Participant Payments

Chapter 8
Issue Participant Payments

Section Objectives

At the end of this section, you should be able to:

- Search for a subject
- Create a new subject
- Issue a new payment card
- Reload an existing payment card
- Issue payments with backup withholding
- Issue payments if subject SSN conflict exists
- Transfer balance on a lost card
- View transaction details by transaction ID
- Get summary of daily card load totals
Study Subjects

A Subject is a participant in a research project who is paid through the WePay™ system. Before payment can be issued to a Subject, a WePay™ subject record must be created, and then linked to the study or studies that will be paying the subject. New subjects and/or study links can be added and modified as necessary. **Duplicate subject records should never be entered into the WePay™ system.**

Subject creation and maintenance functions are divided among the various WePay™ roles:

- Study Coordinators (SC) and Study Aides (SA) can enter new subject records, link and unlink subjects to/from various studies and make most changes to existing subject data.

- Only Administrators (ADM) can make changes to a Subject’s name and/or Social Security Number (SSN). ADMs are responsible for resolving SSN conflicts.

Federal Reporting (IRS Form 1099)

- The University is required to track all federal reportable payments made to suppliers including Subjects (Chapter 1).

- If a Subject refuses to provide SSN information, 28% will be automatically withheld from the compensation payment as per federal backup withholding guidelines, and a 1099 may be issued regardless of the amount of the payment, or the total paid during the year.

- In order to protect the confidentiality of those Subjects, all departmental charges will be sent directly to the General Ledger without subject information. A separate import will be sent to Payables to track federal reportable payments.

Social Security Number Conflicts


The University’s Payment Processing department will monitor all WePay™ SSN conflicts for University study participants. Any SSN documentation collected should be submitted to the Payment Processing department. If you are unable to resolve an issue or have questions regarding valid proof of SSN, please contact the Payment Processing department at 412-624-4004.

Supply Chain Management (SCM) at UPMC will monitor all WePay™ SSN conflicts for UPMC study participants. Unless otherwise instructed, all SSN documentation collected should be retained by the Study Coordinator or ADM in the department in which the study is being conducted. If you are unable to resolve an issue or have questions regarding valid proof of SSN, please email WePayhelp@upmc.edu to receive assistance.
Study Subjects

Data Entry Guidelines

Entering Names:

1. Use full legal name (first, middle, and last) to create users and/or participants.

2. Verify with the user/participant the spelling of their full name

3. Use mixed case (upper and lower case)
   
   Ex. John van der Meer
   Enter for last name: van der Meer

   Ex. Charlotte DelRay
   Enter for last name: DelRay

   Ex. George Washington-Park
   Enter for last name: Washington Park

4. Do not type diacritical marks (e.g., for â, ç è, ñ, ö; enter a, c, i, o, n)

5. If you are not sure whether a name is part of the last name or a middle name, contact the individual.

6. If the individual’s name includes a suffix (Jr, Sr, II, III), include this with the last name. Do not use periods.
   
   For example, Jonathan L Smith, Jr
   Enter: Smith Jr

7. Do not include honorary or degree designations (Esq PhD, MD, etc)
# Data Entry Guidelines

## Entering Addresses

1. Abbreviations

<table>
<thead>
<tr>
<th>Full Word</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment</td>
<td>Apt</td>
</tr>
<tr>
<td>Avenue</td>
<td>Ave</td>
</tr>
<tr>
<td>Boulevard</td>
<td>Blvd</td>
</tr>
<tr>
<td>Building</td>
<td>Bldg</td>
</tr>
<tr>
<td>Circle</td>
<td>Cir</td>
</tr>
<tr>
<td>Heights</td>
<td>Hgts</td>
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<tr>
<td>Highway</td>
<td>Hwy</td>
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<tr>
<td>Lane</td>
<td>Ln</td>
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<tr>
<td>Place</td>
<td>Pl</td>
</tr>
<tr>
<td>Road</td>
<td>Rd</td>
</tr>
<tr>
<td>Street</td>
<td>St</td>
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<tr>
<td>Terrace</td>
<td>Ter</td>
</tr>
</tbody>
</table>

### Entering Telephone Numbers:

1. Always include an area code
2. Enter the telephone number as 10 digits in this format: XXX-XXX-XXXX
Participant Payments

Cost of Payments

The cost of making each payment in the WePay™ system is charged to the project, on an indirect basis. The amounts charged to the project are as follows:

- Loading and issuing a new card to the Subject - $1.75* ($0.50 for card, $1.25 per card load)
- Reloading a card already owned by the Subject - $1.25*

* WePay™ system costs may change over time.

