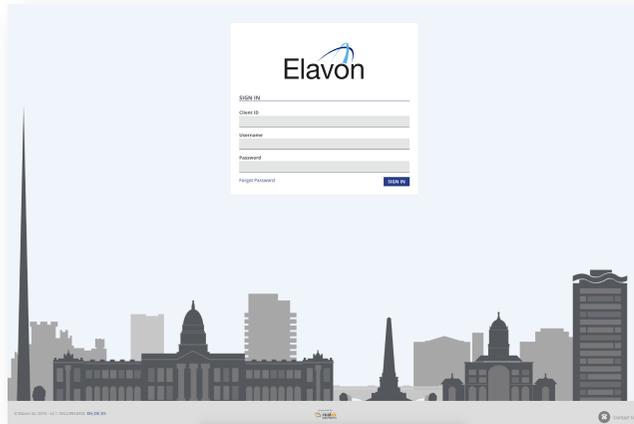


How do I review, release or void a suspected fraudulent transaction?

Version 1.0

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Login to the Reporting Tool



Access your Test Account

<https://reporting.sandbox.elavonpaymentgateway.com>

Access your Live Account

<https://reporting.elavonpaymentgateway.com>

Enter your Client ID, Username and Password and click "Sign In".

Category	Count
Transactions HELD (last 30 days)	39
Transactions BLOCKED (last 7 days)	8

Transaction Date	Period	Hold	Block
13 Oct	Period	1.5	0.5
14 Oct	Period	1.0	0.5
15 Oct	Period	1.0	0.5
16 Oct	Period	1.0	0.5
17 Oct	Period	1.0	0.5
18 Oct	Period	1.0	0.5
19 Oct	Period	1.0	0.5

Rule Name	Description	Action
Data Screening cardholder name	I want to hold transactions when the cardholder name is marked as high risk in my cardholder name data list or the cardholder name is marked as medium risk in my cardholder name data list. Otherwise I want to pass transactions.	EDIT DELETE
cyber rule	I want to hold transactions when the Decision Manager response is reject or the Decision Manager response is review or the Decision Manager response is error. Otherwise I want to pass transactions.	EDIT DELETE

Access the Fraud Management Screen

Click on "Fraud Management" on the left hand side menu

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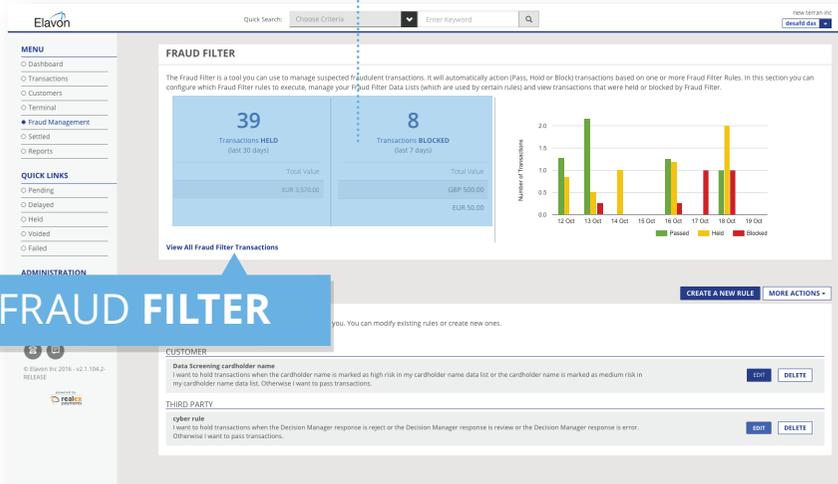


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From the Fraud Management Dashboard

