Sertifi Advanced Fraud Tools – Product FAQ

Q: How do I access this solution in the Sertifi Portal?

This feature is a setting located in the Integrations tab. Clients don't have the ability to turn this feature on and off. The Sertifi Client Success team would need to enable this for you.

Q: What do the fraud scores mean?

For each transaction, you'll see an assigned letter grade within the Fraud Score column. This grade is an estimation of the overall safety of the transaction as determined by Sertifi.

Please note that it's up to your property to decide whether to proceed with a transaction, and we recommend referring to your hotel's policies.

Here's a general breakdown of what the scores mean.

Transactions rated A or B are those that contain multiple indicators that the transaction is safe to proceed with.

A transaction with a C-rating is one that is likely safe but is also notably affected by certain risk factors.

Transactions rated D or F are most likely not safe to proceed with. These ratings are only given when there are serious indicators of risk for the transaction. You are taking on a greater risk of payment fraud if you decide to accept transactions with these fraud scores.

For more information, visit the [Sertifi Support Center](#).

Q: What data is being assessed?

These are some of the key data used to perform a risk analysis.

- Authorization status (approved/not approved)
- Country/currency
- Email
- Billing address
- Name
- Card details

- IP address
- Physical address
- Merchant ID
- User device
- Payment type
- Payment token
- Last 4 digits of card number
- AVS/CVV verification
- And much more

Q: What if I don't want Sertifi to assess my data?

If your property wants to opt out of having their data assessed, then please email Sertifi Support with the request.

Q: Can only certain admins look at the fraud scores?

Any user who has access to the File Maintenance page can see the fraud scores.

Q: What gateways are integrated with Sertifi Advanced Fraud Tools?

Sertifi Advanced Fraud Tools integrates with the following gateways: Merchant Link, Card Connect, WorldPay, PayEazy, and Freedom Pay.