

Date: November 22, 2022
To: All Clients
Subject: Heartland New Disputes Management System Phase 1
Product: Heartland Disputes
Action: Review/Action as needed
Related PMB: 1263 and 1282

Heartland New Disputes Management System Phase 1

As previously communicated, Heartland is beginning a phased approach to migrate to the new Disputes Management application. This will happen in two phases, December 2022 and January 2023.¹ Your business has been identified as having locations that will be migrating to the new system on **12/5/2022**.

On 11/15/2022, in an effort to assist users with the new system, Heartland sent an invitation to active users for a training webinar. The webinar will take place at **2:00 ET on 11/29/22**. Attendance is strongly encouraged, so please plan to join us so we can familiarize you with the new and improved Disputes Management system. Changes to the system include look and feel, functionality, and minor revisions to disputes reporting. Aside from dispute-specific reports there are no changes to the other existing reports in Heartland InfoCentral.

To register for the 11/29/22 Disputes Management Webinar, please click here:
<https://event.on24.com/wcc/r/3994148/5E9018A08ADD62F4115A4759315887F5>

The new disputes portal and dispute-related reports will be accessed via Heartland InfoCentral just as they are today, though for those that need to whitelist the end URLs, please see below:

- Disputes Management System: <https://disputesmanagement.heartland.us/>
- Dispute Reports: <https://disputesreports.heartland.us>

Once your dispute cases begin to flow into the new system, you will need to temporarily work out of both systems until all old cases are closed. Heartland plans to decommission the old disputes application after all clients are migrated. We will communicate once a decommission date is available.

¹Note: Depending on what platform you process on, you may have locations that end up migrating in Phase 1 while the others may migrate in Phase 2. Phase 1 is scheduled to migrate on December 5, 2022 and Phase 2 will migrate in January 2023. Once a specific date is available, we will communicate an update.

Please contact Heartland with any questions.

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