2.5 User Guide

TBD 05/03/2024

Contents

1 Vincent Description

- Vincent is the next generation of software first created in 2007 as a solution for the payment of compensation to medical study participants. Vincent also supports additional payment use cases such as Study Abroad, Teaching Projects, Athletics, Resident Life, Club Activities, and much more. Its unique features and functionality allow for the issuance of anonymous, reloadable, MasterCard-branded, instant-issue, stored value cards with multiple redemption options. Vincent offers a flexible methodology to execute payments to individuals outside of a traditional Accounts Payable vendor structure. Vincent allows for payments to be made in a controlled, auditable, decentralized environment with complete, centralized control and accounting to General Ledger with minimal risk and exposure to staff or clients.

2 Maintenance Downtime

- In the event of downtime or other system issues, a notification e-mail will be sent from the Vincent Support team to the clients specified Director level users, who will then distribute it out to their organization. To the best of our ability any downtime notifications will be sent at least 72 hours in advance.

3 Document Confidentiality

- All documents pertaining to Vincent are proprietary and confidential. They are not for public distribution outside of your organization and any electronic versions must be protected behind your organization's Firewall system.

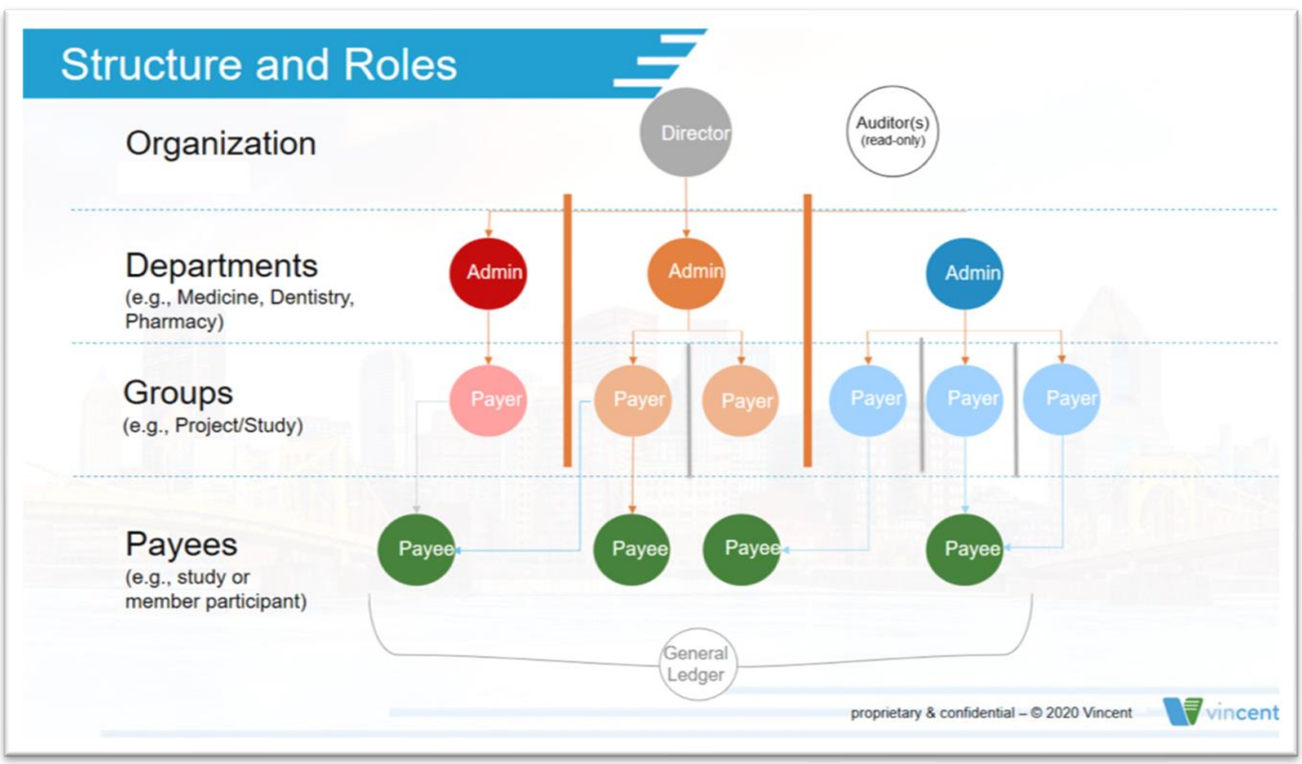
4 Getting Started / User Roles

- This document explains how to access and use the Vincent Application. The Vincent interface is comprised of five major roles:

	Level View	Permissions
Director The Director is mostly a viewer of organizational level information.	• All Depts. • All Groups • Director Dashboard	• Department Management • Administrator Management • Card Management
Auditor Read only access that is like Director level permissions.	• All Depts. • All Groups • All reports (except Card Management report)	• Read only
Administrator The Administrator is responsible for user and group creation.	• Multiple Depts. • All Groups in their Depts.	• Payer Management • Group Management • Card Management
Payer The Payer is responsible for making payments to people within their groups	• Multiple Depts. • Ad-hoc Groups in their Depts.	• Payee Management • Card Management • Making payments • Balance transfers • Payment reversals • PIN management
Payee The Payee receives payments and currently does not access the system		

4.1 Details of the Roles

- Director – capabilities exist at the organization level, creates Departments, creates Members with the permission level of Auditor and Administrator, participates in card management by requesting and exchanging cards, and has viewing and reporting capabilities across the organization.
- Auditor – able to view all transactions, department and group level information, and members' information. This role is read only and cannot add/edit Members, Departments, nor Groups and cannot make payments. They have access to downloading all the reports from the system.
- Administrator (Admin) – capabilities exist at the Department level, creates Groups and Payers within their Department(s), participates in card management by requesting and exchanging cards, views include transactions and members for all Departments and Groups they are part of and manages Payers in their Departments and Groups.
- Payer – capabilities exist only at the Group level, creates Payees within their Group(s), and makes payments to Payees in their Group(s), participates in card management by requesting and exchanging cards, views include transactions and members for all Groups they are part of, PIN management (change and reset PINs), payment reversals, and manages Payees in their Groups.
- Payee – not a user of the system – received payments on reloadable cards, also known as a Cardholder
- The following diagram summarizes the hierarchy and roles (the relationship between the roles, privacy within levels of the hierarchy, etc.) within Vincent. For example, payers can only see and manage payees within their group(s). Directors can see everything in an organization.



- As part of a client implementation, Vincent will create the client's Organizational Vincent site and Director(s) based on the direction provided by the client. The client's system users will then create and manage all members (Administrators, Auditors, Payers, and Payees), Departments, and Groups (clinical studies, teams, etc.) based on their permission levels.

4.2 Details of the Roles

- User Management includes the creation of new members and updating details of existing members. The creation of users is similar between system Users and Payees.
- Directors can only be created by Vincent directly per request.

- Directors can create Administrators and Auditors.
- Administrators can create Payers within their Departments and assign them to Groups.
- Payers can create Payees within their Groups.
    - Auditor Role cannot perform any user management and has read only capability.

Roles	Create Payee	Create Payer	Create Admin	Create Director
Payer	●			
Admin		●		
Director			●	
Combinations				
Payer + Admin	●	●		
Admin + Director		●	●	
Payer + Admin + Director	●	●	●	
Payer + Director	●		●	

- When a new user member is created, they must be assigned a role. Roles that can be assigned include Admin, Auditor, Payer, or Payee.
    - A user cannot update their own role.
    - Note: as there are very few Directors within an organization, they are created by Vincent Payment Solutions when an organization is created in Vincent or by written emailed request to the Vincent Support email address.

4.3 Can a user have multiple roles?

- An organization will determine if users can have multiple roles. If allowed by an organization, a user can be assigned additional roles by a user of a higher level. This allows large organizations to distribute responsibilities and smaller organizations to collapse Member’s responsibilities. The configuration of multiple roles is on a per-user basis. The following are descriptions of multi-role users:
    1. Director/ Admin - capabilities exist at the organization level, creates departments, administrators, groups and payers, views include transactions and members for all departments and groups, management of and administrators, payers and payees for all departments and groups.
    2. Director/ Admin/ Payer - capabilities exist at the organization level, creates Departments, Administrators, Groups and Payers, views include transactions and members for all Departments and Groups and management of Administrators, Payers and Payees in all Departments and Groups, makes payments to Payees in all Departments/ Group(s), participates in card management by requesting and exchanging cards.
    3. Admin/ Payer - capabilities exist at the department level, creates Groups, Payers and Payees, views include transactions and members for their Departments and Groups they are part of and Administrators, Payers and Payees in their Departments and Groups, makes payments to Payees in their Departments/ Group(s), participates in card management by requesting and exchanging cards.

4. User/ Payee – Your organization will decide if User/Payee roles will be set up as a single profile dual role user/Payee or if they are set up as a separate Payee member profile for a person that will be a system User and a Payee.

- Note: Vincent does not allow Payers to make payments to themselves if the Payee role is part of a multiple role profile.

5 Logging into Vincent

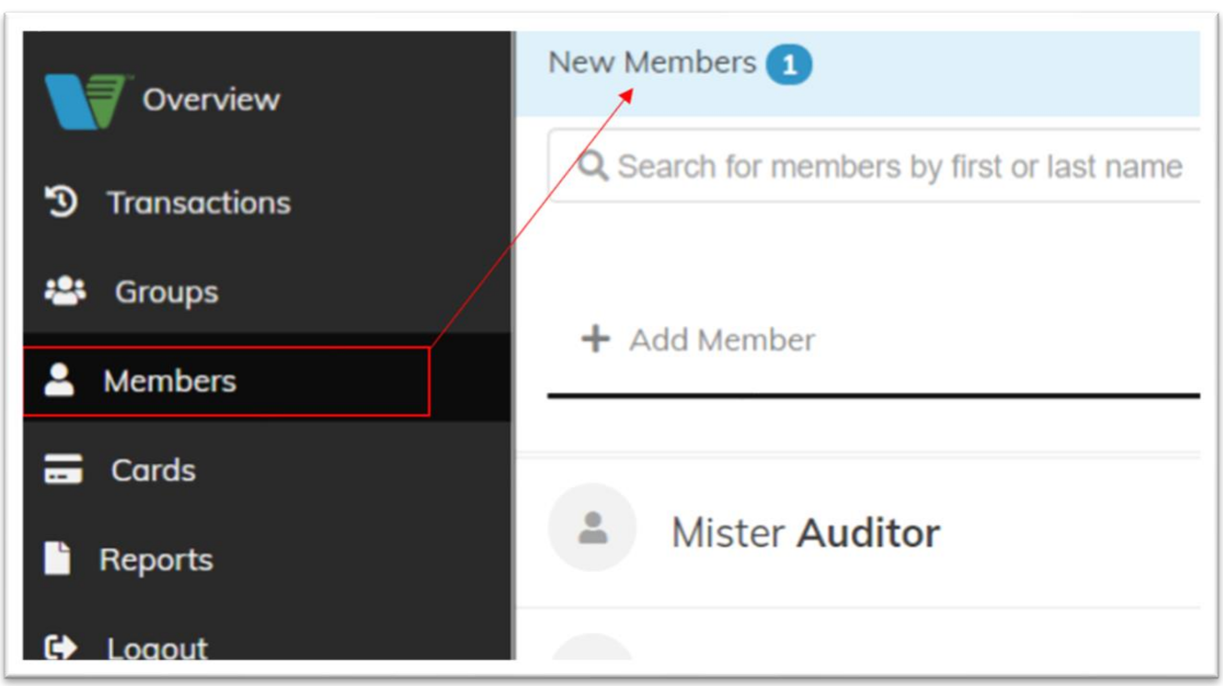
- Steps to access the Vincent application.

5.1 Single Sign On (SSO)

- The Vincent log-in page will use your organization's Single Sign On credentials.
- New Administrators and/or Payers will need to follow the company SSO protocol to gain access to the Vincent Application.

5.1.1 Setting up SSO

- Add the new user to your organization's "Vincent" Active Directory or security group for Vincent (Optional for the Organization).
  - Please reach out to your organization's IT (Information Technology) group to add or remove individuals for your organization's security group for Vincent.
- Directors create Vincent Admins that can log into Vincent and create a new Payer user account, and Payers can create new Payee accounts.
  - Include the full organization username as used by your network security solution for single sign-on. For example: JohnSmith.
  - Complete name, and role section including departments and groups then choose "Finish."
  - Once setup in active directory or security group for Vincent, and in Vincent, the user can log into the system if they are an Administrator or Payer.
  - If a user has been added to the organization's active directory or security group for Vincent and tries to login to Vincent, but has not yet been assigned a role, department, and/or group within Vincent, the Vincent system will add the new user to a new member's queue in the blue bar at the top of the member list page.

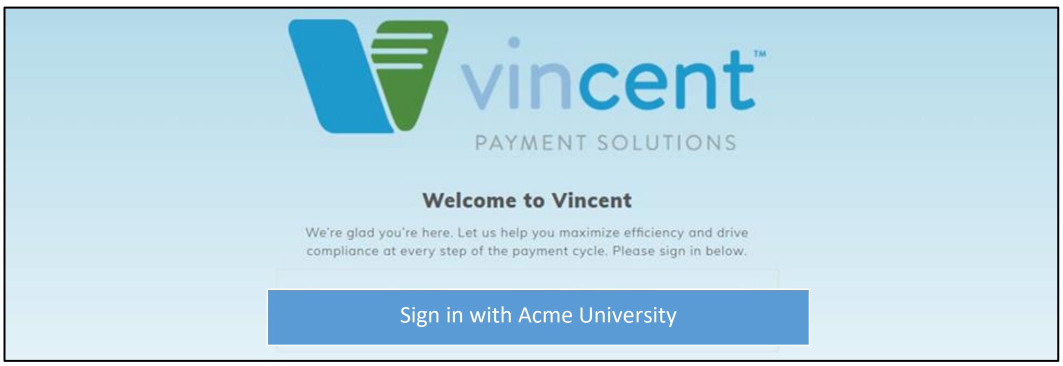


- At this point, the new User cannot yet access the system and others cannot view the new User within the Member list.

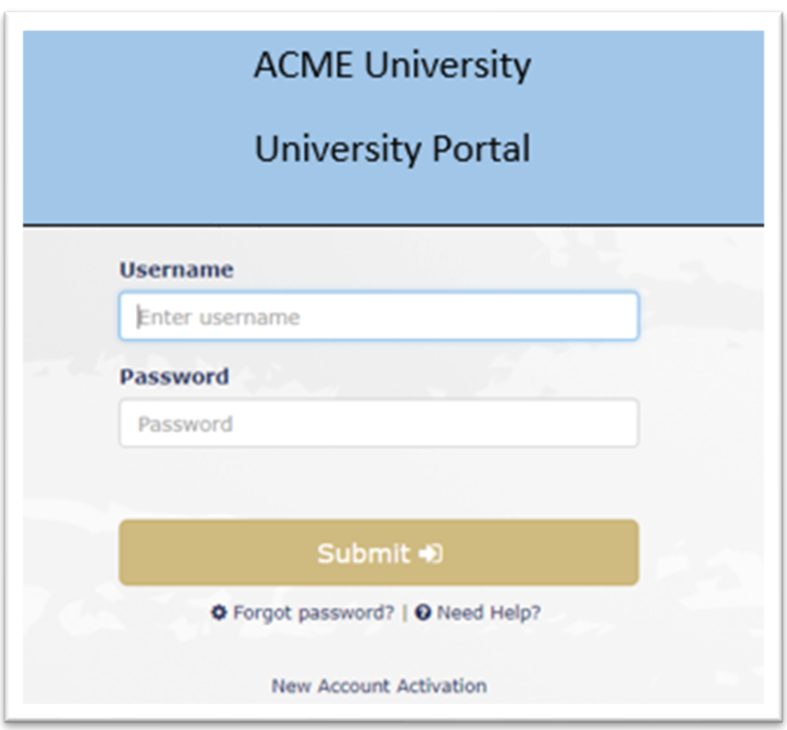
- An Admin (when the new Member is a Payer) or Director (when the new Member is an Admin) must then select the new member's username in New Members and assign a role and department and/or group. Once updated, the new user can access the system.
  - NOTE: If the User tries to add a user outside of the blue bar, the system will inform them that the username already exists in the system. If this occurs, the user must check the usernames listed in the blue "New Members" bar to determine if the username is on the list and, if so, select them and complete addition of that user from that point.
- A new Member that needs Director level permissions will need to be set up by Vincent in the system. Contact Vincent Support with the new Member's name, username, and other demographic information to have the Director level member set up.

5.1.2 Logging into Vincent

- Select "Sign in"
  - By clicking the Sign In button, you will be redirected to your organization's authentication page for application access.



- If transferred to an off-Vincent portal, then enter your username for your organization and password.
- Then select "Submit".

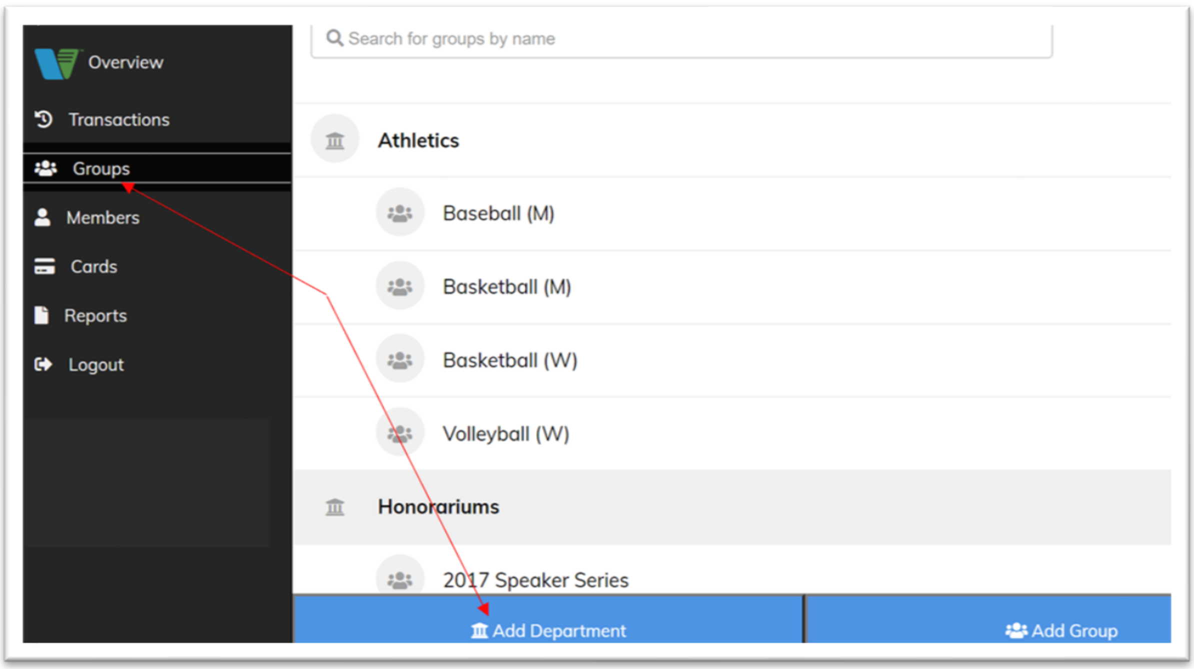


- Once validated you will be redirected to Vincent and logged into the software.
    - If you are not directly logged into the system, you may need an account setup in Vincent, please contact your Vincent Director for Members with Admin permission level or Administrator for Members with Payer permission level.

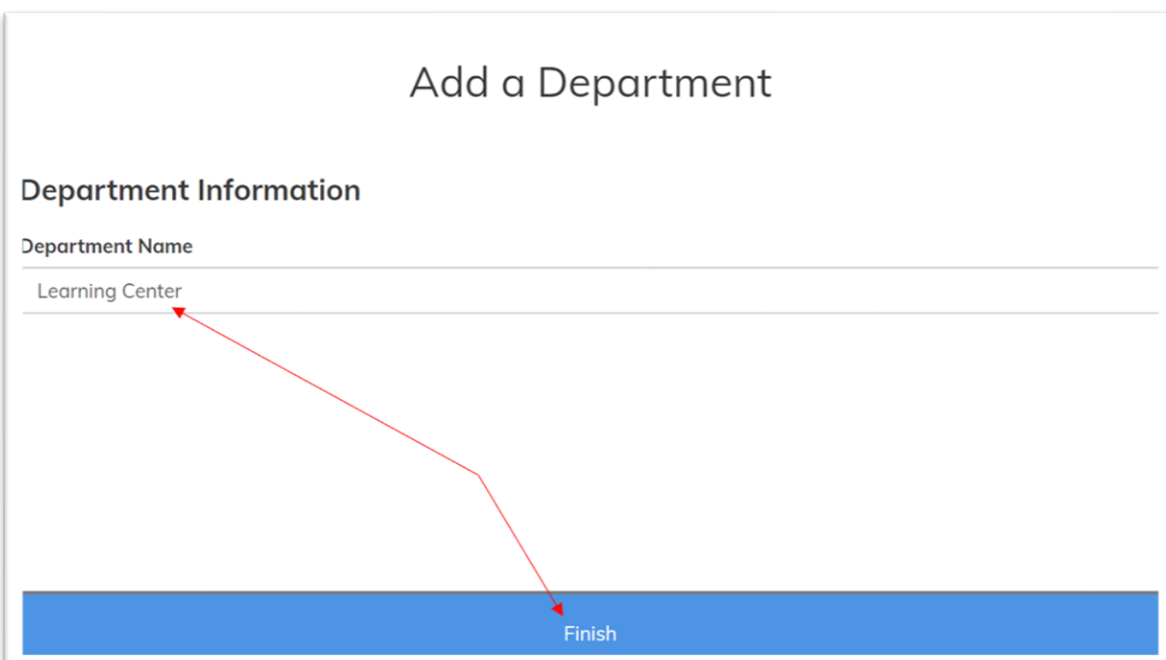
6 Departments

6.1 Add Department

- The Director role can create organizational Departments. Directors can navigate to the Groups page and once there, select the “Add Department” button on the bottom of the page.

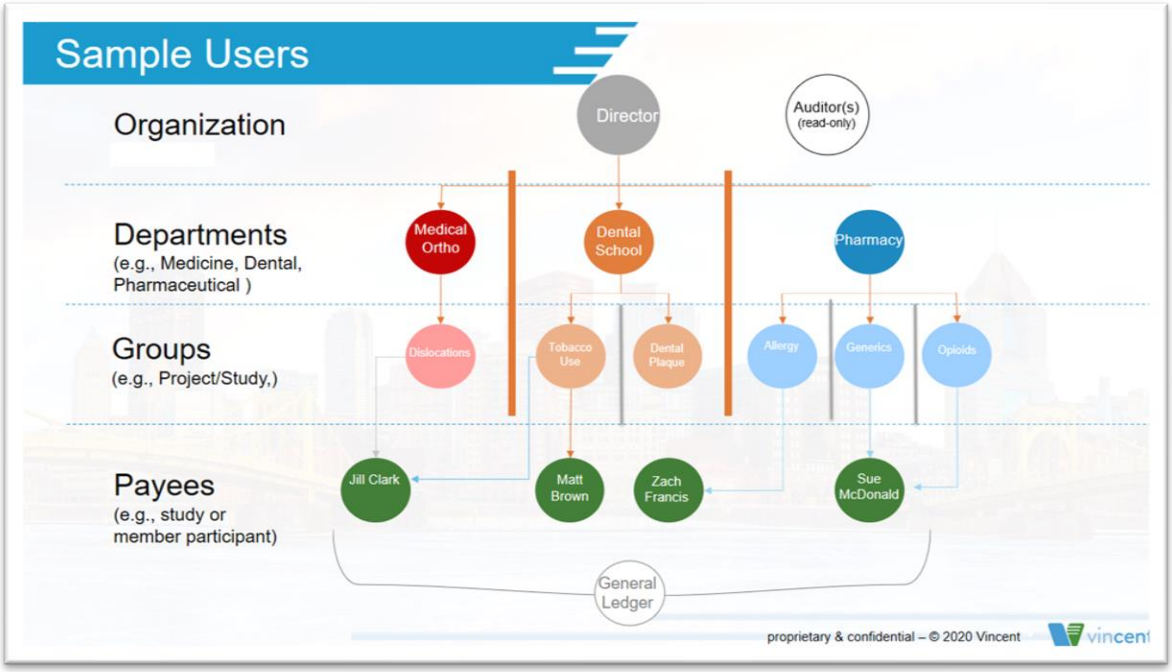


- Directors are then able to enter the department name and create their department. Once created you are shown what current Administrators are assigned under the new Department.



7 Groups

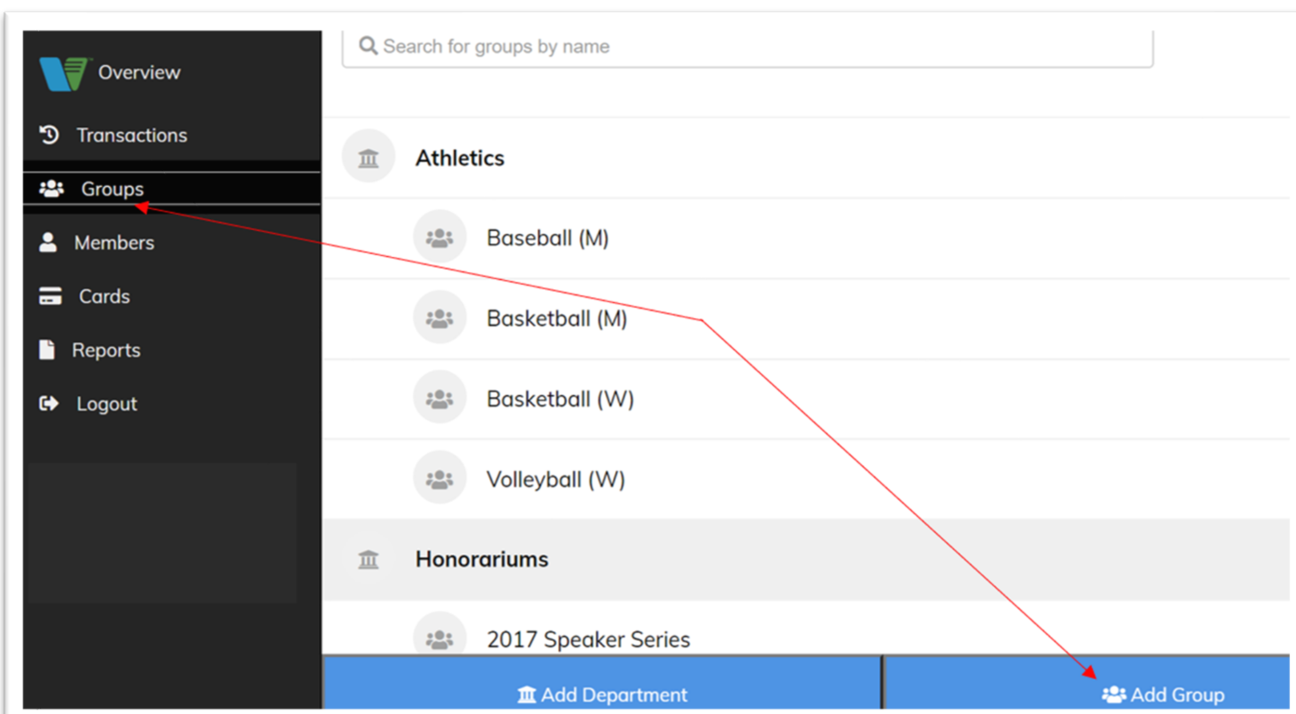
- Groups can be clinical research studies, athletics teams, academic groups, clubs, employee payments, expense reimbursement, etc. The following diagram illustrates the system hierarchy and departments and groups within.



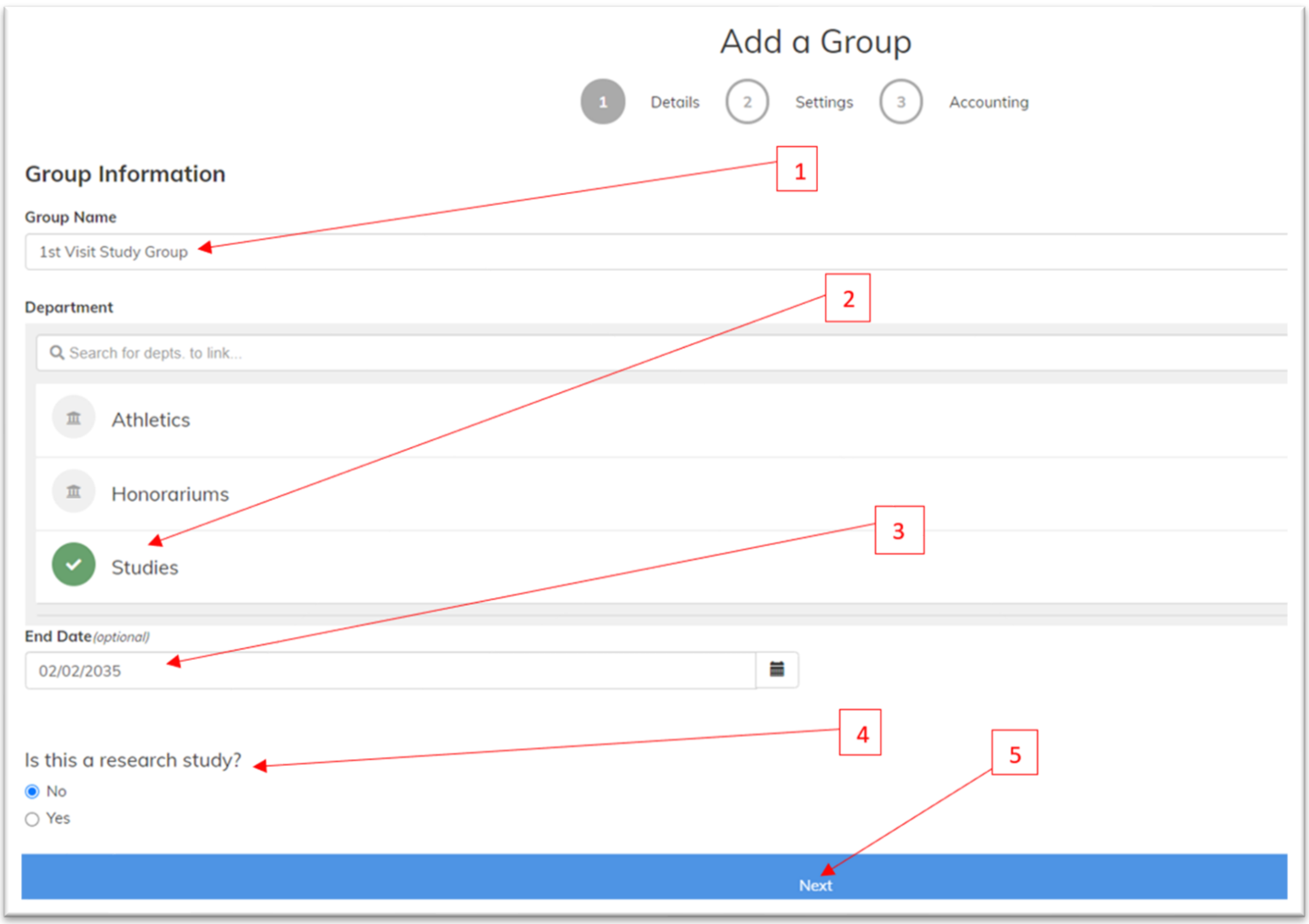
- The Groups tab will bring you to a list of all your Groups. You can search for Groups by their Group Name, or you can add a new Group if you are an Administrator. The Administrators will create Groups and can create additional Payers for the Group. Payers can create Payees within their Group(s) once they have been created as well.

7.1 Creating Groups

- To create a Group, click on the “Groups Tab” and then “Add Group.”



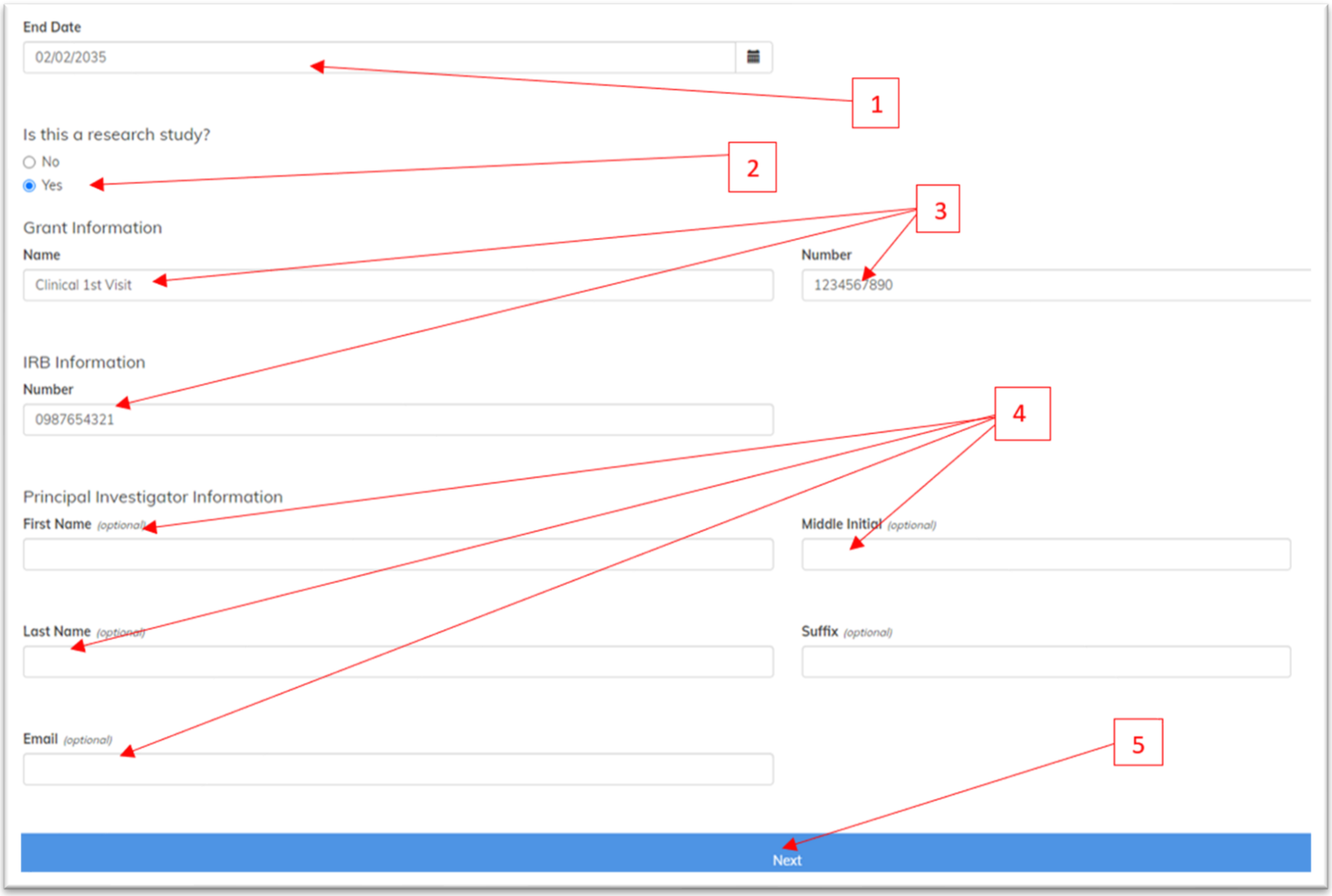
- Below is the information you will need when creating a group:
    - Group Name
    - Department
    - End Date (optional for expense, required for research study)
    - Grant info (research studies only)
    - IRB (INSTITUTIONAL RESEARCH BILLING) Info (research studies only)
    - PI (Principal Investigator) Name (optional. research studies only)
    - Email (optional; research studies only)
    - Correct GL codes for Payments and fees
    - Budget, max payment amounts, and payment frequency (optional)
- Below is the first screen when adding a group on the Add a Group Details page (below). Only a Member with the permission level of Admin can add a group.



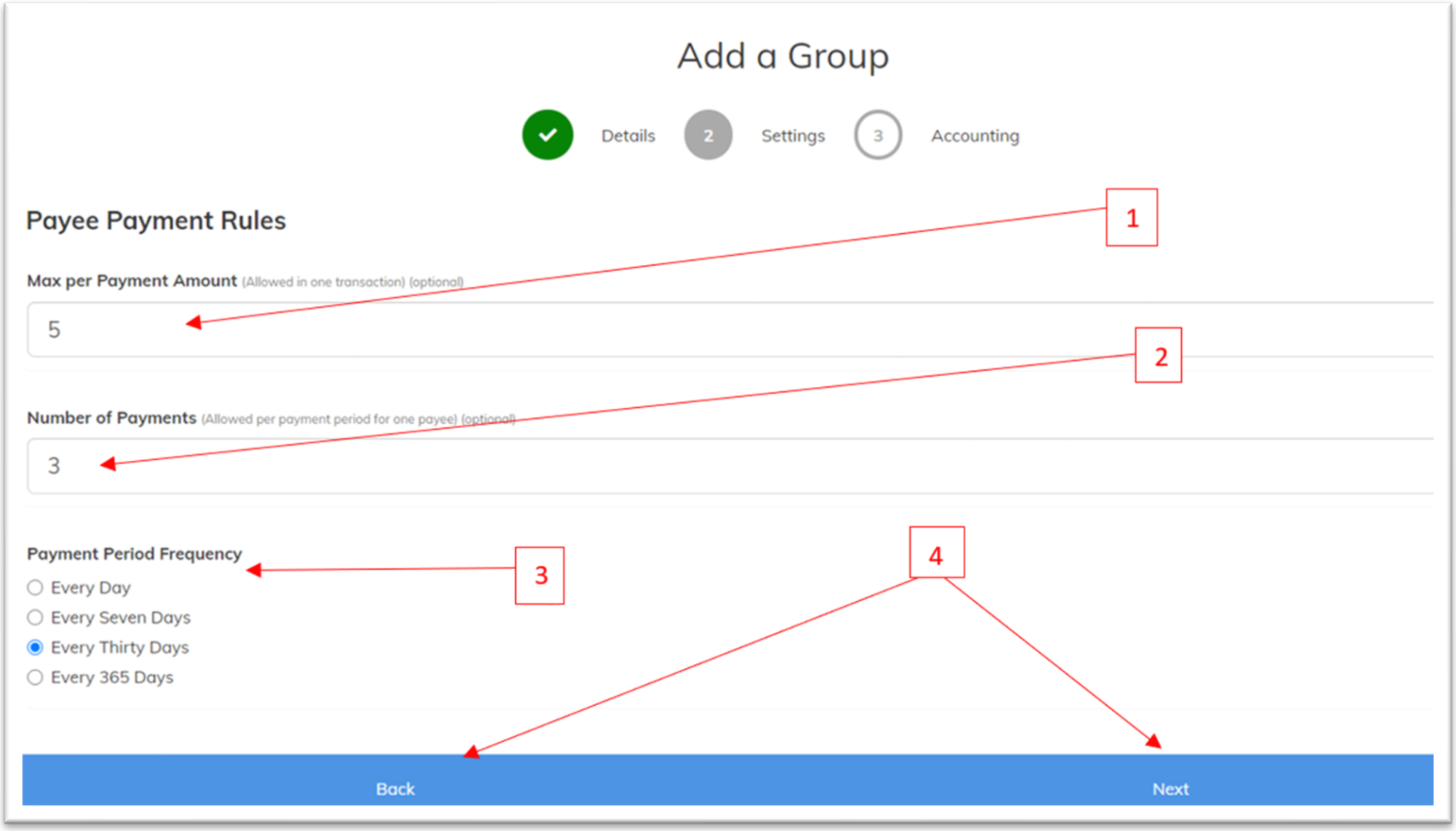
1. Group Name (Required) – add the Group's name that the group will be named. The Group can have a name that does not relate to what the Group is studying for sensitive groups.
2. Department (Required) – the Department that the Group is part of. You can select it directly from the list or search the list to reduce the selections.
3. End Date (Required for research study Groups, Optional for non-research Groups) – The date the study or group will end. If it is not a research study and there is no end set end date this can be left blank.
4. Is this a research study?
    a. Select No then you can go to #5

   b. Select Yes, see the screenshot below as the screen expands and for more information will need to be entered. An End Date (see #3) is required if "Yes" is selected.

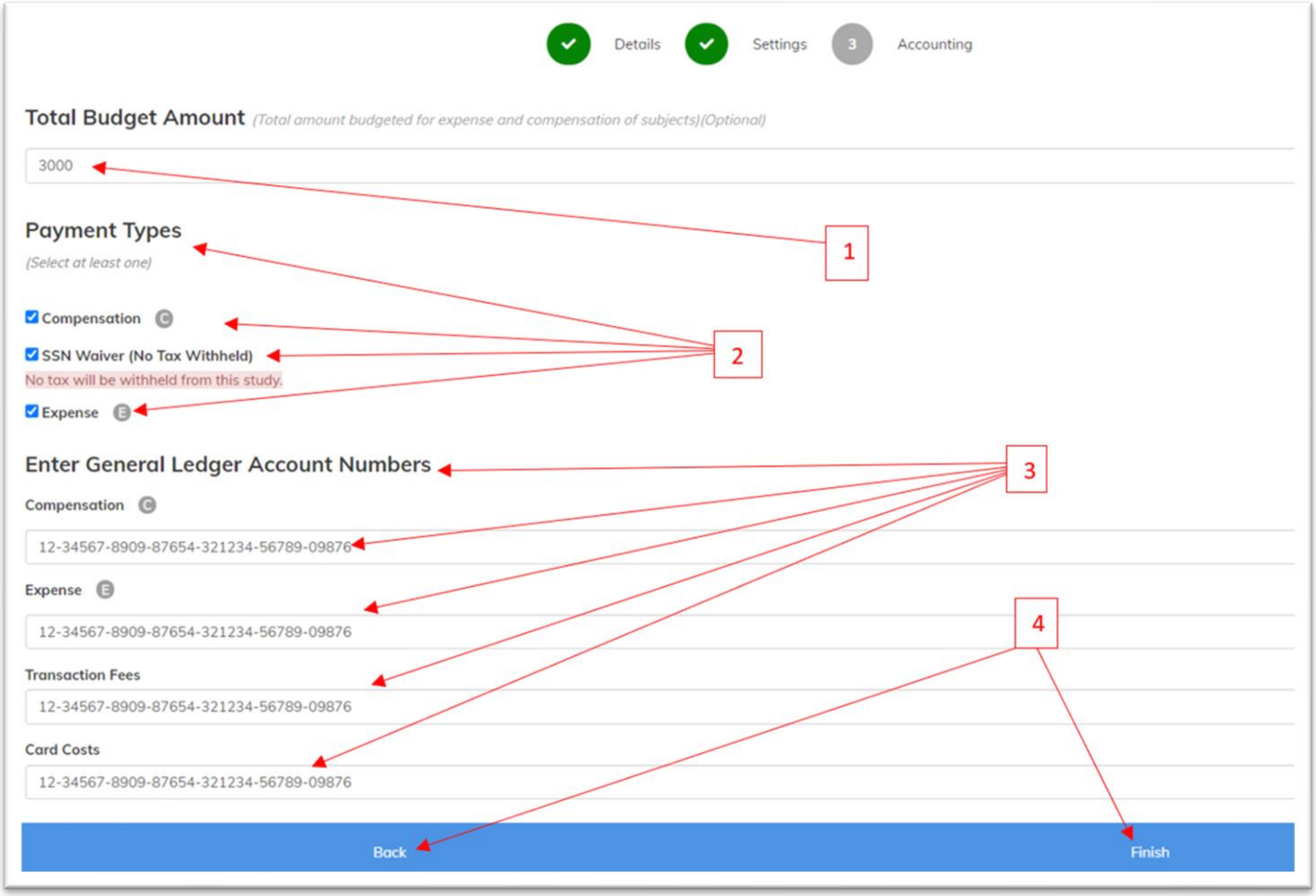
5. "Next" button – Verify all is correct if you are ready to move forward click this button. If the button is gray and not blue, please review as a mandatory field was not filled in.



