flow

Payment innovation drives us

Artificial Intelligence Revolution as an opportunity

Smart against fraud
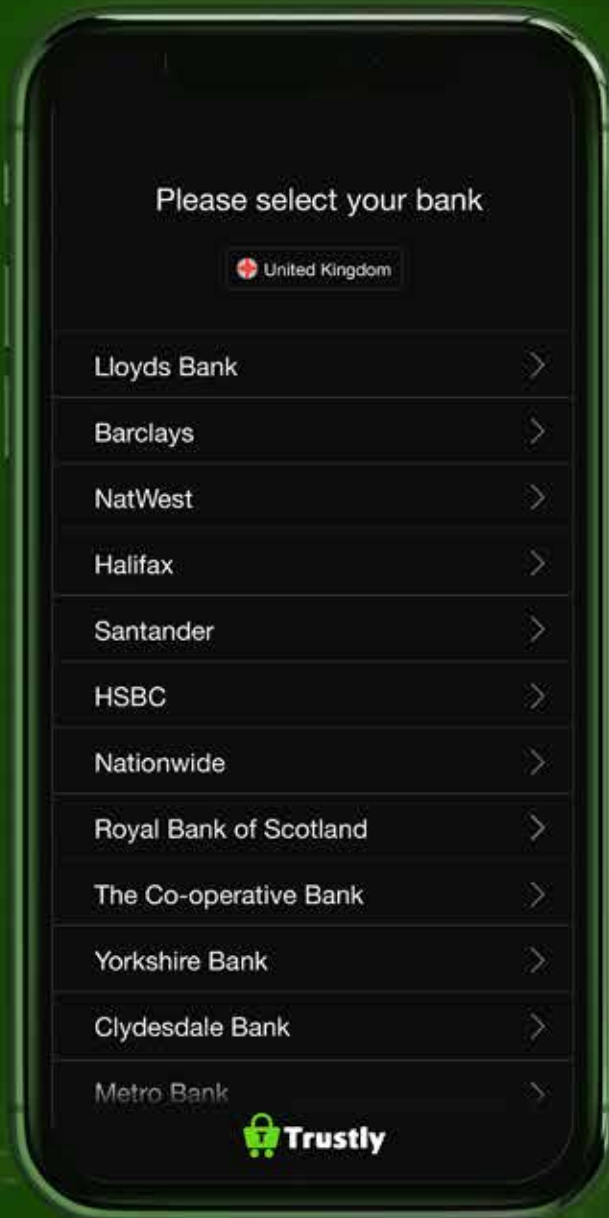Rule Based becomes Risk Based: Self-learning algorithms protect your sales | page 4

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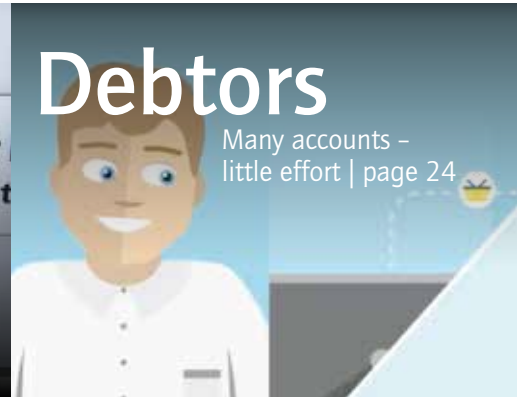
In this issue

Intelligence is key

"We don't need artificial intelligence, natural intelligence is enough by far" — snappy sayings like this have been circulating more frequently again in recent times. Because AI, also in e-commerce, is on everyone's lips again. What once appeared on the horizon as a spectre or a promise, depending on one's point of view, is within reach with today's networking and computing power.

"It depends on how you use AI" — that's more like it. Critics will also state that AI in a fraud prevention application makes sense. And more transparency in data analysis can optimise processes - consumers who do not want to do so have good new protection options at their fingertips thanks to the GDPR. In this sense: let us combine the artificial with the natural intelligence! We are working on it…

Norman Krieghoff
Head of Development

Smart against fraud

Rule Based becomes Risk Based: Self-learning
algorithms protect your sales

Fraud prevention — a challenge for merchants since the very first online payment transaction. If condition 1 = true and condition 2 = true, it is better to reject the transaction. This simple scheme, based on fixed rules, is often used to protect traders. Too easy to achieve good protection and high conversion at the same time. Computop shows how modern risk management works today.

A journey to a new country: always exciting, especially when you visit a continent for the first time. Of course, the traveller would also like to do or buy something there. Practical if he has his credit card with him. And disillusioning when the payment process is rejected.

Rejection of a credit card is usually based on the protection of the cardholder. But too much protection can put pressure on sales.

This is often only done for the protection of the cardholder. Deviations from the usual behaviour are suspicious for merchants and card issuing banks. After all, stolen card data travels around the world much faster and more frequently than its owner.

This often leads merchants to rules for refusal or security for their card payments by entering a password, for example

- if the card is used in a country other than the country of issue,
- if the device used to pay online is unknown,
- if the card is used repeatedly within short time intervals,
- if a certain amount is exceeded.

Each of these reasons, or even a combination of several, can prevent a payment. The problem: often the rejection hits the wrong people — if the rules are set too narrow out of caution, it costs sales, if the dealer is too generous, there is a risk of fraud.

