What is Trouble Tracker?

Trouble Tracker is the easiest way for merchants to get alerted to problematic customers and orders placed through their payment processor, fulfilled on Shopify. Our App represents a "union of data" pinging our various databases, aggregating automated processes to check Personal Identifiable Information (PII) and previous ecommerce transactions to find additional "other" causes of customer headaches that traditional "fraud detection" may not hunt down.

These pieces of data and additional checks, generally include:

➢ Phone Number Issues & Risks

➢ Physical Address Issues & Risks

➢ Email Address Issues & Risks

➢ Freight Forwarding & Warehouse Logistics Risks; Third-Party Address Risks

➢ Customers Known to Dispute Transactions (Chargeback Risks)

➢ Customer Support Hassles

➢ Shipping Insurance & "Not Received" Risks

➢ Other Datasets of Problematic Customers & PII

Why Trouble Tracker?

Trouble Tracker assesses each order and flags any potential issues with real-time notifications to help you understand the risks associated with that order. Merchants can have their warehouse/fulfillment notified to pause shipping until manual review can take place and decides whether the risks are "worth it" to fulfill. **Trouble Tracker** provides you with more knowledge of the potential headaches associated with each order. You will know the risks BEFORE the TROUBLE strikes and be more prepared.

How Much Does Trouble Tracker Cost?

Trouble Tracker is free to sign up and there are no initial, integration or manual review costs. We charge merchants a $0.30 fee for each order, billed automatically through Shopify.

How Do I Get Started?

Download the [Trouble Tracker App | Shopify App Store](), ENABLE **Trouble Tracker** and we'll automatically integrate with your store.

Any Further Questions? Please reach out to [Sales@TroubleTracker.App]() or book a call with us at [https://calendly.com/stevechargeback]()