

A Fraud Return Detection System in E-commerce

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Abstract: - Customers can purchase items from the comfort of their own home or workplace via using online stores. Shopping is made easier and convenient for the customer through the internet. E-commerce has made great strides in providing convenient, fast and secure shopping experience for consumers. In the online marketplace, where customers are more attracted towards online shopping, there might be chances where a customer can intend to return a fraud product in place of the original one. This paper focuses on solution provided for an ecommerce seller when they face issues regarding false products.

Key Words: — *Online return policy issue, Online seller issue, Problems faced by ecommerce seller, online fraud returns.*

I. INTRODUCTION

Nowadays one area of growing interest is of online shopping. People nowadays prefer shopping via online stores as it saves time and is more lenient than going to the actual stores in the market. The combination of the Internet and E-commerce usage has produced a new online atmosphere that is extremely efficient and effective. In the online marketplace, where customers are buying products, there might be some customers who are intended to return a false product in place of the real one. However, the growth in online retailing hides these problems with product returns. In this project we will be focusing on overcoming this fraud return problems. With the use of Laravel 8.x framework, we are working on a web application where each product is provided with a QR code containing a secret code id in it. The products considered are product from local vendors and not of any brands. When a delivery boy goes to pick a return product, first he will scan the QR Code provided on the product and then can cross verify its id using the system. If the Id matches, then he will pick up the product or else the product won't be returned.

The main objective of the project is to overcome the problems faced by an ecommerce seller when a false product is returned by a customer. Sometimes a customer can may lead to return a false product in place of the correct one which at the end would be a loss of the seller.

II. EXISTING SYSTEM

The previous system's application contains simple management of data regarding the ecommerce site. These applications are mainly used to manage data of orders placed by the users and their transactions. Different status of the orders contain order placed, shipped, delivered, cancelled and returned also in the transaction, different status are active and inactive. The existing system is considered to manage the data only. Previously there was no such type of product detection system. At a certain amount, the frauds in returned products are neglected.

III. PROPOSED SYSTEM

The proposed system is a web application, created to overcome and avoid fraud returns occurring in ecommerce business. The system contains different modules to manage data and it also provides manageable users information. Password encryption is added so that no one can access the application except the authenticated person. Token has been provided for each attempt of login to the system to prevent hacking. The project contains different modules which are: Users, Products, Roles, Secrets, Orders and Transactions. Here the Users module contains two sub modules as: Add

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