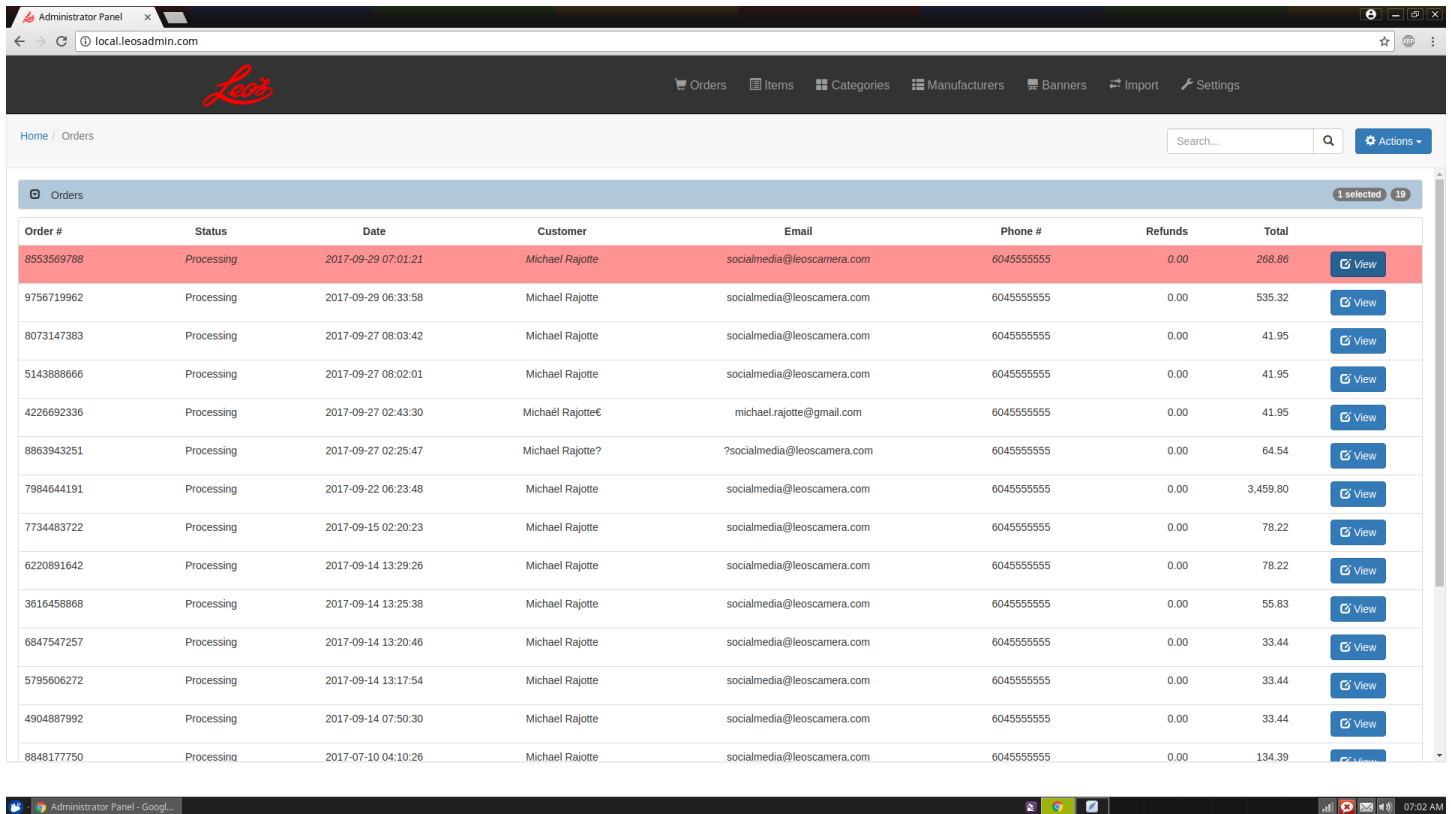


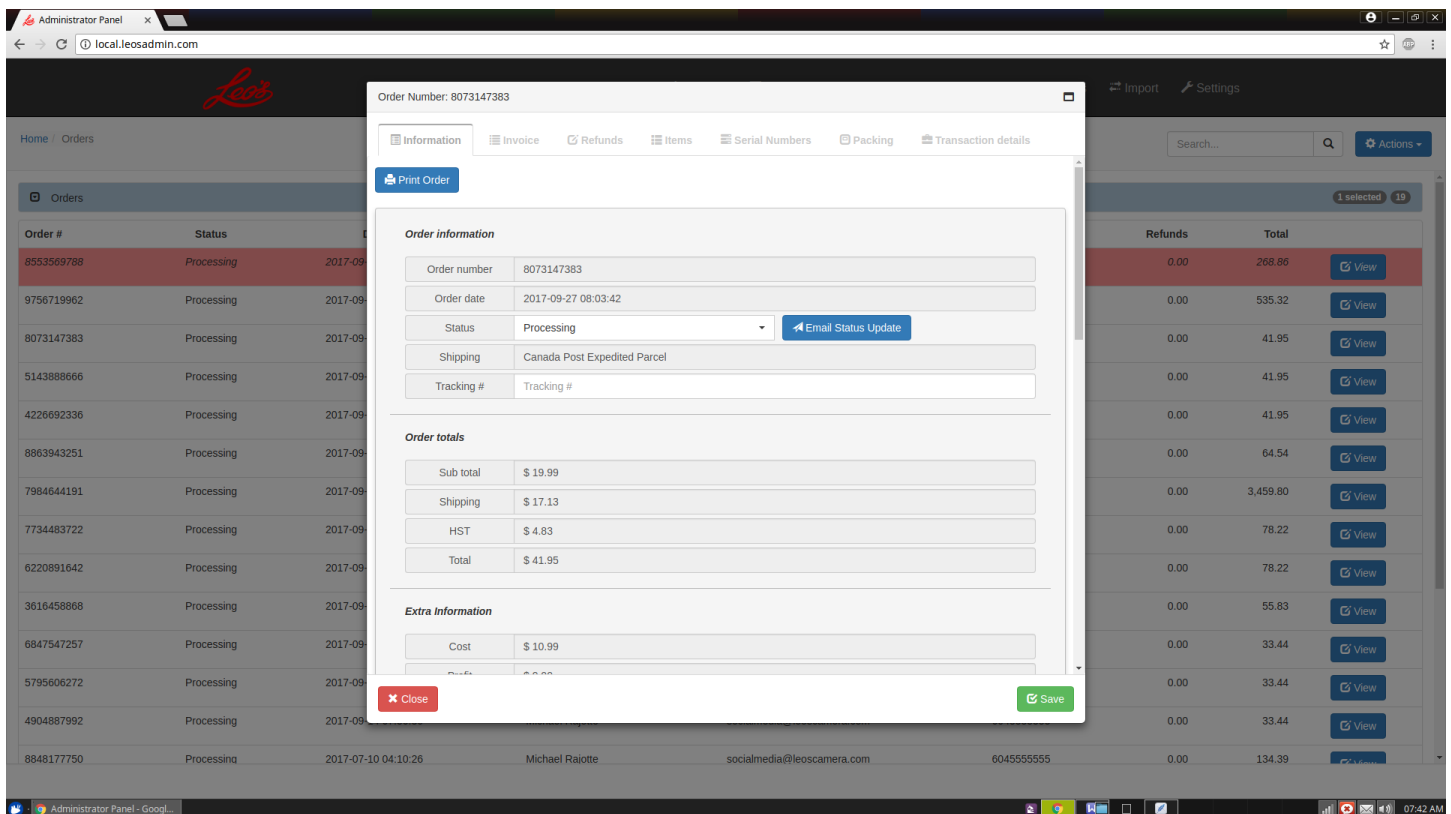
Step 1 --> Check the fraud score of the order.

1. Open the order. The first thing you will always see is the Information tab that always defaults to opening. In this tab you will find various information about the order, such as the Order Number, Order Date, the Status, Shipping type, Fraud score tools, Sub Total and tax break downs, shipping address, etc.



The screenshot shows the Leos Administrator Panel interface. At the top, there's a navigation bar with links for Orders, Items, Categories, Manufacturers, Banners, Import, and Settings. Below this is a search bar and an 'Actions' button. The main content area displays a table of orders. The table has columns for Order #, Status, Date, Customer, Email, Phone #, Refunds, and Total. The first order is highlighted in red.

Order #	Status	Date	Customer	Email	Phone #	Refunds	Total	
8553569788	Processing	2017-09-29 07:01:21	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	268.86	View
9756719962	Processing	2017-09-29 06:33:58	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	535.32	View
8073147383	Processing	2017-09-27 08:03:42	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	41.95	View
514388666	Processing	2017-09-27 08:02:01	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	41.95	View
4226692336	Processing	2017-09-27 02:43:30	Michael Rajotte	michael.rajotte@gmail.com	6045555555	0.00	41.95	View
8863943251	Processing	2017-09-27 02:25:47	Michael Rajotte?	?socialmedia@leoscamera.com	6045555555	0.00	64.54	View
7984644191	Processing	2017-09-22 06:23:48	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	3,459.80	View
7734483722	Processing	2017-09-15 02:20:23	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	78.22	View
6220891642	Processing	2017-09-14 13:29:26	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	78.22	View
3616458868	Processing	2017-09-14 13:25:38	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	55.83	View
6847547257	Processing	2017-09-14 13:20:46	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	33.44	View