Transactions recently held or blocked



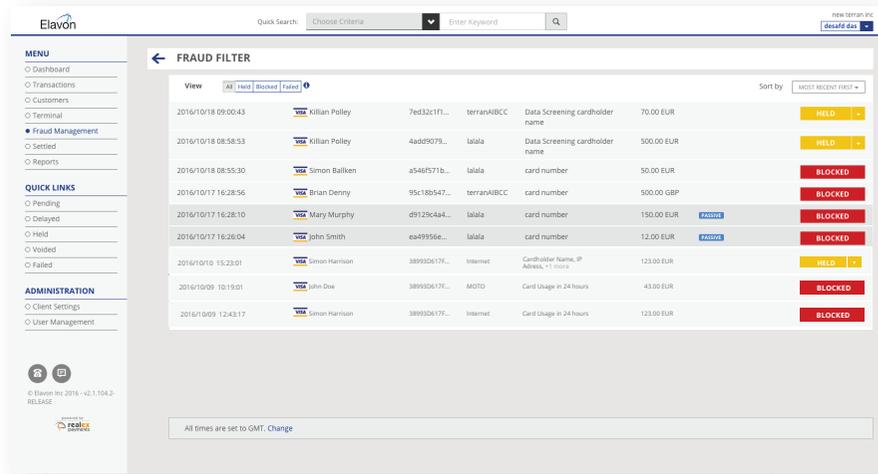
Access the Fraud Filter Screen

The first part of this screen gives you an overview of the transactions that have been recently held or blocked and their overall value.

To access the Fraud Filter page, click on the link “View All Fraud Filter Transactions”

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Review, Void or Release from the Fraud Filter



VOID or RELEASE

HELD

Void
Release

HELD

BLOCKED

FAILED

List of all transactions held or blocked

This screen shows the list of all the transactions that were held or blocked by the Fraud Filter tool as a result of the rules that you have in place.

The "Held" transactions for the last 30 days will be listed. To remove a transaction from this list, you must release or void it. You can do this directly from the Fraud Filter Transaction list on the individual Transaction Details screen.

The "Blocked" transactions from the last seven days will be listed. You cannot remove these but you can review the transaction details and data from the transaction to your data list.

Held transactions needs your attention - you must void or release them.

Failed transactions that were flagged as Held by the Fraud Filter but also failed authorisation are listed.

They do not require any action but you might want to review and add transactional data to the data lists.

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Review, Void or Release from Transaction Details

VOID or RELEASE

TRANSACTION DETAILS

Date	Cardholder Name	Order ID	Account	Amount
Tuesday, 18 October 2016 09:00	Killian Polley	7e22c1f1b0d4c094875d35	terran@BCC	70.00 EUR
Customer Number	Product ID	Variable Reference	Recurring Flag	Reason for Last Action
-	-	-	-	Suspected Fraud

RESULT

Status	Result	Batch ID	Transaction ID	Auth Code
HELD	Authorised (00)	3	6827814	PP888
Pas Ref	Message			
1476777643946580	AUTH CODE: PP888			

PAYMENT METHOD

Number	Cardholder Name	Issuing Bank	Payment Method Country
424242*****4242	Killian Polley	-	-

FRAUD

Fraud Status	Security Code	3D Secure	AVS Address	AVS Postcode
HELD	Matched	Not 3D Secure	Not Checked	Not Checked
XID	EI	UCAF (AAV/CAW)	ACS URL	
-	-	-	-	-

GEOLOCATION

Originator IP	Customer IP
10.201.39.94	-
Payment Method Country	
-	

Fraud Panel

In the fraud panel of the Transaction Details screen, you will be able to see the rule (or rules) that caused the transaction to be held or blocked.

At the top of the page, you are given the option to release or void the transaction.

FRAUD

Fraud Status	Security Code	3D Secure	AVS Address	AVS Postcode
HELD	Matched	Not 3D Secure	Not Checked	Not Checked
XID	EI	UCAF (AAV/CAW)	ACS URL	
-	-	-	-	-

CUSTOMER

Data Screening cardholder name	Hold	card number	Passed
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PRODUCT DETAILS