The new generation of risk management used at Computop is more flexible — and even learns on its own! Machine learning (ML) means that the algorithm behind risk calculation improves with every transaction

"Instead of a yes/no decision, a point value is calculated on the basis of conditional probabilities."

Sten Werner,
Head of Product Management,
Computop

and adapts its results to changing buyer behaviour, but also to new fraud scenarios.

An example illustrates the procedure: until now, the merchant had to make a yes/no decision on the card origin — he could accept or reject transactions from the country concerned, if necessary in combination with other factors (If amount > € 500 and country = X, then reject).

Computop's new fraud scoring engine calculates probabilities: What percentage of all fraudulent transactions recorded is > €500 and what percentage of successful payments are over €500? This data pair can be used to calculate the fraud probability of a new transaction being > 500 €.

The same pattern can be used to calculate the probability of a new transaction from

country X becoming dangerous, and a combination of the two values gives the overall probability of fraud of this exact transaction as a result.

The accuracy of the calculation improves with each payment process. Experience from past transactions increases the precision of the probability calculation for each individual parameter, and thus also the quality of the overall assessment.

This example uses only two factors to illustrate how complex algorithms can be used to create a score for each individual payment. In practice, however, significantly more data points are used. General fraud rate, amount thresholds, card origin, location, industry, use of an anonymization service, transaction duration, match of billing and delivery address, velocity checks: these and many other parameters are used and linked with their respective probabilities to investigate the fraud risk of each individual transaction.

At the end of these complex calculations, which are carried out in fractions of a second, there is a score value for the transaction. This score is the basis for a further decision: whether the transaction is presented to the card issuing bank for another security check via 3D Secure.

Credit cards are often, but not always, involved in fraud: PayPal, online bank transfers or wallets are also abused – often by phishing the access data

In the case of minor anomalies, this can be dispensed with in order to save the customer the inconvenience of entering a password in any case. If the score points to a medium value, some banks will re-examine the transaction according to their own standards or ask the buyer directly to enter his password. When handed over to 3D Secure, the bank takes over liability at the same time, so that the merchant no longer bears any risk. If the score is clearly "in the red range", the transaction is rejected directly.

The risk-based approach means a fundamental change in fraud prevention. Until now, rule creation was a manual and dealer-specific process that could be optimised by Computop's experience, but whose

Double backup: each transaction receives a score that calculates the probability of fraud on the basis of the available parameters. This score determines whether an additional 3D Secure request is initiated.

PPRO takes the complexity out of e-payments.

PPRO serves PSPs and financial institutions with acquiring, processing and collection services for local, alternative payment methods. By offering access to a vast range of payment options with only **one** contract and **one** integration PPRO takes out the complexity of e-payments.

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⟩ PPRO

flexibility was limited by the lack of automation. The new data model can run on two tracks: on the one hand, it includes the merchant-specific risk assessment based on the transactions of each individual company; on the other hand, it can also access

The risk-based approach can automate the optimization of fraud prevention

the entirety of all anonymised Computop Paygate transactions for its calculations.

In this way, each transaction is optimally protected on the basis of the past and subsequently contributes to further optimization itself. Computop must of course not only store the successful transactions, but also include subsequent chargebacks from the acquirer's accounting files.

The manual tracking of changes in the threat situation through new fraud strategies or new regional focuses will no longer be necessary in the future. At the same time, the reaction speed to fraudulent transactions increases because the merchant not

only evaluates his transactions but because of the large number of payment transactions at Computop, a larger population is available for evaluation.

And even more: by adding external data points, the accuracy can be further sharpened. Suppliers such as Computop partner CRIF have additional parameters that can be supplemented via interfaces. For example, the use of the customer's e-mail address in fraudulent contexts can be included in the result .

With the update to Paygate version 7.0 at the end of October 2018, Computop's new Fraud Score Engine will go live and be available for first customers. If you would like to join them, please contact your sales consultant.

3D Secure 2.0 becomes mobile and comfortable

The security procedure for credit cards 3D Secure is being revised: if it has sometimes unsettled buyers in the past because an unknown window for password entry opened, the new version should become smarter. The transfer of more transaction data should make the data check more precise and less frequently prompt for password entry. Also new: full support for mobile devices.

AMERICAN EXPRESS

EVERYTHING HERE IS DONE FOR YOUR SAFETY.

From the 13th of September 2019, new requirements shall come into force with regard to stronger customer authentication – however, nothing will change for you: Through SafeKey®, American Express® has already complied with these requirements. We offer you and your customers the highest degree of safety.

You do not use SafeKey? Then sign up at:
www.americanexpress.de/safekey

AMERICAN EXPRESS DON'T *do business* WITHOUT IT℠

Computop now also in Frankfurt and Munich

The Payment People continue to grow: after Hamburg and Berlin, two new offices opened in Munich and Frankfurt in 2018.

MWith around 15 workplaces each, there is room for new colleagues. Height-adjustable desks and sensationally comfortable office chairs, free coffee specialities and soft drinks are just a few of the highlights awaiting our new Payment People.