5795606272	Processing	2017-09-14 13:17:54	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	33.44	View
4904887992	Processing	2017-09-14 07:50:30	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	33.44	View
8848177750	Processing	2017-07-10 04:10:26	Michael Rajotte	socialmedia@leoscamera.com	6045555555	0.00	134.39	View



The screenshot shows the Leos Administrator Panel interface with a modal window open for Order Number 8073147383. The modal has tabs for Information, Invoice, Refunds, Items, Serial Numbers, Packing, and Transaction details. The Information tab is active, showing order details and totals.

Order Number: 8073147383

[Print Order](#)

Order information

Order number	8073147383
Order date	2017-09-27 08:03:42
Status	Processing Email Status Update
Shipping	Canada Post Expedited Parcel
Tracking #	Tracking #

Order totals

Sub total	\$ 19.99
Shipping	\$ 17.13
HST	\$ 4.83
Total	\$ 41.95

Extra information

Cost	\$ 10.99
------	----------

[Close](#) [Save](#)

2. On a new order, the first thing you want to do is scroll down to the Fraud score section in the Information tab. The Fraud score will help aid you in determining the validity of a order. The Fraud score is broken down into several sections which the data can vary depending on which Payment Processor was used for the order, Moneris or PayPal.

3. If at any time using the Fraud score you feel something isn't quite right or the fraud score is high in the 60%+ range, like a first time order by somebody, or a AVS and CVD not matching if it's a Moneris Payment, then we should be following up on this order to check it's validity. Some steps you can take are.

****** If it is a Moneris order ******

(a). If it is a Moneris order, I would always call the card issuer bank and have them call the card owner to confirm the order purchase with us. When doing this, record any information call log number from the issuer bank and a name of the person you talked to and the date / time of the call.

(b). Call Moneris and have them repeat the same steps as above.

(c). Google map the shipping address, if it is going to a hotel, hostel or po box, be more suspicious.