1. End Date (Required when "Yes" is selected for #2 if it is a research study) – the end date of the research study. If not filled out for research studies, the box will be red and End Date is required. will appear below the End Date box. The next button (#5) will remain gray and not selectable if the end date is not filled in.
2. Needs to be selected yes for a research study, if no one is selected see previous screen shot.
3. Grant Information (Required) – The Grant name, Grant number, and IRB Information number must be filled in for research studies.
4. Principal Investigator Information (Optional) – The information for the principal investigator (first name, middle initial, last name, suffix, and email) can be added to the group for reference.
5. "Next" button – If gray it will not be selectable due to required field has not been filled out. If blue, then all the required information has been filled in and the button is selectable and takes you to the next screen.



- Add a Group Settings page give the Admin the option to set the Payee Payment Rules that will create controlled restrictions on how much, how many, and how often payments are able to be made to Payees of the Group.
  1. Max per Payment Amount (optional) – this is the limit on the maximum each Payee can be paid per payment.
  2. Number of Payments (optional) - This is the total number of payments a Payee can be paid from this Group. If this is used, then see #3 that will appear after the number is entered for the field.
  3. Payment Period Frequency (required if “Number of Payments” has an amount filled in) – This will only appear if a number is put in “Number of Payments” and must be selected for the “Next” button (#4) to be selectable. This selection will set how often of a period the “Number of Payments” can be made as a limit.
  4. Back and Next button – “Back” is always selectable if something needs to be changed in the previous screen. If “Next” is gray, then a “Payment Period Frequency” has not been selected. Once selected, “Next” will turn blue and selectable for move forward to the screen below.



- Add a Group Accounting page allows the Admin to set the Group's Total Budget Amount, designate the Payment Type(s) (compensation or expense; at least one or both are required) and Enter General Ledger (GL) Account numbers.
  1. Total Budget Amount (optional) – this is a control put in place that the Admin can set a maximum budget for the group. The Total Budget Amount will help ensure that you do not make aggregate payments to all Payees that exceed that amount. An Administrator can update this amount if necessary; this control serves to prevent any person from making excessive payment from this group. After the set budget amount is exceeded, the group will become disabled.
  2. Payment Types (at least one of either Compensation or Expense is required to be selected, but both can be selected).
     a. If you select Compensation this will cause the Compensation GL code box to appear in #3.
     b. If you select Expense this will cause the Expense GL code box to appear in #3.
  3. Enter General Ledger Account Numbers (Required) - The GL Account Number fields are formatted like your accounting system requires, including all segments. You must include all the expected segments, even if you typically only refer to only a few variable segments. Consult with your internal accounting staff if you are unaware of the full GL account number string.
     a. If your organization has elected to allocate either card costs or transaction fees or both to the Departments or Groups, the GL Account Number fields for them will also be exposed and will need to be completed as applicable.
     b. If your organization elected to use the optional GL Validation service, Vincent will confirm that the number you have entered is a valid GL number. With GL validation enabled, and if you get the error message

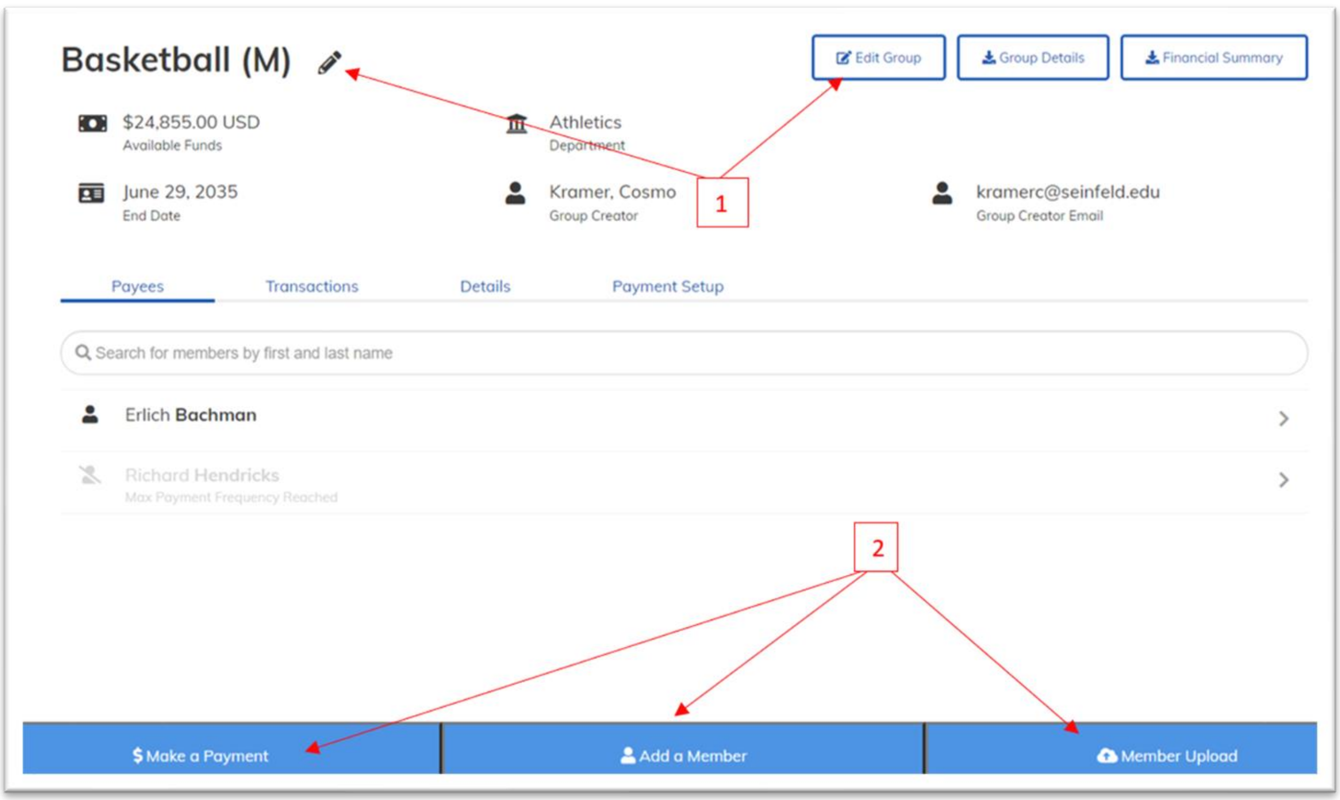
The information you have entered is not a valid General Ledger account number. Please enter valid account information to proceed.

you will need to verify that the General Ledger Acocunt number is correct with the GL your organization has on file. If you do not have the correct GL format then you will get the error message Incorrect format. Please try again. The Group cannot be entered into Vincent until the GL account number is correct and validated. The GL validation invalid message will only come up if your organization elects to use GL Validation as a service.

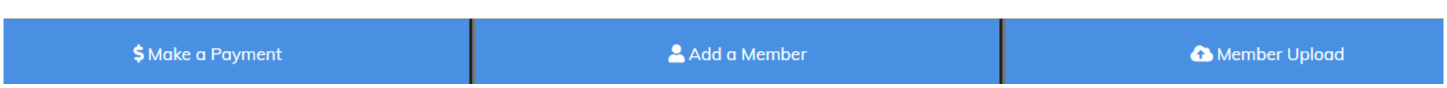
4. Back and Finish button – "Back" is always selectable if something needs to be changed in the previous screen. If "Finish" is gray, then a required field has not been filled out. Once the final GL field is filled in correctly, either tab out or click in the blank area on the screen and the "Finish" button will turn blue and selectable. Once "Finish" is selected you will get a Group Added Successfully message for a few seconds as confirmation.

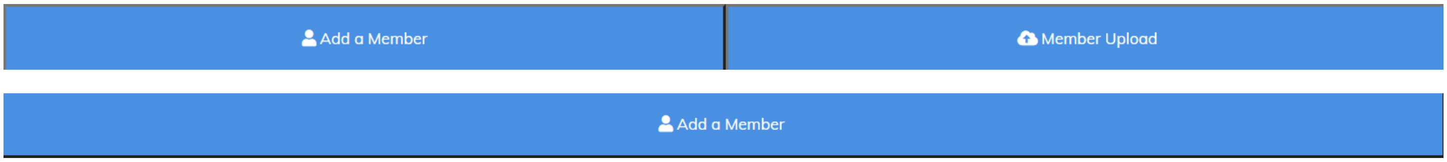
7.2 Managing Groups

- You can manage existing Groups by first selecting a Group from the Vincent main menu on the left. The Group's detail has additional information about each Group. In the following image, the name of the Group Creator, the date the Group was created, and the available funds remaining based on the budget amount are displayed.



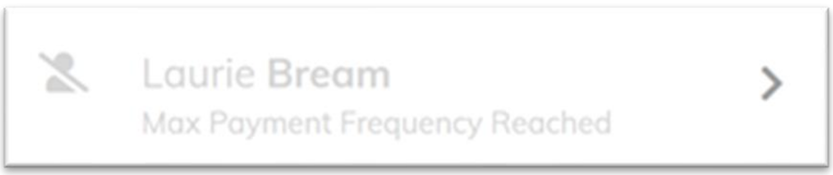
1. Administrator level permissions can update any of these Group Details by clicking on the Edit Group to the right of the Group's name. Edit Group or .
2. At the bottom you can also make a payment or add a member to this Group.
   a. Depending on the permission level the selectable buttons on the bottom will change.
      - Depending on the permission level and if the group has any Payees set up, the buttons on the bottom of the Group's detail screen will vary between whether the "Make a Payment," "Add a Member," and/or "Member Upload" are displayed (examples below, top two appear for Payers and the bottom example appears for admins).



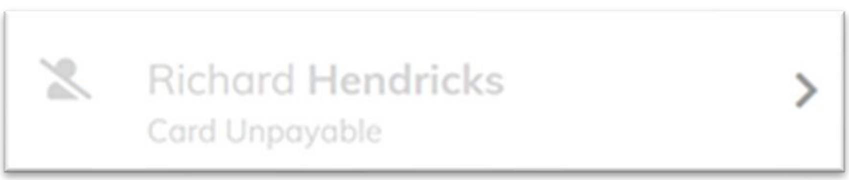


- If you have a Payee that is grayed out and has the message of “Card Not Assigned,” then the Payee cannot be paid until they have a card assigned to their profile (see section titled “Assigning a Payee a Card”).

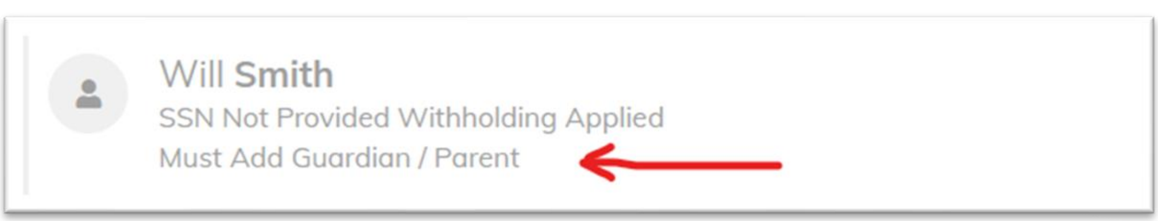
- If you have a Payee that is grayed out and has the message of “Max Payment Frequency Reached,” then they have reached the set payment amount that was set for the Group (i.e., has two payments already made in one year when the Group is set at two payments in one year). The Payee cannot receive any further payments until either the time set has elapsed, or the Group is modified by an Admin with a new payment frequency.



- If you have a Payee that is grayed out and carries the message “Card Unpayable,” then the card is soon to be expired and must be replaced. See Section “Replace Card” on how to replace a card. If the message reads “Card Expired,” then the card has already expired and must be replaced before payment can be made to this Payee.

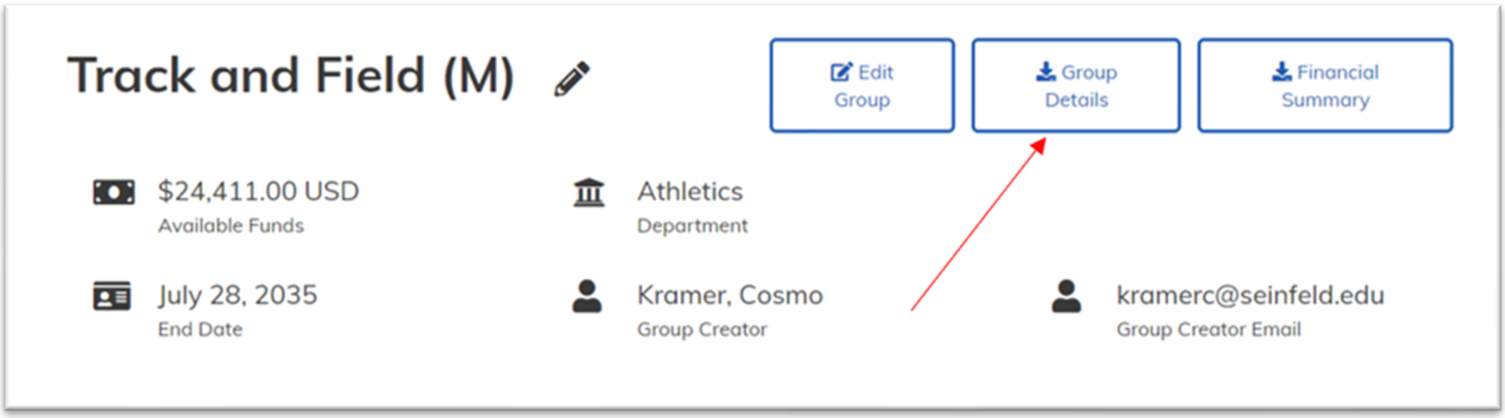


- If a payee is under the age of 13 years old, they are required to have a guardian/parent added to the payee profile over 18 years of age If the payee is under the age of 13 years old and has no guardian added to their profile, then they will be unpayable until a guardian over the age of 18 years old is present. If there is a rare case of a legal guardian that is under 18 years old, then the payer will need to contact support to assist with adding the guardian.



7.3 Group Detail Report

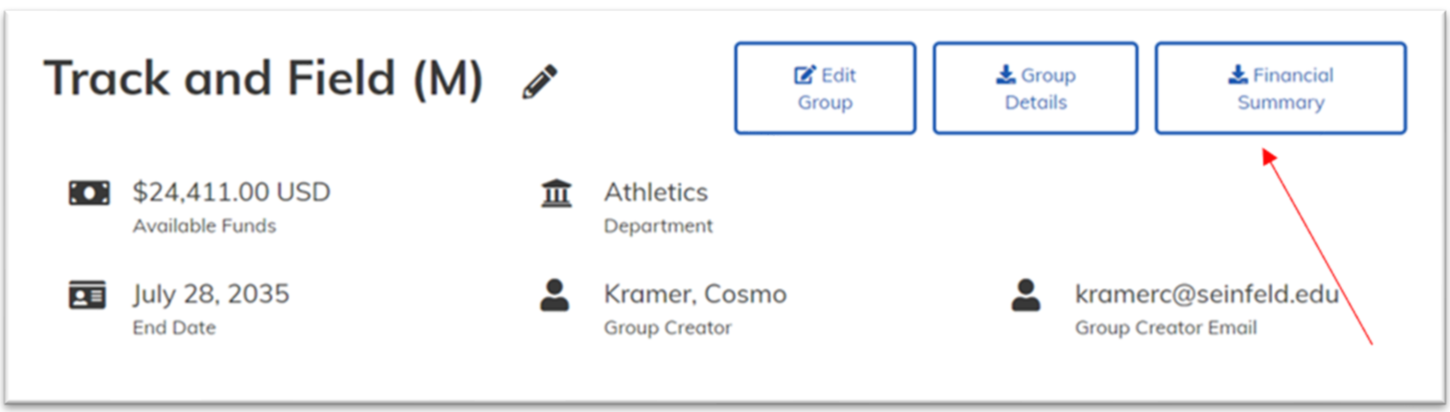
- Users who have the permissions to view Groups are given the option to export and download Group Profile Details. This information is accessed from the specific Group page. This “snapshot” also provides the Group’s controls, budget, accounting information, Custom Payments (On/Off), set up pre-populated payment information, and Payer and Administration management responsibility.

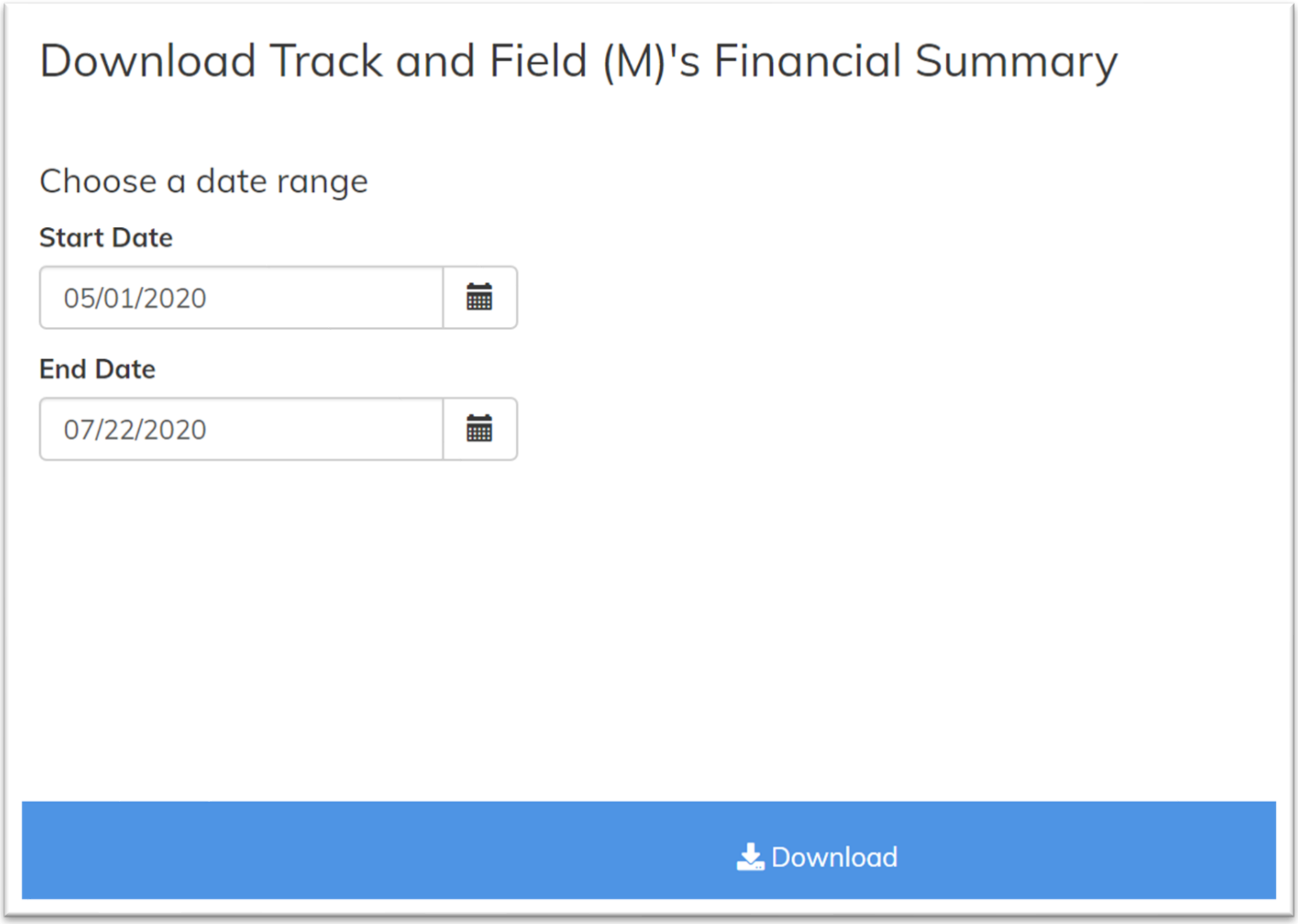


- File is a CSV file and can be opened or saved.

7.4 Group Financial Summary report

- This report gives the Group specific daily information about all transactions and fees performed at the specific Group level.

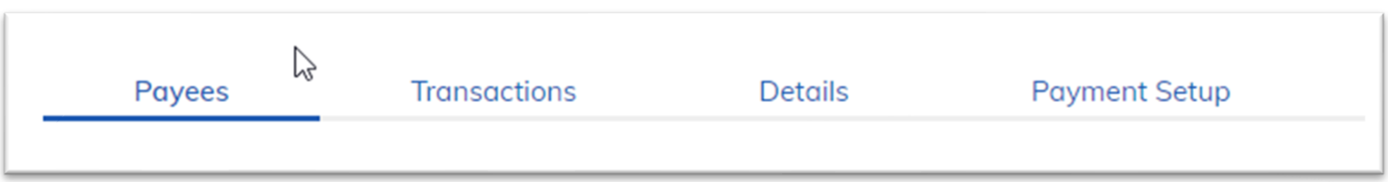




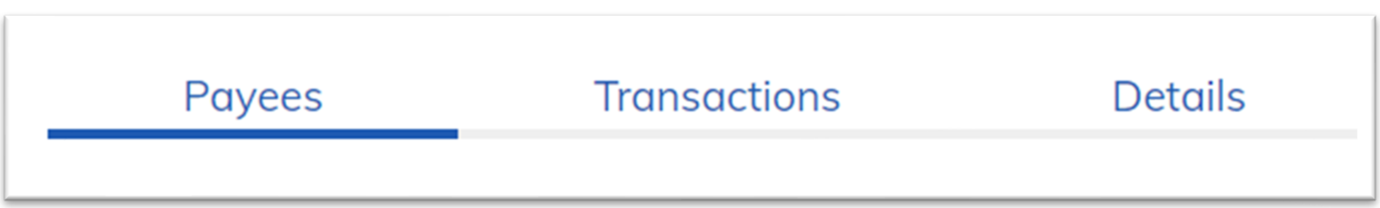
- Select the Date Range you need for the report and then click Download on the bottom.
- File is a CSV file and can be opened or saved.

7.5 Group Tabs

- For permission levels other than just Payer when selecting your Group from the “Groups” tab, the Group profile page includes four tabs: Payees, Transactions, Details, and Payment Setup; and three tabs for Payers (will not have Payment Setup).

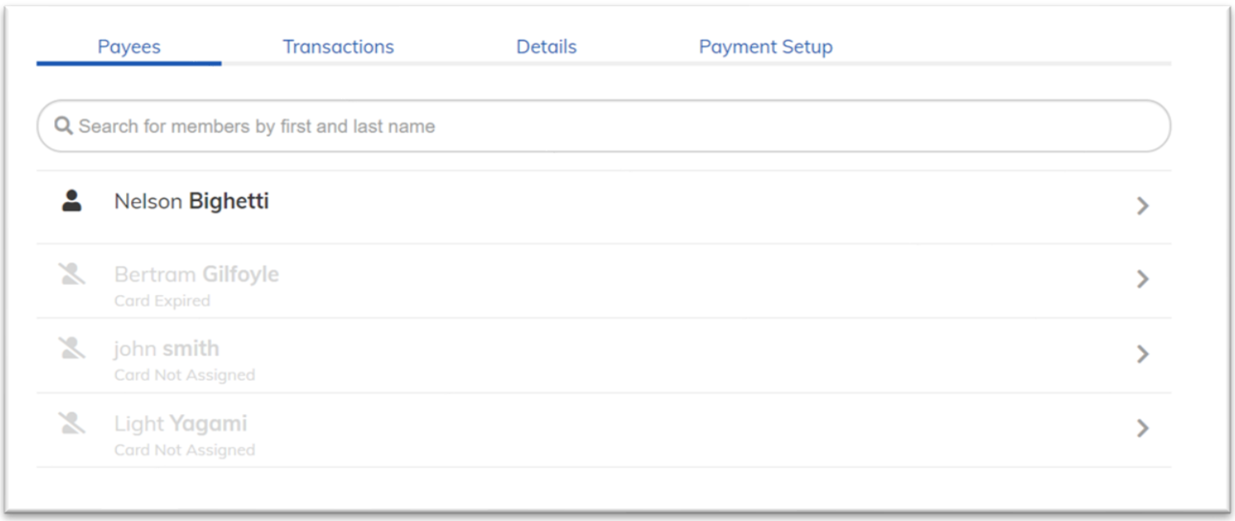


- For the Payer permission level

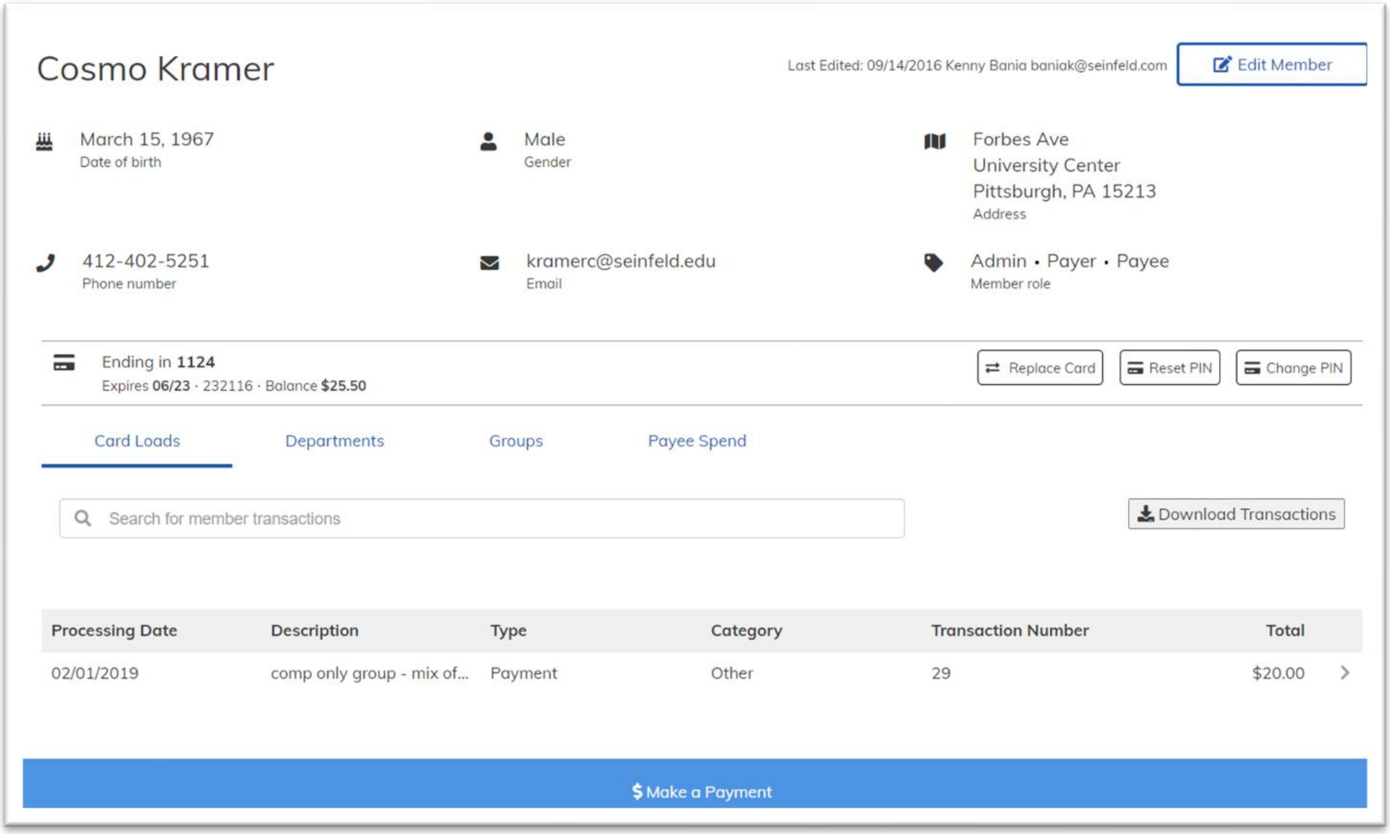


7.5.1 Payees tab

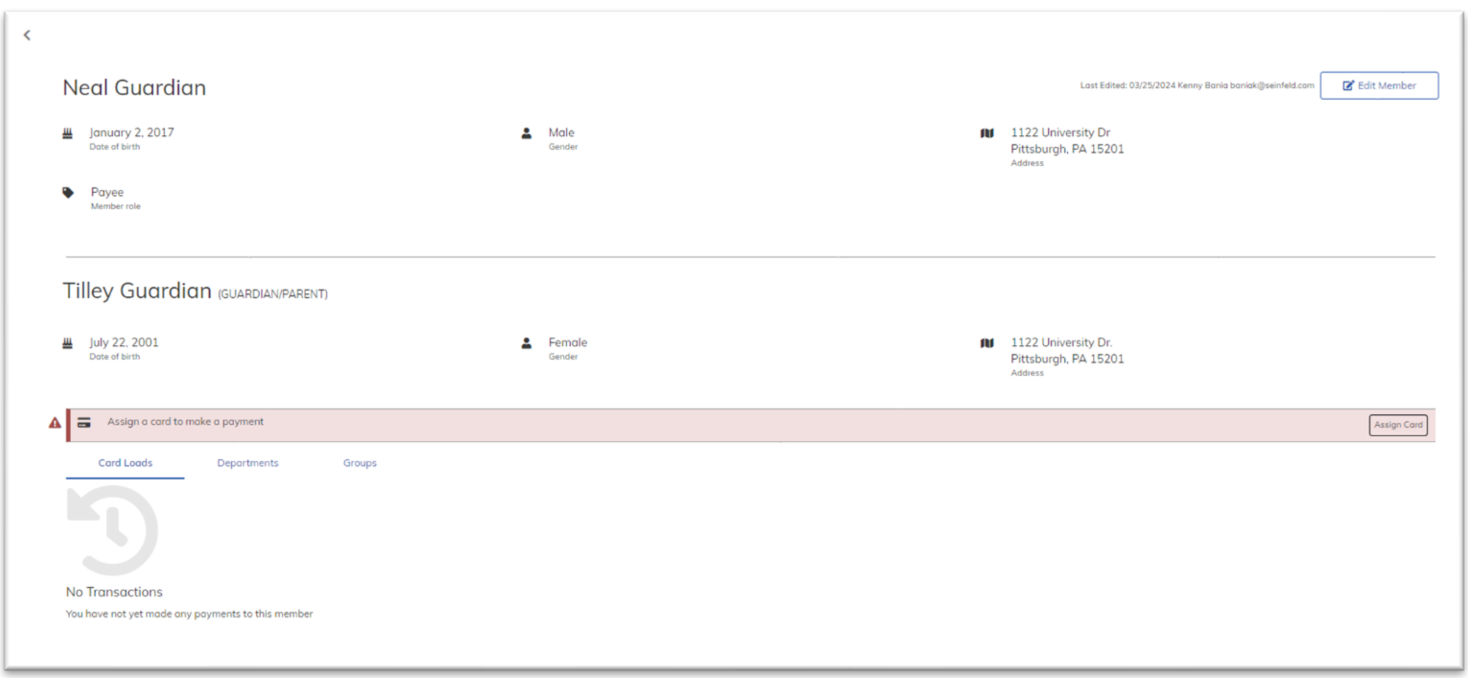
- Displays all current Payees of the selected Group. You can click on each member for detailed information about the specific Payee. The Group Detail Report (see previous section) has all other Member information other than Payees.
    - If a name is grayed out, this is due to either a missing payee profile information or an error with a group setting. The system will provide a notification for which error needs resolved. Grayed out names listed are still selectable to go into the payee profile but are not payable until the issue is resolved that is listed.



- Click on a Payee to see details on the Payee profile page. Details are dependent on access level but can include account information, Make Payments, Replace Card, Reset PIN, or Change PIN. You can view the last Card Loads, the Departments the member is a participant in, the Groups the member is a participant in, and the last 10 spend transactions (up to 30 days) by Payee (if your organization elects to offer this feature). If you have the correct permissions, you can edit the Payee's details via the "Edit Member" blue link below the Payee's name.
    - No Guardian / Parent added:

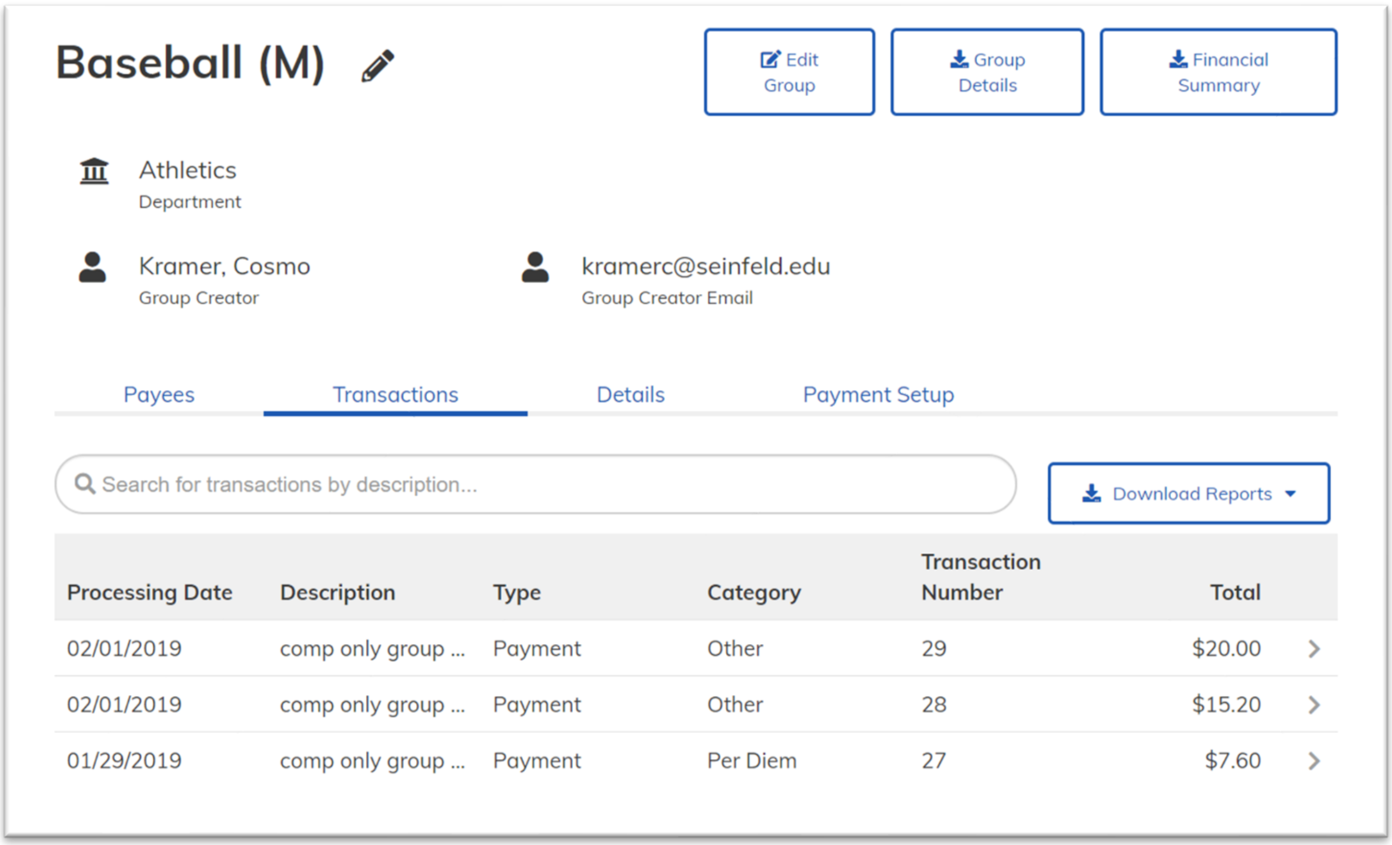


- Guardian / Parent added:

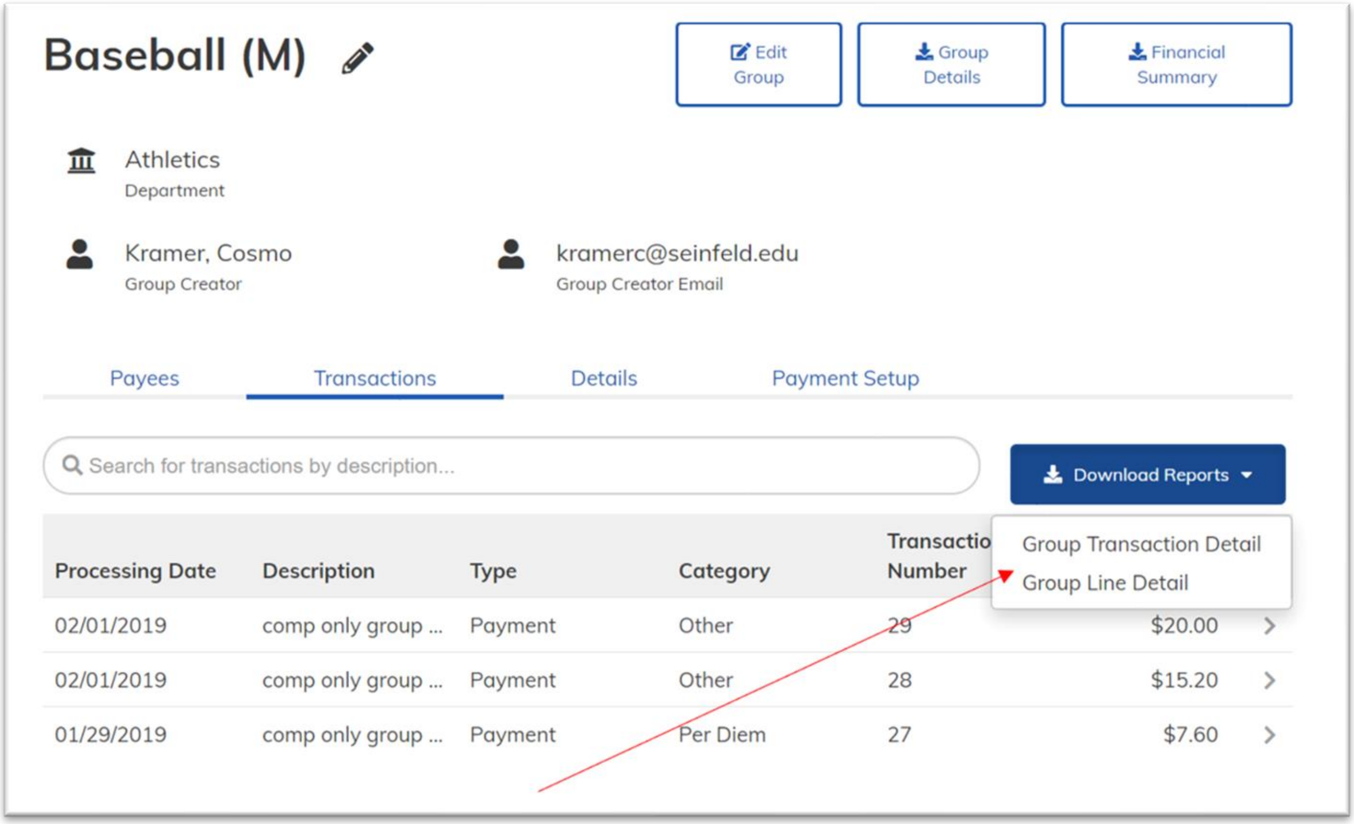


7.5.2 Transactions tab

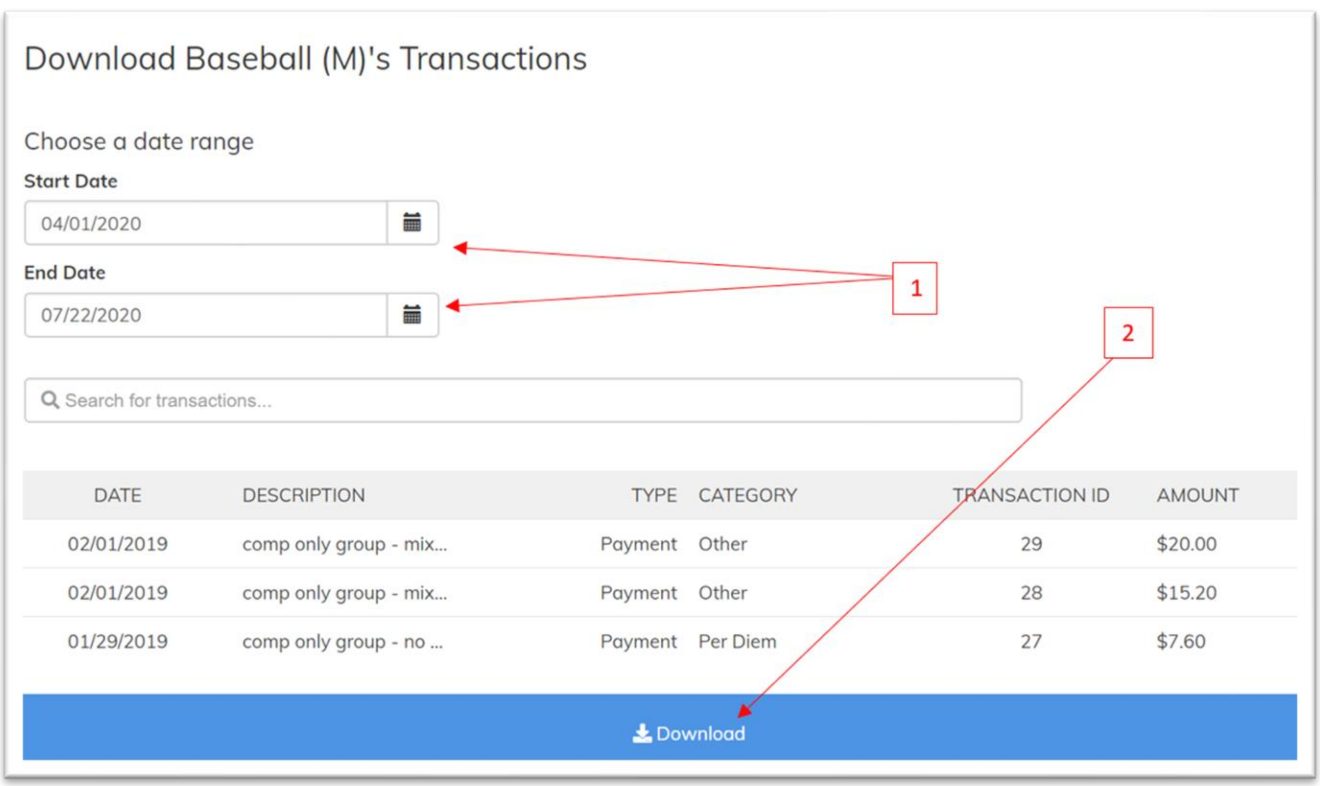
- This Tab displays payment and reversal transactions for the selected Group. This includes the transaction Processing Date, Description, payment Type, Category, Transaction Number, and Total. Selecting a specific transaction will show you a receipt of the transaction along with an option to reverse the entire payment (payment reversal feature is only available for Payer level permissions). You can only reverse payment once for a given transaction.



