Fraud Analyst User Guide

ACI® Proactive Risk Manager™

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Notices

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About this publication

This publication describes and provides instructions for the tasks performed by Team Administrators and Supervisors.

What's new in this publication

Here's what's new in this publication.

August 2023

The following are the topics and the changes made for PRM 9.2.4.0:

- Search fields and operators displayed by default for each dimension

  Updates topic to include the Real Time Payment Account ID dimension.

- Search field available by default for each dimension

  Updates topic to include the Real Time Payment Account ID dimension.

- Override a dimension ID

  Modifies the note to state that Real-time rule processing does not consider whether a dimension ID has an Override applied. Only Standard and Batch (End of Day) rule processing considers this and performs screening.

- Dashboard widgets

  Adds information about the RT Rule KPIs and Rule KPIs widgets and how to configure and generate them.

May 2023

The following are the topics and the changes made for PRM 9.2.3.1:

- Page through multipage grids

  Updates the description of the information that is displayed on each page to indicate the number of rows displayed.

  Adds a description of the new IgnoreTotalCount configuration parameter.

  Adds a description of the Previous page and Next page buttons.

May 2022

The following are the topics and the changes made for PRM 9.2.0.0:

- Log out of PRM

  Replaced the image of the window that is used to log out of PRM. The image was replaced to show that PRM

Version has been added to the list of information on that window.

- Change your password

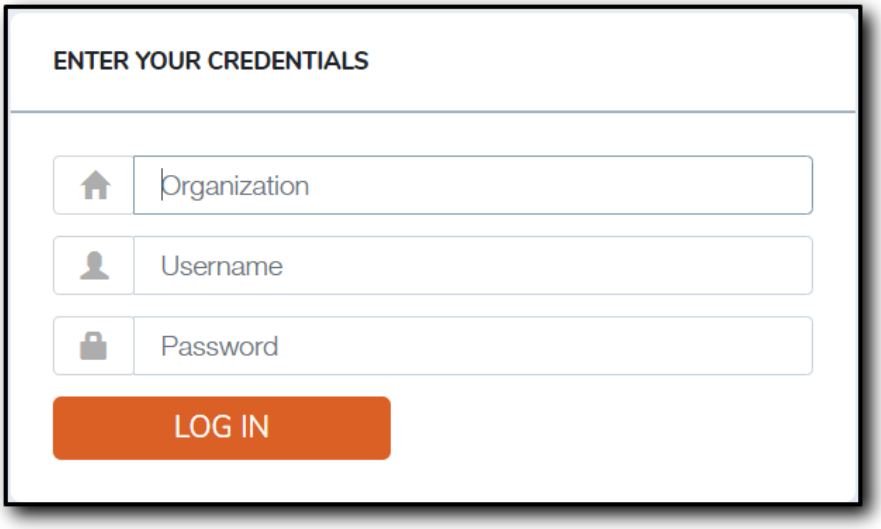
  Replaced the image of the window that is used to access the CHANGE YOUR PASSWORD window. The image was replaced to show that PRM Version has been added to the list of information on that window.

1. Getting started

This section of the guide provides information intended to help you get started with the PRM Analysis and Review user interface.

1.1. Log in to PRM

To access the PRM Analysis and Review user interface, type the URL for your PRM system in your browser, then press **Enter**. The Login window opens.



Enter the name of your organization, your username, and your password in the fields provided, then press **LOG IN**.

If the information you enter in the Login window is correct, the main menu and landing page are displayed. See Main menu for information about the fraud analyst main menu. See Landing page for information about the contents of the page.

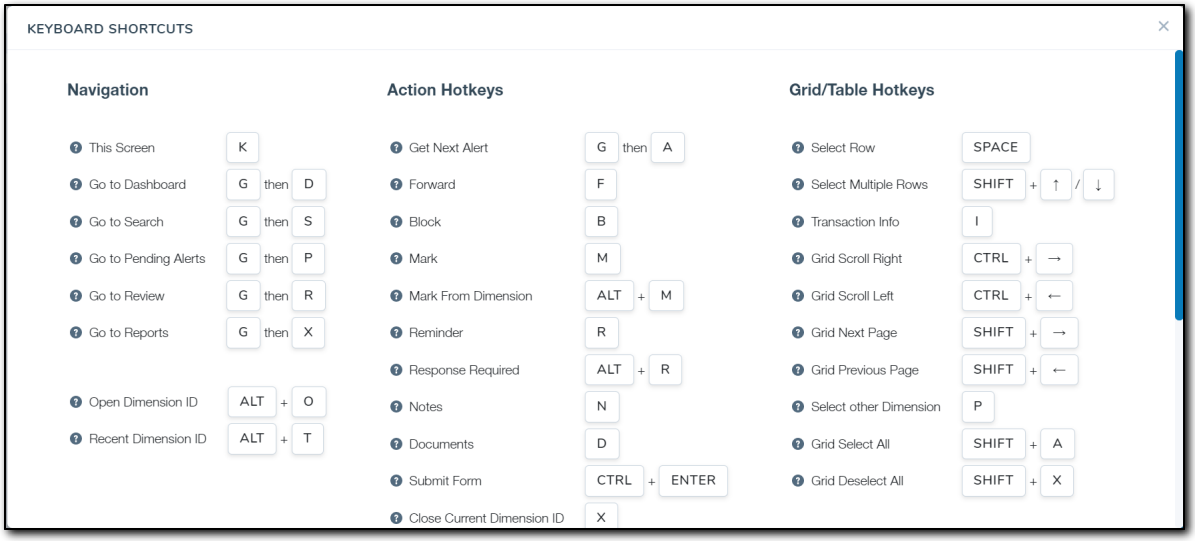
If the information you enter in the Login window is not correct, the system will display an error message. You will have a configured number of times to attempt logging in. If you exceed the allowed number of attempts without a successful login, your profile will be locked, and an administrator must unlock it before you can log in again.

1.2. Keyboard shortcuts

Keyboard shortcuts enable you to navigate within the PRM Analysis and Review user interface, take actions, and perform certain operations within tables and grids, using only your keyboard.

To view a list of the keyboard shortcuts, press the "**K**" key on your keyboard or click the button shown below. You will find the button in the lower right corner of each page.

When you press "**K**" or click the button, the KEYBOARD SHORTCUTS window opens.



To find out what a key or key combination enables you to do, move your cursor over the help symbol for that key or key combination.

To close the KEYBOARD SHORTCUTS window, click the "**X**" in the upper right corner of the window.

NOTE	The procedures described in this document identify the icons and buttons that can be used to perform the various functions from the PRM Analysis and Review user interface. As an alternative, you can perform many of those functions using the keyboard shortcuts.

1.3. Standard grid functionality

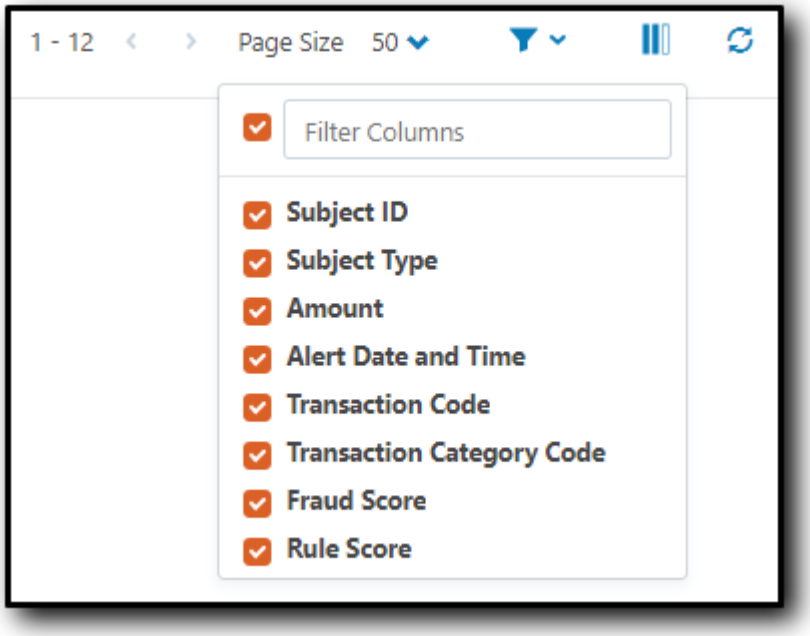
This topic describes the functionality available in grids in the Analysis and Review user interface.

1.3.1. Show or hide columns in a grid

Follow these instructions if you want to hide columns that are displayed in a grid, or if you want to display columns that were previously hidden.

1. Click the **Show/Hide Columns** icon:

   A window opens listing the names of all the columns that can be displayed in the grid. Each column name is preceded by a checkbox. If the checkbox is selected, the column is displayed. If the checkbox has been cleared (that is, the check mark has been removed), the column is not displayed. The type ahead function in the field at the top of the window allows you to quickly find a column name. The checkbox next to the field at the top of the list allows you toggle between selecting all and clearing all checkboxes.



2. Your next step depends on whether you want to show all columns, hide only selected columns, or show only selected columns.
    - If you want all the columns that are available for the grid to be displayed, select the checkbox that is next to the field at the top of the list.
    - If you want to hide only a few of the columns that are available for the grid, select the checkbox that is next to the field at the top of the list and then clear the checkboxes next to the names of the columns you want to hide.
    - If you want to show only a few of the columns that are available for the grid, clear the checkbox that is next to the field at the top of the list and then select the checkboxes next to the columns you want to show.
3. Ten seconds after you have made your selection, your grid configuration for this window is saved so that the next time you open this window it will display the same selections you picked in step 2.

1.3.2. Sort data in a grid

You can change the order of the rows in a grid by sorting the data in one of the columns in either ascending or descending alphanumeric order.

When you sort the data in a column, it applies only to the current page.

You can sort the data in a column using the arrows to the right of the column name. Click the up arrow to sort the column in ascending alphanumeric order, or click the down arrow to sort the column in descending alphanumeric order.

The grids also allow multiple column sort. To do this, keep the **Shift** key pressed and click on the sort arrows of other columns.

1.3.3. Reorder columns in a grid

You can change the order in which the columns in a grid are displayed.

1. Find a column you want to move.
2. Click in the column heading and hold the mouse button down.
3. Drag the column to its new location in the grid.
4. Release the mouse button. The column is displayed in the new location in the grid.
5. Repeat steps 1 - 4 for each column you want to move. Ten seconds after you have finished moving columns, your grid configuration for this window is saved so that the next time you open this window it will display the columns in the same order.

1.3.4. Page through multipage grids

The page size determines the maximum number of rows that can be shown on a single grid page. For example, if the **Page size** field is set to 50, no more than 50 rows can be shown on a single grid page. If there are more than 50 rows available, the additional rows are shown on a subsequent grid page.

The grids on some screens indicate the total number of rows that are available on the grid in the lower left corner of the grid.

For example, if the Page size field is set to 50 and there are 80 rows available, the following appears in the lower left corner of the first page of the grid: "1 - 50 of 80." If you click **Next Page (>)**, the next 30 rows are shown on the next grid page, and the following appears in the lower left corner: "51 - 80 of 80."

1.3.4.1. IgnoreTotalCount

Use the IgnoreTotalCount configuration parameter in the ar_ui_element_config table to prevent the system from showing the total count. It is enabled by default for certain grids on the Review screen. For example, if the **Page size** field is set to 50, and there are 80 rows available, the following appears in the lower left corner of the first page of the grid: "1 - 50." If you click **Next Page (>)**, the next 30 rows are shown on the next page of the grid, and the following appears in the lower left corner of the grid: "51 - 80."

IgnoreTotalCount is enabled by default for the following grids on the Review screen for the Card, Account, Customer, Terminal, Employee, UAID, and Merchant dimensions:

- All Transactions
- Marked Transactions
- Contextual Marked Transactions
- Alerted Transactions
- Action History

IgnoreTotalCount is also enabled by default for the All Transactions grid on the Review screen for the cross dimensions (Payee Account, Device ID, and IP Address).

Customers can also enable the IgnoreTotalCount configuration parameter for the Profile Tables if desired.

NOTE The IgnoreTotalCount configuration parameter cannot be changed from the user interface. It can be

changed only from the database.

1.3.4.2. Previous page and Next page buttons

The **Previous Page (<)** and the **Next Page (>)** buttons enable you to page backward and forward, respectively, through a multipage grid. The buttons appear in the lower left corner of the grid, between the text indicating which rows are shown and the **Page size** field, as shown below:

The **Previous Page** button is disabled when you are on the first page or only page of a grid.

The **Next Page** button is disabled if the total number of rows available is less than the page size.

If you click **Next Page** when the total number of rows available to be shown on the grid is equal to the page size, the following message appears: "You are currently on the last page of the grid."

1.3.5. Modify page size (number of rows displayed)

To modify the number of rows that are displayed on each page of a grid, click the down arrow in the **Page Size** field to select a different number from the list. You can display 5, 10, 25, 50, or 100 rows.

When you change the number of rows displayed on one page of the grid, it is changed for all pages of the grid. For example, if there are 18 rows of data, and you change the page size from 10 to 5, then pages 1 through 3 will display 5 rows of data each and page 4 will display the last 3 rows of data.

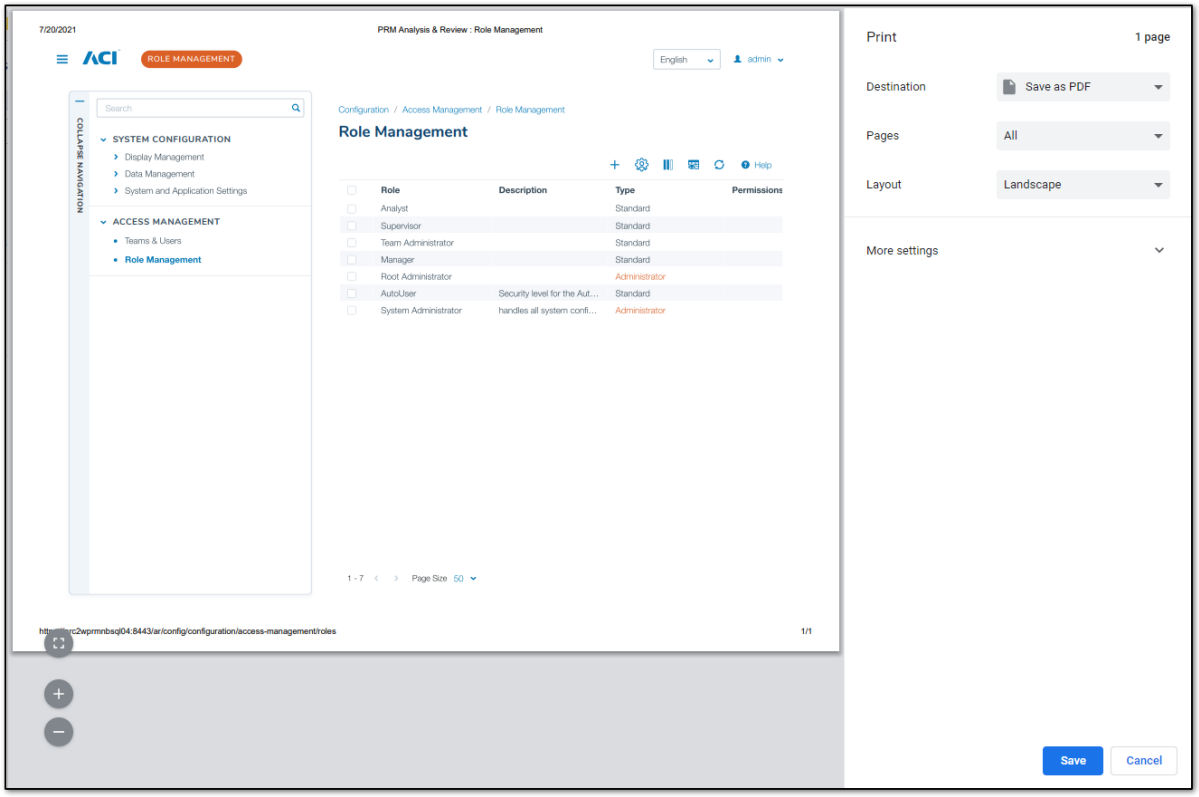
1.3.6. Refresh data in a grid

You can refresh data in a grid by clicking the **Refresh** icon ( ).