****** If it is a PayPal order ******

(a). Call PayPal and have them confirm with the owner of the PayPal account if this order was made by them. Keep records of your contact with PayPal.

**** Moneris fraud score screen ****

Order Number: 7665389875

Order

Receipt

Refunds

Items

Serial #

Packing

Transaction

Shipping

Fraud Score
Higher percentage means a higher chance of fraud.

Score	80%
Card Type	Master Card
AVS	PASSED
AVS Code	Y
AVS Message	Billing address and postal code both match.
CVD	PASSED
CVD Code	1M
CVD Message	Match.
Email found	0
Address found	0
Shipping / Billing match	NO
Payment Processor	Moneris

Shipping information

Delivery: Canada Post Expedited Parcel

Close

Save

SCORE --> This will show you a percentage from 0% to 100%. The higher the percentage, then a higher chance of the order being fraudulent.

AVS --> Address verification System. When a order is processed, the Credit Card billing addressed given by the user is matched to the Credit Card, it will say either **PASSED** or **FAILED**. Failed means the billing address does not match the credit card. When a AVS fails, there is a REALLY high chance this is a fraudulent order, so take extra steps before proceeding (see below).

AVS Code --> This is the returned AVS result code from Moneris. The code is translated in the AVS Message for a explain of what it means.

AVS Message --> This is the result message of the AVS code. This tells you why the AVS passed or failed.

CVD --> This is the security code on the Credit Card. Usually it is the 3 digit number on the back of the card or the front. This just proves the card is in the hand of the user. It will either say **PASSED** or **FAILED**. Failure means a very high chance of fraud.

CVD Code --> The CVD result code returned by Moneris. The rCVD result message of this code is translated below in the CVD Message.

CVD Message --> The CVD message of the CVD Code. This tells you if the CVD matched, failed or did not process and why.

Email Found --> This will display a number. The system will scan our order history, and check to see if somebody with the email address that was provided during the ordering process has ordered from us before. If somebody has ordered 5 times from us in the past, this will display the number 5. You can use this to help determine if the person has regularly ordered from us, which helps prevent fraud.

Shipping / Billing match --> If the shipping address and billing address match, this will display **YES**. If they do not, it will display **NO**. A matching shipping and billing address greatly helps reduce fraud the vast majority of times, however do not rely on it 100% as sometimes very tricky fraudsters will steal somebody's identity and use the same shipping and billing address. You have to remember, sometimes people may need items ship to there non billing address for a variety of reasons, so even if they do no match, it does not mean it is fraud.

Payment Processor --> This shows which gateway was used to process the payment. At the moment it will either be Moneris or PayPal.

**** PayPal fraud score screen ****

Order Number: 8073147383

Information

Invoice

Refunds

Items

Serial Numbers

Packing

Transaction details

IP Address Forward

IP Address Forward

Fraud Score
Higher percentage means a higher chance of fraud.

Score	0%
PayPal Email	DOES NOT MATCH
PayPal Verified	VERIFIED
PayPal Protection	Eligible
PayPal Country	CA
Email found	15
Address found	5
Payment Processor	PayPal

Shipping information
Delivery: Canada Post Expedited Parcel
Delivery address
Michael Paiotto

Close

Save

SCORE --> This will show you a percentage from 0% to 100%. The higher the percentage, then a higher chance of the order being fraudulent.

PayPal Email --> This compares the PayPal email address used to send the payment to the email address used for the order on our website. If they do not match, it will say **DOES NOT MATCH**. The common PayPal fraud is people accounts getting hacked and fraudsters using the hacked account to purchase things with. However, sometimes people use multiple emails for a variety of things.

PayPal Verified --> This will tell you if the PayPal account used to make the purchase was verified by PayPal. It will display either **VERIFIED** or **NOT VERIFIED**.

PayPal Protection --> This displays if this order is eligible for PayPal protection in cause of fraud. It will display either **Eligible** or **Not Eligible**. This is the most important part of PayPal process. If this is **Eligible**, then we are protected by PayPal from any fraud on this order. If it says **Not Eligible**, then we will not be protected against any fraud by PayPal. In my opinion, if this says **Not Eligible**, we should be taking extra steps to confirm this order (see below).

PayPal Country --> This tells us which country the users PayPal account originates from. For example: CA means Canada. Since at the moment we only ship to Canada at the moment. If this displays another country besides Canada, then be suspect of the order.

Email Found --> This will display a number. The system will scan our order history, and check to see if somebody with the email address that was provided during the ordering process has ordered from us before. If somebody has ordered 5 times from us in the past, this will display the number 5. You can use this to help determine if the person has regularly ordered from us, which helps prevent fraud.

Address Found --> This will display a number. The system will scan our order history and check if this PayPal address has purchased from us before. You can use this to help determine if this PayPal account has been used to purchase from us before in the past.

Payment Processor --> This shows which gateway was used to process the payment. At the moment it will either be Moneris or PayPal.

There will also be additional PayPal information displayed at the very bottom of the information tab, which provides you additional information on the users PayPal account.

Order Number: 8073147383

InformationInvoiceRefundsItemsSerial NumbersPackingTransaction details

Shipping information
Delivery: Canada Post Expedited Parcel
Delivery address
Michael Rajotte
1 Blue Jays Way
Toronto Ontario
Canada M5V 1J3
6045555555
socialmedia@leoscamera.com

PayPal Information
PayPal email: roger-buyer@leoscamera.com
PayPal name: test
PayPal name: buyer
PayPal phone: 6136037392
PayPal country: CA
Paypal address
recipient_name : test buyer
line1 : 1 Maire-Victorin
city : Toronto
state : Ontario
postal_code : M5A 1E1
country_code : CA
PayPal Protections
Paypal protection: Eligible

Close

Save

Step 2 --> Print the order.

