

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

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

**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.**