

YG Collection Increases Chargeback Win-Rate by 55% with Chargeflow

Empowering Growth by Streamlining Chargeback Recovery with Chargeflow's Automation and Real-Time Alerts.

YG COLLECTION

28%

Increase in success rate

97%

Increase in recovery rate

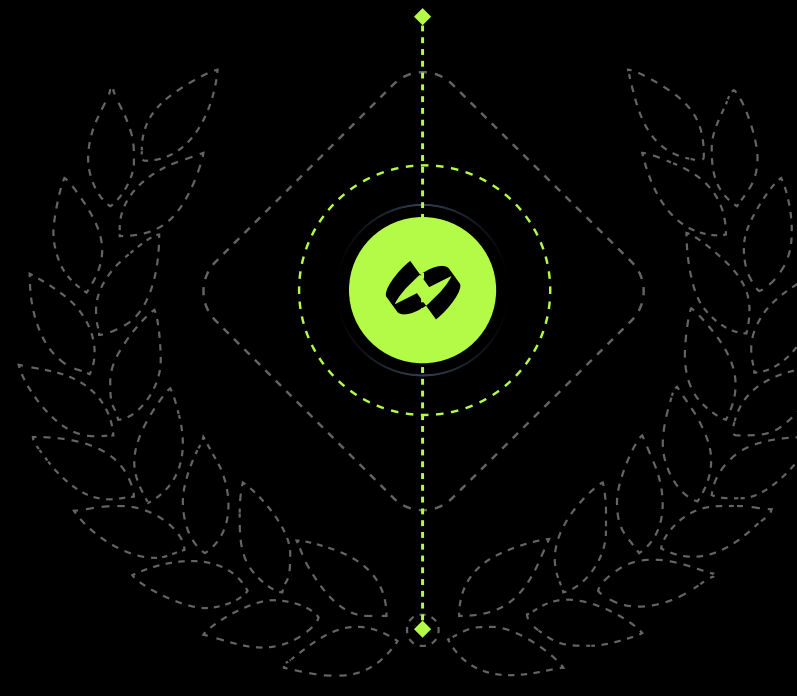
55%

Increase in chargeback win rate



"Chargeflow has transformed how we manage chargebacks. **With their automation and real-time alerts, we've gained efficiency and confidence in handling disputes.**"

YUMEL GONZALEZ
FOUNDER OF YG COLLECTION



28%

Increase In Success Rate Under Reason Code "Not Received".

97%

Increase In Recovery Rate

55%

Increase In Chargeback Win Rate

Products Used

Automation

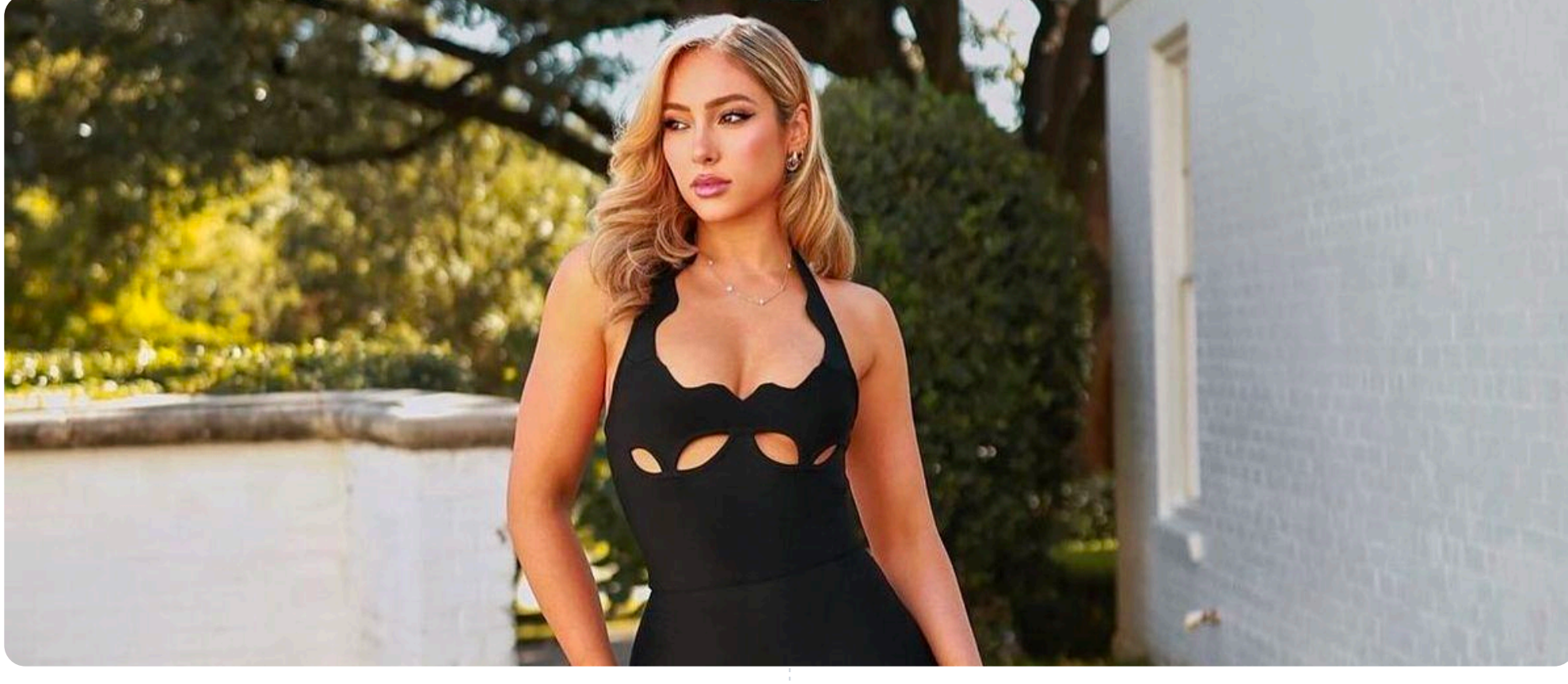
Fully automated chargeback recovery with 4x ROI guarantee.

