



Phocuswright White Paper

Travel Agencies and the Risk of Payment Fraud

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Written and researched by

Mary Pat Sullivan and Douglas Quinby

Phocuswright[®]

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Today, over 400,000 businesses worldwide use CyberSource solutions. The company is headquartered in Foster City, California, with offices throughout Asia, Europe, Latin America, the Middle East and Africa, and the United States.

amadeus

[Amadeus](#) is a leading provider of advanced technology solutions for the global travel industry. Customer groups include travel providers (e.g., airlines, hotels, rail, ferry operators, car rental companies, etc.), travel sellers (travel agencies and websites), and travel buyers (corporations and travel management companies). The group employs around 10,000 people worldwide, across central sites in Madrid (corporate headquarters), Nice (development) and Erding (operations), as well as 71 local Amadeus Commercial Organisations globally.

The group operates a transaction-based business model. For the year ended December 31, 2014 the company reported revenues of €3,417.7 million and EBITDA of €1,306.0 million. To find out more about Amadeus, please visit www.amadeus.com, and www.amadeus.com/blog for more on the travel industry.



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About Phocuswright Inc.

Phocuswright is the travel industry research authority on how travelers, suppliers and intermediaries connect. Independent, rigorous and unbiased, Phocuswright fosters smart strategic planning, tactical decision-making and organizational effectiveness.

Phocuswright delivers qualitative and quantitative research on the evolving dynamics that influence travel, tourism and hospitality distribution. Our marketplace intelligence is the industry standard for segmentation, sizing, forecasting, trends, analysis and consumer travel planning behavior. Every day around the world, senior executives, marketers, strategists and research professionals from all segments of the industry value chain use Phocuswright research for competitive advantage.

To complement its primary research in North and Latin America, Europe and Asia, Phocuswright produces several high-profile conferences in the United States, Europe and India, and partners with conferences in China and Singapore. Industry leaders and company analysts bring this intelligence to life by debating issues, sharing ideas and defining the ever-evolving reality of travel commerce.

The company is headquartered in the United States with Asia Pacific operations based in India and local analysts on five continents.

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Written and researched by Mary Pat Sullivan and Douglas Quinby

Introduction: Travel Agencies & Fraud

The travel agency community in the U.S. has undergone extraordinary change over the past decade and a half. Following the rise of online travel, the agency population has contracted but at the same time become more sophisticated and successful, having adapted their businesses to market changes.¹

The agency landscape is also hardly uniform. The online agency landscape is extremely consolidated, with the two largest firms – Expedia and the Priceline Group – accounting for well over 90% of online travel agency (OTA) gross bookings in the U.S. There is a smaller number of larger traditional and corporate agencies with sales of at least \$100 million, and then there are thousands of small and medium-size agencies.

Travel agencies of all sizes and types must contend with payment fraud. This is a challenge for agencies regardless of their sales volume, their method of sales (online or offline), or the type of travel they focus on (leisure or corporate). Online selling is an area of heightened risk, and as online customer bookings grow in importance for agencies, the potential fraud risk only increases.

Although the agency landscape has evolved significantly to adapt to a changing marketplace, the way many of these businesses tackle fraud seems rudimentary. While almost every agency reports fraud in phone and online bookings, most address the issue through manual methods. For the most part, the travel agency community relies on credit card company processes and the gut instinct of their frontline sellers to detect fraudulent bookings. This results in excess staff hours devoted to detecting and dealing with fraud, as well as the need to turn away potential new customers where the risk appears to be higher.

In terms of payment methods, credit card bookings have the highest incidence of fraud. However, credit/debit cards are the most favored payment method for travelers and are universally accepted by agencies. Still, cash and checks represent a large portion of agency transactions (and are widely welcomed and in many cases preferred, due to a lower perceived risk of fraud).

Travel agency managers and owners concede that they are losing money to fraud. Most also acknowledge having no significant plans to implement new processes or technological

¹) Phocuswright's [The Once and Future Agent: Travel Agency Distribution Landscape 2009-2013](#), March 2012.

solutions to protect their businesses from fraud. There is still much to be done across the agency landscape to improve fraud prevention and protection practices, especially as businesses become increasingly digital.

Purpose of the Study

Amadeus and CyberSource Corporation commissioned Phocuswright to assess the state of fraud in the U.S. travel agency marketplace, including leisure, corporate and general travel agencies. The objective of the study was to understand the impact of fraud on the agency landscape today, including the fraud rate of travel bookings and the revenue impact on agencies. The study probed current agency methods to address fraud, including the technology and tools used. It also sought to identify benchmarks for fraud rates and prevention practices across agency segments, various points of sale (online, telephone, in-office, etc.), and payment methods.

This study establishes a fraud rate based on responses to the following survey question: "What percentage of your agency revenue did you lose to payment fraud in the past 12 months?" The definition for agency revenue is earnings "by your agency from all sales channels including commissions, fees, mark-up, GDS incentives, etc. and prior to any adjustments for fraud or other losses." Respondents were asked to provide an average for the preceding 12 months.

Phocuswright conducted an online survey to a diverse sample of 160 U.S. travel agencies, including leisure, corporate and general agencies that sell both ("blended") in the first quarter of 2016. In addition, Phocuswright conducted select qualitative interviews with travel agency owners across a variety of revenue sizes and product mixes.

Methodology and Agency Sample

The 160-agency sample reflects the agency landscape by sales volume and business model. A majority (74%) are small or midsize agencies with less than \$10 million in gross travel sales, while one in five do more than \$10 million in sales (see Figure 1). This reflects the larger U.S. agency marketplace, which has a long tail of small agencies.² The survey sample also reflects the industry at large in terms of the mix of leisure and corporate travel sales. Most are leisure agencies, defined for this study as those with at least 80% of total sales as leisure.