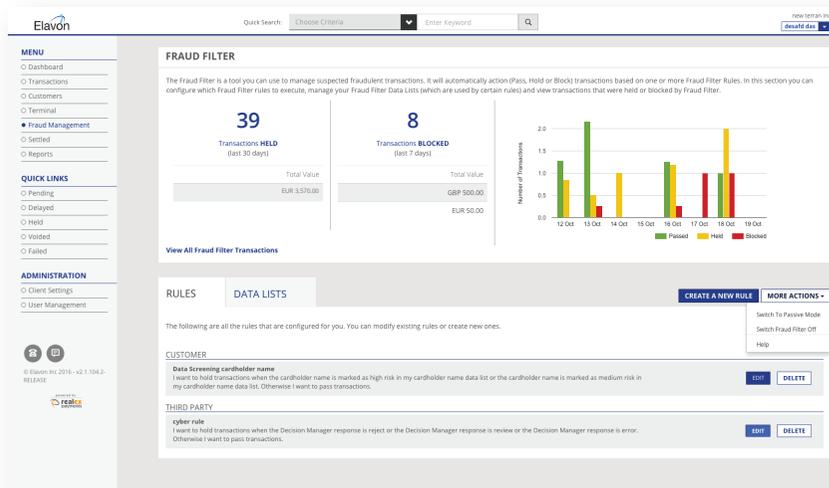
Data Screening Varref	Passed	cyber rule	Not Executed
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ADD DATA TO DATA LIST

Card Number	424242*****4242	MEDIUM Risk	EDIT
Cardholder Name	Killian Polley	HIGH Risk	EDIT



What are the PASSIVE and OFF modes used for, and how do I switch between modes?



What are the PASSIVE and OFF modes used for?

By default, Elavon Payment Gateway's Fraud Management tool is in ACTIVE mode. This means that as soon as you create your rules, they will be applied to all your transactions on all your subaccounts and the relevant action will be applied.

PASSIVE mode can be used to test your rules before you use them in ACTIVE mode. When the Fraud Filter is in PASSIVE mode, the rules that you have set up will be applied but the actions associated with them (Pass, Hold or Block) will not be executed. However, you will be able to see the action that would have been taken had your Fraud Filter been in ACTIVE mode.

Once you are confident that your rules are working as expected, you can then switch to ACTIVE mode.

When the Fraud Filter is in OFF mode, your rules will be not executed but they will be retained in case you want to change to PASSIVE or ACTIVE mode in the future. For security, you will be required to enter your password in order to set the Fraud Filter mode to OFF.

How do I switch between modes?

You can access the PASSIVE and OFF mode from the "More Actions" button on the top right of the Fraud Dashboard screen.

PASSIVE Mode Will execute the rules and indicate what action (Pass, Hold or Block) your rules would have taken without actually performing that action.

Password*

RULES
PASSIVE MODE ⓘ

RULES
OFF MODE ⓘ



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Fraud Rules

Elavon Payment Gateway Fraud Management consists of a number of rules made up of actions (Pass, Hold or Block) and one or more conditions.

I want to Pass/Hold or Block transactions when ...

All categories ...the data list data* is marked as high/medium/low risk

Card number ...the card number has been used more than a number of times in the last 24 hours
...the card number has been authorised more than a number of times in the last 24 hours
...the card number has been used more than a number of times in the last week
...the card number has been used more than a number of times with a different cardholder name
...the card number has been used more than a number of times with a different customer number
...the card number has been used more than a number of times with a different variable reference
...the card number has been authorised more than a number of times in the last week
...the card number has been authorised more than a number of times with a different cardholder name
...the card number has been authorised more than a number of times with a different customer number
...the card number has been authorised more than a number of times with a different variable reference

Geographic ...the shipping and the billing country is different or the same or missing one information
...the shipping and the issuing country is different or the same or missing one information
...the shipping and the home country is different or the same or missing one information

Amount ...the amount in a currency is greater than an amount

Customer ...the cardholder name has been used more than a number of times with a different card number
...the customer number has been used more than a number of times with a different card number

Product ...the variable reference has been used more than a number of times with a different card number

Third party ...the Decision Manager response is (accept/reject/review/error).

* The data list allows you to specify values that should trigger an action should they appear within a particular transaction field. The fields for which data can be listed are:

Card number	Product ID	Customer Number	Shipping Area	Billing Area	BIN range
Cardholder name	Variable Reference	Customer IP Address	Shipping Country	Billing Country	Issuing Country

If you have any queries or issues, please do not hesitate to contact our support team

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