**Advantus Web Orders With A High Fraudulent Risk**

When Shopify suspects an order may be fraudulent, the order gets flagged and does not integrate into NetSuite. When this takes place, Customer Service receives an email noting that an order with a potential of fraud has been found. The email will provide the website and order number for the order that was processed. Please handle according to the below:

* **Low/Medium Risk Orders**- Notify supervisor for review. Include the Fraud Analysis from the order details page in Shopify along with the a copy of the order.
* **High Risk Orders**- Use the below template to send to the customer. Once the customer responds, send the response, the Fraud Analysis from the order details page in Shopify along with the customer order to the supervisor for review.
* Green indicators are normally seen on legitimate orders. Red indicators are normally seen on fraudulent orders. Grey indicators give you additional information about the order that may be useful.

Email template to send to customer for high risk orders:

*Thank you for ordering from [insert website].  Unfortunately, your order has been flagged by our website as having a high potential for fraud and we are unable to process it.  In order to proceed, we’ll need you to send us a* ***copy of the front/back of the credit card*** *that was used and your* ***driver’s license/ID****.  Once provided, we will review. If approved, we will be able to have the order processed and shipped out to you shortly after.*

If it is determined that we will proceed with the order, go to the order detail page and type ‘APPROVED’ into the Tags field and hit enter. The order should then integrate into NetSuite.

If it is determined that we will not proceed with the order, we will need to cancel the order in Shopify. Below are the steps to take when cancelling an order:

* From the Shopify Admin page, click Orders.
* Click the order you want to cancel.
* Click More Actions in the upper right-hand corner and then click Cancel Order in the dropdown.
* From the Pop Up window, select Refund. Under Reason for Cancellation, select Fraudulent order.
* Click the checkbox to send a notification to the customer. (The notification the customer receives will include the reason for cancellation)
* To finish, click Cancel Order.

Shopify Resources for Fraudulent Orders: <https://help.shopify.com/en/manual/payments/fraud-prevention>