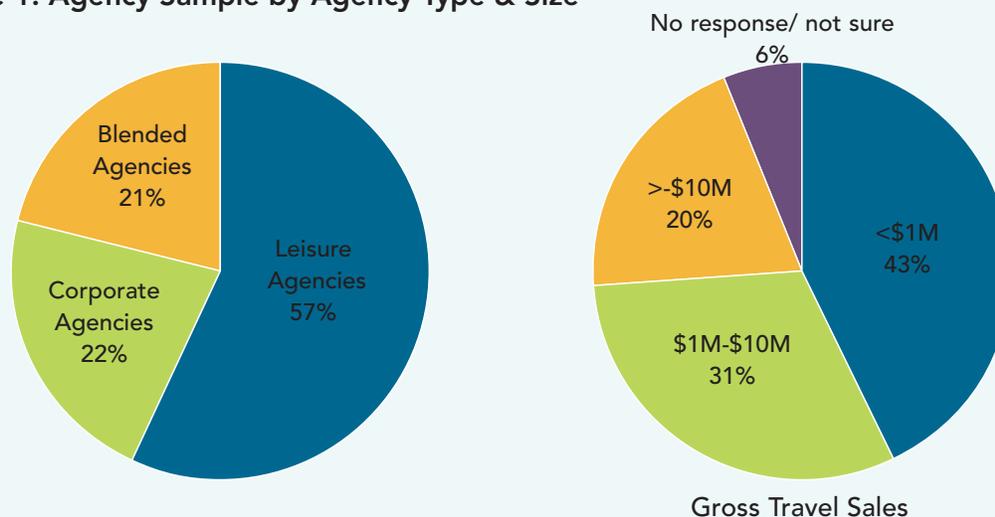
Agency Definitions:

- Leisure agencies – a minimum 80% of total sales are leisure
- Corporate agencies – managed corporate represents a minimum of 25% of sales
- Blended agencies – all others

Travel agencies have adapted to the rise of online travel by focusing on more complex types of travel sales (cruises, packages, extended international travel, luxury, groups and corporate travel). For most agencies, the majority of bookings occur with the client over the phone or in person. However, online bookings by clients are not insignificant

1) [Travel Weekly's 2015 Travel Industry Survey](#)

Figure 1: Agency Sample by Agency Type & Size



Base: U.S travel agencies (N=160)

Source: *Travel Agencies and the Risk of Payment Fraud*

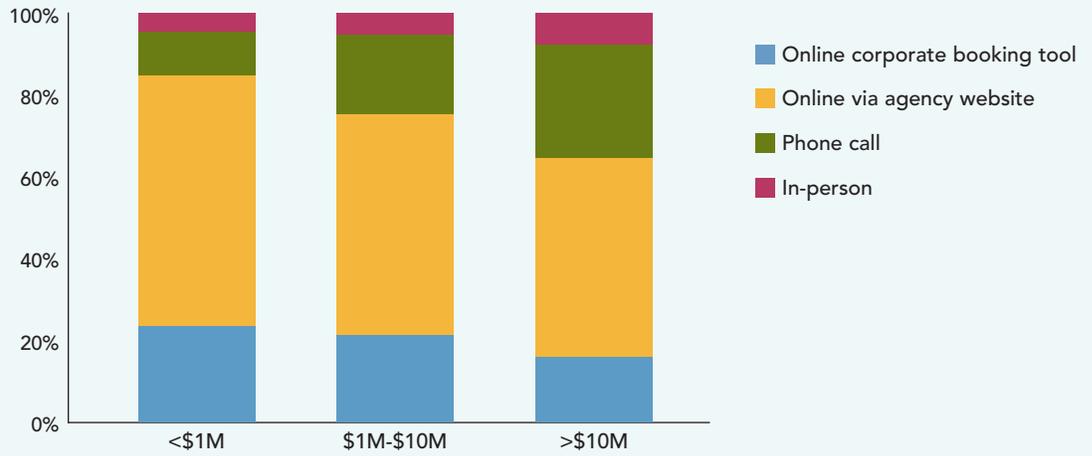
(see Figure 2). Survey respondents reflect the agency population, which is comprised largely of small and medium-size agencies that predominantly sell offline. Results will not always reflect the practices of the largest online travel agencies.

Air continues to be a major source of travel sales for blended and corporate agencies (see Figure 3). Cruises, tours and packages are the mainstays for leisure agencies.

Key Findings

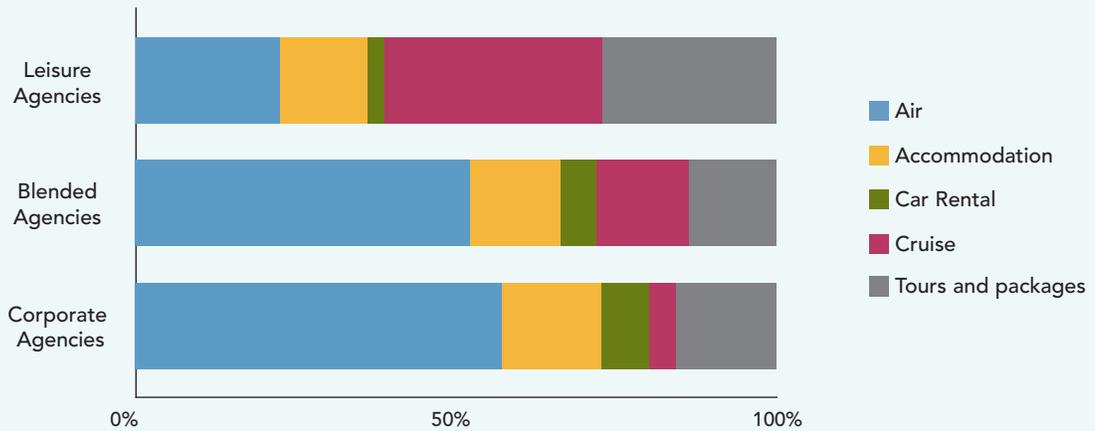
- **All agencies are affected by fraud.** From the single-person, home-based operation to the major \$10 million-plus multi-branch business, fraud (primarily when the credit card is not present, or "CNP") is an issue on the minds of agency management. The fraud rate ranges widely by agency size and product segment, from 0.64% on air for the largest agencies to 1.8% on air for the smallest. An estimated 1-2% of agency revenue is spent to manage fraud. The costs represent not only lost bookings and revenue, but also staff time and resources allocated to reviewing suspect bookings and disputing chargebacks.
- Current **processes to detect and manage fraud are largely manual**, with the agency owner or manager getting involved at some point in most suspect transactions for smaller and midsize agencies. Larger agencies are most likely to have some automated tools to detect and handle fraudulent bookings.
- **The greatest vulnerability is in the midsize agency category of \$1 million to \$10 million** in gross sales volume. These agencies do just enough volume so that not every transaction is personally handled by an agent. They do more online business – about a

Figure 2: Client Booking Method by Agency Size



Question: In the past 12 months, what percentage of your gross sales in the region came from the following channels?
 Base: U.S travel agencies (N=160)
 Note: Totals may not equal 100% due to rounding.
 Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 3: Product Mix by Agency Type



Question: In the past 12 months, what percentage of your gross sales in the region came from the following product segments?
 Base: U.S travel agencies (N=160)
 Note: Totals may not equal 100% due to rounding.
 Source: *Travel Agencies and the Risk of Payment Fraud*

sixth of total sales, on average. But they are not large or sophisticated enough to have the more robust automation of the larger agencies.

