FrankonFraud frankonfraud.com

Scammers Are Getting Dell and Staples to Send Their Fake Order Emails for Them

About 1,400 real order confirmations went out with a scam "helpline" typed where the customer's name should be. They pass every security check because Dell and Staples really sent them.

By Frank McKenna | FrankonFraud | October 25, 2026

DELL
Staples

The trick. Real retailer emails, carrying a scammer's phone number, sail past email security. Image: GBHackers

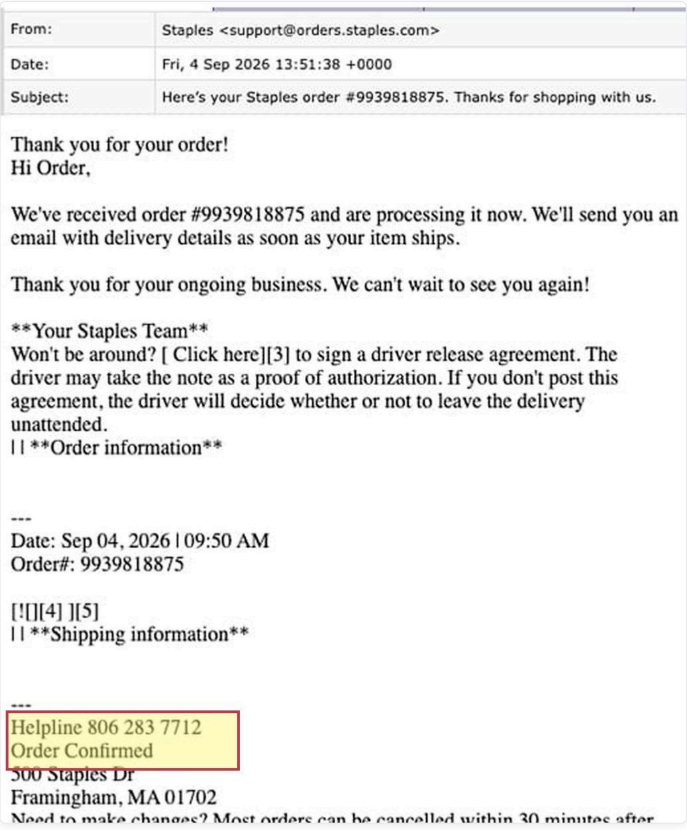
"Thank you for your order! Hi Order," the Staples email says. Then it thanks you for a $455 iPad you never bought.

"Hi Order" is the tell. The scammer typed "Order" in the name box and "Helpline 806 283 7712" in the address box, and Staples' own system mailed it out.

Cisco Talos found about 1,400 of these emails across two campaigns, one using Staples and one using Dell. Nobody hacked either company, the crooks just used the checkout.

The Staples email

It came September 4 from support@orders.staples.com, subject line "Here's your Staples order #9939818875." The sender, logo, order number and price were all real.



From:	Staples <support@orders.staples.com>
Date:	Fri, 4 Sep 2026 13:51:38 +0000
Subject:	Here's your Staples order #9939818875. Thanks for shopping with us.

Thank you for your order!
Hi Order,

We've received order #9939818875 and are processing it now. We'll send you an email with delivery details as soon as your item ships.

Thank you for your ongoing business. We can't wait to see you again!

Your Staples Team
Won't be around? [Click here][3] to sign a driver release agreement. The driver may take the note as a proof of authorization. If you don't post this agreement, the driver will decide whether or not to leave the delivery unattended.
| | **Order information**

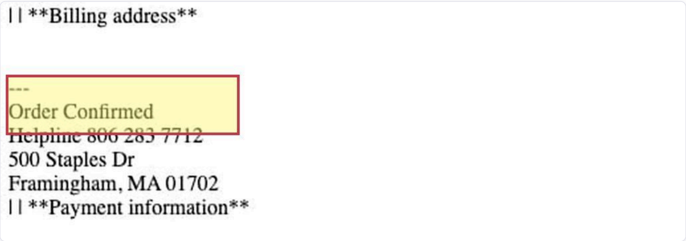
Date: Sep 04, 2026 | 09:50 AM
Order#: 9939818875

[![][4]][5]
| | **Shipping information**

Helpline 806 283 7712
Order Confirmed
500 Staples Dr
Framingham, MA 01702
Need to make changes? Most orders can be cancelled within 30 minutes after

The real Staples email. "Hi Order," and a phone number where the shipping name goes. Screenshot: Cisco Talos, highlight added by FrankonFraud

The shipping block reads "Helpline 806 283 7712, Order Confirmed," then 500 Staples Drive in Framingham, Massachusetts. That's Staples' headquarters.



