

# Prepaid card program FAQs

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## Preparing and program requirements

### What are the fiscal responsibilities of the department?

- **Card maintenance and safekeeping:** The principal investigator, study coordinator, or designee has sole responsibility for safekeeping, maintenance, and proper usage of the cards. Bank cards must be safeguarded and accounted for the same as cash. Upon receipt of the cards, a log of all the card numbers should be maintained. At a minimum, the log must include the card's unique number, participant's name, and address. If an inventory of cards cannot be kept in the department, the department should only request the number of cards that will be used in the current phase of the study. A written monthly reconciliation of cards and receipts or log should be prepared for internal records. The total of the documented receipts or log plus cards on hand must always equal the original disbursement amount. Bank cards and supporting documentation are subject to review by Assurance Services and/or Treasury Services, like a petty cash account.
- **Timely submission of payment requests and approvals:** Fiscal administrators and assigned study team members are responsible for establishing processes and procedures to enter participant visit information and payment requests per the program's requirements in a timely manner. As the program is intended to expedite participant payments and improve the participant experience, departmental efficiency is key.

### **How do I obtain physical bank cards for new participants on the same project?**

Once the project Powerform is submitted and approved, the fiscal administrator should contact Treasury Services to schedule a time to pick up the cards.

### **Can I use the cards I have on hand for a new project?**

No, cards are assigned by Treasury services based on index number and may not be used for a different project. New cards must be obtained for each index, and records should be maintained accordingly.

## **Paying participants**

### **What do I need to do to get a participant paid?**

Please refer to the Canvas training for the full process, but briefly:

- Fiscal administrators must submit a participant enrollment form (on Prepaid card program website) to accounts payable to obtain or confirm a V#. This form should be uploaded via VCU Filelocker to [vendinfo@vcu.edu](mailto:vendinfo@vcu.edu).
- Study coordinators or other designated staff enter the details of each visit into the project's REDCap form, created upon program registration.
- Fiscal administrators upload appropriate information to the bank issuing the prepaid card and emails [ovpriprepay@vcu.edu](mailto:ovpriprepay@vcu.edu) according to directions in Canvas training.

### **When there is an error in the prepaid card issuing bank, who do I contact?**

Departments can contact Cameron Sawyer in Treasury Services at [clsawyer@vcu.edu](mailto:clsawyer@vcu.edu).

### **What if my payment(s) isn't approved within 24 hours?**

Departments can contact [ovpriprepay@vcu.edu](mailto:ovpriprepay@vcu.edu) for help with troubleshooting.

### **Do I need to complete a Powerform every time I enroll someone?**

No, the Powerform should only be submitted once to enroll a project in the prepaid card program or if there are changes to the project.

### **Who should I contact if the participant is having issues with the card?**

If the payment has been confirmed by the study coordinator and fiscal administrator, the participant should call the prepaid card issuing bank at (888) 863-0681.