Would you like to be part of it?
Then check our job page at **computop.com**

By the way: the headquarters in Bamberg is already planning something big: There will soon be room for 100 new jobs here!
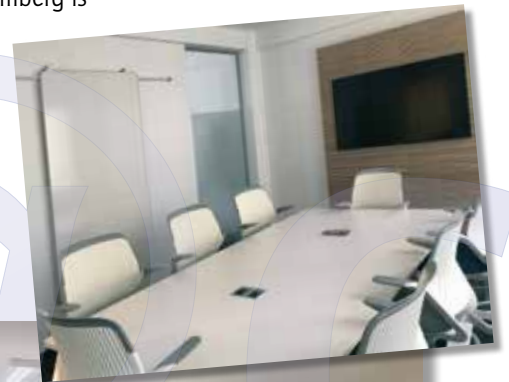
Marketplace: a place with many rules

What marketplaces need to focus on today

More than half of worldwide online purchases already flow into marketplaces — and this is just for physical goods alone. If you add travel portals and other service providers, the rate continues to grow. But there are also small marketplaces, and they have special payment requirements.

Often people think of the big names in marketplaces, be it from the USA or China, where marketplaces like TMall or JD.com cover essential parts of online trading. But marketplaces can also be successful on a small scale, and especially in industries with special characteristics.

The tyre trade is a good example of this: those who want to order their new winter tyres online are highly likely to need assistance with installation. A good opportunity for the dealer to offer an additional service and to integrate regional garages. The dealer would obviously like to receive a commission for this order placement, but at the same time he has no desire to bear the risk for the installation service.

Ideal for this: the market place. The dealer provides the platform on which independent entrepreneurs can register and takes over the marketing. The customer can pay for the complete service including installation directly online, the risk of non-payment is eliminated, the garages receive regular payments and do not have to burden themselves with the collection of small amounts.

So far, that's all. However, since the trader collects money and passes it on to his partners' accounts, he is subject to special regulatory requirements that are stricter than when working exclusively on his own account.

The first hurdle is KYC, "know your customer". Here, marketplace operators must identify their customers with legal certainty and examine certain aspects, including mo-

Marketplaces are subject to stricter regulations than traders who only sell for their own account

ney laundering regulations. The PSD2 also stipulates that payment transactions by account-managing payment service providers, including marketplaces, must be particularly transparent, individually traceable and verifiable with regard to their costs. This creates new technical requirements that only very few dealers are up to.

Therefore, payment service providers who want to be competent partners for marketplaces can no longer limit themselves to offering and technically processing a few payment methods. Rather, they should be in a position to also offer collecting, managing partner accounts and settlement via an escrow account in order to relieve the marketplace operator of regulatory obligations.

First of all, sellers should be able to register via a web form and automatically go through the legally required KYC formalities, but onboarding via an API should also be possible. Connectivity to Mirakl and other marketplace

platforms is also important to provide both merchants and customers with a powerful base.

When accepting payment cards, it is important to be able to connect the acquirer of your choice and to be flexible in the event of a change. In addition, a wide range of alternative payment methods is essential to achieve good conversion in each country. Ideally, the payment methods per country

The flexible connection to acquirers is crucial for the cost efficiency of card payments

are displayed on a customizable payment page. This also includes the management of currencies and exchange rates as well as the acceptance of B2B services, international payments via SWIFT, SEPA credit transfer and direct debit. All transactions should be processed via a single interface and a single back office should be provided for analysing purposes.

The flexible splitting of incoming payments is particularly important. Fees and commissions should be divisible according to the rules of the marketplace, also with scale agreements and payout thresholds. Mixed shopping baskets, which may contain both marketplace-own products and vendor products managed on a fiduciary basis, are obligatory if the marketplace also acts as a seller itself. For the further processing of payments, the seamless connection to accounting is important, the transfer of EPA files of all payment types and an orderly dunning system as well as the possibility of transaction repetition and extension.

With Computop as a payment service provider that masters these and many other features, marketplace operators can meet the regulatory requirements — and the customer's demands on payment.

A bird's eye view
Project Management at Computop

The PSP that solves even the trickiest cases: that's how Computop is known in the market. If special know-how is required, project management comes into play. These three payment people are inventor, networker and fire brigade at the same time.

Most online shop connections to Computop Paygate run routinely and silently. As soon as the ink has dried under the contract, Customer Support asks for the necessary information, sets up the payment methods and services and transmits access data and passwords to the dealer.

But sometimes it's not that simple. If individual, dealer-specific solutions are needed, if adjustments on the partner side are necessary or projects of strategic importance are pending, then project management is required, which acts as part of the Sales∕Merchant Services division very close to the customer.

€30,000 chargebacks every week — after the intervention of the project management there were only €500

"We are usually requested by support or our sales colleagues," reports team leader Nick Sonnex. The Briton, an old hand in

payment, has already advanced many projects in his career and is a specialist in solution design. "We had the case of a trader who had to accept €30,000 in chargebacks every week. We screened his instruments and attitudes for fraud prevention and were able to reduce the quota to €500 by optimizations."

Nick Sonnex
Teamhead Project Management

The project management team comes into play at very different times: if the complexity of a project becomes apparent as early as the bidding phase, then the team supports how the customer's wishes can be implemented most efficiently by means of product research and cost estimation. When the project managers are requested

Mirko Sachse
Project Manager

Gniewko Dymarski
Project Manager

for implementation, they accompany the implementation phase through coordination between customer advisors, product management, support and developers, often together with their counterparts on the dealer side. But even if unexpected difficulties or changed requirements arise in a customer connection, the three specialists can be called as a fire brigade. As in the chargeback example, they then ensure that the hurdles are quickly circumnavigated. Every request that comes in is evaluated using a decision matrix and answered according to urgency, scope and resources.