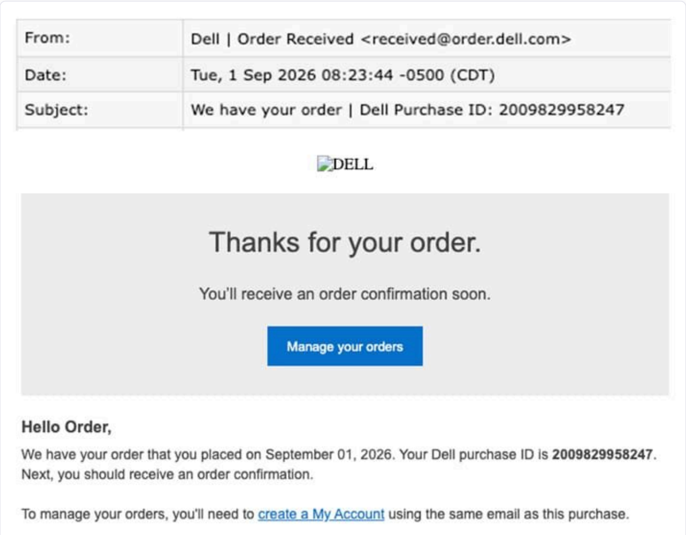
| | **Billing address**

Order Confirmed
Helpline 806 283 7712
500 Staples Dr
Framingham, MA 01702
| | **Payment information**

The billing block. Same number, same headquarters. Screenshot: Cisco Talos, highlight added by FrankonFraud

The Dell email

Dell's came September 1 from "Dell | Order Received." It said "Hello Order" and confirmed a $736.09 copy of Microsoft Project Standard 2024.



From:	Dell | Order Received <received@order.dell.com>
Date:	Tue, 1 Sep 2026 08:23:44 -0500 (CDT)
Subject:	We have your order | Dell Purchase ID: 2009829958247

DELL

Thanks for your order.

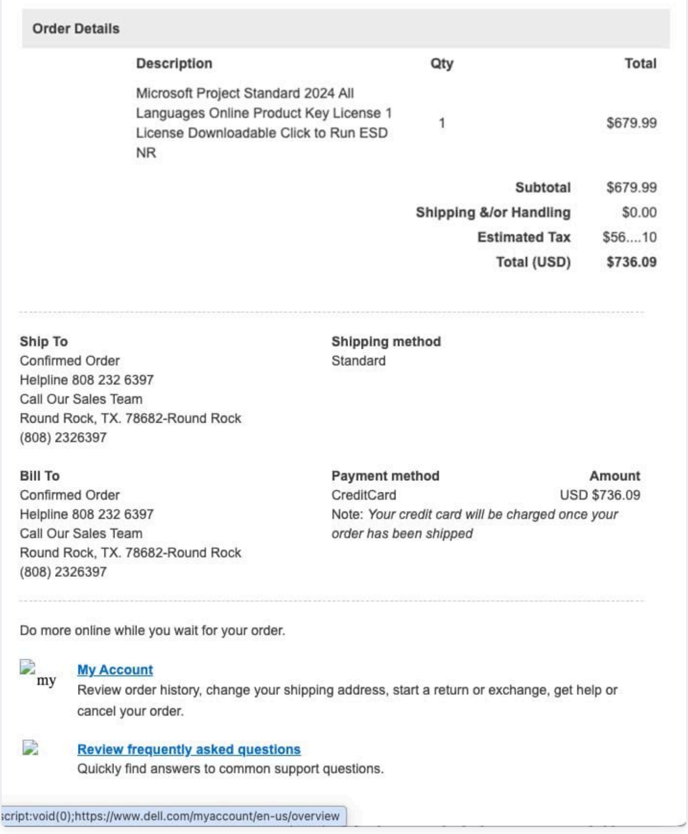
You'll receive an order confirmation soon.

Manage your orders

Hello Order,

We have your order that you placed on September 01, 2026. Your Dell purchase ID is **2009829958247**. Next, you should receive an order confirmation.

To manage your orders, you'll need to create a My Account using the same email as this purchase.



