

VISA PREPAID GIFT CARD INSTRUCTIONS

VISA Prepaid Gift Cards are used by departments as compensation for **human subjects in a research project** when compensation cannot be in the form of gift cards from a specific vendor. These gift cards are ordered from the campus Petty Cash department once the appropriate forms have been completed and approved.

STEP 1: PREPAID CARD PROGRAM APPLICATION

This form is to be completed by the program's Principal Investigator or Research Contact and must include the following information:

- Research Contact (PI) name, employee ID, campus address, campus phone #, and campus email
- Program information
 - Program name
 - Total funds allocated for research program
 - Minimum and maximum gift card payment amounts
 - Maximum amount of funds needed through any two-week period
 - Number of gift cards needed
 - Research start and end dates (must match the approval letter dates)
 - Expense chartstring to be charged
- Copy of the current CPHS approval or exemption letter
- *Business Office Contact and Department Information will be filled out by LHS AR*

The Business Administration Office will then submit paperwork to the RMG Executive Director for signature approval, and to the campus Petty Cash department thereafter. Please note: internal and campus approvals may take up to 3 weeks to secure.

STEP 2: RECIPIENT INFORMATION

In addition to the forms, a spreadsheet with a list of recipients and amounts must be submitted to LHS AR. For physical gift cards, the spreadsheet should include recipient mailing addresses; for virtual gift cards, the spreadsheet must include email addresses.

Please allow enough time for approvals (2-3 weeks), pick-up (for physical payments, 1-2 weeks), and gift card loading (1-2 weeks).

STEP 3: DISTRIBUTION

For Instant Issue payments (physical gift cards): instructions on how to activate and use the card will be included in the gift card mailing (see *Prepaid Cardholder Agreement*).

For Virtual payments: recipients will receive a link to the [UC Berkeley Prepaid Portal](#), where they will need to log in to activate their payment.

Please note: all payments are set up using default contact information to avoid collecting sensitive information from participants:

- Phone number: 5106435423
- Address: 1 Centennial Drive, Berkeley, CA 94720

For assistance accessing or navigating the portal, please contact UC Berkeley Prepaid Support at support@ucberkeleyprepaid.com.

FREQUENTLY ASKED QUESTIONS (FAQs)

- *Can we order various denominations of gift cards? For example, one \$50 card and two \$100 cards?*

Gift cards are loaded internally by LHS Accounts Receivable. As long as we request the correct sum total from campus, we can load varying amounts into the gift cards.

- *Are the VISA gift cards reloadable?*

Yes. If you have a group of human subjects that will be participating in multiple rounds of research, please ask that they hold onto their gift card so that it can be reloaded with funds after each round that they participate in.

- *If I am working with minors, do I still have to provide their full name to give them a gift card?*

Yes. For audit, full names of participants are required. This information is strictly for internal records and is not shared with other departments or organizations.

- *Is the department charged for what is ordered, or for what is distributed?*

The chartstring specified on the Prepaid Application is charged for what is loaded into the gift cards. For this reason, it is best to only request that cards are loaded when you have a final number of participants. Leftover cards without funds loaded into them are easier to manage than leftover cards with funds loaded into them.

- *What happens if I order more loaded cards than I need?*

Leftover cards with funds in them can be used for future distributions, if another distribution is to take place within 3 months. Cards cannot be stored for longer periods, and any amounts will then be cancelled and the funds returned to the department.

- *Can VISA gift cards for one program be used for another?*

No. Gift cards ordered under a specific grant must be distributed to human subjects participating in that program, regardless of whether both programs are under the same department. VISA gift cards cannot be journalled to another chartstring for use.

- *Do the VISA gift cards expire?*

Yes. Normally, cards expire within 2 years of when they are originally picked up from campus. Please remind participants to check the expiration date of their cards when received.

- *One of my participants' card is not working. Is that something we can fix internally?*

Unfortunately, LHS AR only has access to load gift cards. Any issues with suspended/locked or non-working cards must be handled by the UC Berkeley Prepaid Support at support@berkeleyprepaid.com.

However, we are able to request a card be cancelled and replaced. The new card will only be loaded with the amount available in the original card.