Alerts

Prevent 90% of chargebacks before they happen, powered by Visa and Mastercard.

Overview

YG Collection is a brand founded by women for women. It was founded in 2019 with a promise to empower all women by helping them build confidence and find and express their individuality. The brand has grown rapidly since then and has been expanding its global reach by shipping products worldwide.



The Challenge

Before discovering Chargeflow, YG Collection faced significant challenges handling chargebacks. With their influx of shipping requests, chargebacks became a major thorn in the company's financial stability. They found themselves bogged down by time consuming tasks. With this disruption in their operations, they prioritized seeking a reliable solution to help them manage this process smoothly.

The Solution

Chargeflow was able to help them solve their chargeback management challenges. They implemented Chargeflow's automation and alert systems providing them with the tools to monitor and manage chargebacks daily.

Key Features

- **Automation:** Chargeflow's automation helped them monitor and manage chargebacks. This saved their team a significant amount of time and reduced the potential for human error.
- **Real-Time Alerts:** Chargeflow's alerts kept their team informed in real-time and became an integral part of their operations. This enabled them to respond quickly ensuring a seamless workflow.



Results

Introducing Chargeflow to YG Collection's chargeback management process significantly improved their operational overhead. Automation enabled their teams to save precious hours previously spent handling these issues. This change enabled them to refocus their efforts on growing their business which proved to have a significant impact on their overall revenue.

Key wins YG Collection experienced with Chargeflow:

- **28% increase in success rate for chargeback reason codes:** YG Collection increased their success rate by 28% for chargebacks under the reason code "Not Received"
- **Improved Recovery Rates:** YG Collection's recovery improved by about 97.24% after implementing Chargeflow. This significantly helped improve the health of their company's finances.
- **Time Saved:** By eliminating their manual process of managing chargebacks, they saved countless hours, shifting the team's attention, time, and effort to focus on improving and growing their business.

Driving Success Through Streamlined Chargeback Management

The partnership between YG Collection and Chargeflow caused a transformative outcome in their chargeback management process. Utilizing Chargeflow's automation and real-time alerts, YG Collection was able to not only improve their win rates by 55% but nearly double their recovery rate, hence boosting their financial stability in the process. The time they saved by eliminating manual work allowed their team to refocus on what they do best — empower women and expand their global reach. Chargeflow proved to be instrumental in providing YG Collection with seamless integration into their operations and supporting their growth and success.

"Chargeflow has transformed how we manage chargebacks at YG Collection. **With their automation and real-time alerts, we've gained efficiency and confidence in handling disputes.** The improvement in our win rates for 'Not Received' shows how **Chargeflow has helped us protect revenue and focus on growing the brand.** We're thrilled to have Chargeflow as a key partner in our success."

YUMEL GONZALEZ
FOUNDER OF YG COLLECTION

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