Order Details

	Description	Qty	Total
	Microsoft Project Standard 2024 All Languages Online Product Key License 1 License Downloadable Click to Run ESD NR	1	$679.99

Subtotal	$679.99
Shipping &/or Handling	$0.00
Estimated Tax	$56....10
Total (USD)	**$736.09**

Ship To
Confirmed Order
Helpline 808 232 6397
Call Our Sales Team
Round Rock, TX. 78682-Round Rock
(808) 2326397

Shipping method
Standard

Bill To
Confirmed Order
Helpline 808 232 6397
Call Our Sales Team
Round Rock, TX. 78682-Round Rock
(808) 2326397

Payment method **Amount**
CreditCard USD $736.09
Note: *Your credit card will be charged once your order has been shipped*

Do more online while you wait for your order.

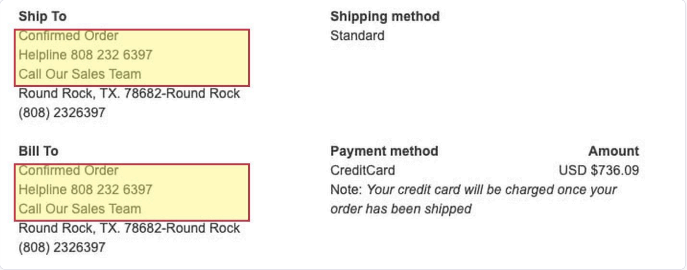
my **My Account**
Review order history, change your shipping address, start a return or exchange, get help or cancel your order.

Review frequently asked questions
Quickly find answers to common support questions.

script:void(0);https://www.dell.com/myaccount/en-us/overview

The real Dell email. Dell's layout, Dell's buttons, a $736.09 charge. Screenshot: Cisco Talos

Ship To and Bill To both read "Confirmed Order, Helpline 808 232 6397, Call Our Sales Team," with Dell's hometown of Round Rock, Texas, as the city. An 808 number is Hawaii, by the way, and the Staples 806 number is the Texas Panhandle.



Ship To
Confirmed Order
Helpline 808 232 6397
Call Our Sales Team
Round Rock, TX. 78682-Round Rock
(808) 2326397

Shipping method
Standard

Bill To
Confirmed Order
Helpline 808 232 6397
Call Our Sales Team
Round Rock, TX. 78682-Round Rock
(808) 2326397

Payment method **Amount**
CreditCard USD $736.09
Note: *Your credit card will be charged once your order has been shipped*

The payload. Three lines of scam text where the name and address belong. Screenshot: Cisco Talos, highlight added by FrankonFraud

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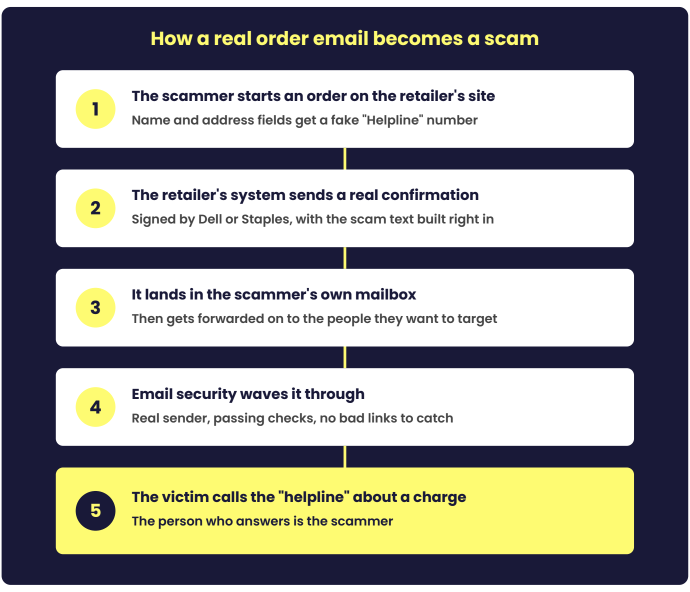
How it works

Order systems repeat back whatever a customer types. Put a phone number in the name field and the store prints it in a signed, branded email.



