

██████████ Overview v2

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There have been a lot of changes to the ██████████ system in the last several weeks since I sent out **Overview v1** on ██████████, so I want to take this opportunity to step back and provide an updated overview of where we are right now with the system and some explanations of the functionality.

The primary purpose(s) of this system are:

1. Provide quick access to the information you need to make processing decisions on ██████████ ██████████ PINs (adding new ones if needed)
2. Provide functionality for you to reconcile the fraudulent situation by replacing the PIN, performing any transition tasks impacting the customer, adjusting funds, and shutting down the old PIN

The design changes and added functionality support both of these purposes. Below left is the original ██████████ **CSR Sub Menu** that we have been accessing from the ██████████ Main Menu. As we have added functionality to the ██████████ system, speed has been a primary consideration as the default view of the ██████████ **Utility** takes quite a while to display completely – this is obviously a problem in trying to work quickly.

To combat this, we have created the **Status Report** option to serve as more of a Control Panel or “Smart Menu” for all ██████████ activity **as well as to replace the Fraud 0919 CSR Sub Menu.** The **Status Report** has the same links available as well as report links to all relevant views of the ██████████ information **and it only requires a few seconds to display!**



You have probably already noticed some of the new [REDACTED] integrations throughout the [REDACTED] system:

- Audit Listing has a [REDACTED] link to display all [REDACTED] records for the PIN.
- Audit Listing highlights **Auto Recharge** orders that are being redirected to Fraud Screen which allows us to better differentiate from the “regular” fraud screen orders so we can employ an appropriate review process including:
 - Check **PIN Summary/Call Details** for fraudulent activity and quickly determine whether the order should be processed
 - Check Audit to make sure customer has not manually recharged since the Fraud Screen order hit
- Customer Detail highlights [REDACTED] PINs in the **PIN Summary** section and provides a link to the [REDACTED] **PIN Lookup** to view the effected records.

In summary, the new **Status Report** and integrations allow you to avoid having to display the [REDACTED] **Utility** with the default settings; instead the links allow you to display information relevant to the PIN, Customer, or other specific data element being examined by the report links in just a few seconds.

One important processing situation to keep in mind is that **not all of the effected PINs are in the Fraud 0919 system**. The [REDACTED] system originally consisted of 1,930 records representing just over 1,000 distinct PINs and just under 1,000 distinct Customers (a few customers had multiple PINs impacted) that were the result of spreadsheet information provided for both [REDACTED]. You will notice on the Status Report in the [REDACTED] Summary section, the Total Records count is up to 1,936. We have added a simple way for a PIN to be inserted into the [REDACTED] system with the required values, so it is important to do a [REDACTED] **PIN Lookup** and check **PIN Summary/Call Details** for fraudulent activity on PIN records **NOT** flagged as [REDACTED]. If fraudulent activity is found, the add link is provided and in two clicks, the record is added – see below for screen shots depicting the flow:

PIN: 4305351338 was NOT Found in the Fraud 0919 table.

Click link below to Add PIN to Fraud 0919:

[Add PIN to Fraud 0919](#)

Add PIN to Fraud 0919

PIN:	4305351338
Customer Id:	MES252282224331
Provider:	NetIP

Add

Status Report Sections

We'll do a quick summary of the Status Report sections so you will understand some of the tools at our disposal prior to getting into what is involved in resolving the fraudulent situation:

- Legend
 - The green background signifies a report link and displays that “view” in the Fraud 0919 Utility
 - The Go To Report button works in the ORIG and DEST reports just as the report links do for the other sections
 - A white background signifies a Count only – in most cases there should be a report link somewhere else on the page so we are not repeating links.
- Menu
- Section Shortcuts
- [REDACTED] Summary
 - These are the [REDACTED] table values – you will see these values repeated in other sections as a Count Only # value just to provide perspective for the other values in that section.
- ORIG/DEST/DEST Country/Region
- PIN Disable/Suspend
 - This report links signify our progress in shutting down the fraudulent PINs. We will get into the process of doing so below.
- PIN Inventory
 - This section has two reports – both a Summary and Detail version which look at the Type Codes, SKUs, and Inventory available to complete the process of replacing a PIN.
- PIN LastAR
 - This section provides us with information regarding activity of the fraudulent PINs since we initially created this system. As of now, this section only refers to auto recharge activity and does not show where a PIN has been manually recharged – but this is on the list of one of the next things to do.
 - This section also gives us a good example of the “Help” that is being integrated into the system. After this update, I am going to try to focus on putting context-sensitive “Help” into each appropriate area instead of the email update approach.
- PIN Replacement
 - This section covers our progress on PIN replacement.
- Refunds
 - This section covers refunds which is a little complex since there is not an existing mechanism in place to directly connect a Refund with a specific PIN; however, we are able to match the Refund with a Customer.
 - The process for tracking Refunds involves matching Refund transactions from ChargeExceptions with [REDACTED] using Customer Id to determine a potential match.

- We determine if the potential match is an actual match using the **Check** link and the **Update** link to reflect this in [REDACTED] as Refunded.
- A Not Verified Status refers to a Refund since [REDACTED] that is not directly attributable to the fraud (such as a customer decided they did not want A/R).
- Chargebacks
 - This section is still pending.

Utility/Options

Now that we know what the Status report can provide us as far as information, we will look at what is involved in resolving the fraudulent situation.