- Group Transaction Reports can be downloaded by clicking “Download Reports” and then selecting whether you want to download the “Group Transaction Detail” report or the “Group Line Detail” report. The “Group Transaction Detail” report gives transaction information on a batch level separated by individual Payees. The “Group Line Detail” gives details of each line item that was paid in the date range selected to each individual Payee. The transaction ID is the same between the “Group Transaction Detail” report and the “Group Line Detail” report to reference between the two reports.



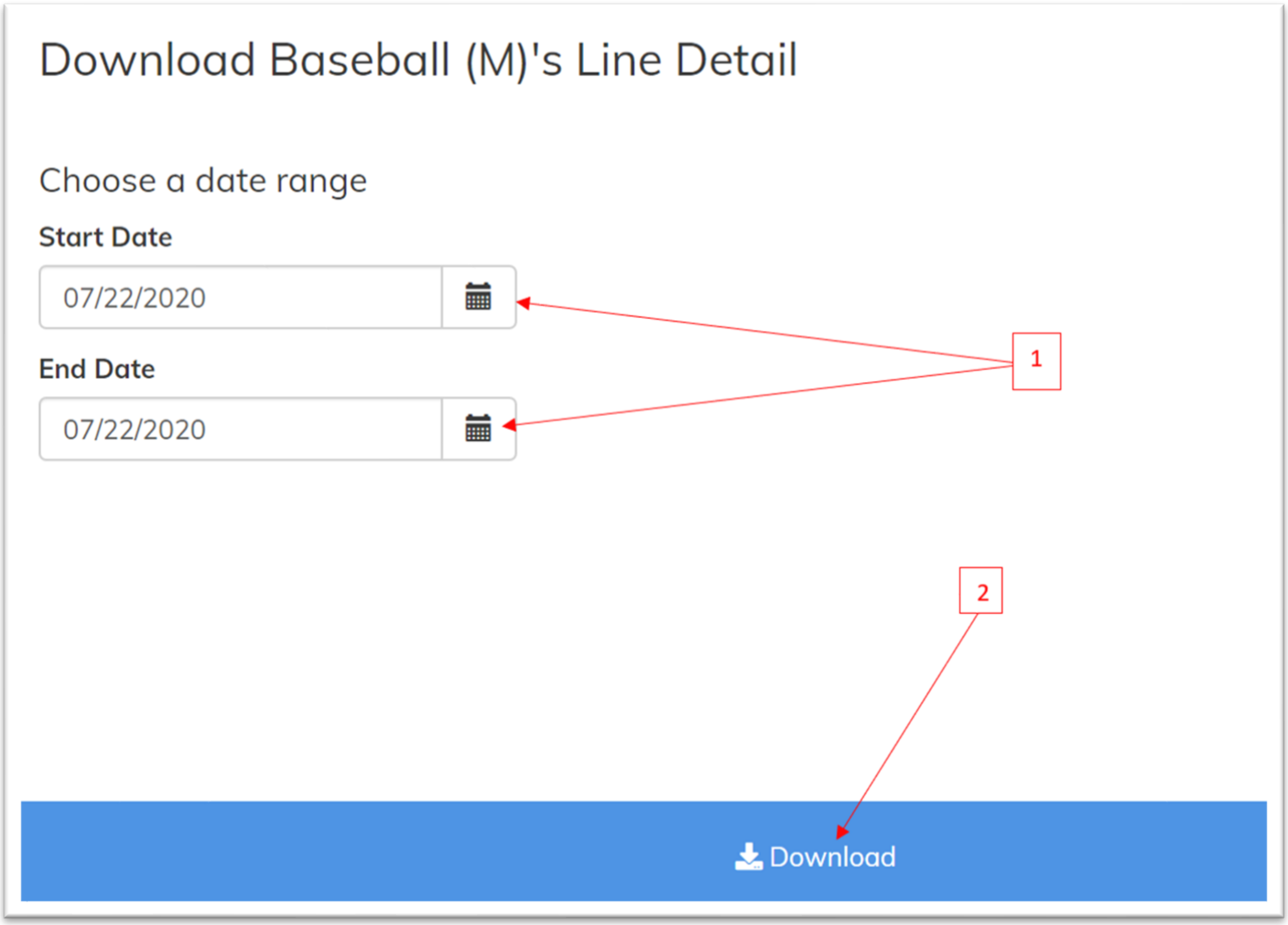
- For the Group Transaction Detail report, click on “Download Reports” then on the drop down click on “Group Transaction Detail.” Select the date range that the report is being run, and once the range is set click “Download” at the bottom of the screen.



1. Select your Start Date and End Date of the report.

2. Once Start and End date desired are selected, click “Download” to download your report.
   a. The report will be downloaded as a CSV file.

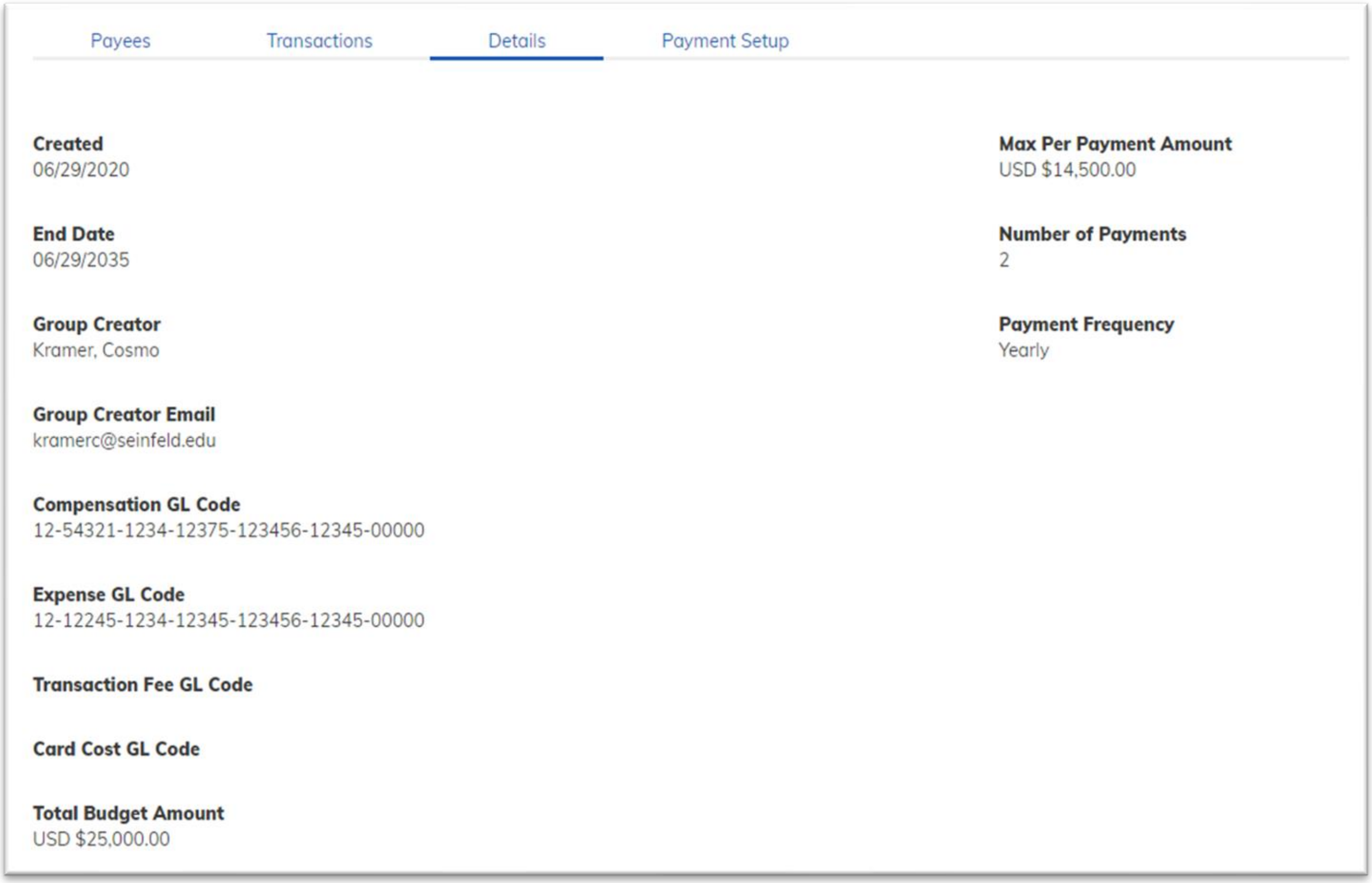
- For the “Group Line Detail” report, click on “Download Reports” then on the drop down click on “Group Line Detail.” Select Date Range and click “Download” at the bottom of the screen once the desired date range is set.



1. Select your Start Date and End Date of the report.
2. Once Start and End date desired are selected, click “Download” to download your report.
   a. The report will be downloaded as a CSV file.

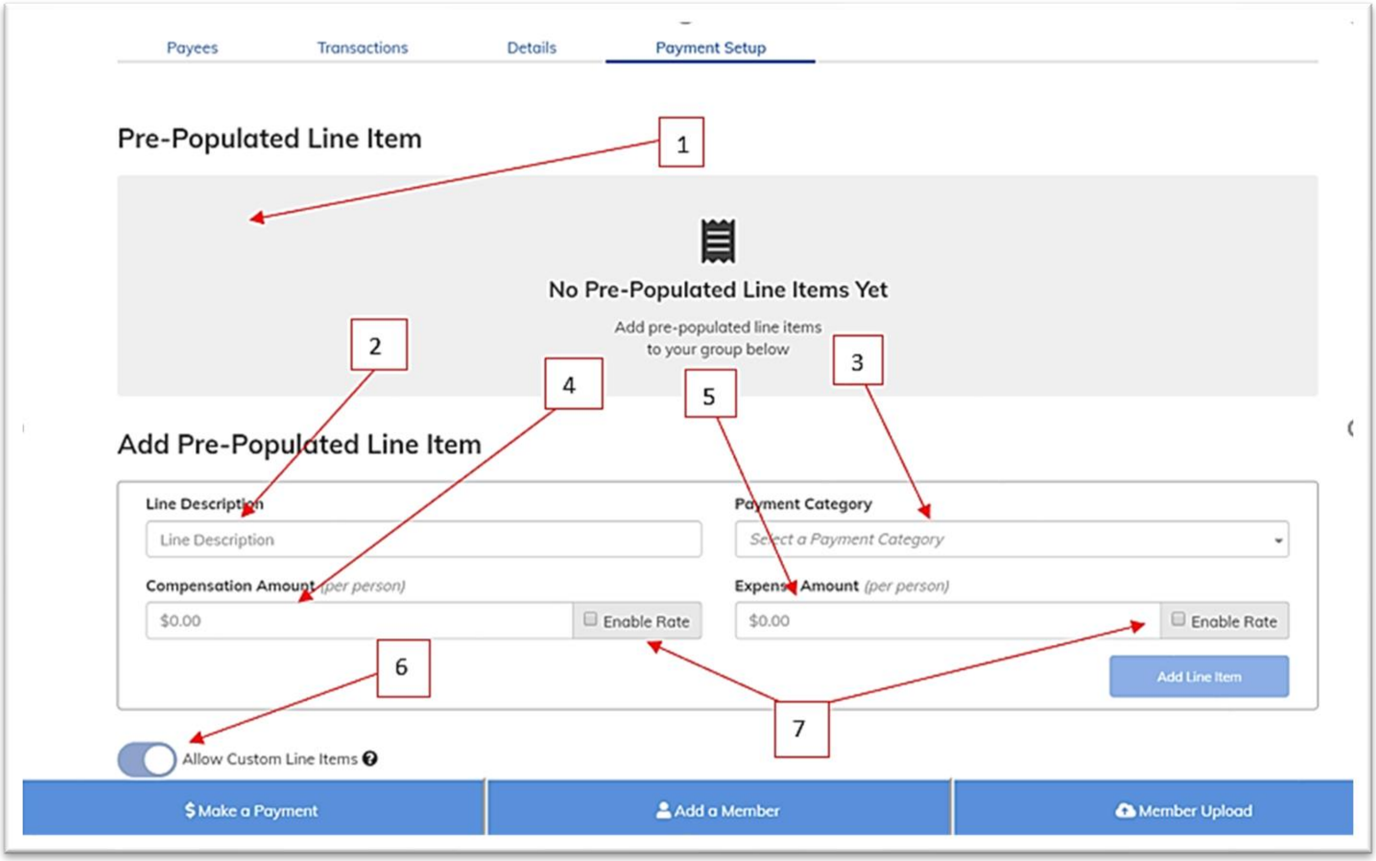
7.5.3 Details tab:

- Displays Group information including the Group creation date, the end date, Group creator, Group GL codes, the total budget of the Group, the set max per payment amount, the max number of payments, and the set payment frequency.



7.5.4 Payment Setup tab:

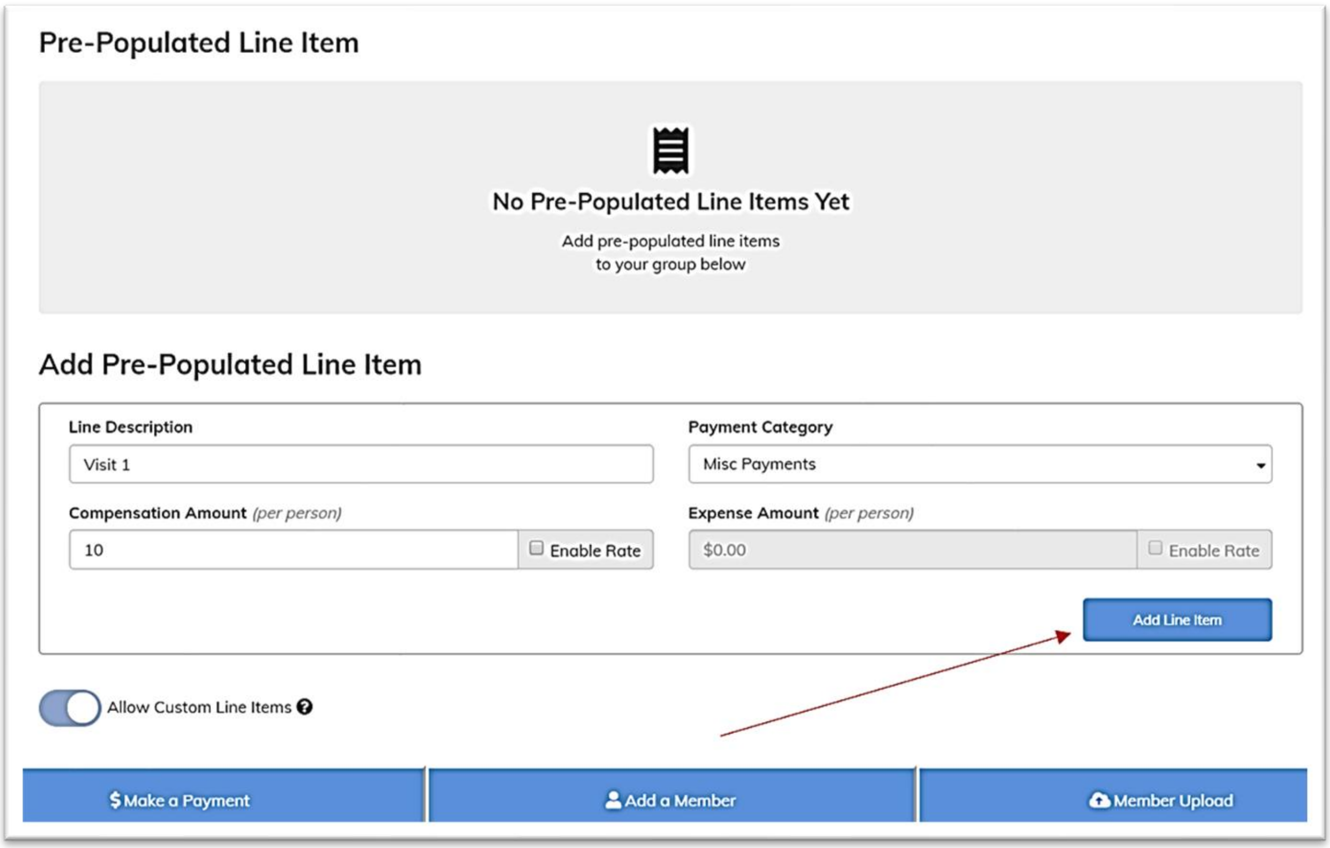
- This allows the Group's Admin to set pre-populated payment line items or to turn on the ability for the Payers to make custom payments (Custom Line Items) that are not pre-populated for the Group.
- Click on the "Payment Setup" tab, screen appears as this:



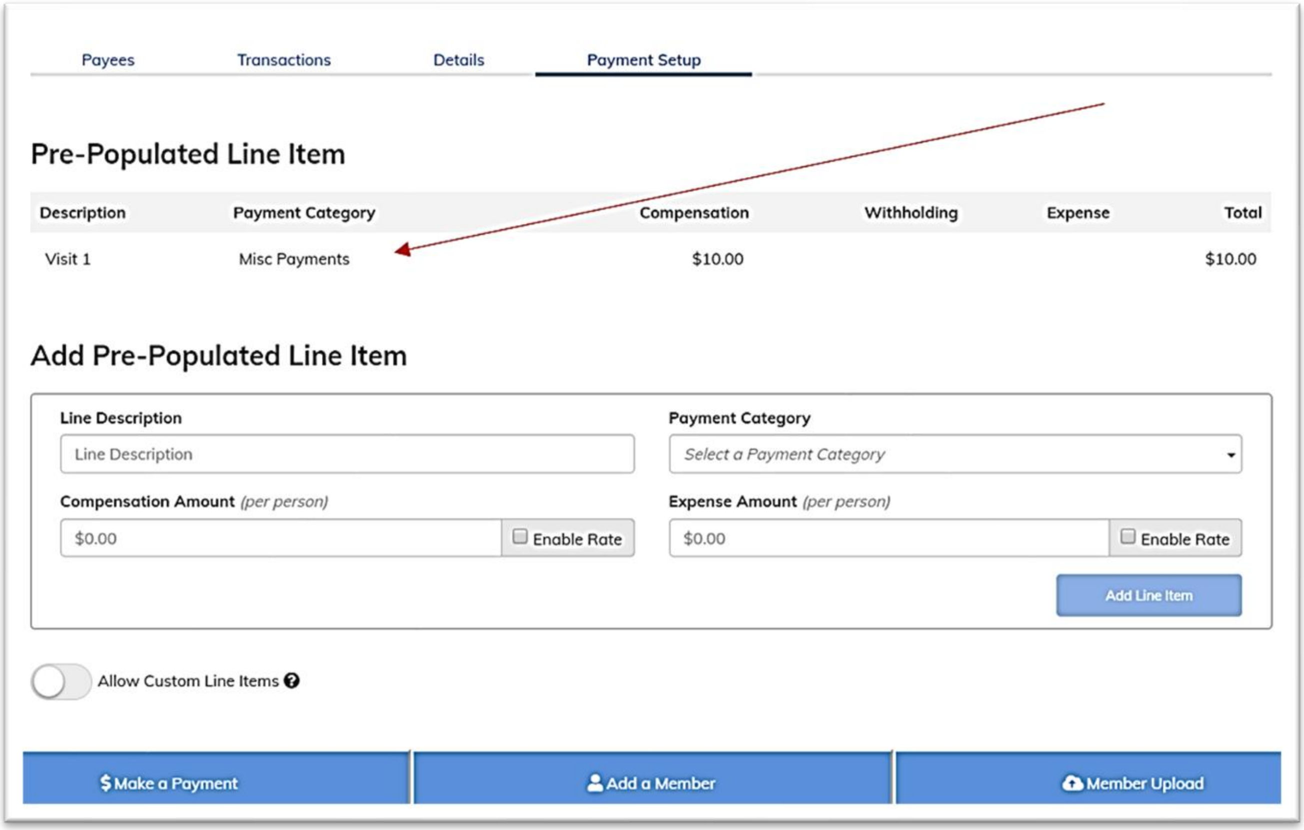
1. This is where all the Pre-Populated Line Items will be listed. In the screenshot, there are no line items created for this Group yet.
2. Line Description: This is a free form field to describe the payment that is being set-up. Common items appear like Lunch, Visit One, 30-day visit, Scheduled Call-In, etc. It is your space to describe the pre-populated payments that are being set. If it is a rate-based payment, the description should reflect what the rate is for (i.e., Number of Miles, Gallons of Gas, Number of Hours, etc.)
3. Payment Category: These are set up by the organization and are a drop-down selection. Common for organizations are Student/Athlete Allowance, Research Participant Payments, Expense Reimbursement, etc.
4. Compensation amount: Only available if the Group is set for compensation. If this is not there, the Group is not set up for compensation and can be set up for compensation by using the “Edit Group” feature. This is where the Admin indicates the amount of the Pre-Populated compensation payment. If you are doing a rate based pre-populated payment, please see #7.
5. Expense amount: Only available if the Group is set for expense. If this is not there, the Group is not set up for expense payments and can be set up for expense payments by using the “Edit Group” feature. This is where the Admin indicates the amount of the Pre-Populated expense payment. If you are doing a rate based pre-populated payment, please see #7.
6. Allow Custom Line Items: This allows the Admin to set the Group so the Payers can make custom (freeform) payments outside of the set Pre-Populated payments. Common scenario is for Groups that have payments that vary in amount and are not one set amount every time. If no Pre-populated line items are added, custom line items will default to allowed and cannot be turned off until a pre-populated line item is added. After a pre-populated line item is added, the default will be off for custom line items and can be toggled on if the group is allowing custom payments.
7. Enable Rate feature. This allows the admin to set up rate based pre-populated payments. These are designed for items that have a set rate (i.e., Number of Miles) so the Payer can just add the number of miles (or the quantity of any other type of payment) and the system will automatically calculate the payment based on the rate that is set up here. Click the “Enable Rate” box. Once checked, the Admin can enter the

rate desired. If you are entering cents, the system allows up to 3 decimal places. If you enter an amount for less than a dollar, you will need to format the amount with a 0 before the decimal place (i.e., 0.15). The Line-Item Description will display to the Payer to help them understand what they should enter in the field, such as “Number of Miles,” “Number of Lunches,” “Gallons of Gas,” or any other description that will let the Payer know what they quantity they are entering.

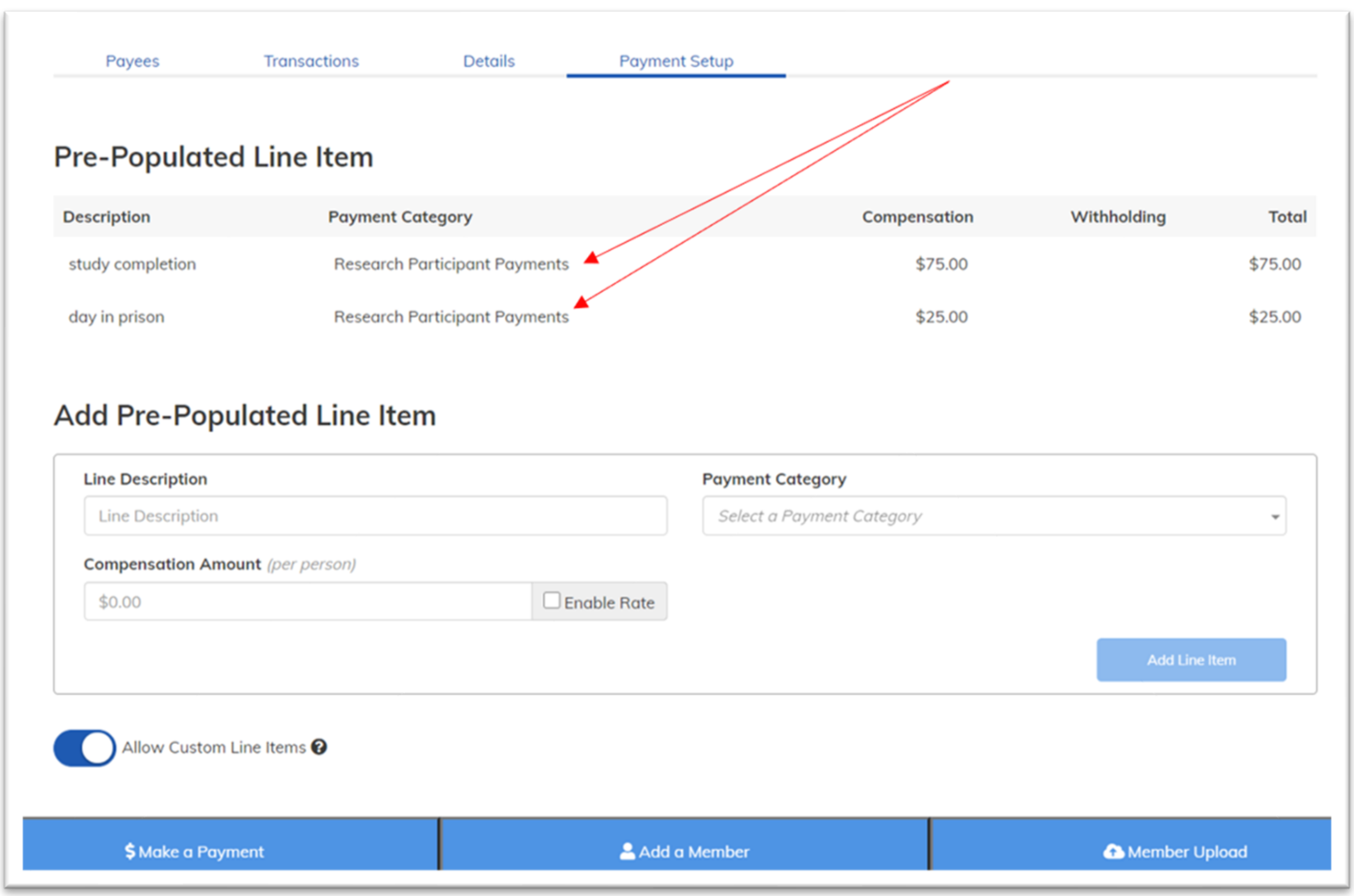
- Once you set all the information you need for the line item the button for “Add Line Item” will highlight in a darker blue, click “Add Line Item.”



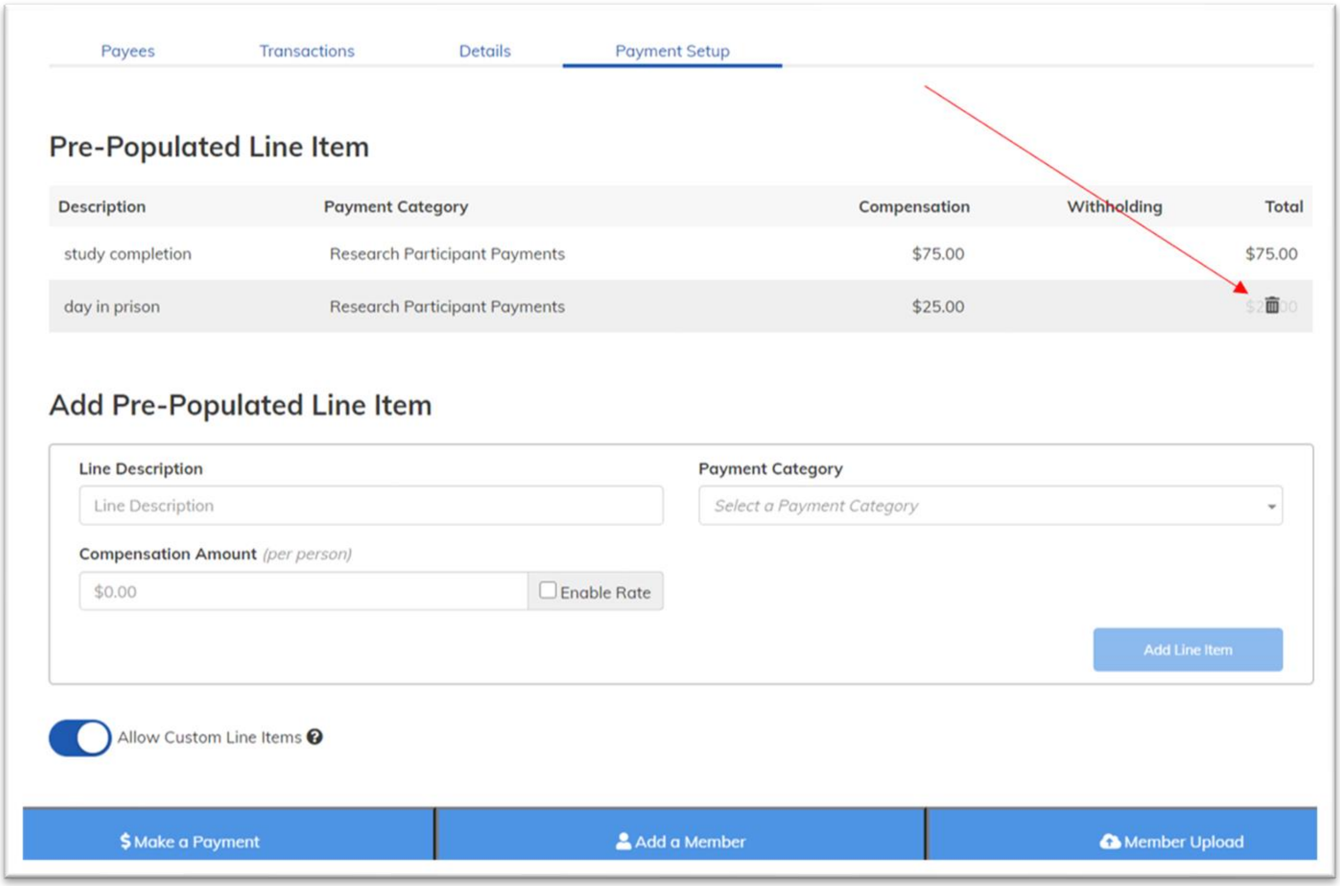
- Once complete, the Pre-Populated Line Item will appear as a list in the Pre-Populated Line-Item section of the screen.
    - NOTE – each line item can only be Compensation or Expense, you will need to create two separate line items if you have both a Compensation and an Expense Pre-Populated payment for the Group.



- As you create additional pre-populated line items, they will be added to the list in your Group in the order to which you added them:



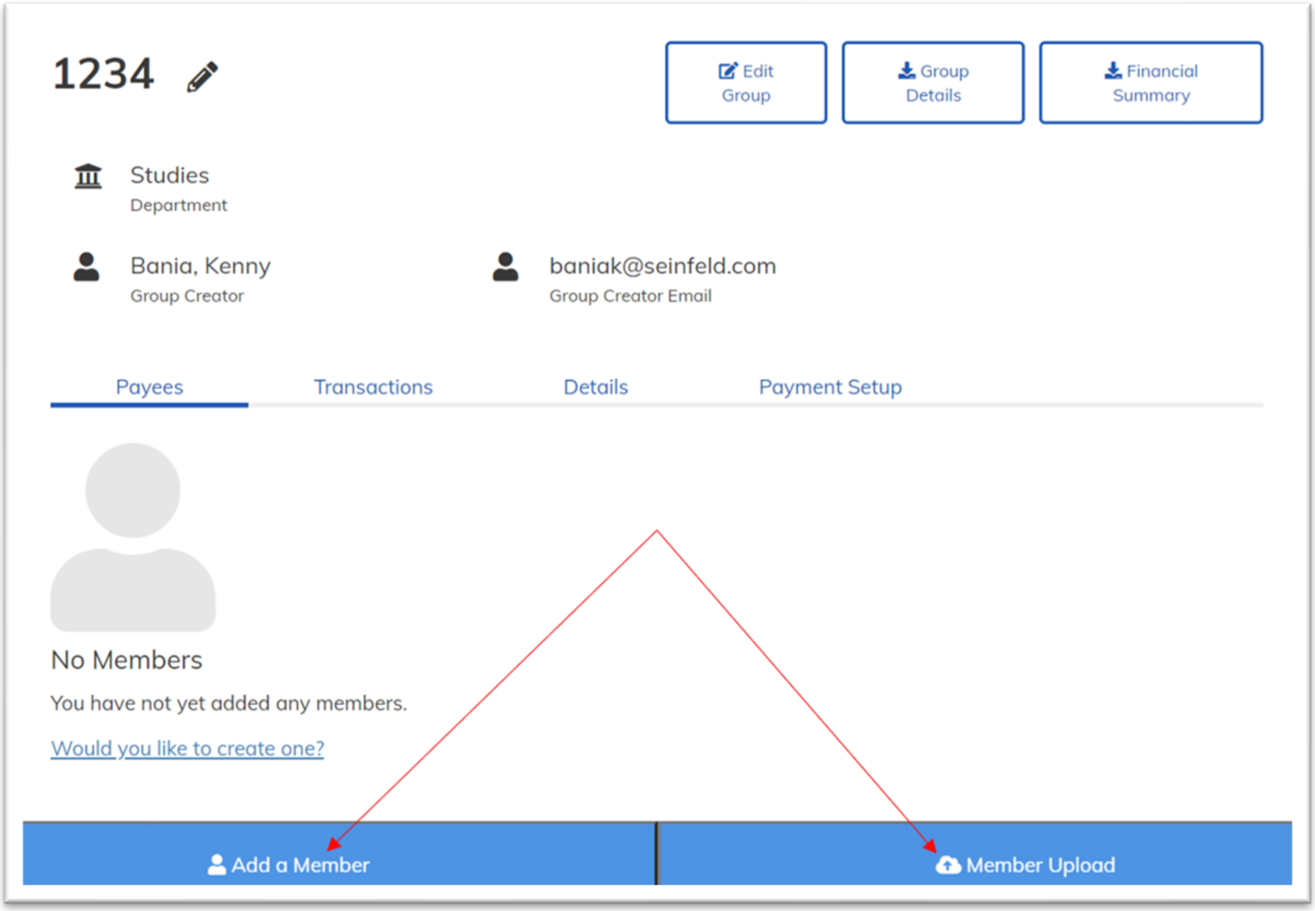
- As stated before, if you do not set up pre-populated line items, then “Allow Custom Line Items” will be on and cannot be turned off. Once one pre-populated line item is added, the “Allow Custom Line Items” will default to off but is able to be turned on if needed.
- If you hover over each line item, the line item will turn grey and a “trash can” icon on the far right of the line item will appear. If you want to remove the line item, click the “trash can” on the right and the line item will disappear. If the line item is removed in error, it will need to be recreated from the “Add Pre-Populated Line Item” section.



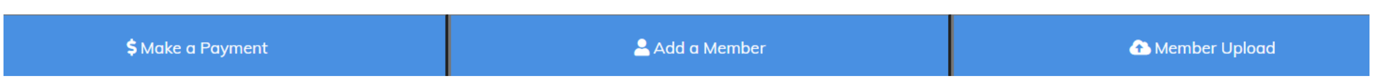
- Once all the pre-populated line items are set (if desired) and the “Allow Custom Line Items” is chosen to be turned on or off (or default on if no pre-populated line items are created) then the group is set up and ready to have payments made from the group.

7.6 Adding Members (System Users) to your Group

- Once you have created your Group(s), you can begin to add Members. Refer to the User Management section (section 7) of this document for further details on adding Members to your Group(s).
- “Add a Member” and “Member Upload” buttons are available to either add a single Member manually or add a quantity of Members to the Group.

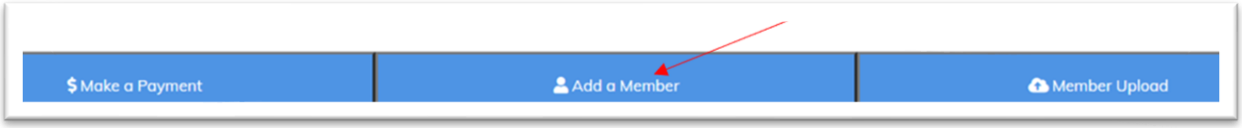


- Once Payees are added to the Group, the "Make a Payment" button becomes available for the Payer permission level if at least one of the Payees have a card assigned and at least on Payee has an active card that does not have an inactive status (see button screenshot below). Any Payee with an inactive status will be grayed out and will not be able to be selected until the status is resolved (if possible). Inactive statuses that will make a Payee not able to be paid includes:
  - Expired – card has expired.
  - Maximum Payment Frequency Reached – The Group has a setting that has been exceeded. The Group setting has a Maximum Payment Frequency that was reached (i.e., 2 payments per year is set, the Payee has already received two payments).
  - No Card Assigned – The Payee does not have a card assigned. One will need to be assigned for the Payee to be able to receive a payment.
  - Unpayable – Card assigned to the Payee is near the card's expiration date and based on your organization's determination the card is not allowed to receive payments unless it is replaced.
  - Must Add Guardian / Parent –If the payee is under 13 years of age, then they cannot have a card registered in their name. A guardian / parent must be added to make a payment to a payee under 13 years of age. The payment is being issued to the payee that is under 13 years of age, but the card is registered to the guardian / parent and the guardian / parent will control the money for the payee under 13 years of age. This restriction is only for payees under 13 years of age.

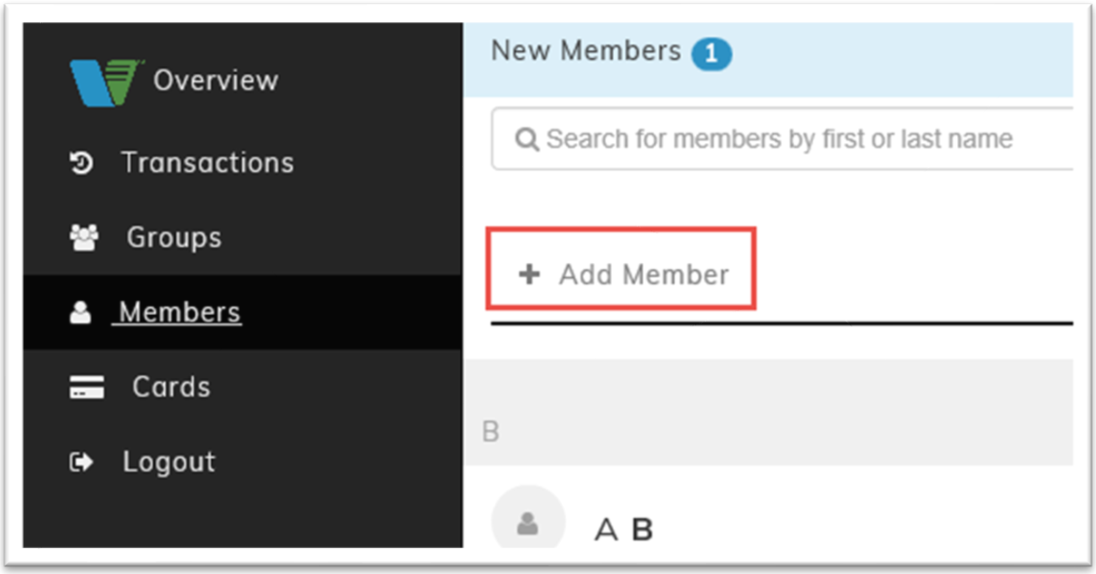


7.7 Creation of a System User Single New Member (Admin, Payer, and/or Auditor Roles)

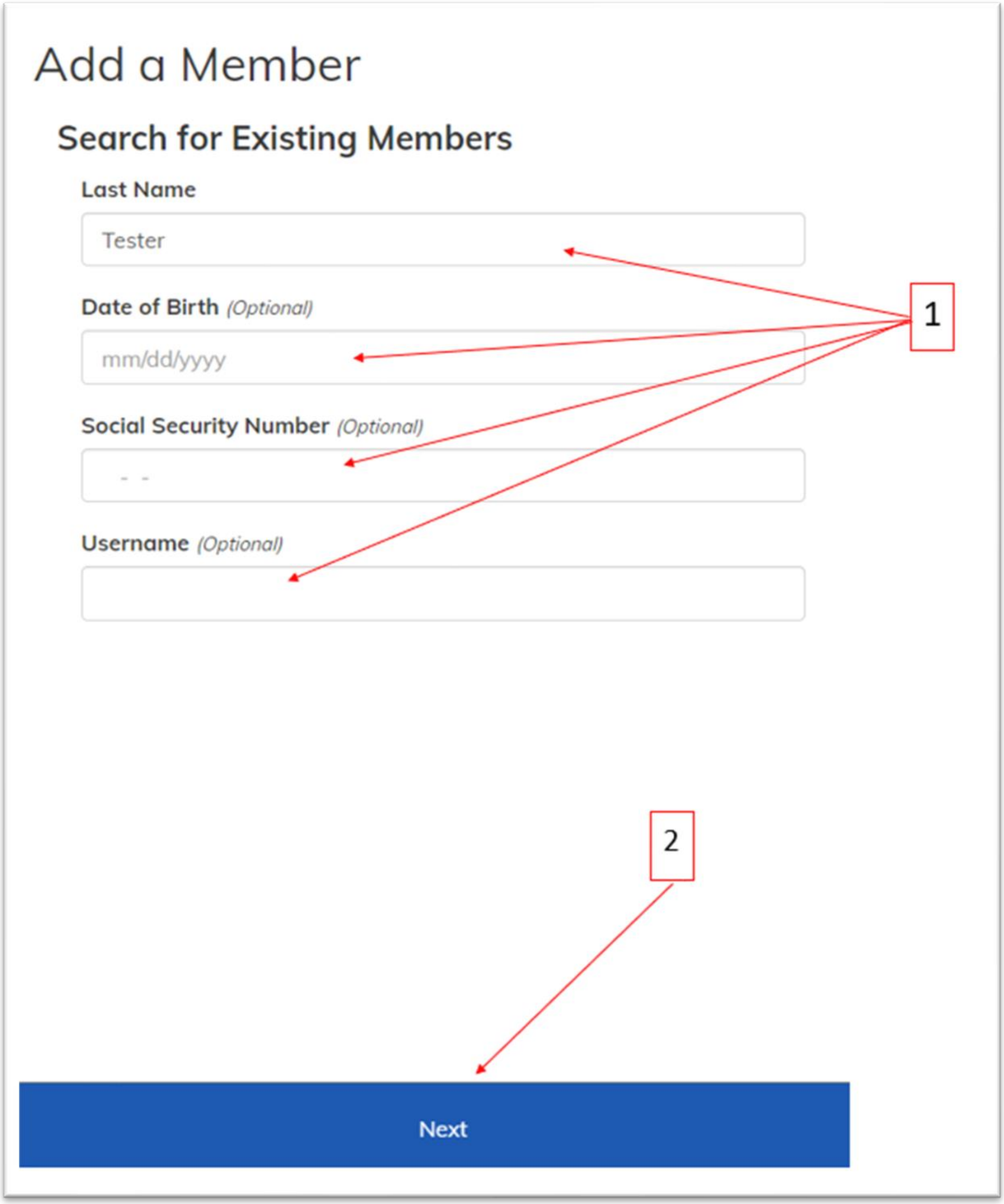
- From within a Group, click on 'Add a Member'.