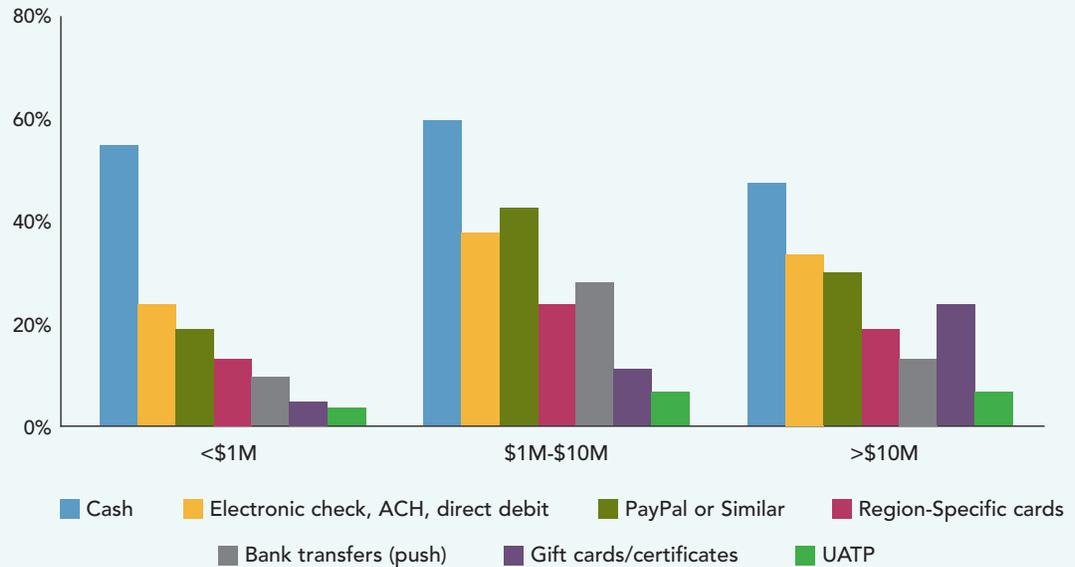
- Agencies' most common product types and booking methods are the hardest hit by fraud. **Air, cruises and packages are most affected by fraud**, and also the most commonly booked.
- **Online bookings** via agency sites, followed by phone bookings, **have the highest rate of fraud.**
- **Very few agencies have formal fraud detection systems.** Only the largest ones show indications of more sophisticated fraud detection techniques. Most agencies rely primarily on manual procedures or guidance to frontline staff, including detection and review, and they report no real plans in place to add automated processes. Today, most travel agencies rely on credit card company processes for fraud detection, with AVS (Address Verification Service) and CVN (Card Verification Number – CVC2, CW2, CID, etc.) being the top two fraud prevention tools.
- Chargebacks from card issuers remain a significant challenge. Historically, **agencies report a low win rate when challenging chargebacks and debit memos**, leading agencies to avoid disputing chargebacks and treat new customers with suspicion.
- Short of automation, **agencies simply avoid new business where they suspect a higher fraud risk.** Agency owners tell their frontline sellers to shy away from new customers not generated from a referral or those who want to buy plane tickets on a weekend. In fact, many have house rules that prohibit accepting certain types of bookings. Manual review and subsequent cancellation of transactions is the most common method of fraud prevention.
- **Agencies want to find a better way, but truly lack knowledge of possible fraud prevention technology or current best practices.** Agencies want more online business, but as fraudsters become more sophisticated, the risks to agencies are significant. The agency managers need education on standard best practices and emerging automation techniques for fraud detection and handling processes.

Payment Basics: How Agencies Get Paid

The majority of travel transactions processed by travel agencies are paid by credit/debit card or by cash/check. Credit cards are universally accepted, but agencies still widely accept cash and checks. Cash/checks remain very common forms of payment, with 60% of the agencies with revenues up to \$10 million accepting cash. Larger agencies (more than \$10 million in sales) are less likely to accept cash or checks, but these manual payment methods are even more common at smaller and leisure agencies. They are preferred because they are considered the safest way to avoid fraud (see Figure 4).

Electronic check, Automated Clearing House (ACH), direct debit and bank transfers hover in the 20% (for the less than \$1M agencies) to 40% range, with the \$1M to \$10M agencies topping 40% acceptance.

Figure 4: Payment Methods Accepted, by Agency Size



Question: Which of the following payment options does your agency currently accept? Select all that apply.
 Base: U.S travel agencies (N=160)
 Note: Credit cards are universally accepted.
 Source: *Travel Agencies and the Risk of Payment Fraud*

Not surprisingly, credit and debit cards are the most common forms of payment, but agencies also report they present the highest risk of fraud. Fear of credit card fraud keeps many agency owners from expanding their online booking capabilities. Other forms of digital payment also come with higher fraud concern. As new, alternative forms of digital enter the mix, the perceived risk of fraud creeps up. But fraud risk is at its highest with credit card transactions, where 30% of respondents reported average to above average fraud incidence (see Figure 5).

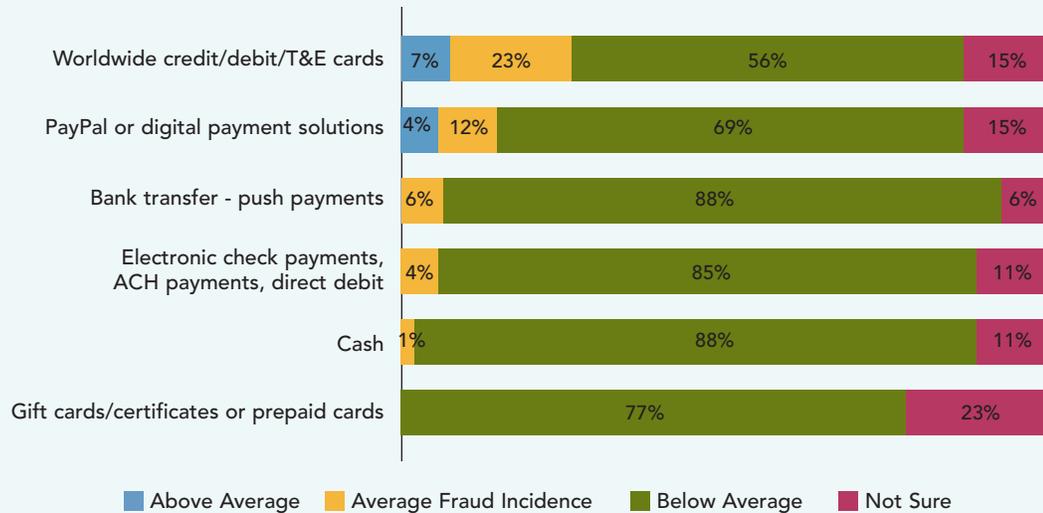
Fraud and Its Impact on Agencies

Fraud represents revenue loss for agencies of all sizes. Fraud losses were most costly to midsize agencies with a higher mix of leisure bookings. Midsize agencies reported losing 0.44% of revenue to fraud in the last 12 months. In the \$10M plus category, the loss was estimated at 0.36% of revenue.

