

Best Practices: Preventing Fraud

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Protecting Yourself:

The liability of accepting a transaction ultimately rests with you, not the issuing bank or SimplePart. Taking proactive measures to mitigate risk, like requiring address verification before shipping, is an important and easy way to protect yourself from fraud. In this article, SimplePart will provide the available information to help you guard yourself against fraudulent transactions.

1. Check the IP address. An order placed outside of your country can be a big indicator of fraud. Be on the lookout for countries which tend to have a higher fraud risk, such as Indonesia, Nigeria, and Algeria. If you want to be on the safe side, take extra steps to research orders placed in different states.
2. Make sure billing and shipping addresses match. If they don't, it's a good idea to call or message the customer to clarify. On its own this might not raise any red flags, however, in combination with other signs it can be a serious indicator.
3. 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.
4. 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.
5. Look for alerts provided by SimplePart. These can range from customers who have already been marked as fraudulent by other customers on the SimplePart platform to a notification saying "this order IP address has been used by multiple customers."

This customer has 361 fraudulent order(s). [View Details](#)

Possible freight forwarder. 5 or more customers have supplied this address.

This order IP address has been used by multiple customers.

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

This customer has 1272 cancelled order(s) and 124 shipped order(s). [View Details](#)



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

7/18/2017 10:59:34 AM **Authorization: Approved: This transaction has been approved.**
Authorization Code: 08011G
AVS Response: Y-Address (Street) and five digit ZIP match
Transaction ID: [REDACTED]
Invoice Number: [REDACTED]
Description: [REDACTED]
Amount: \$ 3.82
Payment Type: CC
Transaction Type: auth_only
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
State: [REDACTED]
Zip: [REDACTED]
Country: USA
Card Authentication Response:
CC Number: XXXX[REDACTED]
Card Type: **Visa**
Requested Amount: \$
Card Balance:

8. Look at the email address. If the name of the email address does not match the name given, this could be an indicator of fraudulent activity. For example; if the customer's name is John Smith, their email address might be johnsmith16@gmail.com.

8. 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.

Tip - 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.

Order Status

Cancel Order

Ship Order

Receive Order

Unmark as Fraud

☐ Ready to Ship

Fraud Prevention

IP Location:
Gunpo, Gyeonggi-do, 435-011, Korea, Republic of
The billing country (USA) does not match the country of the ip address(Korea, Republic of).

Phone Look Up
[White Pages](#)

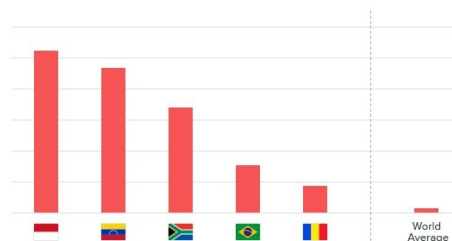
Email Look Up
[Facebook](#)
[Google](#)

Address Look Up
[Google Maps: Billing Address](#)
[Google Maps: Shipping Address](#)
[White Pages: Billing Address](#)
[White Pages: Shipping Address](#)

More info: <http://www.paymentscardsandmobile.com/most-dangerous-countries-for-e-commerce-fraud>

The 5 Most Fraudulent Countries

1. Indonesia
2. Venezuela
3. South Africa
4. Brazil
5. Romania



The 5 Least Fraudulent Countries

1. Denmark
2. New Zealand
3. Finland
4. Norway
5. Switzerland

