Pay Participants

From the participant record you can pay stipends and request reimbursements. The prepaid cards that participants receive are reloadable, so you only need to provide a participant with a card once, even if the participant is added to another protocol.

Note that:

- Participants receiving payments (stipend or ad hoc stipend) should have a valid Social Security Number entered on their Participant page. Payments will alert you of an invalid or blank SSN and allow you to edit the number or to proceed with the payment without updating the SSN (Continue With Errors).
- Additionally, Payments will alert you when any combination of payments to a participant (stipends, reimbursements, ad hoc stipends, and ad hoc reimbursements) exceeds the Hyperwallet limit for unregistered prepaid cards (1,000). You can close the window and notify the participant to register their card, or you can proceed with the current payment (Continue With Errors).

Pay a visit stipend

On the participant page, you will see a list of all associated protocols.

1. Click the visit to be checked in. (The next visit is listed under the protocol name and description.)

You can also click All Visits/More Details to view all scheduled and unscheduled visits.

The Scheduled Visits table lists the visit name, status, action date, amount, and paid date for each visit. Note that the entry in the Action Date column is the date when the visit was checked in; the entry in the Paid Date column is the date when payment was made. These dates might match or differ, but the Paid Date will not be before the Action Date.

- To open a visit, click the link in the Visit Name column.
- To view additional visits, click the Show More link at the bottom of the Scheduled Visits and Unscheduled Visits tables. Each click will add an additional 10 records to the listing.

2. Depending on the participant’s account status, you will see one of the following buttons:

- Pay: Clicking this button will release funds to the participant for the stipend amount.
- Schedule Payment: Clicking this button will process the stipend payment once the participant payment account is active.
- Send for Review: Clicking this button will have the amount financially reviewed prior to payment.

A checkmark will appear next to the Visit Stipend header. Depending on your organization’s setup, the participant will either be paid automatically, or the stipend will go to your financial team for approval.

3. If you don’t need to request reimbursements, select No on the “Have Reimbursements?”

A checkmark indicates that each section is complete. Click Back to Participant Search to select a new participant.

If a payment takes longer than normal to process, Payments will retry the payment in five-minute increments for up to 24 hours.

Request reimbursements

The types of reimbursements available for each protocol are defined in the protocol setup. If you have questions about the reimbursement options available, contact your Participant Payments Organization Administrator.

1. Set the Have reimbursements? Setting to Yes.

2. Enter dollar amounts for one or more expense types. You can also enter comments to share with the financial team during review. For mileage reimbursements, you will enter either the number of miles or the dollar amount of the reimbursement, depending on the protocol's setup.

3. When you are finished, click Send for Review. The visit will be set, and you can click Back to Participant Search to check in additional visits.

If the participant has receipts, you can scan them and upload them into the system. Click Add Attachments to open the Attachments page.

- Click Choose File and select the receipt image file or PDF and click Upload. After you've finished attaching receipts, click Close.
- When you are finished, click Send for Review.

NOTE: The participant will not be paid until the financial team has reviewed and approved the reimbursement request.