

Fraud Prevention 101 for New Associates in the Workflow

Workflow Handbook: [Fraud Prevention Workflow Handbook](#)

Policies, Procedures, and Expectations: [Fraud Prevention Policy, Procedures, and Expectations](#)

Reminder

Do not share information about fraud prevention, including the name of our tools (Sift), with anyone outside of ActBlue. If someone is, in fact, a fraudster, we do not want to provide them with information about our security protocols, as it will open us up to future attacks.

1. Sift walkthrough

1. How it works

- a. Sift is a company that provides our payment protection services.
- b. They use an algorithm to score transactions, in this case our contributions, on a scale of 1-100, where contributions with a Sift score of 100 are more likely to be fraudulent (note: having a Sift score does not mean something definitively is fraud, just that it is

more likely to be).



- c. The payment protection step happens between the pre-authorization step and bank approval step of the transaction process, and all contributions run through the Sift except PayPal contributions.
- d. Our Sift workflow uses a waterfall rules system, which means contributions are checked against a series of if-then rules and various automated actions are taken on them. These rules can include specific signals (what Sift calls the characteristics of a transaction), Sift score thresholds, and a combination of the two. Most contributions (>99%) are automatically accepted and processed. The remaining are flagged for manual review (the work you will do) and some are automatically rejected.

sift

Automate Workflows Decisions Lists

Primary Workflow Published ● RUNNING Last edited 5

Runs on Create Order events to make Payment Protection decisions on Orders

Display all metrics from Sep 21, 2:25 PM

Create Order

Metric	Value
Runs started	608,418
Unique users	286,413
Unique orders	607,821
Blocks over	< 0.1%

Internal Testing Email Whitelist

IF ORDER MATCHES

Email address contains keywords from "Internal ActBlue testing emails"

Metric	Value
Runs started	0 (≈0%)
Unique users	0 (≈0%)
Unique orders	0 (≈0%)

Hi-Risk Countries #1

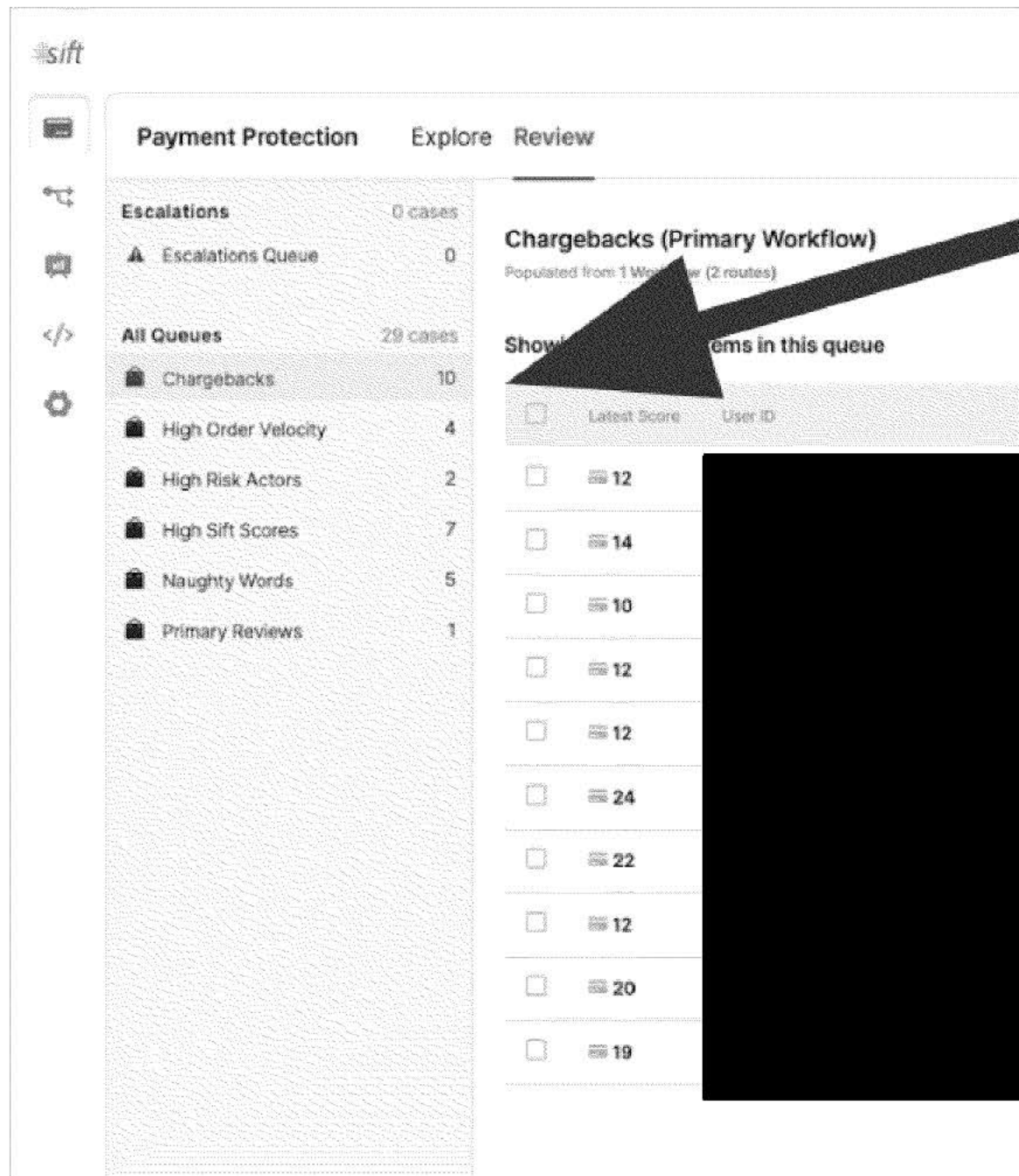
IF ORDER MATCHES

Country is "Cuba", "Iran", "Korea, North", "Syria" or "Ukraine"

Metric	Value
Runs started	2 (≈<0.1%)
Unique users	2 (≈<0.1%)
Unique orders	2 (≈<0.1%)

2. Where things end up (queues)

- When contributions are flagged by a waterfall rule, they get sent to a queue, which you find in the Review tab of Sift.
- There are a few queues that you will work in, which can be changed. There is an additional queue, the Escalations Queue, that you do not work in.
- Queues are named in a way that conveys what type of contributions are being sent there.



