

Fraud Management for Airlines

Work smarter — not harder — to detect and deter fraud threats without impacting your good customers. Improve fraud screening automation and streamline your review process with CyberSource Decision Manager and Managed Risk Services.

Stop fraud with advanced automated screening

More predictive power with travel-specific industry intelligence

- ✔ Travel-specific fraud detection algorithms with powerful data correlation capabilities
- ✔ 200+ global fraud detectors — results can be used to build screening rules
- ✔ Device fingerprinting with packet signature inspection
- ✔ Single and multi-merchant velocity
- ✔ Identity morphing
- ✔ Global validation services

Reduce manual intervention with automatic rules-based routing

- ✔ Flexible rules engine with user-friendly interface to create rules for accept, reject, or review
- ✔ Support for multiple custom booking profiles, such as routes, time to departure, and ticket class
- ✔ Custom data imported from your systems — passenger names, routes, frequent flyer numbers, and more
- ✔ Negative, positive, and review lists

Increase process efficiency with streamlined case management

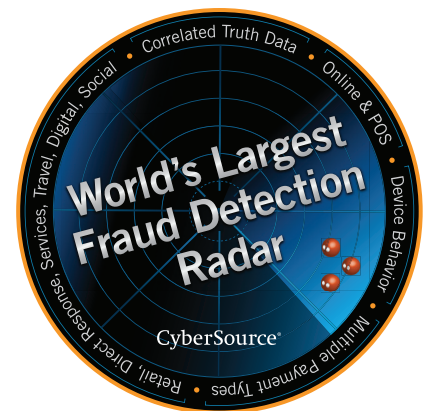
- ✔ Flexible case review management system to handle more bookings with existing resources
- ✔ Automated case routing based on reviewer skill sets or other criteria
- ✔ Queue management by prioritization such as flight departure times
- ✔ Customizable, intuitive user interface with consolidated case information
- ✔ Built-in callouts to third-party validation services
- ✔ Case ownership to track responsibility and performance

Make better decisions with detailed reporting and analytics

- ✔ Passive mode to safely test new rules using live data, without impacting current rules in production
- ✔ Smart reporting features track reviewer, rule, and process performance
- ✔ Automatically import chargeback data to maintain negative lists

Optimize fraud management with Managed Risk Services

- ✔ Expert fraud analysts with proven industry experience
- ✔ Available to help monitor, tune or outsource portions of your fraud management operations
- ✔ Performance Monitoring for expert consultation on fraud screening strategies and tactics
- ✔ Screening Management for additional order review resources, available 24/7





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CyberSource, a wholly owned subsidiary of Visa Inc., is a payment management company. Over 330,000 businesses worldwide use CyberSource and Authorize.Net brand solutions to process online payments, streamline fraud management, and simplify payment security. The company is headquartered in Mountain View, California with international offices in Reading, U.K.; Singapore; and Tokyo. CyberSource operates in Europe under agreement with Visa Europe.