1.3.7. Printing pages in the Web UI

Use your browser's print function to print pages from the Analysis and Review user interface. Adjust the default settings to obtain the desired result. For example, you could change the layout from "Portrait" to "Landscape" and reduce the size of the image with a "Custom" scale option. You may also want to reduce the size of the margins.

The following image shows selections that allow the entire Review page to be printed. The Layout field is set to "Landscape."

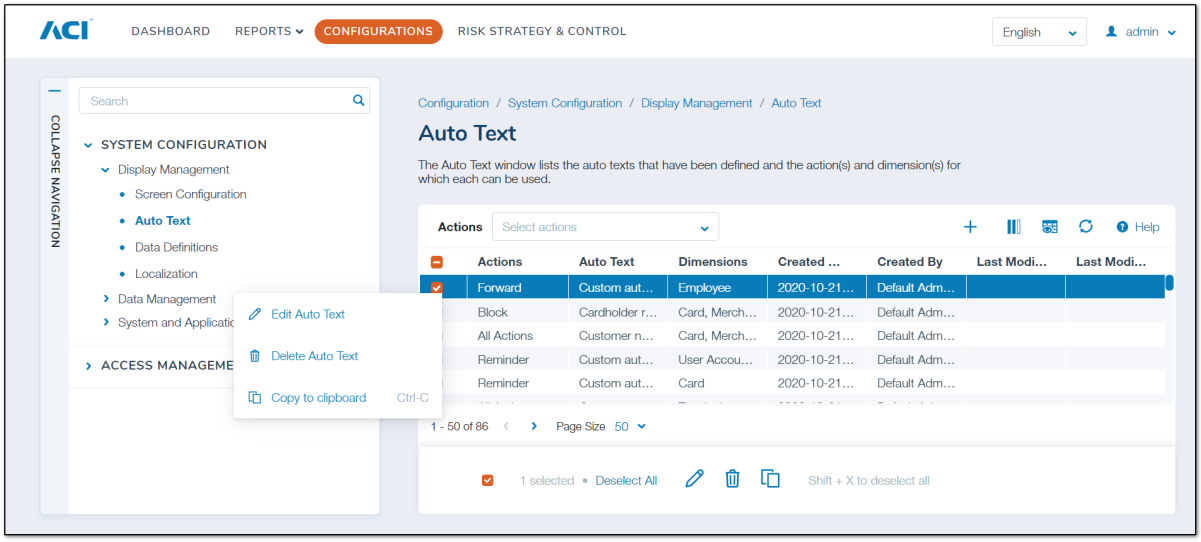


If you are planning to print the Role Management page and do not need to print the navigation pane, you could collapse the navigation pane before selecting your browser's print function.

1.3.8. Context menu and selection toolbar

Actions performed on items listed in a grid can be performed from either the context menu or the selection toolbar.

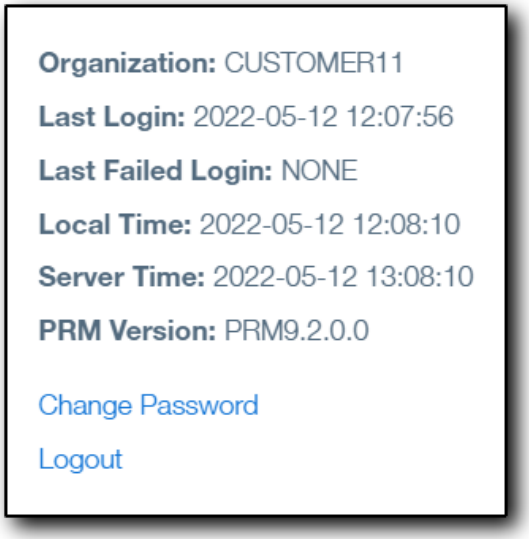
The following images shows the selection toolbar that appears at the bottom of the window when a user selects an item in the grid. In this case, it is the **Edit**, **Delete**, and **Copy to Clipboard** icons. The image also shows the context menu, which is displayed when a user selects an item in a grid and right-clicks. In this case, the **Edit**, **Delete**, and **Copy to Clipboard** icons and their descriptions are displayed in the context menu.



NOTE Most of the instructions in this guide only mention the selection toolbar. However, the context menu is available, and you may use it or the selection toolbar.

1.4. Log out of PRM

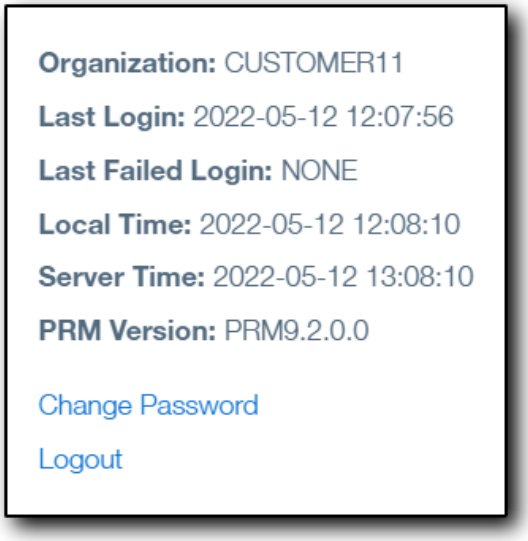
To log out of the PRM Analysis & Review user interface, click the down arrow next to your username in the top right portion of the window. When the window shown below opens, click **Logout**.



When you log out, an empty Login window opens. You can either log in again or close your browser.

1.5. Change your password

To change your password, click the down arrow next to your username in the top right portion of the window. When the window shown below opens, click **Change Password**.



When the CHANGE USER PASSWORD window opens, enter your current password in the **Your Current Password** field and your new password in the **New Password** and **Confirm Password** fields, then click **SAVE**.

NOTE

The value entered in the New Password field cannot be the same as your current password, and the value entered in the Confirm Password field must match the value entered in the New Password field. Your new password must also meet the password requirements configured for your system:

- Your new password cannot contain fewer characters than the configured minimum number, and

it cannot contain more characters than the configured maximum number.

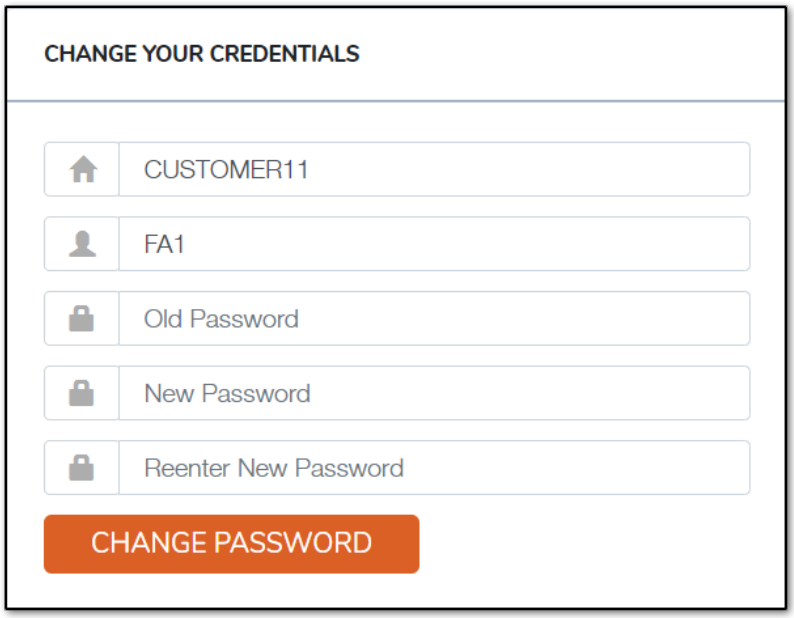
- Your new password must match the RegEx for passwords, which is configured on the Security Validation Settings window.
- If the PasswordEQId parameter is set to 1 on the General Settings window, your new password cannot be the same as your username.
- The Password_History parameter set on the General Settings window determines how many past passwords are stored by the system. For example, if the parameter is set to 3, the system will store your last three passwords. You cannot make one of the stored passwords your new password.

Refer to the *Root Administrator and System Administrator User Guide* for information on the Security Validation Settings and General Settings.

1.6. Change your expired password

If the Password_New_Expire parameter is set to 1, users will be required to change their passwords the first time they log in to the Analysis and Review user interface. The value in the PasswordExpire_Days parameter determines the number of days that users' passwords are valid. When the specified number of days is exceeded, users are required to change their passwords. These two parameters are set on the General Settings window. Refer to the *Root Administrator and System Administrator User Guide* for more information.

When your password expires, the CHANGE YOUR CREDENTIALS window opens. The first field on the window identifies your organization. The second field contains your username.



To change your password, enter your expired password in the **Old Password** field, enter your new password in the **New Password** and **Reenter New Password** fields, and then click **CHANGE PASSWORD**.

1.7. Main menu

The main menu is displayed after a successful login. Its contents depend on your role and the permissions assigned to that role.

The main menu for Fraud Analyst contains the following items:

- DASHBOARD
- SEARCH
- REVIEW
- REPORTS

Reports are described in the *Reports User Guide*. Subsequent topics describe the other menu items, the sub-menus, and the associated windows and functions.

1.8. Landing page

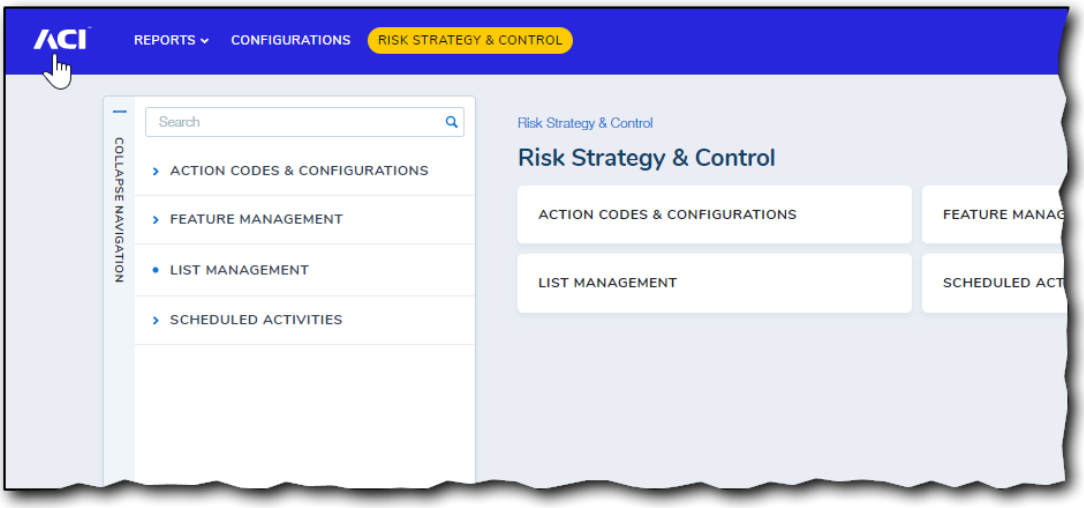
After you log in to PRM successfully, your landing page is displayed.

The landing page identifies your organization, the time of your last successful login, the current server time, and your local time.

The landing page contains two other sections:

- **Recently Visited** - This section displays tiles for the pages you recently accessed. This section can contain up to four tiles. Click a tile to go directly to that page.
- **Useful Links** - This section displays tiles for other pages to which you have access. This section can contain up to eight tiles. Click a tile to go directly to that page.

To return to the landing page from any other page in the Web UI, click the logo in the upper left corner of the window.



2. Dashboard

Your dashboard is shown each time you log in. You can return to your dashboard from any page in the PRM Analysis and Review user interface by clicking **DASHBOARD** in the main menu.

2.1. Dark mode

A toggle switch is available to logged-in users enabling them to switch between light and dark mode versions of the web application.

The user theme selection (light vs dark mode) is saved in the AR database so that every time the user configurations are loaded, the theme is also included.

NOTE	The login page is always in light mode because the browser (Google Chrome and Microsoft Edge) has the corresponding dark mode configurations.

2.2. Widgets

You can customize your dashboard by adding a pre-defined or custom widget. Widgets are configured within the PRM Analysis and Review user interface. Once configured and generated, the widgets are displayed on the dashboard where you can edit, sort, refresh, or remove them.

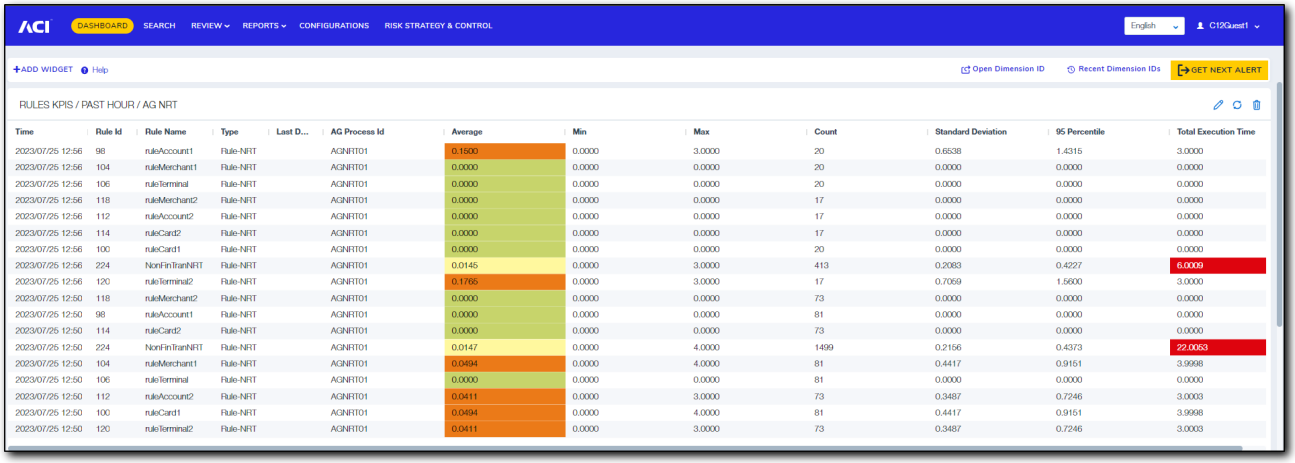
If you have the *Manage Widgets for Team Members* permission, you can assign a widget to one or more users when you create the widget. Users can modify and remove assigned widgets from their dashboards.

