

# Take the Order – but Don't Get Taken In

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

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



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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.