

V E S T A

5 RECOMMENDATIONS TO FIGHT CHARGEBACKS

Retailers can attribute \$30 billion in losses from the most recent holiday shopping season to chargebacks. While most chargebacks are legitimate, arising from product or service issues, more than 32 percent are a result of third-party fraud.



REVIEW WORKFLOWS TO PINPOINT GAPS

Track internal workflows to identify gaps, bottlenecks and inefficiencies.



REDUCED BOTTOM-LINE COSTS OF CHARGEBACK OPERATIONS

Assess where you can streamline chargeback operations.



MONITOR THE EFFECTIVENESS OF YOUR EXISTING CHARGEBACK OPERATIONS

Define precise metrics that will measure the success of chargeback operations.



EVALUATE CUSTOMERS' EXPERIENCES

Experiment with chargeback resolution workflows to optimize customer interactions.



ASSESS YOUR RESOURCES TO KEEP PACE

A third party expert in fraud management may be better able to stay ahead of today's fraudsters.

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