2.2.1. Monitor KPIs

Starting in PRM 9.2.4, users can monitor KPIs for rules, queues, and computed variables using the RT Rules KPI and Rules KPI report widgets. The report widgets provide the following types of information:

- KPI logging time, based on the database system date and time
- Rule ID
- Rule Name (on the Rules KPI report widget only)
- Type
- Last Deployment/Undeployment Date and Time
- Average execution time of a rule, queue, or computed variable
- Minimum execution time for a rule, queue, or computed variable
- Maximum execution time for a rule queue, or computed variable
- Standard deviation for a rule, queue, or computed variable
- 95% execution time average for a rule, queue, or computed variable
- Total count of transactions that triggered the queue or computed variable SQL per minute

The following is a sample Rule KPIs report widget:



Time	Rule Id	Rule Name	Type	Last D...	AG Process Id	Average	Min	Max	Count	Standard Deviation	95 Percentile	Total Execution Time
2023/07/25 12:56	98	ruleAccount1	Rule-NRT		AGNRT01	0.1500	0.0000	3.0000	20	0.6538	1.4315	3.0000
2023/07/25 12:56	104	ruleMerchant1	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	20	0.0000	0.0000	0.0000
2023/07/25 12:56	106	ruleTerminal	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	20	0.0000	0.0000	0.0000
2023/07/25 12:56	118	ruleMerchant2	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	17	0.0000	0.0000	0.0000
2023/07/25 12:56	112	ruleAccount2	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	17	0.0000	0.0000	0.0000
2023/07/25 12:56	114	ruleCard2	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	17	0.0000	0.0000	0.0000
2023/07/25 12:56	100	ruleCard1	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	20	0.0000	0.0000	0.0000
2023/07/25 12:56	224	NonFinTranNRT	Rule-NRT		AGNRT01	0.0145	0.0000	3.0000	413	0.2083	0.4227	6.0009
2023/07/25 12:56	120	ruleTerminal2	Rule-NRT		AGNRT01	0.1765	0.0000	3.0000	17	0.7059	1.5600	3.0000
2023/07/25 12:50	118	ruleMerchant2	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	73	0.0000	0.0000	0.0000
2023/07/25 12:50	98	ruleAccount1	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	81	0.0000	0.0000	0.0000
2023/07/25 12:50	114	ruleCard2	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	73	0.0000	0.0000	0.0000
2023/07/25 12:50	224	NonFinTranNRT	Rule-NRT		AGNRT01	0.0147	0.0000	4.0000	1499	0.2156	0.4373	22.0053
2023/07/25 12:50	104	ruleMerchant1	Rule-NRT		AGNRT01	0.0494	0.0000	4.0000	81	0.4417	0.9151	3.9998
2023/07/25 12:50	106	ruleTerminal	Rule-NRT		AGNRT01	0.0000	0.0000	0.0000	81	0.0000	0.0000	0.0000
2023/07/25 12:50	112	ruleAccount2	Rule-NRT		AGNRT01	0.0411	0.0000	3.0000	73	0.3487	0.7246	3.0003
2023/07/25 12:50	100	ruleCard1	Rule-NRT		AGNRT01	0.0494	0.0000	4.0000	81	0.4417	0.9151	3.9998
2023/07/25 12:50	120	ruleTerminal2	Rule-NRT		AGNRT01	0.0411	0.0000	3.0000	73	0.3487	0.7246	3.0003

The calculations are performed per minute (every 1 minute), within the entry and rules/queues procedures. They are performed per AG instance, as the aggregation is done by the AG. The system pre-aggregates the data and provides an average of the total execution duration per rule.

The execution time is calculated based on the SYSDATE value.

The statistics are stored in the AG_RULES_KPI_LOG table so that they can later be queried or displayed in the UI. The cleanup period is set by default to 3 days.

The functionality is enabled per system via a parameter in the SystemConfig table, which users can access from General Settings window. The name of the parameter is RulesKPIThresholdMs. If the parameter is set to -1 (Disabled), the rules KPIs are not calculated. The default value for the parameter is 300 milliseconds.

NOTE Rules KPIs are collected only if the 95 percentile will exceed value in RulesKPIThresholdMs system config parameter.

A refresh parameter in the APPLCNFG table determines how often the system will check if the rule KPI functionality is enabled. The name of the parameter is risk.gateway.enableRulesKpi.update.frequency. The default value for the parameter is 60 seconds.

See Add the RT Rules KPIs report widget and Add the RT Rules KPIs report widget topics for instructions on adding the report widgets to your dashboard.

2.2.2. Add a widget

Follow these steps to add a widget:

1. Click **+ ADD WIDGET** link on the dashboard to open the Add WIDGET window.
2. In the **Report Type** field, select a report type from the dropdown list.

NOTE

The report types are listed by category.

The Rule and Queue category consists of the following report types:

- Near-Real Time Rule Performance

- Queue Status
- Real-Time Rule Performance

The System Performance category consists of the following report types:

- RT Rule KPIs
- Rule KPIs
- Transaction Statistics

After you select the report type, the ADD WIDGET window expands. Additional fields are displayed to enable you to set the parameters for the selected report type.

2.2.2.1. Add the Near Real-Time Rule Performance report widget

The Near Real-Time Rule Performance report provides the following for the near real-time rules in the selected portfolio:

- Rule name

NOTE Deployed and un-deployed rules are displayed.

- Portfolio to which the rule is assigned and calculations are done
- Status (deployed or un-deployed)
- Number of alerts in the specified time interval
- Percentage per mille (meaning parts per 1000 - ‰) of the alerted transactions for the portfolio.

Follow these steps to set the parameters for the Near Real-Time Rule Performance widget and to add it to your dashboard.

1. From the drop-down list in the **Portfolio** field, select the portfolio whose rules you want to be included in the report.

   NOTE You can select multiple portfolios. However, only the portfolios for the analyst's team are displayed. If the analyst has multi-team reporting assigned, all portfolios for each team are displayed.

2. From the drop-down list in the **Report Interval** field, select the time interval to be included in the report.

   The time interval refers to the transaction processing date.

3. The default refresh rate for the widget is 300 seconds (5 minutes). If you want a different refresh rate, type it in the **Refresh Rate** field.
4. The system automatically updates the **Widget Label** field (the name that will appear at the top of the widget). It appends the name of the portfolio and the report interval you selected to the report name, for example: Near Real-Time Rule Performance/PortCard1/Past 2 Days. If you want a different label, type it in the **Widget Label** field.
5. If you have the *Manage Widgets for Team Members* permission, you have the option to use the **Apply Widget**

to Team Members field to select one or more users to which the new widget applies.

6. If you need to add color coding to the columns, click **+ADD RULE**.

   a. Select the Color from the dropdown.

   b. Select the Column to which to apply the color.

   c. Select the Operator from the dropdown.

   d. Enter the Value that will trigger the column to be highlighted.

NOTE	Click **+ ADD RULE** to add another color-coding rule.

7. Click **GENERATE** to create the widget or click **CANCEL** to close the **ADD WIDGET** pop-up window without creating the widget.

2.2.2.2. Add the Queue Status report widget

The Queue Status report lists the following data:

- Name of the queue.
- Type of queue.
- The selected portfolio to which the queue is assigned, for which the depth is calculated.
- Total number of analysts assigned to each queue.

NOTE	Only the analysts of a team are listed; however, if an analyst has multi-team reporting assigned, all analysts on all teams are listed.

- Number of active analysts assigned to each queue.

NOTE	The time interval of in activity after which the user is considered inactive is configurable.

- Number of alerts in each queue (Depth)
- Transaction amounts for the alerts in each queue.
- How long ago the oldest alert was added to each queue.

Follow these steps to set the parameters for the Queue Status widget and to add it to your dashboard.

1. In the **Inactive Time Limit (minutes)** field, type the number of minutes after which you want analysts to be reported as inactive.

NOTE	You can use the arrows to increase or decrease the number of minutes.

2. From the drop-down list in the **Portfolio** field, select the portfolio you want to be included in the report.

NOTE	You can select multiple portfolios. Only the portfolios for the analyst's team are listed. If the analyst has multi-team reporting assigned, the portfolios of all the analyst's teams are listed.

3. From the drop-down list in the **Queue Type** field, select the queue types you want to be included in the report.
4. The default refresh rate for the widget is 300 seconds (5 minutes). If you want a different refresh rate, type it in the **Refresh Rate** field.

   Use the arrows to increase or decrease the number of seconds.

NOTE	The data for the widget will be updated with the frequency of the calculation job. So, the refresh rate should be equal to or greater than the calculation frequency; otherwise, after refreshing the same data will be displayed.

5. The system automatically updates the **Widget Label** field (the name that will appear at the top of the widget). It appends the name of the portfolio you selected to the report name, for example, Queue Status/PortfolioMerchant1. If you want a different label, type it in the **Widget Label** field.
6. If you have the *Manage Widgets for Team Members* permission, you have the option to use the **Apply Widget to Team Members** field to select one or more users to which the new widget applies.
7. If you need to add color coding to the columns, click **+ADDRULE**.

   a. Select the Color from the drop-down list.

   b. Select the Column to which to apply the color.

   c. Select the Operator from the drop-down list.

   d. Enter the Value that will trigger the column to be highlighted.

NOTE	Click **+ ADD RULE** to add another color-coding rule.

8. Click **GENERATE** to create the widget and add it to your dashboard.

2.2.2.3. Add the Real-Time Rule Performance report widget

The Real-Time Rule Performance report provides the following for the real-time rules in the selected portfolio:

- Rule name

NOTE	Deployed and un-deployed rules are displayed.

- Portfolio to which the rule is assigned and calculations are done
- Status (deployed or un-deployed)
- Number of alerts in the specified time interval
- Percentage of alerted transactions for the portfolio
- Percentage of declined transactions for the portfolio
- Percentage of referrals
- Sum of the amount for accepted transactions
- Sum of the amount for declined transactions
- Sum of the amount for referred transactions status information and performance data for the real-time rules in the selected portfolio.

NOTE	See the *PRM Extension Guide* for information on how to extend the widget to include newly-defined RT dispositions.

Follow these steps to set the parameters for the Real-Time Rule Performance widget and to add it to your dashboard.

1. From the drop-down list in the **Portfolio** field, select the portfolio whose rules you want to be included in the report.

NOTE	You can select multiple portfolios. However, only the portfolios for the analyst's team are displayed. If the analyst has multi-team reporting assigned, all portfolios for each team are displayed.

2. From the drop-down list in the **Report Interval** field, select the time interval to be included in the report.
3. The default refresh rate for the widget is 300 seconds (5 minutes). If you want a different refresh rate, type it in the **Refresh Rate** field.
4. The system automatically updates the **Widget Label** field (the name that will appear at the top of the widget). It appends the name of the portfolio and the report interval you selected to the report name, for example, Real-Time Rule Performance/PortCard1/Past 2 Days. If you want a different label, type it in the **Widget Label** field.
5. If you have the *Manage Widgets for Team Members* permission, you have the option to use the **Apply Widget to Team Members** field to select one or more users to which the new widget applies.
6. If you need to add color coding to the columns, click **+ADD RULE**.

NOTE	Click **+ ADD RULE** to add another color-coding rule.

7. Click **GENERATE** to create the widget or click **CANCEL** to close the **ADD WIDGET** pop-up window without creating the widget.

2.2.2.4. Add the RT Rules KPIs report widget

The RT Rules KPIs report widget enables you to monitor the performance of the real-time rules.

Follow these steps to set the parameters for the RT Rule KPIs report and to add the widget to your dashboard.

1. From the drop-down list in the **Analytic Gateway** field, select one or more analytic gateway processes whose activity you want to be included in the report.
2. From the drop-down list in the **Report Interval** field, select the time interval to be included in the report.
3. From the drop-down list in the **Rule Name** field, select the rule or rules to be included in the report.
4. The default refresh rate for the widget is 300 seconds(5 minutes). If you want a different refresh rate, type it in the **Refresh Rate** field.
5. The system automatically updates the **Widget Label** field (the name that will appear at the top of the widget). It appends the name of the selected report interval, analytic gateway process or processes, and rule or rules to the report name. If you want a different label, type it in the **Widget Label** field.
6. If you have the *Manage Widgets for Team Members* permission, you have the option to use the **Apply Widget to Team Members** field to select one or more users to which the new widget applies.

7. If you want to add color coding to the columns, click **+ADD RULE**.
   a. Select the **Color** from the dropdown list.
   b. Select the **Column** to which you want the color applied.
   c. Select the **Operator** from the dropdown.
   d. Enter the **Value** that will trigger the column to be highlighted in the selected color.

   NOTE Click **+ ADD RULE** to add another color-coding rule.

8. Click **GENERATE** to create the widget and add it to your dashboard.

2.2.2.5. Add the Rules KPIs report widget

The Rules KPIs report widget enables you to monitor the performance of the NRT rules.

Follow these steps to set the parameters for the Rule KPIs report and to add the widget to your dashboard.

1. From the drop-down list in the **Analytic Gateway** field, select one or more analytic gateway processes whose activity you want to be included in the report.
2. From the drop-down list in the **Report Interval** field, select the time interval to be included in the report. The default is Past Hour.
3. From the drop-down list in the **Type** field, select one or more of the following:
   - Rule-NRT
   - Queue-NRT
   - Aggregate-NRT
4. From the drop-down list in the **Rule Name** field, select the rule or rules to be included in the report.
5. The default refresh rate for the widget is 300 seconds (5 minutes). If you want a different refresh rate, type it in the **Refresh Rate** field.
6. The system automatically updates the **Widget Label** field (the name that will appear at the top of the widget). It appends the name of the selected report interval, analytic gateway process or processes, and rule or rules to the report name. If you want a different label, type it in the **Widget Label** field.
7. If you have the *Manage Widgets for Team Members* permission, you have the option to use the **Apply Widget to Team Members** field to select one or more users to which the new widget applies.
8. If you want to add color coding to the columns, click **+ADD RULE**.
   a. Select the **Color** from the dropdown list.
   b. Select the **Column** to which you want the color applied.
   c. Select the **Operator** from the dropdown.
   d. Enter the **Value** that will trigger the column to be highlighted in the selected color.

   NOTE Click **+ ADD RULE** to add another color-coding rule.

9. Click **GENERATE** to create the widget and add it to your dashboard.

2.2.2.6. Add the Transaction Statistics report widget

The Transaction Statistics report lists the number of transactions processed and the transaction per second (TPS) rate for each hour of each day in the selected report interval and selected KPI and Analytic Gateway process combination.

Follow these steps to set the parameters for the Transaction Statistics report and to add the widget to your dashboard.

1. From the drop-down list in the **Analytic Gateway** field, select one or more analytic gateway processes whose activity you want to be included in the report.
2. The default refresh rate for the widget is 300 seconds (5 minutes). If you want a different refresh rate, type it in the **Refresh Rate** field.
3. From the drop-down list in the AG KPI name field, select one or more KPIs.
4. From the drop-down list in the **Report Interval** field, select the time interval to be included in the report.
5. The system automatically updates the **Widget Label** field (the name that will appear at the top of the widget). It appends the name of the selected KPI or KPIs, the selected analytic gateway process or processes, and the report interval you selected to the report name, for example, TransactionStatistics/Txn Start to End /AGNRT01/Past Hour. If you want a different label, type it in the **Widget Label** field.
6. If you have the *Manage Widgets for Team Members* permission, you have the option to use the **Apply Widget to Team Members** field to select one or more users to which the new widget applies.
7. If you want to add color coding to the columns, click **+ADD RULE**.
   a. Select the **Color** from the dropdown list.
   b. Select the **Column** to which you want the color applied.
   c. Select the **Operator** from the dropdown.
   d. Enter the **Value** that will trigger the column to be highlighted in the selected color.

NOTE	Click **+ ADD RULE** to add another color-coding rule.

8. Click **GENERATE** to create the widget and add it to your dashboard.

2.2.3. Edit a widget

To edit a widget on your dashboard, click the **Edit** icon in the upper-right corner of the widget. The EDIT WIDGET window for the report type opens. Modify the values in the fields, as desired. When you finish with your modifications, click **GENERATE** to replace the existing widget.

NOTE	Depending on which fields you modify, the system may change the value in the Report Label field to reflect your modifications. You can override the system-provided label by typing a different label in that field.

2.2.4. Sort a widget

You can sort columns on a widget the same way you sort columns on other grids, that is, by clicking the up or down arrow to the right of the column heading.

The grids also allow multiple column sort. To do this, keep the **Shift** key pressed and click on the sort arrows of other columns.

2.2.5. Refresh a widget

To refresh the data displayed in a widget, click the **Refresh** icon ( ) located in the upper-right corner of the widget.

2.2.6. Remove a widget

To remove a widget from your dashboard, click the **Remove** icon ( ) located in the upper-right corner of the widget.

