

Intake Enhancements

➤ Card Claim Reasons

Responses to “Which of the following would you like to report?” have been updated for card claims, including removing the mention of “fraud”.

➤ Select All Transactions

Added the “Select All” button to the Select Transactions page for cases that allow multiple transactions to be disputed.

Back-office Enhancements

➤ Write-off Justifications

When enabled, users are prompted to select a pre-defined amount of reasons to justify the write-off. This setting is configurable by clients.

➤ Reopen & Deny

The Review Reopen Request assignment is present when a back-office user takes the Reopen action in the Other Actions menu.

➤ Assignment Group & Task Renaming

Assignments Groups and tasks have been renamed to align with the regulatory requirement for an investigation:

Assignment Groups

- Provisional Credit Review ➤ Initial Review
- Final Reg Deadline ➤ Final Investigation Deadline

Tasks

- Provisional Credit Review ➤ Initial Investigation
- Process Liability ➤ Final Investigation

Function Improvements

➤ Rich Text Notes

Users can format text, include line breaks, and paste images into notes.

➤ Assignments Beyond the Recovery Deadline Handling

QFD[®] will resolve the Disposition Case and/or the Review Representation assignments and add the Process Liability task to the claim when the case is beyond the recovery expiration date.

➤ Combined Task Functionality

Users will only need to complete either the Disposition Case or Review Chargeback assignment to determine recovery rights and correct dependencies.

➤ Write-off Automation

QFD[®] will automatically write-off disputes when the case is beyond the final regulatory and recovery deadlines and the resolution notice has been sent.

➤ Write-off Settings

In addition to write-off justifications, several settings are now available to automate write-offs under certain conditions.

Dashboard Enhancements

➤ Task Volume Graph

Instead of always showing days 0 through 7, the graph will now show the days in which work is due.

➤ Manager Dashboard Changes

Several updates have been made to the Manager Dashboard including claim type and reason filters, detailed descriptions, and more.

➤ New Configurations

Two new settings are available to segment work based on High Dollar, Low Dollar, Reg-bound, and Non-reg-bound claims.

Other Changes

➤ Correspondence Updates

We've made changes to several letters and a variable section to improve messaging, functionality, and grammar.

➤ Configuration App

The Configuration App is launching its read-only mode. Clients can get a sneak peek into the new portal that allows them to manage settings and make updates to their staging and production environments.

➤ Data Accessibility

Clients can access a suite of data from the QFD[®] Data Warehouse.

For all product release notes, visit Quavo's QFD[®] [Knowledgebase](#) online.