1. At the very top of the Information tab there is a Button to print the order information. This will give you several pages of information, some for our records and others to help you pack the order.

Order Number: 8553569788

Information

Invoice

Refunds

Items

Serial Numbers

Packing

Transaction details

Print Order

 <----- Print Button

Order information

Order number	8553569788
Order date	2017-09-29 07:01:21
Status	Processing <div>Email Status Update</div>
Shipping	Canada Post Expedited Parcel
Tracking #	Tracking #

Order totals

Sub total	\$ 169.94
Shipping	\$ 67.99
HST	\$ 30.93
Total	\$ 268.86

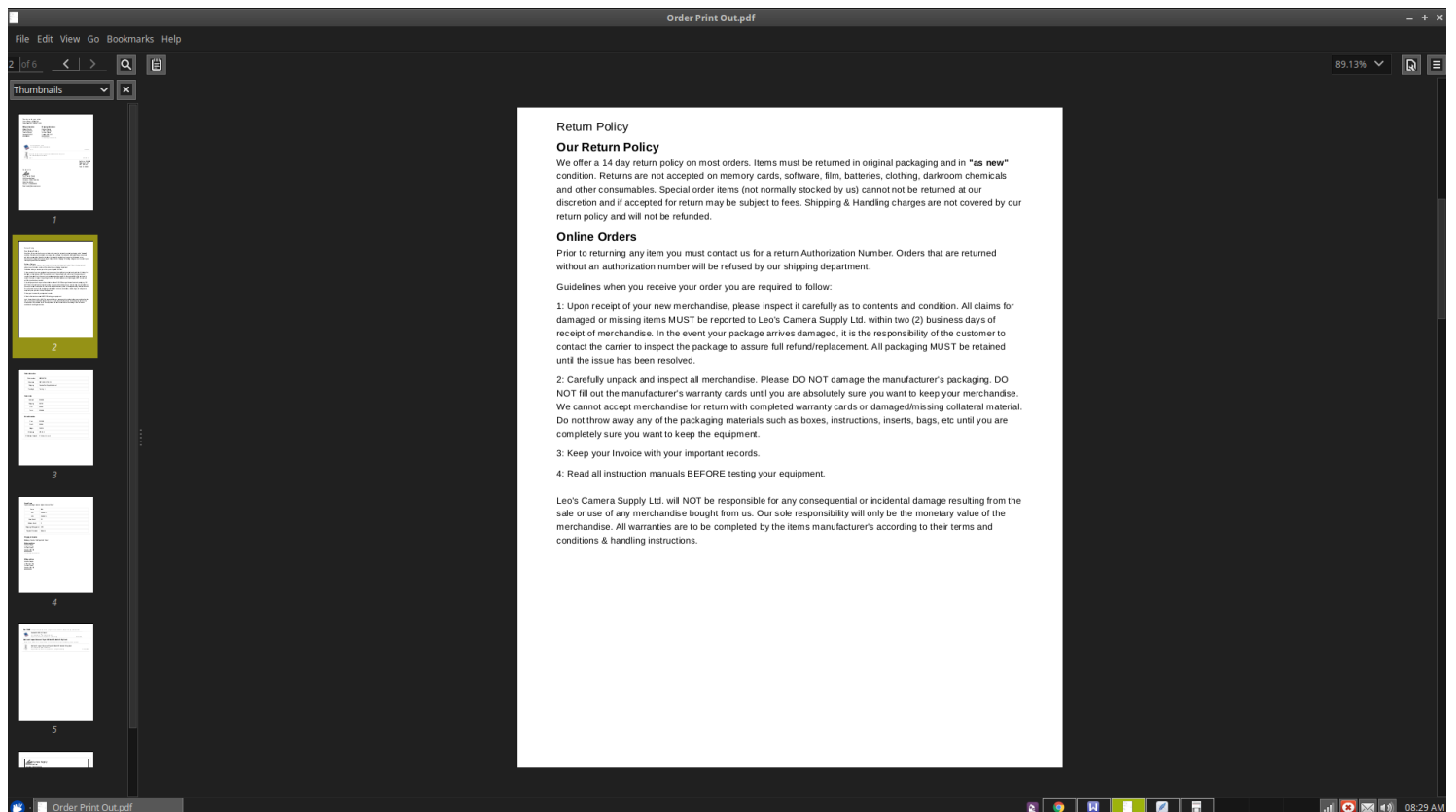
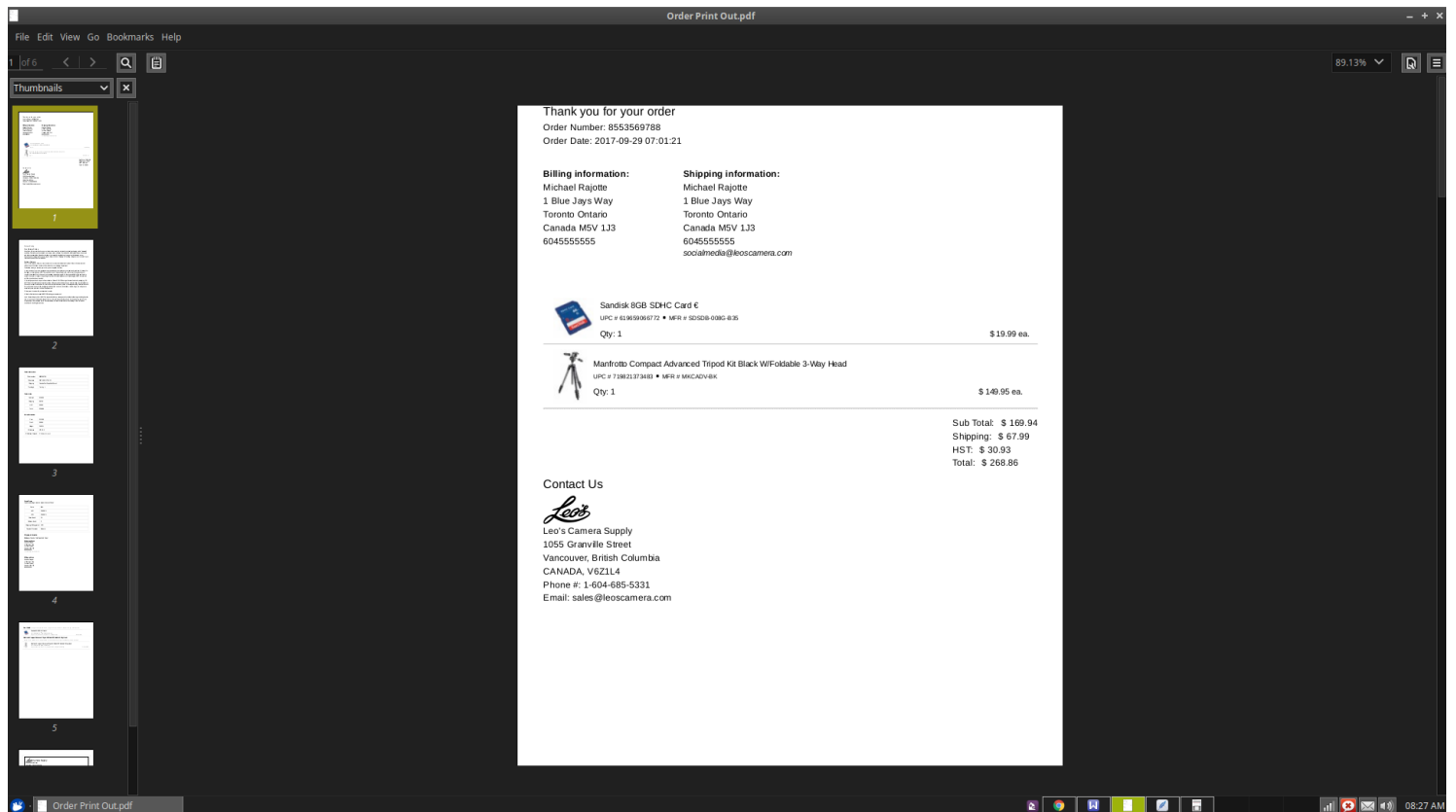
Extra Information