3. Understanding the Review Page

- It looks like there is a lot of information on the Sift review page, but in reality, you will quickly learn what is, and isn't, useful for you to do thorough Sift reviews.
- On the left side of the page, you will see the decisions you can apply to a contribution: Accept, Reject, and Escalate

- c. At the top, you will see the Sift Score of the contribution (Closer to 100 = more risky, not necessarily 100% fraud)
- d. You will also see a Network Tab, which visualizes connections to other contributions and the Zendesk Tab, where you will see any tickets we may have for that email address
- e. In the center of the page, you will see the Contribution Information (most of which is the same as what you would find in Indigo)
- f. The right hand side has the section which shows the riskiest characteristics (which Sift calls Signals). The signals at the top, with red dots, are the riskiest. Sometimes, clicking on a signal will show you related contributions (which is more useful for very unique characteristics like IP address than it does for broad characteristics like “is using a VPN”)
- g. When you scroll down a bit, in the center of the page you will see the transaction history for the donor. This is a very useful section, both for looking for fraud and for looking for proactive outreach reasons. In this section, you will see [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- h. On the left hand side, you will also see the specific reason something is in the queue
- i. In the Custom Attributes section, you can see whether a donor is an Express User or not
- j. Finally, on the bottom-right hand side of the page, you will see a Social Media section which will sometimes return results worth looking at, and a Zendesk section (which is the same as the Zendesk Tab at the top of the screen)

Decision Buttons

Payment Protection Explore Review

< Back to Queue

3 days left

Reject Contribution

Accept Contribution

Escalate

View User in Explore

Claimed By:

In queue for:

Items - Category contains "c3", "c4"

Payment Abuse Score > 50

Sift Score

91

Network Tab

Overview Network Activity Zendesk

Risk Summary

Identity

- Account: risky age

Order

- Items are risky

Contribution Info

Order Details

Sep 26, 2022 @ 1:08pm

SUMMARY

\$50 USD

CUSTOM FIELDS

Email recognized: False

Is logged in express user: False

ITEMS

Category: c4

Vote Common Good

HISTORY

Show more



Payment Protection

Explore

Review

< Back to Queues

[Redacted]

3 days left

Reject Contribution

Accept Contribution

Escalate

View User in Explore

Claimed By:

In queue for:

Items - Category contains "c3", "c4"

Payment Abuse Score > 90



Why was it queued?

91

Credit Card

Order History

Attempted Orders
\$250.00 USD

Order	Amount	Items
Sep 26, 2022 [Redacted]	\$50	Vote Comm
Sep 20, 2022 [Redacted]	\$50	Vote Comm
Sep 15, 2022 [Redacted]	\$50	Vote Comm
Sep 12, 2022 [Redacted]	\$50	Vote Comm
Sep 10, 2022 [Redacted]	\$50	Vote Comm

Custom Attributes

Successful transactions in the last week (either \$sale
1

Age of first transaction
16 days

Credit Card BIN And Last4
[Redacted]

4. How to review a contribution

- a. This is obviously the most important, most frequently used skill you will use while working regularly in Sift. Getting good at this will take time and practice, but you will get good at this. Here are some helpful tips when doing regular reviews (the sections that come later will outline what to do when things are significantly out of the ordinary).
- b. When you review a contribution, you want to look at the totality of the donation, not just the specifics, meaning, you want to look at the totality of the characteristics and context of a contribution rather than making decisions based on a single signal. We want to give our donors the benefit of the doubt and think about the reasons why a contribution is legitimate.
- c. For example, a VPN may be used by a fraudster to pretend to be in a country they are not to fake a transaction, but it may also be used by a completely normal person to watch foreign versions of Netflix and they just forgot to turn it off when they went to donate. We wouldn't want to use the one signal, in this case: VPN use, to determine whether we should reject something.
- d. Start at the top of the page, and work your eyes and mind down across the aforementioned points-of-interest on the review page. Sift uses a coloring system to mark riskier things, so keep your eye out for red dots as things that you should pause and think about.
- e. Let's look at an example: the contribution below. We'll consider what signals are risky but also why they might be legitimate.
 - i. The contribution has a Sift score of 100, so we should consider this risky and worth taking a second look at, but not outright think it is fraud
 - ii. The donor is using what looks like a fake last name (Xcx). It is possible that a donor might enter what we would consider an "odd" name, as sometimes cultural naming conventions don't translate to English billing addresses well. These instances are quite rare however, and more often than not, this is indicative of a bad contribution (note: if an otherwise legitimate donor uses a fake name, we would want to accept

their donations and do proactive outreach, which we'll talk about in a later section).

- iii. The donor is using a disposable email address. This can be a red flag for contributions. Again, good donors sometimes use fake emails because they do not like political email spam.
- iv. The donor has a New York billing address, is donating to a local Massachusetts organization, has a Kentucky phone number, and is donating from Pakistan. This stretches the imagination for how a legitimate donor would be in this situation.
- v. This donor is not an Express user
- vi. Adding this all up, we decide to reject the donation. None of these contributions in their own right are worthy of rejecting outright, but their totality makes the donation worth rejecting.

100

[Redacted]

Order Details

Fake/Anonymized Last Name

Nov 30, 2020 @ 6:31am

Highest Possible Sift Score

\$10 USD

BILLING

IP

CUSTOM FIELDS

Email recognized false
Is logged in express user false

ITEMS

Category: massachusetts

Braintree Democratic Town Committee (MA)

HISTORY

NOV 30TH, 2020

Show more

Order History

Attempted Orders

Authorized Amount

Refunds or Voids

\$10.00 USD

Order	Amount	Items	Payment	CVV / AVS	Billing Name	Transaction
Nov 30, 2020	\$10	Braintree Democ...	[Redacted]	[Redacted]	[Redacted]	[Redacted]