How a real order email becomes a scam

1. **The scammer starts an order on the retailer's site**
   Name and address fields get a fake "Helpline" number
2. **The retailer's system sends a real confirmation**
   Signed by Dell or Staples, with the scam text built right in
3. **It lands in the scammer's own mailbox**
   Then gets forwarded on to the people they want to target
4. **Email security waves it through**
   Real sender, passing checks, no bad links to catch
5. **The victim calls the "helpline" about a charge**
   The person who answers is the scammer

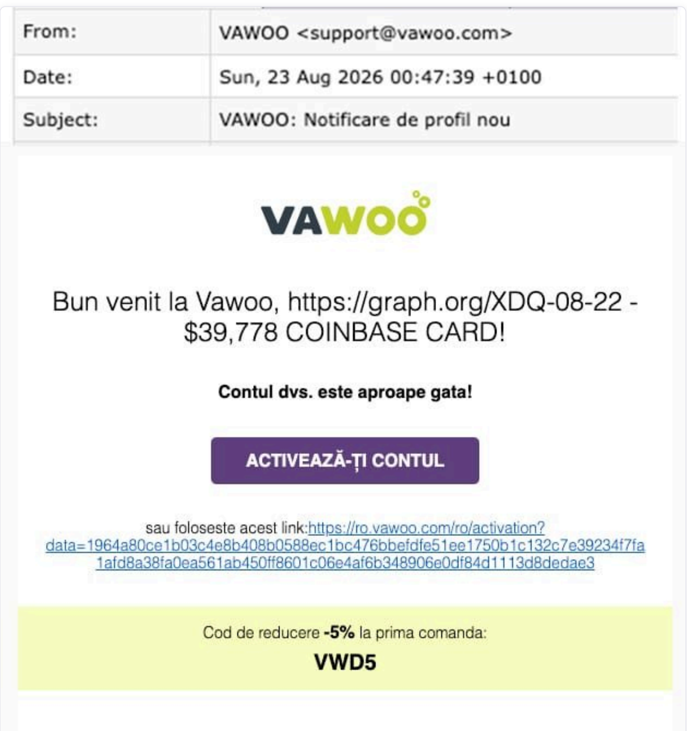
Five steps, no hacking. The retailer's own order system does the heavy lifting. Illustration: FrankonFraud, based on Cisco Talos and IRONSCALES research

Since Dell and Staples really sent the emails, there's no fake sender to catch. Talos says both passed DKIM and DMARC, the checks that prove where an email came from.

> **"The wrapper can explain where a message came from. It cannot prove that the payload is safe."**
> **Cisco Talos**

Dell and Staples aren't the only ones

Talos says it saw more than 25 legit platforms abused like this in the past year. One was a Romanian online store, VAWOO, whose welcome email greeted the reader with "$39,778 COINBASE CARD!" because that's what the scammer typed as a name.



From:	VAWOO <support@vawoo.com>
Date:	Sun, 23 Aug 2026 00:47:39 +0100
Subject:	VAWOO: Notificare de profil nou

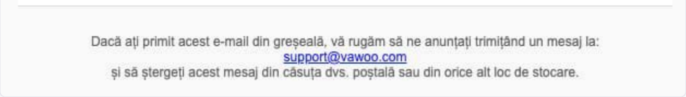
Bun venit la Vawoo, https://graph.org/XDQ-08-22 - $39,778 COINBASE CARD!

Contul dvs. este aproape gata!

ACTIVEAZĂ-ȚI CONTUL

sau foloseste acest link:https://ro.vawoo.com/ro/activation?data=1964a80ce1b03c4e8b408b0588ec1bc476bbefdfe51ee1750b1c132c7e39234f7fa1afd8a38fa0ea561ab450ff8601c06e4af6b348906e0df84d1113d8dedae3

Cod de reducere **-5%** la prima comanda:
VWD5



Dacă ați primit acest e-mail din greșeală, vă rugăm să ne anunțați trimițând un mesaj la:
support@vawoo.com
și să ștergeți acest mesaj din căsuța dvs. poștală sau din orice alt loc de stocare.

A welcome email with a crypto lure. The store greets you with whatever the scammer typed. Screenshot: Cisco Talos

In June, Norton's parent company Gen found fake receipts for iPhones, Apple gift cards and Norton renewals inside Shopify's Shop app, each with a number to call. Gen said it's still unclear how they got there.

What happens when you call

The email is only bait. The scam starts when you dial.

GBHackers says the call can lead to payment fraud, stolen logins or a remote access scam. A $736 software charge you never made is a perfect setup for a fake "refund," and the guy on the phone is happy to help you get it.

cisco
TALOS

Checked and still dangerous. Image: Cisco Talos

Sources

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Amar Ćemanović, CyberInsider, "Shopify Shop app users are seeing fake orders in purchase histories," June 25, 2026. cyberinsider.com