

COM's Hawk Marketplace Gift Card Procedures

Hawk Marketplace:

Hawk Marketplace is a web-based platform through SpearMart that simplifies the administration and disbursement of incentives to study participants. *Hawk Marketplace* allows researchers to present diverse gift cards from different merchants to participants. Because of this leeway, people can choose incentives that matter to them, boosting their incentive to participate. *Hawk Marketplace* gift cards are sent digitally, so it's easy and fast. With the ability to Bulk Upload to numerous participants in a single purchase, researchers can quickly and conveniently send gift cards to participants by email, which reduces administrative work and allows for quick reward distribution.

Requesting/Submission:

1. The PI will identify the award utilized for the order, including the authorized quantity and the vendor selected.
2. A SpearMart order will be entered by the PI/Program Manager/Departmental staff, listing *Hawk Marketplace* as the vendor using their budget combination for their department.
3. The order will be charged to solely to the project and not the Dean's SRAD.
4. Via Smartsheet([Participant Payment Request Form](#)), the PI/Program Manager/Departmental staff will complete the Gift Card Request Form, which requires the completion of all mandatory fields including attaching the approved IRB protocol.
5. The amount requested cannot exceed the amount budgeted and authorized for research participants on the award.
6. The amount distributed cannot exceed the amount approved on the form.
7. If/when the additional funds that are budgeted for participants incentives are needed a new request with all documentation will be required,

Research Accounting:

1. An initial review of the request for correctness occurs upon receipt of the submission through SpearMart. The Grants Administrator will inform the PI/Program Manager of missing components and request the necessary information prior to approval.
2. When the request is complete, the Grants Administrator will approve the requisition for completion in SpearMart.
3. After submission has been processed from the requestor, Hawk Marketplace will process the order once the invoice is received and ship within 1-3 business days.

Department/Close-Out:

1. Once the order has been received by the requestor, the requestor will notify the Grants Administrator to receive their participant log.
2. The "COM Research Participant Distribution Log" must be used to log all participant payments for audit purposes.
3. The following information must be provided for all payments:
 - a. Areas in white must be completed by project personnel.
 - i. Participant ID #
 - ii. Date of Payment
 - iii. Amount of Payment
 - iv. If multiple payments have been provided to the individual

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- v. The total amount paid if multiple payments have been provided.
 - vi. The method of the participant payment.
 - b. Areas in green must be completed for gift card payments. This section will be completed by the budget manager (in either COM Accounting or COM Research Accounting) prior to providing the spreadsheet to project personnel for payment distribution.
 - i. The gift card vendor
 - ii. The handwritten # assigned to the card distributed to the participant.
 - iii. The scanned bar code for physical cards # from Hawks Marketplace.
 - c. Areas in blue must be completed by project personnel.
 - i. Gift cards: the participant's full name and email address must be completed. The other information is preferred, but not mandatory.
4. Participant information should be logged as payment distribution is completed.
5. The completed participant log must be provided to the Grants Administrator to close out the requests.
- a. The spreadsheet must be password protected, this will be provided by the Grants Administrator in the sequence of lowercase initial of PIs first name, lowercase last name, and capital letter of the word for the vendor, i.e., jdoeVendor.
 - b. Once the participant log is completed, the department will submit via NiFty for security purposes.

Note: The gift card order will be the Departments responsibility of disseminating all gift cards.