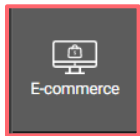## Fraud Module Orientation

Initiated By: **Administrator / Users**

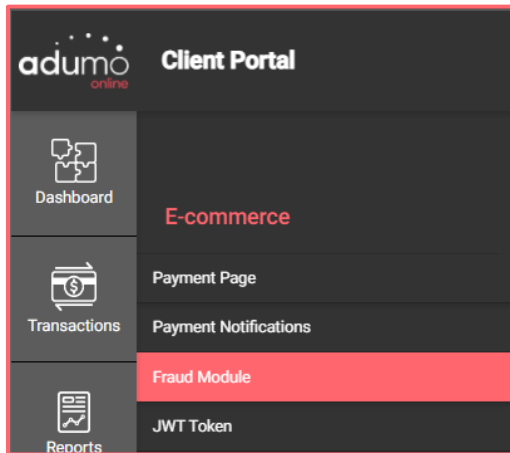**Used To:**   **Fraud Module Orientation**

This module is a paid-for service and is available on request should you be interested in signing up for it.
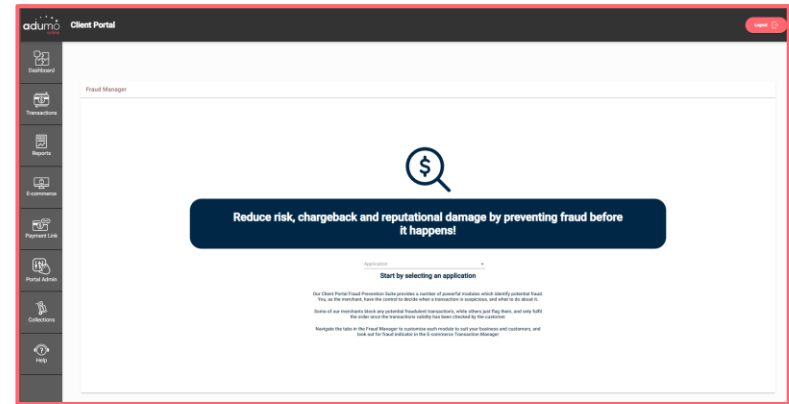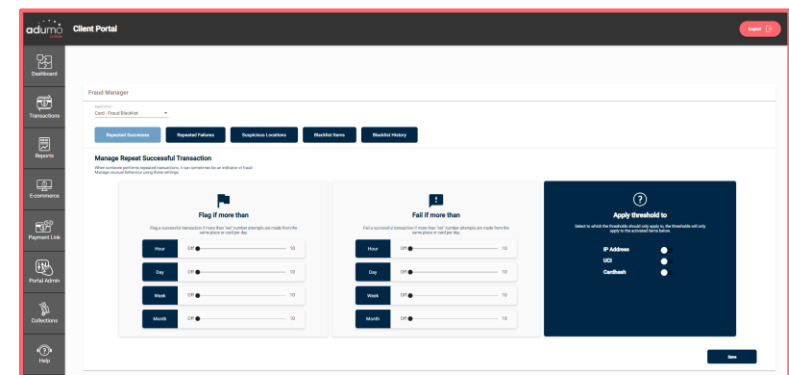
1. Click on the E-commerce icon

2. You will now be able to see all the functions in that category

3. By clicking on **Fraud Module**, you will see the Fraud Manager page. Select the applicable application
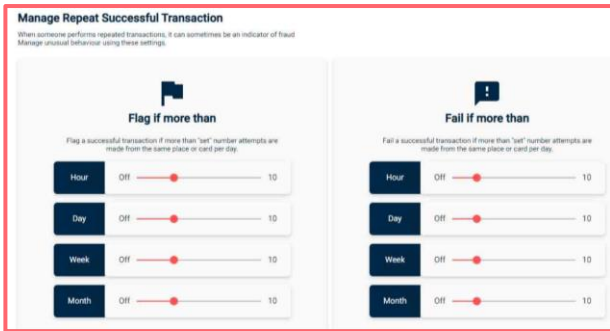

4. Fraud Manager will open

1

5. You can change the **Application** from the drop-down menu for which you want to set up the Fraud Manager

6. By clicking on **Repeated Successes**, you will now be able to set the thresholds. These thresholds are set to be either **Flagged** or **Failed** based on the number of successful transactions per **Hour, Day, Week or Month**
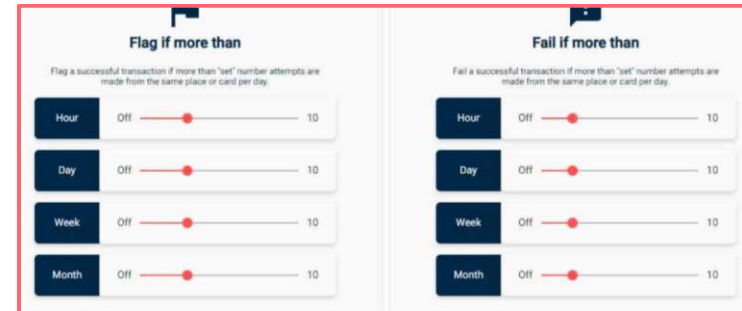