order 1 of 1

Custom Attributes

Successful transactions in the last week
0

Failed transactions in the last week
0

Not an E
recen

Country

Number of users with the same billing address
1

Number
1

Age of first transaction
N/A

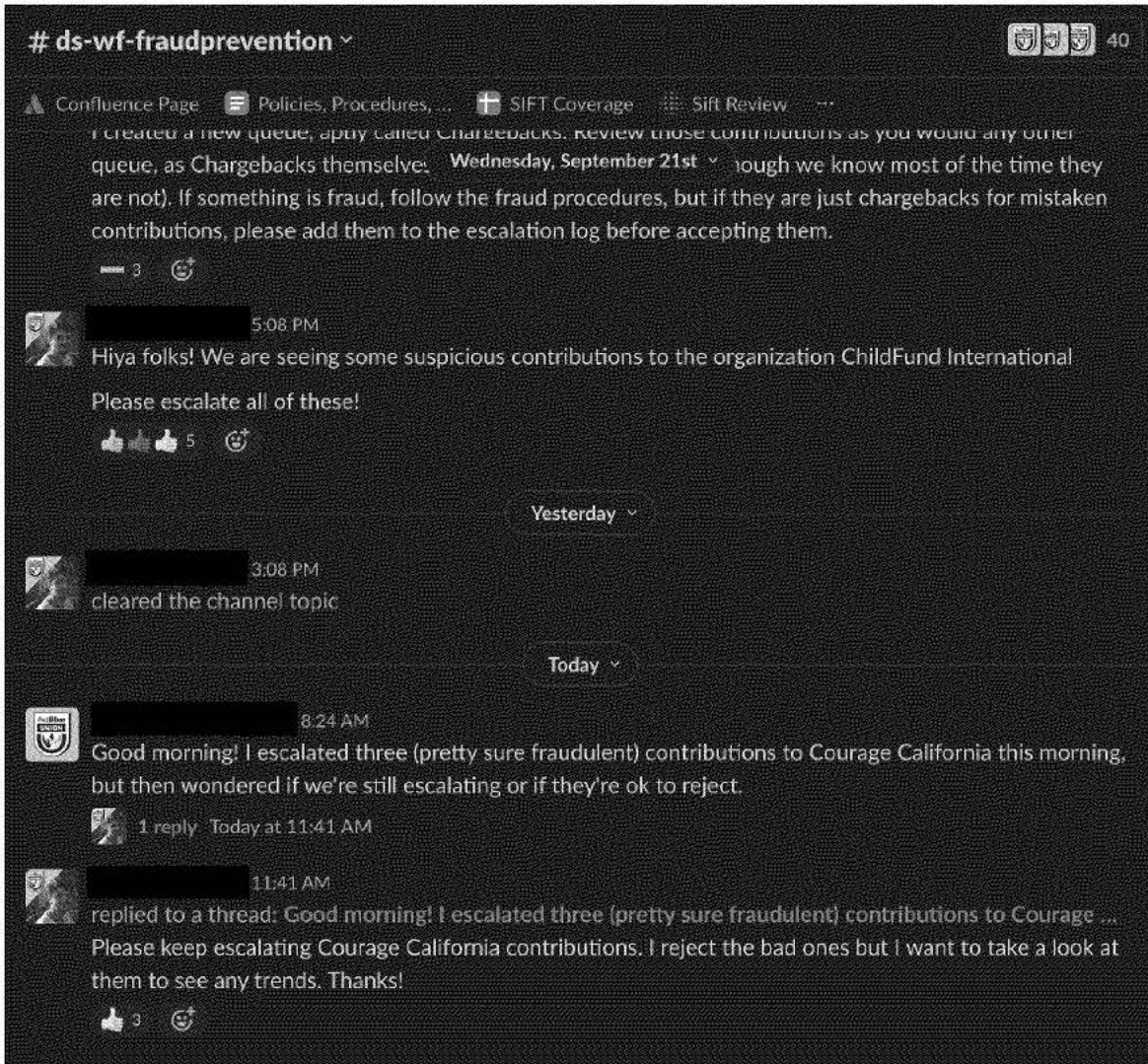
Is logged in express user
False

Is expre
N/A

2. Your Regular Routine

1. Slack & Email

- a. Check Slack and Email for updates to the workflow, fraud callouts, etc.
- b. Channel is [REDACTED]



2. Schedule

- a. Schedule lives in UKG Pro
 - i. Your manager should mark you OOO if needed so that we can reassign your scheduled shift

- b. You will work 1-3 shifts per week for up to the scheduled length (mostly 15 minutes, though 30, 45, and 60 minute shifts will sometimes be scheduled)

3. Escalations

- a. Open the Escalation Log and look at any Resolutions I have applied to your escalations
- b. If I notify you that I have added a resolution, you should check off the Resolution Reviewed tab
- c. Open the Escalation Form to use during your reviews

The screenshot shows the 'Sift Escalations Log' interface. The table contains the following data:

	Escalation Date	Resolution	Resolution Reviewed
1	9/26/2022	Escalated to Complex Care. MR	<input type="checkbox"/>
2	9/26/2022	Escalated to Complex Care. MR	<input type="checkbox"/>
3	9/26/2022	However, the donor looks to have tried Good catch! It looks like this donor actually has a doctor's office at that address, so I accepted! MR	<input type="checkbox"/>
4	9/25/2022	Escalated to Complex Care. MR	<input type="checkbox"/>
5	9/25/2022	Rejected most of their contributions I recently. Reaching out to donor. MR	<input type="checkbox"/>

4. Clear Sift

- a. Clear the non-escalation queues and add to the Escalation Log as needed

3. Policies, procedures, and expectations

Please review the Fraud Prevention Policy, Procedures, and Expectations document, which includes useful flowcharts:



4. What to do when things are out of the ordinary

1. Rejections are not uncommon (around 5% of all reviews), and you should reject things as needed
2. You can use the flowchart below to investigate suspicious contributions
3. If there are 3 or more related fraudulent contributions, check the Known Instances of Fraud Document. You should escalate the donations rather than reject them, and add to the Escalation Log and post in Slack (or add to a Slack thread if there is an existing one on the fraud situation)

Associates will follow the following procedure to investigate for fraud (note: sometimes not every step below is necessary, associate should use their discretion):

If something seems suspicious enough to reject or more than one donation has shared characteristics/behavior that is hard to explain, associates should begin investigating

They should check the known fraud activity document/Slack to see if anyone has mentioned a relevant fraud trend in the last three months

Escalate the contributions in Sift and say in the Slack thread that more cases were caught