2.2.7. Custom widgets

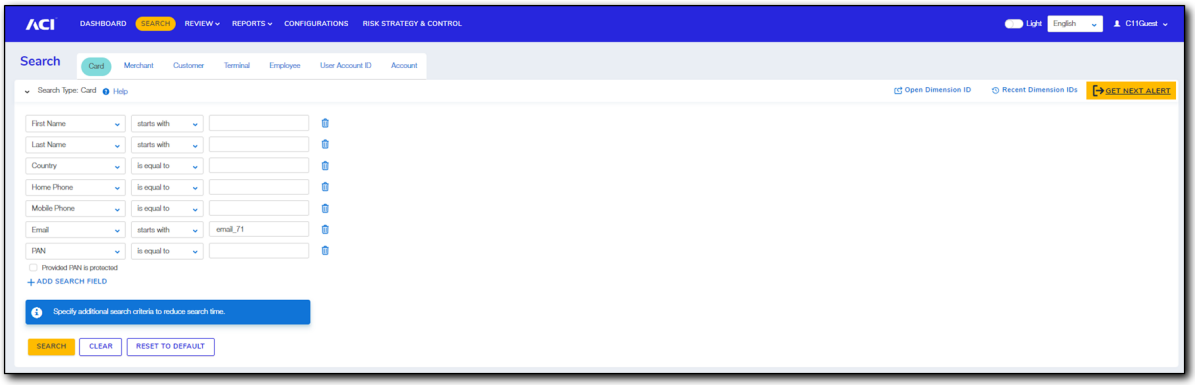
Custom widgets are created by Database Administrators having the required permissions. See the *Add Custom Widgets* topic in the ***Configuration and Extension Guide***.

3. Search

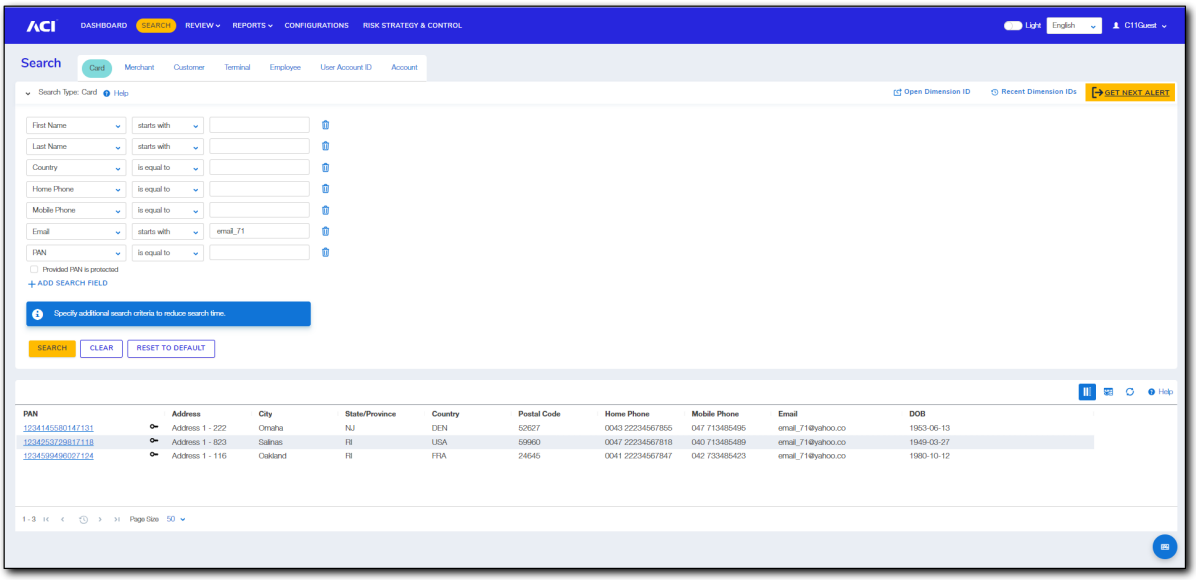
The search function enables you to select a dimension and specify search criteria for the dimension ID or dimension IDs you want to review.

NOTE	If you are searching for a single dimension ID and you know the dimension and dimension ID for it, you can use the Open Dimension ID link on the DASHBOARD to quickly locate and open the dimension ID.

When you click SEARCH in the main menu, the Search window opens. Select the tab for the dimension you want to search, and then specify the search criteria for the dimension ID or dimension IDs you want to review.



Any dimension IDs for the selected dimension that match the specified search criteria are displayed in a grid below the search fields.



The dimension IDs in the search results grid are hyperlinks. You can click one of the hyperlinked dimension IDs to open the dimension ID in the Review screen.

The Search window includes links for opening the OPEN DIMENSION ID and RECENT DIMENSION IDS windows,

and there is a button labeled GET NEXT ALERT that you can click to open the next alert in the Review screen.

3.1. Search for dimension IDs

Follow these steps to search for dimension IDs.

1. Click **SEARCH** in the menu bar to open the Search page.
2. On the Search page, select the tab that corresponds to the dimension of the dimension ID or dimension IDs you want to search for. After you select a tab, the Dimension field indicates which tab you selected, and the configured search fields and operators for the selected dimension are displayed below the field. See Search fields and operators displayed by default for each dimension for a list of the search fields and operators displayed by default for each dimension.
3. Determine which search fields you are going to use for your search. For each of those search fields, follow these steps:
   a. In the second column, select an operator from the list. The data type of the search field determines which operators are in the list. See Search field data types and available operators for a list of the operators that are available for each data type.
   b. In the third column, enter a value. If the data type of the search field is date or numeric, and you select the "between" operator, you must enter a range of values. In this case, a second value field is displayed to enable you to enter a range of values.
4. If you want to add another search field, follow these steps:
   a. Click the + Add Search Field link.
   b. When the new row is added to the search criteria fields, click the down arrow in the new search field and select a search field that is not already being used in the search. For example, you cannot use two First Name search fields and search for "John" in one and "Johnny" in the other. See Search fields available by default for each dimension for a list of the demographic fields that can be used to search for dimension IDs, broken out by dimension. Note that your administrator may configure different demographic search fields to be available.
   c. In the second column, select an operator from the list.
   d. In the third column, enter a value. If the data type of the search field is date or numeric, and you select the "between" operator, you must enter a range of values. In this case, a second value field is displayed to enable you to enter a range of values.

NOTE Search fields left blank do not affect the search results.

1. If you want to remove a search field, click the **Delete** icon to the right of the row. The row is removed from the page.
2. Click **SEARCH**.

TIP Narrow your search criteria to reduce the time it takes to obtain the search results.

What to do next:

The section containing the search fields collapses, and the dimension ID or dimension IDs matching the specified search criteria are displayed in a grid on the Search page.

If the dimension ID you were searching for is listed in the grid, you can click its hyperlinked dimension ID to open it in the Review page.

If the dimension ID you were searching for is not listed in the grid, you can click the down arrow to the left of the Search Type field to expand the section containing the search fields. Then modify your search criteria and search again.

If you want to clear all the values you entered in the third column of the search fields, reset the first and second columns of the search fields to their default values, and remove any additional search fields you may have added, click the RESET TO DEFAULT button.

3.1.1. Search fields available by default for each dimension

After you select a dimension tab on the Search page, you can specify search criteria. Search criteria consists of search fields, which are demographic fields for the selected dimension, operators you select, and values you enter. For example, if you select the Card tab, you might select PAN as one of the search fields, select "starts with" as the operator, and then enter the first four digits of the PAN as the value to match.

Listed below are the search fields that are available by default for each dimension. Note that when you select a dimension tab on the Search page, you may see only a subset of these search fields. If you want to search using the fields not included in that subset, you will have to add them to your search criteria. Your administrator may configure different demographic fields to be available for search.

3.1.1.1. Account

Listed below are the search fields that are available by default for the dimension Account.

- Account Number
- First Name
- Last Name
- Customer ID
- City
- State/Province
- Postal Code
- Country
- DOB
- Email
- Home Phone
- Mobile Phone

3.1.1.2. Card

Listed below are the search fields that are available by default for the dimension Card.

- PAN

- First Name
- Last Name
- City
- State/Province
- Postal Code
- Country
- Email
- DOB
- Home Phone
- Mobile Phone

3.1.1.3. Customer

Listed below are the search fields that are available by default for the dimension Customer.

- Customer ID
- First Name
- Last Name
- City
- State/Province
- Postal Code
- Country
- Email
- DOB
- Government ID
- Home Phone
- Mobile Phone

3.1.1.4. Employee

Listed below are the search fields that are available by default for the dimension Employee.

- Employee ID
- First Name
- Last Name
- Hire Date
- Work Phone
- Job Title
- Department

- Location
- Manager ID
- Manager Phone
- Email

3.1.1.5. Merchant

Listed below are the search fields that are available by default for the dimension Merchant.

- Retailer ID
- Business Name
- DBA/Trading As Name
- City
- State/Province
- Postal Code
- Country
- Contact Name
- Phone
- Alternate Phone
- Email

3.1.1.6. Terminal

Listed below are the search fields that are available by default for the dimension Terminal.

- Terminal ID
- Terminal Owner ID
- Terminal Name
- Terminal Owner
- City
- State/Province
- Postal Code
- Country

3.1.1.7. User Account ID

Listed below are the search fields that are available by default for the dimension User Account ID.

- User Account ID
- First Name
- Last Name

- Home Phone
- Email
- City
- State/Province
- Country
- Postal Code
- Mobile Phone

3.1.1.8. Real Time Payment Account ID

- First name
- Last Name
- Country
- Home Phone
- Mobile Phone
- Email
- Real Time Payment Account ID
- Customer ID
- City
- Postal Code
- DOB
- State/Province

3.1.2. Search field data types and available operators

The data type of the search field determines which operators you can use. The following table lists the possible data types for search fields and shows the operators that are available for each data type.

Data type	Available operators
String	is equal to
	is not equal to
	in
	ends with
	starts with
	contains

Data type	Available operators
Numeric	is equal to
	is not equal to
	is less than
	is greater than
	in
	between
Date	is equal to
	is not equal to
	is less than
	is greater than
	between
Boolean	is equal to
	is not equal to

NOTE The "between" operator enables you to enter a range of values. When you select the "between" operator, an additional field is displayed at the end of the row. Enter the first value for the range in the first field and the last value for the range in the second field.

3.1.3. Search fields and operators displayed by default for each dimension

If your institution is configured to use the default search fields, a subset of the default search fields and corresponding default operators will be displayed when you select a dimension tab, or when you click RESET TO DEFAULT. The following table shows the subset of the default search fields displayed for each dimension and the default operator for each of those search fields.

Dimension	Default search field	Default operator
Account	Account Number	starts with
	First Name	starts with
	Last Name	starts with
	Country	is equal to
	Email	is equal to
	Home Phone	is equal to
	Mobile Phone	is equal to

Dimension	Default search field	Default operator
Card	PAN	starts with
	First Name	starts with
	Last Name	starts with
	Country	is equal to
	Email	is equal to
	Home Phone	is equal to
	Mobile Phone	is equal to
Customer	Customer ID	starts with
	First Name	starts with
	Last Name	starts with
	Country	is equal to
	Email	is equal to
	Home Phone	is equal to
	Mobile Phone	is equal to
Employee	Employee ID	starts with
	First Name	starts with
	Last Name	starts with
	Work Phone	is equal to
Merchant	Retailer ID	starts with
	Business Name	starts with
	DBA/Trading As Name	starts with
Terminal	Terminal ID	starts with
	Terminal Name	starts with
	City	is equal to
	State/Province	is equal to
	Postal Code	is equal to
User Account ID	User Account ID	starts with
	First Name	starts with
	Last Name	starts with
	Home Phone	is equal to
	Mobile Phone	is equal to

Dimension	Default search field	Default operator
Real Time Payment Account ID	First Name	starts with
	Last Name	starts with
	Country	is equal to
	Home Phone	is equal to
	Mobile Phone	is equal to
	Email	is equal to
	Real Time Payment Account ID	starts with

4. Review

When you click **REVIEW** in the main menu and dropdown submenu of options is shown. The options are:

- REVIEW ALERTS & DIMENSION IDS
- FORWARDS & REMINDERS

When you select REVIEW ALERTS & DIMENSION ID from the submenu, a window opens that allows you to:

- Get Next Alert
- Open a dimension ID from the OPEN DIMENSION ID window
- Open a dimension ID from the RECENT DIMENSION IDS window
- View a list of the open dimensions IDs and take action on a dimension ID from the OPEN DIMENSION ID LIST window

When you select FORWARDS & REMINDERS from the submenu, the Forwards & Reminders window opens.

4.1. Review screen

The Review page enables you to analyze alerts and take actions on dimension IDs and associated transactions. The Review page is split into several sections.

You can open multiple alerts and reviews. Each open alert and review is displayed in a tab below the main menu. The tabs are labeled with the dimension ID and dimension, for example, 320 81 - Account. Alerts have an orange dot to the left of the dimension ID. If the dimension ID is a PAN, it is masked and there is an icon of an eye with a slash through it. If you have permission to view the PAN in the clear, you can hover your cursor over the eye with the icon to view the full PAN in a tooltip.

To close an alert or review tab, click the small "x" on a tab's label. To close all tabs, click the large "X" on the right side of the page.

Each alert or review has a banner that shows critical information for quick decision-making. The first item on the banner indicates whether this is an alert or a review. The rest of the information in the banner is specific to the dimension and whether you are looking at an alert or a review. Hover your mouse over the banner to see a tooltip for each piece of information.

There are two panels in the top portion of the Review page. Those panels are labeled Demographic Data and Action History. From the information banner at the top of the Review page, you can toggle between expanding and collapsing this section of the page. When you change the expand/collapse state of this section and then log off, the system saves the configuration for your next session.

There is a set of tabs in the lower portion of the Review page. The All Transactions, Alerted Transactions, Marked Transactions, Contextual Marked Transactions, Enhanced Profiling, Standard Profiles, and Linked Accounts tabs are displayed in this area for dimensions. The All Transactions, Enhanced Profiling, and Mark Profiles tabs are shown in this area for non-actionable dimensions (views).

Export Review Screen Transactional Data is for exporting the transaction information from the Review Screen.

4.2. Side toolbar

Along the left side of the Review page is the side toolbar. It contains icons that enable you to take actions on the opened dimension ID and associated transactions, get the next alert, close the dimension ID, and open another dimension ID.

4.3. Selection toolbar

The selection toolbar is at the bottom of the Review page. It is a pop-up toolbar that appears when you select one or more transactions from the grid. You can use this toolbar to copy data to the clipboard, export the data for selected transactions, or to take actions on the dimension IDs in the selected transactions that are of a different dimension than the opened dimension ID.

Some icons in the selection toolbar are always enabled; others are not enabled until you select a dimension from the drop-down list in the field to the left of the icons. That list does not include the dimension of the opened dimension ID.

4.4. Banner

The Review page has a banner containing critical information about the alert or review. It is there to assist you in making quick decisions. An administrator can configure the fields that are displayed in the banner for each dimension. However, ACI provides default banners for each dimension. The following table lists the types of information in each of those banners. Hover your mouse over the fields in the banner to see a tooltip that identifies the type of information displayed.

Dimension	Types of information in the banner
Card	Review type
	DimensionID action status and state
	PAN
	Card Plastic Type
	Product Category
	Transaction Date and Time
	Amount
Account	Review type
	DimensionID action status and state
	Account Number
	Payee
	Transaction Date and Time
	Amount

Dimension	Types of information in the banner
Customer	Review type
	DimensionID action status and state
	Customer ID
	First Name
	Last Name
	Account Open Date
	Transaction Date and Time
	Amount
Merchant	Review type
	DimensionID action status and state
	Retailer ID
	MCC
	Transaction Date and Time
	Amount
Terminal	Review type
	DimensionID action status and state
	Terminal ID
	Name and location
	Transaction Date and Time
	Amount
UAID	Review type
	DimensionID action status and state
	User Account ID
	User Type
	Online Last Login
	Transaction Date and Time
	Amount
Employee	Review type
	DimensionID action status and state
	Employee ID

4.5. Demographic data

The Demographic Data panel on the Review page shows demographic information specific to the selected alert or review. The panel is divided into sections that are shown in the oval to the right of the panel title. Click on a section

name to display its data.

