

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

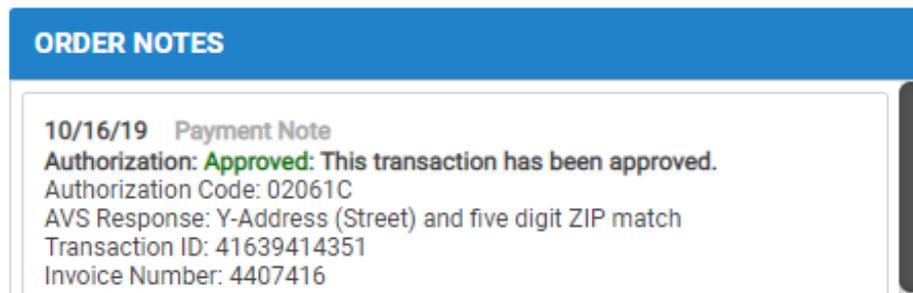
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Fraud demands urgent attention and SimplePart has the tools and know-how to help you combat this issue. SimplePart's Control Panel has several built-in features to help you take proactive measures against fraudulent orders:

- Look for alerts provided by SimplePart. 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.
  - Remember:
    - A or B/Green** = Order ready to process/No order actions or fraud warnings present
    - C/Yellow** = Be Wary/Action Required
    - F/Red** = Take Immediate Action/Potentially Fraudulent
- Check the billing and shipping addresses. Most importantly, make sure they lead to an actual address, and not an empty lot. Then, check to see if the shipping and billing addresses match. If they don't, it's a good idea to call or message the customer to confirm their identity.
- 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**).
- 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.
- 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.

- Look at your Notes tab for a valid AVS response.



- 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.

**Remember, you are not obligated to fulfill every order.** If you are worried about it possibly being a fraudulent order, don't move forward. You'd rather be safe than sorry. 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.