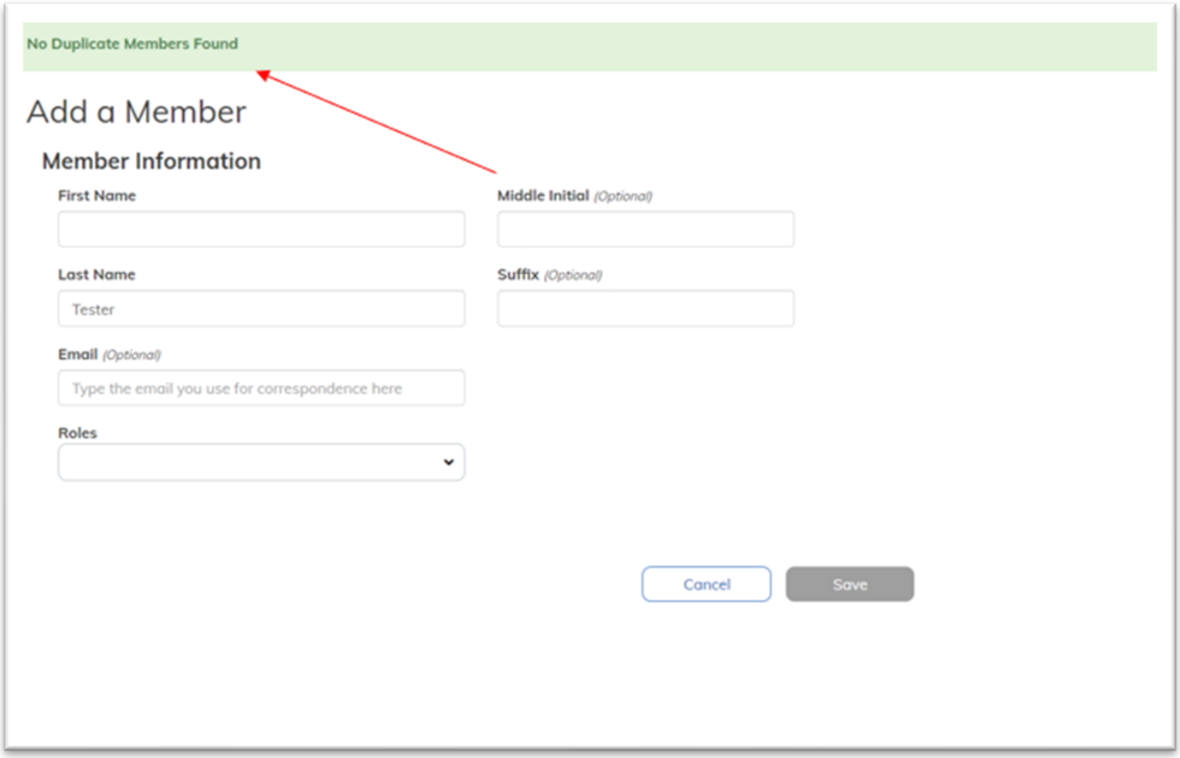
- From the members tab, select Add Member.



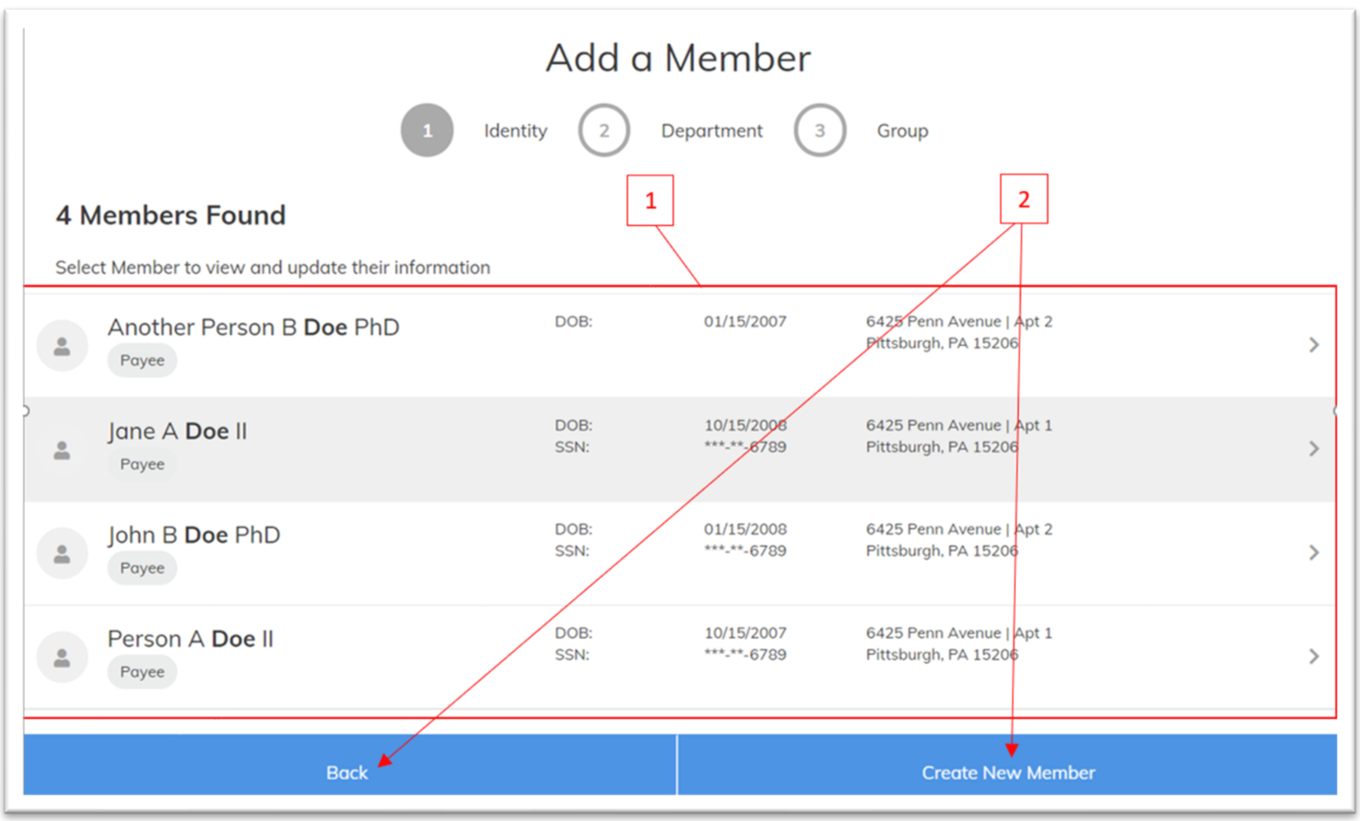
- After selecting add member enter user information to determine if he/she is currently in the system by entering at least their last name (the more information you can give, the more possibilities that will get filtered out).



1. Search for Existing Members – The last name is required and must be entered. To narrow down the search you can also enter Date of Birth, Social Security Number, or for User Members other than Payees the Username.
2. Next – This button will be grayed out and not selectable until the Last Name field at minimum is filled in. Once this button is clicked the screen will change to display the search results.
   - If there are no existing Members that meet the search criteria then the screen below would display with a notification banner on the top that states, “No Duplicate Members Found”.

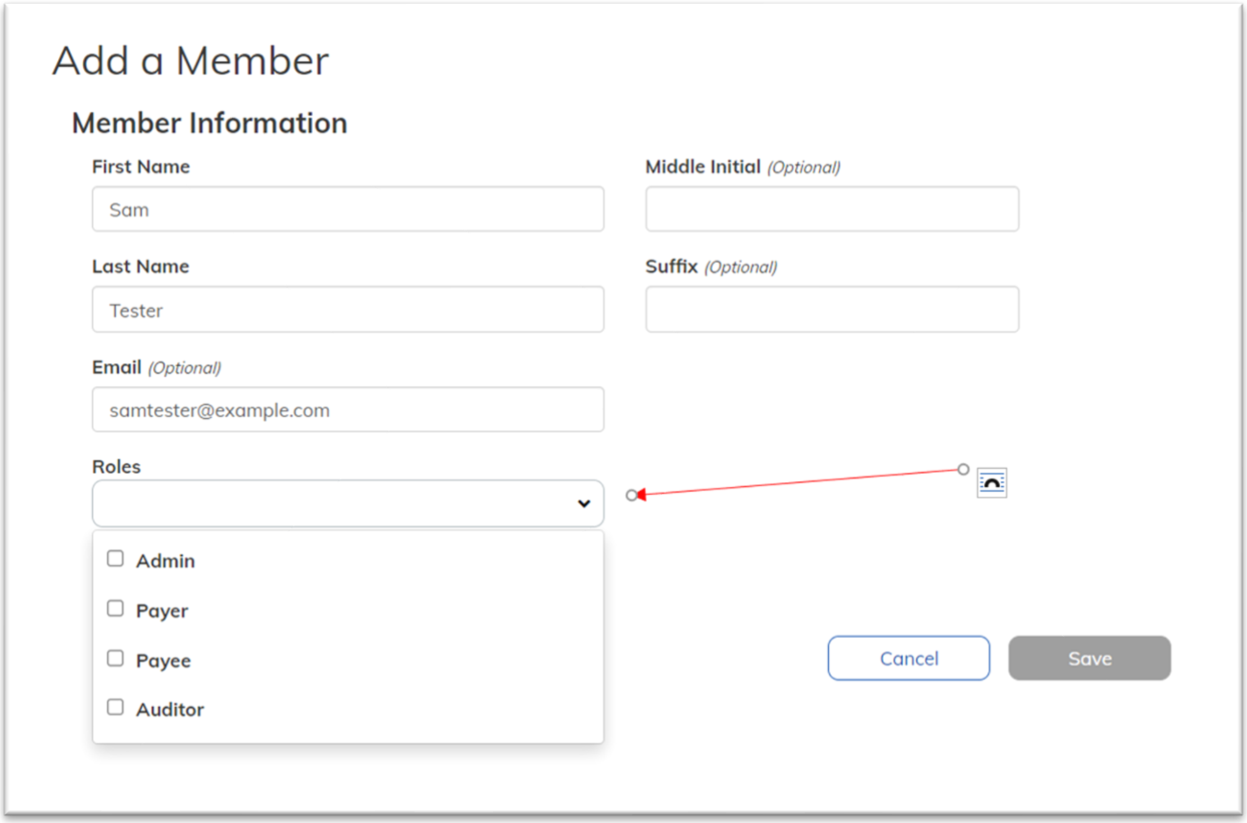


- If there are existing Members then the screen below will be displayed.

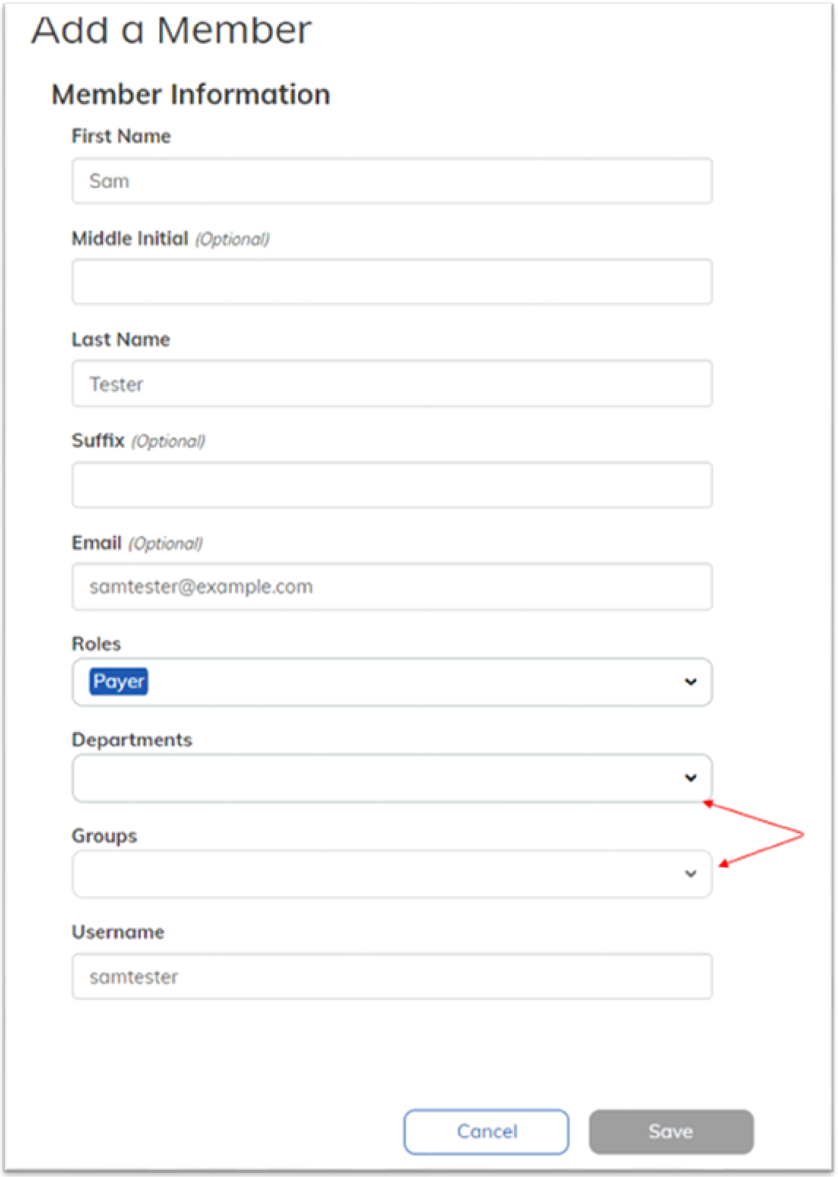


1. If there is a potential match or matches based on your user search, you will need to verify additional information and select the correct user. After verifying that one of the search results is the correct member record, you can click on the member's name and update the member information as needed. If there is a message that there are no duplicate members, then a new member profile will need to be created (see #2). If the list of names comes in but none of them are the Member you are creating, then they will need to be added as a new Member (see #2).

2. Back and Create New Member buttons – If you need to change something in the search criteria then hit the "Back" button on the lower left. If the search results do not discover an existing Member profile, then hit "Create New Member" on the bottom right to create a new Member profile and you will get the next screen below.



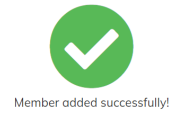
- Fill in the required First Name, Last Name, and select the drop down and select the appropriate role from the drop down of the Member being added.
    - Middle Initial, Suffix, and Email are optional. Vincent highly recommends adding the Member's email for ease of communication if needed.
    - If the Payee role is selected the screen will expand to allow entry of Payee information. If it is a User Role (Admin, Payer, and/or Auditor) the screen expands to allow entry of User required information. Select the appropriate role or roles that this User Member will be given permission for. This selection will vary based on your personal permission levels. Below are details on the expanded User profile creation screen.



- Departments and Groups must be selected. Click on the drop down and select the appropriate Department(s) and Group(s) that this User Member will have permission to view and use.

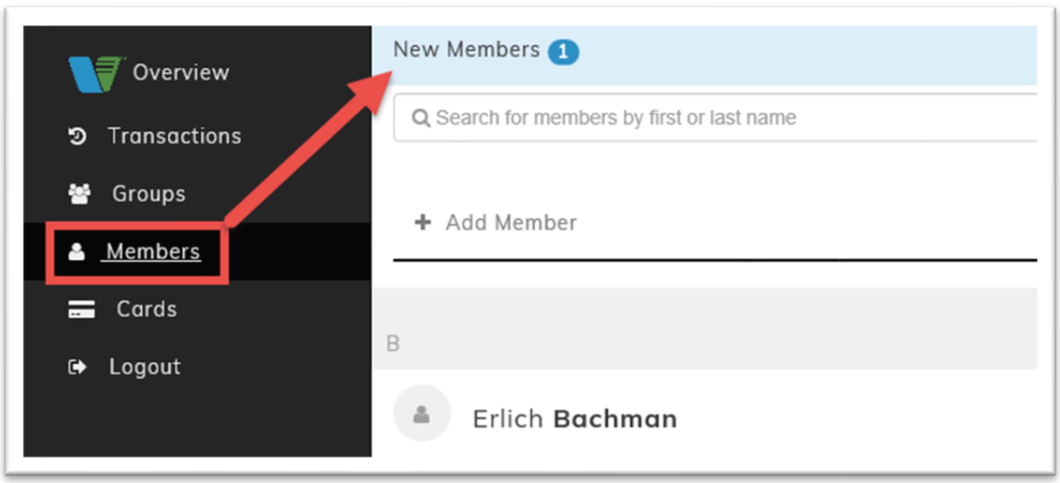
- If you receive the message below and the Username box is red, then the Username is already part of an existing profile or has attempted to log into Vincent before a Member profile was created. Please review the blue “New Members” drop down at the top of the Members screen for the username (see section “Duplicate Username” Error Message), if the username is found then complete the profile. If the username is not found in the blue “New Members” drop down at the top of the Members screen, then go back and start your search again to find the existing profile that just needs updated.

- Once each required section is completed then the “Save” button on the bottom right will change from Gray to Blue and be selectable. If it is not blue and selectable click on an empty space outside of the box. If still not blue and selectable make sure all other sections are filled out. Once Save is clicked a short “Member added successfully” message will appear on the screen and the screen will change to the newly created User Member profile in a few moments.



7.7.1 "Duplicate Username" Error Message

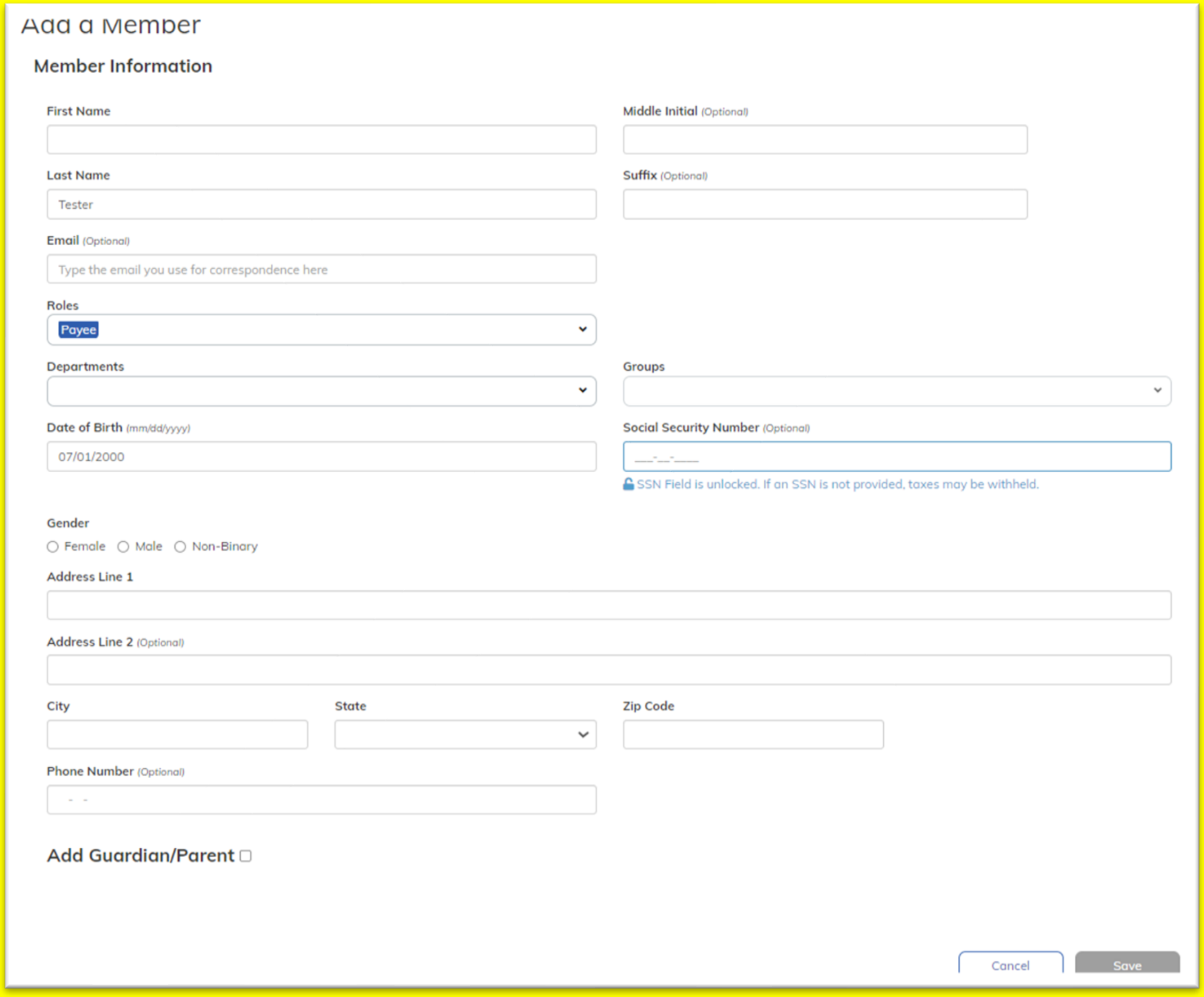
- If you get this message while trying to add a new member, the return to "Members" tab Click on "New Members" in blue on the top of the Members screen. Identify the username you are attempting to enter and get a duplicate username message. Once identified, click on it, and fill in all the rest of the new user's information in the previous section.
    - If the username is not under "New Members" then further investigation will be needed as another member has the same username. Please contact customer service if this occurs.



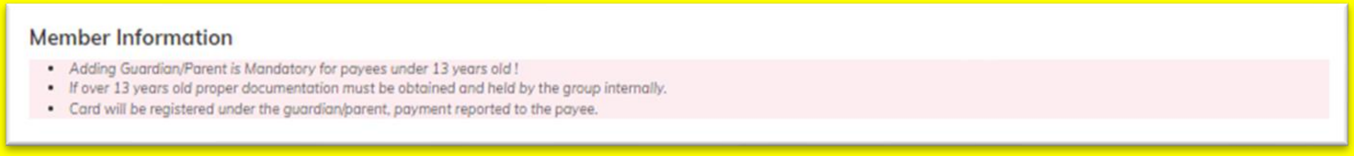
7.8 Creation of a Single Role Payee and Guardian / Parent Information

- When the Member has only the Payee role selected the screen expands so the Payee's address, phone number, Social Security Number, date of birth, and gender can be filled out. There is also a selectable guardian / parent field that can be added to the payee profile.

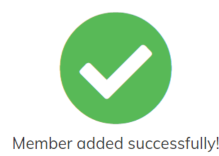
    - When the payee is under 13 years old a guardian / parent over the age of 18 years old needs entered into the profile. The guardian will need to have the first name, last name, date of birth, gender, and address fields filled out.
    - If the payee is over the age of 13 years old, then the guardian / parent is optional with proper paperwork on file at the group level.
    - When a guardian / parent is added to the profile, the information of the guardian / parent will be the information that the card will be registered under, and the guardian / parent will control the card and money allocation to the payee. The payment is made to the payee and reported for the payee.



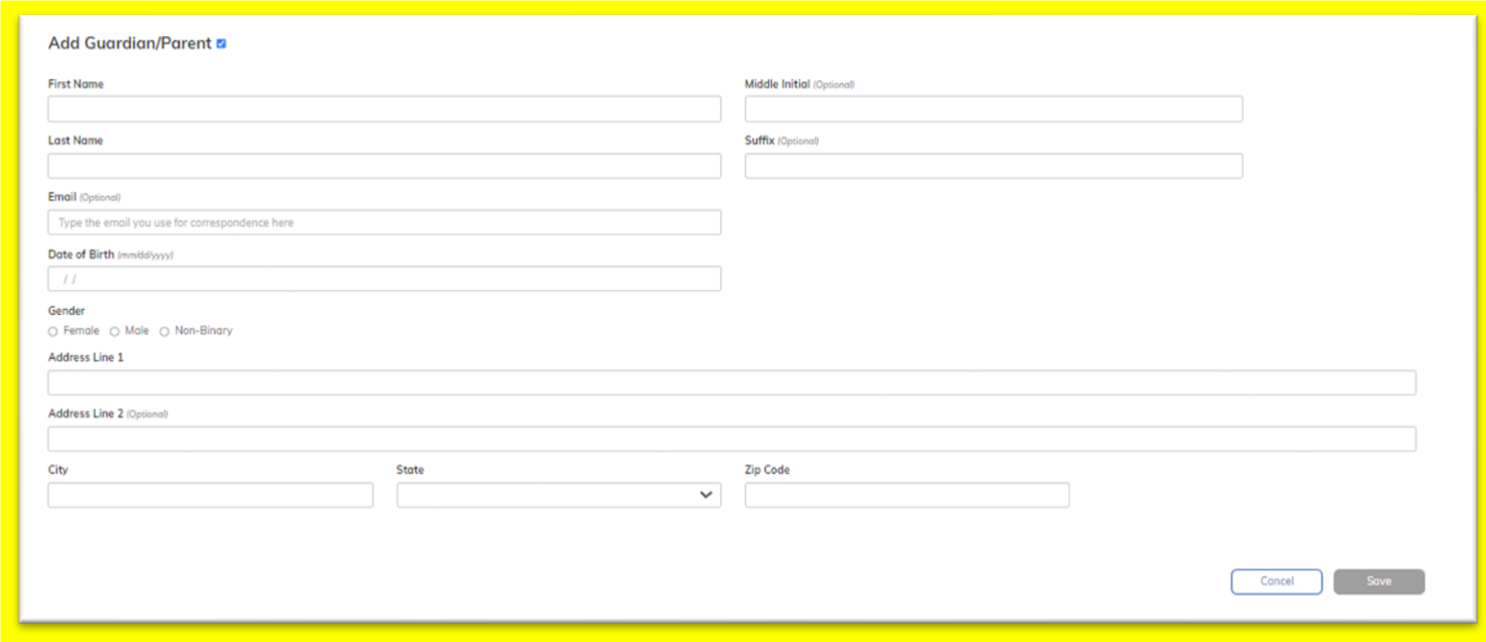
- The following required and optional information to be entered for the payee:
    - First name
    - Middle initial (optional)
    - Last name
    - Suffix (optional)
    - Email (optional)
        - It’s recommended to enter an email address if possible.
    - Role – select Payee from the drop down.
        - Please refer to your organization’s policies and procedures if a user role can have the payee role added to their user profile, or if they require a separate payee profile.
    - Departments - click on the drop down and select the appropriate Department(s)
    - Groups – click on the drop down and select the appropriate Group(s) that this member will be a member of and paid from.
    - Gender – Click the radial button to select either Female, Male, or Non-Binary.
    - Date of Birth – must be entered in mm/dd/yyyy format.
        - If the payee is under the age of 13 years old, then the notification message below will appear at the top of the screen to notify that a guardian / parent must be entered.



- Social Security Number (optional)
  - If no Social Security Number is entered then an automatic tax withholding be withheld from each compensation payment, and tax reporting will occur.
  - If a “Duplicate SSN Found” message appears, then discontinue payee creation as the Social Security Number is already in the system. This is an indication that this payee already has a profile in Vincent. Please reach out to support to address this issue.
- Address Line 1
- Address Line 2 (optional)
- City
- State
- Zip Code
- Cancel / Save buttons –
  - Cancel goes back to the “Search for Existing Members” screen to cancel the creation and to give the option to begin the process again.
  - Once each required section is completed then the “Save” button on the bottom right will change from Gray to Blue and be selectable. If it is not blue and selectable the review for missing required items.
  - Once Save is clicked a short “Member added successfully” message will appear on the screen and the screen will change to the newly created Payee profile in just a few moments.

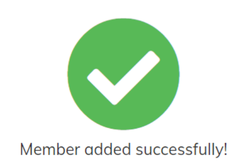


- Guardian / Parent – if the payee is under 13 years old then it is required to select the radial button and add a guardian / parent. If the payee is over the age of 13 years old, then selecting the radial button is optional. If the payee is over 13 years of age, then a guardian / parent should only be entered if the group has proper paperwork that is filed at the group level.
  - When the guardian / parent is selected, the following screen will expand at the bottom of the payee creation page. The following guardian / parent information is either required or optional to be entered for the guardian / parent:

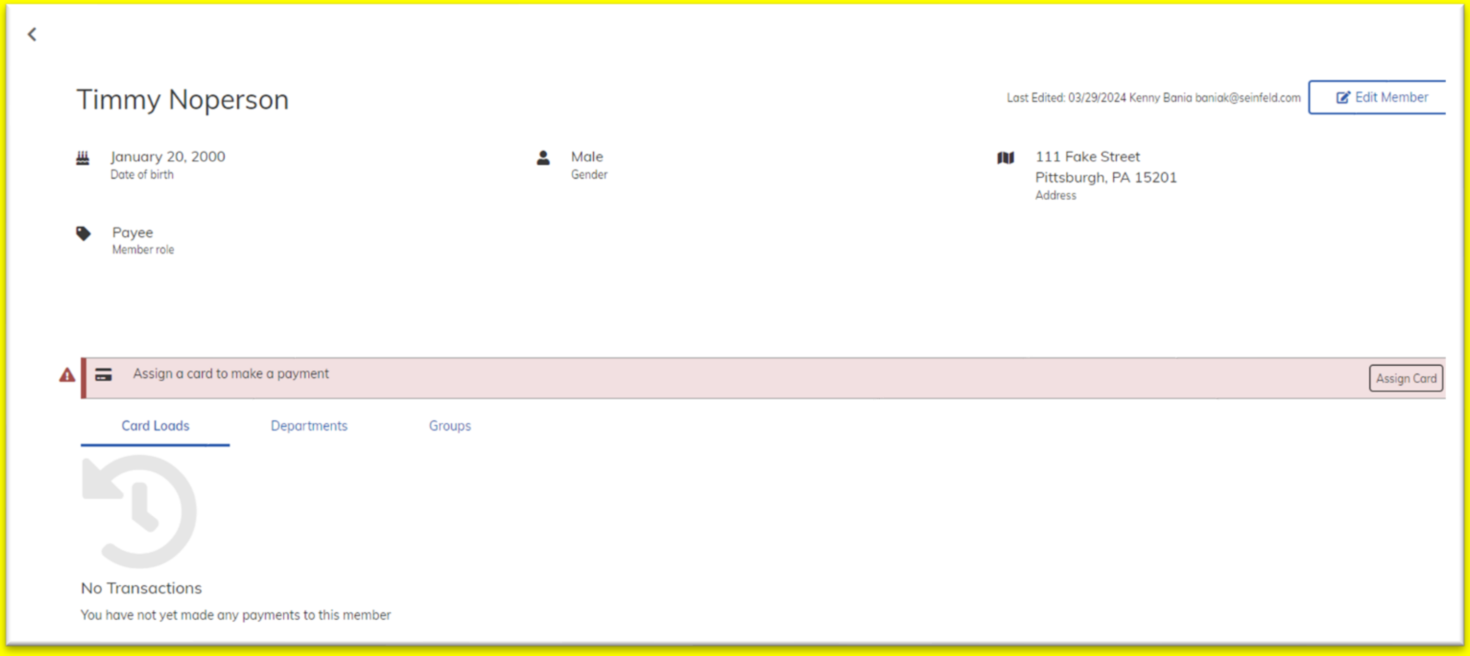


- First name
- Middle Initial (optional)
- Last name
- Suffix (optional)
- Email (optional)
- Date of Birth
    - If you get the message below and the box turns red, then the guardian / parent age is under 18 and payee creation cannot continue directly in the system. Please contact support for assistance. Proper documentation must be filed internally at the group level.

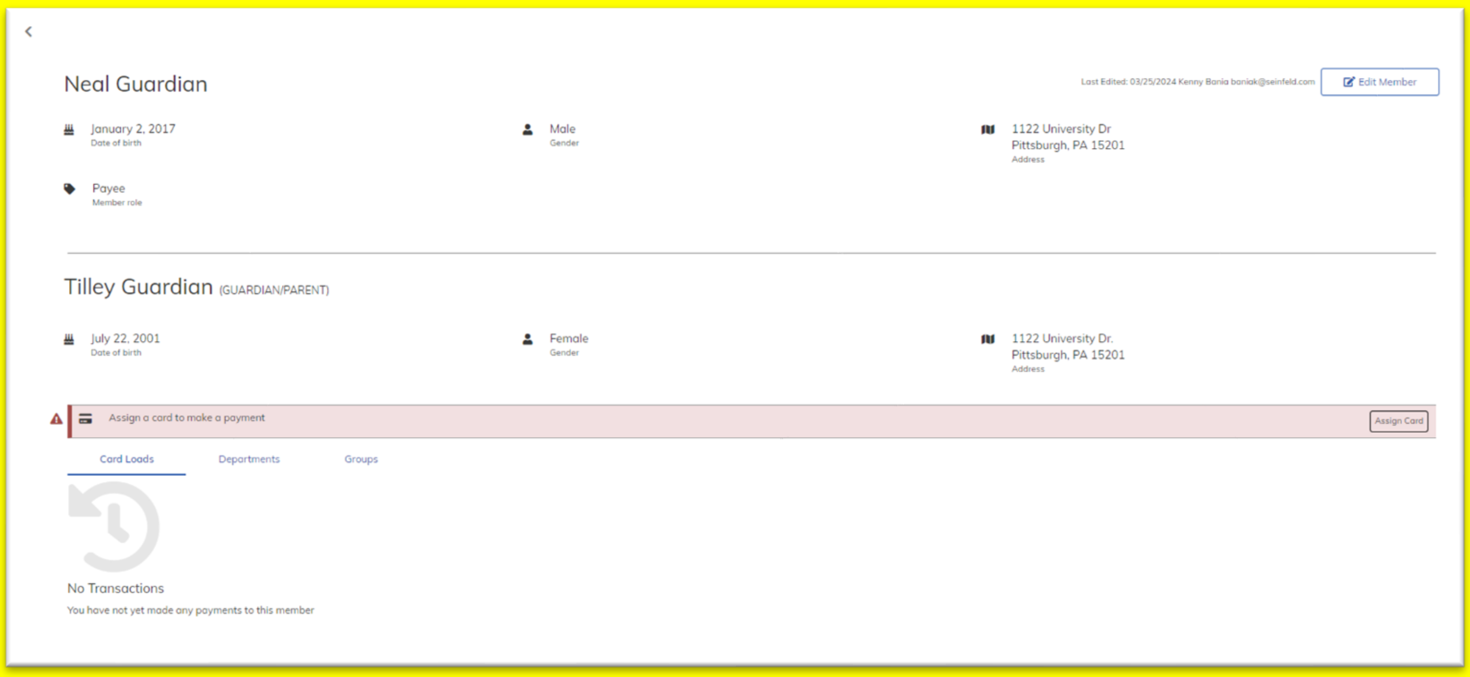
- Gender
- Address 1
- Address 2 (optional)
- City
- State
- Zip Code
- Cancel / Save – Save will change from gray to blue and be selectable once all required information is entered and completed. Click Save and the message below will appear.



- Once the payee is created the screen will automatically change to the newly created payee profile as in the example below:

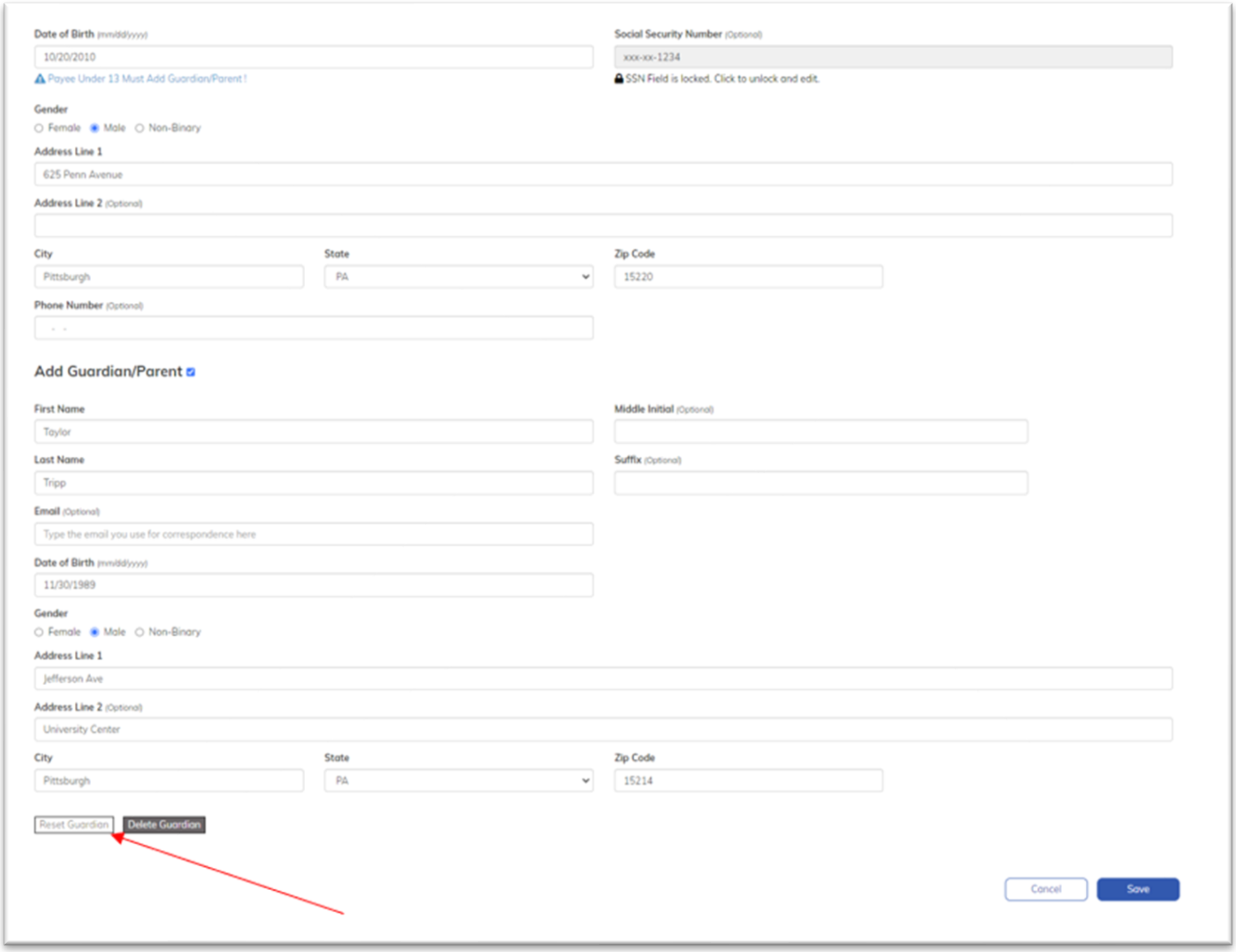


- If a Guardian / Parent was added during the payee creation, then the payee detail screen will appear as below:



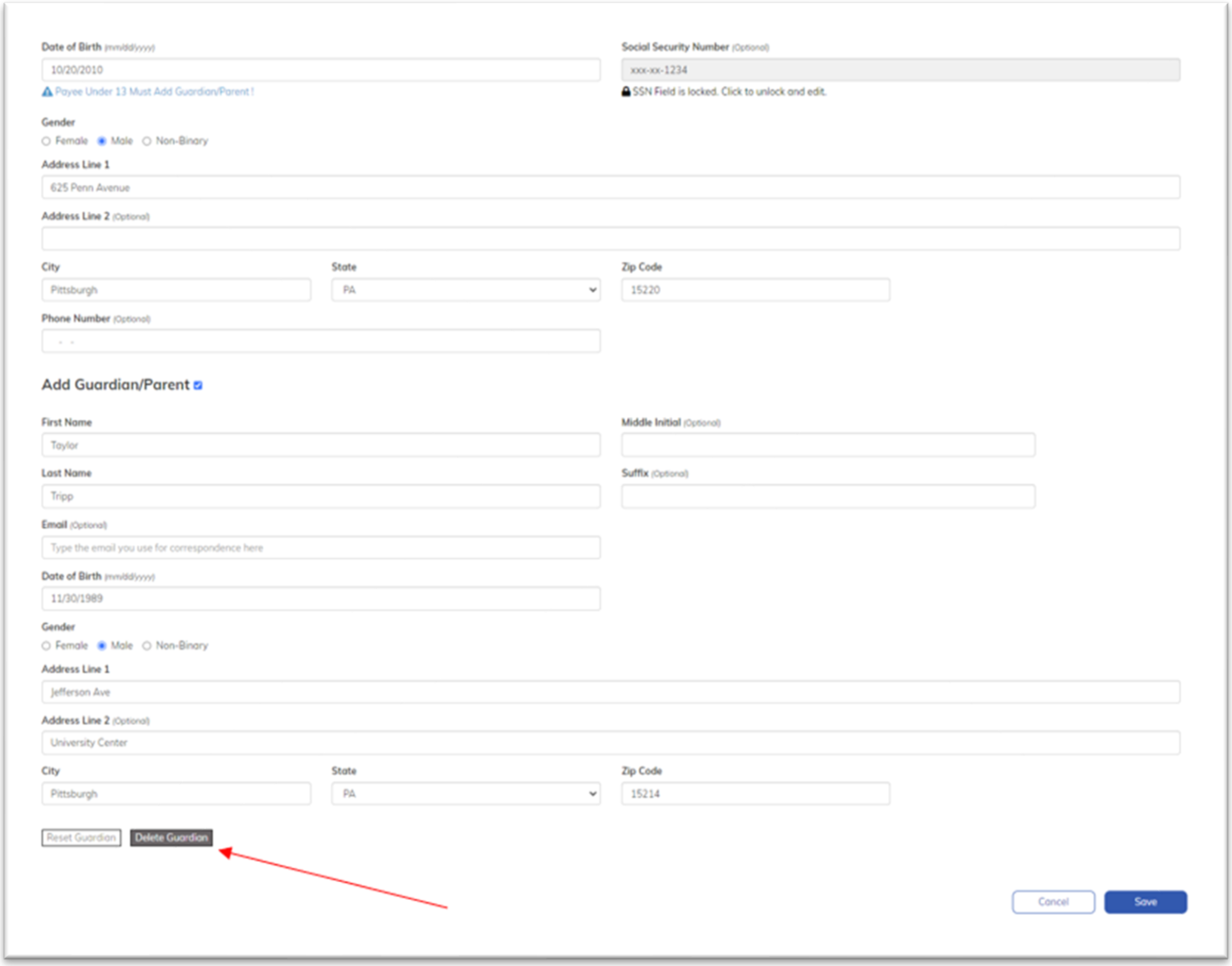
7.8.1 Changing the Guardian / Parent Information

- With “Add Guardian / Parent” button selected, go to the bottom of the page, and click “Reset Guardian” to remove the current Guardian / Parent information so new information can be added.



