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BHMI Launches Concourse – Disputes EXPLAINED Video

This animated video shows how Concourse - Disputes manages the entire disputes workflow process for electronic payment transactions, allowing companies to reduce costs and keep customers happy.

Omaha, NE — June 26, 2017 — [Baldwin Hackett & Meeks, Inc.](http://www.bhmi.com) (BHMI), a leading provider of enterprise software applications has launched the second video in a new Concourse EXPLAINED animated video series.



This video explains how Concourse – Disputes automates and simplifies the disputes management process for any type of electronic payment transaction. It follows a disputed transaction through the entire lifecycle and shows how the below features make Concourse – Disputes the best solution of its kind:

- Provides access to current transaction data and extensive searching capabilities, allowing companies to quickly research transactions and determine the best course of action
- Includes a user-friendly browser interface, making it easy for internal users and external clients to easily initiate a dispute, attach documentation, and manage the dispute process
- Supports end-to-end claims management, ensuring all disputes are handled quickly and reliably
- Provides configurable work queues, allowing companies to distribute work among its staff based on specific needs

- Includes intuitive dispute workflows that guide users all the way through the dispute management process, allowing dispute analysts to successfully manage disputes without extensive disputes training
- Provides pre-populated user screens, eliminating redundant data entry, enhancing productivity, and reducing clerical errors
- Allows all supporting documentation to be loaded and linked to the appropriate dispute, eliminating the need for manual paper handling
- Provides payment network interfaces, eliminating the need to reenter data into separate systems
- Includes dispute plans based on the most current regulations, automating the maintenance of network regulations
- Includes a powerful workflow engine, ensuring no steps are missed, each step is completed in the correct order, and all deadlines are met
- Sends automated notifications and reminders, further ensuring no deadlines are missed
- Provides online monitoring and reporting tools that provide up-to-date information for all dispute activities, making it easy to achieve excellence in the area of disputes management

BHMI is inviting people to watch this short and entertaining video to learn more about Concourse – Disputes. To watch this video, [click here](#).

ABOUT BALDWIN HACKETT & MEEKS, INC.

Baldwin Hackett & Meeks, Inc. (BHMI) is an elite group of technologists who have been creating primary business applications since 1986. From small startups to Fortune 500 companies, BHMI clients have one thing in common – they trust BHMI to develop software that ensures the successful operation of their businesses. This is because BHMI's core competency is creating enterprise software applications that are continuously available, highly scalable, and undeniably reliable. For more than three decades, BHMI has developed and supported hundreds of applications across a wide range of industries. This includes both custom applications and software products. BHMI leveraged this expertise to create one of the world's most flexible and powerful back office solutions in the electronic payments industry – the Concourse Financial Software Suite. For more information, please visit www.bhmi.com.