

Advanced Fraud Solutions Guide to Suppression



Welcome to the Advanced Fraud Solutions Suppression User Guide. The amount of data in our platform can be overwhelming when using it for the first time, especially when faced with a large number of alerts to sift through. Managing your alert volume can be achieved, and rest assured we're here to help.



Using suppression rules, your institution can create a manageable set of alerts, while still ensuring fraud protection.

Section 1: Understanding Our Data

Return data from the AFS database might initially appear inaccurate or misleading due to the broad range of information it encompasses. However, this does not mean that the return data is producing false positives. Instead, the database is providing a comprehensive overview of historical returns, which can be refined using suppression rules to create an optimal balance between alert generation and robust fraud prevention.

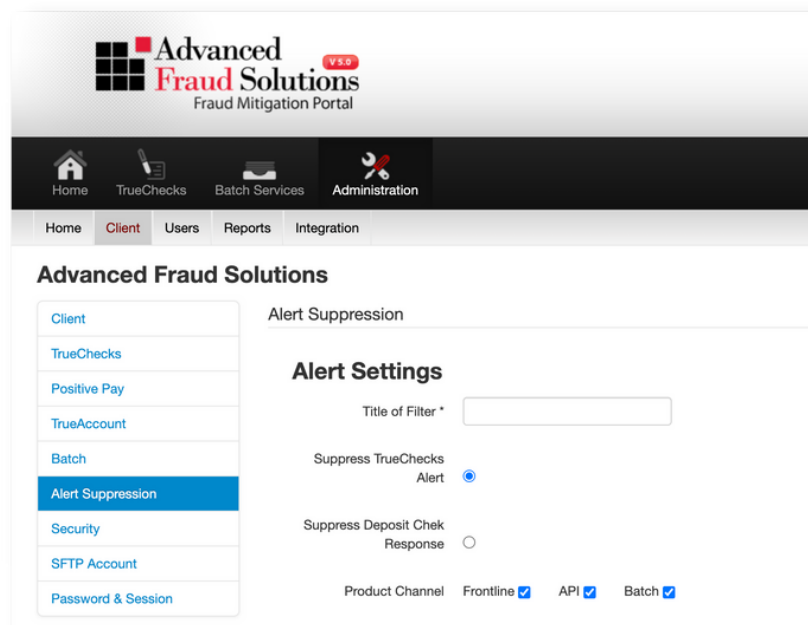
The AFS database, built on historical return data, compiles information on returned items from various sources. While the presence of returned items for a specific routing and account number offers insights, it does not guarantee future returns for the same account. Factors such as temporary financial constraints, data entry errors, or changes in account status could have influenced past returns, and these factors may no longer be relevant to the current item.

By implementing suppression rules, you can fine-tune the return data to better suit your needs, suppressing certain return items to strike a balance between generating alerts and maintaining tight fraud prevention measures. This approach allows you to make more informed decisions and effectively manage potential risks.

Section 2: Using Suppression Rules

Setting Suppression Rules

Alert suppressions can be implemented from the Advanced Fraud Solutions portal under the Client section if you have Client Admin rights. See below for reference. As always, you can contact AFS support if you have questions about modifying your access level. You may email us at support@advancedfraudsolutions.com



Keep reading for some helpful example suppression rules and instructions on how to implement them.

Section 2: Using Suppression Rules

Step-by-step example: Counterfeit/Alteration Alerts

For example, counterfeit alteration alerts are important to keep track of, and you don't want to suppress them altogether. Instead, you can refine the alerts using suppression filters. You can go back several months and create suppressions based on at least three months of data.

- Under the "Alerts Before" section, you can select a date prior to which alerts matching the Fraud Type of Counterfeit/Alteration will be suppressed.
- After you have implemented the rule, be sure to monitor the results on an ongoing basis to make sure you're comfortable with the level of alerts that remain.

