Restaurants are challenged with retaining revenue for legitimate purchases that customers claim as fraud.

Restaurants with large franchisee models often struggle to provide proper dispute prevention or management services, and often times the transaction data necessary to respond to disputes is not easily accessible to franchisees. Verifi's Post-purchase Solutions can help restaurants reward good behavior and put a stop to disloyal customers or those who "dine and dash" in the world of digital orders.

Merchant Experience

- Merchants receive notice of disputes too late to save the sale.

- Customers claim orders were incorrect, lost or they "forget" placing the order.

- "Hidden" additional fees, tips and service charges can lead to a negative customer experience.

Benefits

- Outsource customer disputes your franchisees don't have the expertise to manage.

- Receive best practice advice to help prevent friendly fraud losses.

- Enrich customer experience through purchase transparency and immediate delivery of digital receipt.

PREVENT – Order Insight®

Shared order data with issuers provides insight at the point of customer transaction inquiry. Issuer personnel can identify and prevent friendly fraud on restaurant pickup, dine-in, or delivery orders and prevent disputes from occurring.

Merchants can leverage Visa's Compelling Evidence (CE3.0) 10.4 fraud rules through Verifi's Order Insight to deflect disputes.

RESOLVE – RDR and CDRN®

On low ticket sales, quickly resolve disputes with issuer collaboration. Issuers send you notifications of a would-be dispute for immediate refund – or facilitate automated resolution – preventing a chargeback from occurring and saving unnecessary fees.