

Airline merchant best practices guide to secure payments and fraud prevention.

Each airline merchant accepting online bookings faces distinct risks and fraud. As part of our efforts to protect you from fraud, we have developed a set of best practices to help you avoid becoming the target of fraudsters.

Register customers and build a database

Gather customer information and maintain a database that includes the key details of bookings (name, email address, IP address, telephone number, transaction amount and time etc.), or consider having a 'positive list' (frequent travelers with no fraud history) and a 'blacklist' (previously identified fraudulent transactions and prior fraud-related chargebacks). You can then leverage on this database to monitor and assess incoming transactions to mitigate potential fraud incidents.

Verify transactions against the database

Transactions can be screened manually by a fraud review staff or an automated rules engine before and after the booking is completed or payment is approved. Blacklisted or suspicious transactions can be immediately rejected or flagged for further review. After which, additional information should be collected to evaluate the suspicious bookings further.

Gather additional information on suspicious bookings

Be cautious if the phone is disconnected, incorrect, or out of service. Fraudsters tend to avoid leaving a traceable valid contact. If you are still unsure about a booking, ask the customer to send a copy of their passport or identification document. Verify identification again at the airport check-in to ensure it matches the one used at booking.

5 types of higher fraud risk bookings

1. **Bookings made less than 12 hours** before a flight may indicate fraud as fraudsters tend to exploit shortened book to fly timeframes.
2. **Third party bookings** occur when the PayPal account holder or cardholder (guest account) is not one of the travelling individuals.
3. **One-way flights.**
4. Examine flight routing information when **screening bookings from high fraud risk origination/destination**. For example, flights to a particular airport could be considered risky when coming from another particular airport or region.
5. **Take note of bookings** from free email services, suspicious email addresses or IP address and departure or arrival country doesn't match.



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