

Process:	Establishing a New E-Store		
Contact:	Humanities and Social Sciences Financial Services	Last Revision Date:	4/3/2025

Introduction:

The eStore solution will allow owners to more easily manage and grow events, conferences, and miscellaneous sales via the internet. After implementation and training, an owner will have the ability to accept credit card transactions online for allowable tangible and intangible products and services as well as manage products in their eStore.

Steps for eStore Set-up:

1. Requesters should complete and submit an [eStore Request Form](#). The form will be routed to the Accounting Manager for review.
2. The Accounting Manager will schedule a meeting to fully determine the department's needs, decide the best way to proceed, and assist with establishing the financial components that support the routing and posting of the revenue and expenses. During this meeting, participants will discuss whether a project already established within the unit is sufficient or if a new project is required and discuss specific policies related to Payment Card Industry (PCI) compliance. If the decision is made to proceed with establishing an e-store, the Humanities and Social Sciences eStore agreement, and security & ethics agreement will be emailed to the requestor for review and signature.
3. The Accounting Manager works with the Controller's Office to coordinate REPORTER training for the requester (and the unit business liaison, if necessary) by completing the HigherOne eStore request. The approximately two-hour PCI training is completed online, using the link provided by the Controller's Office, with a certificate of completion being emailed shortly thereafter. A copy of this certificate should be sent to the Accounting Manager.
4. The Controller's Office will contact the Office of Information Technology (OIT). OIT will contact the requester/department to begin the process of establishing the technological components of the unit's storefront components (what rates should appear, how options are presented, etc.).

The eStore is charged a credit card fee based on the amount of revenue received monthly. The Accounting Manager will transfer revenues and fees to your project 3xxxxx. Revenue is normally distributed by the 10th of the following month, and expenses are normally distributed by the 10th bimonthly. (For example: Revenue produced in July will be transferred by the 10th of August and expense fees transferred by the 10th of September).

Additional References:

Merchant Services:

<http://controller.ofa.ncsu.edu/merchant-services/becoming-a-merchant/>