**UCLA DEPARTMENT OF FAMILY MEDICINE**

**ORDERING GIFT CARDS**

These instructions are for ordering gift cards (both physical cards and e-codes) for either human subject participant incentives OR non-human subjects/non-employee gifts. However, depending on who will be receiving the cards, the instructions may vary. None of the instructions below apply to gift card requests for employee recognition (instead, please refer to the [UCOP Policy on Employee Non-Cash Awards and Other Gifts](https://policy.ucop.edu/doc/3420353/BFB-G-41) for further instructions).

The latest full guidelines regarding disbursement requests can be found on the Payment Solutions and Compliance website, and we encourage you to review that information thoroughly:

[Human Subject Research Payment Requests](https://www.finance.ucla.edu/business-finance-services/payment-solutions-and-compliance/how-to-submit-research-payment-request)

[Non-Human Subjects and Non-Employee Incentive Disbursement Requests](https://www.finance.ucla.edu/business-finance-services/payment-solutions-and-compliance/non-employee-request) (and we also encourage you to review the University policies regarding [gifts/prizes presented to non-employees](https://policy.ucop.edu/doc/3420354/BFB-G-42) before proceeding)

We have also provided the following guidelines:

1. **If you are ordering gift cards/e-codes for Human Subject Payments, IRB approval is required before you can proceed.**
2. Your **team must be in compliance** with [BUS-49](http://policy.ucop.edu/doc/3420337/BFB-BUS-49) (Policy for Cash and Cash Equivalent Received), [UCLA Policy 361](http://www.adminpolicies.ucla.edu/app/Default.aspx?&id=361) (Cash Handling and Security), and [UCLA Safe Requirements](https://www.finance.ucla.edu/business-finance-services/payment-solutions-and-compliance/ucla-safe-requirements) (if storing cash/or physical gift cards).
3. For both physical cards and e-codes, you are responsible for keeping your own records and must ensure that all documentation is password-protected for security and HIPAA-compliance. At the very least, your records should track who received the card/code, when, and for how much.
4. You must **keep track of total payments made to each participant/recipient each calendar year**. This mostly applies to human subject payment recipients.
   1. If a participant receives $600 or more within the calendar year, you must collect their W-9 form.
   2. For any participant who received $600 or more\*, you must provide Accounts Payable with their name, address, payment total, and W-9. No other information (especially protected information) should be sent. This information must be submitted prior to winter closure each calendar year. We are not allowed to email W-9s due to security concerns, and they will only accept mailed version if they are sent via courier. Therefore, please deliver yourself or work with the Purchaser to arrange for Mail Document and Distribution Services (MDSS) to deliver. You must complete the packet (list of names, addresses, amounts paid, and the accompanying W-9s) and then provide the FAU/recharge to the Purchaser so that s/he can place the internal order for delivery and charge the FAU accordingly. (If you have any questions about this process, you can reach out to Accounts Payable at [aptax@finance.ucla.edu](mailto:aptax@finance.ucla.edu)).
   3. AP will then make sure that a 1099 is issued to each participant who was paid $600 or more during the calendar year.
   4. \*If the participants were paid via check request, then Accounting will handle 1099 disbursement automatically. If they were paid via cash, gift card, or e-gift card, then you are responsible for making sure AP has the list, totals, and W-9s for all participants that meet the $600 payment threshold.
5. Please review the [Gift Card Guide](https://www.finance.ucla.edu/business-finance-services/payment-solutions-and-compliance/gift-card-guide). Determine if you want to purchase physical gift cards or e-codes. There are pros and cons to either, so discuss with your PI to determine the best option.
   1. **Physical Gift Cards**: Pros: are often refundable, often faster to receive because Payment Solutions keeps a stockpile of cards on hand, may be a more equitable/accessible choice for research populations that do not have regular access to a computer/the internet (e.g. homeless populations). Cons: Limited to certain denominations, may be extra fees for delivery/shipping, requires compliance with physical storage requirements (e.g. lockbox or safe).
   2. **E-Codes**: Pros: usually customizable for any denomination, do not require any physical storage, no added fees for shipping/delivery. Cons: Longer processing times, not refundable.
6. For Human Subject Payment Requests, please [**download and complete the IRB Research Payment Request**](https://ucla.app.box.com/v/psc-human-subject-gift-card) from Box. For Non-Human Subject and Non-Employee Incentive Disbursement Requests, please download and complete the [**Non-Employee Disbursement Request Form**](https://ucla.app.box.com/s/ar949mdo9k61bmmux3qonzuiku7aep9m) from Box.
   1. If you are ordering physical gift cards: we recommend listing two employees as “Authorized Personnel” on the form. These are the people who are authorized to RECEIVE and manage the cash/gift cards and least one of the listed personnel must be present when the armored car delivery person arrives. They will also need to have access to the MyUCLA Message Center to coordinate delivery. Also, if you are requesting cash or physical gift cards, you will need to include payment for off-campus delivery/armored courier fees.
   2. If the request exceeds $2,500, be aware that you will need to fill out additional sections of the form including obtaining additional signatures, and will be required to have an appropriate safe to store the cash/cards.
   3. If you do not know the “General Ledger Account” (Human Subjects form) or “Recharge Information and Authorization” (Non-Employee form) information, please speak with your PI and/or Fund Manager.
   4. For Human Subject Payment requests, please obtain approval from your Authorizer/PI and have the PI also sign the form.
7. Once completed and signed by all parties in your team, **submit the form to your Fund Manager**.
8. The **Fund Manager will sign (or obtain departmental signatures) and submit the request to Payment Solutions and Compliance** (PSC) via the MyUCLA Message Center.
9. If you’ve ordered cash or physical gift cards:
   1. Once PSC processes the order, they will reach out to the listed authorized personnel via the **MyUCLA Message Center** to arrange delivery. The **authorized personnel MUST respond to the message** to confirm the delivery date/time. Brinks will not schedule delivery if they do not receive a reply. The Fund Manager will follow-up with the authorized personnel to ensure a response is sent.
   2. Brinks armored car service will then deliver the cash/cards as per the message (typically within a 4-hr window).
   3. Once received, you must follow all policies (see #2-4 above) regarding handling, safety, security, tracking, and disbursement of cash/cards.
10. If you’ve ordered e-codes:
    1. You may or may not receive a message via MyUCLA Message Center regarding estimated delivery.
    2. Once processed, the person listed as Authorized Personnel will receive an email with the e-codes for disbursement.
    3. Once received, you must follow all policies (see #2-4 above) regarding tracking and disbursement of e-codes.