What bill or receipt is required documenting the customer's web purchase?

The departmental e-commerce system must generate a payment invoice prior to authorizing a transaction. The purchase totals should appear as an on-line invoice after your customers have selected their goods or services. The departments on-line invoice would include; date of the transaction, bill to name and address, short description of the goods or services involved total cash price plus any taxes, etc.

If a customer disputes the web payment and VISA or M/C determines that the department's documentation is not adequate than VISA or M/C will refund the payment to the customer and charge-back the department the original charge collected. E-commerce system typically includes an on-line payment invoice, confirmation number and order acknowledgement email. For an overview of MiraPay and website setup instructions refer to the attached.

Category:

- Treasury Operations FAQ [1]

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Links
[1] https://www.uoguelph.ca/finance/category/category/revenue-control