Order fraud review procedure

SOP TEMPLATE

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To stop fraudulent orders being shipped, without delaying genuine customers.

Scope

Every order your platform or payment provider flags as risky, and any order staff think is suspicious.

Responsibilities

Role	Responsibility
Order team	Holds and reviews flagged orders and contacts customers.
Owner or manager	Decides on high-value orders and handles chargebacks.

Procedure

1. **Hold flagged orders**

   Don’t pack or ship an order while it is under review.

2. **Look at the warning signs**

   Check for a billing and shipping mismatch, a freight forwarder, several cards tried, a rushed delivery or an unusually large order.

3. **Verify the customer**

   Email or call the customer on the details given, and ask them to confirm the order.

   > **Caution:** Never ship to a new address given only after the order was placed without checking it.

4. **Decide**

   Ship the order if it checks out. Cancel and refund it if the customer can’t be verified.

5. **Respond to chargebacks**

   Send the payment provider the order details, tracking and any messages by the deadline.

6. **Log it**

   Record each review and the outcome, so you can spot patterns.

Records

- The fraud review log.
- Evidence sent for each chargeback.

Related documents

- Order fulfilment checklist

Revision history

Version	Date	What changed	Approved by