And costs are not limited to direct losses from fraudulent bookings. Nearly 7% of all bookings require fraud review, resulting in hours lost to manual screening. Again, mid-size agencies reported the most impact on their businesses, with an estimated 2.24% of bookings rejected due to suspicion of fraud. Rejections cost agencies time to investigate, may result in lost revenue from rejections of good bookings, and create a culture of hesitation with new customers (see Figure 6).

As traditional agencies seek to compete in an increasingly online world and offer their customers the ability to book some travel online, they also open up their businesses to

Figure 5: Fraud Risk by Payment Method

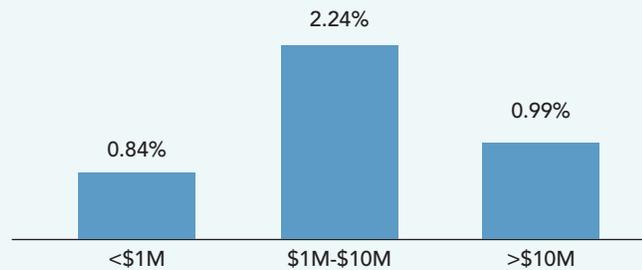


Question: Please indicate the level of fraud for each of the following payment options as compared to your overall average fraud incidence of your accepted payments.

Base: Worldwide credit (N=150); Gift cards (N=31); PayPal/digital payment (N=26); Electronic check (N=46); Bank transfers (N=48); Cash on delivery (N=50); Cash (N=90)

Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 6: Percentage of Bookings Rejected Due to Suspicion of Fraud, by Agency Size



Question: What percentage of your bookings did you reject or cancel due to suspicion of fraud in the past 12 months?

Base: U.S travel agencies that track fraudulent booking rejection (N=137)

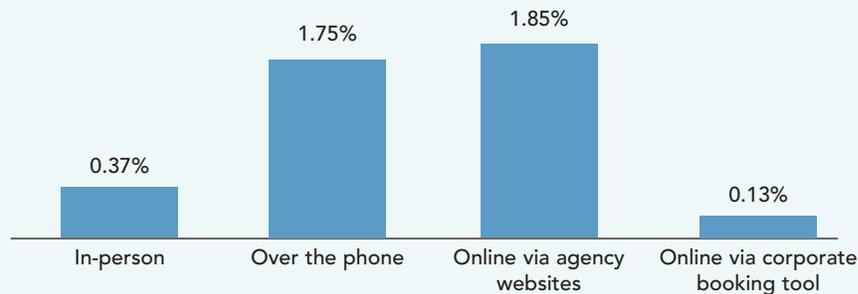
Source: *Travel Agencies and the Risk of Payment Fraud*

online fraud. Online bookings have the highest incidence of fraud by booking channel – slightly higher than bookings made over the phone (see Figure 7).

Agencies of different sizes, however, report significant differences in fraud rates across client booking methods. Midsize agencies are most challenged with online bookings. By contrast, larger agencies see higher fraud from their phone bookings, suggesting that the protections they may have in place to deter online fraud are paying off, but also that some fraudsters still find ways to exploit another channel (see Figure 8).

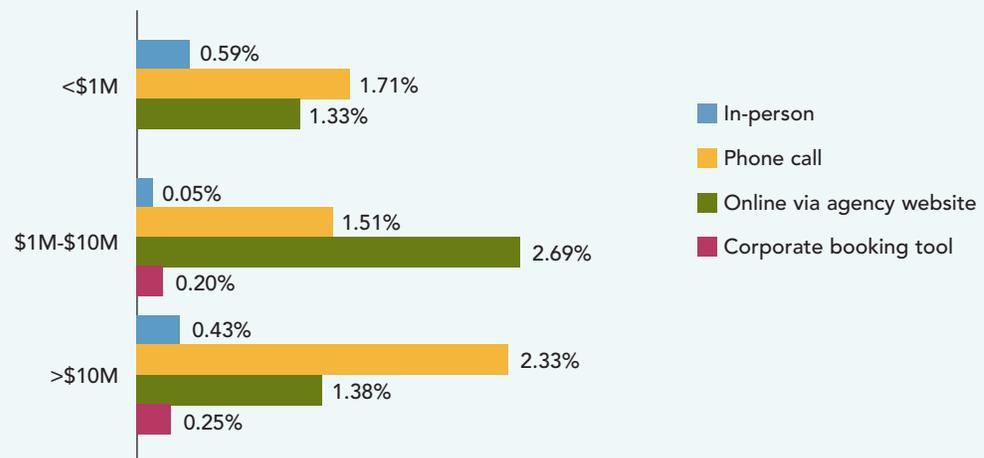
Agencies report the highest rate of fraud on air tickets, although at midsize agencies fraud for tours and packaged travel is almost as significant (see Figure 9). The addition

Figure 7: Fraud Rate per Bookings, by Channel



Question: Please estimate the incidence of fraudulent bookings occurring through each of the following channels.
 Base: In-person (N=83); Phone call (N=125); Online agency's website (N=42); Online self-booking (N=20); Other (N=48)
 Note: Totals may not equal 100% due to rounding.
 Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 8: Fraud Rate by Client Booking Method and Agency Size



Question: Please estimate the incidence of fraudulent bookings occurring through each of the following channels.
 Base: In-person (N=83); Phone call (N=125); Online agency's website (N=42); Online self-booking (N=20); Other (N=48)
 Note: Totals may not equal 100% due to rounding.
 Source: *Travel Agencies and the Risk of Payment Fraud*

of third-party booking engines and online tools for packaged vacations (in many cases, an agency website acts as an affiliate for the tour operator's underlying booking engine) could create a new risk for fraudulent bookings at midsize agencies (see Figures 8 and 9).

As one agency owner explained, "When an agency does co-branded booking engines on their own website, if someone books on them you really have no control over the booking. Case in point, someone gets on your co-branded site, books a package, and you get an email eventually. When you research it, there is no phone number and a false email. They already [departed on the trip], the card is reported as a fraud and now whose problem is it? The agency's! I just found this out the hard way. I lost over \$1,300 on a booking!"

Chargebacks continue to cost agencies time and money. Chargebacks refer to the reversal of a fund transfer for a credit card sale that is initiated by the issuing bank, because of a question over the transaction's validity from either the cardholder or bank. Agencies fight a moderate percentage of chargebacks, but are losing most of those challenges. Midsize agencies report disputing less than 10% of chargebacks and winning just one in five of those disputes. At larger agencies, the percentage lost is even higher. Agencies with a volume of greater than \$10 million dispute more (21%), but win only 14% of those disputes (see Figure 10).

