

COOPER

Fraud Analyzer Report Training Reference Guide





Fraud Analyzer Report

Member Data Section:		Case Activity Section:	
Credit Union Name:	COOPER Test CU	Case Action Date/Time:	06/08/2018 07:09:59 AM
R&T:	1600000126	Case Status:	Open - New
Account Number:	*****1	Transaction Description:	Shared Branch (teller)
Member Name:	N/A		

Case Actions:

Action Date/Time	Analyst ID	Case Notes
06/26/2018 02:13:03 PM	it-user	Here's a note to test on the Fraud Analyzer report.

Transaction History:

Transaction Date/Time	Account Number with Suffix	Transaction Amount	Score	Transaction Type	Transaction Description	Response Code	Acquirer Name	Acquirer City	Acquirer State	Acquirer Zip	Product Line	Trace Number
06/08/2018 07:09:56 AM	*****1-3	40000.0	0.0	011000DCB	Withdrawal-on Prev Deposit	59	COOPER Test CU	Duluth	GA	30097	Demo and Test	608255
06/08/2018 07:09:57 AM	*****1-3	40000.0	0.0	011000WTF	Withdrawal for Transfer	59	COOPER Test CU	Duluth	GA	30097	Demo and Test	608266
06/08/2018 07:09:58 AM	*****1-3	40000.0	0.0	001000SPP	Purchase-Share	59	COOPER Test CU	Duluth	GA	30097	Demo and Test	608277

Introduction:

This guide is intended for Credit Union staff who will be providing support to members as a result of a case being created by COOPER.

When is this report available?

When a case is opened, a Fraud Analyzer report is generated and sent to the appropriate credit union contact via secure email.

How do I access the report?

Once you receive the secure email follow the instructions provided.

You have received a secure message from CO-OP Financial Services
To open the message, open the attachment. You may need to save the message first, and then open it.

If you have concerns about the validity of this message, contact the sender directly.

First time users: If this is the first secure email message you have received from CO-OP Financial Services, you will be prompted to register to create an account and establish your password. Your password will be used to open this email and all other secure email sent from CO-OP Financial Services.

Mobile device users: Forward this message to mobile@pxmail.com. You will be emailed a link where you can enter your password and view the secure email message.

Questions? If you need login assistance in order to view this message, please contact Cisco directly via email at support@res.cisco.com. For all other issues, please contact the CO-OP IT Service Desk via email at ITServiceDesk@coop.org or via phone at 888.691.0744 option 5.

Help - <https://res.cisco.com/websafe/help?topic=ReqEnvelope>
About Cisco Registered Email Service - <https://res.cisco.com/websafe/about>

What do I do with this report?

You should review the transactions, verify the activity with the member, and provide feedback to CO-OP regarding the case outcome. Consistent efforts to contact members, resolve cases, and track case statuses facilitate the best results from the product.

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Report Sections

Member Data Section This section provides basic information about the member whose transaction resulted in the case being opened.

Case Activity Section This section provides details about the case opened and its current status.

Case Actions This section provides case activity from the time the case was created through the date of the report. It provides details for each action recorded.

Transaction History This section will display transaction details for those transactions that resulted in the case being created. These are the transactions that should be validated with the member.

Resource Center

<http://www.co-opfs.org/cooper-resource-center>

Call or Email for Support

If ...	Then ...
You need assistance with general fraud inquiries	Call Client Care at 800-782-9042, option 2 or email clientcare@coop.org
You need assistance with open cases	Call our fraud team at 888-821-6323, or email accountfrauddetection@coop.org

Note: For security purposes please do not include any card/account information via email.