7.8.2 Deleting the Guardian / Parent

- With “Add Guardian / Parent” button selected, go to the bottom of the page, and click “Delete Guardian” to remove the current Guardian / Parent entirely.
    - The Guardian / Parent can only be deleted if the payee is over 13 years of age.



7.9 Member Upload

- This feature allows for the bulk upload of new Payees from a CSV file to one group.
    - If a payee is under the age of 13 years old a guardian / parent is required for the payee to receive a payment. The payee will be created by Member Upload, but the guardian / parent is not able to be uploaded during Member Upload. Once Member Upload is completed then the payer will need to go into the specific payees uploaded profiles that require a guardian and add the guardian / parent using the “Edit Member” feature in the payee profile.

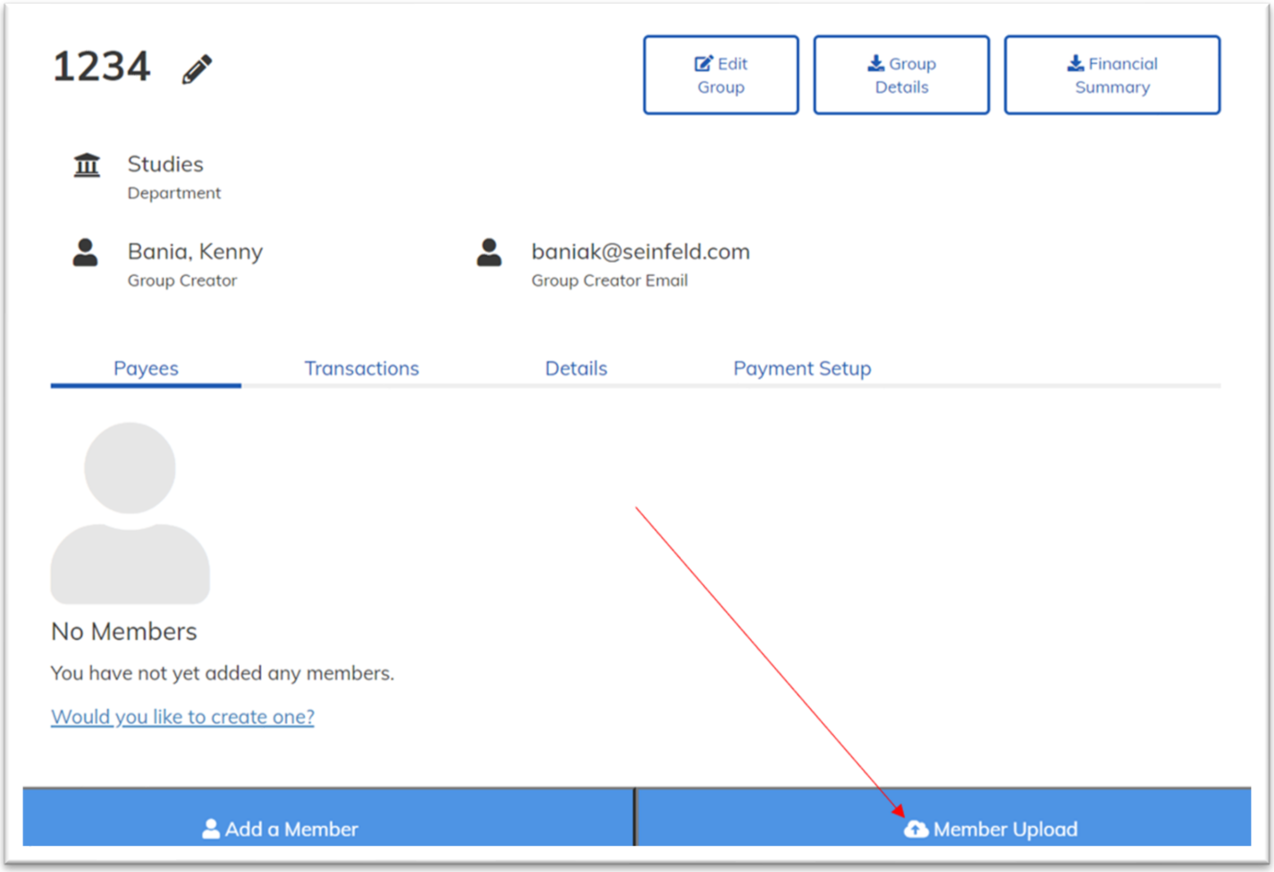
7.9.1 How to use “Member Upload”

- Input the member information to be uploaded into a properly formatted CSV file (see sample CSV below).

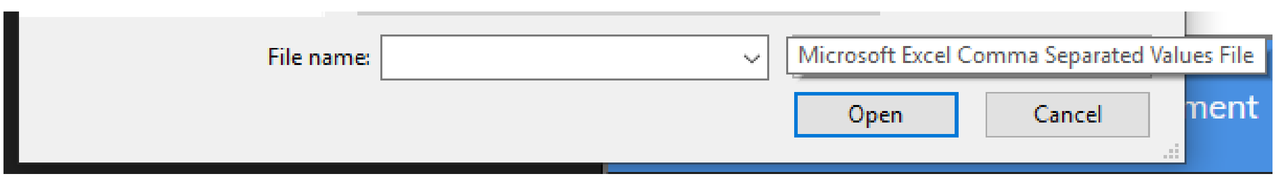
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	firstName	middleInit	lastName	suffix	gender	address1	address2	city	state	zipCode	phone	dateOfBirth	ssn	email
2	Jane	A	Doe	II	FEMALE	6425 Penn Avenue	Apt 1	Pittsburgh	PA	15206	4121234567	10/15/2007	123456789	
3	John	B	Doe	PhD	MALE	6425 Penn Avenue	Apt 2	Pittsburgh	PA	15206	4121234567	1/15/2007	123456789	
4	Vincent		Payment		OTHER	6425 Penn Avenue		Pittsburgh	PA	15206		12/15/2007		vincent@vincentpay.con
5														
6	Payee Upload Checklist:													
7	1. Remove sample payee information provided in this sample file													
8	2. Maximum of 250 payee uploads per file													
9	3. Make sure to only include the headers shown above and information corresponding to these headers, additional headers or information will cause an error on upload													
10	4. Required fields are First Name, Last Name, Gender, Address 1, City, State, Zip Code, and Date of Birth													
11	5. Gender can be FEMALE, MALE, or OTHER													
12	6. Double check formatting for zipCode (5 digits), phone (10 digits), dateOfBirth (MM/DD/YYYY), and ssn (9 digits)													
13	7. Remove this checklist (Rows 6-14) before saving and uploading													
14	8. Save as CSV (Comma delimited) (*.csv)													

- Make sure this checklist from the sample CSV above is followed exactly, any deviation from the checklist will cause the upload to fail.
    - Remove sample payee information provided in this sample file.
    - A maximum of 250 Payees uploads per file.
    - Make sure to only include the headers shown above and information corresponding to these headers, additional headers or information will cause an error in the upload.
    - Required fields are First Name, Last Name, Gender, Address 1, City, State, Zip Code, and Date of Birth
    - Gender can be FEMALE, MALE, or OTHER (do not abbreviate).
    - Double check formatting for zipCode (5 digits), phone (10 digits), dateOfBirth (MM/DD/YYYY), and ssn (9 digits).
    - If using the sample CSV as a base for your file, remove this checklist (Rows 6-14) before saving and uploading.
    - Save as CSV (Comma delimited) (*.csv).

- Once the CSV file is filled out exactly and saved as a CSV, the next step is to go to “Groups,” select your Group, and then hit “Member Upload” on the bottom right.



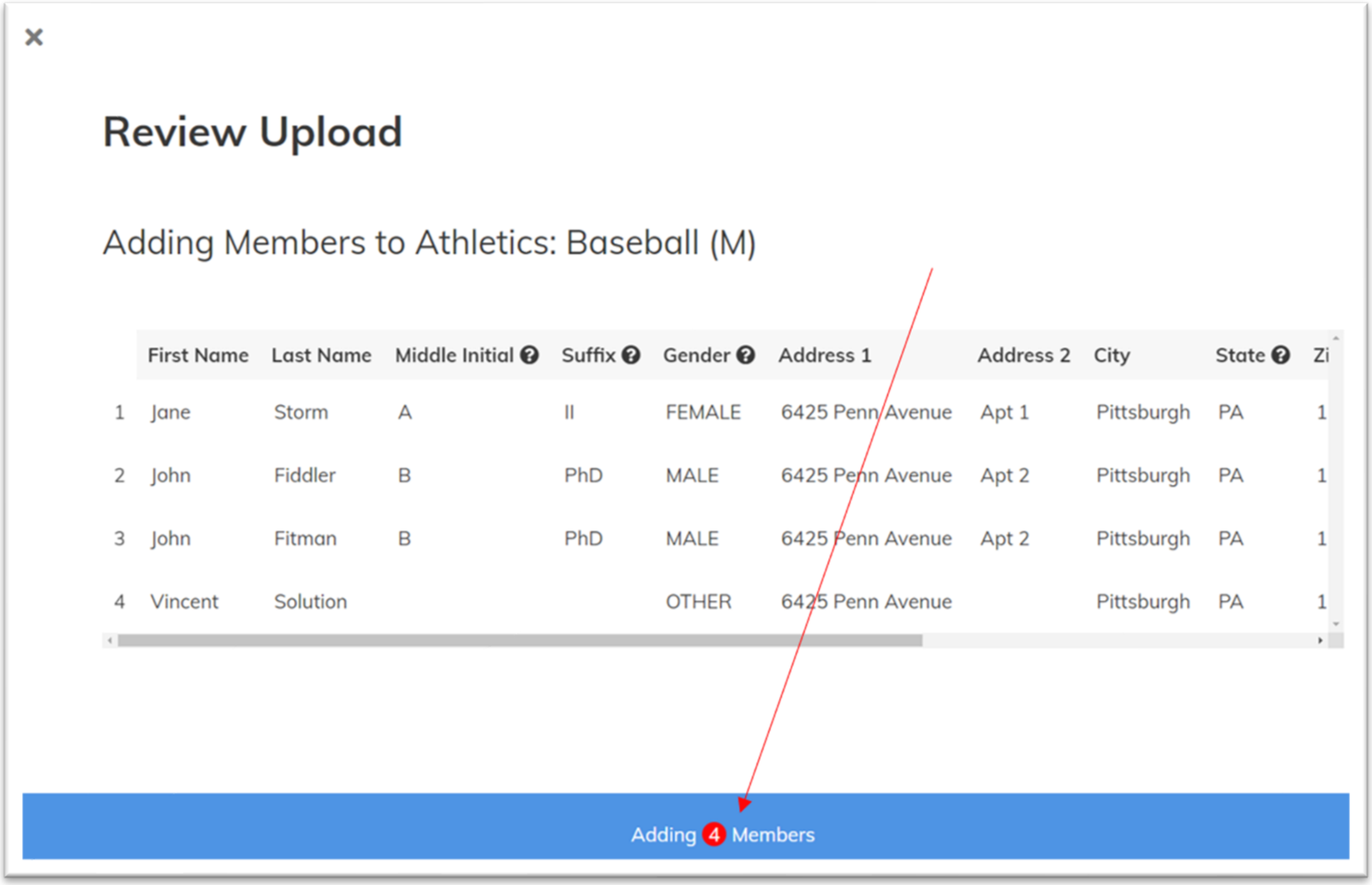
- Computer file screen pops in, select *.csv and then select the file that is to be uploaded.



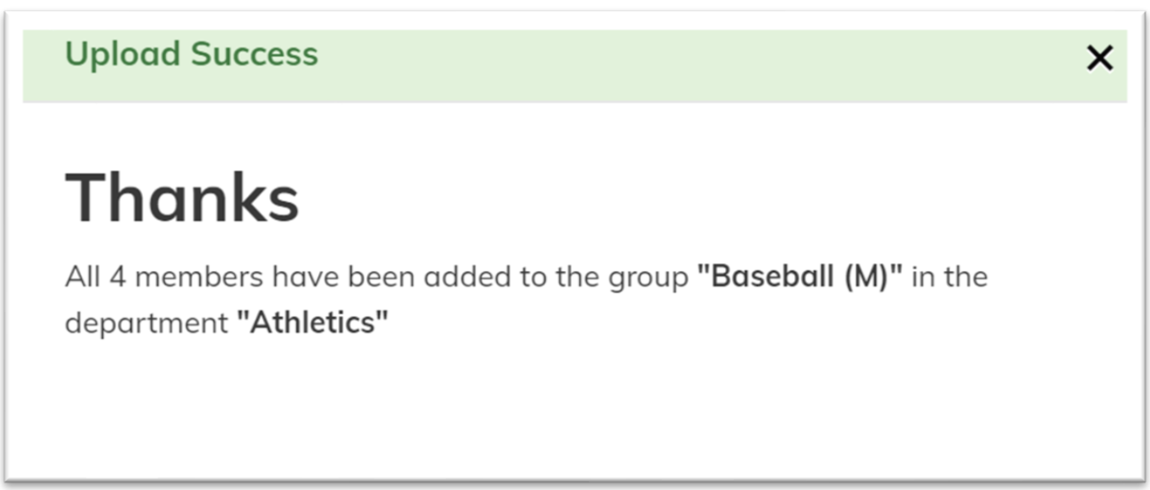
- If file has formatting issues, then you will get an error message pop up (see section Member Upload Failure – Improper Formatted CSV).

7.9.2 Review of Upload

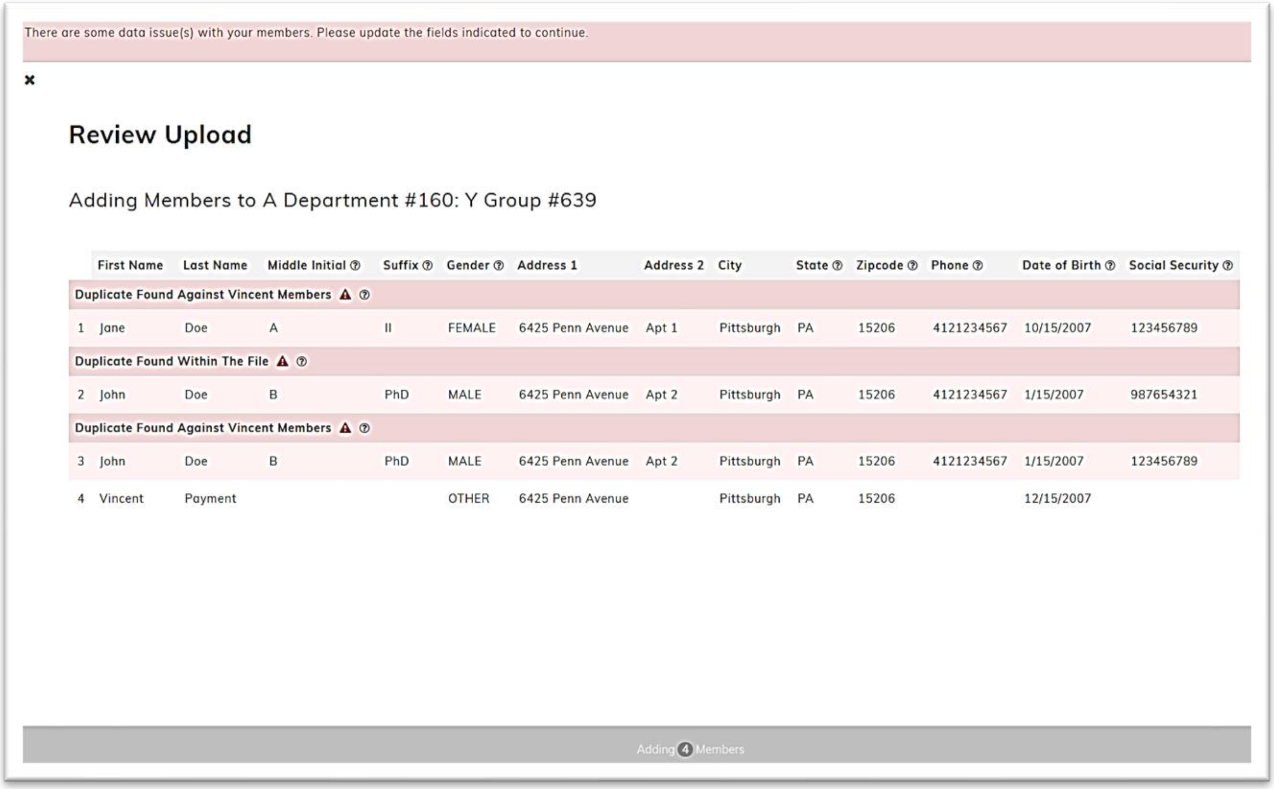
- When formatting is successful, you will be sent to the "Review Upload" screen.
- If the file has no issues, you will get the screen below with a blue "Adding Members" bar at the bottom of the screen. Please make sure to review that all the information that will be uploaded is correct one last time before hitting "Adding Members."



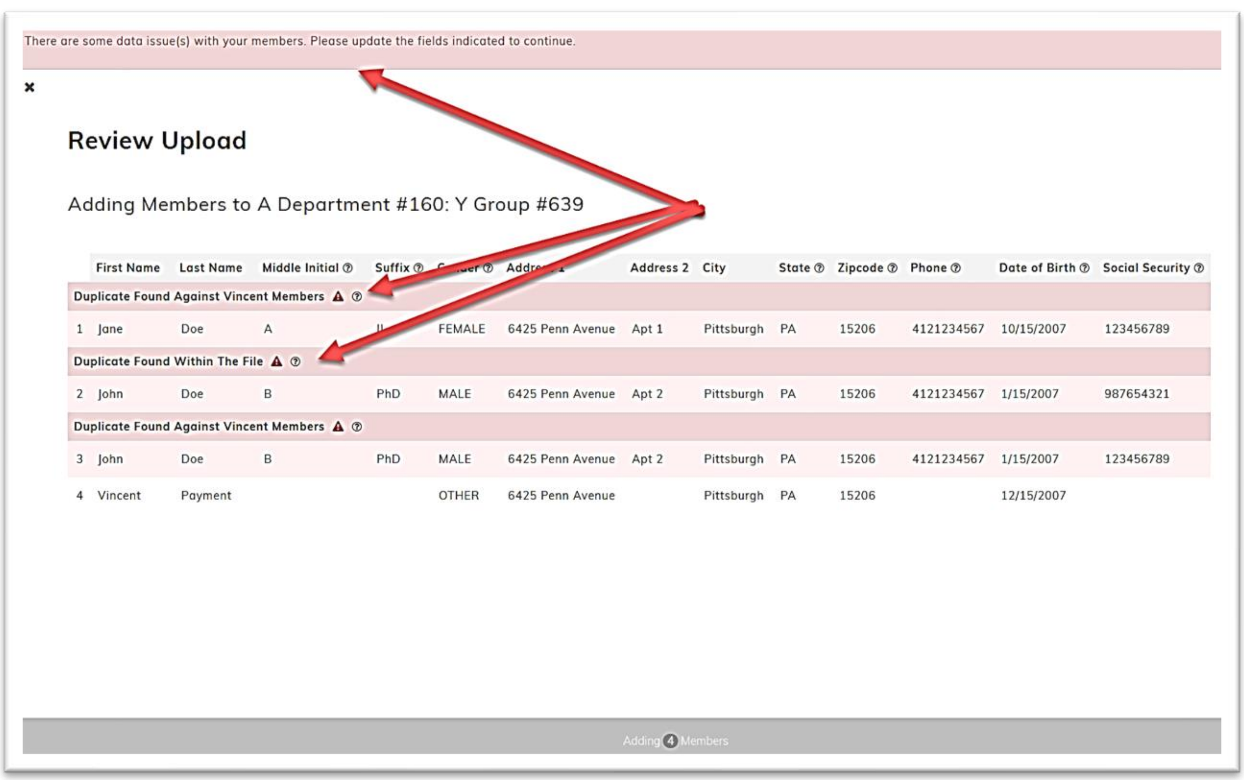
- Once “Adding Members” is selected, you will get a pop up indicating that the Member Upload was successful (see below)



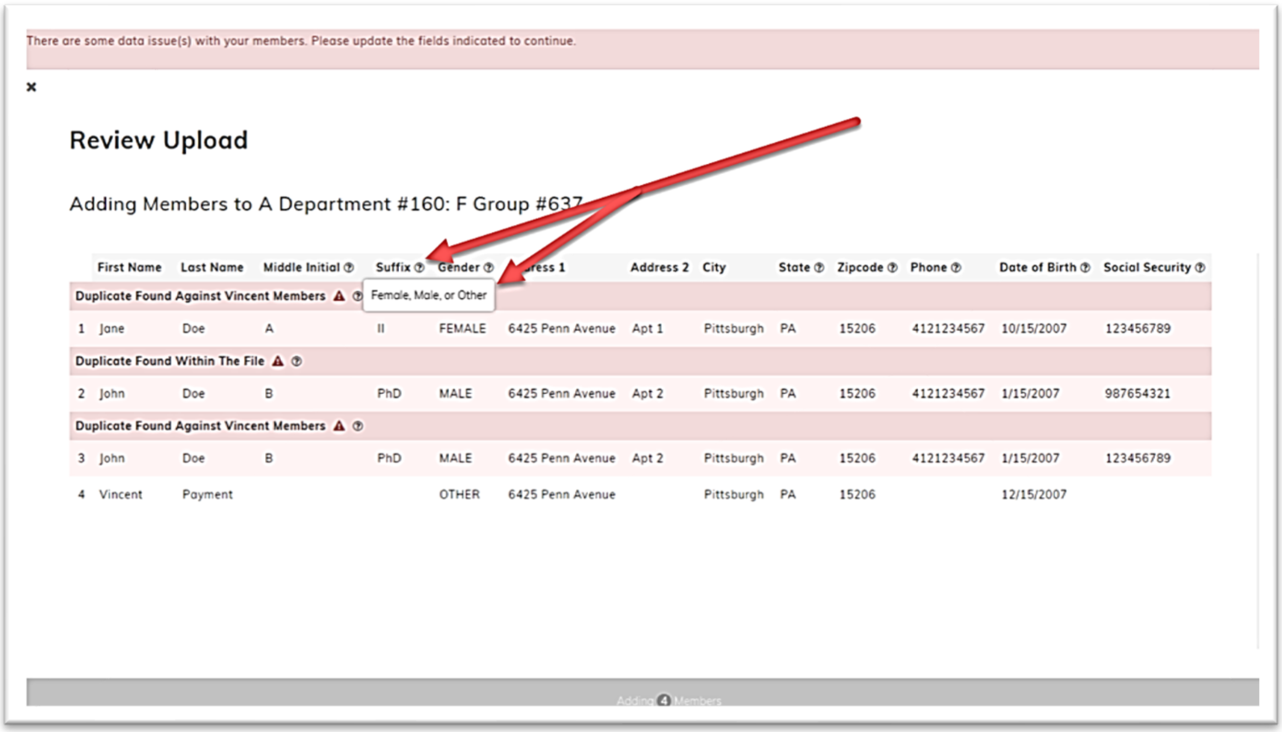
- If you get the “Review Upload” screen below with error messages, then the errors must be addressed in your CSV file to have a successful upload.



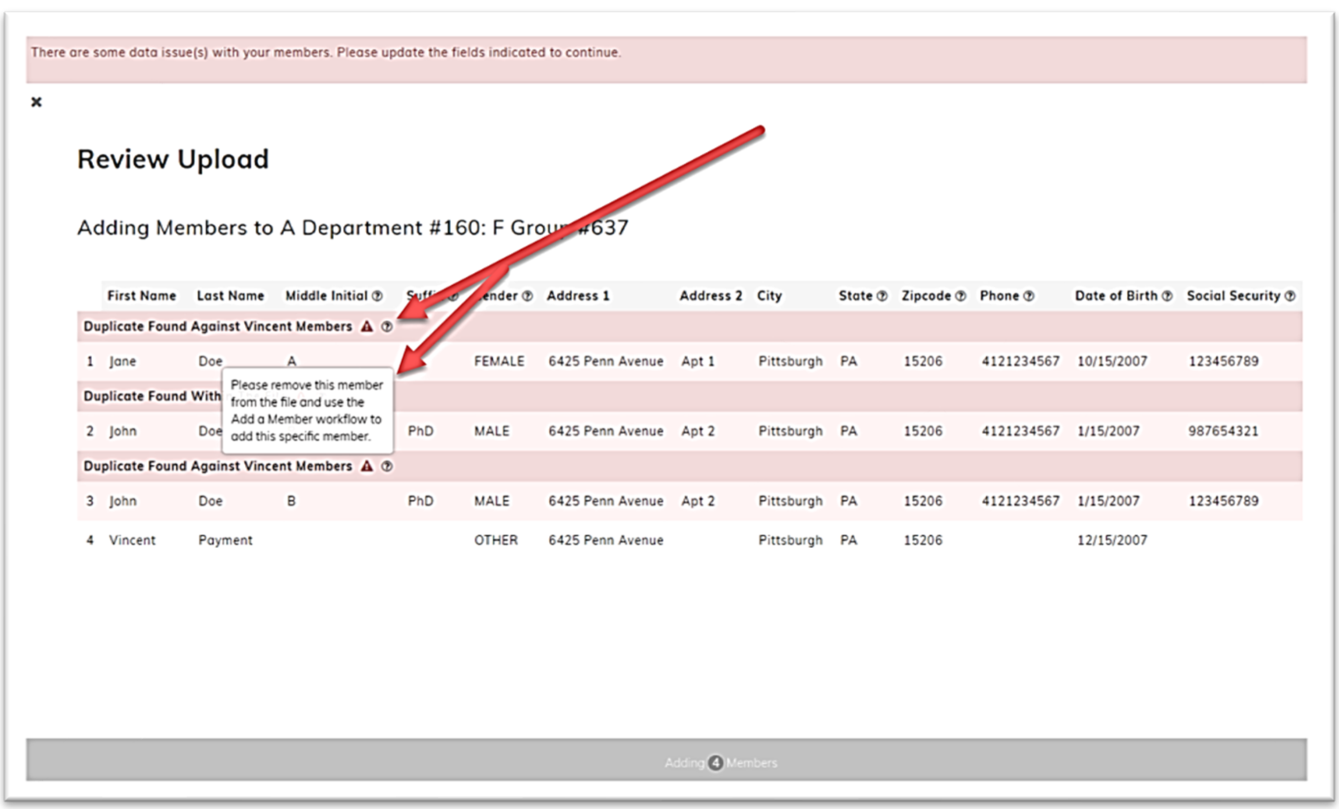
- Common “Review Upload” data field issues
  - The payee’s last name, DOB, and/or SSN are a duplicate a Vincent member already established.
  - The payee’s last name, DOB, and/or SSN are a duplicate to another in the CSV file.
- Duplicates are indicated in red with text explaining what is causing the issue.



- When you get a in a row, this is an indication that a member's information needs fixed prior to downloading being successful.
- Hover over the in the header give the requirements of the column formatting that is required in the CSV.



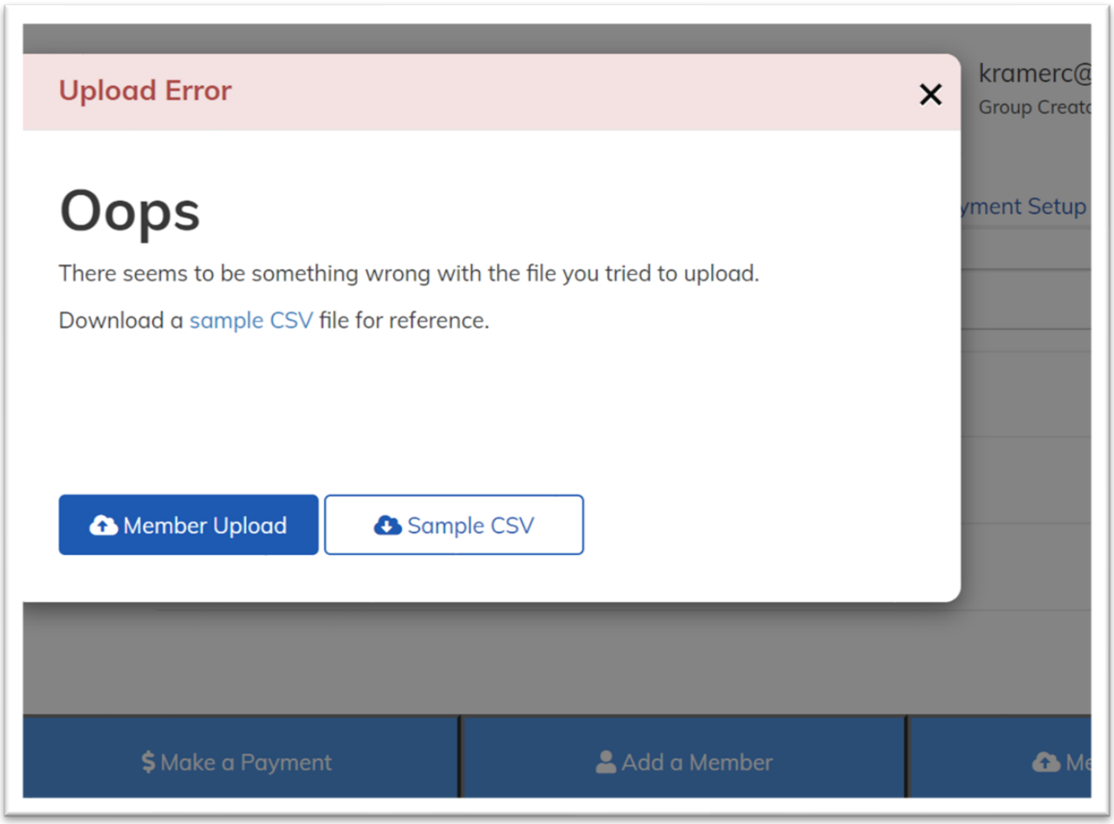
- Hover over the in the rows that have duplicate issues gives instructions on how to fix the issue.



- Each message will explain what is causing the duplicate issue.
  - "Duplicate Found Against Vincent Members" – the Payee's last name, DOB (Date of Birth), and/or SSN (Social Security Number) matches a payee already in the Vincent system. The Payee's profile that already exists can be modified in the Vincent system by using steps in "Updating Existing Users" of this user guide. The payee will need to be removed from the CSV file for the upload to be successful.
  - "Duplicate Found Within the File" – the payee's last name, DOB (Date of Birth), and/or SSN matches another in the CSV file. One of the duplicates will need to be removed from the CSV file for the upload to be successful.
- Once duplicates are fixed, go back to steps at the beginning of "Payee Upload".

7.9.3 Member Upload Failure – Improper Formatted CSV

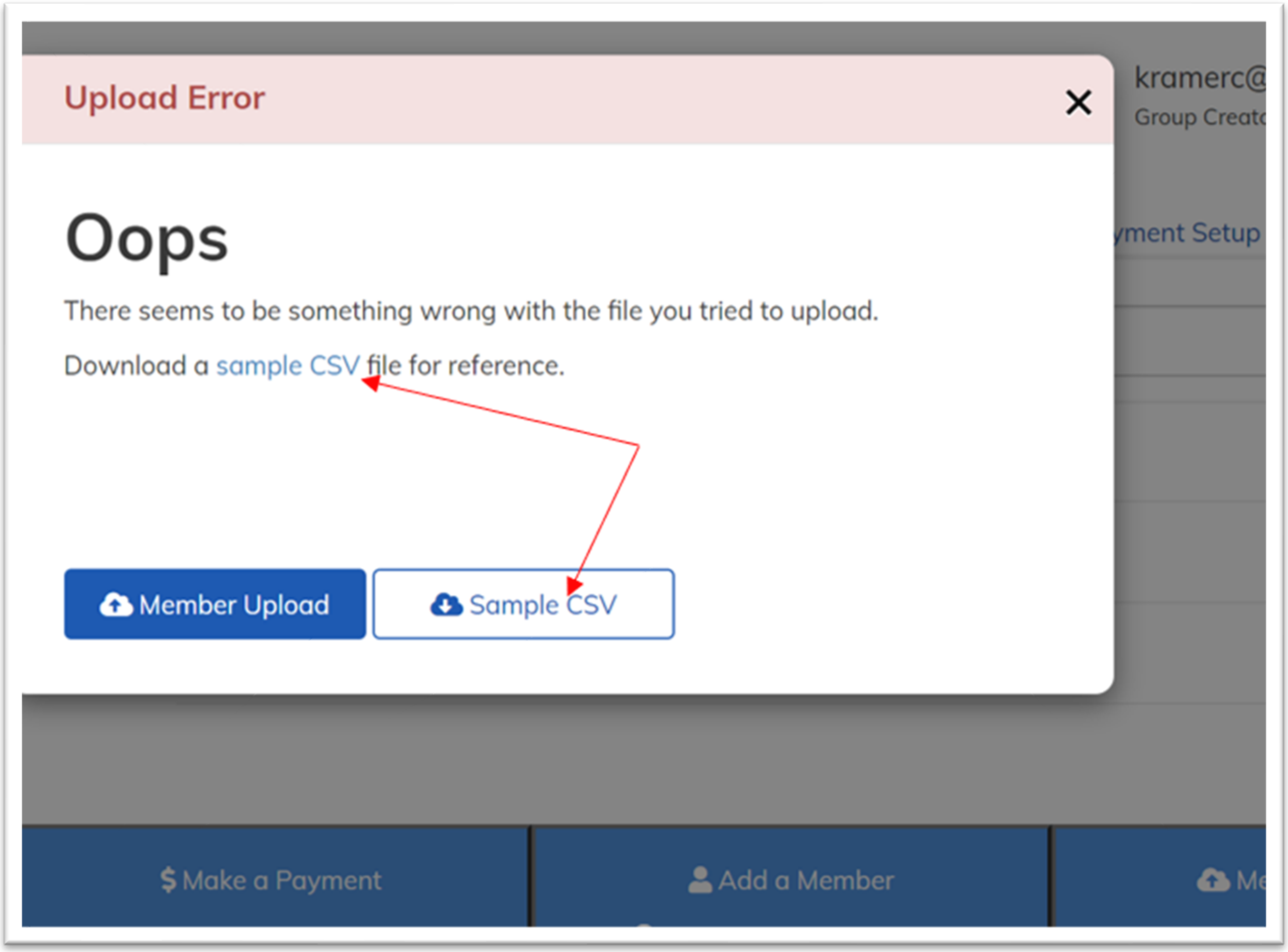
- If Member Upload is not successful due to an improperly formatted CSV or an incorrect file type other than CSV, then you will get the error screen below.



- Common Payee upload failures:
  - The file is not in .csv format.
  - The file has missing information that is required.
  - The file is not set up exactly like the sample CSV.
  - The file exceeded the 250-person upload per file limit.
  - The headers are case sensitive and must match the sample CSV and the file being uploaded has headers that have variations from the sample file. Copy and paste the Sample CSV headers to the upload file to fix.
  - The state is typed out and not abbreviated.
  - Zip code has one or more leading zeros in front and is not formatted to accept the zero(s)
  - There are dashes in the SSN number.
  - The phone number has dashes or parenthesis in it.
  - The DOB is not MM/DD/YYYY format.

    - Gender is abbreviated and not typed out.
    - The zip code has +4 at the end of it.

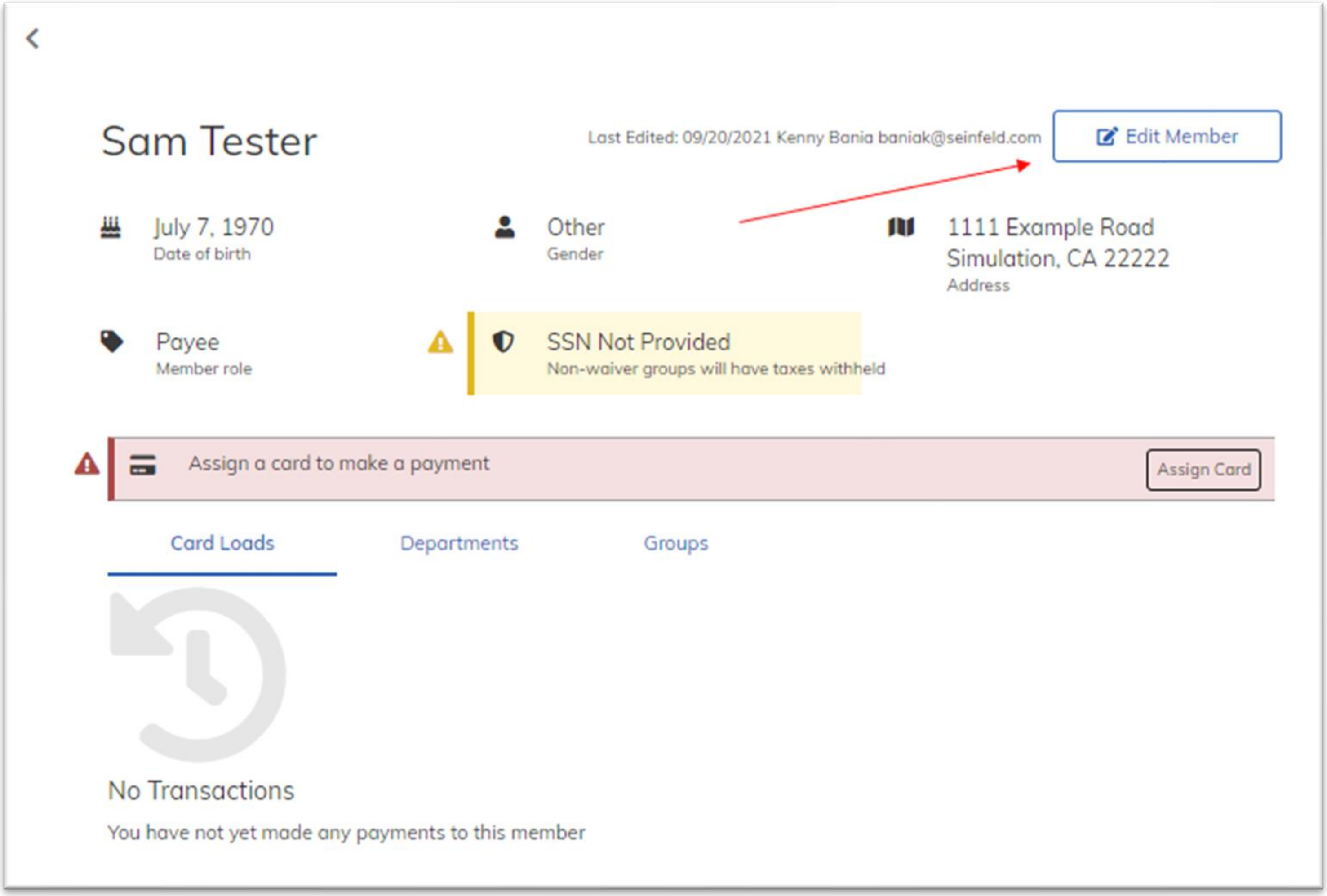
- Review the Sample CSV for the format and checklist to verify upload file is correct.



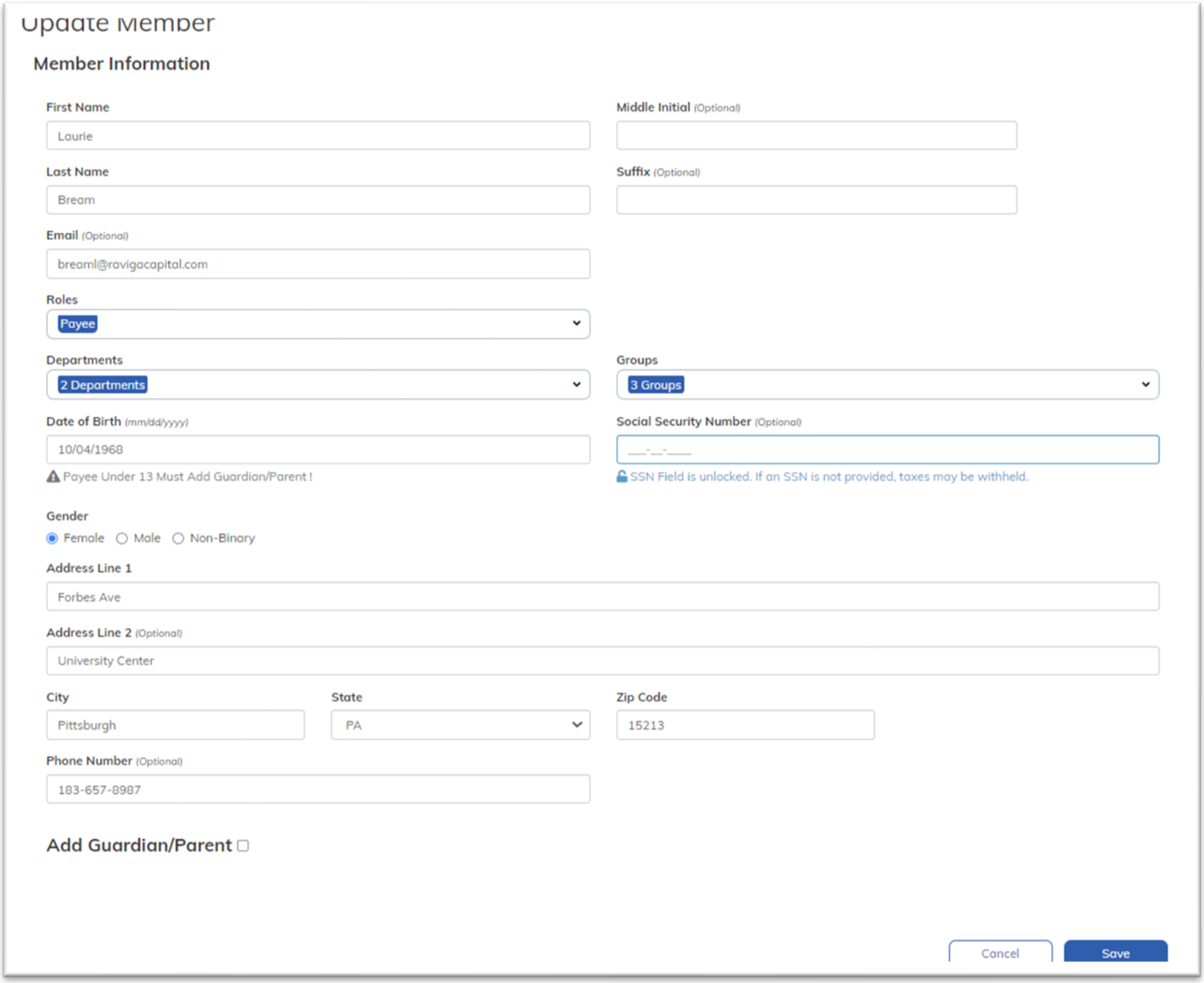
- Once the file is correct then try it again.

