



Departmental Standard Operating Procedure (DSOP)

DSOP No. 17 - 01

Last Amended: February 26, 2021

Effective: JULY 22, 2022

SUBJECT: Miami-Dade Aviation Department Credit Card Processing Procedures

PURPOSE and SCOPE:

To develop a policy and procedures for adherence to standards set forth by the Payment Card Industry Data Security Standards (PCI DSS) as adopted by Miami-Dade County ensuring cardholder data is protected and the risk of credit card fraud and data vulnerabilities is mitigated.

I. AUTHORITY:

- A. Operational Directive No. 99-03, Aviation Department Written Directive System
- B. Departmental Standard Operating Procedure No. 00-01, Departmental Standard Operating Procedures
- C. Chapter 25-1.2 Miami-Dade County Code, Chapter 25 Miami-Dade Aviation Department Rules and Regulations.
- D. Miami-Dade County Payment Card Industry Executive Charter and Compliance Policy (Procedure # 332)
- E. Credit Card Acceptance and Processing Procedure (Procedure # 333)

II. DEFINITIONS:

- A. **Payment Card Industry Data Security Standard (PCI DSS)** – The worldwide information security standard assembled by the Payment Card Industry Security Standards Council (PCI SSC). The standard applies to all organizations which hold, process, or pass cardholder information from any card branded with the logo of one of the card brands. It includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures.

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III. POLICY:

Miami-Dade County (MDC) has developed uniform credit card procedures that provide for compliance to the Payment Card Industry Data Security Standards (PCI DSS). These procedures have been submitted to all Miami-Dade County Departments that process credit card payments for guidance and application. The Miami-Dade Aviation Department (Department) has adopted these procedures with modifications to align with established processes. The procedures are updated annually and therefore can be obtained from the PCI Liaison as identified herein.

These procedures are to be adhered to by all staff and third-party business partners processing, reconciling or approving credit card transactions.

IV. PCI TRAINING:

A. All Aviation personnel responsible for credit card transaction processing, to include use of POS terminals, are required to be trained to ensure compliance with PCI Security Standards. Annually, mandatory training is conducted online for all personnel responsible for all facets of credit card transaction processing. The list of employees completing the PCI training is included in the annual PCI Training Report reviewed and signed by the Department's PCI Liaison and Department Director. This process ensures that key credit card business areas and employees handling or overseeing credit card processing have completed training.

Key MDAD Credit Card POS Business Areas	
<u>Security (Includes Fingerprinting and ID Sections):</u> (Airport Operations Supervisor) (Airport Operations Senior Agent) (Aviation Security Coordinator)	<u>Finance A/R (Reconciliations):</u> (Accountant II) (Accountant III)
<u>Airside GAC and Administration:</u> (Supervisor of Ramp Control) (Airport Senior Agent) (Airport Operations Specialist)	<u>Landside (Control, GT, Decal, Employee):</u> (Chief) (Landside Operations Officer 2)
<u>GAA – Miami Executive:</u> (Airport Secretary) (Airport Operations Supervisor)	<u>GAA – Opa Locka:</u> (Airport Secretary) (GAA Supervisor for OPF & TNT)
<u>Third Party Business Partners – Vendor List:</u> (Authorized Representative/Title)	

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- B. The Aviation Department does not accept, request, or retain via email, paper copy, or by any other means, any credit card information, including security codes associated with credit card numbers. Aviation personnel responsible for all facets of credit card transaction processing are annually trained and reminded that no credit card information (card #, full track data, CVV security code, etc.) is to be retained physically or electronically at the location or in any system component.

V. INVENTORY REPORT:

The Aviation Department shall provide to the PCI Executive Charter, an inventory report of all the hardware that will be used in the credit card environment. The inventory report must be updated semi-annually or when there is a change.

VI. SYSTEM IMPLEMENTATION AND/OR UPGRADES:

The Department will request approval from the Miami-Dade County Finance Department when implementing, upgrading, or changing systems which process, store, or transmit credit card data. The procedures for requesting authorization are outlined in MDC Payment Card Industry Executive Charter and Compliance Policy (Procedure # 332) as well as Credit Card Acceptance and Processing Procedure (Procedure # 333).

VII. ENFORCEMENT:

- A. MDAD does not accept any liability when actions are in violation of this policy.
- B. Employees who violate this policy may be subject to appropriate administrative action as defined and deemed appropriate by the MDAD Human Resources Division and Department Management.

VIII. AMENDMENTS:

The Department reserves the right to amend this operating policy at any time based on current law, Miami-Dade County policies and operating needs.

IX. REVOCATION:

Revocations and removal of established Department policies requires written justification by requesting division management for review and concurrence by the Department's Professional Compliance Division. Upon written concurrence, the revocation request will be submitted, by Professional Compliance, for approval by the Aviation Director. Should the written directive be an Operational Directive, the authorized revocation justification will be sent to the Clerk of the Board for filing with the original Operational Directive under revocation. All approved revocation justification

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memoranda shall be posted to the Department's Written Directives Log to identify why the directive has been revoked to maintain ongoing operational accountability.

X. SEVERABILITY:

If any court of competent jurisdiction determines that any provision in this policy is illegal or void, that provision shall be nullified and the remainder of this policy shall continue in full force and effect. If such court rules that any charge, fee, or security deposit requirement is illegal or void, the Aviation Director is authorized and directed to impose a charge, fee, or security deposit requirement that complies with the court order or applicable provisions of law, which shall become effective on the date of imposition and shall continue until modified by the Miami-Dade County Board of County Commissioners.

APPROVALS:

In accordance with the Miami-Dade County requirements, these procedures shall be approved by the Department PCI Liaison and executed by the Aviation Director. The designated PCI Liaison for the Miami-Dade Aviation Department:



Signature of Department PCI Liaison

July 21, 2022

Date

Shawn Mahoney, Accountant 4

Name and Title

(305) 876-7214, smahoney@flymia.com

Contact / Phone / Email

Approved By:



Ralph Cutié, Aviation Director

Ralph Cutié, Aviation Director

Date: 7/22/22