"We need a bird's eye view of a project," says Mirko Sachse, describing his task. "In our field, it is not the knowledge of the last detail that is important, but the ability to keep an overview despite all the complexity and to knot the threads between the participants.

That is why good communication skills are important, as is a balancing and binding personality. This clearly distinguishes the down-to-earth Saxon with credit card and project experience.

"And discipline is important," Gniewko Dymarski, called "GD" by everyone. "We draw in the timelines of a project and have to keep an eye on colleagues' adherence to the timelines — we should of course set a good example here." The experienced project manager with stations at Deutsche Post and Wirecard completes the internatio-

Keeping track of things and knotting threads between the participants: this is more important than detailed knowledge

nal team, which communicates completely in English. Three specialists at three locations — Bamberg, Munich, London — for whom good coordination is simply decisive. As with the tricky customer projects.

Artificial Intelligence:
Understanding revolution as an opportunity

Artificial intelligence is one of the hot topics in marketing and trade. And even if development is still in its infancy, the next ten years will produce a multitude of exciting applications that will generate added value for companies.

Chatbots that are available to answer customers' questions outside opening hours, insurance apps that get to know customers and their needs better and better based on previous contracts and customer requests, and tools that recognise credit card fraud based on behaviour patterns in online shops — there are many possible applications in the field of artificial intelligence. The term summarises all those techniques that support computers in recognizing, interpreting and predicting the behaviour and language of human intelligence.

Change in the world of work through AI

Nobody doubts that the AI capabilities of computers will sooner or later be superior to those of humans, at least in certain (predictable) areas. It is also likely that some professions will change dramatically in the course of the next decades. And this does not apply to the simple ancillary activities

of earlier revolutions in the world of work. Examples are investment advice, which will increasingly be provided by Robo-Advisor, or the evaluation of balance sheets and legal contracts, which the computer can

Transparent behaviour and trustful interaction with the customer are important for the acceptance of the AI

provide much faster than human employees due to its always similar structure. The management consultancy PWC predicts that around one in three jobs (35%) in Germany will be done using various forms of automation and AI by 2030.[1]

However, it would be wrong to be sceptical about applications with AI elements. Firstly, development will not be able to be halted and secondly, it can remove the need for us

[1]https://www.pwc.co.uk/economic-services/ukeo/pwcukeo-section-4-automation-march-2017-v2.pdf

Big Data & AI in Computop Paygate

For several months now, data quality in Computop Paygate has been optimised so that merchants can evaluate their payment data even better with Computop Reporter in the future. Knowing what devices a customer typically uses and the city and country of their Internet connection helps in assessing the risk of a payment. And how does the buying behaviour in the pysical store differ from the online shop? Paygate

can recognise on-site customers by their card number they use in the online shop. This makes it possible to compare online purchases with stationary shopping baskets in order to better understand customers' purchasing behaviour. In order to work even better with the Computop Reporter, the speed was doubled. In addition, the reporter gets a completely new, modern and animated user interface.

to have to do those mundane, uniform jobs that so often keep us from the actual, more demanding core business. And it can make our lives safer — with self-propelled cars that can process significantly more information per second than humans or with robots in production that can confidently work alongside humans and recognise when they are at risk due to fatigue.

Tech companies will set the tone

There is a very simple reason why so many companies are currently testing ideas on AI and machine learning: artificial intelligence, despite however long and expensive basic research may be, will generate a new degree of rationalization in the coming decades that we are not yet aware of. Companies that are not preparing for the upcoming AI revolution today will not be able to keep up with the rapid change in technology in the future. Pacemakers in this are not direct competitors in trade and industry, rather tech companies such as Amazon, Google or Salesforce.

One must not lose sight of the customer's wishes. Experience has shown that in many cases he is less enthusiastic about AI applications and fears above all that the machines will make him lose control of his personal data. Transparent behaviour and trusting dealings with customers are therefore important elements.
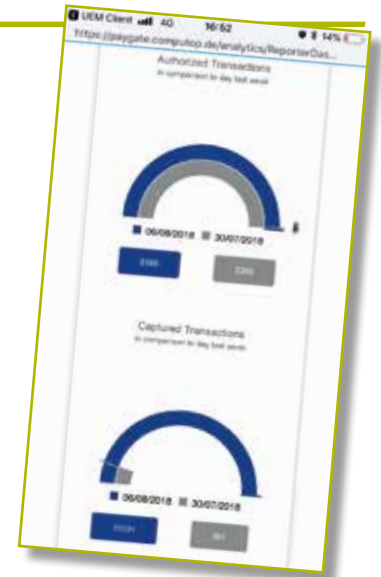
New evaluations in Computop Reporter will give a better overview of payment transactions in the future — also on mobile devices

NEW
in Computop Paygate

The payment industry is alive and changing, and with it Computop Paygate, the global payment platform. Read here what's new at Computop and our partners.

Computop merchants can now use Swish: the popular Swedish app for simple P2P payments which was opened to merchants at the beginning of 2018 is now available in Computop Paygate.

Paygate enters a new era: with new fraud prevention functionalities and new POS features, it will be launched after October 25, 2018: Welcome Paygate 7.0!

