



# SMART DISPUTE MANAGER

## Smart Dispute Manager (SDM) Merchant Portal

SDM Merchant Portal is our chargeback management solution that offers you a faster, more convenient way to manage chargebacks online. With SDM Merchant Portal, you can accept or reject liability for cases while monitoring the overall progress and status, making the management of chargeback cases effortless.

Reporting functionality on SDM Merchant Portal provides essential information on current and historic cases, so that an overall view is available at your finger tips. The ability to upload supporting documentation for retrieval to the portal can also save you money by reducing mailing and printing costs.

### WHAT DOES SDM MERCHANT PORTAL OFFER?

- Secure access to chargeback cases around the clock
- Reporting capabilities
- Shorter time scales to initiate rebuttal process
- Up to 13 months of historical data
- An intuitive interface

### WHAT DOES THIS MEAN FOR YOU?

- Convenience to manage your chargeback cases online anytime, anywhere
- The ease of responding to or uploading chargeback documentation directly onto the portal
- Potential cost savings as faxing, printing or mailing is no longer required
- The option to view or share information as it can be downloaded in a PDF or Excel format
- A view of all your available cases with ability to search for a specific case
- Save time by monitoring the status of your chargeback case online, responding in real-time
- Web-based reporting capability
- Environmentally friendly as cases are managed online



To find out more, call us on **0800 731 8921\*** or go to our website **[www.globalpaymentsinc.co.uk](http://www.globalpaymentsinc.co.uk)** or **[www.globalpaymentsinc.com](http://www.globalpaymentsinc.com)**

## SMART DISPUTE MANAGER

### WHAT BROWSER IS REQUIRED?

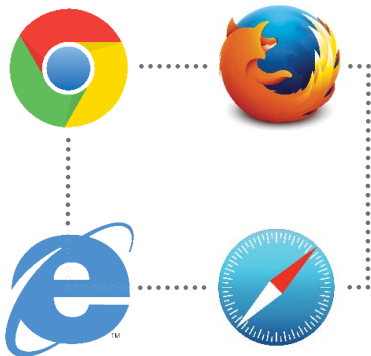
The SDM Merchant Portal runs on the below browsers:

- Microsoft Internet Explorer 10 or higher with compatibility mode enabled
- Google Chrome 40.0.2x or higher
- Apple Safari 8.0 or higher
- Mozilla Firefox 35.0.1 or higher

There's no need to install any new or additional software. You will always be using the latest version of the system online. You can also set varying levels of access should you wish to give members of staff differing views of the data available.

Get yourself set up with our full management information suite today, and take advantage of our ever improving technologies and systems. You'll be ahead of your competition by having your financial information at your finger tip\*\*.

### COMPATIBLE BROWSERS:



To find out more, call us on **0800 731 8921\*** or go to our website  
**[www.globalpaymentsinc.co.uk](http://www.globalpaymentsinc.co.uk)** or **[www.globalpaymentsinc.com](http://www.globalpaymentsinc.com)**

\*Lines are open Monday to Friday, 9am - 6pm, excluding public holidays. Calls may be recorded. We also provide a Textphone service on 0345 602 4818.  
\*\*Additional costs may be applied

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