Who pays the eCommerce fees?

Tell Me

1. Each merchant is responsible for paying the fees associated with their electronic transactions.
2. The Controller’s Office (CO), which is part of Financial Services (FS), receives and pays the bills for the fees on behalf of the merchant or processing group.
3. Each processing merchant or department must provide the appropriate fund and account number to the eCommerce Office from which the fees are to be debited.
4. Once the bills are received and paid by the CO, the designated fund and account number provided by the department will be debited.

Related FAQs

- How do I know which eCommerce access to request for a new user?
- May I still submit the scanned or hard copy of the “EC-AR - Access Request to Reporting Systems?”
- How long does it take for the access request to be granted?
- What reports should be submitted with the Payment Book Receipt (“PBR”) for the daily deposit?
- When should an eCommerce Access Request eForm be submitted?