



**UNIVERSITY OF
CALGARY**

New Subject Fee Payment Process – University of Calgary EverythingCard

What is EverythingCard and why did the process change?

EverythingCard is Canada's most widely used gift card platform to simplify delivery of gift cards. The University of Calgary is using EverythingCard to allow researchers to purchase online codes for subject fees to be distributed to their research subjects as a token of appreciation for their time and effort in participating in a study. The EverythingCard platform allows participants to redeem their codes online and select their own gift card(s) from a variety of retailers.

The change to using EverythingCard was based on feedback from the Research Community seeking a more cost effective and secure method for subject fee payments.

What are the benefits of using EverythingCard?

In addition to being a more streamlined process, EverythingCard offers the following benefits:

- Academic research study participants can select the gift cards they want
- Simple redemption for recipients
- Gift cards never expire
- Researchers have quicker access and better control when ordering gift cards
- The new process is SIMPLE, FAST and DIGITAL.

How do I access EverythingCard?

Please refer to the following [Set Up Form](#) to get started. This form will allow you to set up and activate an EverythingCard account under the University of Calgary platform. Please note that after you have completed and submitted the form online you will receive a quick reference guide on how to navigate your account as part of your welcome package.

How Does the process work?

After creating an EverythingCard account, researchers fund the account by charging a credit card. The funds in the EverythingCard account can then be used to purchase redemption codes that can be distributed to research participants.

The code purchases are automatically charged to the project as subject fee expenses. This occurs when the PCard used for the code purchase is reconciled or the expense report for personal credit card purchase is submitted for reimbursement. The subject fee expense is charged to the project using account code 60025 "Subject Fee Expense".

What is the minimum spending requirement and how do I pay for the cards?

The minimum spending requirement on the EverythingCard account is \$500. This means that you must credit your EverythingCard account with a minimum of \$500 to fund the account. The minimum \$500 purchase is applicable to all code purchases, both new and subsequent purchases or top ups.

You can pay for your EverythingCard using the University PCard or a personal credit card. Note that the payment must clear before codes can be purchased. There may be a maximum delay of 48 hours to access funds for credit card purchases while the payment is being verified by the EverythingCard system. Please ensure that purchases are made in advance to allow sufficient time for funds to be verified / cleared.

Please do not use your travel and expenses credit card to pay for EverythingCard purchases.

Is the minimum \$500 spend per EverythingCard account, or per project? Can I split the \$500 minimum spend between projects?

The \$500 minimum is on a per EverythingCard account basis. You can combine code purchases for 2 or more projects to meet the minimum threshold. When using a PCard or submitting for expense reimbursement (when personal credit card was used), the expense can be allocated to different projects. For instance, \$200 can be allocated to project A, and \$300 to project B, so long as the \$500 minimum is spent in one EverythingCard account.

If funds are not fully used in one project, can the EverythingCard funds be transferred to another project or reimbursed/refunded?

We encourage users to maintain funds in their EverythingCard account that can be fully utilized for the duration of the project. In circumstances where a project will be ending, the unspent EverythingCard funds may be allocated to another projected. Please contact finance@ucalgary.ca for more information.

If you would like funds refunded from your EverythingCard account back to your PCard or personal credit card you may contact service@everythingcard.ca for assistance. Note that there is a \$75 charge at the researcher's cost for refunds. You may only obtain a refund for unspent funds, i.e., funds that have not been used to purchase redemption codes.

Is there a fee to use EverythingCard?

There is no cost to the researcher to use EverythingCard using the University of Calgary's EverythingCard portal. When making your purchase on the portal, please ensure you select "Credit Card - no fees" from the payment method dropdown menu.

Is there an option to request a prepaid Mastercard or Visa gift card?

This is no longer an option. Only the products on the EverythingCard Portal are available.

How do participants redeem codes?

Participants can redeem codes on a PC, Mac, tablet, or phone.

I already have an EverythingCard account. Do I need to set up a new account in order to take advantage of the zero fee?

Yes, if you already have an EverythingCard account where you pay a 3% surcharge for credit card transactions, you will need to open a new account to take advantage of the new zero fee purchases under the University of Calgary's EverythingCard portal.

Who is accountable for managing the funds once they are in the EverythingCard account?

Researchers are accountable for managing their EverythingCard account and funds.

What compliance and eligibility requirements are needed to charge subject fee expenses to research project(s)?

In addition to having active projects with sufficient funds, the subject fee expenses must only be charged to projects with valid Human Ethics certification.

Do I still need to submit a participants' log to Finance with the EverythingCard process?

Participants' records and identifying information are considered confidential and must remain on file with the research team. Researchers and their teams are still required to maintain a participant log along with any records related to code distribution and redemptions (if applicable), for their own reference and audit purposes. Participants' logs are no longer required to be forwarded to Finance with EverythingCard.

I am concerned with the privacy of information for my study participants. Who will see this information?

Participant information is only used for code redemption and customer support. All information within the University of Calgary's EverythingCard portal is encrypted with bank grade protocols. The University does not track or view the participant information. Note that the project holders and/or their research teams are responsible for the safety and security of passwords to the EverythingCard account and their research participants' information.

How can I see if the participant has redeemed their code?

Once a code has been issued it is not possible to see if it has been redeemed; the code is considered activated or spent. This process is similar to purchasing a gift card from a retailer. Once an individual

has purchased a gift card, the gift card is non-refundable. If a participant has lost their code, please ask the participant to contact hello@everythingcard.ca for assistance. Codes can be resent if unused, but it cannot be cancelled.

What if I would like to pay cash to my research participants?

Section 4.9(b) of the [University's Gifts, Donations and Sponsorship Policy](#) states that University Funds may not be used to give a gift in hard currency to a non-employee such as an academic research study participant. Paying cash to research participants is not compliant with the University's [Gifts, Donations and Sponsorship Policy \(ucalgary.ca\)](#).

I have questions regarding my EverythingCard account. Who can I ask?

Please contact service@everythingcard.ca for any questions or concerns. The team at EverythingCard will be happy to guide you through the process.

Who do I contact if I have other questions relating to subject fee payments?

For any other questions, please contact UService. Email: finance@ucalgary.ca Call: 403-210-9300.