



## E-COMMERCE POLICY

### 1. PURPOSE

- 1.1. This policy establishes the official centralized e-commerce software solution for Clemson University and requirements for the University community and organizations.
- 1.2. This policy is developed to adhere to the Payment Card Industry (PCI) Security Standards Council, South Carolina state and University requirements, and contractual agreements regarding e-commerce activities at the University.

### 2. SCOPE

- 2.1. All University employees and students are required to adhere to this policy and any procedures or trainings outlined in the e-commerce software solution.

### 3. DEFINITIONS

- 3.1. **E-commerce software solution:** software that enables the commercial process of buying and selling over an electronic environment

### 4. POLICY STATEMENT

- 4.1. The University requires that all individuals wishing to engage in e-commerce activities at the University use the designated ecommerce software solution. No other e-commerce solution is permitted.
  - 4.1.1. The contracted e-commerce software solution meets state requirements as a PCI compliant solution for accepting online payments.
- 4.2. Anyone wishing to establish a store within the e-commerce software solution must [submit an application](#) and receive approval.
- 4.3. The Office of Cash and Treasury is authorized to review each application and subsequently approve or deny all applications.
  - 4.3.1. The Cash and Treasury Services Department establishes and assigns required training for approved users.
- 4.4. No e-commerce activity is permitted to be used for personal gain or in any manner that is deemed unethical. The University reserves the right to define the scope of e-commerce activities as they relate to University business.
- 4.5. Suspected unauthorized use of the University's e-commerce software solution can be reported to Director of Cash and Treasury Services.
- 4.6. Suspected unauthorized use of the University's e-commerce software solution will be investigated by the Director of Cash and Treasury Services who will make determinations, which may result in disciplinary action.
- 4.7. Departments or organizations utilizing engaging in e-commerce activities are responsible for the fulfillment and shipping of orders, tracking and maintaining inventory, responding to



customer inquiries, refunding customer accounts, and reconciling revenues generated through their e-commerce store.

4.7.1. Office of Cash and Treasury is not responsible for reconciling e-commerce store accounts, processing refunds, and pulling product reports.

4.8. Requests for an exception to this policy must be sent to the Director of Cash and Treasury Services who will submit the request to the state for review.

## 5. ADDITIONAL RESOURCES

5.1. [Conflict of Interest](#)

5.2. [Ethics Policy](#)

5.3. [Marketplace Implementation Guidelines](#)

5.4. [Marketplace Manual](#)

5.5. [PCI Compliance Training](#)

5.6. [PCI Security Standards Council](#)

5.7. [Red Flags Rule Training](#)

5.8. [South Carolina Code of Law](#) §11-5-280, §12-4-395, §12-54-75

5.9. [Touchnet Marketplace](#)

## 6. RESPONSIBLE DEPARTMENT/DIVISION:

Cash and Treasury Services Department, [toniqud@clemsn.edu](mailto:toniqud@clemsn.edu), 864-656-0745

## 7. PUBLISHED LOCATION: [Cash and Treasury Services Policies and Procedures](#)

## 8. APPROVAL & REVISION HISTORY

8.1. President Approval: 8/11/2022

8.2. Last Date of Revision: 08/31/2002

8.3. Originally Issued: 08/31/2002