If there is

If there isn't

Check fraud signals and other co

Check network co

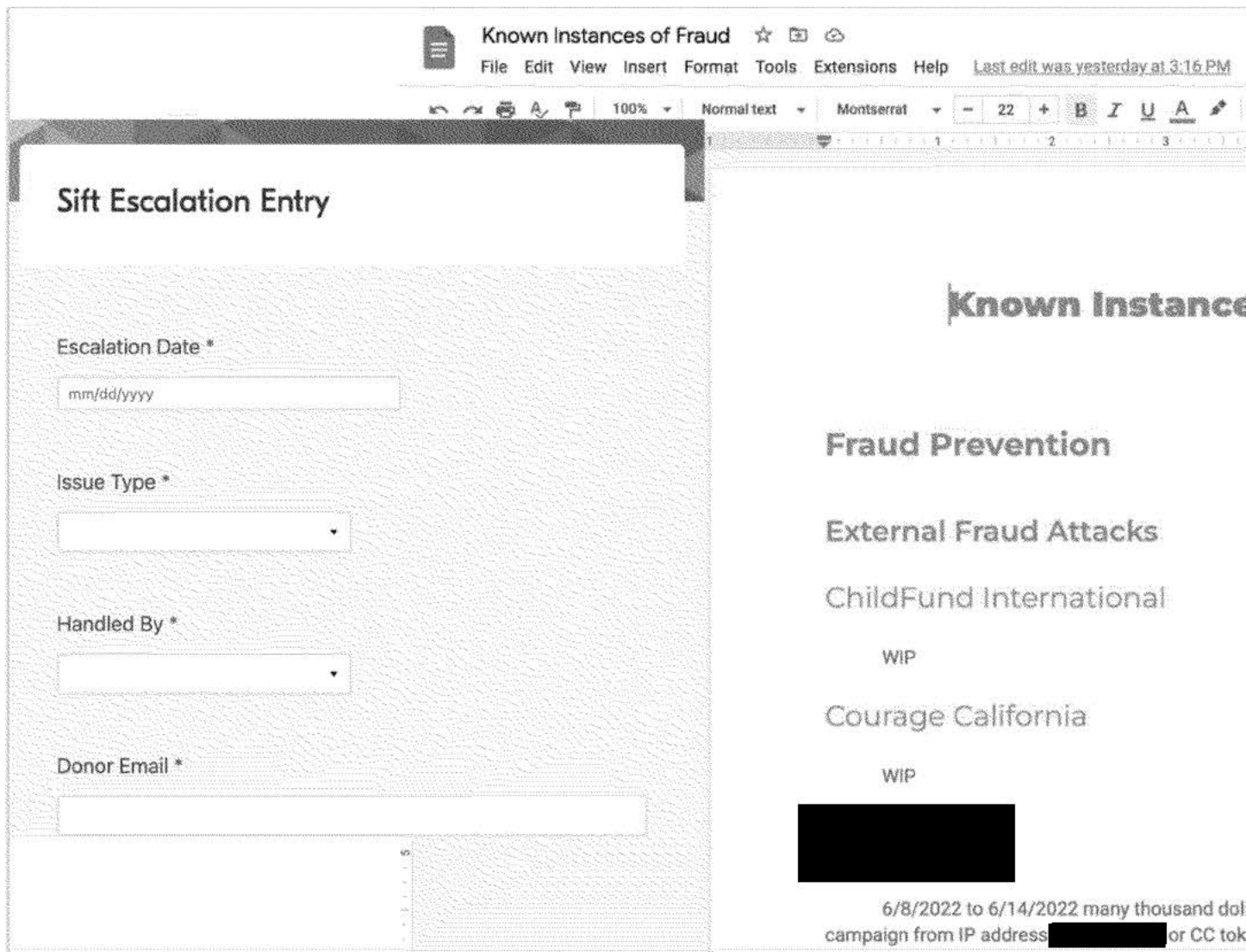
Check Zendesk ta
communica

Check donor social m

Google donor's nam

Check contributions

Check contribution
tok



5. Examples

1. Regular Rejection

- a. In the example below, you can see a donation where a donor has a mismatched Credit Card country, billing country, and IP country. A Google Search returned no results verifying their legitimacy, so we rejected

100 [redacted]@example.net
[redacted]@example.net
Last activity 7 days ago

Sep 21, 2022 \$1 NAACP

Top Payment Protection Signals

Billing/credit card country match

- False

Latest items single list item

- [redacted]

Latest credit card country

- Russia

mapbox

legat

Egypt Saudi Arabia India Thailand

Sudan

Japan

North Pacific Ocean

Billing 1

IPs

Integrated Telecom Co. Ltd
[redacted]
Ar Riya, Ar Riyad, SA
Last used: Sep 21, 2022

Last used: Sep 21, 2022

2. Google Investigation

- In the example below, we have a suspicious contribution. But when we Google the donor's name and city, we get results suggesting that they have a doctor's office at their billing address, which checks out with their email had "MD" in it (a title for doctors)

Queue Item Details - Sift

Okta | Calendar | Email | Sift | DS Product & Res... | Fraud Drive | Sift Coverage | Slides | Sift DataDog | Contributions | Sift Confluence Pa... | Entities | W

sift

Payment Protection | Explore | Review

< Back to Queues

100 [REDACTED]

[REDACTED]

5 days left

Reject Contribution

Accept Contribution

View User in Explore

Claimed By:

In queue for:

REMOVE (deprecated criteria) is "Esc..."

SUMMARY

\$50 USD

[REDACTED]

CUSTOM FIELDS

Email recognized: False

Is logged in against user: False

BILLING

[REDACTED]

IP

[REDACTED]

Los Angeles, C

ITEMS

Category: federal

Senate Majority PAC

HISTORY

Show more

Is this a real address

Order History

Attempted Orders: \$100.00 USD

Order	Amount	Items	Payment	CVV / AVS	Billing Name	Tax Status
Sen 28 2022	\$50	Senate Majority PAC	[REDACTED]	---	[REDACTED]	---
Sen 22 2022	\$50	House Majority PA...	[REDACTED]	---	[REDACTED]	---