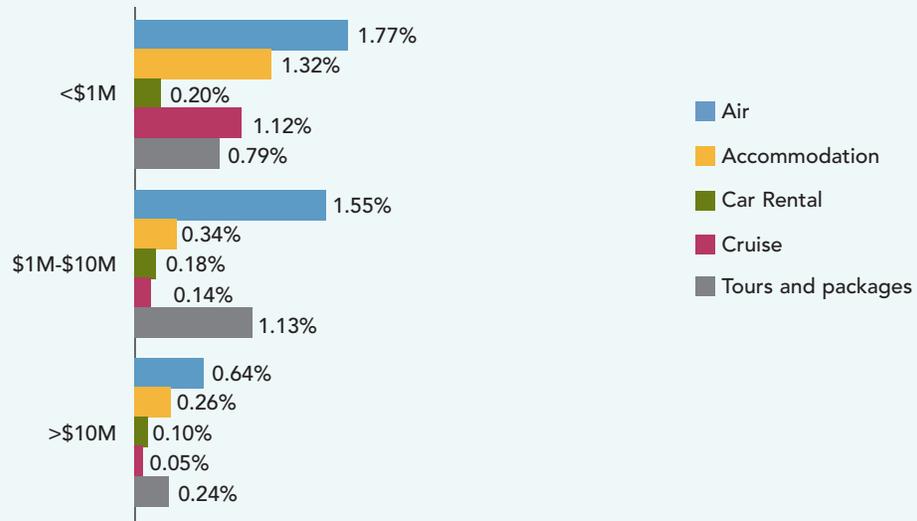
Some agencies also struggle with credit card chargebacks because they are used as a form of insurance by their clients. Agency owners explain that if their customers do not take travel insurance ahead of a booking and need to make a change or cancellation, they simply dispute the charge. "Our biggest source of financial fraud is clients who have some sort of service failure somewhere along the lines and dispute the charges... and we lose in the dispute," said one agency owner.

Impact on Booking Volume

Fraud's impact on booking volume may actually be underreported. Because of the sense of mistrust agency owners place on transactions from new customers, they may be rejecting a meaningful volume of good business. Manual review leads to significant cancellation of bookings; an average of 14% of all reviewed bookings are rejected. For those transactions that are reviewed but which the agency does let through, 4% turn out to be fraudulent.

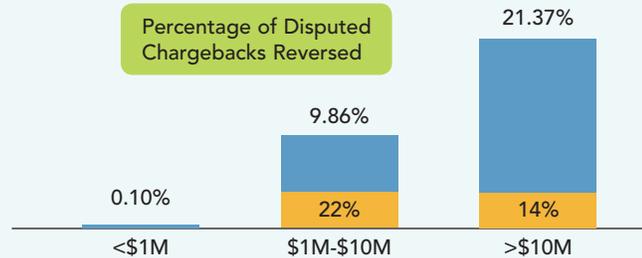
Agencies invest significant staff time to review bookings for fraud. Yet in the end, a majority of those bookings are accepted. Larger agencies reject 11% of the bookings they review (see Figure 11). The percentage of cancelled bookings rises as the agency volume decreases. For the vulnerable \$1-10 million agency category, just over 13% of reviewed bookings are cancelled after review. And at the smallest (often 1- or 2-person) agencies, just under 17% are cancelled after review. Even though smaller agencies cancel more bookings, they are also most likely to miss a fraudulent booking and report the highest incidence of fraud after review and approval.

Figure 9: Fraud Rate by Product Segment and Agency Size



Question: Please estimate the incidence of fraudulent bookings occurring through each of the following products.
 Base: Air (N=119); Hotel (N=143); Rail (N=56); Car rental (N=107); Cruise (N=122); Vacation packages (N=134); Other (N=40)
 Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 10: Dispute Rate on Fraud-Coded Chargebacks, by Agency Size



Question: In the past 12 months, what percentage of the fraud-coded chargebacks, including card fraud-related debit memos in the region, did your agency dispute?
 Base: U.S travel agencies that know their fraud-coded chargeback dispute percentage (N=142)
 Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 11: Percentage of Reviewed Bookings Cancelled, by Agency Size



Question: Of the bookings that are manually reviewed, what percentage do you decline or cancel?
 Base: Travel agencies that use manual review (N=48)
 Source: *Travel Agencies and the Risk of Payment Fraud*

Fraud Detection & Management

Detection

Today's environment increasingly demands automation for more and more business needs, yet travel agencies continue to trail in this when it comes to managing fraud. Most agencies rely very heavily on manual review, and at significant cost to their businesses and impact on staff resources.

Fraud is not a once-in-a-while occurrence. Agencies report that nearly 7% of current bookings require manual review. Across the agency landscape an estimated six employees, on average, are involved in the manual review process, and the average staff member reviews about eight transactions a day for fraud. The cost in time and staff effort is highest, on a proportional basis relative to agency size, for that midsize agency category, where more than one in 10 bookings are reviewed (see Figures 12 and 13).

Larger agencies are more compartmentalized and more efficient at handling fraud cases. They are also somewhat more likely (although not by much) to have more sophisticated tools in place. The most common form of automation for fraud handling in larger agencies is automated cancellations of suspected fraudulent bookings. In those agencies, about 20% of the rejection process is partially or totally automated. That number is much smaller in the midsize and smaller agency segments. One agency owner, with more than \$35 million in revenue and three locations, said "My staff knows the risk factors... if you feel at all uncomfortable, defer and let me handle it."

Travel agencies are most likely to rely on card verification number (CVN) and address verification service (AVS) as the most common means of payment and card validation (see Figure 14). These are functions typically performed by the card issuer as part of a standard card authorization. AVS verifies whether the address (street number) and postal code provided by the purchaser match that on file for the cardholder, and sends a response of "Match," "Partial Match," "No Match," or "Unavailable" back to the merchant. Larger agencies, not surprisingly, are more likely to leverage a wider set of tools.

Figure 12: Percentage of Bookings Reviewed on Suspicion of Fraud, by Agency Size

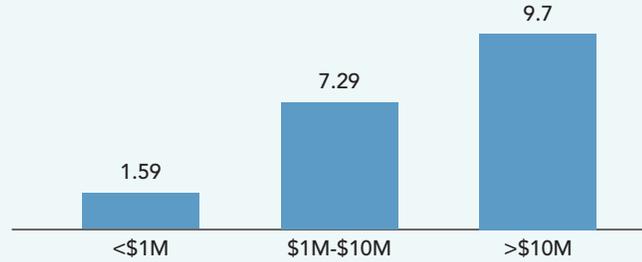


Question: In the past 12 months, approximately what percentage of your bookings in the U.S. required manual review for payment fraud?