Issuing Payments

Issuing a participant payment is a multi-step process.

- Select the study from which payment is issued.

Studies are established by ADMs and BOMs.

- Select a Subject.

Find an existing subject or create a new Subject record.

- Enter payment amounts.

Enter study payment and reimbursable expense amounts.

All compensation payments are taxable income. Reimbursable expenses include parking, transportation, or meals. Expense reimbursements are not taxable.

The minimum payment in the WePay™ system is $10.00.

- Select and load card.

Select new or existing cash card, set PIN number and load card.

- Print receipts.

Print a receipt for the Subject and a research receipt for study records.

- Distribute card.

When distributing cards to Subjects, each subject should also be given a WePay™ tri-fold brochure, card sleeve and Participant Payment Fact Sheet.
**Issue a Single Payment to a New Study Subject**

When issuing a participant payment, **always search the subject database for an existing Subject record**. If a matching Subject exists, verify that the Subject is attached to the correct study for payment.

1. Select the Study.

2. Click the Continue button.

---

The WePay™ system

N → Payments → Make a Payment

Make a Payment - Start

---

Make a Payment - Pick the Subject

Study: Type 1 Diabetes & Dental Health [58479]

Select a Subject Known to this Study:

Search WePay for Existing Subject/Create a New WePay Subject

---
**Issue a Single Payment to a New Study Subject**

**Search for a subject**

3. Search the Select a known Subject drop down list.
   - If this is the first time a subject is receiving payment from this study, they will not appear in the listing. **Always search the subject database for an existing record before creating a new record.**

4. Click the New Subject button.

5. Enter search criteria.
   - Always search by Name and by SSN or simply by Name to prevent duplicate subject entry

6. Click the Search button.

![Make a Payment - Subject Search](image)
7. Verify no matching records are found.
   • When no records are found a new subject must be created and attached to the appropriate study or studies.

8. Click the New Subject button.
Issue a Single Payment to a New Study Subject

Create new subject

9. Enter Social Security Number.
   • Format should always be 123-45-6789.

10. Enter Re-enter SSN.

11. Enter Last Name.
    • Name should always be entered as it appears on the Subject’s SSN card.

12. Enter First Name.
    • Name should always be entered as it appears on the Subject’s SSN card.

13. Enter Middle Name.
    • Middle initials are acceptable.

14. Enter Address Line 1 and Address Line 2 if applicable.

15. Enter City.
    • Do not abbreviate city name.

16. Select State or Province.

17. Enter Zip/Postal Code.


19. Enter Phone number.
    • Format is 123-456-7890

20. Select the appropriate study in the Associate Subject to these Studies section.
    • This is the study or studies from which the Subject will be paid.

If the Subject is not correctly linked to the study, their name will not appear in the known Subject listing when making a payment.
**Issue a Single Payment to a New Study Subject**

21. Verify all data with the subject before saving.
   - SCs and SAs cannot update name or SSN details if incorrect. Only ADMs or BOMs can update Subject name and SSN details.

22. Click the Save button.

**Enter payment amounts**

23. Enter *Study payment* amount.

24. Enter *Expense reimbursement* amount.
   - If no expenses are being reimbursed, the field can be left blank.

25. Enter *Study-specific Subject ID*.
   - The Study-specific Subject ID is not stored in the WePay™ system; it will be printed on the Researcher receipt.
Issue a Single Payment to a New Study Subject

26. Verify Total payment amount.

![Make a Payment - Enter Payment Amounts](image)

27. Click the Continue button.

28. Select payment type.
   - This should always be Payment Card.

![Make a Payment - Choose Payment Method](image)

29. Click the Continue button.
**Issue a Single Payment to a New Study Subject**

**Select card**

30. Select *Card*.
   - Verify that the Subject does **not** have an existing card available for reload.
   - If no existing card is available, select *activate a new Card*.

