Appendix

Glossary of Terms
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CARD ACTIONS AND USER ROLES – Chapter 3 details the interactions of WePay™ users as pay cards are moved through the system. The chart in that chapter lists possible card interactions that are explained in depth below:

- **Requesting new cards.** The WePay™ application provides a simple screen for users to request new cards via email; these requests are not tracked by the system.

- **Assigning cards.** When a WePay™ user wishes to send a set of cards to another user (generally lower in the hierarchy), he initiates a formal card dispensing process. This action is recorded in the WePay™ database, the set of cards is marked as *in-transit*, and the receiver of the cards is required to formally accept or reject receipt of the cards.

- **Accepting cards.** The converse of assigning cards; i.e., if User A assigns a set of cards to User B, User B accepts those cards from User A. Accepting cards is a formal process: once User B acknowledges receipt of the cards, the *in-transit* flag is cleared and User B is marked as the owner of the cards in the WePay™ database.

- **Returning cards.** When User B has some cards which he no longer needs (perhaps at the end of a study), he can return those cards to User A. Returning cards is the exact inverse of assigning cards: User B informs the WePay™ system that he is returning cards to User A, the WePay™ system marks the cards as *in-transit*, and User A must inform the WePay™ system that he has accepted the returned cards.

- **Reclaiming cards.** Suppose User B is in possession of a block of cards from User A. Then user B leaves Pitt/UPMC without returning the cards. User A can reclaim the cards, i.e., return them to his own possession without the consent or involvement of user B.

- **Disabling cards.** Free cards that are lost or stolen can be marked as disabled through the WePay™ system. Disabling a card sends a message to TransCard LLC, the card processor, to forbid any activity on that card. In general, if User A can send cards to User B, he can also disable cards in User B’s possession. A user can also disable cards that he possesses; this causes an alert to be sent to his immediate supervisor.

- **Cancelling cards** Active cards (i.e., cards already given to a subject) can be marked as cancelled. Cancelling a card means that the card can no longer be loaded or used to make purchases or to get cash at an ATM. Cards might be cancelled to curtail suspected fraud while a more detailed investigation is undertaken.

CARD STATUSES A card may be in one of several states:

- **FREE** – ‘owned’ by a WePay™ user and not yet been assigned to a subject.

- **IN-TRANSIT** – FREE and in the process of having its ownership moved from one WePay™ user to another.

- **ACTIVE** – given to a WePay™ subject and loaded with a payment.

- **DISABLED** – never active and no longer eligible for use (lost or damaged).

- **CANCELLED** – once given to a WePay™ subject but no longer eligible for use (lost or damaged).

- **MAX-LOADS** – loaded the maximum number of times (may still have money on it).
**Glossary of Terms**

**CHILD STUDY** – Each WePay™ study is associated with a single project, referred to as the PARENT PROJECT of the study. A single project may be associated with multiple studies. All the studies associated with a project are referred to as CHILD STUDIES of the project.

**DESIGNATED PAYEE** – A person designated to receive payments for a WePay™ subject. For example, a parent might be a designated payee for a child participating in a study. A designated payee might also be a study participant in his own right.

**DISABLING A PROJECT** – A project can be **disabled** by an ADM with access to the project. Disabling of a project also causes disabling of all studies under that project. Disabling implies that no payments can be made on any of the studies, and users and subjects cannot be linked and unlinked.

**DISABLING A STUDY** – A study can be **disabled** by an ADM or BOM with access to the study. Disabling implies that no payments can be made on the study, and that users and subjects cannot be linked and unlinked.

**DISABLING WEPAY™ USERS** – WePay™ users can be **disabled**, denying further access to the WePay™ system and unlinking the user from all projects and studies; the user maintains ownership of any cards he has until the cards are reclaimed by someone else. A WePay™ user who leaves Pitt must be disabled immediately by his supervising ADM and the Office of Finance notified immediately.

**IRB** – Institutional Review Board; one of the oversight committees at Pitt responsible for reviewing/approving all research activity that involves human subjects.

**LINKING/UNLINKING WEPAY™ USERS** – WePay™ ADMs and BOMs are explicitly linked to individual projects through the GUI. Similarly, WePay™ SCs and SAs are explicitly linked to individual studies. Linkage implies granting viewing and update privileges to the linked projects and studies as defined in Figure 1.

**STORED-VALUE CARD** – The WePay™ application uses a MasterCard-branded stored-value card for subject payments. The card may be used at point-of-sale locations, or it may be used at certain ATM locations, where a PIN is required for access.

**TRANSACTION** – In the most general case, a transaction is any interaction between a WePay™ user and the WePay™ software system. For example, it may be making a payment to a subject, linking a user to a study, etc.

**WEPAY™ SUBJECT** – A participant in a Pitt or UPMC research study paid for their participation through the WePay™ system.

**WEPAY™ USER** – A user of the WePay™ software as outlined in Chapter 3. The actions that a user can perform depend on his assigned role as shown in the chart in that chapter. A WePay™ user can assume one of the following roles:

- Finance/Auditor role – designed to oversee and monitor the system, is only able to access reports within the system, and view transactions in order to verify their appropriateness. This role is generally not available to the departments.
- Card Manager (CM)
  - Primary CM – serves as the primary depository of Payment Cards on behalf of both the University and UPMC. Serves as the first tier of the Payment Card distribution network; is responsible for ordering Payment Cards from the vendor, Oberthur Card Services, through TransCard, LLC; and distributing the Payment Cards to (or reclaiming cards from) Local CMs, ADMs, or BOMs.
o Local CM – serves as the second tier of the Payment Card distribution network. The Local CMs will physically pick up and electronically accept Payment Cards from Primary CM. Local CMs will be created as appropriate in order to effectively distribute Payment Cards within a particular school, department or geographic campus location.

- Administrator (ADM) – a required role responsible for establishing or updating project and study permissions, linking or unlinking SC and SA to studies, distributing Payment Cards to other users, resolving participant name/SSN conflicts and reconciliation of WePay™ activity to the University monthly level reports all as described more fully in the WePay™ User Guide. This role cannot create a subject nor can it load or activate a Payment Card.
- Business Office Manager (BOM) – designed to accommodate the complexity of larger departments, this role is not required and has all of the same functionalities as the ADM except for creating projects.
- Study Coordinator (SC) – a required role responsible for linking subjects to studies then making payments using Payment Cards in accordance with permissions established by the ADM. This role cannot create a project or study nor change any of its permissions.
- Study Aide (SA) – designed to accommodate the complexity of larger departments, this role is not required and has all of the same functionalities as the SC, except for adding study access.