

Chargeback Protection and Recovery



cpr Chargeback Protection & Recovery

The undeniable realities of credit card chargeback processing are formidable. Between chargebacks and merchant attrition, processors are experiencing unprecedented obstacles to growth. Consider the following chargeback statistics¹:

- Growing at a rate of 20% annually
- Currently estimated at .2% of transaction volume
- Average almost \$50 per transaction
- Incur \$8 billion in losses in the U.S. (annual estimate)
- Incur \$12 billion in losses worldwide (annual estimate)
- Account for 15% of overall card issuing operational costs and account for 25-30% of card acquiring operational costs

Additionally, chargebacks are labor intensive, sometimes difficult to resolve, and can harm valuable acquirer/client relationships when not handled properly.

The Chargeback Solution

Faced with these facts, Orion has developed a new process (patent pending) for chargeback management - **cpr - Chargeback Protection and Recovery**. It will greatly reduce, and possibly eliminate, chargebacks and merchant attrition.



The cpr Process

1. After a transaction, the terminal generates a receipt.
2. The customer signs the receipt.
3. The terminal prompts the user to scan the receipt.
4. The terminal uploads the scanned image to the payment gateway host (Orion) and is stored, ready for retrieval.
5. To retrieve, the user inputs key identifiers from the chargeback request (date, card #, amount, name) to search the database.
6. The user receives the signed transaction that can be printed or e-mailed. Simple, fast, and efficient.

And with cpr's reporting features, users can manage single or multiple locations, upload remote location receipts, create an audit trail, archive receipts, and more.

cpr System - the ultimate protection against chargebacks.



As a registered ISO/MSP, Orion offers a "one stop shop" designed to provide a full complement of credit card processing services for merchants. Our strengths include:

- First rate management and operations team
- "Best in Class" customer service and technical expertise
- Innovative technological development
- Proprietary and patented technologies
- Timely processing and online reporting
- Competitive rates

Orion offers you a wealth of options designed to fit a merchant's business needs.

- Credit/Debit card processing
- Online bill payment
- Recurring/auto payment solutions
- PC-based card processing
- Full array of check services
- Capital/cash advance/gift card/petroleum programs
- Wireless terminal and internet integrated POS

Quality Service/Customer Support

Our experience and knowledge of the credit card processing industry allows us to understand the needs and concerns of our customers. Our merchant support representatives provide the timely, one-on-one attention our clients need to increase their sales and business opportunities. We'll earn your trust and support with a straight forward program and our reliable Help Desk will answer your account and equipment questions 24 hours a day, 7 days a week, 365 days a year.

Our Commitment

We believe in long term business relationships and are prepared to offer the level of service it takes to fulfill that belief. With a **Common Sense** approach to doing business, Orion Payment Systems offers superior service and benefits to our valued customers.

For information about Orion's quality service and innovative solutions, contact us at **877-941-6500**, sales@orionps.com, or www.orionps.com.



¹Insight, Volume 1, January, 2003 Edgar, Dunn & Company