Base: Travel agencies that use manual review (N=110)

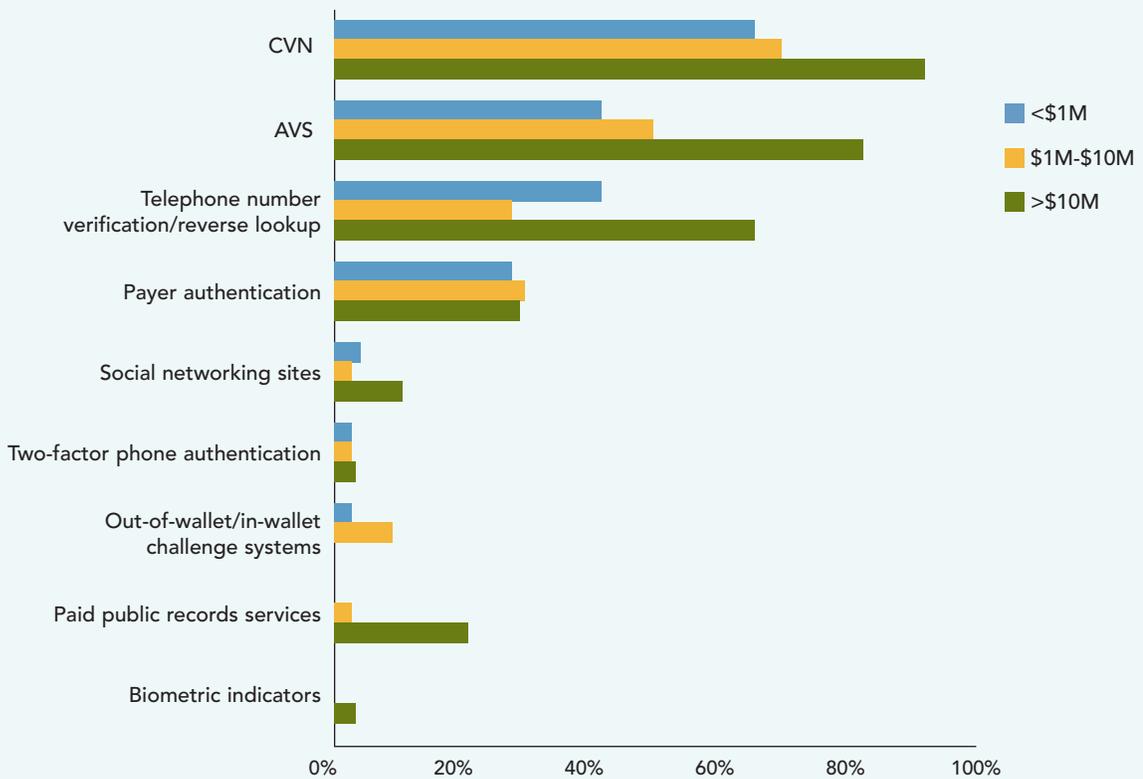
Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 13: Number of Staff Undertaking Manual Review for Suspected Fraud, by Agency Size



Question: How many staff (full time or equivalent) at your agency are involved with manual review for bookings?
 Base: Travel agencies that use manual review (N=122)
 Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 14: Validation Services Used for Fraud Detection, by Agency Size



Question: Which fraud detection techniques or tools does your travel agency use or plan to implement to assess the risk of payment fraud for bookings made online or over the phone?
 Base: Travel agencies that automate fraud screening (N=106)
 Source: *Travel Agencies and the Risk of Payment Fraud*

Customer order history, which involves a check against the customer’s purchasing history with the company, is another commonly used detection method, this one involving the agency’s proprietary data. More than half of agencies that do at least \$1 million in sales do a check on a customer’s purchasing history (see Figure 18). Particularly in the leisure agency segment, bookings from loyal customers are more likely to be accepted, while many agencies have a policy or culture of approaching new (and especially last-minute) purchasers with a high degree of caution.

One travel agency owner’s “house rules” to avoid fraudulent bookings:

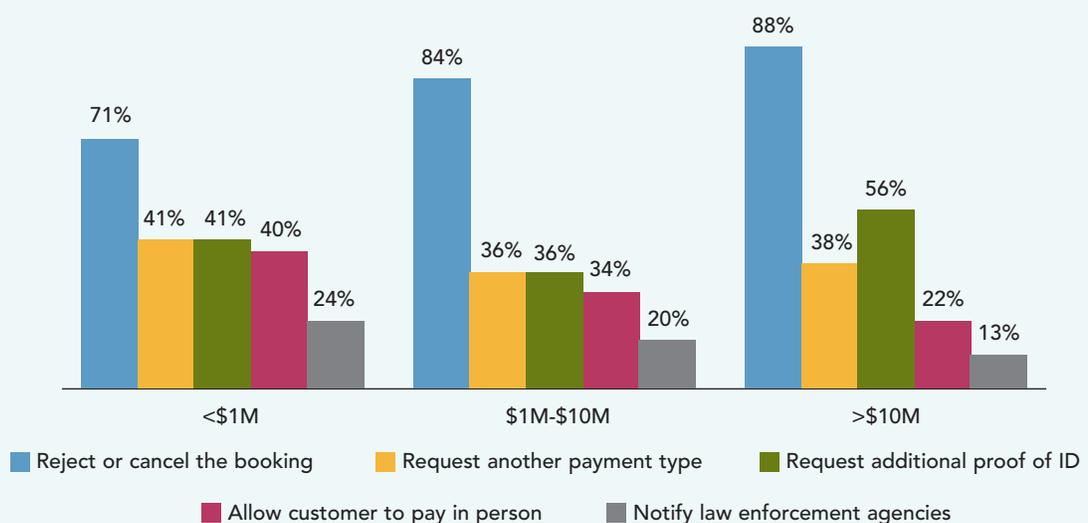
1. No tickets for anyone that we don’t know or who is not a referral
2. No one-ways on a Friday afternoon for travel over the weekend
3. No tickets for business class travel from points of origin in Africa

Fraud Handling

When fraud is suspected, the top line of defense across all agency sizes and product mix is simply to walk away from the business. When given a list of options, the vast majority of respondents typically reject the booking, with nearly nine in 10 \$10 million-plus agencies and 84% of midsize agency respondents selecting that option. Demanding a second form of payment or additional identification was also widely cited by agencies (see Figure 15).

Once the decision is made to reject a booking, that process is essentially manual. Even at larger agencies, where some automation is already in place, more than half of rejected or cancelled bookings are handled manually (see Figure 16).

