Fraud Prevention Checklist

Use this checklist to help look for suspicious activity.

1. Does the shipping address appear suspicious?
   - Shipping to high risk location (vacant property, hotel, country, or location known for fraud)
   - You received recent claims or chargebacks from this customer
   - Customer is requesting overnight shipping for an expensive order that is in high demand (i.e., electronics)
   - Multiple orders are being shipped to the address within a short period of time

2. Does the order seem too good to be true?
   - Larger than average order from a new customer
   - Overpayment followed by a request to wire the difference
   - Received large quantity of orders from the same customer (name, email, phone, or computer) within a short time
   - Order consists of multiple requests for the same item (Example: 10 iPads)
   - Customer offers to let you use their shipping service to receive a discount (customer controls where orders are shipped to)

What to do if you are suspicious and cannot afford to take the risk of a loss

Verify the customer’s contact information (name, phone, email) against the shipping address and look for consistent/matching information.

- Search Engine – Search the Internet for the customer’s name, shipping address, email, and phone number
- Reverse Phone Lookup – Search the phone number to see where the registered user is located.
- Online maps – Use satellite view to see where your order is being shipped
- Phone - Call the buyer and ask questions that help verify the order
- *If you are selling a physical item that is eligible for seller protection – follow the Seller Protection Policy