



# FIS PAYMENT INVESTIGATION MANAGER

## Powerful Automation for Faster Exception Resolution

The handling of payment investigations remains one of the most manual activities in the back office. As a result, it drains resources and introduces unnecessary costs and risks.

**FIS® Payment Investigation Manager** increases straight-through processing (STP) and productivity by automating complex and knowledge-intensive payment investigation processes. By combining case management and integrated research capabilities with your own best practices, Payment Investigation Manager empowers you to process payment failures and inquiries with new efficiency and cost effectiveness.

**“FIS’ expertise in deploying scalable solutions across regions and business functions has helped the bank to improve operational control, boost efficiency and reduce enterprise-wide risk.”**

Lisette Klunder-Krispijn, senior project manager, ABN AMRO IT Solutions NL



### ACCELERATE PROCESSES

Streamline research, payment adjustments and compensation processes for faster resolution times and lower operational costs.



### REDUCE RISK

Track, control and resolve cases using workflow and decisioning rules, minimizing fraud and financial penalties with more transparent payments processing.



### GAIN COMPETITIVE ADVANTAGE

Improve customer service and satisfaction by rapidly resolving payment issues – and increase revenue with more efficient compensation claim and fee processing.

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## QUICKLY INITIATE CASES

Automatically create and populate investigative cases based on incoming SWIFT or email inquiries and reconciliation exceptions. Import and interpret any electronic message, use templates to book manually captured cases, and automatically generate case IDs for easy tracking.

## AUTOMATE CORRESPONDENCE

Increase STP with standard workflows for sending emails, MTx99/x95/x96/x92 or SWIFTNet E&I MX messages. Apply prebuilt best practice rules for common inquiry types, attach inbound responses to cases, and use keyword searches to extract vital data.

## SIMPLIFY PAYMENT RESEARCH

Eliminate time-consuming manual processes with sophisticated workflow and a robust search engine. Automate the retrieval of transactional data from payment systems and other line of business systems and auto-update case information to trigger further processing or a more detailed review.

**Drive accurate payments and timely settlement.**

**GETINFO@FISGLOBAL.COM**

## RESOLVE CASES FASTER

Automatically create the right SWIFT payment messages, internal ledger adjustments and journal entries to quickly repair missing or erroneous transactions and reduce costs and risk – while supporting internal compliance with strict review, audit and approval processes.

## CALCULATE AND VALIDATE COMPENSATION

Generate income from incorrect inward payments or reduce penalties from inaccurate claims against you. When payments aren't repaired on time, you can calculate compensation using interest rates and fixed fees or penalties using any payment attributes.