Figure 15: Most Common Actions for Suspect Bookings, by Agency Size



Question: What does your agency do when automated screening or manual review identifies a transaction as potentially fraudulent? Select all that apply.

Base: U.S travel agencies (N=160)

Source: *Travel Agencies and the Risk of Payment Fraud*

Fraud Detection and Prevention for the Future

Many agencies lack knowledge of tools and best practices for fraud detection and management. This appears to be commonplace across agencies of all sizes and types (leisure, corporate and blended). Agencies have largely built manual processes – or simply guidelines – based on personal experience, and trust in the gut instincts of frontline sellers.

But lack of knowledge does not necessarily mean lack of interest in solutions or awareness that fraud is a problem. More than one in four respondents said they are seeking new solutions (see Figure 17). But most are not sure what those solutions are, how to choose and implement, and how they would save the agency money.

When looking at what tools can be used to help with fraud detection, taking advantage of their own customer order history is the first priority for agencies of all sizes. Only a small percentage of larger agencies seem to have any plans to implement more sophisticated detection tools such as fraud score modeling (see Figure 18).

Other more sophisticated techniques in addition to those presented in Figure 18 – such as device tracing and technology for risk assessment, order velocity monitoring and identity morphing models – are far less commonly used. Approximately one in five larger agencies undertake order velocity monitoring, while the percentage of smaller and midsize agencies using these techniques is mostly in the low single digits.

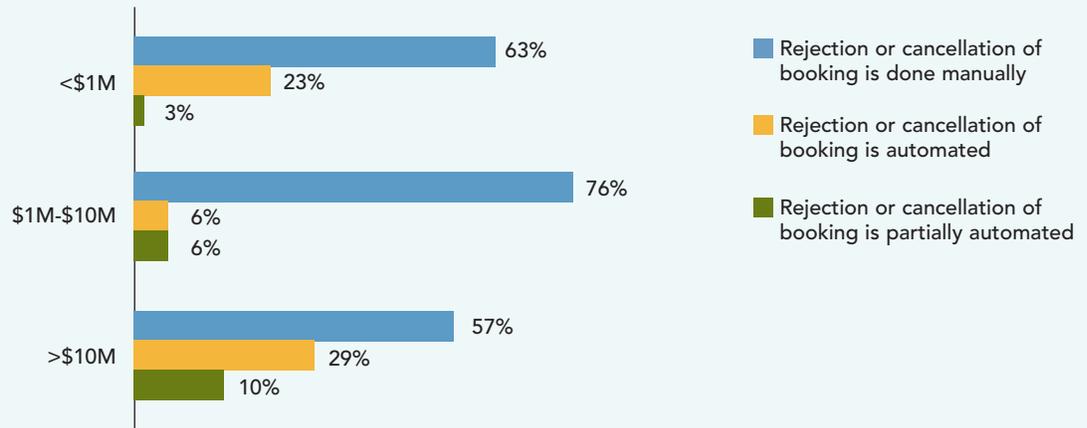
Among larger agencies, awareness and use of device tracing technology is slightly higher (see Figure 19). IP geolocation information (the geographic area – country, state, city, etc. – assigned to a specific IP address) and order velocity monitoring (business rules that analyze and flag orders if the total number of orders placed by a customer during a certain period of time exceeds set guidelines) are in use at 22% of the largest agencies. But there were essentially no plans among the other respondents to implement these processes, and in the majority of the small and medium-size agencies, the most common response was simply “not sure.”

Automated fraud detection and management practices largely present a sea of unknown and uncertainty in every agency segment. Education is needed on available tools, and agency managers must understand the options and benefits of those tools as a very necessary next step.

Agencies and the Growing Need for Better Protection

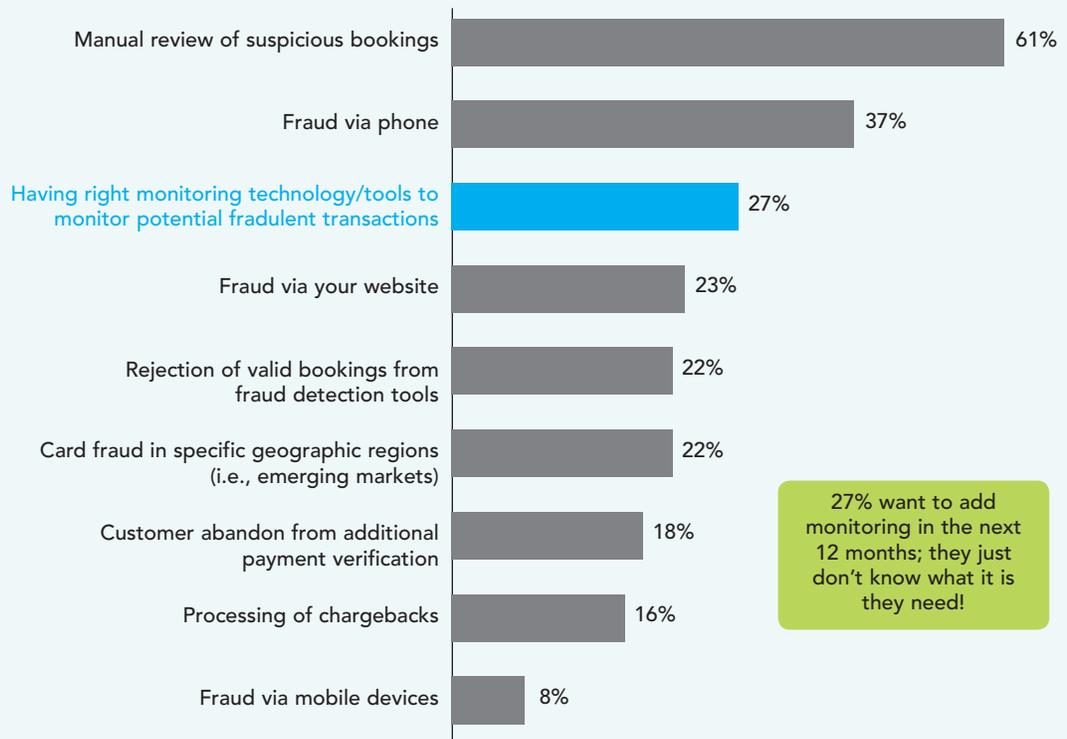
Fraud remains a significant and persistent challenge for agencies, most of which are small businesses with limited technical resources and knowledge. And these challenges are only likely to increase as market demands shift customers' channel of choice. There is significant opportunity for the agency community to learn about new technologies, techniques and best practices to detect and prevent fraud. Agencies need to understand the financial implications, impact on staff time, and lost revenue from cancelled bookings, as well as the direct cost of fraudulent bookings. While fraud will continue to be a major challenge for travel sellers, successful travel agencies of today and tomorrow should have the tools and practices in place for a strong defense.

