Develop and Implement a Web Based Order & E-Commerce Payment Process

If a department is interested in setting up a web based site that will enable customers to order and pay on-line for a department's goods and/or services the following is an overview of the steps required:

3.1   Department conducts a feasibility study (with the assistance of a Technical Consultant) to determine the requirements in developing a Web based site/shopping basket and the costs and benefits involved. The Department is to consult with CCS WebSolutions to ensure compliancy of the application and hosting of the server to campus computing specifications. The Department obtains the appropriate approval from the Chair, Director & or Dean and to facilitate the project a Project Leader is normally assigned.

3.2   The next step is to provided to Treasury Operations the below information to secure a Global Payments merchant number. Contact the Revenue Analyst at ext: 56768 to arrange the setup of the new merchant number. Provide the following information:

- Name and address of Department
- Contact name and telephone number
- URL to the ecommerce application, if known.
- General ledger coding for monthly merchant fees
- Approximate annual revenue expected showing $ value for both Visa and MasterCard
- Approximate single ticket $ value

3.3   Once the Global merchant number has been assigned to the Department, the next step is to contact the third party provider for the secure credit card processing web payment site. For more information on this please contact Mirapay/Eigen please refer to their web-site at https://ws2.eigendev.com/mira/index.php .
or CCS WebSolutions x 58888. Using the ecommerce providers through Global Payment protects the University in e-commerce transactions. It is critical that credit card processing is handled off the University's systems.

3.4   The costs associated with Global Payments and the E-Merchant Gateway Provided (Mirapay / Eigen or alternate) include; and e-commerce fees which may include a one time merchant setup fee, monthly fee and a fee per transaction. Contact Revenue Analyst ext: 56768 for more details. These fees are billed direct to the department by way of invoice.

Global Payments Visa and MasterCard discount fee are invoiced to Treasury Operations and these charges are typically billed monthly back to the Department by way of journal entry. Current cost of terminal rental, Visa & MasterCard fees etc:
See section 1.9 of the Overview.

3.5   As part of the Global Payment setup process, they can provide the following documents directly to your Department:

- Steps to Going Live
- Live Request Form
- Service Level Agreement Form
- Programmers Interface Guidelines

- Website support

3.6 The Going Live Request form is to be completed by the Department (Project's Lead or Technical Consultant) and then sent directly to the E-Merchant Gateway Provider and CCS, Web Solutions.

3.7 The Customer Information area of the Service Level Agreement is to be completed by the Department and sent to the Revenue Analyst at ext: 56768 for authorization and final submission to the E-Merchant Gateway Provider.

3.8 Once the web shopping basket development is complete, tested, verified by CCS Web Solutions with SSL and working via the E-Merchant Gateway interface, credit card payment testing is required before the Department can go live with Web site.

3.9 To complete the web payment testing, it is imperative to contact the Treasury Coordinator at ext: 52865 who monitors the web based payments for this bank account. They will advise the details on the payment testing required. The credit cards accepted are Visa and MasterCard.

Additional Testing - Prior to Going Live:

3.10 Prior to going live a full process cycle covering the order, credit card payment(s) and bank deposits must be tested. This test cycle often takes approximately 5 days of elapsed time; from the point at which the test order is placed, credit card authorization to the final deposit of the funds to the University's bank account. Please plan accordingly prior to your Go-Live date.

3.11 The following credit card test payments are required.

- Department to go into new web site and place a 'test' order
- Complete an order for both Visa and MasterCard (normally for $1 each for testing)
- On a separate day process a refund for less than the order amount.
- Let the Treasury Coordinator at ext: 52865 know that you have submitted a payment for both Visa and MasterCard and the amount.
- This cycle can take 2-3 banking days, please plan accordingly.
- Once the deposit is verified in the bank, your Department will be notified that testing was successful.

Final Approval to Go Live for the merchant card payment process rests with Treasury Operations. This approval is based on the success of the testing and the provision of a complete payment audit trail.

3.12 To complete the deposit for submission to Treasury Operations the following is required.

- Print End-of-Day (EOD) Transaction Report from Mirapay/Eigen site
- EOD report for the day is to be attached to your RRV and given to the Revenue
- Control Front Counter Staff for receipting and coding to the appropriate Department
- The Treasury Coordinator confirms that the web payments are in the University of Guelph's bank account prior to the RRV being entered into Oracle Financials.

3.13 For further information refer to the following:

For information on making a deposit to Treasury Operations refer to
Control of Revenue by University Department [1]

Source URL: https://www.uoguelph.ca/finance/departments-services/revenue-control/credit-and-debit-card-payments-and-processing/web-based-e-comme

Links

[1] http://dev.uoguelph.ca/finance/sites/uoguelph.ca.finance/files/5101.pdf