

1st STOP CHECKLIST: MAIL ORDER

REQUIREMENTS & REGULATIONS

Federal Regulations

- [] The **Federal Trade Commission (FTC)** regulates **mail** sales. You must follow the **FTC's Mail or Telephone Order Merchandise Trade Regulation Rule**. If you have any questions about federal regulations, please call the **FTC's Cleveland Regional Office** at **(216) 263-3410**. The FTC is also on-line at www.ftc.gov.
- [] The **Federal Communications Commission (FCC)** also regulates **telephone** solicitations (especially fax transmissions and auto dialers). For more information, please contact the FCC at **(888) 225-5322**. The FCC is also on-line at www.fcc.gov.

State Regulations

- [] Currently, there are no specific licensing requirements (other than vendor's licensing) for on-line auctions.
- [] If you are making **telephone** sales, you may need a **certificate of registration** from the **Ohio Attorney General**. You may also need a surety bond.
- [] If you have questions about state laws, please contact the **Ohio Attorney General's Office** at **(800) 282-0515** or **(614) 466-4320**. The office is also on-line at <http://www.ohioattorneygeneral.gov/>. **Remember to check local government agencies**
- [] Whether you are selling goods via the **mail**, **telephone** or **Internet**, you will need a **TRANSIENT VENDOR LICENSE**. Contact the **OHIO DEPARTMENT OF TAXATION** at **(888) 405-4039** for **Business Tax Assistance**; **888-405-4089** for **Tax Registration**; or **(800) 282-1782** for the **Forms Request Line**. Information is also on-line at <http://tax.ohio.gov>. **Remember to check local government agencies**
- [] Like any other business, **mail** merchants must comply with the **Ohio Consumer's Sales Practices Act**. The act prohibits unethical and devious sales practices. For full text, please read the **Ohio Revised Code (ORC) Section 4719.14** or online at www.codes.ohio.gov.
- [] Mail businesses also must comply with the **Ohio Telephone Solicitation Sales Act**. The act can be found in the **ORC Section 1345.21** or online at www.codes.ohio.gov.

For more help, contact your local Small Business Development Center (SBDC).

www.ohiosbdc.ohio.gov

REMEMBER TO CHECK LOCAL GOVERNMENT AGENCIES

THIS CHECKLIST IS ABOUT STATE REQUIREMENTS.