

Best Practices: Preventing Fraud #2 - Order Details to Consider

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Fraud demands urgent attention and SimplePart has the tools and know-how to help you combat this issue. SimplePart's Control Panel has several built-in features to help you take proactive measures against fraudulent orders.

Ways to prevent fraudulent orders

Look for alerts. Every order on your Recent Orders screen is given a letter and color grade. These will give you additional information about the customer and let you know if you should have any concerns about the order.

A or B/Green = Order ready to process/No order actions or fraud warnings present

The screenshot shows an order detail card for a customer with a green 'A' grade. The order number is 0000000. The order date is 03-11 11:58. The status is 'RECEIVE ORDER' and 'LOCAL PICKUP READY'. The order age is 0d: 0h: 25m. The amount is \$55.10. There is a 'PAYMENT CAPTURED: AUTHORIZE.NET' button. A green checkmark indicates 'No Notifications To Display'. A 'SHOW MORE' button is visible.

C/Yellow = Be Wary/Action Required

The screenshot shows an order detail card for a customer with a yellow 'C' grade. The order number is 0000000. The order date is 03-09 12:01. The status is 'RECEIVE ORDER' and 'SHIP ORDER'. The order age is 0d: 0h: 23m. The amount is \$215.18. There is a 'PAYMENT CONFIRMED: AUTHORIZED ONLY' button and a 'CAPTURE PAYMENT' button. Two yellow warning icons are present: 'Payment for this order is ONLY AUTHORIZED. ...' and 'Could not resolve vehicle from VIN (ABCD000...'. A 'SHOW MORE' button is visible.

F/Red = Take Immediate Action/Potentially Fraudulent

The screenshot shows an order detail card for a customer with a red 'F' grade. The order number is 0000000. The order date is 03-05 11:48. The status is 'ORDER RECEIVED' and 'SHIP ORDER'. The order age is 0d: 0h: 36m. The amount is \$200.35. There is a 'PAYMENT CONFIRMED: AUTHORIZED ONLY' button and a 'CAPTURE PAYMENT' button. Two red warning icons are present: 'ALERT: Not all products fit this VIN (ABCDEFJ...)' and 'Payment for this order is ONLY AUTHORIZED. ...'. A 'SHOW MORE' button is visible.

Look for fraud-related order warnings. Another great way to help identify fraudulent orders is by checking for fraud-related order warnings, such as those for previous fraud, address verification failures, and billing and shipping address mismatches. These notifications will display beneath the "Receive Order" and "Ship Order" buttons on the Recent Orders screen and at the top of the order details screen. You will want to pay special attention to order warnings related to previous fraudulent orders and address issues, which we've described in more detail below.

Check for previous fraudulent orders. Orders from customers that have previously placed fraudulent orders will be marked with an order warning alerting you to the number of previous orders with fraud. This is a great way to identify customers with a history of potential fraud.

Customer Name ▼ PAYMENT CONFIRMED: AUTHORIZED ONLY CAPTURE PAYMENT \$11.64

0000000 ORDER DATE 03-12 09:59 RECEIVE ORDER SHIP ORDER ORDER AGE 0d: 2h: 23m

Online Purchase Order Confirmed ✖ This customer has 2 fraudulent order(s). View... ✖ This customer has used the following shippin... +6 SHOW MORE

Look for a failed AVS message. The Address Verification Service, or AVS, is one of the most widely used fraud prevention tools in card-not-present transactions. AVS checks to see if the billing address provided by the customer matches the information on file at the cardholder's bank. When you see the "Failed Address Verification" order warning, this means there was an AVS failure and that some or all of the billing address is unrecognized by the bank and may be indicative of a stolen card.

Dealer Name (parts.dealername.com)
Order #0000000 @ 1/1/2020 9:00:00 AM Status: Payment Confirmed

Failed Address Verification. Please make sure this is not a fraudulent order.

[Order Details](#) [Fraud Prevention](#) [Billing Details](#) [Email Correspondence](#) [Order Contents](#)

Following the recommended AVS settings for your gateway provider can help to reduce how many orders you receive with AVS failures or even block orders with AVS failures altogether. If you are seeing many orders with the "Failed Address Verification" warning, you may need to adjust your AVS settings using your payment gateway's security tools.

Check the billing and shipping addresses. Once you're inside the Recent Orders tab in your Control Panel, you'll select the order you want to review. Click "Order Details" to view order information. Next, click "Fraud Prevention." This will allow you to use tools to help you prevent fraudulent activity.