31. Verify the Card number chosen with the actual card.
   - Always use the oldest cards first.

```
Make a Payment - Pick a Card

Subject Name: Henri Matisse
Subject SSN: ***-**-3614
Study: Type 1 Diabetes & Dental Health [58479] 65214
Payment Amount: $30.00

Use existing Payment Card: [ ]
or activate a new Card: [ ]

Continue

Cards owned by Subject that are eligible for another load
(Choose card from "Cards I Own" Inventory)
```

32. Click the Continue button.

**Activate & Load card**

33. Enter **3-digit CVV number** and set **4-digit PIN Number**.
   - The CVV number is on the back of the card.
   - The PIN must be numbers only, and it cannot be:
     - Current or default pin
     - Consecutive numbers
     - All zeros
     - Last 4 digits of card number
**Issue a Single Payment to a New Study Subject**

- Be sure to confirm the PIN number with the Subject, as it will not be displayed again.

- WePay™ users (Study Coordinators) cannot reset the PIN once it has been established. Subjects can change their PIN by calling TransCard LLC (1-877-428-4733). If needed, WePay™ System Administrators can reset a PIN. Submit a detailed request via the Contact Us tab on the WePay™ website. (Note: A WePay™ System Administrator is not a department WePay™ Administrator (ADM).)

34. Verify the Subject, Amount and Card information.

35. Click the ACTIVATE CARD button.
Issue a Single Payment to a New Study Subject

Make a Payment - Review and Load

Steps: Start > Pick Subject > Set amounts > Pay method > Pick Card > Process Card

Review data and process Payment Card

Subject Name: Henri Matisse
Subject SSN: ***-**-9514
Study: Type 1 Diabetes & Dental Health [58479] 65214
Payment Amount: $30.00
Pay method: Payment Card
Payment Card Number: 184177
Current Card value: Could not retrieve

When you are certain that all information above is correct, click LOAD CARD

36. Click the LOAD CARD button

37. Confirm card load has completed successfully.

Payment by Card Completed

Payment Card has been loaded with a new payment Receipts cannot be printed after leaving this screen.

Subject Name: Henri Matisse
Subject SSN: ***-**-9514
Study: Type 1 Diabetes & Dental Health [58479] 65214
Payment Amount: $30.00
Pay method: Payment Card
Payment Card Number: 184177
Transaction ID: 273
Current Card value: Could not retrieve

Print receipts  Return to Main Menu
Issue a Single Payment to a New Study Subject

38. Click the Print receipts button.

39. The first receipt is for the Subject.
   • Along with receipt and card, each subject should be given a WePay™ tri-fold brochure, card sleeve and Participant Payment Fact Sheet.

40. Click the Print next receipt button.
   • The second receipt should be kept for your records.
Issue a Single Payment to a New Study Subject

41. Verify receipts have printed correctly.

There are several common items shown on both the subject receipt and the Researcher copy.

- Pay Method
- Payment Card Number
- Transaction ID
- Compensation, Reimbursement, Total Net Payment

42. Click the Return to Main Menu button.
Issue Payment to an Existing Study Subject for a New Study / Reload Card

When issuing a participant payment, always search the subject database for an existing Subject record. If a matching Subject exists, verify that the correct Subject is attached to the correct Study for payment.

The WePay™ system

N → Payments → Make a Payment

Make a Payment - Start

Make a payment

1. Select the Study.

Make a Payment - Start

2. Click the Continue button.

Make a Payment - Pick the Subject

Study: Lupus & Dental Health [002691A]

Select a Subject Known to this Study: [choose]

Search WePay for Existing Subject/Create a New WePay Subject

Continue Cancel
Search for a subject

3. Search the Select a known Subject drop down list.
   - If this is the first time a subject is receiving payment from this study, they will not appear in the listing. Thus, you must search the subject database for an existing record.

4. Click the New Subject button.

5. Enter search criteria.
   - Always search by Name and by SSN or simply by Name to prevent duplicate subject entry.

6. Click the Search button.

7. Select the desired subject by clicking on the Last Name.
Issue Payment to an Existing Study Subject for a New Study / Reload Card

Enter payment amounts

8. Enter Study payment amount.

9. Enter Expense reimbursement amount.
   - If no expenses are being reimbursed, the field can be left blank.

10. Enter Study-specific Subject ID.
   - The Study-specific Subject ID is not stored in the WePay™ system; it will be printed on the Researcher Copy receipt.

