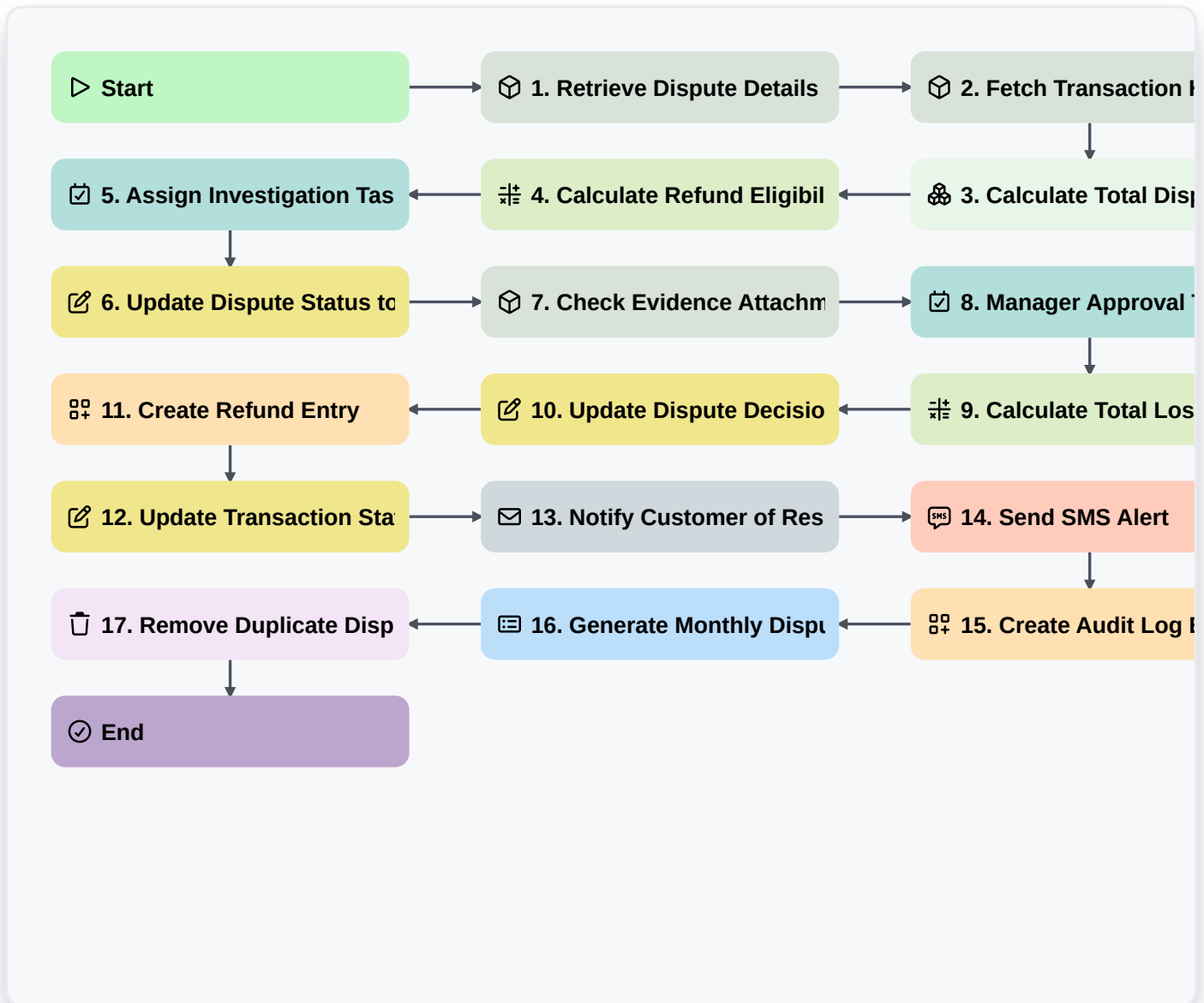


Dispute Resolution Workflow



Start

Start of the Workflow/Process.

1. Retrieve Dispute Details

Fetch the initial dispute entry and associated customer data from the Dispute Data Model.

2. Fetch Transaction History

Retrieve all related transaction records linked to the disputed entry to verify amounts.

3. Calculate Total Disputed Amount

Sum the values of all disputed line items within the current dispute entry.

4. Calculate Refund Eligibility

Apply business logic formula to determine if the dispute amount falls within the auto-refund threshold.

5. Assign Investigation Task

Create a task for the Dispute Specialist to review the evidence and transaction history.

6. Update Dispute Status to 'Under Review'

Update the status field in the Dispute Data Model to reflect the active investigation stage.



7. Check Evidence Attachments

Retrieve all uploaded files and documentation attached to the dispute entry.

8. Manager Approval Task

Create a high-priority task for the Department Manager if the dispute exceeds the predefined threshold.

9. Calculate Total Loss Impact

Calculate the total financial impact by adding the disputed amount to the associated processing fees.

10. Update Dispute Decision

Update the dispute entry with the final decision (Approved/Denied) and the outcome notes.

11. Create Refund Entry

Generate a new entry in the Refunds Data Model to trigger the actual payment process.

12. Update Transaction Status

Update the original transaction entry to 'Reversed' or 'Adjusted' based on the outcome.

13. Notify Customer of Resolution

Send an automated email to the customer explaining the outcome of their dispute.

14. Send SMS Alert

Send a brief SMS notification to the customer for high-priority resolution updates.

15. Create Audit Log Entry

Create a permanent record in the Audit Data Model documenting the decision and the user who authorized it.

16. Generate Monthly Dispute Summary

Create a periodic report aggregating all resolved disputes to identify fraud patterns or trends.

17. Remove Duplicate Dispute

If a duplicate dispute is identified during investigation, delete the redundant entry from the system.

End

End of the Workflow/Process.