

57% Reduction in Average Dispute Charge-Off Amounts



The Customer

Third largest merchant acquirer in U.S

Business Situation



Challenge managing dispute charge-off

Significant increase in disputes inventory leading to larger potential losses

Customer's existing average charge-off rate was high (at \$0.14)

Solutioning



SLK SmartTrans methodology used for business analysis

Innovative Kaizen improvements to manage the inventory and streamline the process

Execution



Tiered dollar value-based checks created to mitigate potential high dollar losses

Quality rigor deployed by an autonomous quality organization focused on reducing repetitive errors

APPROACH

Value Delivered



Lower charge-off and operational cost

- Charge-offs reduced from \$0.14 to \$0.06 per transaction
- Additional labor cost savings of 50% for some work

Reduced risk

- Risk of non-performance transferred to SLK



You guys are the game changers. We are now going strong to the market for more disputes

COO, Payment Processing Company