

Take the Order – but Don't Get Taken In

Be Alert for Transactions With Several of These Characteristics:

- ✓ *First time shopper*
- ✓ *Larger-than-normal orders*
- ✓ *Orders consisting of several of the same item*
- ✓ *Orders made up of "big-ticket" items*
- ✓ *Orders shipped "rush" or "overnight"*
- ✓ *Orders shipped to an international address*

Maintain customer database or account history to track buying patterns and compare individual sales for indicators of possible fraud:

- ✓ *Orders shipped to a single address but made on multiple cards*
- ✓ *Multiple transactions on one card or similar cards with a single billing address, but multiple shipping addresses*
- ✓ *Multiple cards used from a single IP (Internet Protocol) address*



Know the signs of possible fraud when the card is not present.

Keep in mind...

None of these by itself means you're being scammed—but several of them together might.

Check everything...

Never ship a valuable order unless it checks out and you've received a valid authorization.

Never ship a valuable order unless it checks out and has been authorized.