The dimension determines the number of sections and the types of data presented. For example, the location of a terminal is included in the demographic data for the dimension Terminal, and the cardholder's first and last name are included for the dimension Card.

There is no demographic data for the non-actionable dimensions (Payee Account, IP Address, and Device ID).

Users can copy any demographic field value to the clipboard by simply clicking on the field. However, users must have the permission "Copy data unmasked" to copy unmasked values to the clipboard.

4.6. Action history

The Action History panel on the Review page enables you to view the action history of the dimension ID being reviewed. This includes actions taken against the dimension ID by any user, as well as actions taken automatically against the dimension ID by the system.

The Action History panel contains a grid that provides the following information about each of the listed actions:

- Date and time the action was taken
- Transaction date and time, if the action was taken against a specific transaction; otherwise, this column contains "N/A"
- Full name of the user who took the action
- Action name
- Action details
- Date and time of the most recent transaction viewed by the user before the user took the action

4.7. Transaction data

Transaction data is displayed in the lower portion of the Review page on the following tabs:

- The All Transactions tab displays in a grid all the transactions associated with the alert or review, including marked and alerted transactions. By default, alerted transactions are highlighted in yellow.
- The Marked Transactions tab displays in a grid all the transactions associated with the alert or review that have been marked as suspicious or fraudulent.
- The Alerted Transactions tab displays in a grid all the alerted transactions associated with the alert or review.

The columns can be sorted in ascending or descending order, and you can change the number of rows that display on each page of the grids. You can choose which columns to show or hide and change the order in which the columns are displayed.

Using the Export All icon, which is above the transaction grid, you can export the transaction data from all pages of the All Transactions, Marked Transactions, or Alerted Transactions tab.

When you right-click a transaction in the grid, a pop-up menu appears. From the menu, you can choose to Mark the transaction for the opened dimension ID, Copy the transaction data to the clipboard, display the Alert Info pop-up window, or Export the transaction data.

When you select one or more transactions in the grid by selecting the corresponding checkbox or checkboxes, the selection toolbar is displayed at the bottom of the page. The Copy and Export icons are enabled. If you select a dimension from the drop-down list in the selection toolbar, the other icons become enabled. You can then Block, Mark, Forward, set a Reminder for, Override, or Watch the dimension IDs in the selected transactions that are of the selected dimension.

4.7.1. Copy transaction data

When you right-click a transaction in the grid and select Copy from the pop-up menu, or when you select one or more transactions and click the Copy icon in the selection toolbar, the data from the transaction or transactions is copied to the clipboard. You can then paste that data into an application such as Microsoft Word or Excel. If a column in the grid is empty, and you paste it into Excel, the column in Excel will contain a hyphen (-).

You can also copy cells from the grid, not just entire rows. To do so, press CTRL and click on the cells that you want to copy. You can also press CTRL+SHIFT and click on the cells to select the cell ranges in the grid that you want to copy.

4.7.2. Export transaction data

As previously mentioned, there are two ways to export transaction data. You can click the Export All icon to export the transaction data from all pages of the All Transactions, Marked Transactions, or Alerted Transactions tab. You can also select one or more transactions from the grid and click the Export Selection icon in the selection toolbar to export the data for only the selected transaction or transactions.

When you click either the Export All or Export Selection icon, a pop-up window prompts you to indicate whether you want to export the data to an .xls or .csv file. Depending on your permissions, you may have the option of exporting masked data as unmasked. If you choose to export the data to an .xls file (that is, into Excel), any column in the grid that is empty will contain a hyphen (-) in the corresponding column in the Excel file.

4.7.3. Alert Info

The Alert Info pop-up window lists all the rules triggered by a transaction and all the queues populated by the alerts. For each rule, the Alert Info pop-up window lists the name of the rule, a description of the rule, the rule score, the auto action if one is assigned to the rule, and the dimension for the rule. For each queue, the Alert Info pop-up window lists the name of the queue, a description of the queue, and the dimension for the queue.

To open the Alert Info pop-up window, double-click an alerted transaction on the Review page.

To close the Alert Info pop-up window, click outside the window.

4.8. Enhanced Profiling

The Enhanced Profiling tab can be found in the transaction data section of the Review page. It displays the calculated data for the enhanced profiles in which either the primary profile field or the optional profile field is defined as the key field for the action level (dimension) being reviewed.

The grid on the Enhanced Profiling tab includes:

- The name of the enhanced profile.
- The Primary profile field and value.

- The Optional field and value, if there is one.
- The enhanced profile calculations, which include the transaction Count and Sum, the Minimum and Maximum transaction amounts, and the Standard Deviation.
- The dates on which the transactions with the Minimum and Maximum amounts occurred and the date on which the Cycle ended.
- The Profile Type, which indicates whether the enhanced profile is a Positive or Negative enhanced profile.

4.9. Standard Profiles

The Standard Profiles tab shows daily transaction counts and totals for the subject in the selected alert or review, as well as averages for daily transaction counts and totals for the time periods defined for the subject type. The Standard Profiles tab presents that information on multiple subtabs that are shown in an oval that is visible when the Standard Profiles tab is selected. The number of subtabs and their names vary depending on the subject type of the alert or review. Click on a subtab to display the associated information.

Listed below for each subject type are the names of the subtabs that can be displayed on the Standard Profiles tab.

- Account: Daily, 3 Day, and 31 Day
- Card: Daily, 3 Day, 31 Day, Peer Daily, Peer 3 Day, and Peer 31 Day
- Customer: Daily, 3 Day, 31 Day, Peer Daily, Peer 3 Day, and Peer 31 Day
- Employee: Daily, 7 Day, 30 Day, 90 Day, Peer Daily, Peer 7 Day, Peer 30 Day, and Peer 90 Day
- Merchant Deposit History: Daily, 7 Day, 30 Day, 90 Day, Peer Daily, Peer 7 Day, Peer 30 Day, and Peer 90 Day
- Terminal: Daily, Daily, 3 Day, 7 Day, Peer Daily, Peer 3 Day, Peer 7 Day
- UAID: Daily, 3 Day, and 31 Day

4.9.1. Deposit history tab

The Deposit History subtab can be displayed from the Standard Profiles tab on the Review page for Merchant dimension IDs. The grid on the Deposit History subtab has the following columns:

- Date: Date and time of the corresponding deposits and transactions
- Deposits: Count of the deposits made by the merchant on the corresponding date
- Transactions: Count of the transactions, excluding deposits, refunds, retrieval requests or chargebacks, or other non-fin transactions or failed authorizations.

NOTE The actual information to be included in the count can be customized.

- Sum of Deposits: Sum of the deposit amounts for the corresponding date
- Sum of Transactions: Sum of the merchant transaction amounts

NOTE This does not include deposits. See the Transactions description.

- Average Deposit Amount: Equals the value in the Sum of Deposits column, divided by the value in the Deposits column

- Average Transaction Amount: Equals the value in the Sum of Transactions column, divided by the value in the Transactions column

4.10. Mark profiles

The Mark Profiles tab enables you to see mark profiles for the non-actionable dimensions (views): Device ID, IP Address, and Payee. The mark information includes the total number of transactions, and the total sum of transactions marked that day, plus the average number of transactions, the average sum of transactions, the total number of transactions, and the total sum of transactions marked over 3-day and 7-day periods. The Mark Profiles tab presents the information on multiple subtabs that are shown in an oval that is visible when the Mark Profiles tab is selected. Click on a subtab to display the associated information.

4.11. Linked Accounts tab

The Linked Accounts tab contains a grid that lists the dimension ID or dimension IDs linked to the opened dimension ID. For example, the grid might contain a list of the cards linked to an account or a list of customers linked to another customer. An account holder might have a MasterCard and a Visa card, both linked to the same account. The customer IDs of family members might be linked to the customer IDs of two unrelated individuals who reside at the same address.

The linked dimension IDs are hyperlinked, which enables you to open them in the Review page. The dimension is listed beside the dimension ID of each linked dimension ID. The grid also indicates for each linked dimension ID whether it is blocked, watched, overridden, marked, and/or POC blocked.

4.12. Actions

The following topics describe the actions you can take from the Review page using the icons in the side toolbar.

4.12.1. Mark

Marking transactions is a way to identify and track suspicious or fraudulent activity. It also helps institutions to evaluate analyst performance and the effectiveness of its rules.

You can mark one or more transactions for a dimension ID, edit mark details, or remove a mark from one or more transactions.

4.12.1.1. Mark one or more transactions for a dimension ID

Before you begin, you must have an alert or review opened in the Review page. If it is a review, it cannot be opened in read-only mode.

Follow these steps to mark one or more transactions for a dimension ID.

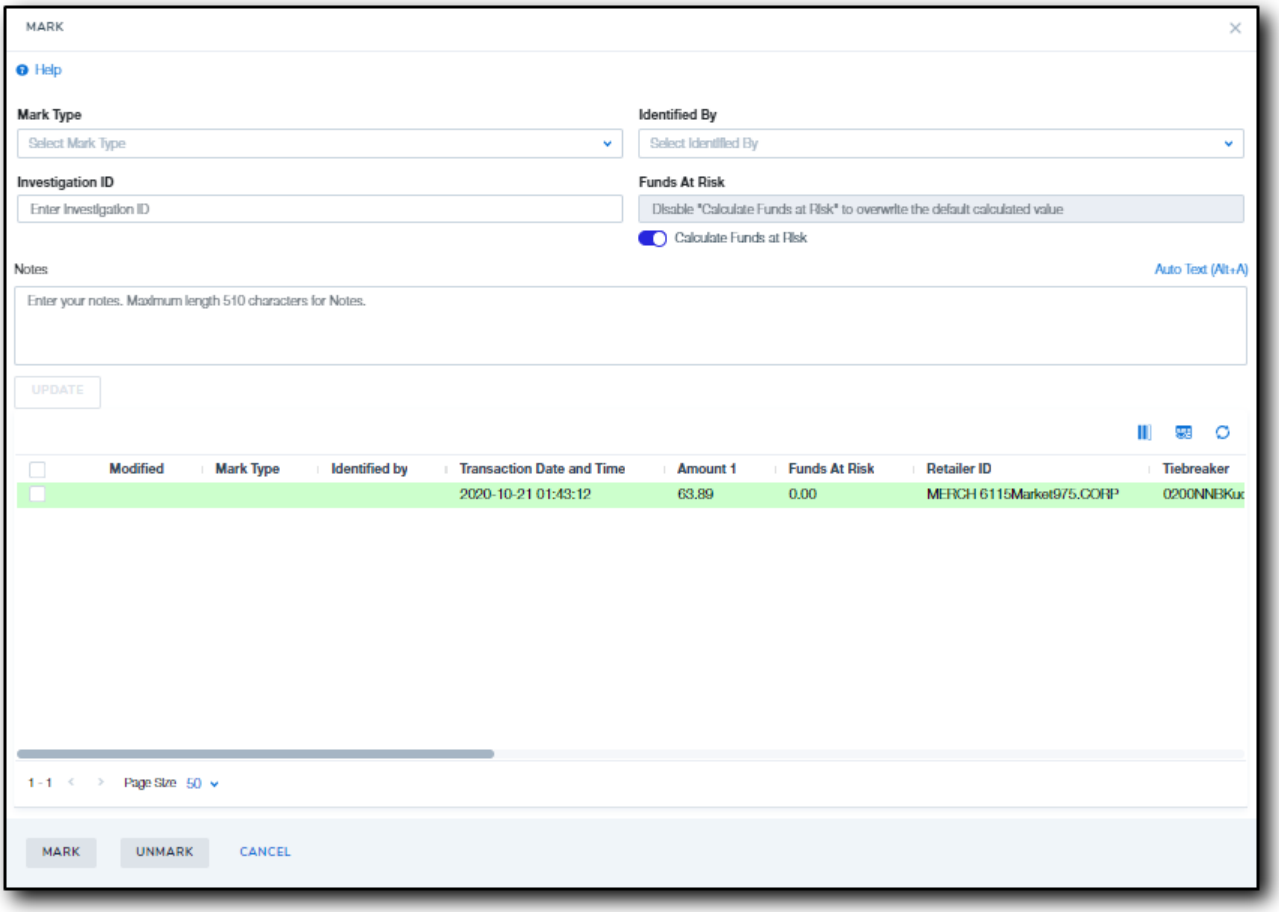
1. From the Review page with the opened alert or review, select the checkbox for each transaction in the bottom grid you want to mark as suspicious or fraudulent.

   When you select one or more transactions, the **Mark** icon in the side toolbar becomes enabled, and a pop-up toolbar appears at the bottom of the Review page.

NOTE

If you want to mark one or more transactions for one or more dimension IDs of a different dimension than the one in the alert or review, you must use the pop-up toolbar at the bottom of the Review page. Refer to "Take an action on one or more dimension IDs using the selection toolbar" for instructions.

2. Click the **Mark** icon in the side toolbar. The MARK window opens.



3. On the MARK pop-up window, follow these steps:
   a. Select one or more transactions in the grid.
   b. Select a mark type from the list in the **Mark Type** field. Mark types are used to identify the reason the transaction or transactions are being marked (for example, instrument forgery or stolen card). The list contains the mark types that have been defined for the dimension of the dimension ID of the alert or review.
   c. Select an identified by value from the list in the Identified By field. The identified by values are used to indicate the party that identified the transaction or transactions as suspicious or fraudulent (for example, fraud department or customer service). The list contains the Identified By values that have been defined for the dimension of the dimension ID of the alert or review.
   d. Optionally, type an investigation ID in the **Investigation ID** field.
   e. The system calculates the Funds At Risk automatically and displays it in the Funds At Risk field. You can change the amount by typing a different amount in that field, overwriting the calculated amount. If, after you type a different amount in the Funds At Risk field, you decide you want to use the amount calculated by the

system, click the **Reset Funds At Risk** link.

f. Optionally, type any notes you want to keep, in the **Notes** field.

g. Click **UPDATE**. For the transaction or transactions you selected in step 3a, PRM updates the grid with the values you selected in steps 3b through 3f and puts a checkmark in the Modified column. When you click UPDATE, the MARK button becomes enabled.

h. If you selected multiple transactions on the Review screen, and you did not select all of them on the Mark window in step 3a, you can select one or more of the remaining transactions now, and perform steps 3b through 3g.

i. Click **MARK** to save the information you entered. When you click MARK, the MARK window closes, and the selected transaction or transactions have been marked for the dimension ID of the alert or review.

4.12.1.1.1. Unmark transactions

To unmark one or more transactions, select the transaction or transactions from the transactional tabs on the Review screen and click the **Mark** icon in the side toolbar. When the Mark window opens, the transaction or transactions will already be selected. Click the **UNMARK** button.

4.12.1.2. Edit a mark

Before you begin:

You must have an alert or review opened in the Review page. If it is a review, it cannot be opened in read-only mode.

Follow these steps to edit the mark information.

1. From the Review page with the opened alert or review, select the checkbox for each marked transaction for which you want to edit the mark information.

   When you select one or more transactions, the Mark icon in the side toolbar becomes enabled, and a pop-up toolbar appears at the bottom of the Review page.

NOTE	If you want to edit the mark for one or more transactions for one or more dimension IDs of a different dimension than the one in the alert or review, you must use the pop-up toolbar at the bottom of the Review page. Refer to "Take an action on one or more dimension IDs using the selection toolbar" for instructions.