Cost	\$ 110.98
Profit	\$ 59.98

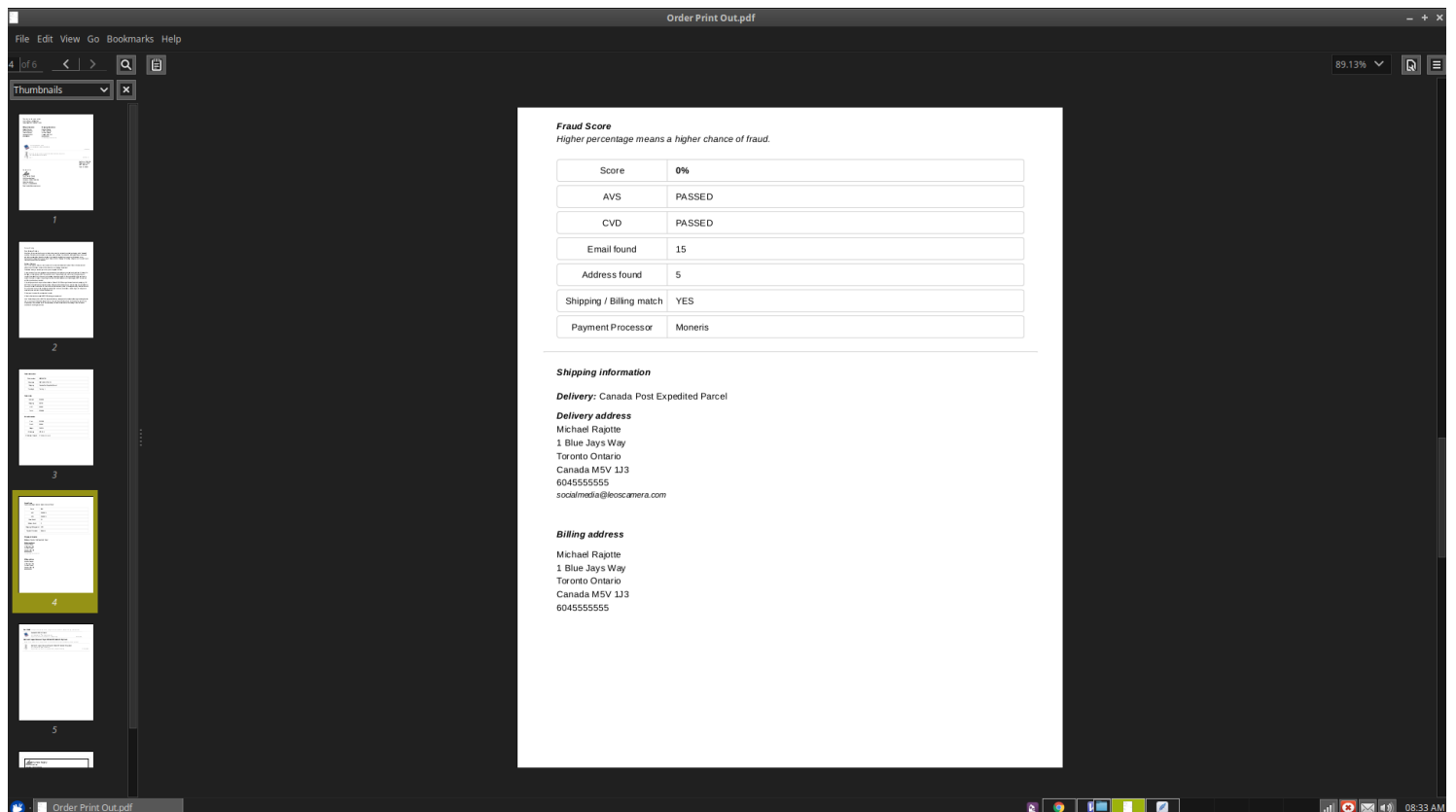
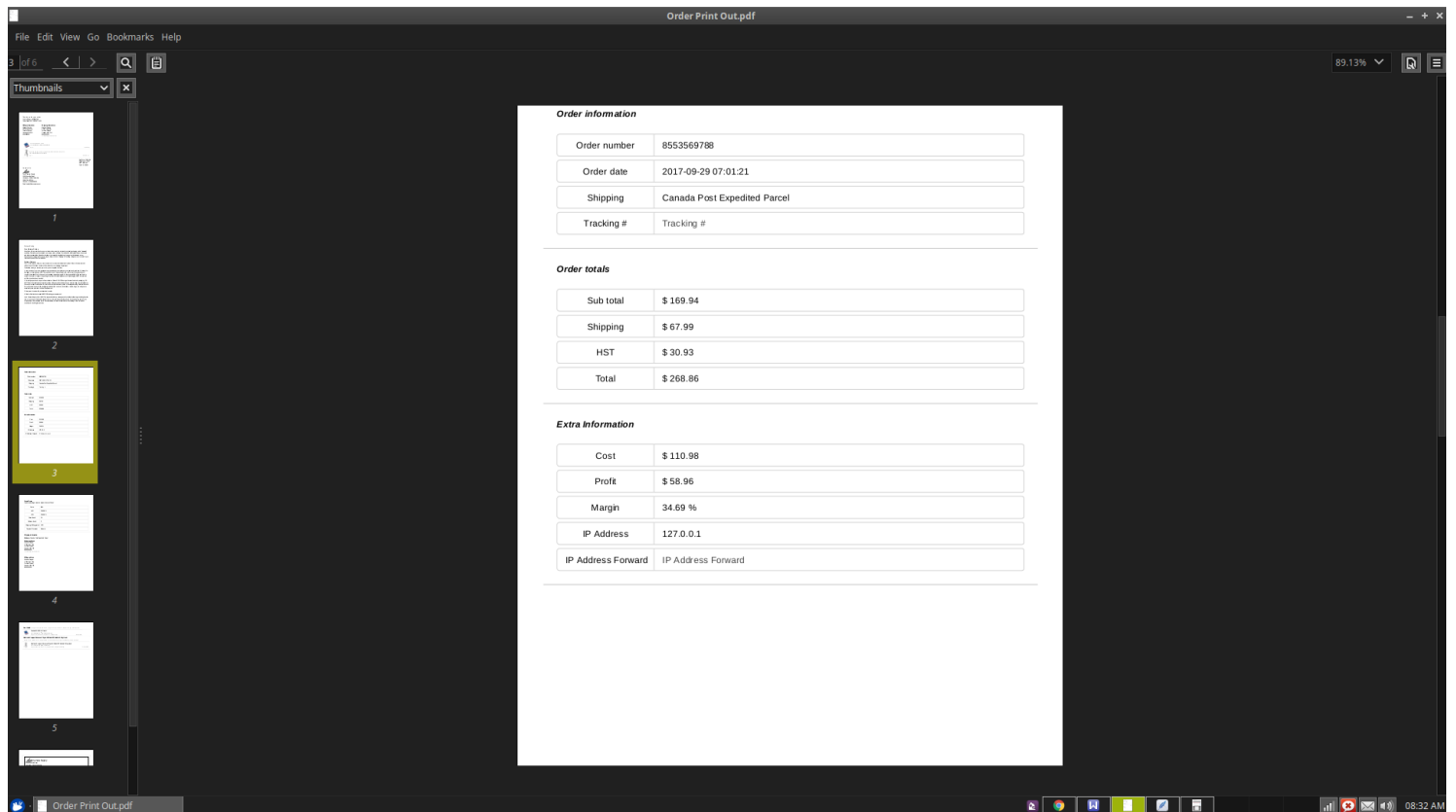
Close

