

## Operational Policy

<b>Policy title:</b>	Electronic Commerce Services		
<b>Policy number:</b>	ODHS OHA-040-024		
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<b>Approved:</b>	Don Erickson, Chief Administrative Officer Oregon Department of Human Services Kris Kautz, Deputy Director Oregon Health Authority		

### Purpose

The Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA) are committed to communication and collaboration on operational policies affecting both agencies, including those developed by the shared services offices. Additionally, both agencies are committed to transparency in their processes. The purpose of this policy, its corresponding processes and tools is to act as a clearly defined foundation to ensure effective collaboration in the creation, review, approval and distribution of business operations policies. The policy will establish clear requirements and provide for accountability within both agencies. The outcome of having clear policies and processes is enhanced delivery of services to ODHS and OHA staff dependent on current and accurate policies to perform their jobs effectively.

### Description

This policy outlines the expectations for the agencies participation in credit card, debit card, and electronic payment processing.

### Applicability

This policy applies to all ODHS 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 (electronic 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 including credit and debit card receipt and payment.
2. ODHS or OHA programs interested in participating in e-commerce activities shall apply to the Office of Financial Services (OFS) for authorization. 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 staff responsible for e-commerce activities receive appropriate training.
3. When engaging in e-commerce activities, ODHS 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.
4. The ODHS and OHA Controller has discretionary authority over the agencies' e-commerce activity and shall comply with the requirements of the Oregon Accounting Manual, Oregon State Treasury cash management policies, and generally accepted accounting principles.
5. Prior to the provision of services by a third-party, OFS shall request and receive from the Oregon State Treasury:
- a. Preapproval for the 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.
6. All third-party vendor agreements for e-commerce services shall be approved by the ODHS and OHA Controller and Oregon State Treasury.
7. OFS and the e-commerce vendors shall ensure ODHS and OHA comply with all Payment Card Industry Data Security Standards, including:
- a. An annual attestation of compliance.
  - b. Remediation of deficiencies.
10. ODHS and OHA staff engaged in e-commerce activities shall:
- a. Comply with all applicable state and federal law and security standards.
  - b. 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](#)

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

## Forms referenced

None

## Related policies and procedures

[Oregon Accounting Manual \(OAM\) 10.35.00.PO](#)

[Oregon State Treasury Cash Management Manual](#)

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**Policy history**

12/01/2012 – Initial Release

08/18/2014 – Update to new format

04/16/2015 – Revision

07/02/2015 – Updated e-Commerce language

03/06/2023 – Update language to ODHS

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