7.0

New payment methods in Hosted Payment Page

The Hosted Payment Page (HPP) makes friends: it has never been easier to offer its customers a wide range of payment methods. The site is made available "ready to use" to merchants, and if a new payment method is to be activated, it is online in a flash and without programming effort. For example, WeChat Pay, one of the leading mobile payments from China, is now a new addition to HPP's portfolio. Zimpler, the uncomplicated eWallet, comes from Sweden. With Boleto, Computop is opening up an extremely popular Brazilian cash payment on a bill basis for e-commerce. Nordea is also a successful Scandinavian payment method, which is now available at HPP.

Gain new insights with geo-data: Computop Reporter locates the IP address of transactions
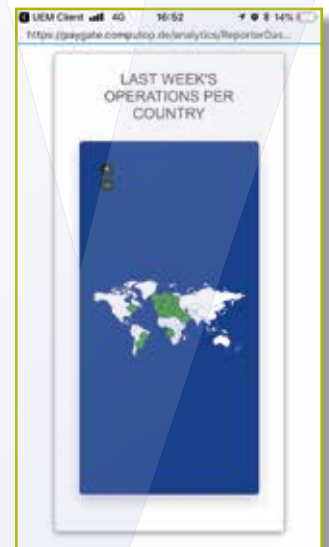
Sixt has been using omnichannel payment with Computop since 2018 (Photo: Hans Buttermilch)

SIXT goes Omnichannel – with Computop

The international mobility service provider Sixt has restructured its customer payment processes. The central service provider for customer payments from all channels and all Sixt corporate countries is: Computop! With the conversion, payments from online shops, POS terminals in the outlets and telephone bookings (MOTO) will in future run via a single platform.

3,500 terminals in over 1,000 stations, in 14 countries on two continents, plus all online bookings: now the renowned car rental company can centrally control and analyze its payment transactions. With the highly secure P2PE card terminals, payments at the POS are also particularly well protected against data theft. And thanks to the broad range of financial service providers, Sixt will be able to select and combine its acquirer and payment service connections even more individually and cost-consciously in the future.

The new General Data Protection Regulation (GDPR) is no problem for Computop dealers: if they are asked to delete customer-related data, they can do this quite simply and automatically via a new API. The transaction data remains anonymous for evaluation.

Apple Pay in Germany since 2018

So far, the German market has had a hard time with mobile payments. Unlike in China or Scandinavia, German consumers reacted cautiously to eWallets. The summer of 2018 may have brought about a turnaround: with Google Pay and Apple Pay, two renowned providers are launching NFC Payments in Germany. Computop has been offering Apple Pay acceptance for years and has already integrated the Google Pay precursors "Pay with Google" and Android Pay.

Computop becomes a girocard network operator

girocard is catching up technologically: the new cards are NFC-capable, they can be used in online shopping and can be integrated into payment apps of savings banks and cooperative banks, for example. No wonder that demand from consumers and retailers remains high. That is why Computop is also entering the market as a girocard network operator.

New acquirer connections enrich Computop customers' choice in card acceptance: SafeCharge, eNets, BNP, Paymatics, Kalixa: welcome to Computop Paygate!

With the acceptance of TOTAL, the range of fuel cards is also further completed.

Computop Paygate now checks up to 11 digits for card payments. This opens up further possibilities for fraud prevention and also enables merchants to better control the range of certain card types such as prepaid or debit.

Mr Zhang, China Pay and Andre Malinowski, Computop, open international markets for Chinese traders

Through its partnership with China Pay, the Chinese state bank for online trading, Computop gives Chinese merchants access to alternative payment methods in Europe, America and Southeast Asia.

Computop was selected as a partner for global payment processing because Computop Paygate has a powerful, flexible interface and a large number of international payment methods. The experience in the Chinese market with the subsidiary in Shanghai and Paygate China, which enables local payments in China for foreign merchants, has also contributed to the partnership. Thanks to this cooperation, Chinese merchants can now pay with the following international payment methods: EPS, Giropay, iDEAL, SOFORT Banking, Bancontact, Przelewy24, SEPA, TrustPay, QIWI, MyBank, POLi, Finnish Online Banking, paysafecard, AstroPay direct, SafetyPay and Skrill.

"With Computop's cross-border payment solution, Chinese merchants can process their sales securely, cost-consciously and flexibly."

Mr Zhang, China Pay

The new generation of CCV card terminals speaks Android

The Computop partner for highly secure POS terminals, CCV, is switching to Android: this operating system makes it possible for merchants to use their own apps. POS apps or loyalty programs can thus be conveniently integrated. The colour display of the new SmartMobile also serves as a touchpad for PIN entry and signature. Of course, all

devices are NFC-enabled and PCI P2PE certified. Thanks to the WLAN connection, the wireless models can be used in stores.

New payment methods at the POS: with Alipay and WeChat Pay Computop is banking on Chinese buyers. ratenkauf by easycredit now also enables convenient instalment payment at the POS.

In recent years, the financial services, retail, and tech industries have introduced new ways to pay for goods and services through online, mobile, and traditional point-of-sale (POS) channels. Two common goals of these emerging methodologies are increased satisfaction for consumers and expanded opportunities for companies.