2. Click the **Mark** icon in the side toolbar. The MARK pop-up window opens.
3. On the MARK pop-up window, follow these steps:

   a. Select a mark type from the list in the **Mark Type** field. Mark types are used to identify the reason the transaction or transactions are being marked (for example, instrument forgery or stolen card). The list contains the mark types that have been defined for the dimension of the dimension ID of the alert or review.

   b. Select an identified by value from the list in the **Identified By** field. The identified by values are used to indicate the party that identified the transaction or transactions as suspicious or fraudulent (for example, fraud department or customer service). The list contains the Identified By values that have been defined for the dimension of the dimension ID of the alert or review.

   c. Optionally, type an investigation ID in the **Investigation ID** field.

d. The system calculates the Funds At Risk automatically and displays it in the **Funds At Risk** field. You can change the amount by typing a different amount in that field, overwriting the calculated amount. If, after you type a different amount in the **Funds At Risk** field, you decide you want to use the amount calculated by the system, click the **Reset Funds At Risk** link.

e. Optionally, type any notes you want to keep, in the **Notes** field.

f. Make your changes to the mark information. You change the values in any of the fields on the pop-up window.

g. When you are finished editing the mark information, click the **MARK** button to save your changes. When you click the **MARK** button, the MARK pop-up window closes, and the marked information for the selected transaction or transactions has been changed for the dimension ID of the alert or review.

4.12.1.3. Remove a mark

Before you begin:

You must have an alert or review opened in the Review page. If it is a review, it cannot be opened in read-only mode.

Follow these steps to unmark one or more transactions.

1. From the Review page with the opened alert or review, select the checkbox for each marked transaction you want to unmark.

   When you select one or more transactions, the **Mark** icon in the side toolbar becomes enabled, and a pop-up toolbar appears at the bottom of the Review page.

NOTE	If you want to remove the mark from one or more transactions for one or more dimension IDs of a different dimension than the one in the alert or review, you must use the pop-up toolbar at the bottom of the Review page. Refer to "Take an action on one or more dimension IDs using the selection toolbar" for instructions.

2. Click the **Mark** icon in the side toolbar. The MARK pop-up window opens.
3. On the MARK pop-up window, follow these steps:
   a. Optionally, type any notes you want to keep, in the **Notes** field.
   b. Click **UNMARK**. When you click the **UNMARK** button, the MARK pop-up window closes, and the selected transaction or transactions are unmarked for the dimension ID of the alert or review.

4.12.2. Block

You can place a block on a dimension ID to indicate that fraudulent or suspicious behavior has been confirmed. Within PRM, the block acts as a status only and is used for reporting statistics. However, if the PRM external message manager is configured to extract block codes and communicate them to an external system, then the block information can be sent to an external system that can prevent the dimension ID from performing any further transactions.

4.12.2.1. Block a dimension ID

Before you begin:

You must have an alert or review opened in the Review page. If it is a review, it cannot be opened in read-only mode. The dimension ID is not currently blocked.

Follow these steps to place a block on a dimension ID.

1. From the Review page with the opened alert or review, click the **BLOCK** icon in the side toolbar. The BLOCK pop-up window opens. On the right side of the window is the Block Details section. The Block Details section contains the following fields:
   - State - This field contains the word *Unblocked*.
   - Last Blocked on - If the dimension ID had previously been blocked, the field contains the date and time the dimension ID was last blocked. If the dimension ID has never been blocked, the field is blank.
   - Last Blocked Code - If the dimension ID had previously been blocked, the field contains the block code that was applied to the dimension ID the last time it was blocked. If the dimension ID has never been blocked, the field is blank.
   - Status - This field is included in the Block Details section only if the PRM external message manager is configured to extract block codes and communicate them to an external system. The field identifies the status of the external message for the previous block action.
2. On the BLOCK pop-up window, follow these steps:
   a. Select a block code from the list in the **Block Code** field. Block codes are used to identify why you are placing a block on the dimension ID (for example, 60 - Lost Card). The list contains the block codes that have been defined for the dimension of the opened dimension ID.
   b. Optionally, type any notes you want to keep, in the **Notes** field.
   c. Click **BLOCK**. The Block pop-up window closes, and the dimension ID is blocked.

4.12.2.2. Edit a block

Before you begin:

You must have a review opened in the Review page. The review cannot be opened in read-only mode. The dimension ID must be blocked.

Follow these steps to edit a block that has been placed on the dimension ID.

1. From the Review page with the opened review, click the **Block** icon in the side toolbar. The EDIT BLOCK pop-up window opens. On the right side of the window is the Block Details section. The Block Details section contains the following fields:
   - State - This field contains the word *Blocked*.
   - Last Blocked on - This field contains the date and time the dimension ID was last blocked.
   - Last Blocked Code - This field contains the block code that was applied to the dimension ID the last time it was blocked.
   - Status - This field is included in the Block Details section only if the PRM external message manager is configured to extract block codes and communicate them to an external system. The field identifies the

status of the external message.

2. On the EDIT BLOCK pop-up window, follow these steps:
   a. Make your edits. You can change the block code, the notes, or both.
   b. When you finish making your edits, click EDIT BLOCK. The EDIT BLOCK pop-up window closes, and the block information has been edited.

4.12.2.3. Remove a block

Before you begin:

You must have a review opened in the Review page. The review cannot be opened in read-only mode. The dimension ID must be blocked.

Follow these steps to remove a block.

1. From the Review page with the opened review, click the **Block** icon in the side toolbar. The EDIT BLOCK pop-up window opens. On the right side of the window is the Block Details section. The Block Details section contains the following fields:
   - State - This field contains the word "Blocked."
   - Last Blocked on - This field contains the date and time the dimension ID was last blocked.
   - Last Blocked Code - This field contains the block code that was applied to the dimension ID the last time it was blocked.
   - Status - This field is included in the Block Details section only if the PRM external message manager is configured to extract block codes and communicate them to an external system. The field identifies the status of the external message.
2. On the EDIT BLOCK pop-up window, click the **REMOVE BLOCK** button. The EDIT BLOCK pop-up window closes, and the block is removed from the dimension ID.

4.12.3. Forwards

A forward is an alert or review that has been forwarded (sent) from one user to another user or to a forward queue. For example, a user may forward an alert or review that requires additional analysis to a more experienced user on their team.

4.12.3.1. Forward an alert or review

You must have an alert or review opened in the Review page. If it is a review, it cannot be opened in read-only mode.

Follow these steps to forward an alert to another user or queue, or to forward a review to another user.

1. From the Review page with the opened alert or review, click the **Forward** icon in the side toolbar. The FORWARD pop-up window opens.
2. On the FORWARD pop-up window, follow these steps:
   a. By default, the User option button is selected. If you have an alert open, and you want to forward it to a queue (instead of to a person), select the **Queue** option button. When the **User** option button is selected, the list in the "Forward to" field contains the full name of each of the users on your team. When the Queue

option button is selected, the **Forward to** field contains the names of the queues that are assigned to you.

b. By default, the **Immediately** option button is selected. If you want to schedule the forward action to occur at a later time, select the **Forward at** option button. A date picker and time entry fields are displayed. Specify the date and time at which you want the forward action to occur.

c. Optionally, enter note text in the **Notes** field.

d. Click **FORWARD**. When you forward an alert, all existing active alerts for the dimension ID will be removed from your queues.

NOTE See the Manager topic for information on viewing, opening, and deleting forwards.

4.12.4. Reminders

While viewing an alert or review, you may determine that you want to look at the associated dimension ID again in the future. If so, you can set a reminder to view the dimension ID again at a date and time you specify. You can include notes in the reminder to indicate the reason for the reminder or to provide other relevant information.

Once the specified date and time have occurred, if you ask for the next alert, a review will open for the dimension ID to which the reminder was added.

4.12.4.1. Add a reminder

You can add a reminder to the dimension ID in an open alert or to the dimension ID in an open review that was not opened in read-only mode.

Follow these steps to add a reminder.

1. From the Review page with the opened alert or review, click the **Remind** icon in the side toolbar. The ADD REMINDER pop-up window opens. By default, the **Remind at** fields are set to the current date and time plus one hour.
2. On the ADD REMINDER pop-up window, follow these steps:
   a. (Optional) Add notes to the reminder. For example, you may want to indicate the reason for the reminder. To add notes, either type them in the **Notes** field, or click the **Auto Text** link and select the predefined text you want to use.
   b. (Optional) Modify the date, time, or both in the **Remind at** fields. You can use the default date and time or provide a different date and/or time. If you want to change the date, type a different date in the field, or use the calendar to select a different date. If you want to change the time, type a different time in the field, or click the down arrow to select a different time from the list.
   c. Click **SET REMINDER**. The ADD REMINDER pop-up window closes, the alert or review closes, and the reminder has been added to the dimension ID.

4.12.4.2. Edit a reminder

Before you begin:

When you open a dimension ID with a reminder that was set for you, you can edit it.

Follow these steps to edit a reminder.

1. On the Review page, click the **Remind** icon in the side toolbar.

   The EDIT REMINDER pop-up window opens.

2. On the EDIT REMINDER pop-up window, follow these steps:
   a. Modify the text in the Notes field, the values in the Remind at fields, or both.
   b. Click UPDATE. The EDIT REMINDER pop-up window closes, the review closes, and your changes to the reminder are saved.

NOTE	You can also edit a reminder from the Reminders tab on the Manager page. See Manager for more information.

4.12.4.3. Remove a reminder

Before you begin:

When you open a dimension ID with a reminder that was set for you, you can remove (delete) it.

Follow these steps to remove (delete) a reminder.

1. On the Review page, click the **Remind** icon in the side toolbar. The EDIT REMINDER pop-up window opens.
2. On the EDIT REMINDER pop-up window, click **REMOVE**. The EDIT REMINDER pop-up window closes, and your reminder has been removed (deleted).

NOTE	You can also remove (delete) a reminder from the Reminders tab on the Manager page. See Manager for more information.

4.12.5. Response Required

The RESPONSE REQUIRED pop-up window allows you to specify an outcome for an alert that was triggered by a Response Required rule. You can also specify outcomes on a review that contains one or more transactions that were alerted by a Response Required rule. You cannot close a Response Required alert until you take one of the following actions:

- Forward the alert to a user or queue
- Set a reminder on the alert
- Apply an outcome to each transaction via the pop-up window

4.12.5.1. Apply outcomes

Follow these steps to apply response required outcomes.

1. From the Review page, click the **Response Required** icon. The RESPONSE REQUIRED pop-up window opens.
2. Select an outcome for some or all listed transactions.

   You can select the same outcome or different outcomes for each transaction.

When you select a transaction, a new field and a button labeled "DONE" appear at the bottom of the pop-up window. If you want to apply the same outcome to more than one transaction, you can select those transactions and then select the outcome from the list in the field at the bottom of the pop-up window. When you select the outcome from the field at the bottom of the pop-up window, that outcome is displayed in the fields in the Outcome column beside the selected transactions.

The list in the fields in the Outcome column and the list in the field at the bottom of the pop-up window contain the outcome values that have been configured for the dimension. ACI provides two default outcome values: Release Payment and Stop Payment. Your administrator can configure additional outcome values.

3. (Optional) Provide additional information in the **Notes** field.
4. When you are finished applying outcomes, click **DONE**. The field at the bottom of the pop-up window and the DONE button disappear.
5. Click **SUBMIT**.
   - If you select outcomes for all listed transactions, the RESPONSE REQUIRED pop-up window will close when you click **SUBMIT**.
   - If you select outcomes for some, but not all, of the listed transactions, when you click **SUBMIT** , the RESPONSE REQUIRED pop-up window will remain open, and the transactions for which you selected outcomes will be removed from the window. You can select outcomes for the remaining transactions by repeating steps 2 through 4, or depending on your institution's configuration, you may be able to close the RESPONSE REQUIRED pop-up window by clicking **Close**.

NOTE

Since the RESPONSE REQUIRED pop-up window closes automatically when outcomes have been applied to all listed transactions, the Close button is used to close the pop-up window manually (that is, close the pop-up window without applying outcomes to all the listed transactions). If you opened the RESPONSE REQUIRED pop-up window from a review, you can close it manually at any time. After the pop-up window closes, if desired, you can close the review without taking any action against the dimension ID or without applying an outcome to the transactions listed in the RESPONSE REQUIRED pop-up window that do not have one applied. If you opened the RESPONSE REQUIRED pop-up window from an alert, you can close it manually at any time. After it closes, depending on your institution's configuration, you may or may not be required to apply an outcome to all the transactions listed in the RESPONSE REQUIRED pop-up window that do not have one applied. Alternatively, you can take an action against the dimension ID(set a reminder or forward the alert to another user) before you can close the alert.

4.12.6. Notes

You can add notes to an opened dimension ID. You can create a note that is permanent, or you can create a notification note with an expiration date and time.

When a notification note has been added for a dimension ID and the expiration date and time has not been exceeded, the system will display the note text when a user opens the dimension ID in the Review page.

4.12.6.1. Add a permanent note

1. Click the **Notes** icon in the toolbar on the left side of the Review page. The NOTES window opens. If one or more notification notes have been added to the dimension ID, and they have not yet expired, you will see them listed in a grid at the top of the window.

2. Enter your note text in the **Notes** field, or click the **Auto Text** link and select the predefined text to insert in the **Notes** field.

   You can include both text you type and predefined auto text.

3. Click **ADD NOTE** to save your note. The window closes.

4.12.6.2. Add a notification note

1. Click the **Notes** icon in the toolbar on the left side of the Review page. The NOTES window opens. If one or more notification notes have been added to the dimension ID, and they have not yet expired, you will see them listed in a grid at the top of the window.
2. Enter your note text in the **Notes** field, or click the **Auto Text** link and select the predefined text to insert in the **Notes** field.

   You can include both text you type and predefined auto text.

3. Select the **Make this a Notification Note** checkbox. The **Expires at** fields are displayed.
4. Specify the date and time at which you want the notification note to expire.

   You can type the expiration date in the field or use the calendar to select it. You can type the expiration time in the field or click the down arrow to select it.

5. Click **ADD NOTE** to save your notification note. The window closes.

4.12.6.3. Remove a notification note

1. Click the **Notes** icon in the toolbar on the left side of the Review page. The NOTES window opens. If one or more notification notes have been added to the dimension ID, and they have not yet expired, you will see them listed in a grid at the top of the window.
2. Select the checkboxes for the notification notes to remove them.
3. Click **REMOVE NOTE**.

4.12.7. Documentation

The Documentation function enables you to associate relevant files and URLs with a dimension ID.

The Documentation icon ( ) is located in the toolbar on the left side of the Review page. When you click the Documentation icon, the DOCUMENTATION pop-up window opens. Any files or URLs that were previously added to the opened dimension ID are displayed in a grid on the pop-up window. From the DOCUMENTATION pop-up window, you can:

- Add files and URLs
- Open or download a file
- Open a URL
- Remove files and URLs
- Edit the description for a file or URL

- Edit a URL

The following table describes the information provided in the grid on the DOCUMENTATION pop-up window.

Column name	Description
Name	The URL or the name of the file.
Description	A textual description of the file or URL.
Added By	The full name of the user who added the file or URL.
Type	For files, this column identifies the file type; for example: PDF. For URLs, the column always contains the acronym URL.
Size	The size of the file in kilobytes. The column is empty for URLs.
Date and Time Added	The date and time the file or URL was added.
Last Modified Date and Time	The date and time the file or URL was last modified.
Last Modified By	The full name of the user who last modified the file or URL.

4.12.7.1. Add documentation

An administrator can configure the types of files that users are allowed to upload. By default, the following file types are allowed: pdf, doc, docx, xls, xlsx, csv, txt, rtf, html, zip, mp3, wma, mpg, flv, avi, jpg, jpeg, png, and gif. An administrator can also configure the maximum file size per upload. The default upload limit is 5 MB.

Follow these steps to add documentation for a dimension ID.

1. Click the **Documentation** icon on the Review page to open the DOCUMENTATION window.

   If documentation has already been added for the dimension ID, the files and/or URLs are displayed in a grid. Otherwise, you will see text stating that there is no documentation for this dimension ID.

2. Click **ADD DOCUMENTATION**. The ADD DOCUMENTATION window opens.
3. On the ADD DOCUMENTATION window, perform the following steps:
   a. Select **File** or **URL**.
      i. If you selected File, click **BROWSE** to locate and select the file to add.
      ii. If you selected URL, the **URL** entry field is displayed. Type the URL to add.

