Citi card Program

Citi Stored Value Card – Plastic
Citi Virtual program – online accounts
FAQs:

1. Can the study be anonymous? Yes there is a place on the form to simply write your department’s name

2. What information is needed to load the cards? No personal information like name, etc. is needed from the participant to load the cards

3. Is there a minimum amount? Yes $15

4. Can the grant chart string be used? No not for the purchase of the cards per Human subject Policy and ASRSP departments use an expense chart string and 78660 and process correction journals to move the amounts to the grant once the participant(s) have been given the card

5. What happens if the participant is mailed the card and did not receive it? You can e-mail me and I will contact Citi to have them check to see if the original funds that were loaded on the card are still intact and if so that card will be cancelled and a replacement card will be issued

6. Can the cards be used at an ATM? Yes

7. Is there a fee? Yes if the ATM is in the network (Citi, 7-Eleven, money pass atm) the fee is $2.00 (the network of ATMs can be found by accessing the card website and entering a zip code)

8. How long does it take to receive the cards? If the card request form is received by 4:00 pm the cards will be ready the next day by 2:00pm

9. Is there a limit to how much the cards can be loaded for? Yes there is a $100 limit unless a department has received an exception letter from ASRSP

10. Can a department load their own cards? No this is administered here in Treasury Operations

11. Are there any usage reports? No this would be the same as cash once the money / card is given to the participant we can’t track spend activity

12. Are the cards ready immediately once received? Yes

13. Can the cards be reloaded? Yes the same card request form would need to be submitted with reload written across the top and the package IDs
14. Is there a way for the participant to register the cards? Yes  Is it mandatory? No but it does allow the participant to track their spending and have fraud protection if the card is lost or stolen

15. Is there inactivity fee? Yes if there has been no activity on the card for 6 months a $3.00 fee will be incurred

16. How long are the cards good? 2 years

VIRTUAL FAQS:

1. Is there a way to send research payments online? Yes we have a virtual program

2. How does the virtual program work? Citi provides a specific formatted spreadsheet to upload files to the website

3. What does the file contain? For the virtual program Citi request the first and last name of the participant, the address, city, state and zip code, e-mail address and the dollar amount of the payment

4. How is the information given for the file? A spreadsheet is e-mailed and the information is imported onto Citi's formatted spreadsheet

5. Who will see the participant's information? Just myself and my boss my staff members do not have access to the virtual program and will not see this information

6. Once the file is uploaded what happens? The participant is notified via e-mail

7. What happens if the participant accidentally deletes the e-mail or it lands in junk/spam? The e-mail can be resent

8. How long will a participant have to claim/activate the virtual account? 30 days

9. Does the virtual program have any reports? Yes two reports are e-mailed every Monday and given to the departments using the program

10. What types of reports? One is a payment detail report that list the virtual accounts set up by name and the other is a claimable report that list the date the account was set up and whether or not the virtual account has been activated