The Emerging Payment Technologies Landscape and How to Plan Ahead

While the range of payment options continues to evolve, there are a few early leaders:

- **Digital Wallets** — These apps store credit card information on a mobile device, such as a phone or a watch. Android Pay, Apple Pay, and Samsung Pay are the best-known examples, but many merchants are also developing their own digital wallets.
  The apps communicate with compatible POS systems to enable transactions. Digital payments offer solid security, employing measures like tokenization, which replaces account numbers and other sensitive data with randomly generated values. Tokenization and other dynamic data elements make digital wallets hard to spoof.

- **Hybrid Online-Mobile Systems** — A hybrid system uses a combination of personal computers and mobile phones, allowing consumers to do things like authenticate online purchases with their smartphones. One early example is the iPhone's ability to enable payments on a Mac.

- **EMV Technology** — These credit and debit cards contain an embedded chip in addition to the traditional magnetic strip. The chip is considerably harder to clone than a magnetic strip. Plus, the chip generates unique data for each transaction, which makes it possible to validate the card on each use. Thus, chip cards can help reduce Card-Present (CP) fraud such as the use of counterfeit and lost or stolen cards.

- **Contactless Payments** — Instead of inserting or swiping a card, contactless devices let consumers hold their payment method — such as a card, phone, or smartwatch — on or near the merchant's terminal. A chip, similar to EMV cards, holds the information necessary to complete the transaction.

Thinking Ahead

Payment cards, including credit and debit cards, are likely to dominate the payments landscape for the foreseeable future. But other payment methods are expected to become more important over time.

A smart strategy for merchants and others in the payments ecosystem is to recognise the continued primacy of payment cards, while paying close attention to emerging technology adoption trends.

Merchants that begin scenario planning now will know what is required to implement new payment methods when consumer demand becomes impossible to ignore.
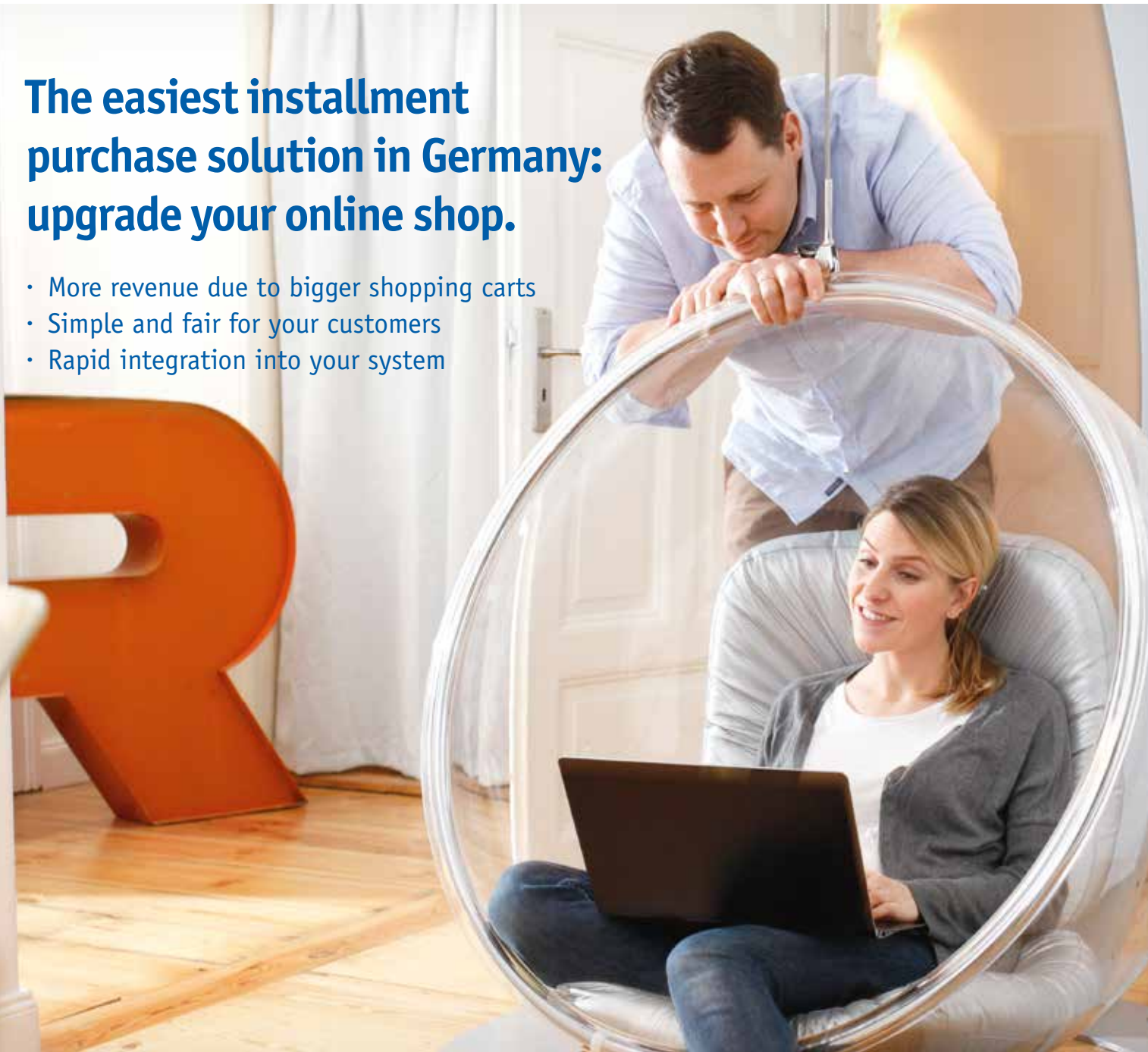
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The easiest installment purchase solution in Germany: upgrade your online shop.