      NOTE An error message is shown if you attempt to add a duplicate file or URL.

   b. Optionally, type a description of the file or URL in the **Description** field.
   c. Click **SAVE**. The ADD DOCUMENTATION window closes. The DOCUMENTATION refreshes and displays the newly added file or URL.

4.12.7.2. Open a file or URL

You can open or download a file listed in the grid on the DOCUMENTATION window, or you can go to an external site identified by a URL listed in the grid on the DOCUMENTATION window.

1. Click the **Documentation** icon on the Review page to open the DOCUMENTATION window. The previously added files and URLs are listed in a grid on the window.
2. Find the row containing the file or URL you want to open.
3. Click the link for the file or click the URL.
   - If you click the link for a file, and you have the application required to open the selected file, the file will open.
   - If you click a URL and your institution allows you to access the external site, you will be prompted to confirm that you want to navigate away from the current page. If you click **OK** , the external site will open in your browser.

4.12.7.3. Edit documentation

You can edit the description for a file or URL listed in the grid on the DOCUMENTATION window. You can also edit a URL.

1. Click the **Documentation** icon on the Review page to open the DOCUMENTATION window. The previously added files and URLs are listed in a grid.
2. Find the row containing the file or URL you want to edit.
3. Select the checkbox for the file or URL, then click the **Edit** icon. The EDIT DOCUMENTATION window opens. It contains the name of the file or the URL, and the entry field for the description.
4. If you selected a file, type the new description in the **Description** entry field, overwriting any previous description. If you selected a URL, you can edit the URL, the description, or both.
5. Click **SAVE**. The EDIT DOCUMENTATION window closes. The DOCUMENTATION window is automatically refreshed to display the edits.

4.12.7.4. Remove one or multiple files and URLs

You can remove one or multiple files and URLs from the DOCUMENTATION window.

NOTE	While files removed from the DOCUMENTATION window are no longer listed in the grid, they are not deleted from the server.

Follow these steps to remove documentation from the grid on the DOCUMENTATION window.

1. Click the **Documentation** icon on the Review page to open the DOCUMENTATION window. The files and URLs are listed in a grid on the window.
2. Find the row for each file and/or URL you want to remove from the grid on the window.
3. Select the checkbox for each file and/or URL you want to remove.
4. Click **Remove**.

   The DOCUMENTATION window is automatically refreshed to display any remaining items.

NOTE	After a file is deleted, you can upload a new file with the same name as the previously deleted file.

4.12.8. Manual notification

The manual notification function enables you to send transaction or alert data to an external system, such as a customer contact system, while you are reviewing an account or alert.

Your tenant can be configured in such a way that the system will automatically select the transactions that are to be sent to the external system, or it can be configured to allow users to determine which transactions are to be sent to the external system. By default, it will be configured to automatically select the transactions.

If your tenant is configured to automatically select the transactions, the following will occur when you click the Manual Notification icon on the Review screen:

- The system will automatically the transactions to be sent, regardless of whether you did or did not select any transactions on the Review page. Your tenant's configuration will determine whether only alerted transactions or any transactions (that is, alerted and not alerted transactions) will be automatically selected to be sent. By default, the system will select only alerted transactions to be sent.
- The MANUAL NOTIFICATION pop-up window will open, and it will contain the following message: "n transactions were selected," where n is the value to which the SystemConfig table parameter NoOfLastTxnsNotify is set.

NOTE In cases where the system automatically selects the transactions to be sent, you will not see the selection reflected in the grid. The selection is performed by a service behind the user interface.

If your tenant is not configured to automatically select the transactions, then what happens depends on whether you select no transactions, too many transactions, or an allowable number of transactions.

- When you click the Manual Notification icon on the Review screen without selecting any transactions, then:
  - The system will automatically select the transactions to be sent. Your tenant's configuration will determine whether only alerted transactions or any transactions (that is, alerted and not alerted transactions) will be automatically selected to be sent. By default, the system will select only alerted transactions to be sent.
  - The MANUAL NOTIFICATION pop-up window will open, and it will contain the following message: "No transactions were selected. Last n transactions will be used," where n is the value to which the SystemConfig table parameter NoOfLastTxnsNotify is set.
- When you click the Manual Notification icon on the Review screen after selecting a number of transactions that is greater than the value to which the SystemConfig table parameter NoOfLastTxnsNotify is set, the system will present an error message. Click **OK** to close the error message, and then select a number of transactions that is less than or equal to the number allowed.
- When you click the Manual Notification icon on the Review screen after selecting a number of transactions that is less than or equal to the value to which the SystemConfig table parameter NoOfLastTxnsNotify is set, the MANUAL NOTIFICATION pop-up window will open and the transactions you selected will be used.

4.12.8.1. Send transactions to an external system

Complete these steps to use the manual notification function to send transactions to an external system.

1. On the Review page, select the transaction or transactions you want sent to an external system by selecting the corresponding checkboxes.

   NOTE If your tenant is configured to automatically select the transactions to be sent, your selection

will be ignored.

2. Click the **Manual Notification** icon in the side toolbar. The MANUAL NOTIFICATION pop-up window opens.
3. (Optional) Use the **Notes** field to enter information about the actions you are taking.

   You can type the information in the field. You can click the **Auto Text link** to select predefined text to include in the field, or you can include both text that you type and predefined auto text that you select.

4. Click **NOTIFY** to add the actions to the External Message Data table. PRM sends one message per transaction. If more than one transaction is being sent, PRM appends the following notation to the text in the Action Details column on the Action History tab of the Review page: Transaction 1/ *n* , Transaction 2/ *n* , Transaction 3/ *n* , and so on, where *n* is the total number of transactions to be sent to the external system.

4.12.9. Communication

You can create a letter or email for the person or entity associated with an open dimension ID. You can select the template to use, compose the text of the letter or email, add notes about the communication, and include details about transactions in the letter or email. See the Create a letter and the Create an email topics for further details.

4.12.9.1. Create a letter

Follow these steps to create a letter.

1. Click the **Communication** icon in the side toolbar. The COMMUNICATION window opens. By default, Letter is selected.
2. Click the down arrow in the **Template** field and select a template from the list. The window expands and includes the fields for a letter.
3. You can edit the letter text, which is automatically populated with the text from the template.
4. (Optional) Enter notes about the communication in the **Notes** field.
5. If you want to include details about one or more transactions, click **Add Transactions**. The ADD TRANSACTIONS window opens.
6. From the ADD TRANSACTIONS window, select the associated checkboxes to select the transactions.
7. Click **ASSIGN FIELDS** to select the fields from the selected transactions that will be included in the letter. The ASSIGN FIELDS (FIVE MAXIMUM) window opens.
8. From the ASSIGN FIELDS (FIVE MAXIMUM) window, use the first arrow key to move the fields from the Unassigned box to the Assigned box.
9. You can select a maximum of five fields.
10. Use the second set of arrow keys to modify the order in which you want the fields listed.
11. Click **OK** to close the ASSIGN FIELDS (FIVE MAXIMUM) window.
12. On the ADD TRANSACTIONS window, click **ADD TRANSACTIONS** to close it. On the COMMUNICATION window, an orange dot on the **Add Transactions** icon indicates that one or more transactions have been added to the letter.
13. On the COMMUNICATION window, click **PREVIEW**. The LETTER PREVIEW window opens.
14. From the LETTER PREVIEW window, you can use the toolbar in the upper right corner to perform the following functions:

- Edit the letter. If you click the **Edit** icon, the COMMUNICATION window opens again, enabling you to modify the letter text.
- Copy the letter.
- Export the letter to PDF.
- Print the letter.

4.12.9.2. Create an email

Follow these steps to create an email.

1. Click the **Communication** icon in the side toolbar. The COMMUNICATION window opens. By default, Letter is selected.
2. Select **Email**.
3. Click the down arrow in the **Template** field and select a template from the list. The window expands and includes the fields for an email.
4. You can edit the email text, which is automatically populated with the text from the template.
5. (Optional) Enter notes in the **Notes** field.
6. If you want to include details about one or more transactions, click **Add Transactions**. The ADD TRANSACTIONS window opens.
7. From the ADD TRANSACTIONS window, select the associated checkboxes to select the transactions.
8. Click **ASSIGN FIELDS** to select the fields from the selected transactions that will be included in the email. The ASSIGN FIELDS (FIVE MAXIMUM) window opens.
9. From the ASSIGN FIELDS (FIVE MAXIMUM) window, use the first arrow key to move the fields to include from the Unassigned box to the Assigned box.

   You can select a maximum of five fields.
10. Use the second set of arrow keys to modify the order in which you want the fields listed.
11. Click **OK** to close the ASSIGN FIELDS (FIVE MAXIMUM) window.
12. On the ADD TRANSACTIONS window, click **ADD TRANSACTIONS** to close it. On the COMMUNICATION window, an orange dot on the Add Transactions icon indicates that one or more transactions have been added to the email.
13. On the COMMUNICATION window, click **PREVIEW**. The EMAIL PREVIEW window opens.
14. From the EMAIL PREVIEW window, you can use the toolbar in the upper right corner to perform the following functions:
    - Edit the email. If you click the **Edit** icon, the COMMUNICATION window opens again so that you can modify the email.
    - Copy the email.
    - Export the email to PDF.
    - Print the email.

Or, you can click **SEND EMAIL** to send the email to the recipient.

4.12.10. Override

When you override a dimension ID, subsequent alerts that the dimension ID generates are not sent to analysts.

If an incoming transaction meets rule criteria, an alert will be created. However, the alert will not be placed into any categories or queues for distribution to fraud analysts. This reduces unnecessary alerts on dimension ID behavior that has been confirmed as not fraudulent or suspicious.

Consider the following about override:

- If a dimension ID is overridden and the system generates a correct, but unseen, alert for the dimension ID, the system gets credit for that alert when it generates performance statistics.
- If a watch has been placed, an override does not prevent analysts from seeing alerts generated by that dimension ID. The alert moves to the Watch Queue.
- If an analyst forwards an alert to another analyst, an override does not prevent the second analyst from seeing the alert.

4.12.10.1. Override a dimension ID

Use the following steps to set an override:

1. On the Review page, click the **Override** icon in the side toolbar. The Override pop-up window opens.
2. In the start date and time fields, select a date and time to begin the override. You can use the calendar widget to select the date, or type the date in the field. Select the time from the drop-down menu.

NOTE	When you first open this window, set the start date and time default to the current date and time. You must change the start date and time to ensure that incoming transactions are overridden. If you do not make this change, the start date and time of the override action will be automatically set to the date and time when the override action is applied.

3. In the end date and time fields, set a date and time to end the override. The date and time must be after the start date.
4. In the **Notes** field, you can type a reason for the override or click the **Auto Text** link to select from predefined notes.
5. Click **OVERRIDE** to apply the override. The banner indicates that the dimension ID is overridden.

NOTE	Real-time rule processing does not consider whether a dimension ID has an Override applied. Only Standard and Batch (End of Day) rule processing considers this and performs screening.

4.12.10.2. Remove an override

Use the following steps to remove an override from a dimension ID:

1. On the Review page, click **Edit Override**.
2. Click **REMOVE OVERRIDE** to deactivate the override. The banner is updated and no longer indicates that the dimension ID is overridden.

4.12.11. Watch

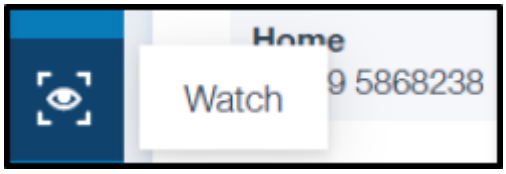
If transaction activity seems suspicious, but not irregular enough to warrant a block, place a watch on the dimension ID.

When the dimension ID has a watch in place, all future transactions that enter the system for that dimension ID will be tagged as alerts and placed into the system-generated Watch Queue. The Watch Queue is assigned to analysts and prioritized like any other queue.

4.12.11.1. Add a watch

Use the following steps to add a watch:

1. On the Review page, click the **Watch** icon in the side toolbar.



2. In the **Start Date** and **Time** fields, select a date and time to begin the watch. You can use the calendar widget to select the date, or type the date in the field. Select the time from the drop-down list.

   [NOTE] When you first open this window, the Start Date and Time default to the current date and time. You must change the start date and time to ensure that incoming transactions are watched. If you do not make this change, the Start Date and Time of the watch action are automatically set to the date and time when the watch action is applied.

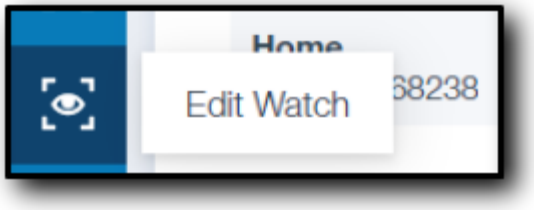
3. In the **End Date** and **Time** fields, set a date and time to end the watch. The date and time must be after the start date.
4. In the **Notes** field, type a reason for the watch or click the **Auto Text** link to select from predefined notes.
5. Click **WATCH** to apply the watch. The banner indicates that the dimension ID is watched.

NOTE	You do not have to script the screening into the rules SQL. Each incoming transaction for the watched dimension ID will have at least one alert placed in the Watch Queue, whether it triggers rules or not.

4.12.11.2. Remove a watch

Use the following steps to remove a watch:

1. On the Review page, click **Edit Watch** in the side toolbar.



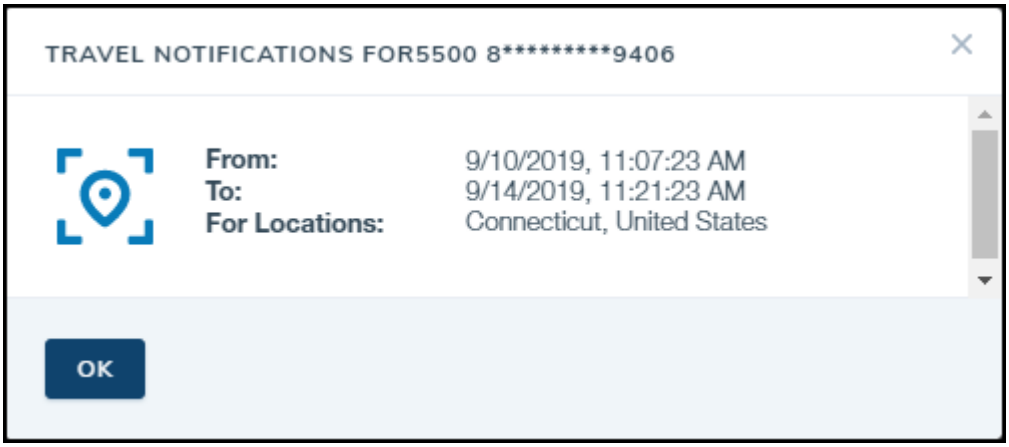
2. Click **REMOVE WATCH** to deactivate the watch. The banner is updated and no longer indicates that the dimension ID is watched.

4.12.12. Travel notifications

Travel notifications help you determine whether a dimension ID's transaction activity is suspicious or not. A travel notification indicates that for a specified date and time interval a dimension ID may have transactions originating in a location that is different from the one in which they reside or in which they typically transact. It may also indicate the maximum amount the dimension ID expects to spend per transaction, how the customer wants to be contacted, and the reason for the dimension ID's travel.

You can view, add, edit, and remove travel notifications for a dimension ID. The functionality is available for all dimensions, except for Merchant and Terminal.

When there is an active travel notification for a dimension ID, the system will display a message containing information about the dimension ID's travel when you open the dimension ID in the Review page.



Click **OK** to close the travel notification message.

4.12.12.1. Add a travel notification

Follow these steps to add a travel notification for a dimension ID.

1. On the Review page, click the **Travel Notification** in the side toolbar.

   The TRAVEL NOTIFICATIONS window opens.

2. On the TRAVEL NOTIFICATIONS window, click **ADD TRAVEL NOTIFICATION**.

The ADD TRAVEL NOTIFICATION window opens.