7. You can also set thresholds to either **IP addresses, UCI's or Cardhash's** (or all 3 if you so wish)

8. By clicking on **Repeated Failures**, you will now be able to set the threshold for either **Flagging** or **Failing** based on the number of successful transaction per **Hour, Day, Week or Month** (same as with Repeated Successes)
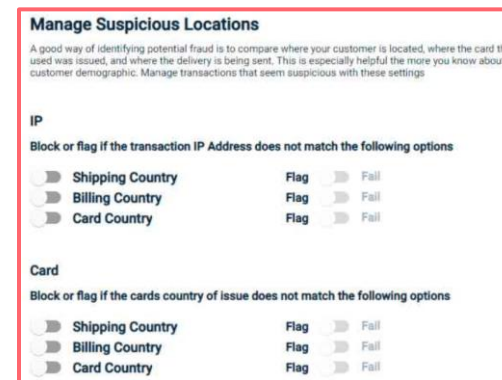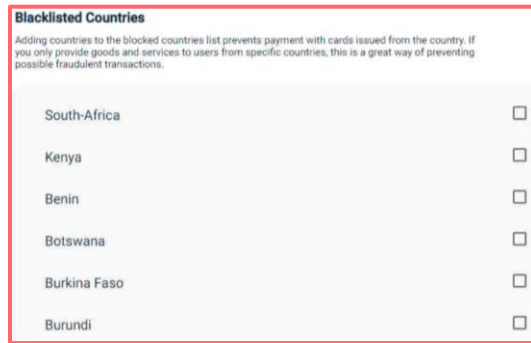

9. You can also set thresholds to either **IP addresses, UCI's or Cardhash's** (or all 3 if you so wish)

10. By clicking on **Suspicious Locations**, you can manage transactions per Shipping Country, Billing Country or Card Country

11. By clicking on **Blacklist Items**, you can add countries to the blocked countries list. This will prevents payment with cards issued from that country.

Blacklisted Countries

Adding countries to the blocked countries list prevents payment with cards issued from the country. If you only provide goods and services to users from specific countries, this is a great way of preventing possible fraudulent transactions.

South-Africa	☐
Kenya	☐
Benin	☐
Botswana	☐
Burkina Faso	☐
Burundi	☐

12. After selecting your countries, click on the **Move Selection** button to see the chosen countries to the right.
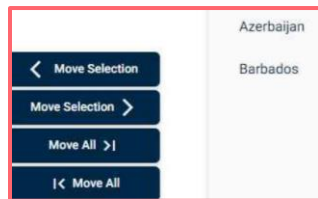
13. Once you are satisfied with the selection, click on **Save**
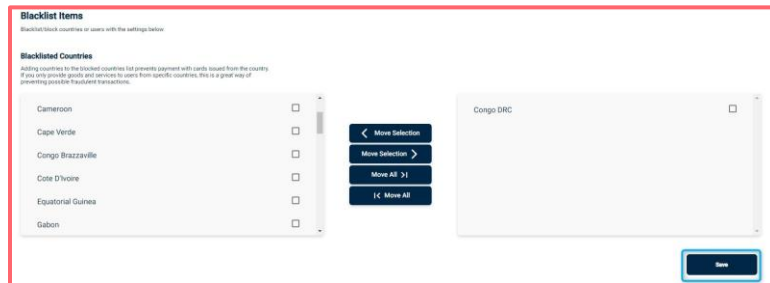
14. You can Blacklist/block specific users by blacklisting their IP Address, Card details or UCI.

Blacklisted Users

Blacklist/block users by blacklisting their IP Address, Card details or UCI.

IP ADDRESS	Blacklist IP ADDRESS
CARDHASH	Blacklist CARDHASH
UCI	Blacklist UCI
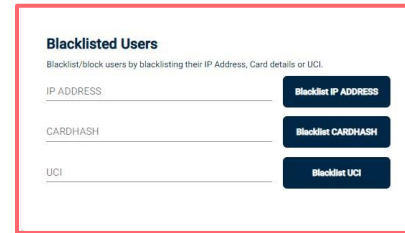
15. By clicking on the **Blacklist History** tab, you can see all the items that have been set up for your organisation. The "block" is applied only to your business, and was either set manually by you or another client portal user within your organisation or automatically applied by the Fraud Prevention Suite, based on your configuration. This module enables you to unblock cards.
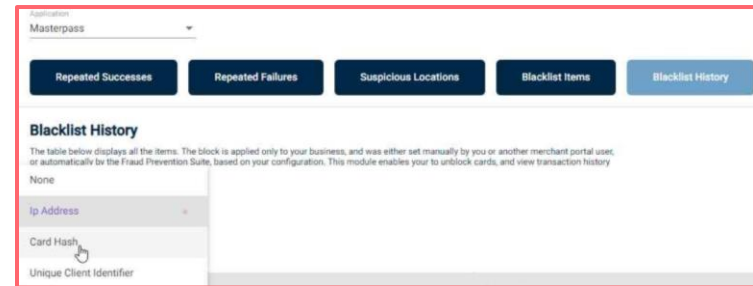
16. By clicking on the **Unblock** icon, you can unblock previous blocked items