Save

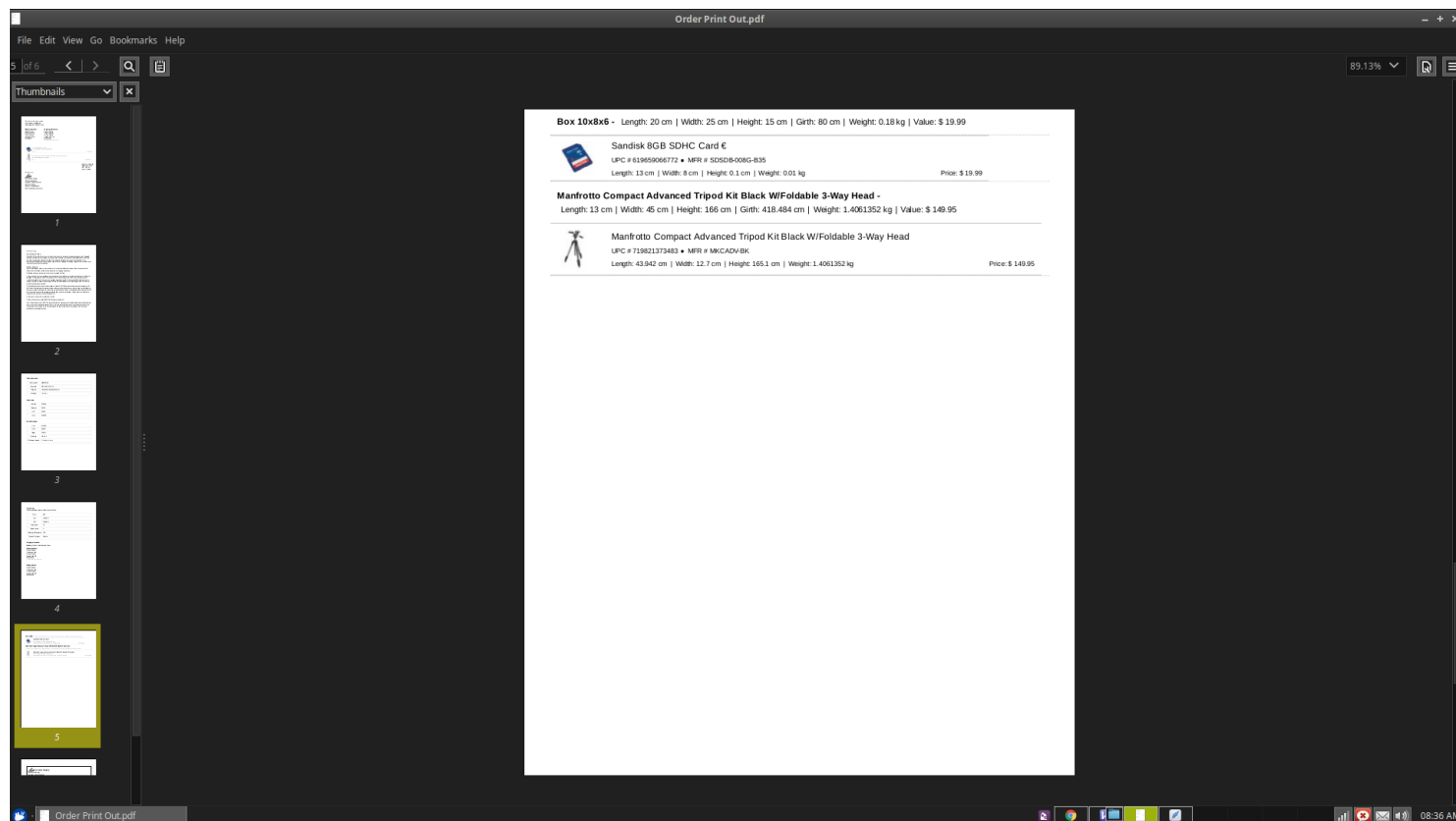
2. The first 2 pages of the order print out will be the receipt for the purchaser and a copy of our Return Policy. Copies of these 2 pages should be included and put into one of the boxes that is shipped to the purchaser.