11. Verify Total payment amount.

12. Click the Continue button.

13. Select payment type.
   - This should always be Payment Card.
Issue Payment to an Existing Study Subject for a New Study / Reload Card

14. Click the Continue button.

Select card

15. Select Card.

- If the subject has the original card issued to them, it can be reloaded; otherwise, activate a new card.

16. Click the Continue button.
Load card

17. If you are reloading an existing card, you will not need to set a PIN.

18. Verify the Subject, Amount and Card information.

19. Click the LOAD CARD button.
**Issue Payment to an Existing Study Subject for a New Study / Reload Card**

20. Confirm card load has completed successfully.

21. Click the Print receipts button.
   - The first receipt is for the subject. Along with receipt and card, each subject should be given a WePay™ tri-fold brochure, card sleeve and Participant Payment Fact Sheet.

```
Receipt for Payment TRAIN
Name: Henri Matisse
Number: 153
Pay method: Existing Payment Card
Payment Card Number: 184180
Current Balance: Could not retrieve
Transaction ID: 280

Comp.        Reimb.
For [002691A] $25.00 $5.00

Compensation: $25.00 (taxable earned income)
Reimbursement: $5.00 (not taxable)
Total Net Payment: $30.00
```

22. Click the Print next receipt button.
   - The second receipt should be kept for your records.

```
Receipt for Payment (Researcher Copy) TRAIN
Subject SSN: ****-**-514
Pay method: Existing Payment Card
Payment Card Number: 184180
Transaction ID: 280
Payment made by: Pitt X Sc1

Study-specific Subject ID Study Name [Number] Comp. Reimb.
1234 Lupus & Dental Health [002691A] $25.00 $5.00

Compensation: $25.00 (taxable earned income)
Reimbursement: $5.00 (not taxable)
Total Net Payment: $30.00
```

23. Click the Return to Main Menu button.
**Issue Multiple Study Payments to an Existing Study Subject**

WePay™ allows a subject to be paid from multiple studies at the same time, as long as both occur within one organization. (i.e., both are Pitt studies or both are UPMC studies.)

WePay™ system

N → Payments → Make a Payment

Make a Payment - Start

**Make a payment**

1. Select the organization and number of Studies.

2. Select Primary Study.
   - The Primary Study will be charged the cost of the card ($0.50)
   - A load fee ($1.25) will be split between the two studies.

3. Select next Study.
Issue Multiple Study Payments to an Existing Study Subject

4. Click the Continue button.

5. Select subject from the Select a known Subject drop down list.

6. Click the Continue button.

Enter payment amounts

7. Enter Study payment amount for each study.

8. Enter Expense reimbursement amount for each study.

• If no expenses are being reimbursed, the field can be left blank.

9. Enter Study-specific Subject ID for each study.

• The Study-specific Subject ID is not stored; it will be printed on the Researcher Copy receipt.

10. Verify Grand Total payment amount.
11. Click the Continue button.

12. Select payment type.

   • This should always be Payment Card.

13. Click the Continue button.
Issue Multiple Study Payments to an Existing Study Subject

Select and load card

14. Select subject’s card from the *Use an existing Payment Card* list, or activate a new card.

15. Verify the Card number chosen with the subject’s actual card.

16. Click the Continue button.

17. Verify the *Subject, Amount* and *Card* information.
Issue Multiple Study Payments to an Existing Study Subject

18. Click the LOAD CARD button.

19. Confirm card load has completed successfully.

20. Click the Print receipts button.

- The first receipt is for the Subject. Along with receipt and card, each subject should be given a WePay™ tri-fold brochure, card sleeve and Participant Payment Fact Sheet.
Issue Multiple Study Payments to an Existing Study Subject

21. Click the Print next receipt button.

- The second receipt should be kept for your records.