Figure 16: Methods Used to Reject or Cancel Suspected Bookings Identified Through Automation, by Agency Size



Question: How do you handle the rejection or cancellation of bookings identified as potentially fraudulent by your automated screening process? Select one.
 Base: Travel agencies that automate fraud screening and cancel fraudulent bookings (N=89)
 Source: *Travel Agencies and the Risk of Payment Fraud*

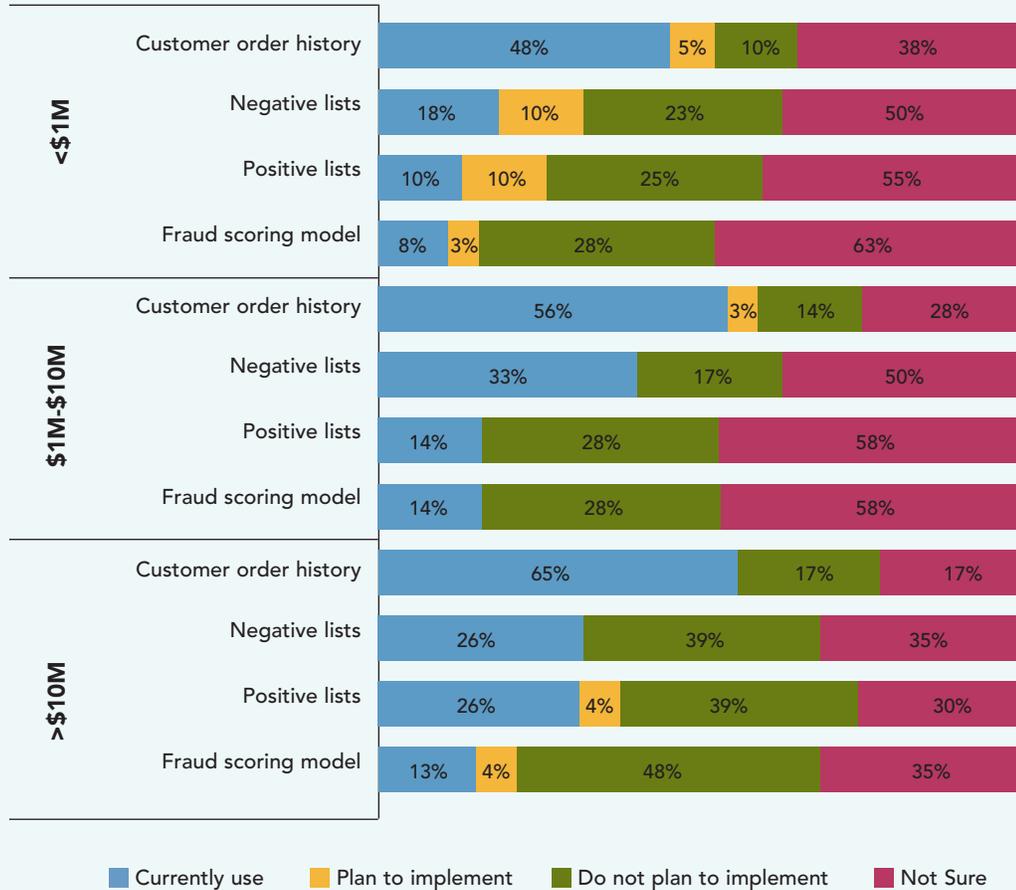
Figure 17: Top Focus Areas for Managing Fraud



27% want to add monitoring in the next 12 months; they just don't know what it is they need!

Question: Over the next 12 months, what are your agency's top three focus areas for managing payment fraud? Select up to three.
 Base: U.S travel agencies (N=160)
 Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 18: Advanced Fraud Detection Tools Used, by Agency Size

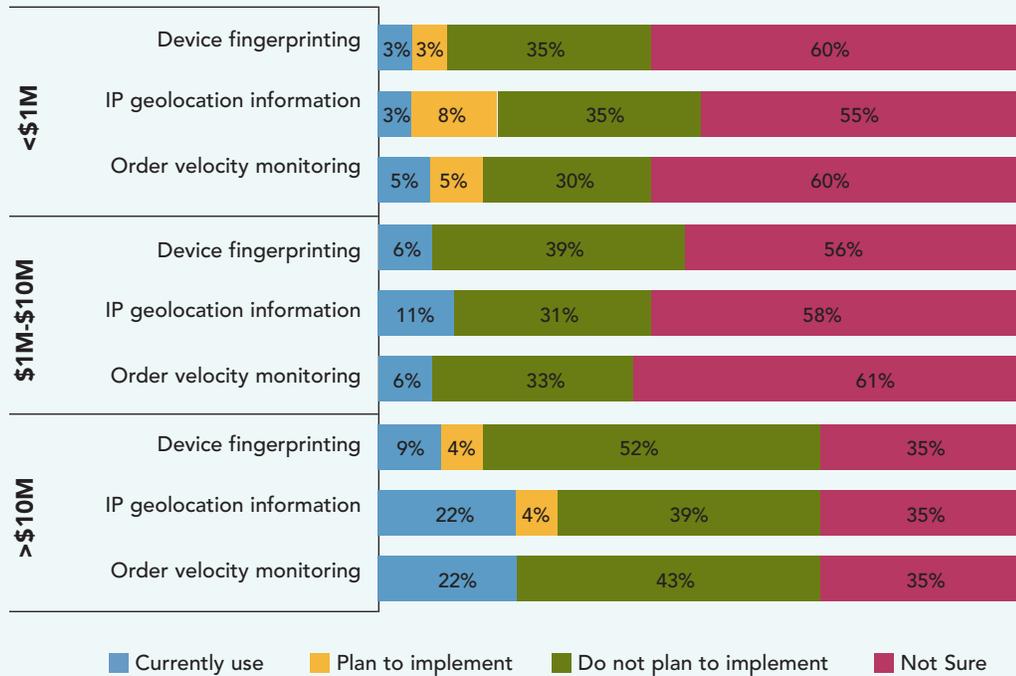


Question: Which fraud detection techniques or tools does your travel agency use or plan to implement to assess the risk of payment fraud for bookings made online or over the phone?

Base: Travel agencies that automate fraud screening (N=106)

Source: *Travel Agencies and the Risk of Payment Fraud*

Figure 19: Purchase Device Tracing Techniques Used, by Agency Size



Question: Which fraud detection techniques or tools does your travel agency use or plan to implement to assess the risk of payment fraud for bookings made online or over the phone?
 Base: Travel agencies that automate fraud screening (N=106)
 Source: *Travel Agencies and the Risk of Payment Fraud*



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