



FRAUD IT'S EVERYONE'S BUSINESS

YOU CAN HELP STOP PAYMENT FRAUD RECOGNIZE. REJECT. REPORT.

When fraud hits a business, it's not just dollars lost, it also adds unneeded stress and hassle for everyone in the workplace. You, our employees, are our best defense against the scammers, but only if you know what to watch for...

CREDIT CARD FRAUD

WATCH OUT FOR:

1. Larger than normal orders.
2. Orders that include more than one of the same item.
3. Orders made up of only "big-ticket" items.
4. Customers insisting on rush shipping.
5. Shipping to international addresses, especially when that is not a normal transaction for the business.
6. Customers using multiple credit cards, but shipping to the same address.
7. Orders on the same card, shipping to multiple addresses.



Transactions like these are not always fraud, but be on alert when you see them.

WHAT YOU CAN DO:

1. Use chip and PIN whenever possible.
2. Don't be afraid to ask for ID—remember you are protecting the customer too.
3. Verify card security features (raised numbers and text, hologram, signature).

When in doubt, call our payment processor and ask for a Code 10 authorization.

WRITE IN PAYMENT PROCESSOR
CONTACT INFO HERE:

PAYMENT TERMINAL FRAUD

SCAMMERS CAN TAMPER WITH POINT-OF-SALE TERMINALS TO STEAL MONEY OR CUSTOMER INFORMATION. DON'T LET THEM.

1. Keep terminals put away when not in use, and secure them when closing.
2. Fraudsters posing as customers may try to distract you or block your view of the terminal with bulky items. Don't let the terminal out of your sight.
3. Check terminals regularly for: extra cords, broken parts, pry marks, missing screws or missing stickers.

IF YOU'RE EVER UNSURE OR SUSPECT FRAUD, DON'T BE AFRAID TO:

STOP THE TRANSACTION  ALERT YOUR SUPERVISOR

**One in five
businesses has fallen victim
to fraud in the past year.**

Don't let ours be one of them.

Be alert, be prepared.

Together, we can defeat fraud!

RECOGNIZE. REJECT. REPORT.