Online Shopping Scam: Organize Seller Chats, Payment Proof and Delivery Promises

When an order goes wrong, the relevant evidence is usually spread across a seller’s messages, payment receipts and delivery updates. A readable file packet is more useful than hundreds of unlabelled screenshots.

Important: This is practical documentation guidance, not legal advice or an official police form. A chat PDF is a supporting copy, not a guaranteed admissible record or a substitute for the original conversation. For urgent safety concerns contact appropriate local emergency services. Confirm current procedures directly with the relevant authority.

Separate the order facts from suspicions

Write down what was advertised, the price, agreed delivery date and what you actually received or did not receive. Distinguish a possible delay from confirmed fraud; do not accuse someone publicly without supporting facts.

Preserve the product listing URL or screenshot, order number, receipts and account identifiers. Some listings disappear or change after a dispute begins.

Export the negotiation and confirmation chat

Open the relevant Messenger conversation and use Auto Scan to include the quote, order agreement, delivery promise and later follow-ups. Export PDF for easy review, and keep attachments or receipts in an organized ZIP where accessible.

Verify the PDF’s beginning and end. A short PDF that omits the seller’s original promise may be less helpful than a longer copy with context. Check sender direction and dates carefully.

Build a simple transaction timeline

Use a table with order date, amount, payment method, promised delivery, follow-up dates and the amount in dispute. Add file names rather than embedding passwords or unrelated financial data.

Save original receipt files and any app transaction references. An exported chat is not a bank statement and does not substitute for provider records.

Use legitimate resolution routes

Contact the seller through an official channel and request an explanation in writing. If applicable, use the payment provider’s dispute process, consumer-protection complaint routes or local police guidance for suspected criminal conduct.

Avoid posting the seller’s personal information online. Share only what each authority needs and keep a record of when and where you made a report.

Retain a clean copy for follow-up

Maintain one unedited source archive and separate versions labelled “submitted” with the receiving organization/date. A simple index makes it easier to identify attachments later.

If more messages arrive, capture them as a later addendum. Do not silently replace the first version because that makes version history difficult to explain.

Practical step-by-step checklist

1. Save the product description, order number, price and payment receipt.
2. Export the chat including the original offer, promises and follow-ups.
3. Verify chronology and create a date-ordered transaction summary.
4. Ask the seller or payment provider for resolution through official channels.
5. If misconduct is suspected, seek guidance from appropriate authorities.

Complaint outline (not an official form)

Seller dispute / complaint summary

Seller/profile and listing URL: _____

Order and payment date: _____

Amount and provider transaction reference: _____

Promises and actual outcome: _____

Files attached (chat PDF, receipt, delivery record): _____

Resolution requested: _____

Common questions

Is chat PDF proof that a payment happened?

No. Pair the export with the original payment receipt or provider transaction record.

Should I remove unrelated personal messages?

Keep an unedited original archive; create a clearly described, minimal sharing copy if appropriate.

Relevant official resources

Bangladesh Police — official site — https://www.police.gov.bd/

Bangladesh Police — Online GD — https://gd.police.gov.bd/

Online article: https://chat-exporter-pro.com/blog/online-shopping-scam-chat-payment-evidence-pdf.html