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Applied Digital Skills

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THIS CERTIFIES THAT

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HAS COMPLETED

Avoid Online Scams

AWARDED ON

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The story of selling shoes

Phone call

- Deshawn should be very vigilant about the phone call.
- The buyer did not even said Good-bye, a good customer care representative will always end a call with proper greeting
- If the buyer needs sneakers for the next day, why aren't they visiting the store then?

Email from buyer

- After receiving the payment confirmation email, Deshawn must check his account balance whether amount has been credited in his account or not.
- Has Deshawn verified the email address?
- The payment confirmation email won't include the statement 'ship the shoes asap'.

Should Deshawn ship the shoes?

- Deshawn should not ship the shoes.
 - Because the payment has not been credited in his bank account.
 - Because the phone call seems fake including the email address, logo and the caller herself.

Group decision: Deshawn must not sell/ship the shoes.

Additional notes

- Verify the phone number the call came from.
- Differences in logo
- The original buyer will have a authentic email address, in our case the buyer did not have that.