- More revenue due to bigger shopping carts
- Simple and fair for your customers
- Rapid integration into your system

Find out more at
https://www.easycredit-ratenkauf.de/vorteile

Many accounts —
little efforts
Debtors management as a service

An order arrives: the best thing that can happen to an online merchant. However, if the retailer does his accounts receivable accounting himself, it can quickly become quite complicated. Especially in international business. But there is a solution.

Receiving an order: with pleasure! But the work involved in accounts receivable can be considerable. Traders who grow quickly or expand internationally quickly reach their limits.

The link to the film:

The efficiency of an online shop depends on the software used: how well is the shop system and merchandise management networked? And accounting: is it integrated into the system landscape or is the data only transferred to it via an interface? If so, what happens to chargebacks? How do incoming payments and open items in the customer account come together? It is precisely these transfer points that hold great potential for complications - which then quickly result in expensive manual reworking.

Linking payment and accounting is a logical step. It is the payment flow that is to be recorded and which constitutes the tax liability. That's why more and more merchants are shifting their accounts receivable accounting to their payment service provider, especially when they are internationally active.

In practice, the payment processor automatically creates a customer account when a new customer makes a payment transaction. Depending on the payment method, incoming payments are monitored or reconciled with confirmation by the selected payment method. In the case of purchase on invoice or prepayment, the reminder

Debtors management as a service includes booking, invoicing and payment reconciliation upon request for risk coverage.

is sent after a fixed period of time and, if desired, the risk of non-payment can even be covered, also without the involvement of factoring or collection.Of course, the customer receives his invoice automatically with the correct payment confirmation or request. On receipt of payment, settlement is automated, the open position is closed and the accounting is updated. Computop makes this convenient process possible for over 250 payment methods from all over the world. This is particularly advantageous if the merchant no longer wants to monitor

Colleon

and reconcile the EPA files of different payments and acquirer connections.

The advantages of outsourced accounts receivable management have an even greater impact on returns with credit memos or cancellations which are often still a manual process in retail today. In connec-

Three hurdles to internationalisation: language, currency, VAT code

tion to payment methods with Computop Accounting, accounting chargebacks and payments to customers can now be automated. Thanks to Computop's Omnichannel platform, this is even possible across sales channels: customers who have ordered online can exchange items in the store and receive their money back on the same card or via the same payment method they have chosen for their purchase. Including posting to customer account.

In addition to multi-currency capability, another aspect plays a role in international business: each country has its own sales tax regulations and keys. Computop's debtors' management processes the tax codes of all countries in the world and can therefore ensure the correct posting of all sales, including cross-border sales, of course.

Finally, instead of a large number of documents, a single file is transferred, which can be transferred directly into the general ledger or transferred to a tax consultant. This saves effort and costs and helps the merchant to concentrate on his core business.

Smart payment – smart collection

We offer **Computop Accounting** users the perfect add-on. With our products you can secure the popular payment methods invoice and direct debit without further investment and programming. Our factoring and debt collection services increase your cash flow – and ensure a great shopping experience for your customers.

Secure your advantages and contact us now!

Colleon AG

Lise-Meitner-Str. 9; 55129 Mainz; Germany
sales@colleon.de
+49 61 31 636 8 6-40

E-Commerce on top

Planet Trade 2018 in Cologne

Why the Internet of Things should better be called Internet of Everything, what customers can expect in the PUMA store on a giant tablet and what the new interface of PayPal looks like: at the 9th Planet Trade in Cologne in May there was once again a lot to hear and see - and many new contacts.

Keeping track of the many innovations in payment and beyond is the basis for the success of online and offline merchants. More than 200 participants got this overview on the 27th and 28th floor of the KölnSKY, at this year's trade conference Planet Trade. Futurologist Michael Carl dared to look at new, even more individual applications on the net, such as comedy theatre, which evaluates the reactions of its visitors — paid for by laughter.

Fabian Mansfeld showed how Sixt restructured payment in 14 countries across all channels (and how Computop helped with this), while a first-class discussion group (REWE, IKEA, Douglas, Knauber) examined omni-channel payments in various sectors.

The dinner in the Chocolate Museum brought traders, partners and payment people together in a relaxed atmosphere and offered many opportunities for new contacts. There will be even more opportunities next year: at the 10th Planet Trade, this time in Leipzig. Be curious and look forward to two days full of news about trading and payment: www.planet-trade.com.

Live impressions from Planet Trade 2018: www.planet-trade.de/en/media/#_videos

Donata Noack
Legal Counsel

PCI and GDPR
Double savings

Computop is certified according to the Data Security Standard of the Payment Card Industry (PCI-DSS), in which a strict external examination of the security measures takes place once a year. The certification proves that Computop fulfils the extensive catalogue of test criteria of the PCI-DSS, which is publicly available on the website of the PCI Standards Council at www.pcisecuritystandards.org

"If you have money stockings you don't need to make a fuss"

According to this, Computop fills the socks of merchants with its PCI-DSS certification, because they save two things and thus cash money.