The screenshot displays the 'Alert Settings' configuration page. The 'Title of Filter' is 'Counterfeit/Alteration'. Under 'Suppress TrueChecks Alert', the radio button is selected. 'Suppress Deposit Chek Response' is unselected. 'Product Channel' has 'Frontline', 'API', and 'Batch' checked. 'Fraud Type' is set to 'Counterfeit/Alteration'. 'Alerts Before' is set to 'set to at least 3 months prior'. 'Alerts After' is set to 'mm/dd/yyyy'. The 'Recommended Action to be Suppressed' includes 'Insufficient Data'. The 'Current Alert Filters' section shows 'Training Alert Suppression1' and an 'Add New Alert Filter' button. A 'Notes' section is also present.

This alert will suppress all Counterfeit/Alteration fraud type alerts before a specified date.

Section 2: Using Suppression Rules

Step-by-step example: Payroll

Here's an example use case. Let's say you're receiving alerts for counterfeit payroll checks every Friday. The routing number and account number associated with these checks were once fraudulent in the past, but the issue has since been resolved. You can add these routing and account number and set a rule to suppress any alerts related to them being flagged as counterfeit.

- Add the routing and account number associated with the fraudulent account to your suppression list.
- Set a rule to suppress any alerts related to them being flagged as counterfeit.

The screenshot shows the 'Alert Suppression' configuration page. On the left, under 'Alert Settings', the 'Title of Filter' is 'XYZ Payroll Checks'. The 'Suppress TrueChecks Alert' option is selected with a radio button. The 'Product Channel' has 'Frontline', 'API', and 'Batch' all checked. The 'Fraud Type' is set to a dropdown menu. The 'Routing Number' is '111901975' and the 'Account Number' is '0165101557'. The 'Recommended Action to be Suppressed' includes 'Extended Hold', 'Hold', and 'Insufficient Data' checked. The 'Alerts Before' and 'Alerts After' fields are both set to 'mm/dd/yyyy'. On the right, the 'Current Alert Filters' section shows a filter for 'XYZ Payroll Checks' with a link to 'Add New Alert Filter'. Below this, it states 'Alerts found for searches in TrueChecks Frontline, TrueChecks API, and/or TrueChecks Batch that match a filter will be suppressed.' and provides creation and update dates: 'Created on: 9/19/2022' and 'Last updated on: 3/17/2023' by 'Christelle Levy'. A 'Notes' section contains the text: 'This alert will suppress all alerts with the recommended action of Insufficient Data, Hold, and extended hold regardless of the fraud type.'

This alert will suppress all alerts with the Recommended Action of Insufficient Data, Hold, and Extended Hold regardless of the fraud type.



How to Adjust Your Alerts in the AFS Portal

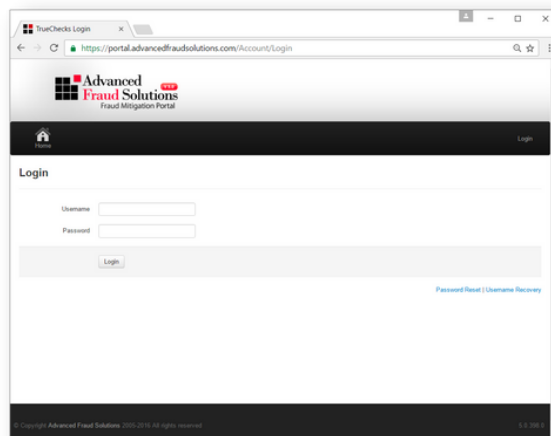
Are you wondering if you even have access to make these adjustments? If you have Client Admin rights in the AFS portal, you can access Alert Suppression.

Sometimes, AFS customers don't realize they can set suppressions in the portal. This is because our solution is often integrated into a financial institution's imaging platform, so customers are never exposed to the back end of the AFS portal. However, you either have access to the back end to setup custom suppression rules yourself, or access to the AFS Support team to help you configure these rules on your behalf.

Logging into the AFS Portal

To log in, navigate to

<https://portal.advancedfraudsolutions.com/Account/Login>



For more help with suppression rules please contact our support team.

CONTACT SUPPORT