![Receipt for Payment (Researcher Copy) TRAIN]

- Subject SSN: ***-**-9514
- Pay method: Existing Payment Card
- Payment Card Number: 164160
- Transaction ID: 261
- Payment made by: Pitt X Sc1

<table>
<thead>
<tr>
<th>Subject ID</th>
<th>Study Name [Number]</th>
<th>Comp.</th>
<th>Reimb.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5469</td>
<td>Lupus &amp; Dental Health [002691A]</td>
<td>$30.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>9512</td>
<td>Type 1 Diabetes &amp; Dental Health [56479]</td>
<td>$20.00</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

Subtotals: $65.00
Compensation: $50.00 (taxable earned income)
Reimbursement: $15.00 (not taxable)

22. Verify receipts printed correctly.

23. Click the Return to Main Menu button.
**Issue Payment to a New Study Subject without a SSN**

Federal law requires the Payer to report all participant payments (compensation component only), in excess of $600, measured on a calendar year basis. The Subject may choose not to provide SSN information; however, the Payer must then withhold 28% of the study payment for Federal backup withholding purposes. If a subject does not provide an SSN, a 1099 will be issued by the Payer because of the backup withholding, regardless of the amount earned during the year. There is no withholding from expense reimbursements.

WePay™
N → Payments → Make a Payment
Make a Payment - Start

**Make a payment**

1. Select the *Study*.

2. Click the Continue button.

Make a Payment - Start

Select One Study: Type 1 Diabetes & Dental Health [58479]
-or-
Select Multiple Studies:
Choose Organization: -choose-
Choose Number of Studies: 0 (Select number of Studies)

Continue  Cancel

Make a Payment - Pick the Subject

Steps: Start > Pick Subject

Study: Type 1 Diabetes & Dental Health [58479]

Select a Subject Known to this Study: 
-or-
Search WePay for Existing Subject/Create a New WePay Subject  Search/Create Subject

Continue  Cancel
Issue Payment to a New Study Subject without a SSN

Search for a subject

3. Search the Select a known Subject drop down list.
   - If this is the first time a subject is receiving payment from this study, they will not appear in the listing. **Always search the subject database for an existing record before creating a new subject record.**

4. Click the New Subject button.

5. Enter search criteria.
   - Always search by SSN and then Name to prevent duplicate subject entry.

6. Click the Search button.

   ![Make a Payment - Subject Search](image)

   **Determine if Subject Record Already Exists in WePay**

   **Search existing Subject records**
   1. Enter complete or partial values in one or more of the fields below.
      - Social Security Number:
      - Last Name: O'Keeffe
      - First Name:

   2. Click Search button.

   3. Records matching the search criteria, if any, are displayed in the table below. Click on any record to select it.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>SSN</th>
</tr>
</thead>
<tbody>
<tr>
<td>No results to display</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   **Subject Does Not Exist in WePay**

   - Create New Subject

   - Back

7. Verify no matching records are found.
   - When no records are found a new subject must be created and attached to the appropriate study or studies.

8. Click the New Subject button.
Create new subject

9. If a Subject refuses to provide SSN information, Social Security Number can be left blank.
   - Please verify with the Subject that 28% will be withheld from their payment before continuing. When creating a new subject profile, a warning dialogue box will remind you that the 28% backup withholding may be assessed.
   - Although you can create a new subject record leaving the SSN field blank, when that participant is paid from a non-SSN waiver study, the 28% IRS-required backup withholding will occur.

10. Enter Last Name.
   - Name should always be entered as it appears on the subject’s SSN card.

11. Enter First Name.
   - Name should always be entered as it appears on the subject’s SSN card.

12. Enter Middle Name.
   - Middle initials are acceptable.

13. Enter Address Line 1 and Address Line 2 if applicable.

14. Enter City.
   - Do not abbreviate city name.

15. Select State or Province.

16. Enter Zip/Postal Code.

17. Select Country.

18. Enter Phone number.
   - Format is 123-456-7890

19. Select the appropriate study in the Associate Subject to these Studies section.
• This is the study or studies from which the subject will be paid.

If the subject is not correctly linked to the study, their name will not appear in the known subject listing when making a payment.

20. Verify all data with the subject before saving.

• SCs and SAs cannot update name or SSN details if incorrect. Only ADMs or BOMs can update subject name and SSN details.