Filling the first stocking: save your own PCI certification

Merchants do not have to "get on their feet" themselves and worry about their own expensive and time-consuming PCI certification, which they would actually be obliged to do if they wanted to offer card payments. Anyone who takes a look at the PCI-DSS test criteria catalogue will see at first glance that average companies would have to go to a great deal of trouble to meet these criteria. If, on the other hand, a merchant processes his payments via Computop Paygate, he can save himself the certification. This is made possible by the fact that the merchant does not receive any real card numbers, but only the pseudo card

numbers (tokens) generated by Computop Paygate. These are a pseudonymised replacement for the real credit card number, the merchant can store them on his premises and use them for future transactions. With the token, only the last three digits are identical to the real card number. Real numbers, on the other hand, are only sent directly to the PCI-DSS certified Computop Paygate during payment and remain there.

Filling the second stocking: Saving service provider control according to GDPR

- Moreover, traders do not have to "get on their feet" and carry out the service provider check required by data protection law. As under the old legal situation, after the basic EU data protection regulation on 25 May 2018 came into force, traders are obliged to regularly check service providers who process personal data for them (in this case Computop). In particular, the security measures taken by the service provider, the so-called technical and organisational measures, must be monitored. PCI certification saves merchants their own service provider exam, and thus a lot of time and work and, ultimately, cash money. With PCI certification, an external auditing company certifies that Computop has taken technical and organisational measures at a very high level. Since many data protection officers are not familiar with the contents of PCI certification, Computop has prepared a description of the technical and organisational measures available on request for its customers, which contains the legal criteria according to the old and new legal situation. For each criterion, it

shows with which PCI-DSS requirement this is covered. The legal criteria for technical and organisational measures under the new legal situation are: Pseudonymisation, encryption, confidentiality, integrity, availability, resilience, recoverability and procedures for regular review, and evaluation of the effectiveness of technical and organisational measures. The criteria according to the

Computop's PCI certification saves merchants the trouble of having to pass their own service provider examination

old legal situation — which are almost identical in content and only differently named — were: Access control, access control, access control, transfer control, input control, order control, availability control and separation requirement. For all these criteria of the old and new legal situation, references to the respective PCI requirements are inserted in the description of the technical and organisational measures in order to facilitate an overview for merchants.

- The Computop data protection package

- You are welcome to contact legal@ computop.com to request the following documents from our data protection package:

- Technical and organisational measures with references to PCI requirements,

- PCI-DSS certificate (also available as download on our website),

- PCI Attestation of Compliance,

- Agreement on order processing in accordance with the requirements of the Basic Data Protection Regulation (if you have not yet concluded such an agreement with Computop).

Note: The contents of our contributions are researched with the greatest care. However, no liability can be assumed for the correctness, completeness and topicality of the information.

NEWS

FOCUSSING COMPUTOP

International press coverage

Sixt launches global omnichannel payment with Computop

Global Banking & Finance Review on Sixt car rental and the integration of the Computop omni-channel solution

(…) Stephan Kück, Managing Director of Computop, commented on the cooperation: "We are delighted to be able to integrate a true global Omnichannel solution for Sixt that is exemplary for the future industry of mobility. (…)

Is Cash Dead? An International View

Retail TouchPoints pubslihed a view on the current status of cash

Written by Ralf Gladis, Computop — It's widely believed that the ancient Greeks invented money as we know it. On the contrary, however, the first coins to ever appear came from a coastal kingdom on the Aegean Sea in ancient Turkey, about 2,700 years ago. The amount that each coin was worth was embossed on gold or silver flat coins. They were used to trade with visiting merchants from overseas. That's a far cry from the "international payments" scene today…

Comments Regarding The Saks/Lord & Taylor Payment Card Data Breach

Payment Week commented on data security in brick-and-mortar retail

Earlier this week PaymentWeek received commentary on the situation involving the Saks/Lord & Taylor payment card data breach. The following are comments from Ralf Gladis, CEO of Computop, a payment service provider with over 20 years in business.

EHI Kartenkongress 2018: Germany is ready for innovation

The Paypers presented highlights from the german EHI Kartenkongress

(…) Secondly, s.Oliver presented their new omnichannel solution, developed with Computop, among others, explaining what omnichannel means in Germany today. (…)

Last year Computop celebrated its 20th anniversary. And everyone joined in the celebration: For three days the Payment People rambled about Hamburg.

20 years of Computop
Party weekend in Hamburg

Two large coaches took us from Bamberg headquarters to the Hanseatic city at the other end of Germany. Hamburg was discovered for an entire weekend: by boat on a barge trip in the harbour, by bus on a city tour or on foot on a walk through the Speicherstadt. The football fans also got their money's worth and visited the famous Millerntor for the home game of St. Pauli. At the joint dinner on the historic sailing vessel Rickmer Rickmers, past and future successes were toasted — for the next 20 years!

You want to attract business

We'll connect you to millions of cardholders

Together, we'll accelerate your sales.

One network. Multiple ways to do more business. Start accepting Discover® Global Network cards to gain access to 105+ million global cardholders.

Together We Work
Learn more at DiscoverNetwork.com

DISC●VER®
GLOBAL NETWORK

Multiple cards. One network.

United States	**International**	**South Korea**	**India**	**Brazil**	**Turkey**
Discover Card	Diners Club	BC Global Card	Rupay	Elo	Troy