order 1-2 of 2

Custom Attributes

Successful transactions in the last week (either \$sale o...): 0

Chargebacks in the last month: 0

Failed transaction: 0

Odd email? Initials & Doct

Google

Q All Maps News Images Shopping More

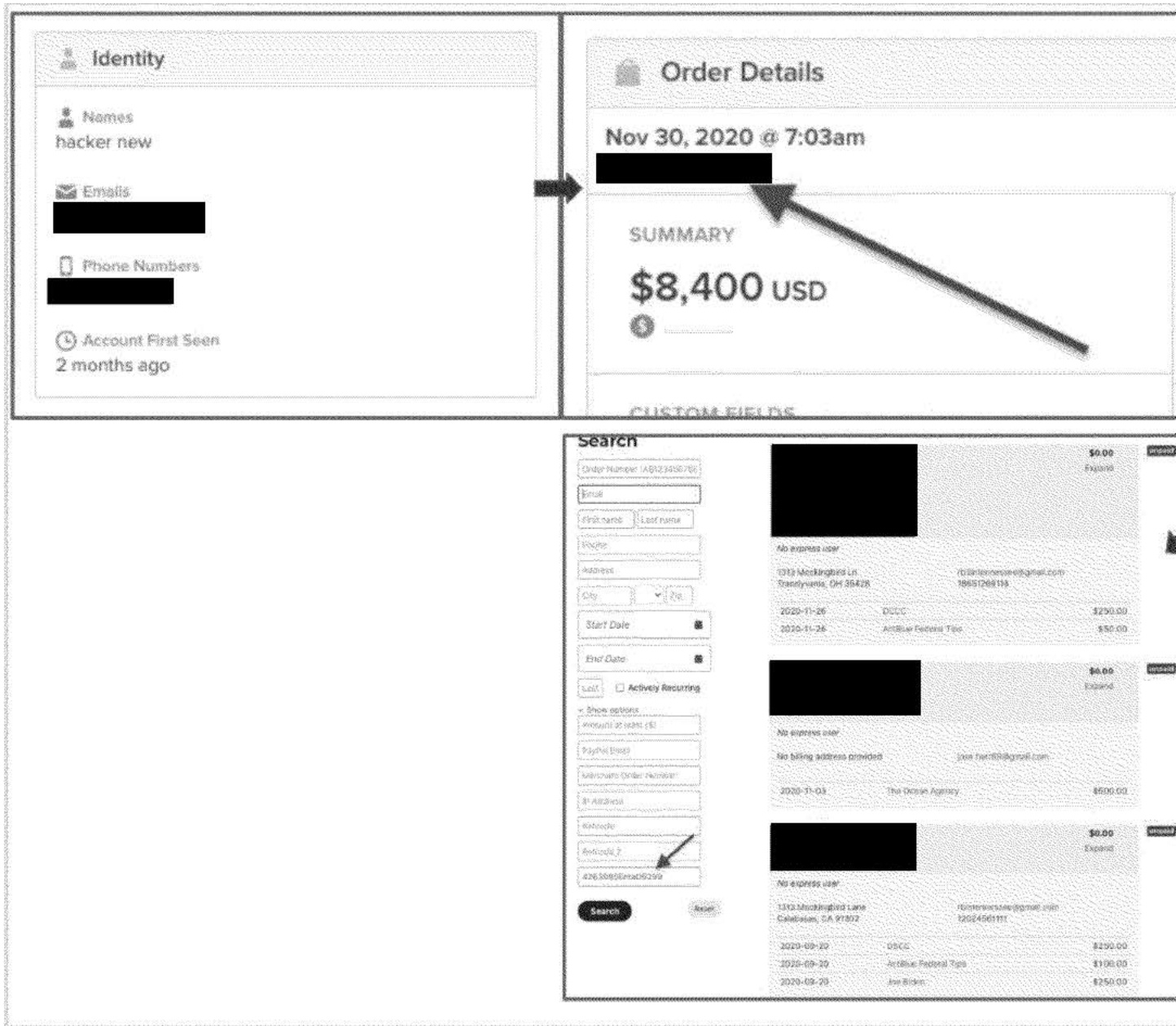
About 33,900 results (0.66 seconds)

★★★★★ Rating: 1.3 · 14 reviews

3. Fraud Situations

a. Trolling

- i. These should be very easy to catch because of their often vulgar names. Add these to the Escalation Log with a Block request. It is also useful to look for connected contributions so we can block other troll donations



b. Donations to a Single Campaign or Organization from Many Sources





- i. Our most high volume fraud attacks are usually targeted against one (or just a few) campaign or organization, from many “different” donors
- ii. Sometimes the connections between these donations will be explicit, such as in the picture on the right, below, where the fraudster entered many different donor details but always used the same IP. Other times, the connections require a

more deductive perspective, such as in the picture to the left, below, where the emails for these donors all follow a similar pattern (a 1 before the gmail domain)

- iii. A recent example of such a situation is to the organization Courage California

[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com,
[REDACTED]@gmail.com

Overview

-  Users con
-  IP address [REDACTED]
-  Billing addre [REDACTED]
-  Billing name [REDACTED]

Courage California

Orders

where

Item ID is



+ Add Criteria

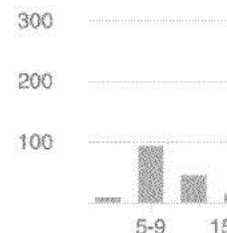
STATS

Average Score **52**
Average Order Amount 372.69
Total Order Amount 257903.95

MATCHED ORDERS

Total 692
 Blocked Orders 33%
 Watched Orders 0%
 Accepted Orders 67%
 Undecided Orders 0%

SCORE DISTRIBUTION



c. Fake Organization Running Cards for the Admins Gain

- i. Sometimes a fraudulent organization will fall through the cracks and successfully get set up to harvest donations on our platform. These cases are rare, but especially important for us to spot and resolve, because they are especially damaging to our reputation.
- ii. These fraudsters typically do not have a legitimate organization to siphon money from, so they will use a newly registered organization to do this scam
- iii. These tend to be 501(c)(3) charity organizations
- iv. If contributions are suspicious, it is always worth investigating further, but pay particular attention to organizations where their only contributions are the suspicious ones
- v. Suspicious contributions will often be for very high amounts of money (\$1,500.00 per contribution is typical)
- vi. In some cases, when clicking the "Network" tab of the contribution, there are many similar contributions going to the same organization from the same IP, but with various donor information

83

Last activity 17 days ago

Payment OK Label
Nov 13, 2020 2:26 pm

Order Details

Nov 12, 2020 @ 2:38am

Accept Contribution
Nov 12, 2020 10:59 am

SUMMARY

\$500 USD

X Auth: Worldpay

1 failed txn

BILLING

IP

ITEMS

Category: c3

The Hurricane Network

\$500.00 x1

CUSTOM FIELDS

Email recognized: false

Is logged in express user false

HISTORY

Nov 12, 2020

Show more

High Dollar Contributions to a Newly-Registered 501(c)(3) Entity

Order History

Attempted Orders
\$3,000.00 USD

Authorized Amount

Refunds or Voids

Chargebacks Received

Order	Amount	Items	Payment	CVV / AVS	Billing Name	Txn Status	Failed Txns	Decision
Nov 12, 2020	\$500	The Hurricane Netw...				X Auth: Worldpay	1 failure	✓
Nov 12, 2020	\$1,000	The Hurricane Netw...				X Auth: Worldpay	1 failure	✓
Nov 12, 2020	\$1,500	The Hurricane Netw...				X Auth: Worldpay	1 failure	✓