** The University will not be utilizing the Direct Deposit or Designated Payee functions.

21. Click the Save button.

22. Verify that the subject understands 28% will be withheld from Study payment.

23. If the subject wishes to provide SSN, click the Cancel button and update the subject record accordingly, otherwise click the OK button.
**Issue Payment to a New Study Subject without a SSN**

**Enter payment amounts**

24. Enter *Study payment* amount.

25. Enter *Expense reimbursement* amount.
   
   • If no expenses are being reimbursed, the field can be left blank.

26. Enter *Study-specific Subject ID*.

   • The Study-specific Subject ID is not stored; it will be printed on the Researcher receipt.

27. Verify *Total* payment amount.

   • Notice 28% withheld warning.

![Make a Payment - Enter Payment Amounts](image)

28. Click the Continue button.

29. Select *payment type*.

   • This should always be Payment Card.
Issue Payment to a New Study Subject without a SSN

30. Click the Continue button.

Select card

31. Select Card.
   
   - Verify that the subject does not have an existing card available for reload.
   - If no existing card is available, select activate a new Card.

32. Verify the Card number chosen with the actual card.
   
   - Always use the oldest cards first.
Issue Payment to a New Study Subject without a SSN

33. Click the Continue button.

Activate & Load Card

34. Verify the Subject, Amount, and Card information

35. Enter the 3-digit CVV code.

36. Enter the 4-digit PIN number
   - Be sure to confirm this number with the subject; it will not be displayed again.

37. Click ACTIVATE CARD
Issue Payment to a New Study Subject without a SSN

Make a Payment - Review and Load

Review data and process Payment Card

<table>
<thead>
<tr>
<th>Subject Name:</th>
<th>Georgia O'Keeffe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject SSN:</td>
<td>not known</td>
</tr>
<tr>
<td>Study:</td>
<td>Type 1 Diabetes &amp; Dental Health</td>
</tr>
<tr>
<td>Payment Amount:</td>
<td>$21.60 (30.00 - 8.40 withheld for taxes = $21.60 net Study Compensation)</td>
</tr>
<tr>
<td>Payment Card Number:</td>
<td>184181</td>
</tr>
<tr>
<td>Current Card value:</td>
<td>Could not retrieve</td>
</tr>
</tbody>
</table>

When you are certain that all information above is correct, click LOAD CARD

38. Click the LOAD CARD button.

Payment by Card Completed

Receipts cannot be printed after leaving this screen.

<table>
<thead>
<tr>
<th>Subject Name:</th>
<th>Georgia O'Keeffe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject SSN:</td>
<td>not known</td>
</tr>
<tr>
<td>Study:</td>
<td>Type 1 Diabetes &amp; Dental Health</td>
</tr>
<tr>
<td>Payment Amount:</td>
<td>$21.60 (30.00 - 8.40 withheld for taxes = $21.60 net Study Compensation)</td>
</tr>
<tr>
<td>Pay method:</td>
<td>Payment Card</td>
</tr>
<tr>
<td>Payment Card Number:</td>
<td>184181</td>
</tr>
<tr>
<td>Transaction ID:</td>
<td>283</td>
</tr>
<tr>
<td>Current Card value:</td>
<td>Could not retrieve</td>
</tr>
</tbody>
</table>

39. Confirm card load has completed successfully.

40. Click the Print receipts button.
Issue Payment to a New Study Subject without a SSN

Receipt for Payment TRAIN

Name: Georgia O'Keeffe  
Number: 154  
Pay method: Existing Payment Card  
Payment Card Number: 184181  
Current Balance: Could not retrieve  
Transaction ID: 283  
Comp. Reimb. For [58479] $30.00 $0.00  
Compensation: $30.00 (taxable earned income)  
29% taxes withheld: ($8.40)  
Net services payment: $21.60  
Reimbursement: $0.00 (not taxable)  
Total Net Payment: $21.60

- The first receipt is for the subject. Along with receipt and card, each subject should be given a WePay™ tri-fold brochure, card sleeve and Participant Payment Fact Sheet.

41. Click the Print next receipt button.

- The second receipt should be kept for your records.