3. Perform the following steps from the ADD TRAVEL NOTIFICATION window:
   a. In the **Start date** fields, specify the start date for the dimension ID's travels. You can type the start date in the field or use the calendar to select the date.
   b. In the **End date** fields, specify the end date for the dimension ID's travels. You can type the end date in the field or use the calendar to select the date.
   c. (Optional) In the **LOCATIONS** panel, indicate the locations where the person associated with the dimension ID will be traveling. In the **Country** field, click the down arrow to select from a list of the configured country codes and country names. In the Region field, click the down arrow to select from a list of the region codes and region names that have been configured for the selected country. In the Other column, enter information to further identify where the dimension ID is going (for example, the name of a city). If you want to add locations, click the **plus sign (+)** to display another row.
   d. (Optional) In the **Expected Maximum Spend per Transaction** field, enter the maximum amount that the person associated with the dimension ID expects to spend while traveling.
   e. (Optional) From the list in the **Notification Method** field, select a method for contacting the dimension ID. The default options are Branch, Email, Online, Other, and Phone.
   f. (Optional) From the list in the **Notification Type** field, select the reason for the travel. The default options are Business, Gambling, Leisure, and Other.
   g. (Optional) Add notes to the travel notification. You can type your notes in the **Notes** field, or click the **Auto Text** link and select predefined text to insert in the **Notes** field.
   h. Click ADD **NOTIFICATION**. The ADD TRAVEL NOTIFICATION window closes and the new travel notification is listed on the TRAVEL NOTIFICATIONS window.

4.12.12.2. Edit a travel notification

Follow these steps to edit a travel notification.

1. On the Review page, click the **Travel Notification** icon in the side toolbar.

   The TRAVEL NOTIFICATIONS window opens. It contains a grid listing the active travel notifications for the dimension ID.

2. Select the corresponding checkbox to select a travel notification.

   When you select a checkbox, a toolbar opens at the bottom of the window.

3. Click the **Update** icon.

   The EDIT TRAVEL NOTIFICATION window opens.

4. Make the necessary modifications to the travel notification.
5. Click **UPDATE**.

   The EDIT TRAVEL NOTIFICATION window closes. The TRAVEL NOTIFICATIONS window is automatically refreshed to show the updates.

NOTE The EDIT TRAVEL NOTIFICATION window also includes a REMOVE NOTIFICATION button. To

remove a travel notification, use this button, or select the travel notification from the grid on the TRAVEL NOTIFICATIONS window and click the **Remove notification** icon in the toolbar at the bottom of the window.

4.12.12.3. Remove a travel notification

Follow these steps to remove one or more travel notifications for a dimension ID.

1. Click the **Travel Notification** icon in the toolbar on the left side of the Review page.

   The TRAVEL NOTIFICATIONS window opens. It contains a grid listing the active travel notifications for the dimension ID.

2. Select corresponding checkboxes for the travel notifications to remove.

   When you select a checkbox, a toolbar displays at the bottom of the window.

3. Click the **Remove notification** icon.

   The selected travel notifications are removed from the grid on the TRAVEL NOTIFICATIONS window.

NOTE The EDIT TRAVEL NOTIFICATION window includes a REMOVE NOTIFICATION button. To remove a travel notification, use that button, or follow the steps listed above.

4.13. Take an action on one or more dimension IDs using the selection toolbar

You must have an alert or review opened in the Review page. If it is a review, it cannot be opened in read-only mode.

From the Review page, you can take an action on one or more dimension IDs that are of a different dimension than the dimension ID in the opened alert or review. For example, while viewing an alert on a terminal, you might decide to block one or more cards in the associated transactions.

Follow these steps to take an action using the selection toolbar.

1. Select the transaction or transactions that contain the dimension ID or dimension IDs on which you want to take an action.

   If you want to take an action on multiple dimension IDs, they must be of the same dimension and that dimension cannot be the same as the dimension of the dimension ID in the opened alert or review. The selection toolbar at the bottom of the Review page is displayed. Only the Copy and Export Selection icons are enabled.

2. Click the down arrow in the field in the selection toolbar to select the dimension of the dimension ID or dimension IDs on which you are taking an action. The remaining icons (Block, Mark, Forward, Reminder, Override, and Watch) in the selection toolbar are enabled.
3. Click the icon that corresponds to the action you want to take. When you click one of the icons, the corresponding pop-up window opens enabling you to complete the desired action.

4.14. Closing alerts and reviews

There are several ways to close alerts and reviews.

- CloseDimensionID icon in the side toolbar.

  This icon closes only the open alert or review that is currently selected. If you click the CloseDimensionID icon when an alert is displayed, you may be required to perform an action and/or confirm that you are finished processing the alert before it will close.

- "X" on the alert or review tab.

  If you click the "X" on the tab of an open review, it will close. If you click the "X" on the tab of an open alert, you may be required to perform an action and/or confirm that you are finished processing the alert before it is closed.

- "X" at the end of the row of tabs.

  Use this button to close all open alerts and reviews. If you have one or more open reviews when you click the "X" in the upper right corner of the page, all the open reviews will close. If you have one or more open alerts when you click the "X" in the upper right corner of the page, you may be required to perform an action and/or confirm that you are finished processing the alert or alerts before they will close.

4.15. Point of Compromise (POC)

Point of Compromise is the place where a card was stolen, for example by skimming.

PRM reviews cards with recent fraud activity, then analyzes the terminals and merchants where the cards were used prior to the fraud. If the same terminal or merchant was used by other cards with recent fraud attacks, then that terminal or merchant is likely a Point of Compromise (POC).

For example, a customer has three transactions marked as fraudulent in a 24-hour period. PRM examines all merchants and terminals where the cardholder transacted in the 24-hours prior to the fraud's initial occurrence. PRM also reviews other cards used at those locations in a defined period. If more than three cards had fraud that occurred within 24-hours of transacting at that merchant or terminal, it should be marked as a POC.

When the common point of purchase is identified, alerts are generated and sent to a queue for review. You can load all potentially compromised items such as PANs, UANs, Retailer ID, and Terminal ID into a Reference Data table for use in rules processing.

If you determine that a terminal or merchant is the POC, you can block the terminal or merchant from handling future transactions. You will also find cards that were used at the POC location and block them as they are now considered to be at risk.

4.15.1. Review pending POC alerts

Review alerts in the Compromise Queue.

1. Click **PENDING ALERTS.**
2. From the **Portfolios** list, select the card portfolio whose alerts you want to review.
3. From the **Queues** list, select **Compromise Queue**. A list of alerts is shown.

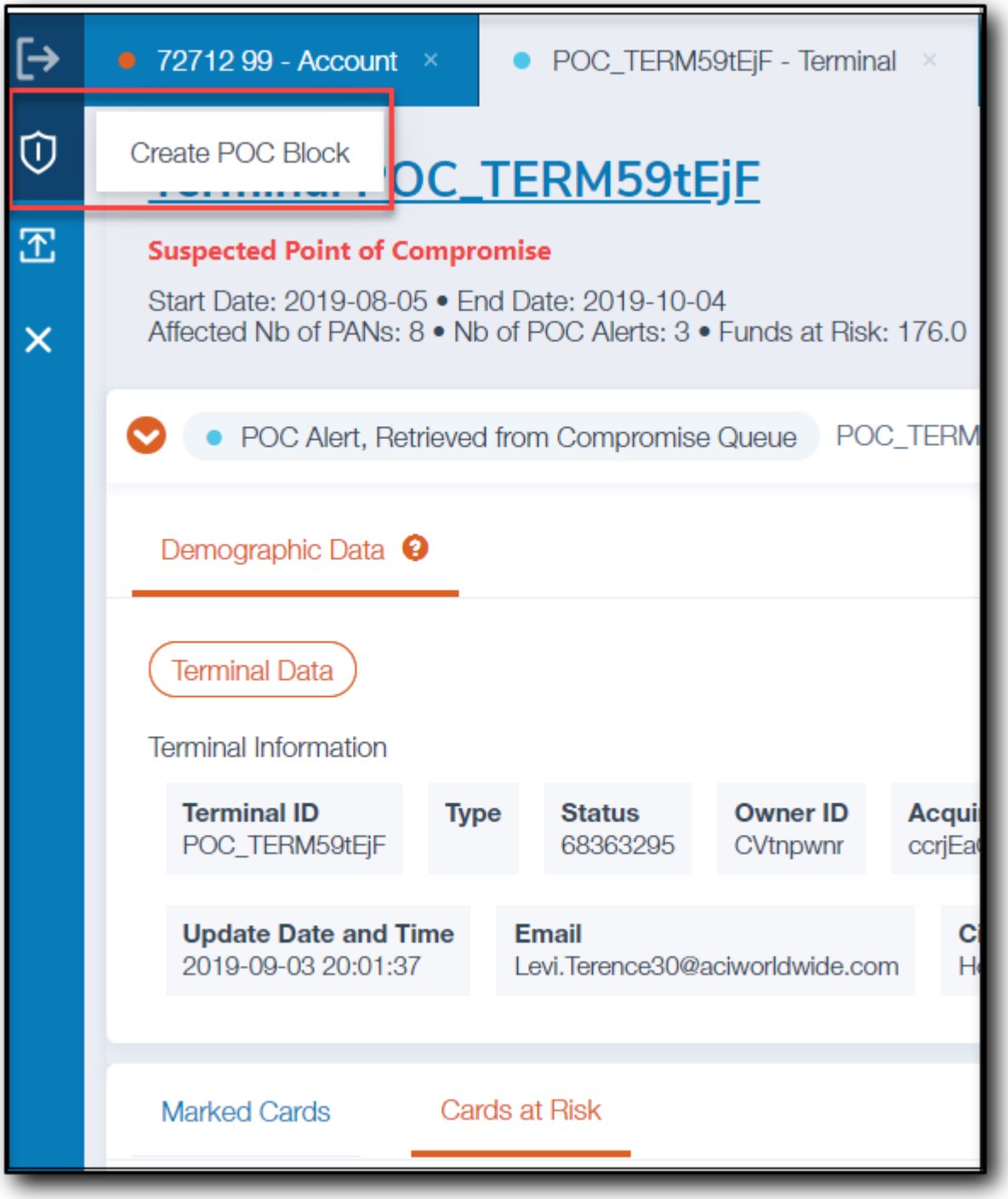
4. Right-click an alert and click **Open Alert**.

   Click **Yes** to confirm that you want to process the alert. The page that is shown depends on the type of alert. For example, if the POC happened at a terminal, the Terminal POC page opens.

   The top of the page clearly identifies that there is a Suspected Point of Compromise. The Demographic Data section provides information such as the Terminal ID, Owner ID, Name and Location, Service Date, Address information, and more.

   At the bottom of the page, click **Marked Cards** to see cards that have triggered the POC alert, and click **Cards at Risk** to see cards that you might want to review and take action on.

5. If you want to block the compromised terminal or merchant, click **Create POC Block**.



6. In the Create POC Block window, type a description about the terminal or merchant you want to block.
7. Click **POC BLOCK**.

4.15.2. Block an alerted dimension ID

You can block a compromised terminal or merchant from the Review page.

1. On the Review page, click the **Block** icon

   on the left toolbar.

2. In the **Notes** field, type a reason for the block or click the **Auto Text** link to select from predefined notes.
3. Click **BLOCK**. The Current Dimension ID State shows that the dimension ID is blocked and includes the reason code in parentheses.
4. When you close the dimension ID, confirm that you are done processing the alert and that you understand that the Dimension ID will no longer be alerted.

4.15.3. Block Cards at Risk

If you have reviewed cards that the system identified as a Card at Risk, you might have to block the cards from further use.

1. From the **Cards at Risk** tab on the Review page, select one or more cards.
2. At the bottom of the page, describe why you are blocking the cards.
3. Click the **Block** icon to the right of the notes.
4. If you want to add the cards to a reference list, create or select a Reference ID and click the **Load to reference data table** icon to the right of the list.

4.16. Forwards & Reminders

When you select FORWARDS & REMINDERS from the REVIEW submenu, the Forwards & Reminders window opens. The Forwards & Reminders window contains the following tabs:

- Reminders
- Forwards sent by me
- Forwards sent to me

By default, the Reminders tab is selected when the Forwards & Reminders window opens.

4.16.1. Reminders

The Reminders tab enables you to view the reminders that you have not retrieved.

The tab contains a grid that lists the following information for each reminder:

- Type (Reminder)
- Dimension ID
- Dimension
- Reminder Date and Time
- Notes

Select one or more reminders by clicking the corresponding checkbox or checkboxes in the grid. When you select one or more reminders, a selection toolbar appears at the bottom of the window. If you select only one reminder, your action choices are Open for Review, Open & Process, Edit, and Remove. If you select more than one reminder, your action choice is Remove.

4.16.2. Forwards sent by me

The "Forwards sent by me" tab enables you to see forwards that have not been retrieved by the users to whom you forwarded them.

The tab contains a grid that lists the following information for each forward:

- Type (Forward)
- Dimension ID
- Dimension
- Forward Date and Time
- Forwarded By (your full name)
- Forwarded To (the full name of the user to whom you forwarded it)
- Notes

Select one or more forwards by clicking the corresponding checkbox or checkboxes in the grid. When you select one or more forwards, a selection toolbar appears at the bottom of the window. If you select only one forward, your action choices are Open for Review, Edit, and Remove. If you select more than one forward, your action choice is Remove.

4.16.3. Forwards sent to me

The "Forwards sent to me" tab enables you to see the forwards sent to you that you have not retrieved.

The tab contains a grid that lists the following information for each forward:

- Type (Forward)
- Dimension ID
- Dimension
- Forward Date and Time
- Forwarded By (the full name of the user who forwarded it to you)
- Forwarded To (your full name)
- Notes

Select one or more forwards by clicking the corresponding checkbox or checkboxes in the grid. When you select one or more forwards, a selection toolbar appears at the bottom of the window. If you select only one forward, your action choices are Open for Review, Open & Process, Edit, and Remove. If you select more than one forward, your action choice is Review.

4.16.4. Edit a reminder

Before you begin:

When you select a reminder from the Reminders tab and click the **Edit** icon, the EDIT REMINDER pop-up window opens.

From the EDIT REMINDER pop-up window, perform these steps to edit the selected reminder.

1. (Optional) Change the descriptive text in the **Description** field.
2. (Optional) Change the date and time in the **Remind at** fields.

   You can type in the date box, or you can click on the calendar icon next to the date to select the date from the pop-up calendar. You can also type in the time boxes or use the up and down arrows to scroll through the times. Clicking on the box to the right of the time fields allows you to toggle between AM and PM.

3. Click **EDIT REMINDER** to save the reminder and close the pop-up window.

4.16.5. Edit a forward

When you select a forward from the **Forwards sent by me** tab, the **Forwards sent to me** tab, or the **My Team** tab, and click the **Edit** icon in the **pop-up** menu bar at the bottom of the page, the EDIT FORWARD pop-up window opens.

From the EDIT FORWARD pop-up window, perform these steps to edit the selected forward.

1. Select a user from the drop-down list in the Forward to field.

   If you are editing a forward sent by you, this step is optional. If you are editing a forward sent to you, this field will be empty, and you must select a user from the drop-down list.

2. Edit the text in the **Memo** field (optional).
3. Edit the date and time for the forward.

   If you are editing a forward sent to you, you must either select the **Immediately** option button or change the **Forward at** fields to a future date and/or time. If you are editing a forward sent by you, and the **Forward at** fields contain a future date and/or time, this step is optional. To change when the forward will be sent, select either the **Immediately** or the **Forward at** option button to indicate when the forward should happen. If you select **Forward at** , selection boxes appear to pick the date and time when you want the forward to be done. You can type in the date box, or you can click on the calendar icon next to the date to select the date from the pop-up calendar. You can also type in the time boxes or use the up and down arrows to scroll through the times. Click on the box to the right of the time fields to toggle between AM and PM.

4. Click **EDIT FORWARD** to save the forward and close the pop-up window.