

# Project Management Pack



## PROJECT MANAGEMENT PACK

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Project Management Pack is a collection of materials used to conduct an extensive interview, design a project storyboard; and then develop, deploy and market a project. Project Management Pack is intended to be used as the first step in the process of interviewing a client (or gathering information for internal projects) to assist in writing a business proposal or project design.

## E-Commerce Tips for Client

- Use designated account for Internet orders (check with clients bank for restrictions)
- 90% of fraudulent orders come from free e-mail addresses. You may want to consider refusing credit card orders from customers using free e-mail or manually verify orders.
- There is a higher risk for non-tangibles (software, etc.).
- Subscription services are high risk.
- Verify manually if “bill to” and “ship to” are different.
- Use a traceable shipping method.
- Use manual credit card processing with AVS verification for least risk.
- Inform customer who the charge on their credit card will come from when they look at their monthly statement in the HTML and e-mailed receipts.
- International orders are high risk. Request phone # on back of card and manually verify. Once the product is out of the country, it's gone.
- Phone the customer back on large orders, especially on 2<sup>nd</sup> day or overnight shipping.
- Manually verify orders and consider getting a signed slip even by postal mail for large orders, high dollar orders and orders that fall outside the normal pattern of clients customers. Most fraud will fit a pattern that deviates from that of the average legitimate customer.

THE REST OF THE CONTENT HAS BEEN REMOVED FROM THIS SAMPLE. THE ENTIRE CONTENTS OF THE DOCUMENT ARE INCLUDED IN:

PROPOSAL KIT PROFESSIONAL AND PROPOSAL KIT WEB FREELANCER.



# S A M P L E

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<http://www.proposalkit.com/htm/products.htm>