office users.

Proprietary ATM Exclusions from Autopay

Users can now exclude proprietary ATM disputes from provisional credit and final credit automation.

Deny Justifications

Users can now add optional content to the "No Error" letter template. This optional content features different communication paragraphs that can be applied to all claim types, while requiring a specific number of justifications for each denial using these letters.

For information specific to these denial justifications, please reach out to your Client Experience Representative.

Operator Name on Write-Offs

QFD™ now displays the final operator's/back-office user's name when a dispute is written off for easier identification during the processing of approvals.

For all product release notes, visit Quavo's QFD™ Knowledge Base online.