Receipt for Payment (Researcher Copy) TRAIN

Subject SSN: not known  
Pay method: Existing Payment Card  
Payment Card Number: 184181  
Transaction ID: 283  
Payment made by: Pitt X Sc1  
Comp. Reimb. for [58479] $30.00 $0.00  
Compensation: $30.00 (taxable earned income)  
29% taxes withheld: ($8.40)  
Net services payment: $21.50  
Reimbursement: $0.00 (not taxable)  
Total Net Payment: $21.50

42. Click the Return to Main Menu button.
**Issue Payment to a New Study Subject with a SSN Conflict**

WePay™ requires each study subject to have a unique social security number. Although you can create a new subject record leaving the SSN field blank, when that participant is paid from a non-SSN waiver study, the 28% IRS-required backup withholding will occur and an IRS mandated Form 1099-MISC will be issued regardless of the amount earned during a calendar year. Please refer to Chapter 10 *Social Security Number Conflicts* for additional information.

---

**Make a payment**

1. Select the *Study*.

2. Click the Continue button.

```
WePay™
N → Payments → Make a Payment
Make a Payment - Start

Make a Payment - Start

Select One Study: Type 1 Diabetes & Dental Health [58479]
Select Multiple Studies:
  Choose Organization: -choose-
  Choose Number of Studies: 0

Continue Cancel
```

```
Make a Payment - Pick the Subject

Steps: Start → Pick Subject

Study: Type 1 Diabetes & Dental Health [58479]

Select a Subject Known to this Study: -choose-
Or
Search WePay for Existing Subject/Create a New WePay Subject

Search/Create Subject

Continue Cancel
```
**Issue Payment to a New Study Subject with a SSN Conflict**

**Search for a subject**

3. Search the *Select a Subject Known to this Study* drop down list.
   
   - If this is the first time a subject is receiving payment from this study, they will not appear in the *Subject Known to this Study* listing. **Always search the subject database for an existing record before creating a new subject record.**

4. Click the New Subject button.

5. Enter search criteria.
   
   - Always search by *Name* and by *SSN* or simply by *Name* to prevent duplicate subject entry

6. Click the Search button.

![Make a Payment - Subject Search](image)

7. Verify no matching records are found.
   
   - When no records are found a new subject must be created and attached to the appropriate study or studies.

8. Click the New Subject button.
Issue Payment to a New Study Subject with a SSN Conflict

Create new subject

9. Enter Social Security Number.
   - Format should always be 123-45-6789.

10. Enter Re-enter SSN.

11. Enter Last Name.
   - Name should always be entered as it appears on the subject’s SSN card.

12. Enter First Name.
   - Name should always be entered as it appears on the subject’s SSN card.

13. Enter Middle Name.
   - Middle initials are acceptable.

14. Enter Address Line 1 and Address Line 2 if applicable.

15. Enter City.
   - Do not abbreviate city name.

16. Select State or Province.

17. Enter Zip/Postal Code.


19. Enter Phone number.
   - Format is 123-456-7890

20. Select the appropriate study in the Associate Subject to these Studies section.
   - This is the study or studies from which the subject will be paid.

If the subject is not correctly linked to the study, their name will not appear in the known subject listing when making a payment.
21. Verify all data with the subject before saving.

- SCs and SAs cannot update name or SSN details if incorrect. Only ADMs or BOMs can update subject name and SSN details.

** The University will not be utilizing the Direct Deposit or Designated Payee functions.

22. Click the Save button.

23. In the event that a matching SSN is found, the error window will be displayed.
24. To resolve the issue, please correct subject record. Remember, only an ADM can modify the SSN field.

- The subject record with the correct SSN should be linked to the study. The incorrect subject record should be unlinked from the study.
- If the SSN is deleted or omitted, the payment may proceed, but withholding of taxes will occur and an IRS mandated Form 1099-MISC will be issued regardless of the amount earned during a calendar year.

25. SSN documentation collected for University study participants should be submitted to the University’s Payment Processing department. SSN documentation collected for UPMC study participants should be retained by the Study Coordinator or ADM in the department in which the study is being conducted.

26. ADMs are responsible for resolving SSN conflicts in WePay™. ADMs should contact the SC/SA to obtain the proof of SSN and/or W-9 documents provided by the subject in question. Then the ADM must research the original subject in WePay™ and solicit that subject for valid proof of SSN or a signed W-9 Form.

