

## Operational Policy

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<b>Approved:</b>			

### Purpose

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are committed to fiscal responsibility by the agencies and their agents and to the security of individual financial information. This policy outlines expectations for the agencies to ensure compliance with state and federal law and policy and accepted standards related to security standards for financial data and payment cards and generally accepted principles and practices for accounting, financial management and data security standards.

### Description

Electronic (e) commerce activities are a natural part of DHS and OHA business processes. This policy provides requirements for the agencies' participation in credit card, debit card and electronic payment processing.

### Applicability

This policy applies to all DHS and OHA staff including employees, volunteers, trainees and interns.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

### Policy

1. E-commerce activities relate to the buying and selling of goods and services over the internet including mobile commerce, electronic funds transfers, wire transfers, banking and online transaction processing like credit and debit card receipt and payment.
2. When engaging in e-commerce activities, DHS and OHA shall:
  - a. Comply with all applicable state and federal law and security standards.
  - b. Establish a system of internal controls that provides reasonable assurance that all credit card transactions are properly authorized, timely settled and accurately and completely recorded.
  - c. Establish and maintain controls and safeguards to reduce the risk of unauthorized access.

- d. Monitor for unintentional and intentional errors, including fraud.
- 3. The DHS|OHA Controller has discretionary authority over the agencies' electronic (e-) commerce and shall comply with the requirements of the Oregon Accounting Manual, Oregon State Treasury cash management, and generally accepted accounting principles.
- 4. Prior to the provision of services, DHS and OHA shall request and receive from the Oregon State Treasury:
  - a. Preapproval for the Office of Financial Services (OFS) to accept credit cards for payment.
  - b. Prequalification for third party vendors that provide storage, processing, transmission or application services associated with credit card transactions to state agencies.
- 5. All third-party vendor agreements for e-commerce services shall be approved by the agencies' controller and Oregon State Treasury.
- 6. OFS and the Information Security and Privacy Office (ISPO) shall ensure DHS and OHA comply with all Payment Card Industry Data Security Standards, including:
  - a. An annual attestation of compliance.
  - b. Remediation of deficiencies.
- 7. DHS or OHA programs interested in participating in e-commerce activities shall apply to OFS for authorization.
- 8. OFS shall ensure:
  - a. Program compliance with e-commerce processes.
  - b. No individual's payment data is retained in paper or electronic form outside required or approved processes.
  - c. Vendors of outsourced e-commerce services are Payment Card Industry (PCI) compliant.
  - d. All employees responsible for e-commerce activities receive appropriate training, including being familiar with and having access to US Bank Merchant Terms of Service (MOTS) and Discover Business Services Merchants Operating Regulations (MOR).
- 9. DHS and OHA employees engaged in e-commerce activities:
  - a. Shall comply with all applicable state and federal law and security standards.
  - b. Shall not use, disclose or disseminate individual financial information except for the purpose of processing authorized financial transactions.

## References

ORS 291.015

ORS 291.026

ORS 293.265

ORS 293.590

Oregon Accounting Manual 10.35.00.PO

Oregon Laws 2007, Chapter 759: Oregon Identity Theft Prevention Manual

Payment Card Industry Data Security Standards

US Bank Merchant Terms of Service

Discover Business Services Merchant Operating Regulations

[Common Terms](#) for all Finance policies

[Common Terms](#) for all Administrative Services Division policies

## Forms referenced

## Related policies

DHS|OHA 040-013 Receipting of Checks and Other Negotiable Instruments

DHS|OHA 040-013-01 Customer Credit Card Payment Process

## Contact

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## Policy history

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