
















Premium Antifraud Service


Service details

ESCALION | *pay online naturally*



Service	Basic Package	Premium Package	
<p>Contact: (CET: 9-17:30) Email: support@escalion.com Phone: +31 800 023 2176 (toll-free)</p>			24 / 7 availability on premium level
<p>Merchant admin</p> <p>Our clients are provided with an online tool that allows them to monitor their performance, traffic, conversion, sales in real-time, customer activity related to a particular website, or even to set up statistical analyses. Merchant Admin is also useful for fraud protection purposes. Bin country, IP address, browser language and other transaction data are monitored by powerful filters of the system and results are displayed to check on a so called <i>Transaction Card</i>. Using this, merchants have the opportunity to look into or take necessary steps in case of any mismatch.</p>			
<p>Refund</p> <p>The amount of approved transactions can be refunded by a simple click of a button. This is not only an effective way of preventing complaints, but significant amounts of money can be saved by avoiding chargebacks for the disputed charges.</p>			
<p>Manual Check</p> <p>In case of suspect, the merchant can offer an option to the customer which enables him/her to forward the transaction for manual approval. Herewith we create an opportunity for the merchant to monitor and approve the transaction manually.</p>			

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<p>Blacklist Function</p> <p>Transaction data can be blacklisted either as a result of our fraud investigation (having a huge database of details used fraudulently in the past to detect) or at the merchant's request submitted on their admin interface. Restrictions are placed only if the merchant expressly provides Escalion with their consent for this purpose. Chargeback cases automatically lead to relevant data being put on blacklist.</p>		
<p>Statistics</p> <p>A wide range of real-time statistics is available through access to the Merchant Admin. Refund and chargeback percentages play an essential role in fraud management, while stats like transactions per website or conversion and abandonment rate helps You get a deeper view into your business activity, and increase revenue.</p>		
<p>24/7 manual control</p> <p>As services become more and more personalized, so do risk management strategies and tools. In our system background model, end-users are identified by a profiling engine using more than 30 attributes, while a scrubbing subsystem supports fraud analysts in decision-making. A team of our professionals finally monitor each transaction attempt determined for manual investigation 24/7. The whole process is designed to be customized to personal requirements and preferences.</p>		

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<h3>SAR (Suspicious Activity Report)</h3> <p>SAR is a report including suspicious cases sent manually by Escalion Customer Care to the Merchant. It includes suspicious transactions, explanation, and expert advice on what to do if needed (refund, restriction). Frequency of alert reports depends on the volume of issues and can be altered upon agreement by both parties.</p>		
<h3>Proactive chargeback control</h3> <p>Chargeback is one of the roughest issues e-commerce merchants have to deal with. Merchant Admin provides You with all relevant data to manage the process however we are here to help our premium clients or even provide a full chargeback and retrieval management upon a request.</p>		