- WePay™ system sends an alert e-mail to ADMs when SSN conflicts arise.

27. Click the Save button.

**Enter payment amounts and Load Card as usual.**

![Make a Payment - Enter Payment Amounts](image)
Reverse a Payment

A payment can be reversed. For example, if you pre-load a card for a study subject before his expected visit, but the subject does not show. Because he did not show, he is not eligible for the payment. The load of the card can be reversed in any amount up to the current card value.

1. Select the Study

2. Click the Continue button

3. Select the Subject to whom payment was made.
Reverse a Payment

4. Select the card that was loaded for payment

Reverse a Payment - Pick a Card

- Subject Name: 11-23-2011 Subject
- Subject SSN: ***-**-2147
- Study: Type 1 Diabetes And Dental Health [58479]

Use existing Payment Card: 212970

Continue  Cancel

5. Click continue

6. Enter Study Payment and Expense Reimbursement amounts.

Reverse a Payment - Enter Payment Amounts

- Subject Name: 11-23-2011 Subject
- Subject SSN: ***-**-2147
- Study: Type 1 Diabetes And Dental Health [58479]
- Payment Card Number: 212970
- Current Card value: $95.00

- Study Compensation: 75
- Expense Reimbursement: 20
  - This amount is non-taxable
- Study-specific Subject ID: 2011-11-23A
- Total: 95.00

Continue  Cancel
Reverse a Payment

7. Click Continue.

8. Click Reverse Payment

When you reverse a payment TransCard will first check the balance on the card.
Transfer Balance on a Lost or Stolen Card

If a subject loses a card, that card can be replaced by any SC or SA. This service will only be available for cards with at least $10.00 of value remaining, and the balance must be transferred to a new card. The SC or SA making the replacement must choose a study to pay for the cost of the new card and the transfer fee, which totals $1.75.

Transfer balance

1. Enter the Lost Card Number.
   - If the card number is not known, click the search button to find cards issued to the subject.

2. Click the Continue button.


4. Select Study to pay for new Card.
   - $1.75 will be charged to the study. The card balance has already been charged at the initial load and will not be charged again.
Transfer Balance on a Lost or Stolen Card

5. Enter 3-digit CVV code.

6. Enter four-digit PIN number for new Card.
   - Be sure to confirm this number with the subject, it will not be displayed again.

7. Click the Complete Transfer button.

8. Verify the transaction has completed successfully.

9. Print a receipt for the subject.
View Transactions

A SC or SA may only view the full detail of payments that he or she has made. An ADM may view the details of any transaction. The transaction ID will appear on the PRISM Journal Entry. No Subject information will be imported into the PRISM General Ledger (GL), thus the transaction ID should be used for all inquiries.

View payments

1. Enter Transaction ID.

2. Click the Get Details button.

3. The following transaction details will be displayed.

   - Payment type, amount and date, payment card admin number.
   - Study name and SC or SA responsible for payment.
   - GL accounts charged.
   - Note: Subject information is confidential and cannot be found through this view.
View Transactions

4. Optionally print a copy for your records.

5. The PRISM Journal Entry will appear as follows.
**Daily Closeout**

SCs and SAs may run a brief summary report for the payments that they have made on any given day. The totals should match the totals of the daily Researcher Copy receipts.

```
WePay™
N → Payments → My Daily Totals
My Daily Totals
```

**Get daily card load totals**

1. The report will automatically run for the current day.

![](image)

2. To get a report for a date other than the current date, update the `Get Closeout report for` date.

3. Click the Submit button.

4. If any discrepancies are found between the receipts and daily totals, the following reports can be submitted for further payment details.
   - RP-18 User Payment Details
   - RP-18b Your Payment Details

5. Click the Cancel button to return to the Main Menu.
Participant Payments: Summary

Issue Payments

- Search for existing subjects
- Create a new subject
- Issue a new payment card
- Reload an existing payment card
- Issue payments to subjects without SSN information
- Issue payments to subjects with SSN conflicts
- Transfer balances on lost or stolen cards

View Payments

- View transaction details by transaction ID

Daily Closeout

- Get summary of daily card load totals