

Merchant
User Guide
Addendum

Safetech Fraud Tools Release 5.5.5 Addendum

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Safetech Fraud Tools

5.5.5 Release

A Merchant User Guide Addendum



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Revision History

Date	Revision Summary	Page(s)
7/24/2013	5.5.5 Release Addendum	All

A Note about Screen Shots: The images included in this manual are illustrative, designed to represent your approximate **Safetech Agent Fraud Tools** experience. The actual screens you view may appear slightly different. In addition, screens may change over time as product detail is added.

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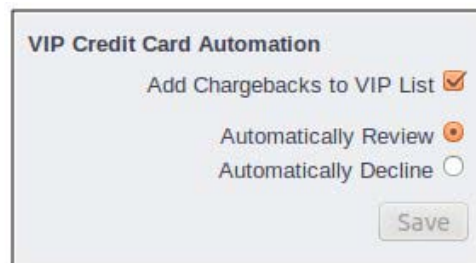
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Safetech Agent Web Console Version 5.5.5 Release

In this release, Safetech Fraud Tools's focus is on just a few enhancements that will improve the merchant experience, including additional functionality to VIP lists, additions to the AutoDecision Rules Engine, and improvements to how phone orders are handled and the order re-evaluation process.

Adding Chargebacks to Multiple VIP Lists

One of the features on the VIP Credit Card list under Payments in the Fraud Control section of the console is to configure the list to add the customer's credit card number to the VIP list if a corresponding chargeback is encountered for the presented card. The card can be automatically added to a Review or Decline list. In version 5.5.5, that same functionality can be added to the Email, Addresses, and Device ID VIP lists.



So, for example, if the credit card associated with a Device ID encounters a chargeback, you can choose to have the Device ID added to a VIP address for Review or Decline. The only VIP list where this ability is not present is the User Defined Fields VIP list.

The Default Value for GEOX for First Time Phone Orders

Current Risk Evaluation			
Evaluated On	Reply	Score	Geox
07/12/2013 16:38	R	29	US

Previously, when a phone order was encountered and it was the first order in the system, the geolocation (GEOX) value for the order would default to US. However, that may cause issues with

rules that depend upon geolocation. In version 5.5.5, for phone orders, when it is a first time order with no Persona orders linked to it which includes Device Data, the default value will be N/A or unkn.

This is displayed on the Transaction Details page in the Current Risk Evaluation gadget.

Note that this functionality only applies to newly received Phone orders. The GEOX value is not updated if there have been previous Phone orders received and processed in the system.

New Persona Rule Condition in the AutoDecision Rules Engine

In the Rules Editor under Persona, the only rule condition that can be currently set for Order Velocity (2 week) is the quantity of orders. In version 5.5.5, a new rule condition has been added that allows the user the option for selection of an aggregated order amount for this velocity associated to the Persona for the 2 week period.

Now you can create a rule to Review orders is the Persona Amount Velocity exceeds a value you define.

Maintaining the Custom Reason Code for Rescored Transactions

Previously, when a transaction was rescored on the Transaction Details page, the Custom Reason Code was removed. It would still appear in the history but not be available for reporting or be visible on the Details page. In version 5.5.5 the Custom Reason Code is viewable in any of the locations in Workflow where the Custom Reason Code column can be set to appear.
