

**Date:** April 26, 2022  
**To:** All Clients  
**Subject:** New Disputes Management System  
**Product:** Heartland Disputes  
**Action:** Review/Action as needed

### **New Disputes Management System**

Beginning in **October 2022**, Heartland will be starting a phased approach to migrate to a new Disputes Management application. This new disputes portal will be accessed via Heartland InfoCentral just as it is today. Heartland will be providing users opportunities to view training materials and attend webinars to ensure familiarity with the new application, including look and feel, functionality, and minor revisions to disputes reporting.

One of the advantages of this migration is that exception items such as pre-arb and pre-compliance cases will be worked through the new portal and reported on files in replacement of the current manual process. In support of this migration, there will be some changes to the files received from Heartland's settlement system. If applicable to your business, please see the summary below and make any necessary updates:

- The Daily Disputes File (DDF) will have formatting changes to Segment 1 and Segments 2, 3, and 4 will be removed.
- The Funding Detail File (FDF) will include new fields in Record Type 52 for the calculated amounts of the exception items.
- The Daily Activity File (DAF) will contain the amounts from the exception items in its totals, but no format changes are required.

Updated file specs for the files you use are being included with this PMB.

Please contact Heartland with any questions.

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