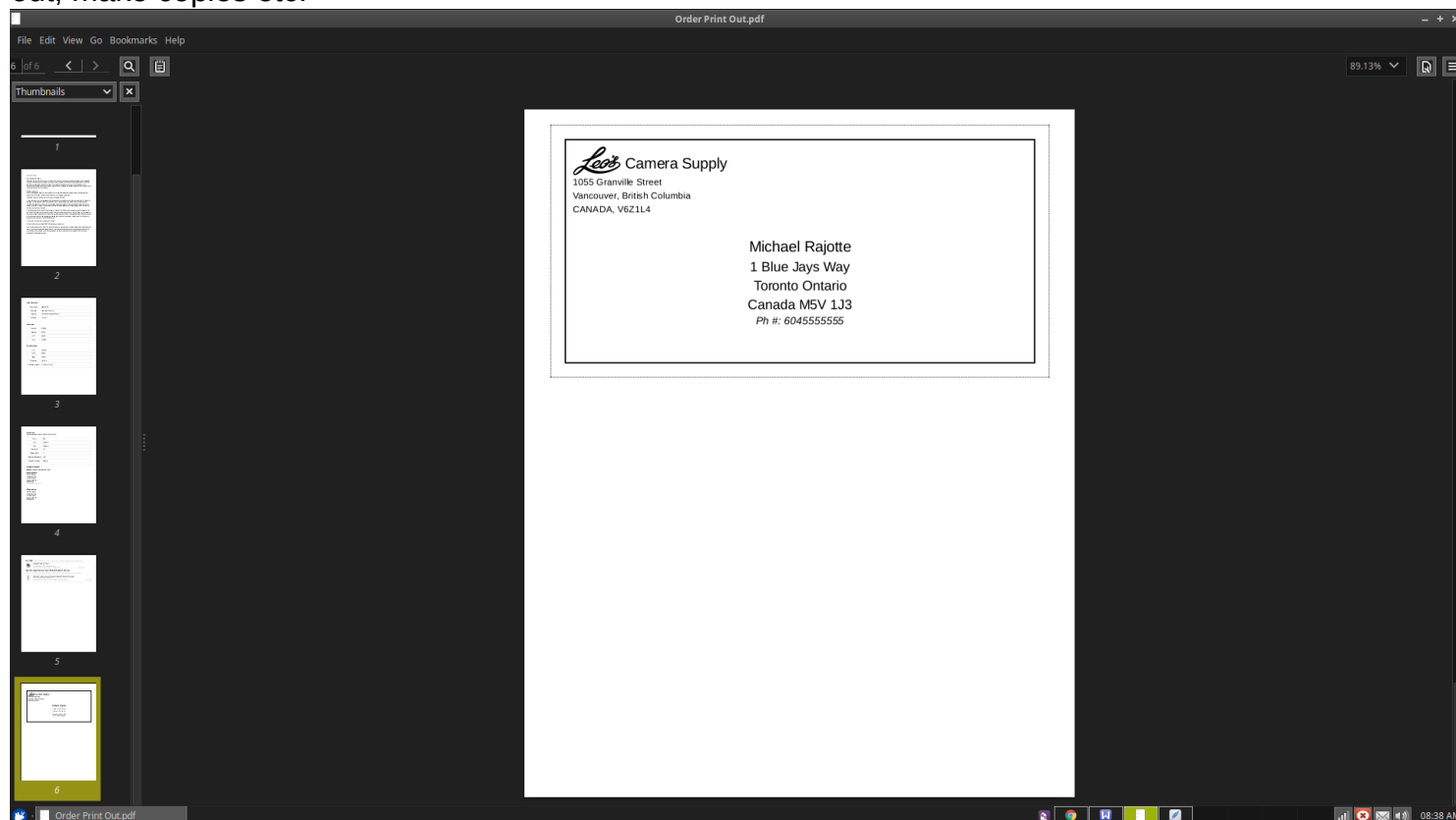
3. Pages 3 and 4 contains information such as the Shipping Type, Shipping Address, Fraud Score, Order Total and Costs break down. Keep these for our own records (perhaps in a file folder in the office?)



