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Project Management Pack also includes the Records Management Toolkit for developing a detailed records management program.

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

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