













# U.S. Department of Homeland Security

## *Private Sector Advisory*

# Suspicious Online Purchase Awareness

**Online retailers can become unwitting participants in illicit or terrorist activities. Be aware of unusual or suspicious purchases or usage of your products and services. Have you witnessed suspicious purchasing behavior?**

## **Common Examples of Suspicious Orders:**

-  Attempts to purchase unusual or large quantities of hazardous chemicals or peroxide products, acetone or strong acid products (see Hazardous Chemicals Poster)
-  Request for unusual product quantities or thresholds
-  Item does not correspond with customer's line of business
-  Incomplete or inaccurate online ordering form
-  Personal credit card used for payment
-  Payment address from credit card does not match location of purchase or delivery
-  Customer declines follow-up services
-  Shipping to a home address rather than business
-  Final consignee has no apparent connection to the purchaser
-  A freight forwarding firm or other third party (e.g., self-storage facility) is listed as final destination








Bulk chemicals stored for use in Germany vehicle-borne improvised explosive device plot (Uli Deck, European Pressphoto Agency)



3 tons of unused chemicals ordered online by Anders Behring Breivik for use in attacks in Norway. (nrk.no foto: Brenden, Jo E./ Scanpix)

## **How Can You Help?**

-  Categorize chemicals into risk categories based on potential for illicit use
-  Restrict materials from specific risk categories to be purchased only over the phone or in person to verify ID
-  Establish parameters (automated or manual) for flagging suspicious orders
-  Set up a customer vetting process
-  Ship only to vetted business locations



**Concerned?** Contact local authorities for more information:

**Local Police:** \_\_\_\_\_

**Local FBI Office:** \_\_\_\_\_