First of all, here is a view of Utility after performing a [REDACTED] **PIN Lookup**. As you can see, all of the filters are at default values with the exception of the PIN value.

The screenshot shows the Utility/Options interface. At the top, there are several filter dropdowns: Provider (ALL), Disable/Suspend (ALL (no filter)), Orig (ALL (no filter)), Hide Missing PINs (checkbox), Exceptions (ALL (no filter)), Dest (ALL (no filter)), Hide Missing Customers (checkbox), Replaced PIN (ALL (no filter)), and Country (ALL (no filter)). Below these are input fields for Customer Id (exact) and PIN (exact) with the value 1524437952. A Submit button and a Reset to Default link are also present. Below the filters are three colored buttons: Disabled Suspended (red), Refunded C'Back BOTH (orange), and Replaced (green). The main part of the screenshot is a table with the following data:

PIN	Id Source	Disable Suspend	Refund C'Back	Replace PIN	Last Attempt Actions	Customer Id Email	Provider Platform	Orig	Rate Plan	Lot	DNIS	Call Date		Usage	
								Dest	Country	Region	Attempt	Complete			
1524437952	10 782	TBD		Available: YES	10/10/2019 8:22:00 AM	ALO242916213452 alonapollardi8@gmail.com	WCGS	9195200708 62060029	UC-LOCAL SIMPLE	25681	8008643561	9/8/2019 4:34:32 PM	0 0	\$3.35	
							Total							Usage	
Records			Disable Suspend	Refund C'Back				1							\$3.35

Once in the Utility after performing a [REDACTED] **PIN Lookup**, you can now perform other actions.

For example, here is another screen shot where we have changed the filters to display only those records where the PIN has been recorded as Disabled or Suspended, the customer has an Exception (refund, chargeback, or both) that has been checked and verified, and the PIN has been replaced. I selected this view to highlight the color scheme for highlighting status for each of these relevant fields for a PIN record. The report links from the Status Report provide you with an initial view of a criteria but you need to be in the Utility to perform additional filters as you see here.

Provider	ALL	Disable/Suspend	Disabled or Suspended	Orig	ALL (no filter)
Hide Missing PINs	<input type="checkbox"/>	Exceptions	Exceptions	Dest	ALL (no filter)
Hide Missing Customers	<input type="checkbox"/>	Replaced PIN	Replaced	Country	ALL (no filter)
Customer Id (exact)	<input type="text"/>	Reset to Default			
PIN (exact)	<input type="text"/>				
<input type="button" value="Submit"/>					
		Disabled Suspended	Refunded C'Back BOTH	Replaced	

PIN	Id Source	Disable Suspend	Refund C'Back	Replace PIN	Last Attempt Actions	Customer Id Email	Provider Platform	Orig Dest	Rate Plan Country	Lot Region	DNIS Region	Call Date Attempt Complete	Usage
4883776518	782	Disabled	Refunded	1376575437		EL1236895153029	WCGS	4071239163	UC-LOCAL-SIMPLE	25682	8008643561	9/6/2019 11:11:06 AM	\$0.56
	5			10/1/2019 9:44:26 PM	Options	newlifepma@live.com		77907498	AlgeriaOracom Mobile			0 0	

When we initially implemented the system several weeks ago, the Utility provided links to perform these various actions – this was extremely overwhelming when displayed as a listing and negatively impacted the Utility’s performance. Instead, we have removed these actions from the listing and replaced them with an **Options** link that takes us to the **Options** page. The **Options** page is designed to allow you to quickly visualize all relevant information in one place for a fraudulent PIN from [REDACTED] and then take the necessary actions in the PIN Actions section to resolve the situation.

A screen shot of the Options page for the PIN above is shown below – as you will see as you use, this page is customized based on the configuration and usage of the specific PIN and customer. **Please let me know of anything else we need to be able to perform the required actions as we may be able to better automate and integrate into this page!**

Options

Select Link to Perform Action(s) + Refresh to update page:

Customer (Signup Dvs):	Provider:
Fraud 0919 Records:	Fraud 0919 Records
Customer w/ Multiple PINs:	NO
Charge Exceptions:	Status: C'Back

Id	T-Date	Type	Amount	CC Number	
2346	9/6/19	Refund	\$20.00	4211566112558223	Go To Refund
2347	9/6/19	Refund	\$20.00	4211566112558223	Go To Refund

PIN Summary:	
Old PIN	New PIN
4883776518	1376575437
No New A/R Activity	Replaced: 10/1/2019 3:44:26 PM BY: Mindy Hawthorne (100)

PIN Actions:

Old PIN		New PIN
Old PIN Management (API)	PIN Management	New PIN Management (API)
Resend Old PIN	Resend PIN	Resend New PIN
Manual Recharge Old PIN	Manual Recharge	Manual Recharge New PIN
Manual Credit/Charge	Customer	
Old PIN Status (Database): Suspended	PIN Status ⓘ	
Record Old PIN as NOT Suspended		
Check/Change Old PIN Status (API)		Check/Change New PIN Status (API)
Old PIN Balance: \$0.00	Adjust Funds	New PIN Balance: \$17.25
Adjust Old PIN Balance		Adjust New PIN Balance
No A/R Record for Old PIN	Auto Recharge	No A/R Record for New PIN
Add Auto Recharge		Add Auto Recharge