Fraud Protection Settings: Realtime payment processing redirects to Thank you page instead of going to payment gateway

Jobelle C. - 2021-12-08 - Aplicaciones y servicios SF-Cloud

You will need to review your "**Fraud protection settings**" in Total Care – you may have set the "**Risk indicator trigger**" to a very low value such as 1 – thus, *SUSPECT* payment status in the order was triggered. When "*Suspect*" order status is triggered, the order will not be redirected to the realtime payment page for processing, it goes directly to the shop's Thank you page. You as the merchant can manually process the order, in this case after verifying the customer's payment details.

For Fraud protection settings to work properly, you need to increase the **Risk indicator trigger** value and set it to at least 6. (It must at least have a value of 5 but ideally 6 or 7.)

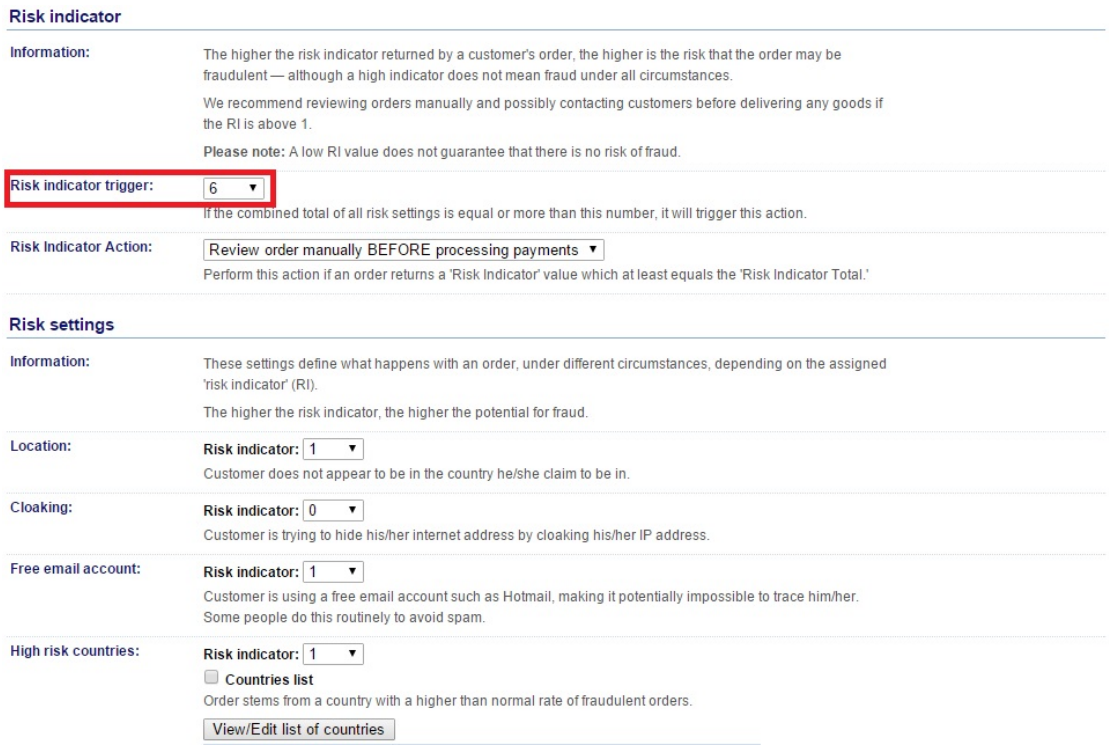
- Open your shop in ShopFactory

- Click on **My Orders** button to connect to the Total Care interface

- Click on **Settings -> Fraud Protection Settings**

- Set the Risk Indicator trigger value to "6"

- Review the Risk Settings/rules as per information provided on the page and then click Submit button



Sample of SUSPECT orders due to Fraud settings: "**Risk indicator trigger**" value is very low


ShopFactory™ Total Care
Welcome
Username:
Expires:
Central
Orders
Statistics
Customers
Services
Settings
Help
Logout
Download orders
Export addresses
Status update
Orders
Search
Order
Name
Date
Total
Email
Payment method
Shipping status
Payment status
1049 Test Test 31/Jul/14 A$ 3,005.00 Mastercard
1048 Test Test 31/Jul/14 A$ 1,505.00 Mastercard
1047 Test Test 31/Jul/14 A$ 1,505.00 Mastercard
1052 Test Test 11/Aug/14 € 5,00 Pay on invoice
1051 Test Test 11/Aug/14 € 5,00 Pay on invoice
1050 Test Test 31/Jul/14 € 5,00 Pay on invoice