order 1-3 of 3

83 [Redacted] Last activity 17 days ago

Payment OK Label [Redacted] Nov 13, 2020 2:26 pm

Overview Network Activity

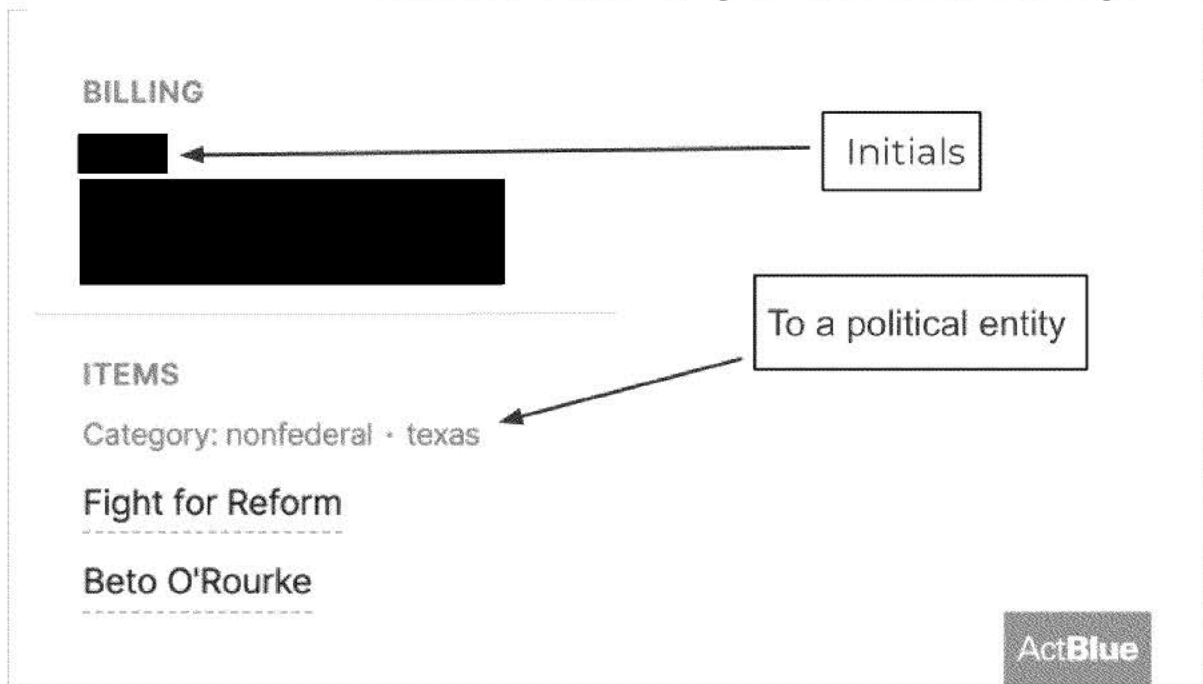
Users connected to [Redacted] View all attributes

Attribute	Count
Billing address fingerprint	1
IP address	43
Digit-Normalized email address	8

4. Proactive Outreach/Billing Situations

- a. Always check the Escalation Log to see if a situation has already been escalated before adding a new entry. See the Policy, Procedures, and Expectations document to learn more
- b. Anonymous Name
 - i. Sometimes, a donor will make a legitimate donation but use a name that does not meet our guidelines for contributing, which is that they need to use an identifiable name (not necessarily their legal name or billing name). The organization/campaign receiving a contribution needs to be able to specifically say “this is the one individual donor who is giving this to us”

- ii. Please note that this applies only to political campaigns and organizations compared to charitable organizations (which have much more leniency when it comes to accepting anonymous donations)
- iii. Some examples of anonymized names: "A Bc" (this format is common, for example, [REDACTED]'s name might show up as [REDACTED]), "Anon Anon", "Xxxxx XXXX", etc.
- iv. If the contribution to a political campaign or organization, escalate these contributions and add information about them to the Escalations Log so that we can reach out to them to resolve the issue
- v. If the contribution is suspicious enough to consider it fraud (such as a first time donor with a fake email, billing/IP mismatch, etc.), you can go ahead and reject it outright



c. High Volume of Declined Contributions

- i. Sometimes, you will notice that a single donor has attempted many contributions, all of which are being declined, likely because they closed their card with their bank rather than reaching out to us
- ii. The donor may or may not have had successful contributions in the past

- iii. If the donor has five successive failed contributions, add the information about the donor to the Escalations Log so that we can follow up with the donor

Order History						
Attempted Orders \$273.00 USD		Authorized Amount		Refunds or Voids		
Order	Amount	Items	Payment	CVV / AVS	Billing Name	Txn Status
Apr 2, 2021 [REDACTED]	\$7	Democratic National...	[REDACTED]	[REDACTED]	[REDACTED]	✕ Auth Worldpay
Apr 2, 2021 [REDACTED]	\$1	Melanie Stansbury - ...	[REDACTED]	[REDACTED]	[REDACTED]	✕ Auth Worldpay
Apr 2, 2021 [REDACTED]	\$5	Democracy for Ame...	[REDACTED]	[REDACTED]	[REDACTED]	✕ Auth Worldpay
Apr 2, 2021 [REDACTED]	\$4	Win Without War Ed...	[REDACTED]	[REDACTED]	[REDACTED]	✕ Auth Stripe
Apr 2, 2021 [REDACTED]	\$5	Annie Kuster	[REDACTED]	[REDACTED]	[REDACTED]	✕ Auth Worldpay

order 16-20 of 47

d. Duplicates

- i. If the donor has given 3 or more of the exact same contribution, escalate the situation and accept the donations

System ab tests:
Express User: [REDACTED]
[REDACTED] [REDACTED]
2022-10-03 John Fetterman \$6.00

