Web Based Order & E-commerce Payments Process

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Treasury Oversight of eCommerce Platforms

> *The University's Treasury Operations reserves the right to approve or withdraw approval for any eCommerce platform (e.g., Shopify, Moneris Checkout, Stripe, etc.) at any time. This discretion ensures alignment with institutional financial controls, compliance requirements, and risk management standards. Departments must obtain written confirmation of platform approval before implementation and remain incompliance with any Treasury-issued directives thereafter.*

eCommerce Platform Setup and Governance

The University of Guelph has an online payment portal, UoG Payment Portal [1]. [2] that departments can use to collect non-tuition related funds. The payment portal requires the setup of a Moneris Checkout account.

All eCommerce solutions must adhere to the following requirements:

Treasury Approval and Oversight
Treasury Operations must approve all eCommerce platforms prior to implementation and reserves the right to revoke or modify such approval at any time to ensure compliance with University financial controls, risk standards, and regulatory requirements.

PCI Compliance
All platforms must be Payment Card Industry Data Security Standard (PCI DSS) compliant. Departments must ensure compliance is maintained and verified annually. Ask the vendor of compliance certificate or equivalent.

CCS Security Audit
A formal security review must be completed by Computing and Communications Services (CCS) prior to launch, and any identified risks must be addressed to the satisfaction of CCS and Treasury

See CCS, Security Risk Assessment [3]

Treasury Administrative Access
Treasury Operations must be granted administrative-level access to the eCommerce platform and associated merchant account to support financial oversight, reporting, and reconciliation.

Cost Responsibility
The department is fully responsible for all costs associated with the setup, operation, and maintenance of the eCommerce platform, including transaction and service fees.

Departments considering a new eCommerce solution should consult with Treasury Operations early in the planning process to ensure alignment with University standards and policies

Additional Testing - Prior to Going Live:

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.

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 Officer at ext: 58390 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.

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

- Print End-of-Day (EOD) Transaction Report from the site
- EOD report for the day is to be attached to your RRV and given to the Treasury Operations 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.

For further information refer to the following:

For information on making a deposit to Treasury Operations refer to http://www.fin.uoguelph.ca/uploadFiles/5101.pdf [4]

Source URL:https://finance.uoguelph.ca/departments-services/treasury-operations/deposits-cash-credit-cards-other/web-based-order-e-commerce

Links
[1] https://www.uoguelph.ca/payments [2] http://uoguelph.ca/payments [3] https://ithelp.uoguelph.ca/policy/security-risk-assessment-process [4] http://www.fin.uoguelph.ca/uploadFiles/5101.pdf