

The Hague, March 6, 2018

# e-Commerce Action

Guide for partners



Guide

## Practical guide for partners in the eComm Action 2018

### The method

- **The police team up with private sector stakeholders**

The police will contact e-merchants to work with them to find professional fraudsters. Most merchants welcome this help, because they are suffering financially from e-Commerce fraud. The police and merchants should form a Project Team. This is done in all the participating countries, and in forming international Project Teams, Europol will help the police to find contacts. Usually it is also beneficial to include the acquiring banks, logistics companies and other partners to the team.

- **Merchants find fraudsters in their databases**

Most merchants have software to handle the purchases and payments on their webshop. Most merchants also blacklist many addresses, email addresses and other identifiers that are linked to confirmed fraud cases. Merchants choose some of them and report them to the police.

- **Cross check from police and bank databases**

The police can check those entities from police databases, and also request additional analytical information from Europol. As a result, more evidence is built up around the reported individuals or addresses.

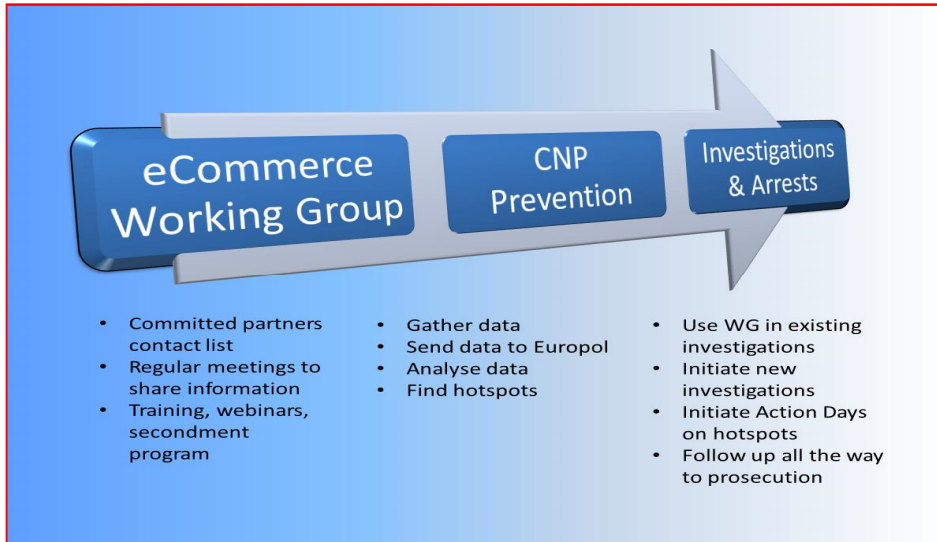
- **Decide which targets to take**

The Project Team then chooses which targets to investigate, and when. The investigative measures must be led by the police, who can make investigative decisions as the cases are ongoing. The police also informs the merchants what information still should be gathered in order to conduct investigations, get the necessary judicial permits and resources. Contact points to all stakeholders are agreed, a commitment is promised.

- **Decide when to take action**

The investigative measures must be done when feasible. The eComm Action of Europol will be conducted in June, 2018, during which Europol will provide additional on-the-spot support for the participating countries (when requested), a Command Post to facilitate the exchange of information between countries and designated analytical experts to analyse all cases to inform the contributing

police agencies about their cases' links to other countries and other investigations, in order to make those cases more successful.



The second method to participate the eComm Action is to select a Theme Week and investigate all incoming cases in an enhanced way; to send all international cases to Europol for cross-checks and national cases to selected partners for quick responses and additional information.

After the joint investigation eComm Action, Europol will gather the most relevant results from all participating countries, and a press release is published to highlight the practical cooperation of the Law Enforcement and the private sector partners in the participating countries, and to magnify the awareness effect of our joint activities.

- **All stakeholders committed to follow through to prosecution**

The eComm Action in 2016 and 2017 have proven to bring Organized Crime Groups (OCGs) to the surface, previously unknown criminals structures have come to light. In many countries, the investigations continue even after the eComm Action, and it is beneficial for the success of the cooperation that all stakeholders remain committed to support the cases until finally prosecuted and brought to the justice system.

For more information, please don't hesitate to contact us!

Europol EC3, AP Terminal

[o335@europol.europa.eu](mailto:o335@europol.europa.eu)