7.10 Update an Existing Payee

- Payees within the system can be updated by going to the Members tab and selecting the Payee. Updates may include demographic information, department information, and Group information. The Payee can be found via the search capability or scrolling through the list of members. Once the desired Payee is found, the Member can select that Payee, view their details, and update as desired.



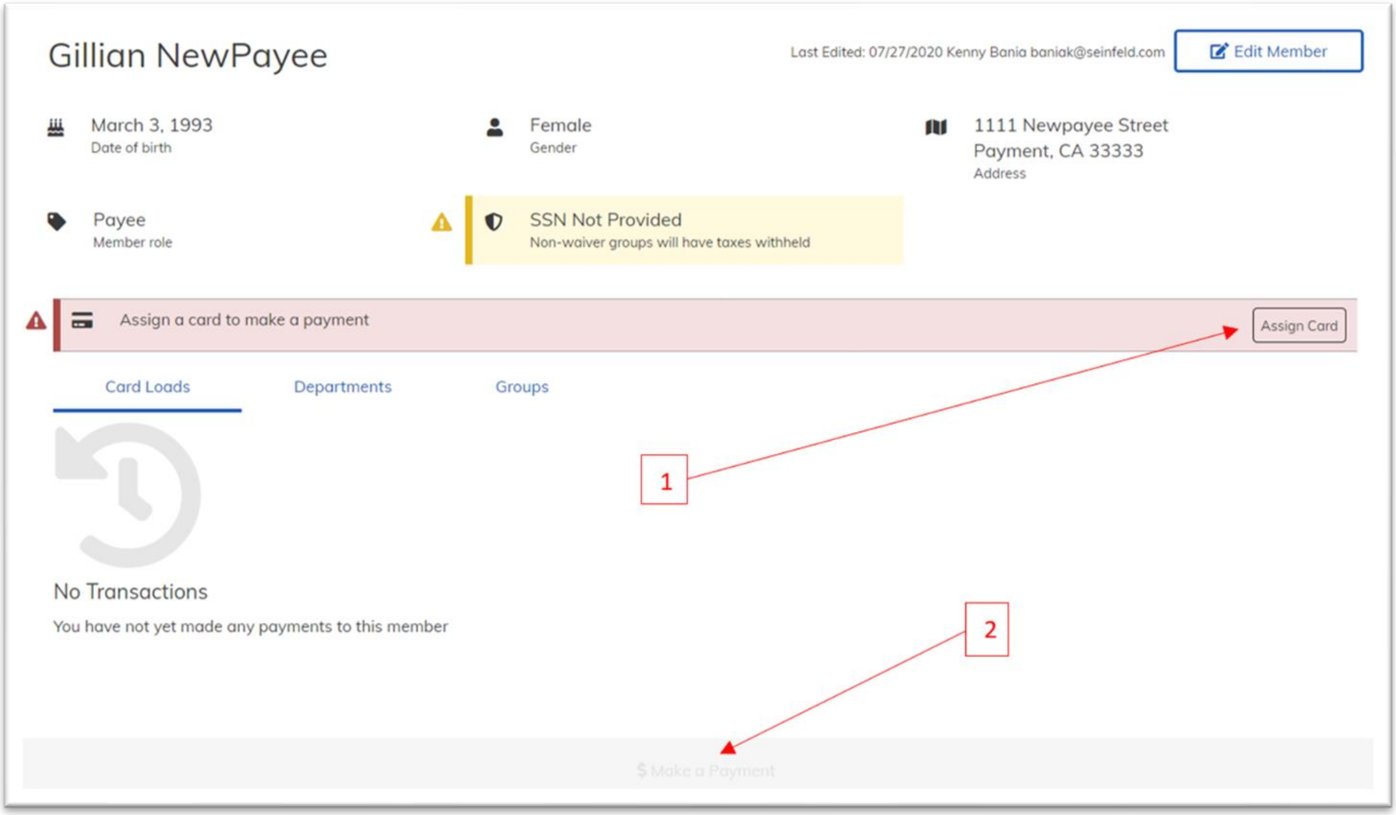
- After clicking Edit Member on the Payee profile, you will get the screen below. Make any appropriate changes and click the “Save” button. You will get a “Member Updated Successfully!” message momentarily when completed and successful and the screen will change back to the Payee profile in a short time. Clicking the cancel button will cancel the edit and will send the screen back to the Members list. If the Save button is gray and not blue, and is not selectable, then review that all required fields are filled in.
    - If a payee is under the age of 13 years old, then to be able to save the edit, a guardian / parent will need to be added to the profile to be completed.



7.10.1 Assigning a Payee a Card

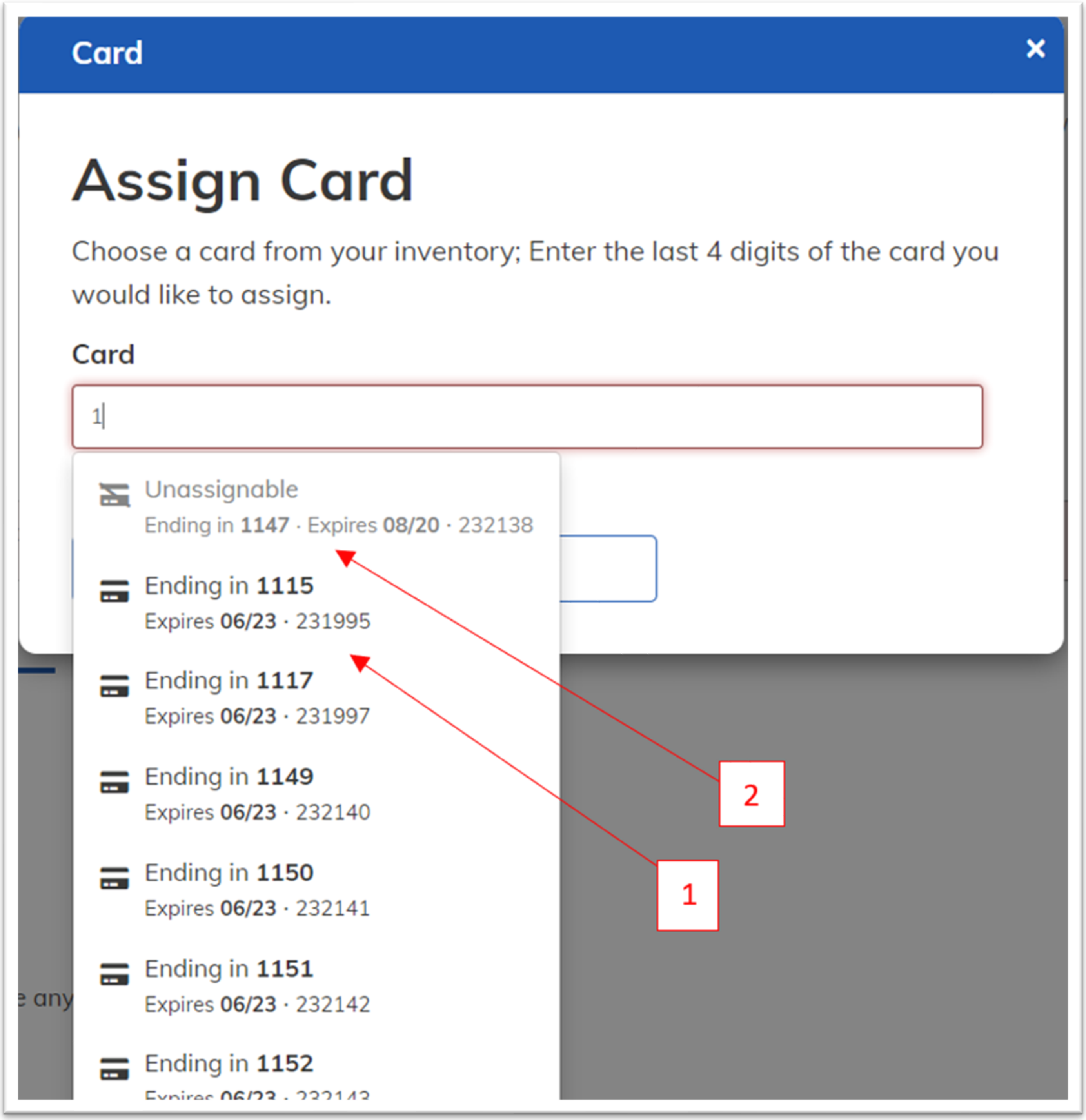
- IT IS RECOMMENDED THAT THE CARD NOT BE GIVEN TO THE PAYEE PRIOR TO SUCCESSFULLY ENTERING THE CARD INFORMATION INTO VINCENT AND ASSIGNING THE CARD TO THE PAYEE. If the Payee receives the card prior to entering the card into Vincent and then the Payee either uses the card or contacts the support phone number or website on the back of the card, then the card will no longer be able to be activated or used by Vincent. If you gave the Payee the card already, and you are getting an error message while trying to add assign or replace a card, please email, or call you organization's Vincent support lines. They will need to have the Payee's name, the last four digits of the card number on the front of the card, and the admin number on the back of the card you are trying to assign or replace. DO NOT give the whole 16-digit card number or the CVV to anyone other than the Payee.
- Once the Payee profile is complete, you will be taken to the member profile screen. From this screen you have the choice to add a card to the Payee profile. If no card is assigned, the profile will have a message in red that states "Assign a card to make a payment" where the card information is typically found in the Payee profile.
- A Payee must also be assigned a card to make a payment. If there is a message of "No Card is Assigned," "Card is Expired," or if the card is "Unpayable" then the member's profile will not have a blue selectable "$ Make a Payment" button at the bottom of the screen. The member will appear grayed out in the "Group" detail under Payees and will have "No Card Assigned" below their name in the list (see second screenshot below). When

making a Group payment (see section named “Making Payments”), the Payee listing will be grayed out will not be able to be selected.

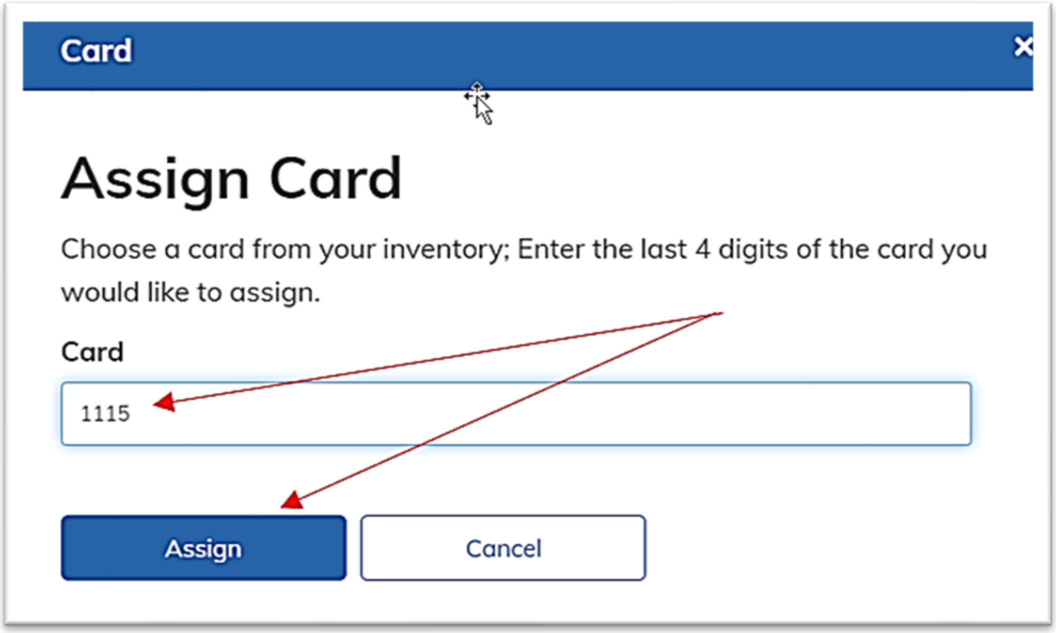


1. Assign Card - To add a card to the Payee profile, hit the “Assign Card” button on the right of the red “Assign a card to make a payment” banner. Once clicked, see the next screenshot.
2. $ Make a Payment – The “Make a Payment” will be gray and not selectable until a card is assigned. Once a card is assigned, the “Make a Payment” button will become blue and be selectable.

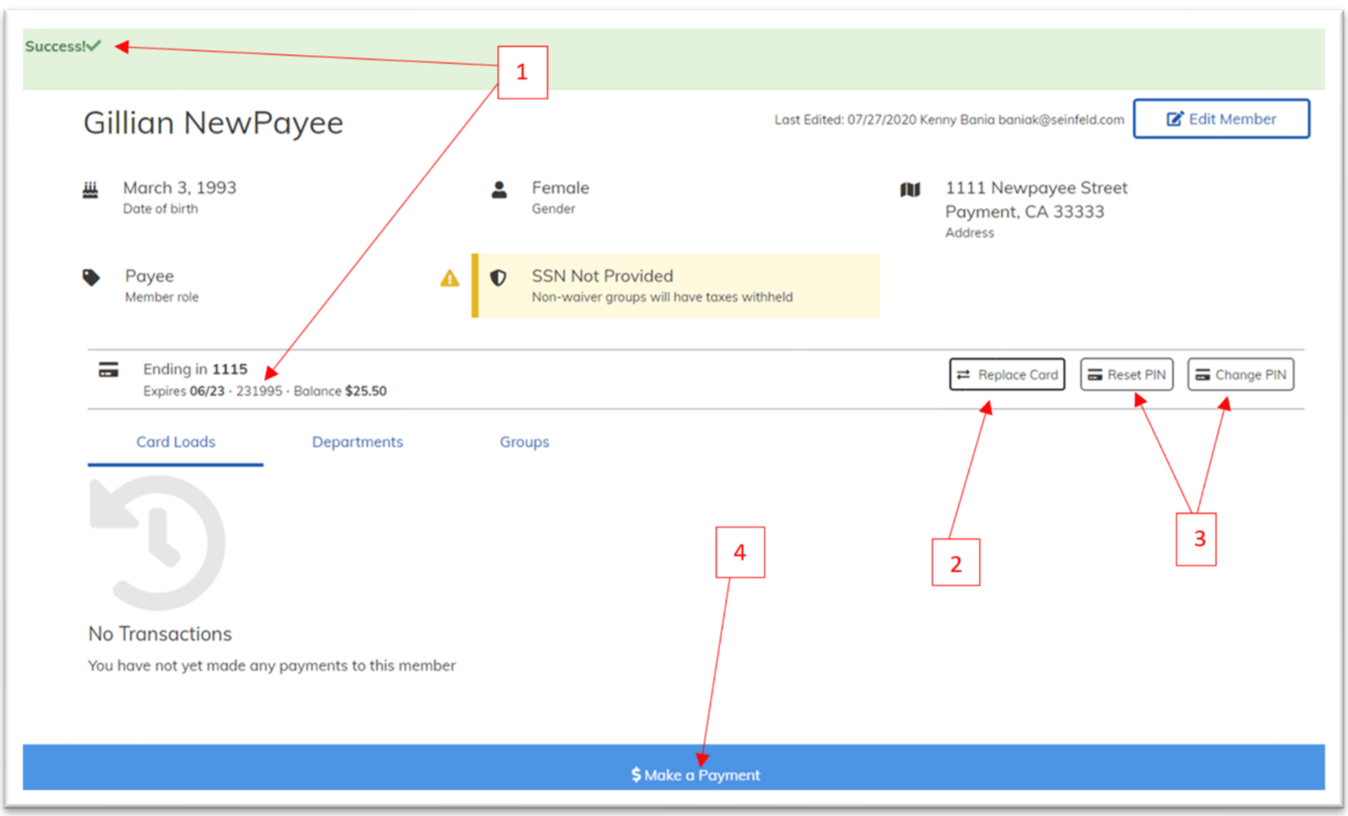
- Once “Assign Card” is selected, a pop-up window will allow you to select a card from you inventory. As you enter each of the last four digits of the card the selections from your card inventory will decrease. Once you find your card it can be selected to add it to the “Card” line. Once the card is selected then click the Assign button and that card will now be removed from your Inventory and assigned to the Payee.



1. Click on the card you are adding from the list, or just completely filling out all four digits of the card in the “Card” box (see the next screenshot). The last four of the card number is a reference number only, make sure the 8-digit admin number matches the card being given to the payee. The last four of the card number is not unique to a specific card. There can be multiple cards that have the same last four of the card number, only the 8-digit admin number is unique to any specific card.
2. If you receive a message that the card is “Unassignable” or “Expired” then the card is either within a set time of the expiration date of the card, or the card is expired. These cards are not able to be assigned to Payees.



- Once the card assignment is successful the screen will appear in the screenshot below.



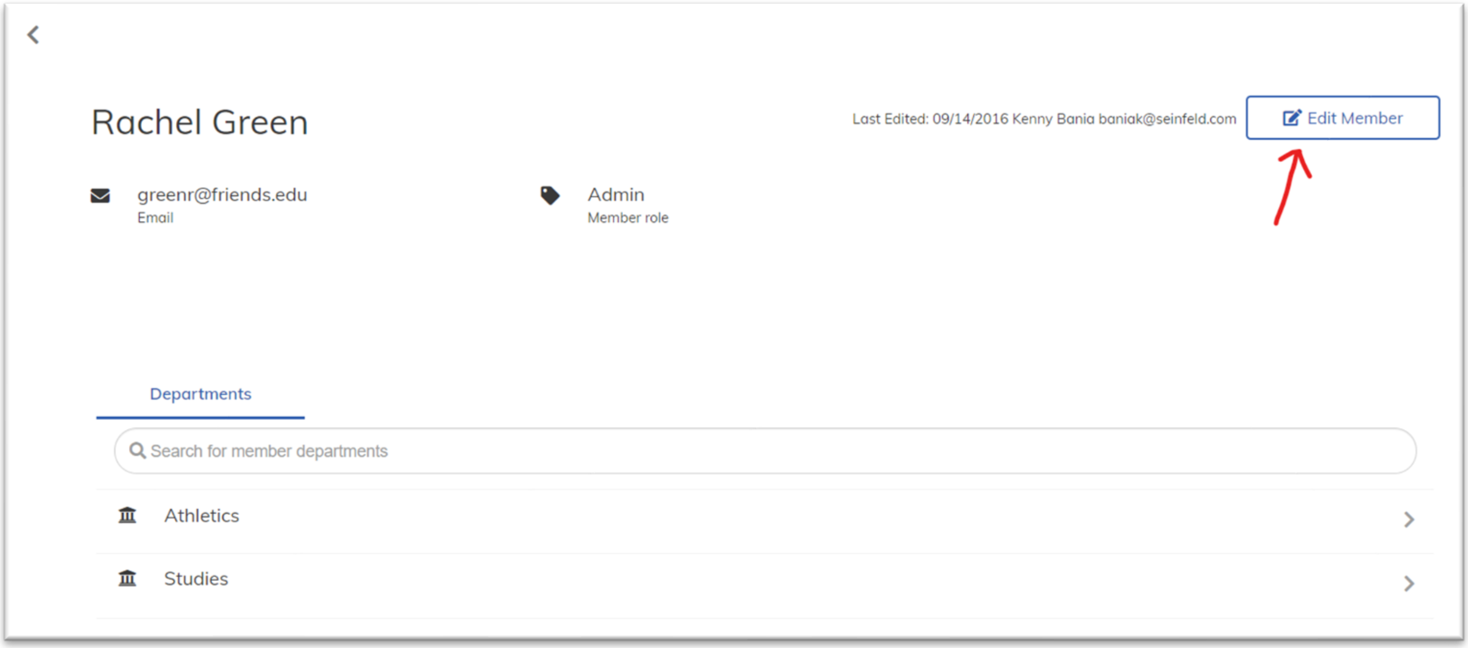
1. Success and card information - You will get a green "Success!" message on the top of the screen, and you will then be able to view the card's last four digits of the account number, the expiration date, and the card's 8-digit admin number. The 8-digit admin number is the number for any reference for the card.
2. Replace Card – this button appears after a card is assigned and gives the Payer the ability to replace the card which also transfers the balance to the new card.
3. Reset PIN and Change PIN (if your organization allows these features) – these buttons, if available, give the Payer the ability to reset the PIN to the default PIN, or change the PIN for the Payee if needed.

4. $ Make a Payment – Once a card is assigned that can be paid then the "$ Make a Payment" button will turn blue and be selectable. Select this to make a single payment.

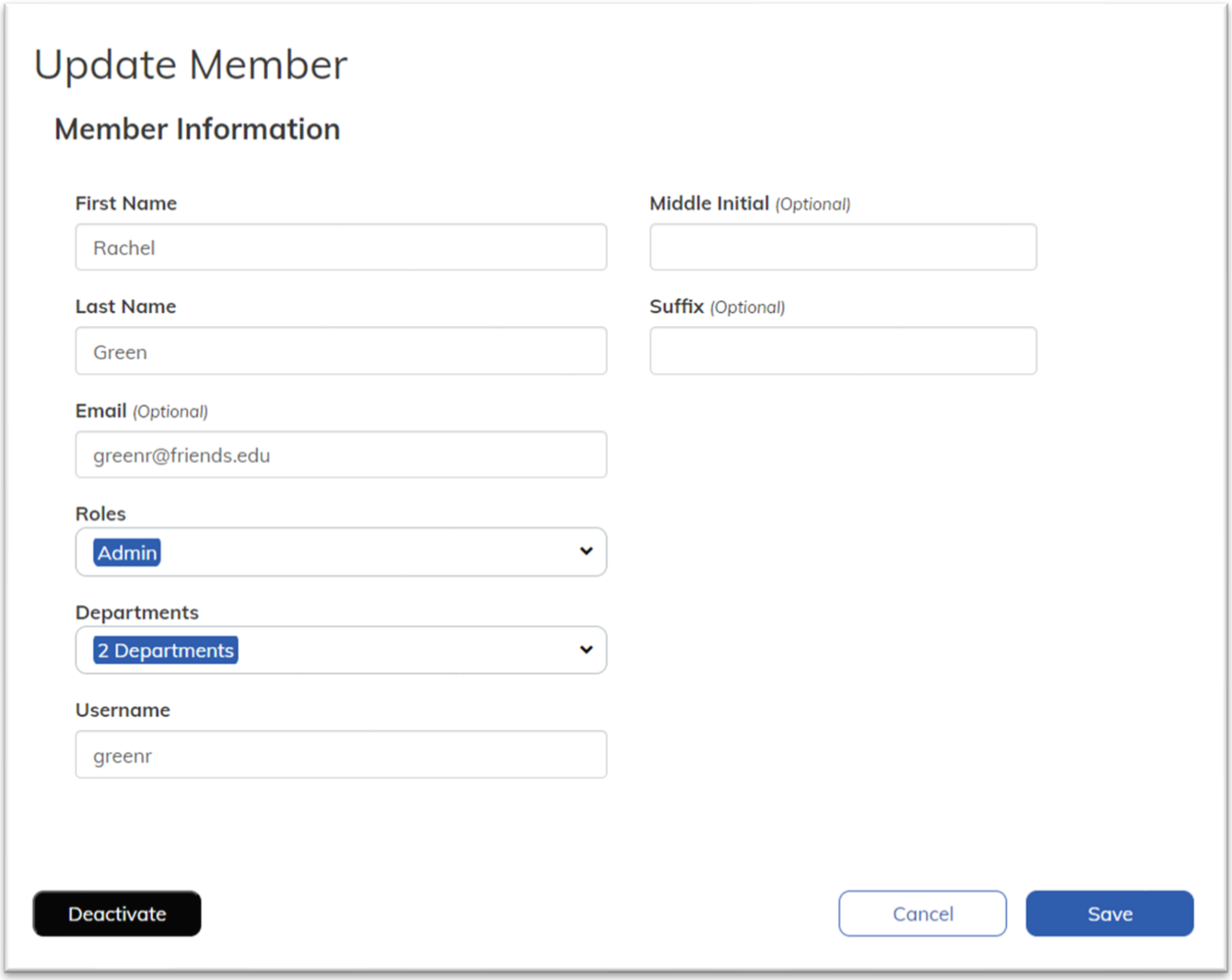
- Below is an example of where on the physical card that you will find all the card information needed. The front has a 16-digit card number and the expiration date. The back of the card has a 3-digit CVV and an 8-digit admin number. The 8-digit admin number is the ONLY number that should be shared if any support is needed from Vincent. The full 16-digit card number is confidential and should never be write down nor transmitted as this will compromise the card. The three-digit CVV is also confidential.

7.11 Update Existing System Users Profile

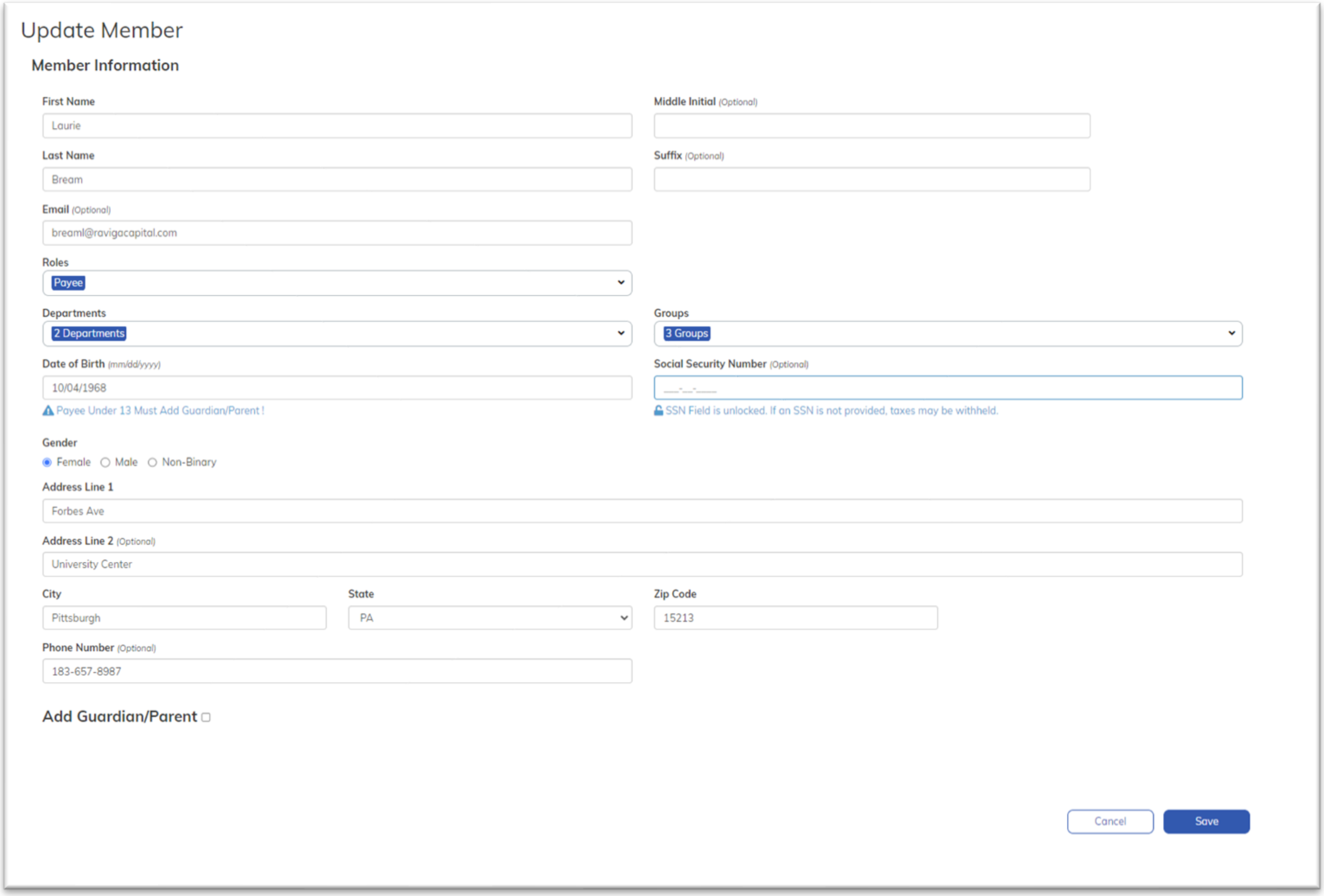
- Existing Users of the system can be updated by going to the Members tab and selecting the Member in question (based on permission level). Updates may include demographic information, department information, and group information. The user can be found by using the search capability or scrolling through the list of users. Once the desired user is found, select the member, view their details, and update as desired by hitting Edit Member to the right end of the Member's name.
- If "Edit Member" is not available then you either do not have a permission level that allows you to edit the profile, or it is your own profile.



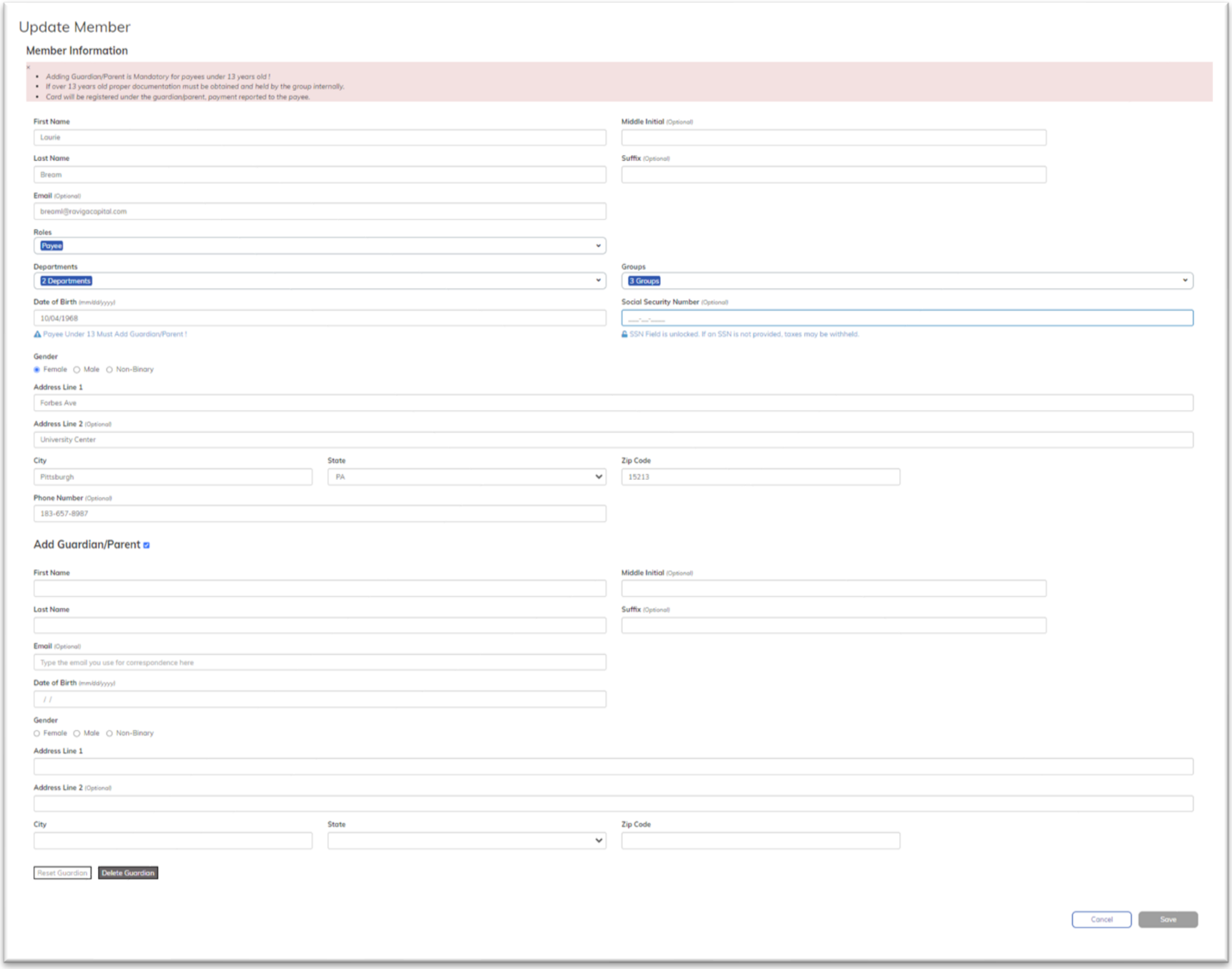
- After clicking Edit Member you will get one of the screens below. The screens will vary if the member is a payee or if the member is a system user (Director, Auditor, Admin, Payer, or any combination of these). Make any appropriate changes and click the "Save" button. Save button will only be available to click if all mandatory fields have been filled out. You will get a momentary "Member Updated Successfully!" message when completed and successful and will transfer to the profile in a few moments.
  - System Users:



- Payee without Guardian / Parent selected:

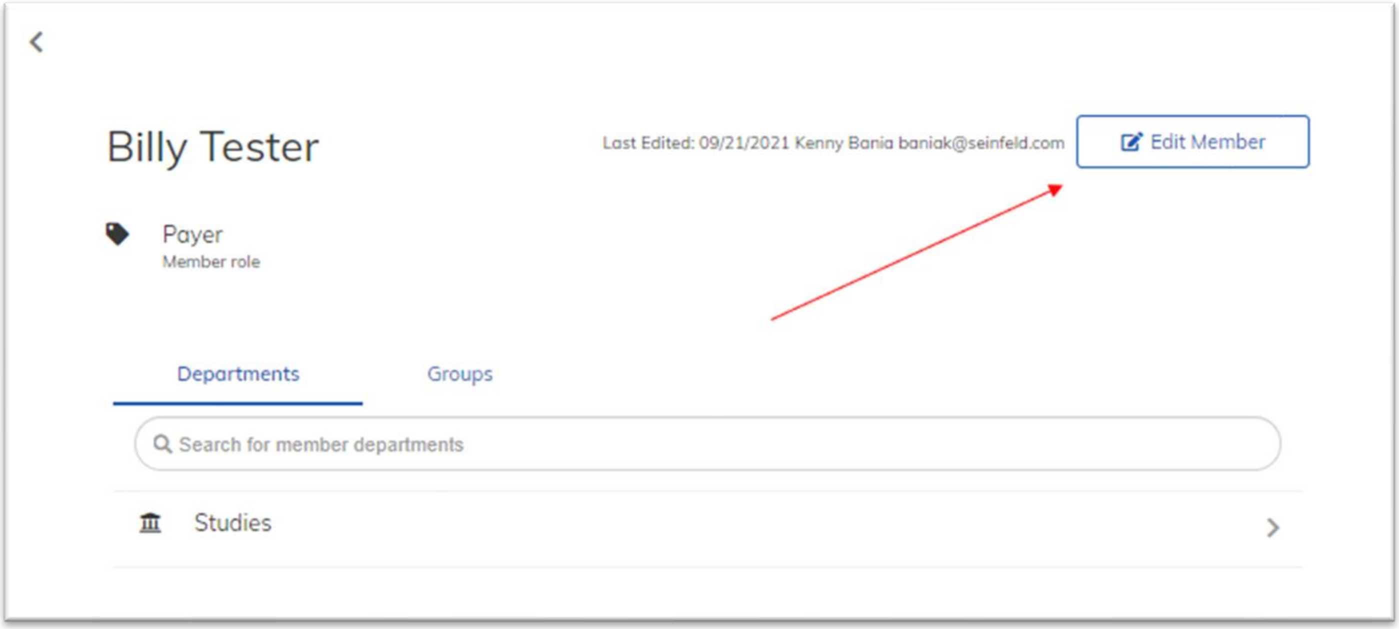


- Payee with Guardian / Parent Selected:

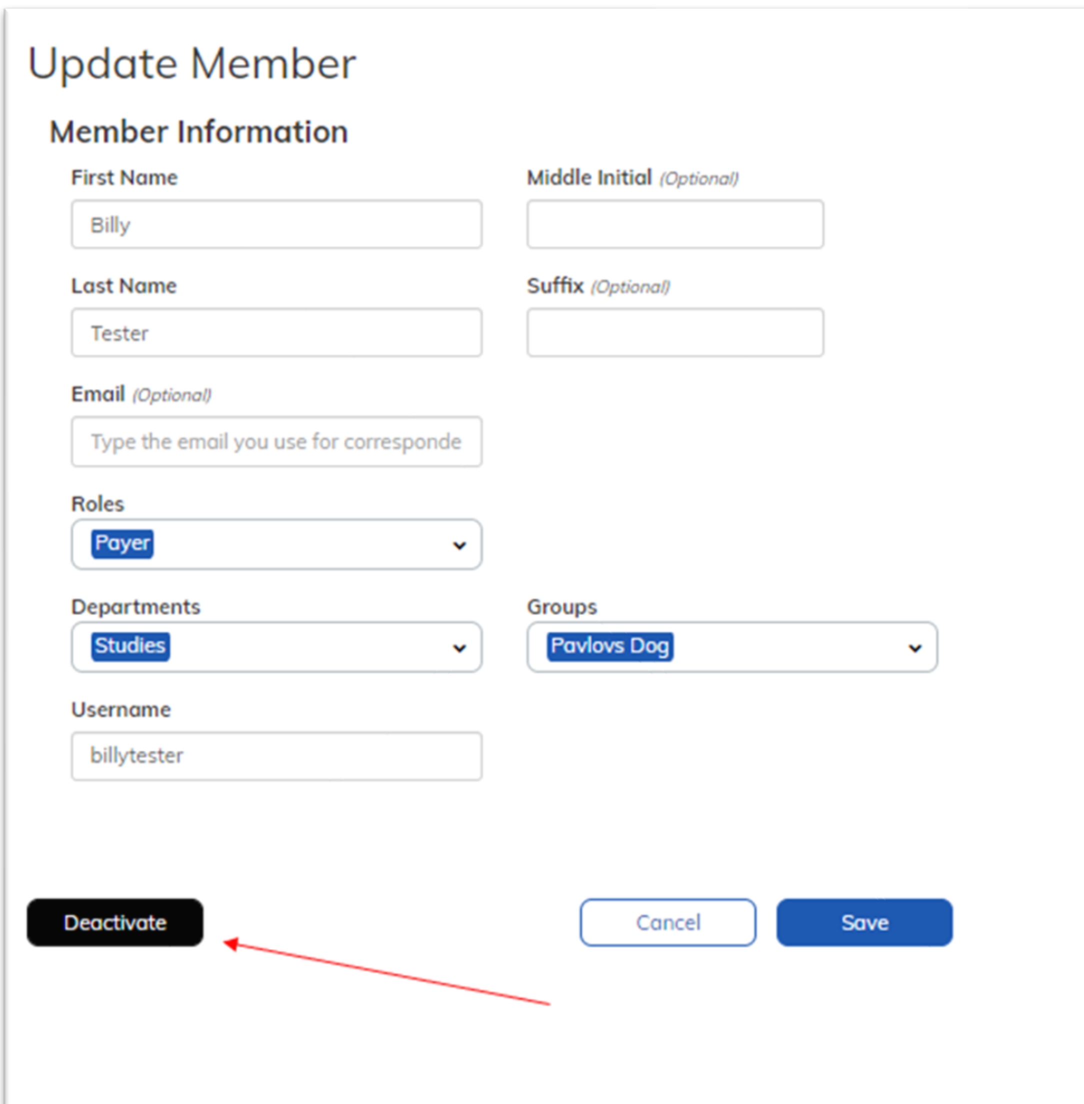


7.12 Deactivate a User Member

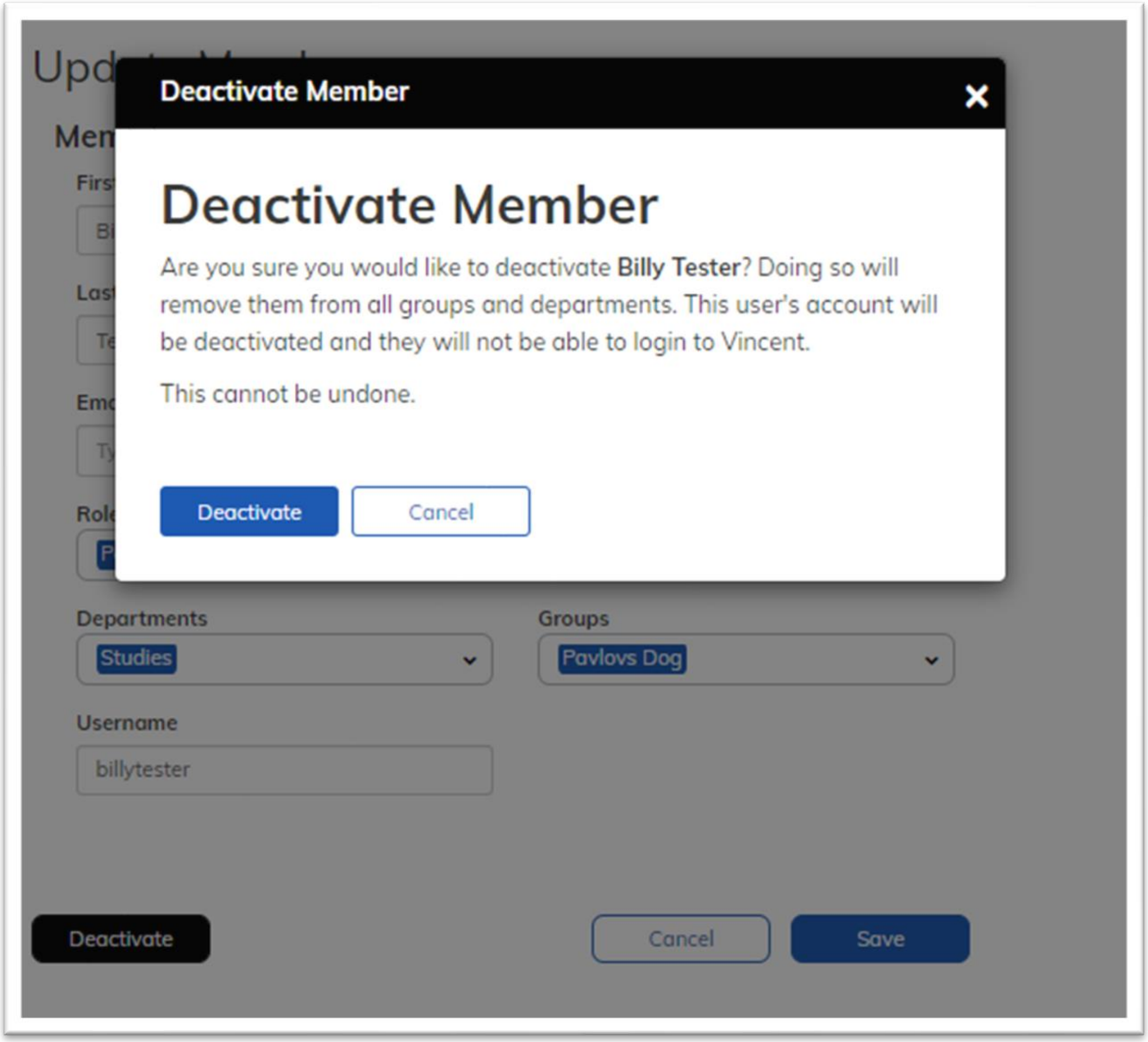
- This feature removes the Member profile (Auditor, Admin, or Payer) from being accessible in Vincent and they become a “Deactivated Member” that can no longer be used.
    - This is a permanent action and cannot be reversed.
        - It is advised to modify the username (i.e., adding zzterm to the front of the username) of the Member as a precaution in the event there was a mistake made so the username can be used again.
    - This is only for Members that are System Users, Payees cannot be Deactivated.
    - This action is only available to Members with the Director permission level. To disable a Payer, the Member would have to have a Director/Admin dual role permission level.
- To begin with the process of Deactivate Member, go into the Member’s profile and click the “Edit Member” button on the upper right.