When verifying the customer's billing and shipping addresses, it's important to make sure they lead to an actual address, and not an empty lot. It's also important to *check to see if the shipping and billing addresses match*. If they don't, there will be an order warning saying that the billing and shipping addresses do not match, and in that case, it's a good idea to call or message the customer to confirm their identity.

Dealer Name (parts.dealername.com)
Order #0000000 @ 3/01/2020 11:52:50 AM Status: Payment Confirmed

Payment for this order is ONLY AUTHORIZED. To charge the customer's credit card, go to "Billing Details" and click "Capture".

[Order Details](#) [Fraud Prevention](#) [Billing Details](#) [Email Correspondence](#) [Order Contents](#) [Notes](#) [Returns](#) [Print Order](#)

IP Location City, State, 00000, United States Phone Look Up [White Pages](#) Email Look Up [Facebook](#) [Google](#) **Address Look Up** [Google Maps: Billing Address](#) [White Pages: Billing Address](#) [Google Maps: Shipping Address](#) [White Pages: Shipping Address](#)

Check the email address. A quick check will verify if it's a legitimate address. It's also a good idea to see if it matches the name of the customer (i.e, the customer's name is John Smith and their email is johnsmith01@gmail.com).

Dealer Name (parts.dealername.com)
Order #0000000 @ 3/01/2020 11:52:50 AM Status: Payment Confirmed

Payment for this order is ONLY AUTHORIZED. To charge the customer's credit card, go to "Billing Details" and click "Capture".

[Order Details](#) [Fraud Prevention](#) [Billing Details](#) [Email Correspondence](#) [Order Contents](#) [Notes](#) [Returns](#) [Print Order](#)

IP Location City, State, 00000, United States Phone Look Up [White Pages](#) **Email Look Up** [Facebook](#) [Google](#) Address Look Up [Google Maps: Billing Address](#) [White Pages: Billing Address](#) [Google Maps: Shipping Address](#) [White Pages: Shipping Address](#)

Utilize phone lookup tools. Click the link “White Pages” to verify the phone number matches with the customer who placed the order. While this is a useful tool to help prevent fraudulent orders, you should still verify other order information.

Dealer Name (parts.dealername.com)

Order #0000000 @ 3/01/2020 11:52:50 AM Status: **Payment Confirmed**

Payment for this order is ONLY AUTHORIZED. To charge the customer's credit card, go to "Billing Details" and click "Capture".

Order Details Fraud Prevention Billing Details Email Correspondence Order Contents Notes Returns Print Order

IP Location City, State, 00000, United States **Phone Look Up** [White Pages](#) Email Look Up [Facebook](#) [Google](#) Address Look Up [Google Maps: Billing Address](#) [White Pages: Billing Address](#)
[Google Maps: Shipping Address](#) [White Pages: Shipping Address](#)

Make sure you receive a reply. Whether you're calling or sending an email, it's important to receive an actual response from the customer.

Check the IP address. An order placed outside of your country can be a big indicator of fraud. If you want to be on the safe side, take extra steps to look into orders placed in different states. While this is a useful tool, you should still verify other order information as this alone does not guarantee it's a fraudulent order.

Dealer Name (parts.dealername.com)

Order #0000000 @ 3/01/2020 11:52:50 AM Status: **Payment Confirmed**

Payment for this order is ONLY AUTHORIZED. To charge the customer's credit card, go to "Billing Details" and click "Capture".

Order Details Fraud Prevention Billing Details Email Correspondence Order Contents Notes Returns Print Order

IP Location City, State, 00000, United States **Phone Look Up** [White Pages](#) Email Look Up [Facebook](#) [Google](#) Address Look Up [Google Maps: Billing Address](#) [White Pages: Billing Address](#)
[Google Maps: Shipping Address](#) [White Pages: Shipping Address](#)

Be wary of larger orders. If an order is over a monetary threshold as defined by your dealer, it's wise to call the customer and do more research. Also, take note of customers ordering large quantities of the same product. Just as with a bigger-than-average order, buying multiple items is a way of maxing out stolen cards as quickly as possible.

Remember: You are not obligated to fulfill every order. If you are worried about it possibly being a fraudulent order, don't move forward — especially if the customer has been associated with previous fraudulent orders.

While not all orders with order warnings are fraudulent, it is important to take precautions when processing such orders. If you are able to identify a fraudulent order, please mark the order as fraud in case the same customer attempts to make additional orders.