ITS eCommerce Usage Agreement

1. **Agreement purpose:** This agreement defines the limitations of ITS’s involvement in fixing any damages that result from misuse of or deviation from this agreement.

2. **Deadline for agreement acceptance:** This agreement must be signed and returned to ITS within 15 days of the date ITS submits it.

3. **Point of Contact:** The store owner’s supervisor shall be the point of contact.

4. **Site Owner and Store Manager:** Each department must designate a site owner and a store manager. The site owner assumes fiscal responsibility for the store, and the store manager manages the store's day-to-day operations and reports to the site owner. *The same individual cannot perform both roles.* Doing so lacks proper oversight.

5. **eCommerce purpose:** eCommerce provides University departments with an online store where the departments can sell products or services.

6. **Limitations on ITS responsibility:** Should any problems result from misuse of or deviation from proper eCommerce use or from an error in eCommerce, ITS shall not be held responsible but will attempt to resolve the issue. To request ITS support for problems that result from the misuse of or deviation from proper eCommerce use, departments shall ensure proper training and oversight of the employees who use eCommerce. Continued issues caused by deviation from proper use may force a site shutdown. ITS shall not be held liable for information or revenue lost while fixing a problem. Store owners, store managers and any other user accounts created by the aforementioned parties must abide by all WVU and Governmental policies such as, but not limited to, FERPA, HIPPA, and the University Acceptable Usage Policy. ITS will not be responsible for any inappropriate data collection, processing, or disclosures.

7. **Annual review:** ITS must receive notification of any changes to the site owner and/or the store manager. A new agreement must be signed yearly.

8. **Effective date of agreement:** The terms and conditions in this agreement take effect when the agreement is signed and returned to ITS.

*Agreement acceptance constitutes agreement to these terms and conditions.*

*(Sign on the back)*
West Virginia University
Information Technology Services
eCommerce Usage Agreement

Signatures

My Website is

epay.wvsto.com/WVU/_________________________________________

* Site Owner (sign)  
Site Owner (print)

________________________________________________________

Department/Organization

Phone number  
Date

* Store Manager (sign)  
Store Manager (print)

________________________________________________________

Department/Organization

Phone number  
Date

RETURN TO PO BOX 6892 C/O ECOMMERCE PRIMARY APPLICATIONS ADMINISTRATOR

*Any changes to departmental positions require notifying ITS for document updating.