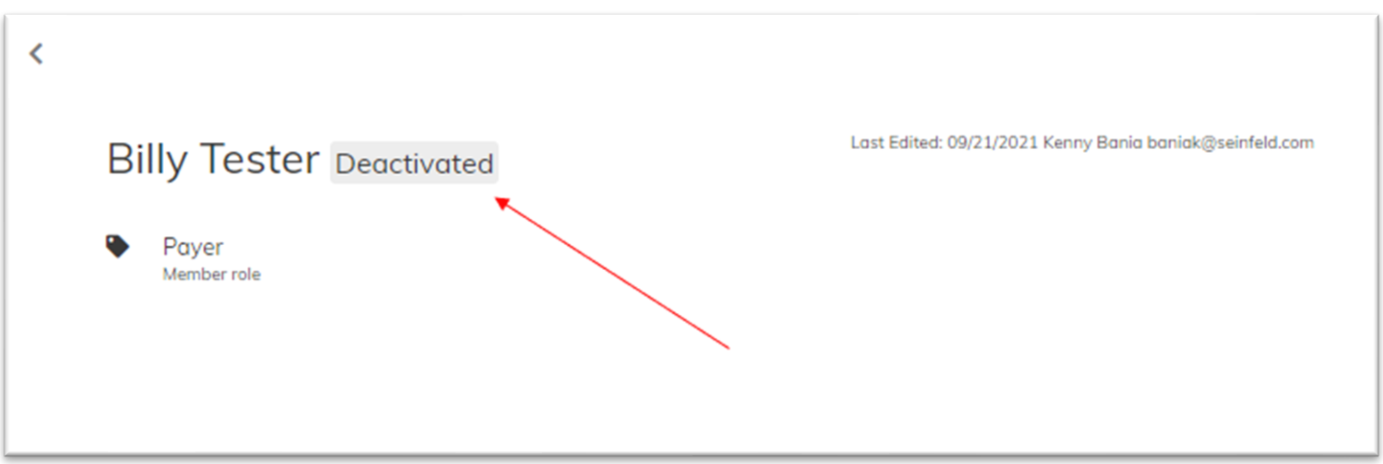
- Locate the “Deactivate” Member button and click the button.



- The Deactivate Member notification and confirmation will pop in. Click either “Deactivate” to complete the process, or “Cancel” if the process is to be cancelled.



- Once Deactivate button is clicked and completed, the screen will switch to a Deactivated Member page. This profile will no longer appear in the Members page and is not searchable.



- The Deactivated Member action is listed in the Audit Log when successful (see “Reports” section for Audit Log information) like the example below.

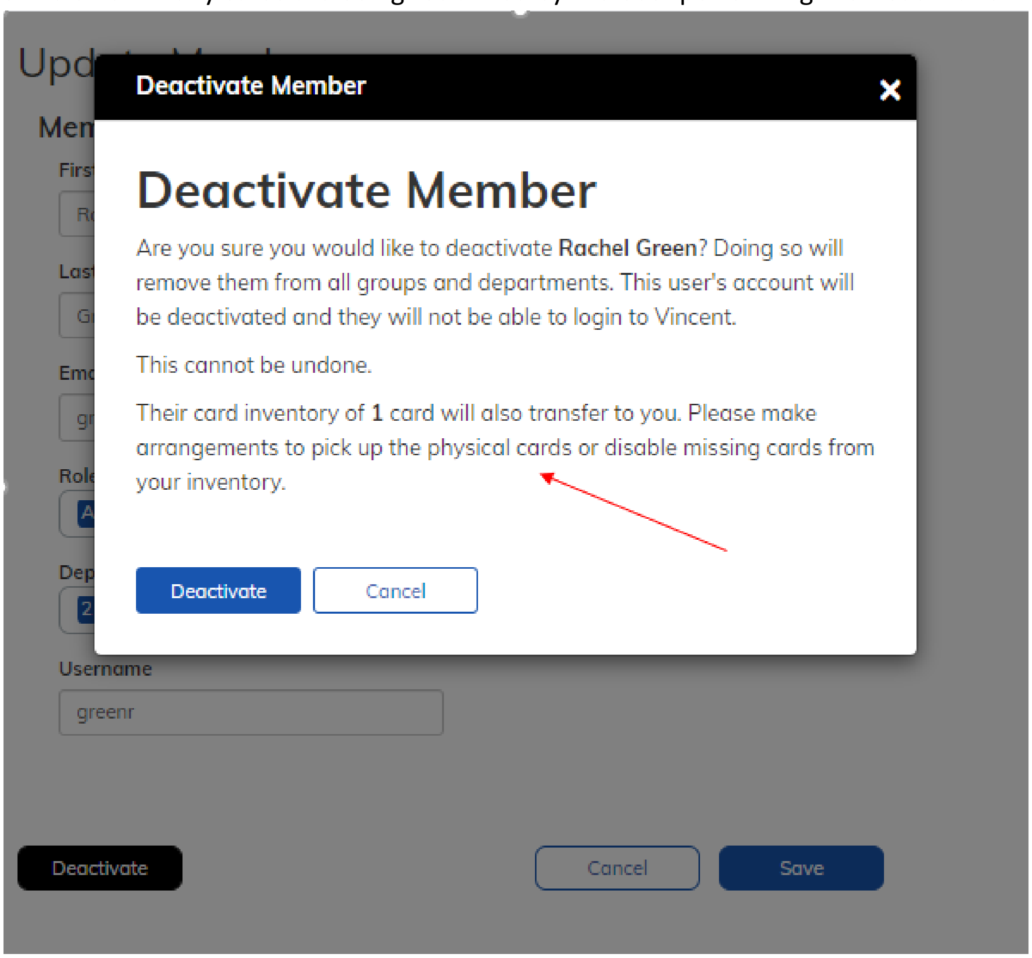
Id	Action	Entity	User Id	Description	Details	IP Addres	Date (UTC)
59	DEACTIVATE	USER	1	Kenny Bania (username: baniak, id: 1) deactivated user: Billy Tester (username: billytester, id: 25)	"groups" changed from [Pavlovs Dog] to [null]; "status" changed from [ACTIVE] to [DEACTIVATED];	173.75.13	9/21/2021 15:58

- The Deactivated Member will show in the System User Report as “Deactivated” (see “Reports” section for System User report information) as the example below.

System User Last Name	System User First Name	Username	Email	Available Cards	Role(s)	Departments	Groups	Status
Auditor	Mister	auditorm	auditorguy@irs.com	0	auditor	All	All	Active
Bania	Kenny	baniak	baniak@seinfeld.com	12	admin | director | payee | payer	All	All	Active
Buffay	Phoebe	BuffayP	buffayp@friends.edu	0	director | payer	All	All	Active
Costanza	Frank	costanzaf	costanzaf@seinfeld.edu	4	payee | payer	Athletics	Track and Field (M)	Active
Geller	Monica	gellerm	gellerm@friends.edu	0	director	All	All	Active
Green	Rachel	greenr	greenr@friends.edu	1	admin	Athletics | Studies	All groups for the department(s)	Active
Kramer	Cosmo	kramerc	kramerc@seinfeld.edu	16	admin | payee | payer	Athletics | Honorariums	All groups for the department(s)	Active
Manager	Mister	managerm	managerm@blueth.com	3	admin | director	All	All	Active
Tester	Sam	samtester		0	payer	None	None	Deactivated

7.12.1 Reclaim Card for Deactivate Members that have cards in inventory.

- When Deactivating a Member that has a card inventory in Vincent, the cards will be reclaimed by the Member that is performing the Deactivation. This occurs automatically when a Member is deactivated. When “Deactivate” is clicked the screen notification and confirmation will pop in as the example screenshot below. The notification lists how many cards are being reclaimed by the User performing the Deactivation.



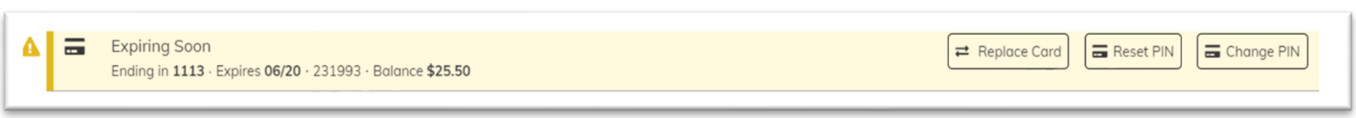
- Once the Deactivation is completed, the Member doing the Deactivation will receive a card reclaim notification like the example below towards the top of their Cards screen. The cards will transfer to the Member doing the Deactivation regardless of clicking the “Confirm” button or not on the notification, this confirmation just clears the notification that the cards have been transferred.

- The card list for the Card Reclaim notification expands and lists all cards that were reclaimed from the deactivated Member.
    - The list will not include cards that expired during the time if the notification has not been confirmed.
    - The list will not include cards from the reclaim list that are successfully and completely assigned to a Payee or another User.
- This notification will be removed if the Confirm button is clicked, if all the cards in the list expire or are disabled, or if they are all assigned to Payees or assigned to another User.
    - If at least one card is remaining, the notification will remain in the “Cards” screen until Confirm is hit or the cards are all expired or are assigned to another User or Payee.
- The Deactivation and Reclaim actions, once completed, are listed in the Audit Log. The card Admin number or numbers are listed under the Reclaim Cards Audit Log entry like the example below.

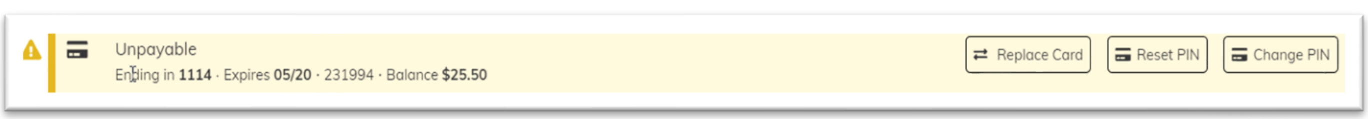
Id	Action	Entity	User Id	Description	Details	IP Addres	Date (UTC)
11	DEACTIVATE	USER	1	Kenny Bania (username: baniak, id: 1) deactivated user: Rachel Green (username: greenr, id: 15)	"departments" changed from [Athletics, Studies] to [null]; "status" changed from [ACTIVE] to [DEACTIVATED];	173.75.13	9/22/2021 21:11
10	RECLAIM_CARDS	CARD	1	Kenny Bania (username: baniak, id: 1) reclaimed cards from user: Rachel Green (username: greenr, id: 15); cards reclaimed: 232128;		173.75.13	9/22/2021 21:11

7.12.2 Expiring Soon, Unpayable, and Expired Card Message

- A message that says “Expiring Soon” will appear in yellow when a card is expiring soon. When this message appears, compared to the expiration date is decided by your organization. You will receive a message below as a reminder that the card is expiring soon. It is recommended when this message is displayed to replace the card right away before you make the next payment to this Payee so there will be no interruption to the Payee accessing any money on the card.



- A message that states “Unpayable” means that the card is within the timeframe selected by the organization where funds can no longer be loaded to a card. The card can still be used by the Payee, and the features (Replace and Change PIN if available by your organization) can be used, but the card cannot receive any payments in Vincent until the card is replaced. The card must be replaced to load any payments onto the card, and any remaining balance will be transferred to the new card during the replacement process.



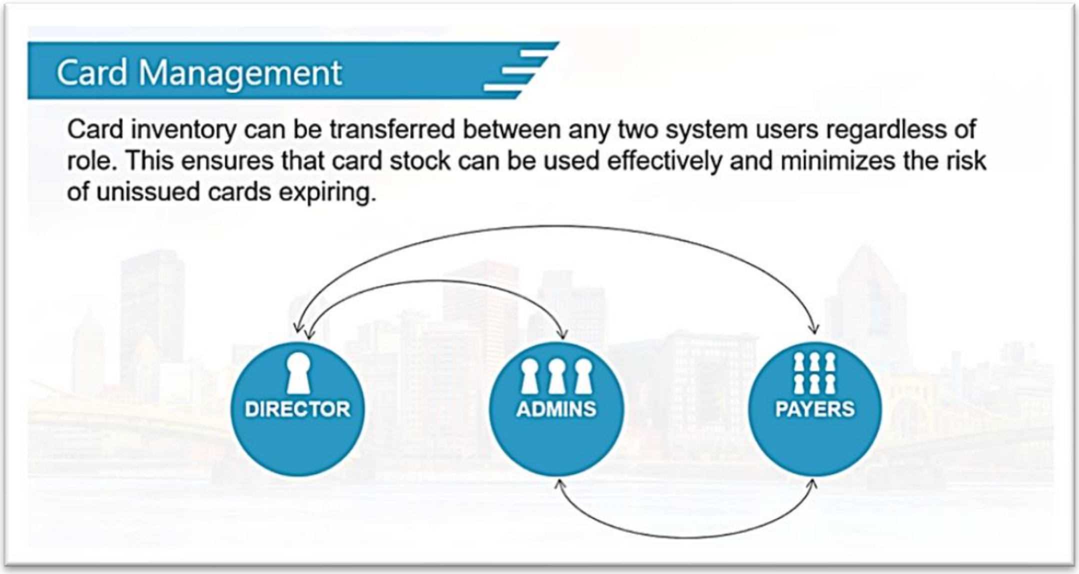
- A message that says “Expired” will appear in red when the card is at or past the expiration date (first of the month of the expiration MM/YY). The card will not be able to be paid and will need to be replaced before any payment can be made. You will also not have the choice to "Reset PIN" (if enabled) or "Change PIN" (if enabled) until the card is replaced. The Payee will not be able to use the expired card and will need a replace card to be able to access the funds from the new card.

8 Cards

- Cards are ordered from Vincent Payment Solutions (typically quantities are 300 or more in total increments of 100) based on the processes created by your organization. Your organization's processes define who orders, where cards are shipped, how forecasting of cards is handled, etc. Once the cards are delivered to the client and are accepted (i.e., card admin range low to high, card numbers match expected cards, number of cards is correct, etc.), the admin number range low to high of the order need to be emailed to Vincent Payment Solutions to have them entered in Vincent and cards can be assigned throughout the organization and exchanged between users as defined in the following sections. Follow your organization's procedures regarding card requests to Vincent.

8.1 Organizational Card Management

- The auditor role is excluded from all card management functions.

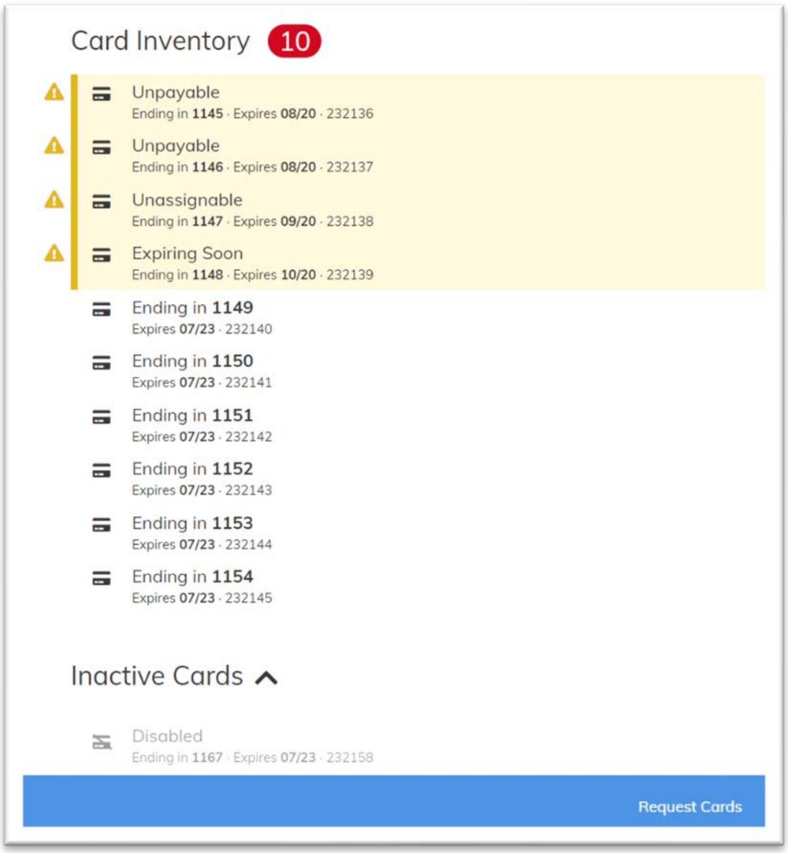

Card Management
Card inventory can be transferred between any two system users regardless of role. This ensures that card stock can be used effectively and minimizes the risk of unissued cards expiring.
DIRECTOR
ADMINS
PAYERS


Card Management
Hub and Spoke Card Management
CARD MANAGER

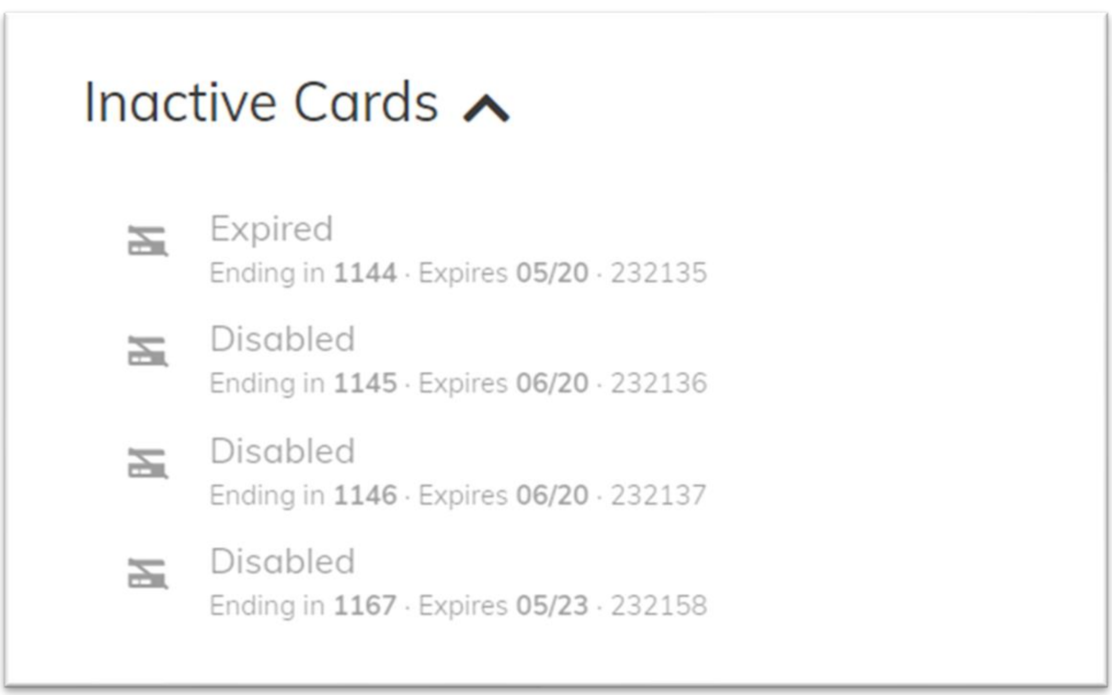

Card Management
Distributed Card Management
LOCATION A
LOCATION B
LOCATION C

8.2 Card Inventory

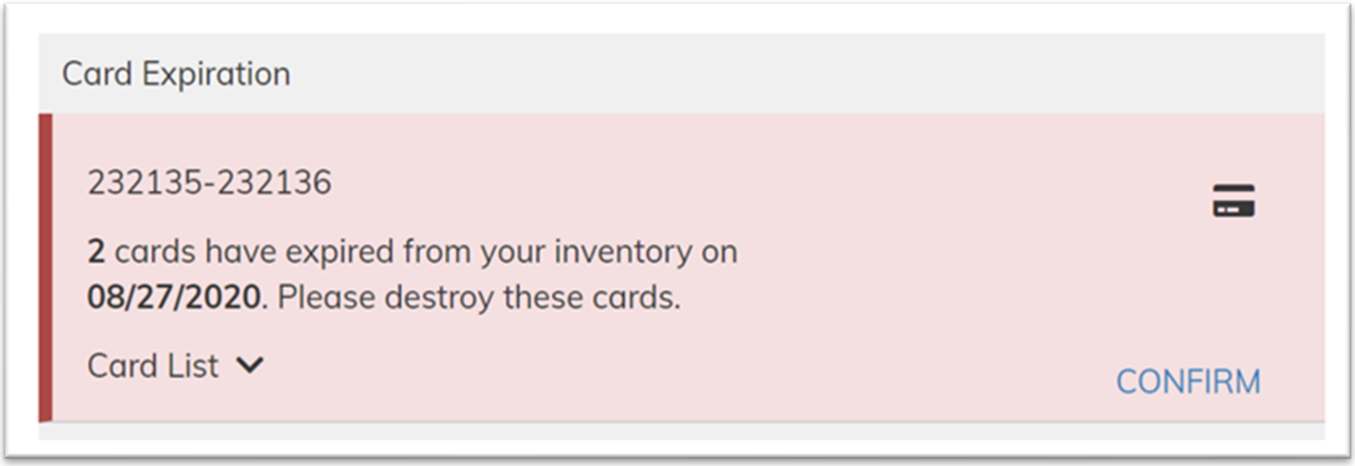
- Card inventory will allow you to see the unassigned cards that are currently assigned to you. To access this page, select "Cards." Cards are displayed by the last 4 numbers of each card and their Admin number. From the Cards overview you can Assign or Request Cards from other Members.



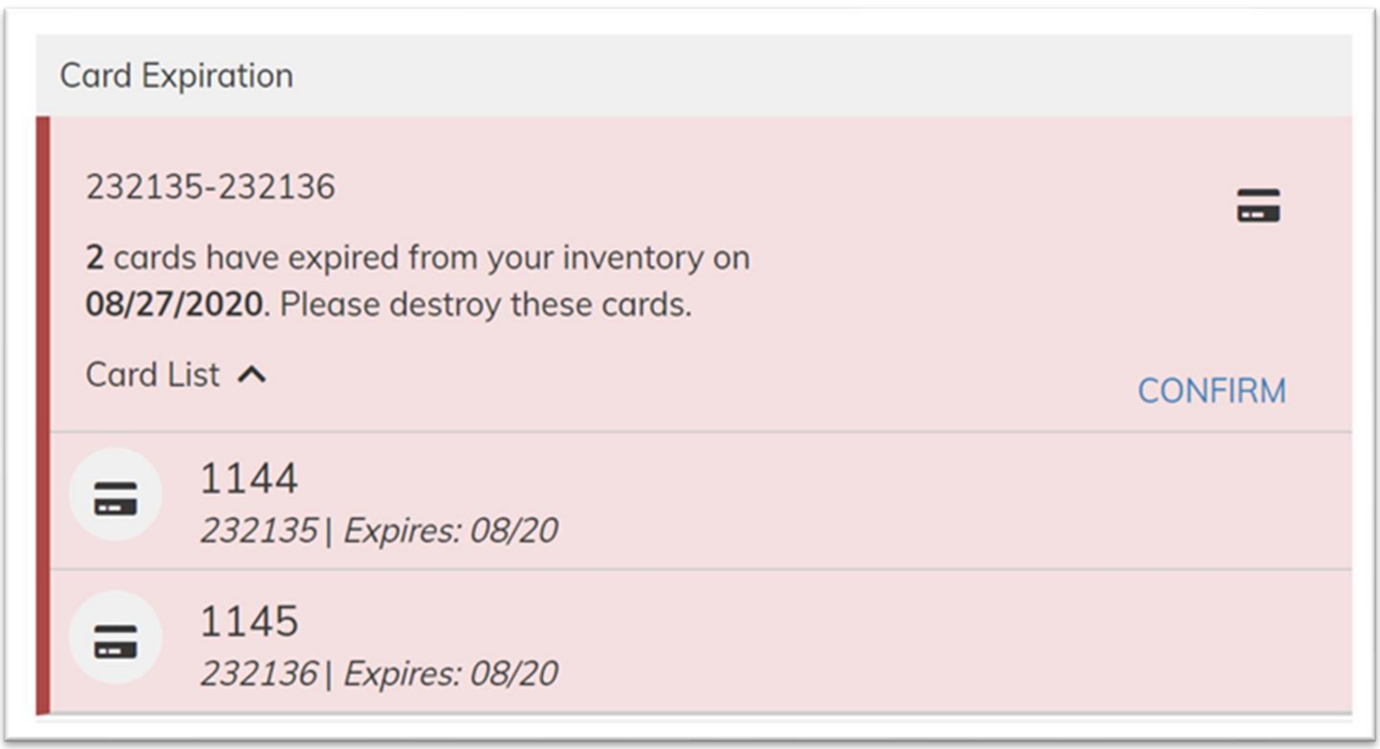
- Click on "Inactive Cards" at the bottom to view Disabled and Expired Cards. These cards cannot be used, this list is for reference use only.



- Expired Cards appear at the top of the Cards page as a notification. They appear as the message in the screenshot below and give the number of cards that expired. These expired cards will be listed in “Disabled Cards” at the bottom of the User’s inventory. Click “Confirm” on the lower right of the notification to remove the notification from the “Cards” page.



  - If you want to view more details on the cards that have expired, click on “Card List” to expand to a detailed list.



- Expired Cards costs are allocated if the organization has cost allocation configured. The card expiration cost will also be allocated by this service if:
  - Card cost will be allocated to the system user who has those cards in inventory at the time.
  - Card costs will be allocated to each Group, in most recently updated order, one by one round robin style including disabled Groups.

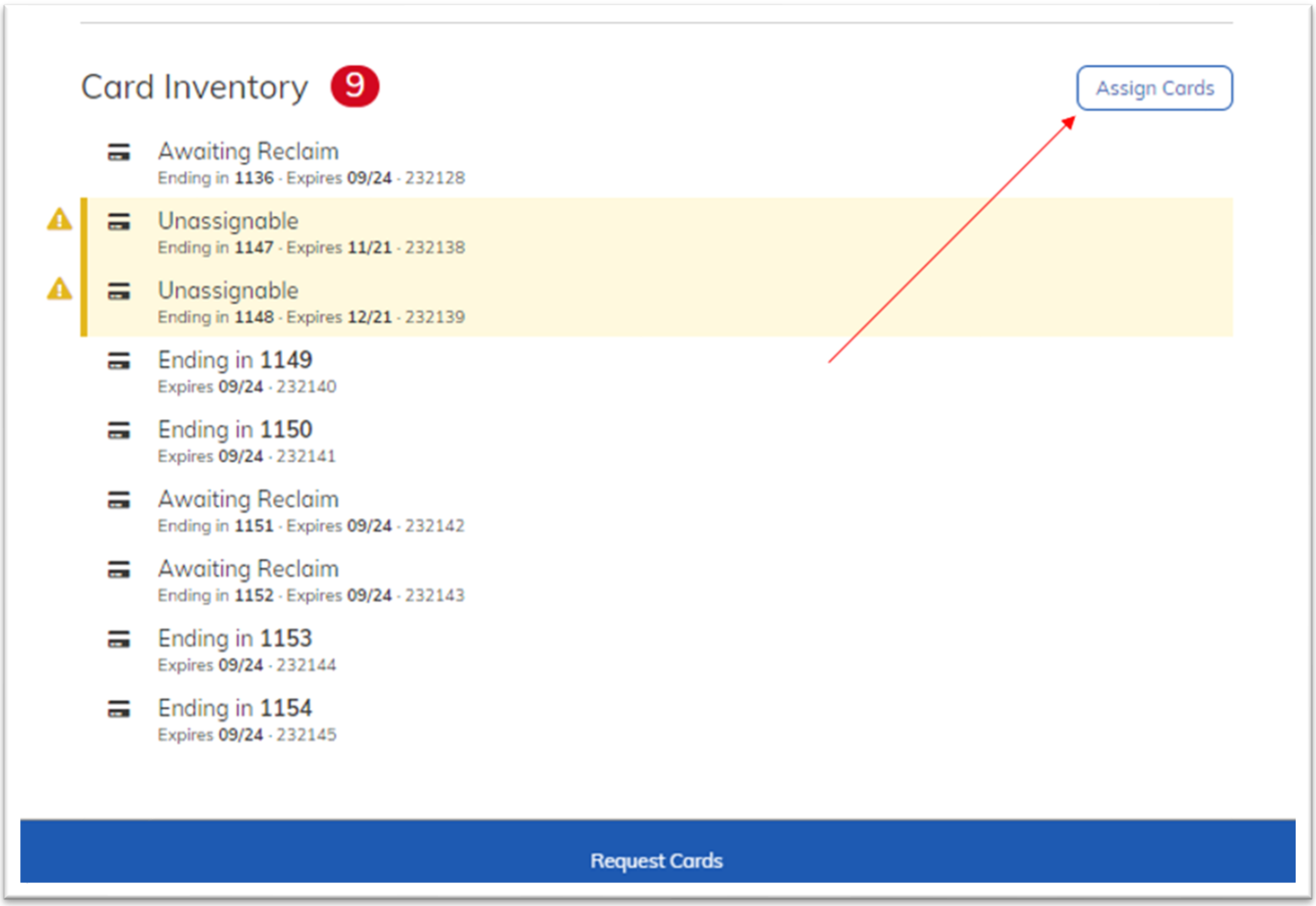
8.3 Card Management – Exchanging Cards Between Members

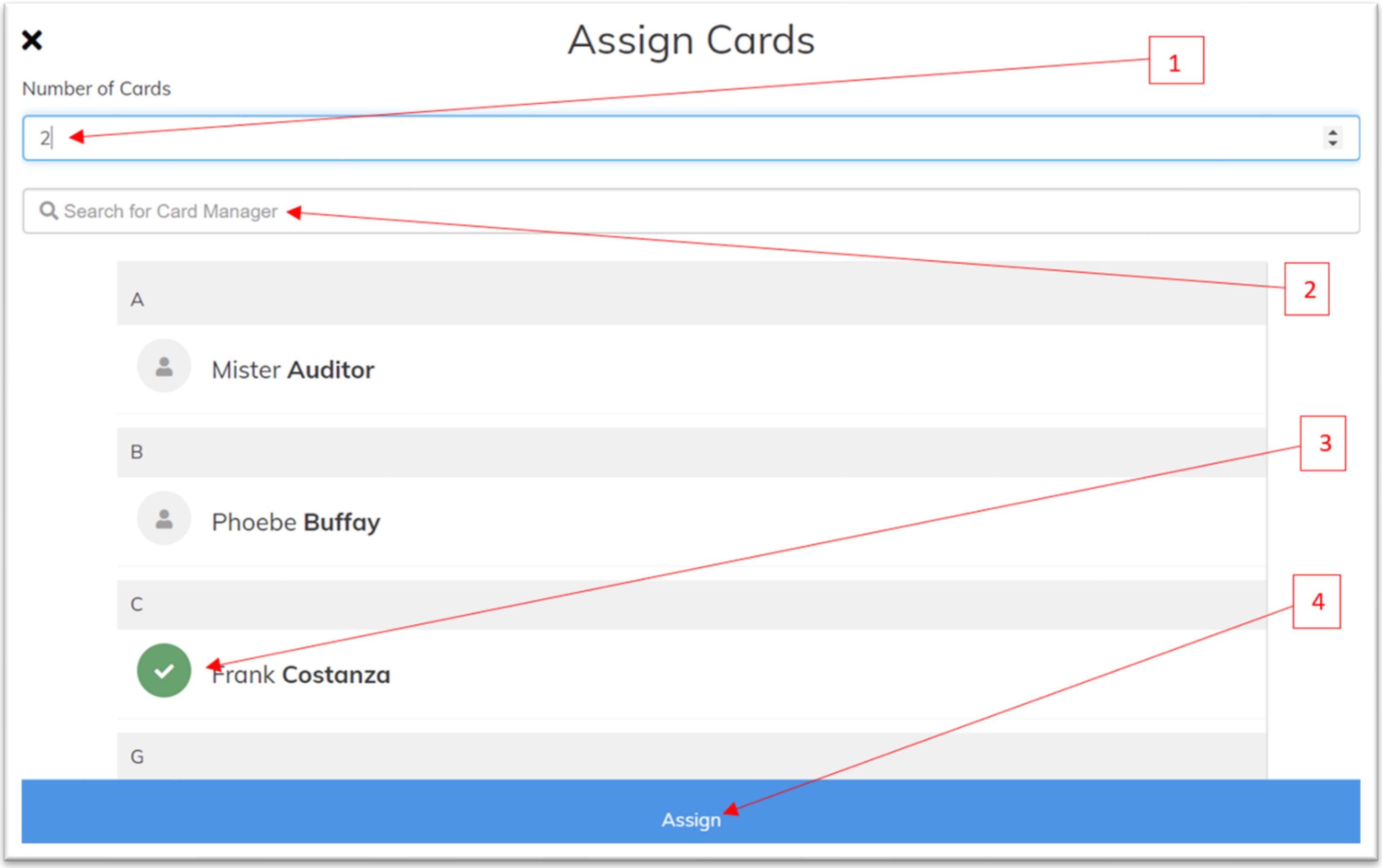
- Cards that are not yet assigned to Payees and are in a system user's inventory can be exchanged between any user from the Cards tab. Cards can be exchanged based on one user assigning cards to another, or by one user requesting cards from another.

8.3.1 Assign and Transferring Card Inventory Between User Members

- By navigating to "Cards" in the left navigation panel and clicking the icon 

on the top right, you can initiate the process to transfer cards to another user. You will need to specify the total number of cards you want to assign and the user you want to assign the cards to. This action is done oldest card to newest card and specific cards within the inventory that are not the oldest card cannot be individually selected.





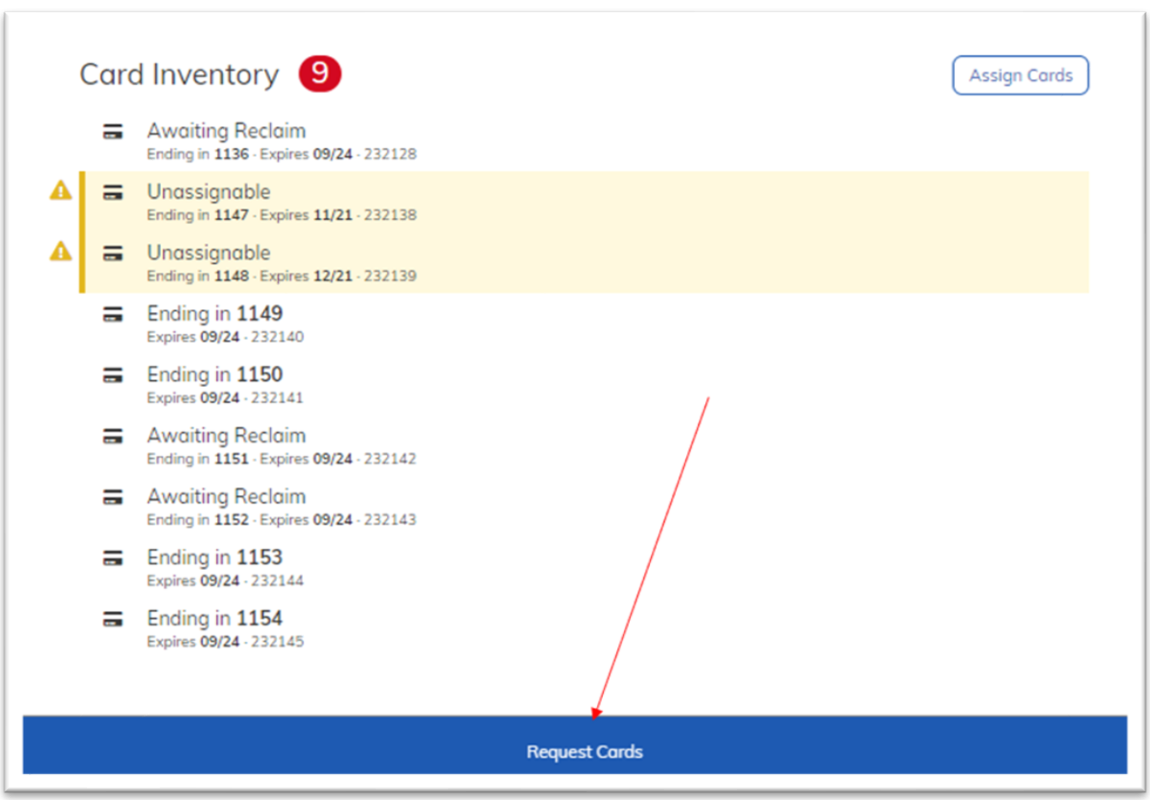
1. Number of Cards (required) – enter the number of cards you want to Assign to the Member.
2. Search for the Member that you would like to receive the Assign cards – you can narrow down the selections below the search bar by typing in the person's name.
3. Member's name list – once you find the Member you would like to Assign the number of cards to, click on the icon on the left of the name until you see the green check mark.
4. Assign – When the Number of Cards and the Member is selected that you would like to Assign the cards the "Assign" bar will turn blue and become selectable. If the bar is gray and not selectable then either the Number of Cards were not entered and/or the Member was not selected.

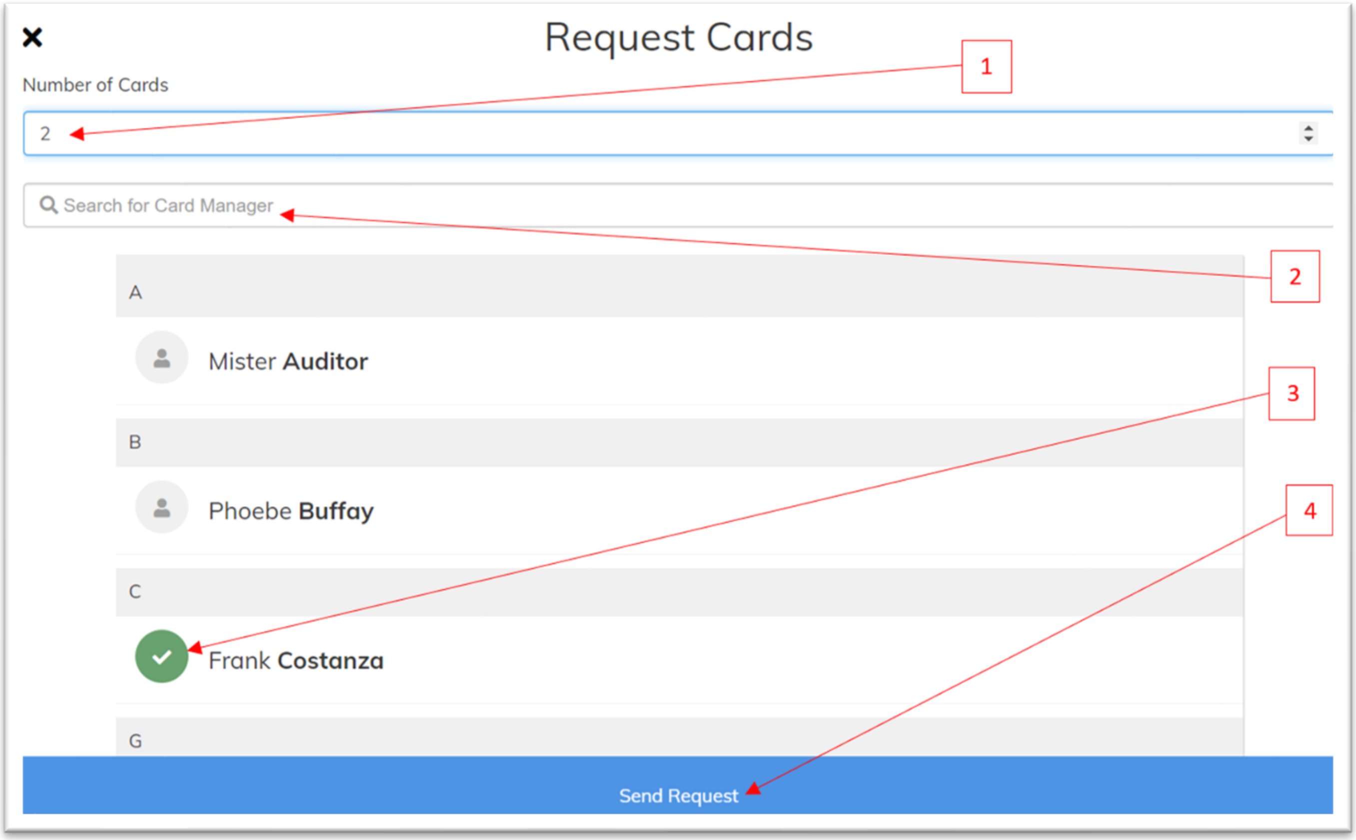
- Upon receiving the physical card(s) from the other user, the receiving user will be required to go to "Cards" tab and "Confirm" the exchange before the cards will be added to his/her Vincent card inventory. The Cards page will display notifications of these card transactions and alert users if they have any cards assigned to them that require you to cancel or confirmation the request. You can also cancel any card reassignments that you initiated if the user has not yet confirmed the reassignment.

- If there is an expired card in a pending card assignment between system users at the time of automated card expiration, the entire card assignment will be cancelled, and a notification shown on the Card Inventory page.

8.3.2 Requesting Cards from Other User Members

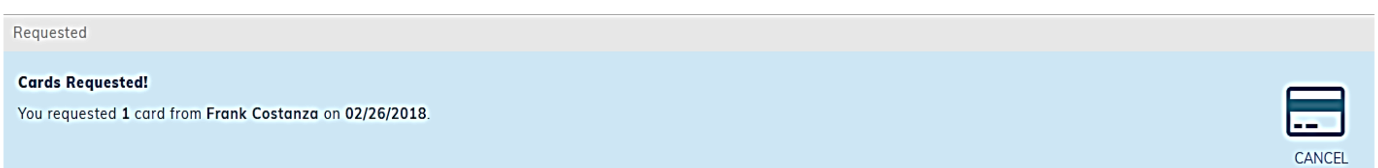
- A user in need of cards can request cards from another Member that has a card inventory. Cards can be requested from any System User in the system, regardless of Department or Group. To begin with “Request Cards” select “Cards” on the Vincent menu on the left.
- Click on Request Cards at the bottom of the page to begin the request.





1. Number of Cards (required) – enter the number of cards you want to Request from the Member.
2. Search for the Member with a card inventory that you would like Request cards from – you can narrow down the selections below the search bar by typing in the person's name.
3. Member's name list – once you find the Member you would like to Request the number of cards from, click on the icon on the left of the name until you see the green check mark.
4. Send Request – When the Number of Cards and the Member is selected that you would like to Request the cards from then the "Send Request" bar will turn blue and become selectable. If the bar is gray and not selectable then either the Number of Cards were not entered and/or the Member was not selected.

