

Project Management Pack



▶ Project Management Pack is included in the [Proposal Kit Professional Bundle](#)



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Project Management Pack is an extensive library of material used to help manage your projects from start to finish. Project Management Pack also includes the Records Management Toolkit for developing a detailed records management program.

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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 2nd 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 2 pages of the document are included in:

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S A M P L E

This sample has been truncated to only show a portion of the content. The complete editable version of this document is included in Proposal Kit Professional at:

<http://www.proposalkit.com/htm/proposal-software-products.htm>