03 October, 2022 at 06:30 PM
[REDACTED]
Express User: [REDACTED]
[REDACTED] [REDACTED]
2022-10-03 John Fetterman \$6.00

03 October, 2022 at 06:27 PM
[REDACTED]
Express User: [REDACTED]
[REDACTED] [REDACTED]
2022-10-03 John Fetterman \$6.00

e. Inadvertent High Dollar Donation

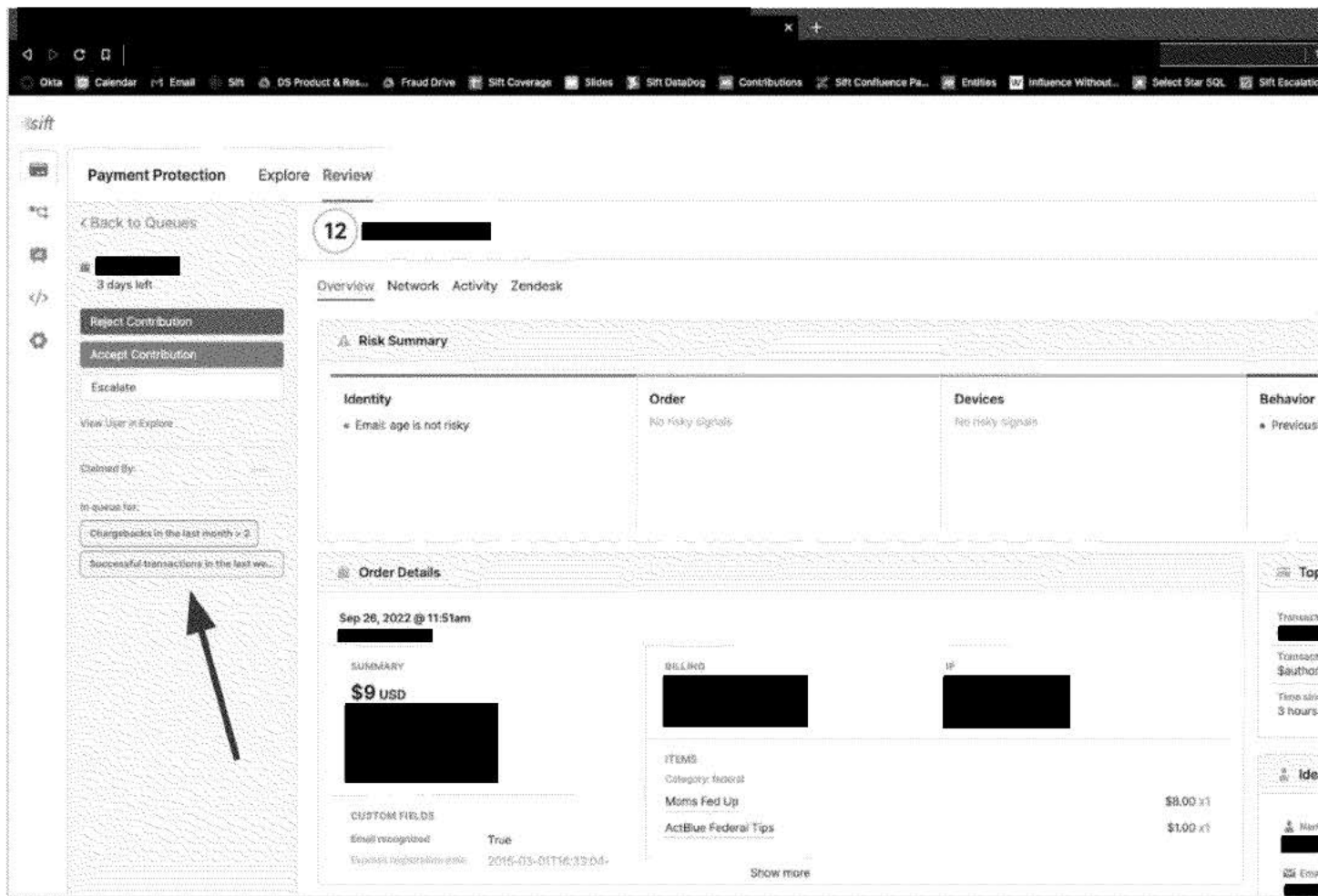
- i. If a donor gives over \$999.99 after never giving over \$100 in the past, escalate it

[REDACTED]		\$0.00
09 October, 2020 at 06:18 AM		Expand
Prefill state: [REDACTED]		
[REDACTED]		
Express User: [REDACTED]		
[REDACTED]		[REDACTED]
2020-10-09	Bullock Victory Fund	\$5,000.00

[REDACTED]		\$0.00
19 September, 2020 at 02:53 AM		Expand
Express User: [REDACTED]		
[REDACTED]		[REDACTED]
2020-09-19	Gary Peters	\$7.69
2020-09-19	Doug Jones	\$7.69
2020-09-19	Jaime Harrison	\$7.69
2020-09-19	MJ Hegar	\$7.69
2020-09-19	Theresa Greenfield	\$7.69
2020-09-19	Cal Cunningham	\$7.70
2020-09-19	Sara Gideon	\$7.70

f. Chargebacks

- i. If the donor is in the Chargebacks queue (you can also see on the left of a review where it says “in queue for chargebacks”), add it to the escalation log and accept the donations



g. Admin-Entered Contributions

- i. Sometimes Admins enter contributions on behalf of themselves (picture 1) or their donors (picture 2) directly into ActBlue, causing them to show up in Sift pending manual review
- ii. When this occurs, there will inevitably be instances where the contribution gets rejected by an associate because of certain characteristics. This causes a burden for the Admin support team and can put the admin in an awkward position when they need to reach back out to the donor to ask that they reattempt a, often very large, contribution
- iii. While not common, we want to avoid these cases whenever possible. This does not mean that we need to accept any contribution that has the markers included below. There can

still be fraud that matches the markers that we need to watch out for, so maintain a healthy level of skepticism!

- iv. In the first example, the email used on the donation belongs to a campaign/organization that uses our platform.
- v. The billing name is that of a campaign (so-and-so FOR such-and-such). As you can see in the screenshot below, it is Ro for Congress.
- vi. Many campaigns and PACs are registered in DC, so a DC address alone does not confirm that this is an Admin-entered contribution, but can be an indicator.
- vii. Something that Admins do (admittedly annoyingly) is enter a phone number like "0000000000".
- viii. If you do see an Admin-entered contribution which uses bad form (i.e. they use an email like none@none.com or a phone number like 0000000000, rather than their campaign email/phone number or the donor's email/phone number), please flag for me so we can pass that feedback along to the Admin
- ix. Many times emails will have handles like treasurer@____.com or [REDACTED] which are very clear indicators that it is a campaign email. However, there are many consultants and compliance firms that work with campaigns/organizations on ActBlue that may not be that obvious
- x. You can find a list of Admins that you can reference, provided by [REDACTED] on the Confluence page. This list of admin markers is not exhaustive, and please feel free to share any new examples that you come across as you work in the queue!
- xi. This issue is something that is often common with fraudulent contributions, so please don't rely solely on the phone number for determining a contribution's legitimacy

Order Details

Oct 5, 2020 @ 3:41pm

SUMMARY

\$4,000 USD

CUSTOM FIELDS

Email recognized false
Is logged in express user false

BILLING

[redacted]

IP

[redacted]

ITEMS

Category: federal

Ohlone Area United Democratic Campaign

\$4,000.00 x1

HISTORY

OCT 5 2020

Show more

Order History

Attempted Orders

\$8,000.00 USD

Order	Amount	Items	Payment	CVV / AVS	Billing Name	Txn Status	Failed Txns	Decision
Oct 5, 2020	\$4,000	Ohlone Area Unit...	[redacted]		Ro for Congress Ro for...			
Oct 5, 2020	\$4,000	Ohlone Area Unit...	[redacted]		Ro for Congress Ro for...	Auth	1 failure	✓

order 1-2 of 2

Custom Attributes

Successful transactions in the last week 0	Failed transactions in the last week 1	Chargebacks in the last month N/A
Country United States	Number of users with the same billing address 10	Number of users with the same device 1

Top Payment

Transaction status

• \$failure

Latest order amount in USD
• \$4,000.00

Account billing phone number
• False

Billing phone number valid
• False

Purchase amount in USD
• \$4,000.00

Account billing phone number
• 000

Billing phone number number
• 000

Email similarity to billing address
• 0.35

Latest amount
• 4,000,000,000

Latest billing address region
[redacted]