4. Page 5 of the printed order will show you how to pack the order. You can also view this information in the Packing Tab. Keep this for our records. See the next page for more details on how to pack a order.



5. The very last page of the order print out will have a pre-generated shipping label for you to use, cut out, make copies etc.



Step 3 --> Packing the order.

The Packing Tab and or the packing print out will tell you how to pack the order. It tells you which items go in which box type and gives you the total weight and dimensions of each box fully packed.

Order Number: 8553569788

Information

Invoice

Refunds


Items

Serial Numbers

Packing

Transaction details

Box 10x8x6 - Length: 20 cm | Width: 25 cm | Height: 15 cm | Girth: 80 cm | Weight: 0.18 kg | Value: \$ 19.99



Sandisk 8GB SDHC Card €


UPC # 619659066772 ■ MFR # SDSDB-008G-B35

Length: 13 cm | Width: 8 cm | Height: 0.1 cm | Weight: 0.01 kg

Price: \$ 19.99

Manfrotto Compact Advanced Tripod Kit Black W/Foldable 3-Way Head -

Length: 13 cm | Width: 45 cm | Height: 166 cm | Girth: 418.484 cm | Weight: 1.4061352 kg | Value: \$ 149.95



Manfrotto Compact Advanced Tripod Kit Black W/Foldable 3-Way Head

UPC # 719821373483 ■ MFR # MKCADV-BK

Length: 43.942 cm | Width: 12.7 cm | Height: 165.1 cm | Weight: 1.4061352 kg

Price: \$ 149.95

Close

Save

The packing algorithm takes the dimensions and weights of each item ordered and tries it's best to fit them in the pre-determined sized boxes which are set-up in the Settings menu.

Some things to note. For example, Box 10x8x6 is the name of the box. It's dimensions and weight fully packed are listed as Length: 20cm | Width: 25cm | Height 15cm | Girth 80cm | Weight: 0.18 kg. The total value of products in that box is \$19.99.

Sometimes items may be too big to fit in the pre-determined sized boxes. In the example above, the tripod is too large to fit in any of the boxes, so the item is shipped separately by itself in the box it came in. In this case, you can wrap the box with paper if you wish to cover the outside labels, or ship it as is.

Do not forget to pack the printed receipt and return policy into one of the boxes.

Step 4 --> Recording any serial numbers.

If any of the items require the recording of any serial numbers, you can do this in the Serial Numbers tab. Each item will be listed, and you click on the + button to be prompted to enter a serial number for the selected item. A edit button is also provided to edit any existing serial numbers already added. Entered serial numbers will be displayed underneath the product You can add a unlimited amount of serial numbers to each item.

Order Number: 8553569788

Information

Invoice

Refunds


Items

Serial Numbers

Packing

Transaction details

+




Sandisk 8GB SDHC Card €

UPC # 619659066772 • MFR # SDSDB-008G-B35

Price: \$ 19.99 | HST: \$ 2.60

Total: \$ 22.59

+



Manfrotto Compact Advanced Tripod Kit Black W/Foldable 3-Way Head

UPC # 719821373483 • MFR # MKCADV-BK

Price: \$ 149.95 | HST: \$ 19.49

Total: \$ 169.44

ABCDEFG12345 serial2 serial3

Close

Save

Serial number creator

Enter a serial number:

Scan the serial number on the box of the item or manually enter it yourself.

Serial number

ABCDEFG12345


Cancel

Save

Step 5 --> Ship the order and update the status and tracking number.

After packing, preparing and shipping the order. Open the Information Tab of the order and update the Order Status. Orders that are in store pick up should be set to **Ready for Pickup**. Orders that are shipped should be set to **Shipped**. Shipping tracking numbers should also be entered into the Tracking # Field. After a order status has been updated, it is highly recommended to click on the **Email Status Update button**. This will send a email to the customer telling them the latest status of there order.

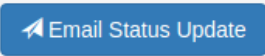
One thing to note, when updating the status, you need to click on the SAVE button for the status changes to be saved, including the recording of the tracking #.

Order Number: 8553569788 

Information Invoice Refunds Items Serial Numbers Packing Transaction details

Print Order

Order information

Order number	8553569788		
Order date	2017-09-29 07:01:21		
Status	Processing		
Shipping	<div>error</div>		
Tracking #	<div>Processing ✓</div>		
	<div>Shipped</div>		
	<div>Ready for pickup</div>		
	<div>Pre ordered</div>		
	<div>Refund</div>		
	<div>Cancelled</div>		

Order totals

Sub total			
Shipping	\$ 67.99		
HST	\$ 30.93		
Total	\$ 268.86		

Extra Information

Cost	\$ 110.98		
Profit	\$ 50.00		

Close

Save