

# Welcome

Thank you for choosing to sign up for RDR services through **Paynt** to enhance your **Chargeback statistics**.

Here is everything you need to know about the enrollment process



## Sign the Agreement

To move forward with the enrollment process, you'll need to sign 2 Agreements that shortly will arrive in your mailbox



## Verifi|One User Access

Paynt Dispute Team will create user access for you and your team members based on the information provided in the ["User Access Form"](#). Each user will receive an automated email to set up their account.



## RDR Enrollment

Paynt Dispute Team will send the enrollment request to Verifi and keep you updated. Technical setup may take up to 10-20 business days.



## RDR Rules

Upon activation of the RDR services, the default setting is set to accept and refund all Visa pre-dispute notifications. To customise the rules please refer to [RDR Rules Form](#).



## Service Activated

Once the technical setup is completed on the Verifi side, RDR services are activated and pre-dispute notifications are accepted inline with the set rules. Your CB disputes number will reduce!



## RDR statistics

- You will receive automatically generated daily RDR reports sent to the email address registered for Chargebacks and Fraud in the **Paynt Portal**
- You are able to extract RDR cases for any custom period from Verifi|One Portal



## Ongoing Support

Reach out to us at [disputes@paynt.com](mailto:disputes@paynt.com) for assistance. We're here to help.