Identity

Names

[redacted]

Emails

[redacted]

Phone Numbers

Account First Seen
19 hours ago

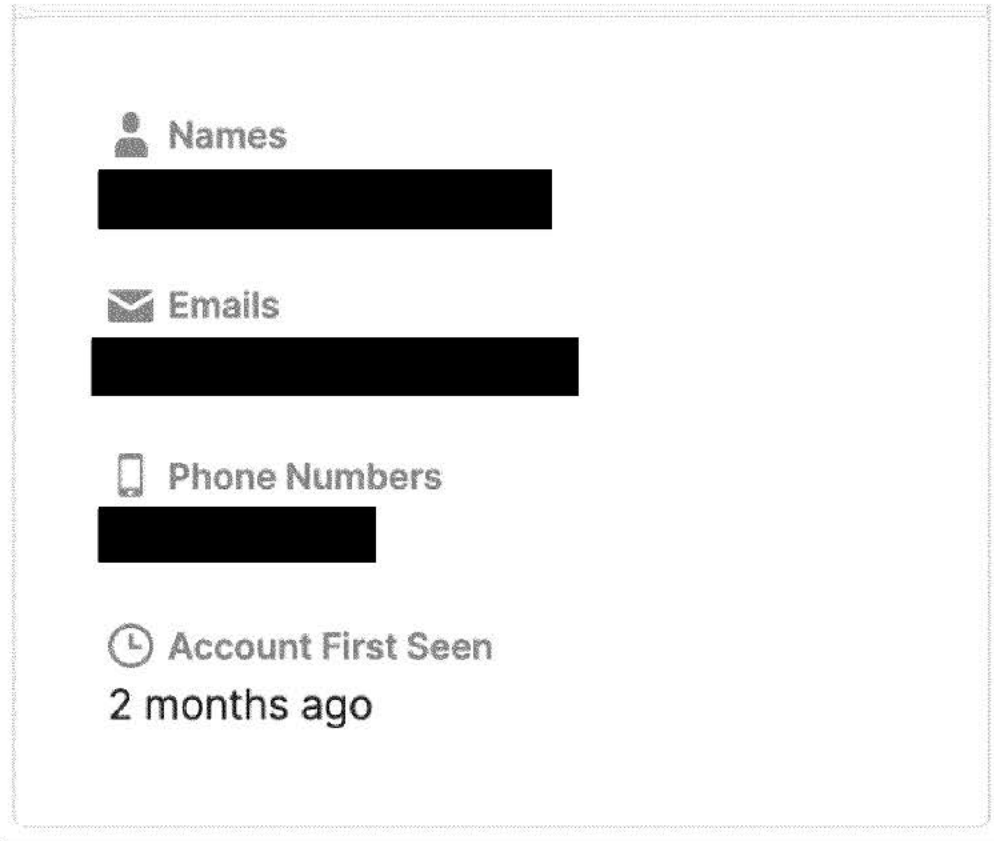
[REDACTED]		\$10.00
25 April, 2022 at 06:34 PM		Expand
[REDACTED]		
<i>No express user</i>		
[REDACTED]	[REDACTED]	
2022-04-25	Let America Vote PAC	\$10.00

[REDACTED]		\$10.00
25 April, 2022 at 06:33 PM		Expand
[REDACTED]		
<i>No express user</i>		
[REDACTED]	[REDACTED]	
2022-04-25	Let America Vote PAC	\$10.00

[REDACTED]		\$10.00
25 April, 2022 at 06:29 PM		Expand
[REDACTED]		
<i>No express user</i>		
[REDACTED]	[REDACTED]	

5. Can Companies/Organizations Donate?

- a. Please escalate donations made by companies or organizations



6. Indigo Tips

a. Credit Card Token

- i. Searching by CC token will be very useful for looking connected fraud (its actually good for just generally searching for contributions too!)

Contribution [REDACTED] - Administrative Tools

unpaid

ego heart

\$0.00

10 September, 2022 at 08:22 AM

[Change history](#)

Recipients

Date	Recipient	Amount	Refund(ed)
2022-09-10	Courage California	\$25.00	CANCELLED

Billing Address

[REDACTED]

Contact Info

[REDACTED]

Express User

No express user
> options

Payment Info:

[REDACTED]

[Q Search Contributions](#)

Contribution Info:

Order Number: [REDACTED]

Unique Key: [REDACTED]



Order Number: [Redacted]	[Redacted]	\$0.00
Email: [Redacted]	10 September, 2022 at 08:22 AM	Expand
First name: [Redacted] Last name: [Redacted]	Prefill state: ("prefilled"=>false, "with_payment_source"=>false)	
Phone: [Redacted]	System ab tests:	
Address: [Redacted]	Limited submission: pending	
City: [Redacted] Zip: [Redacted]	<i>No express user</i>	
Start Date: [Redacted]	[Redacted]	
End Date: [Redacted]	[Redacted]	
Last <input type="checkbox"/> Actively Recurring	2022-09-10	Courage California \$25.00
Hide options		
Amount at least (\$): [Redacted]		
PayPal Email: [Redacted]		
Merchant Order Number: [Redacted]		
IP Address: [Redacted]		
Refcode: [Redacted]		
Refcode 2: [Redacted]		
[Redacted]		
		\$0.00

b. IP Address

- i. Searching by IP Address will be very useful for looking connected fraud (its actually good for just generally searching for contributions too!)

Event Notifications:

Basic auth event notification for Democratic National

Payment Authorizations

Date	Amount	Auth F
2022-09-14	\$5.00	Cance

Response message: Manual

> **Fraud Check Score: 99.84607790730364, Fra**

Review externally

Manual Review: (sift) rejected 2022-09-16 by sift

Others with this IP:



Tools

Revoke web receipt access

Export chargeback evidence PDF

7. Response Messages

- a. Below are the response messages you will come across on an Indigo donation page at the bottom that relate to Sift
- b. If it says “(sift) pending”, the contribution is in Sift waiting to be accepted or rejected. You can go to Sift and review the contribution if needed
- c. If it says “(sift) approved”, the contribution was accepted in Sift (whether automatic or manual). If the charge failed, the donor will need to be referred to their bank
- d. If it says “(sift) rejected”, the contribution was accepted in Sift (whether automatic or manual). If you believe the contribution should have been accepted, escalate it
- e. If it says “(blocked) rejected”, the contribution was blocked because we placed a contribution blocker in Indigo. Even though it says Sift at the end of the sentence, it was never rejected in Sift. If the donor needs a contribution blocker lifted, escalate it

Manual Review: (sift)

Manual Review: (sift)

Manual Review: (block

This search has been saved as a c