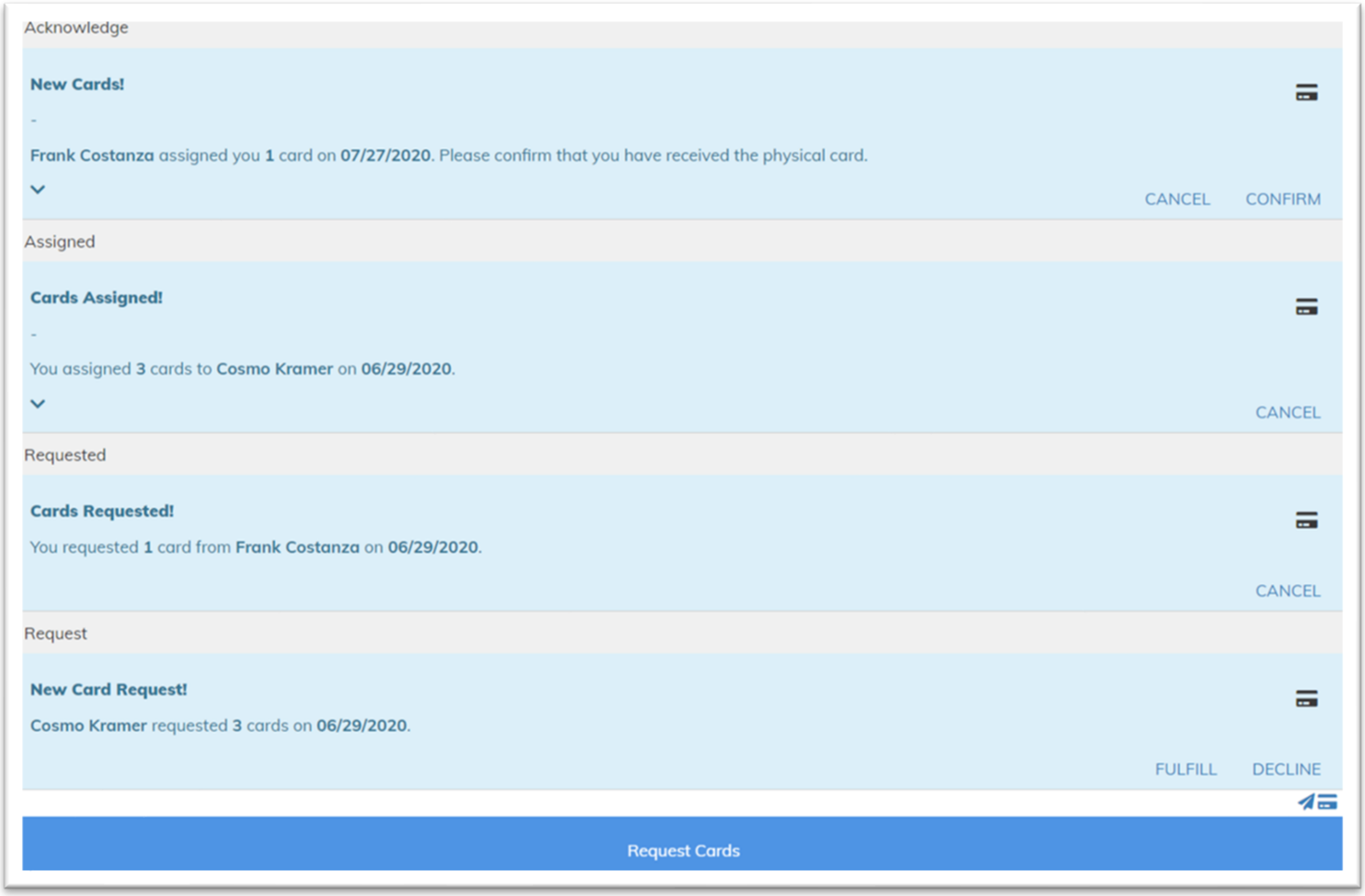
- The pending request will appear in the Cards Tab. You can cancel the request at any time if needed. The Member that has requested cards has the option to confirm or cancel (deny) the request.



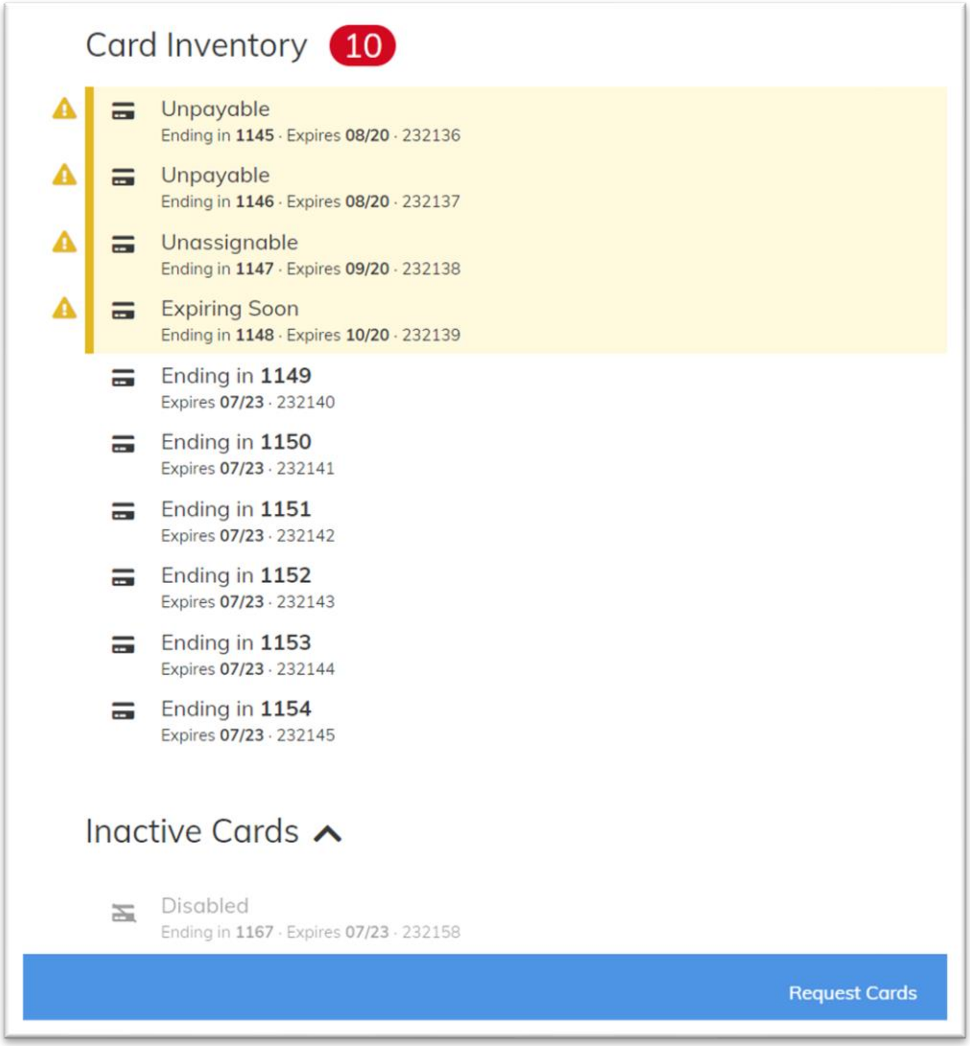
- If there is an expired card in a pending card request between system users at the time of automated card expiration, the entire card request will be cancelled, and a notification is shown on the Card Inventory page.

8.4 How to Disable a Card from Inventory.

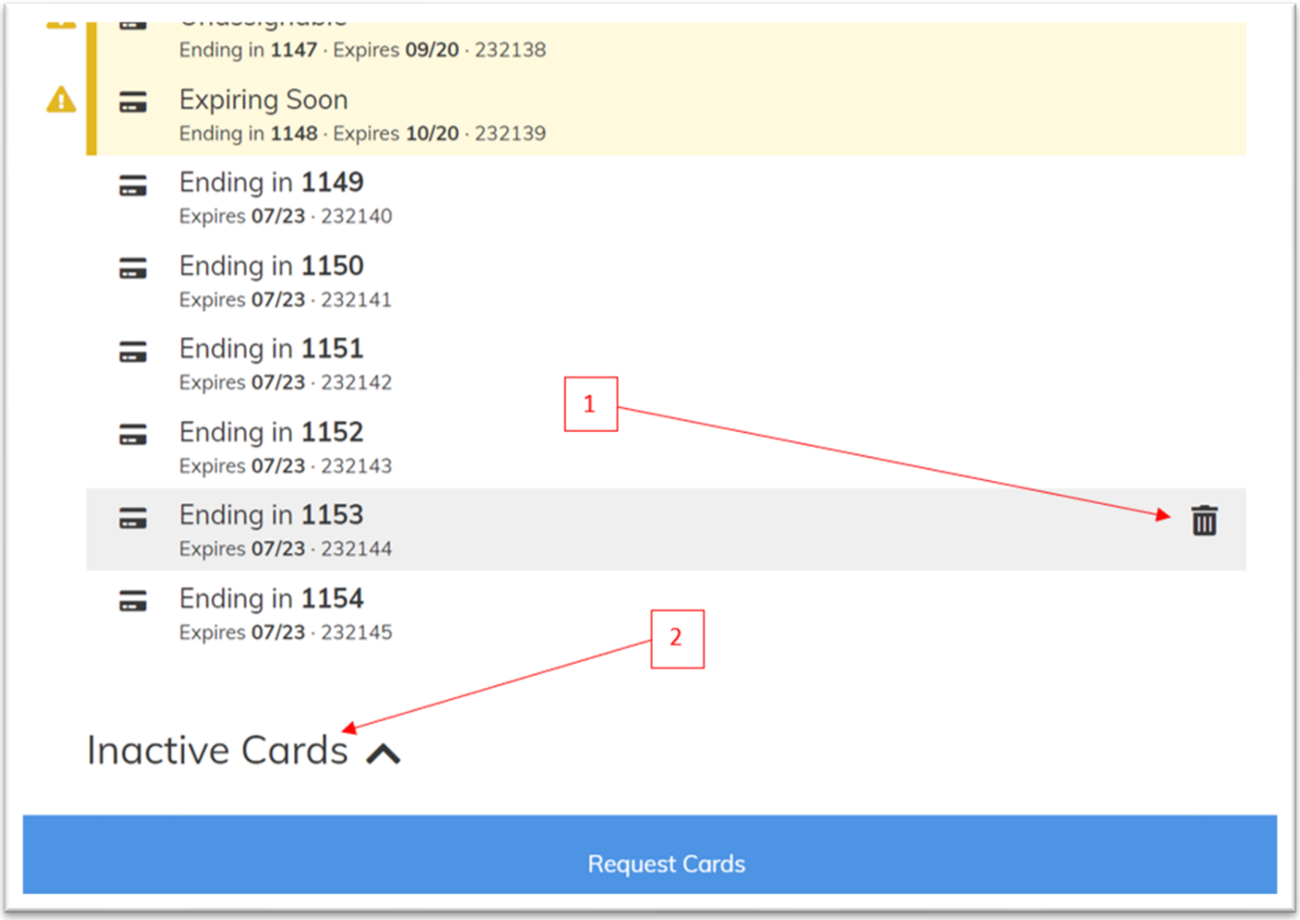
- This feature is used to remove a card from your current inventory that is lost, damaged, stolen, expired, or otherwise cannot be used.
- The "Disable Card" feature is only available to the member that has the cards in their inventory, no other member has the capability.
- Log into Vincent, click on "Cards" on the left. The top of the "Cards" screen would have card "Acknowledge" items if you performed Assign cards or received a Request of cards from another member like the screenshot below. They are listed in blue and will have an Acknowledge or Decline of any request.



- If you have no Acknowledge items to fulfill or decline, then your Cards screen will appear similar the screenshot below:

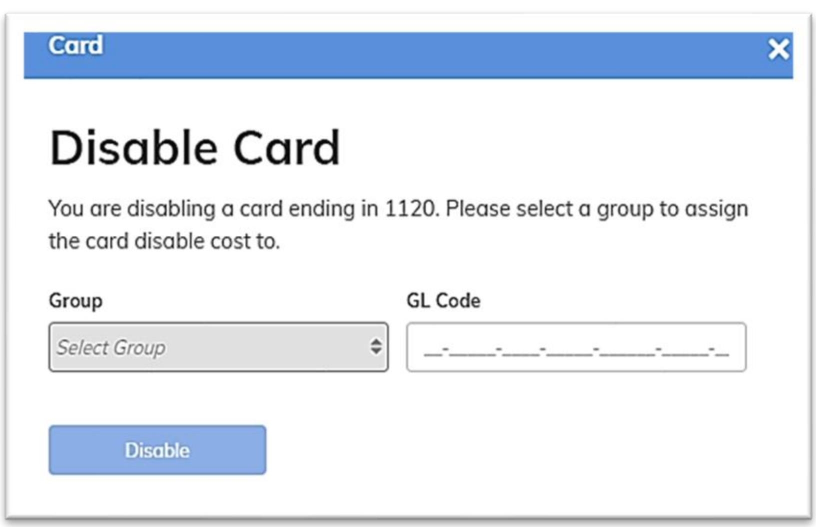


- Items that are part of the card disable feature:

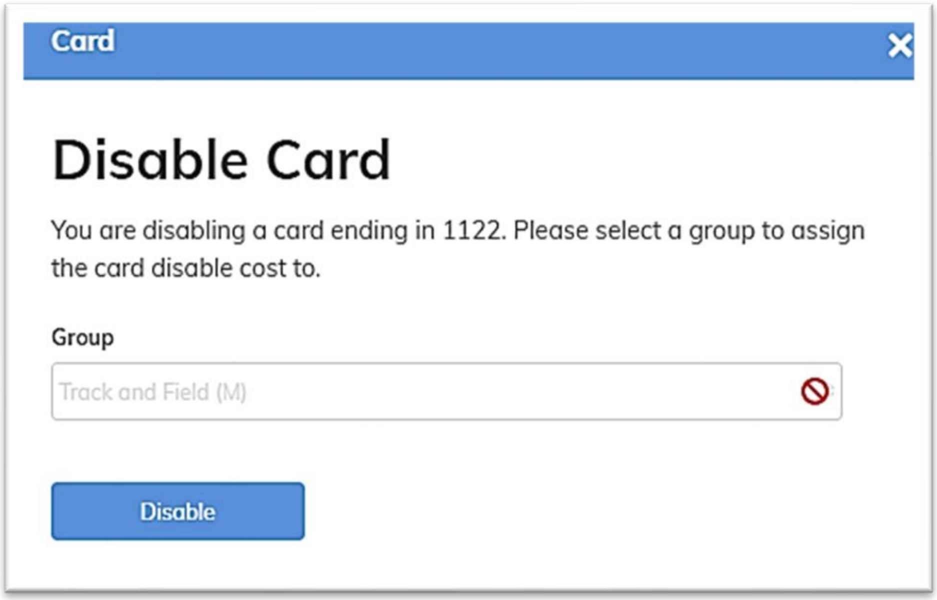


1. Hover over a card and it will become gray and a "trash can" icon will appear on the right. The "Trash Can" icon is the feature that will begin the card disable feature.
2. Inactive Cards is an expandable list of any cards that have been disabled. This is only available to be viewed by the Member with the disabled card(s).

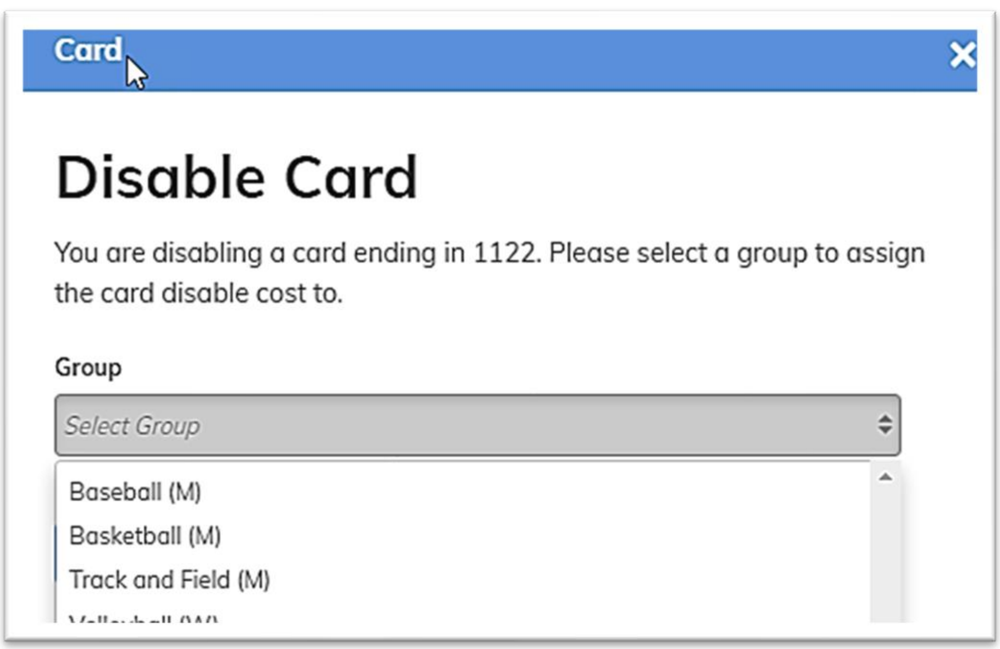
- Once you click on the "Trash Can" icon to begin the disabled card process, you will get one of two pop ups depending on permission levels:
    - Pop-up for **Admin** and **Director** level permissions: These two permission levels can select the group that the card is being removed from, and the GL will auto populate with the Card Cost GL that is set for the group. The GL can be modified if needed in the "GL Code" field. Once completed, hit "Disable" to complete disabling the card, or "X" to cancel.



- Pop-up for **Payers with permission in only one group:** the drop-down selector of groups will default on the one group and the dropdown will give you this icon. No selection is possible except “Disable” to complete the disabling of the card, or “X” to cancel.



- Pop-up for **Payers that have permission to multiple groups:** click the drop down and the all the Payer’s groups appear. Select the group that this card is being removed from. Once the group is selected, either hit “Disable” to complete disabling the card, or “X” to cancel.



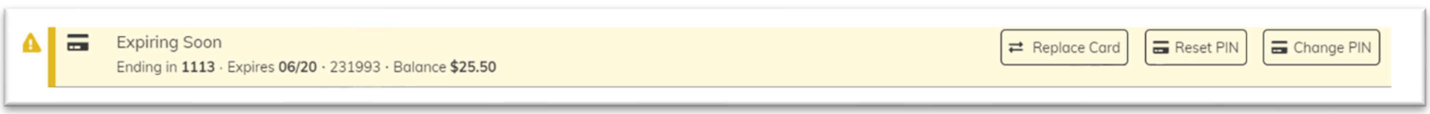
- Once the member hits “Disable” in the “Disable Card” pop-up, the card is now disabled. The number of cards in your inventory will drop by one, and the card that was just disabled will now be listed under the drop-down “Inactive Cards” for historical record.
  - Once a card is disabled, the card is no longer usable and cannot be moved nor assigned.

8.5 How to address lost cards

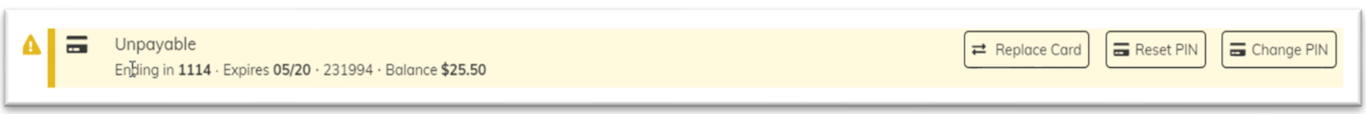
- Unassigned cards – if an unassigned card is in your inventory is lost, the member with the card in their inventory needs to use the "Disabled Card" feature to have the card disabled from their inventory. If the lost card is found after the card has been disabled, then the card will need to be destroyed as it is no longer usable after being disabled in the Vincent system.
- Assigned cards – if a Payee loses their card, they should contact their Payer (or a representative that they know with the client) and request a new card. A new card will be given to the Payee and any remaining balance on the lost card will be transferred to the new replacement card (see section named "Replacing Cards and Transferring Balances).

8.6 How to address Expiring Soon, Unpayable, or Expired cards

- When a card is within certain organizationally designated timeframes within the expiration date on the card you will get one of three messages depending on the timeframe set for each.
    - Expiring Soon



    - Unpayable – the card will not be loadable until the card is replaced.



    - Expired – card will not be loadable, nor any PIN action can be performed until the card is replaced. If a card expires with money on it, the Payer can transfer funds to another card for a Payee.

- If the Payee is no longer going to be paid going forward (i.e., does not need a new card), then the Payee can contact the number on the back of the card and request a check for the balance.
- If the card is not assigned to a Payee and is in your active inventory, please refer to the section "How to Disable a card from your inventory."

8.7 Closed studies

- What happens if the Payee needs help with their card when their study is closed?
    - They can contact their Payer or another Vincent Member within their organization for assistance.
    - The Payee still has full access to the funds even though the study has ended.
    - The Payee can call the number on the back of the card for assistance.

8.8 More Card Information

- How does a Payee determine the balance remaining on their card?
    - They can contact a Payer (or any member they have contact info for in the client organization that can see them in the system)
    - They can call the phone number on the card or access the website on the card (once the card is registered on the website).

- A Payee can contact the Payer directly or the phone number on the back of the card if they have issues with their card (locked out, forgot PIN, etc.).
- To make a purchase with the card over the internet, a Payee must have the card, the CVV number, expiration date, and the address that is associated with the card. The Payee's card registered address must match what is entered with the merchant. CVV code is an anti-fraud measure for the Payee's protection, if the merchant does not request a CVV there is a chance the transaction will decline.
- The Payee should NOT call the number on the back of the card to have their card replaced. The Payee needs to contact a Payer from the Group to receive a replacement card.

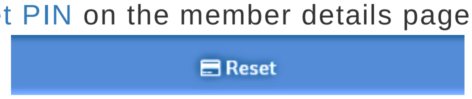
8.9 How a card is presented to a Payee

- When a participant is assigned a card, it must be accompanied by the Terms and Conditions brochure. It is recommended that the user handing over the card also provides an overview of the Payee's responsibilities, how to use the card, etc. Brochures are typically supplied by your organization. Consult with your organization's Vincent leadership team on how to obtain Terms and Conditions brochures.
- When a card is given to a Payee, the Payer shall give the Payee the default PIN which is 0+CVV. The Payee can, and should, change this PIN by calling the number on the back of the card or the website.
- DO NOT give card(s) to the Payee prior to assigning the card to them in Vincent. If the card is given to the Payee prior to putting it into Vincent, and the Payee either tries to use the card or contacts either the number on the back of the card or the website, this activates the card outside of Vincent and the card can no longer be assigned in Vincent. This is typically indicated when trying to Assign or Replace a card in a Payee profile and getting an error message. Please use the next card in your inventory and then contact your organization's Vincent Support with the card information for verification that this has occurred.

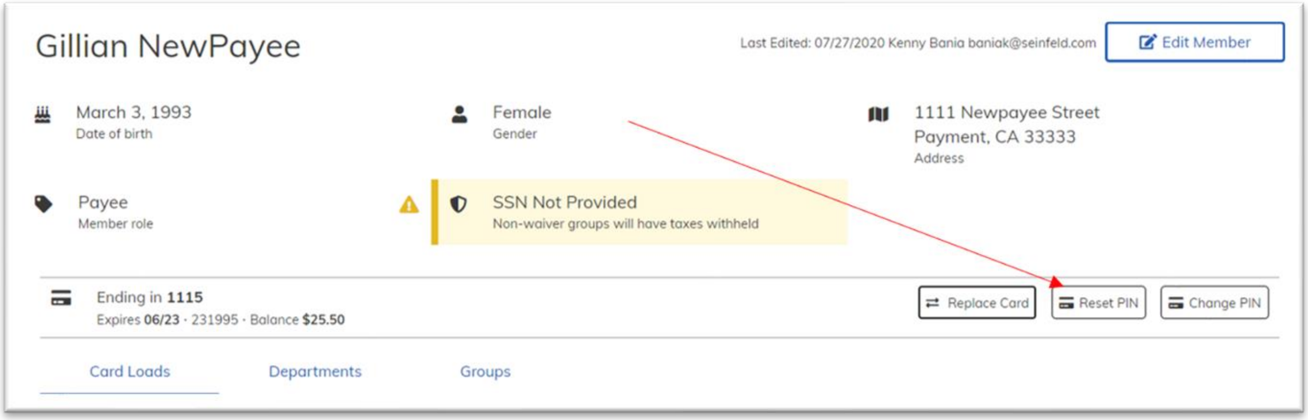
8.10 How the Payee can have the PIN reset or changed

- Reset PIN and Change PIN are only available if your organization elects to offer these features in Vincent to its Members.
- When a Payee is assigned a card, the card comes with a default PIN (0+CVV). Payer should inform the Payee what the default PIN is. If the Payee needs the PIN reset back to default or changed (if change PIN feature is allowed by your organization), this function can be performed in Vincent under the member's detail page, or the Payee can call the number on the back of the card.
- If the card is marked as "Expired" then the option to "Reset PIN" nor "Change PIN" (if PIN features are enabled by your organization) will not be present and the card will need replaced to a new card before these options are available again.

8.10.1 Manual reset of PIN

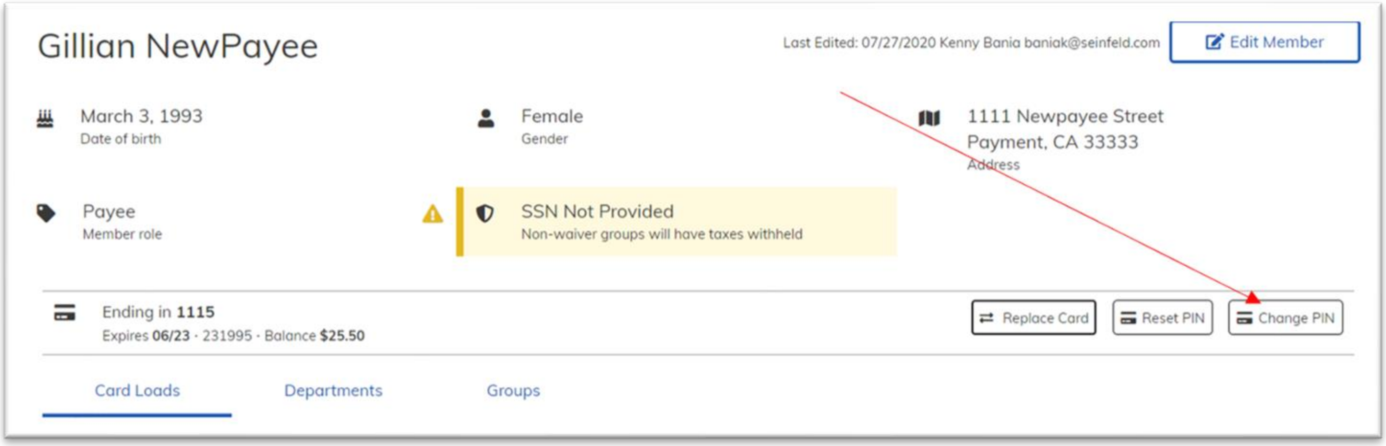
- If enabled by your organization.
    - If the Payee attempted an incorrect PIN three times or more the card will not work until the reset PIN feature is used by the Payer to correct this for the Payee.
    - Click Reset PIN on the member details page.
    - Click Reset 

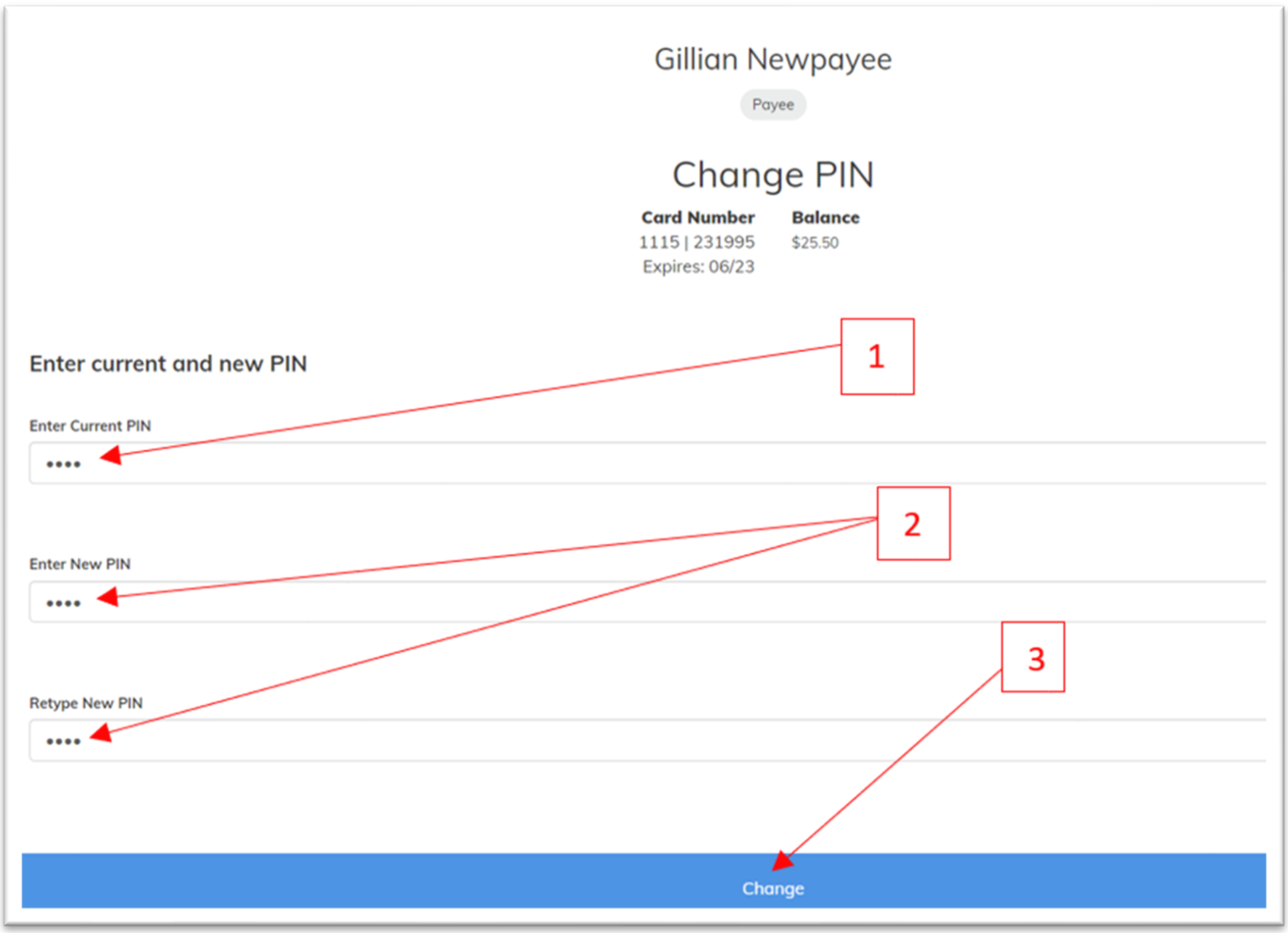
at the bottom of screen – PIN resets to default 0+CVV



8.10.2 Manual change of PIN by the Payer

- If enabled by your organization.
  - This feature is only available if your organization allows it to be a feature.
  - Click Change PIN on the Member details page.





1. Enter Current PIN (required) – 4 digits only and this must match the current PIN. If in doubt, perform a "Reset PIN" first to reset the card to the default PIN.
2. Enter New PIN, Retype New PIN (required) – enter your new PIN and verify it matches. The PIN must be 4 digits. If you receive an error message PIN pattern is not allowed. then the new PIN is not allowed. Examples of PINs that are not allowed are unoriginal PINs such as 1111, 1234, 9876, birth year, etc.)
3. Change – If the button is blue and selectable then you have filled out the required fields properly. If the button is gray and not selectable then one of the required fields is not filled out properly, please go back and correct.

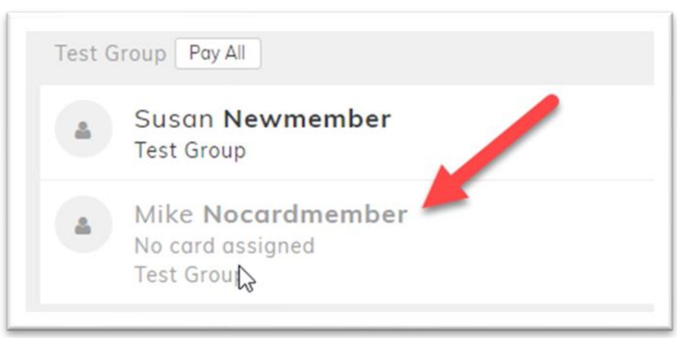
Note – it is not recommended that the group changes the PIN for the payee. The payee should utilize the support resources on the back of the card and change their PIN directly without the group being involved.

9 Transactions

9.1 Making Payments

- Payments can only be made by Members with the permission level of Payer.
- 'Make a payment' is only available after the Payee is assigned a card.
- To initiate a single Payee payment:
  - From the Overview page: click on the Make a Payment button found at the bottom. Next, select the Group that the payment is being made from and then the Payee(s) that are to receive payment(s).
  - From the Member Details page: Click on the "Member" tab on the left, find or search for your Payee, click on the Payee, and the Make a Payment is found at the bottom (only available if a card is assigned on the Payee profile). If the member is part of multiple Groups, then the Group that the payment is being made from will need to be selected and follow the "Groups" instructions below. If only one Group, the proceed forward and complete the transaction.
  - From the Groups page: If your Group has Payees set up then click on the "Groups" tab on the left, find or search for your Group, click on your Group, or by going to your specific study in the Groups section. You can also select the Department, then select the specific Group(s) that payments are being made from, then the individual Payees that are to receive payment(s).

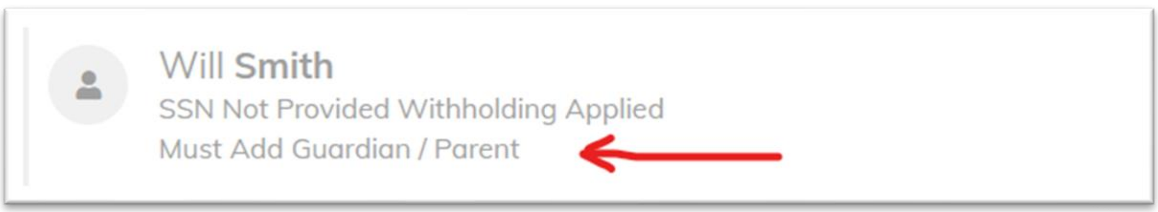
- If the Payee you want to pay has a grayed-out name with a message below their name, they will need the issue in the message fixed before the payee is able to receive a payment. Example below, the payee has no card assigned to their profile and will need the payer to assign a card for this payee to be payable.



- A Group payment can only be made from one Group at a time. No cross-Group payments are allowed.
- A Payee can be a member of multiple Groups, but they will only be eligible to receive payments in Groups that the "Max Payment Frequency" has not been reached. You will not be able to select the Payees if they have reached the set payment frequency limit or the respective budget limit set for the Group has been reached. With proper authority, the payment frequency or the budget limit can be adjusted to continue to make payments from that Group. If the Payee has met the Group's set payment frequency, then the Payee name will be grayed out and have "Max Payment Frequency Reached" message below their name (see screenshot below).

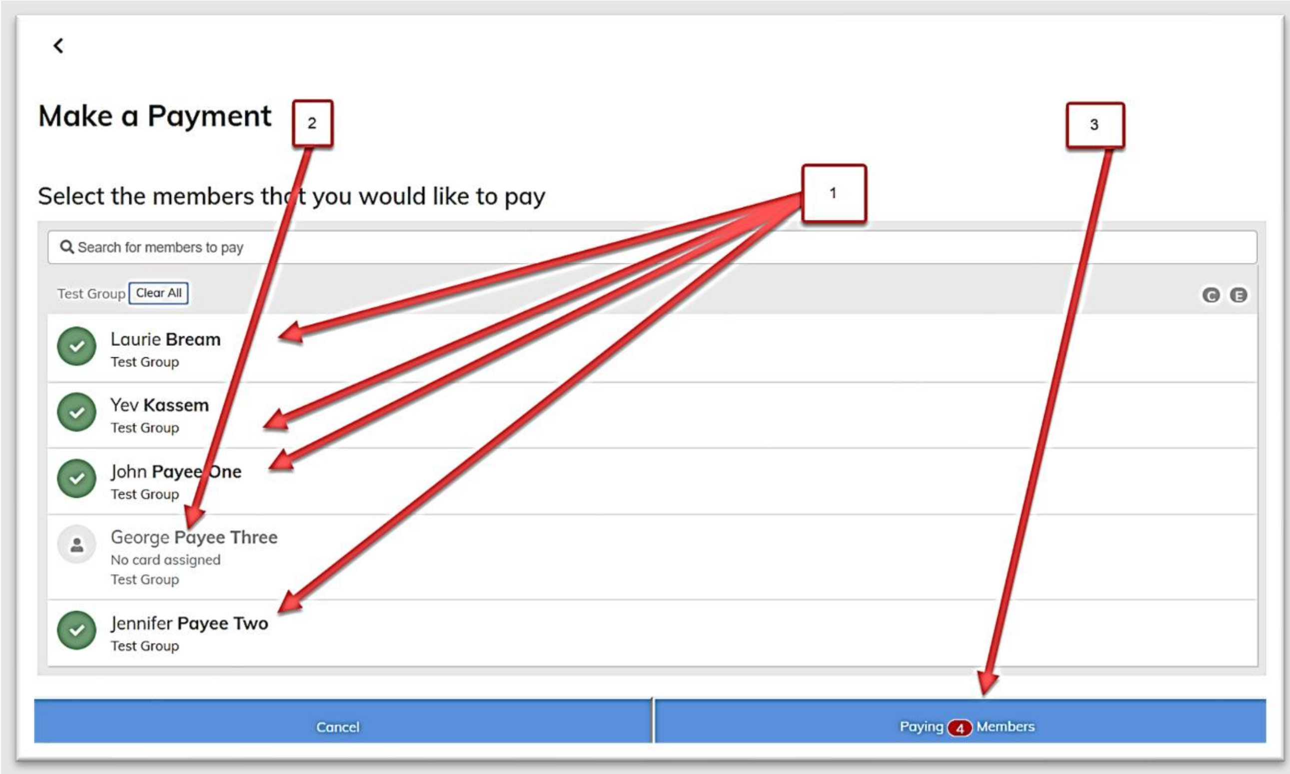
- If you have a Payee that is grayed out when paying from a Group and has either the message “Card Unpayable” or “Card Expired” then the card will need to be replaced to make a payment to Payees with these two messages.

- If the message is “Must Add Guardian / Parent”, the payee is under the age of 13 years old and it’s required a guardian / parent information to be added to the payee profile prior to a payment being able to be made.



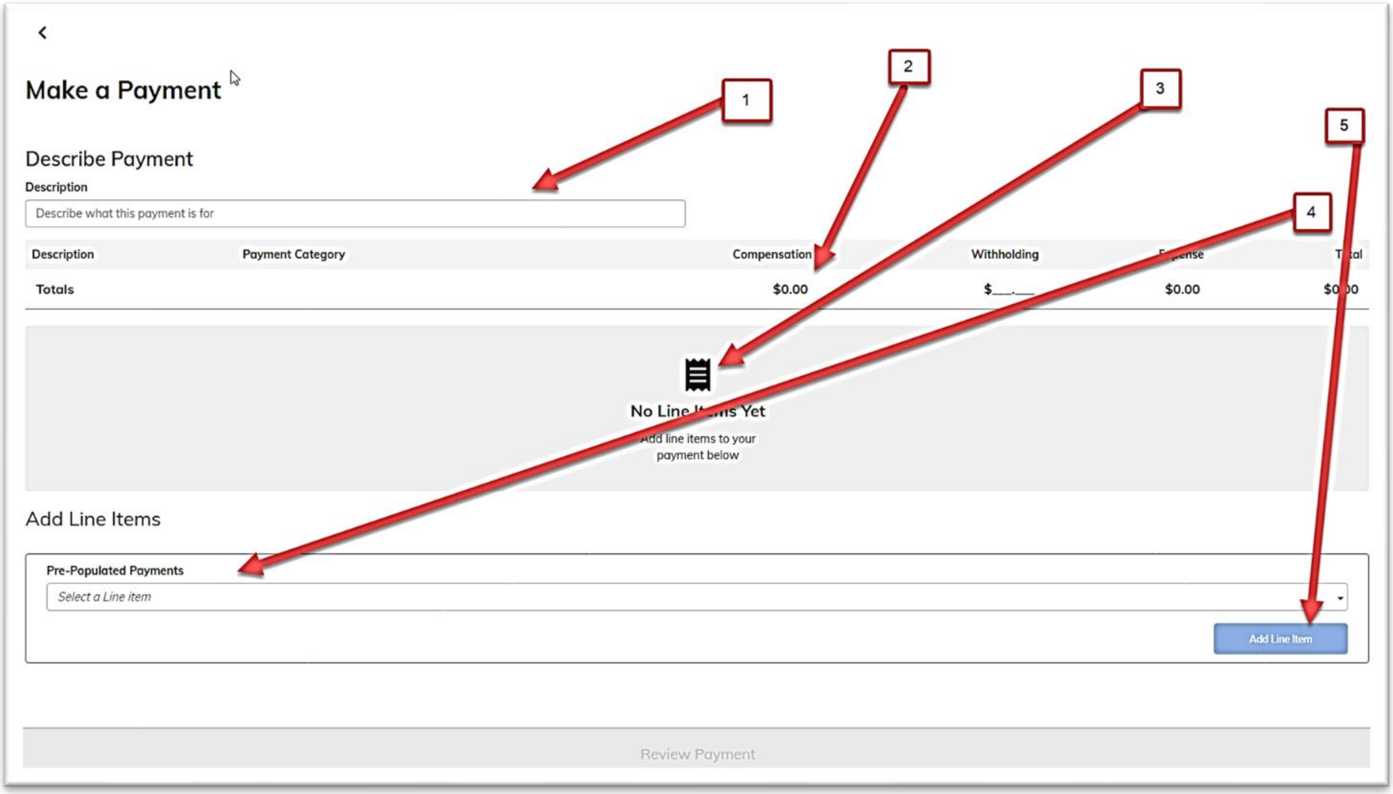
- If the name is selectable and not grayed out, then payments can be made.
- After clicking “Make a Payment” your first screen will differ depending on whether you are making a Group payment or an individual payment. If you are making a payment to a Group, then the first screen will be to select the group the payments are coming from. This “Select a Group” screen will be bypassed if you are making a single payment to one Payee’s from the Member profile screen.

- After you click next then you will select the Payees from the group selected that you want to be paid. Again, this screen will be bypassed if you went into the individual payee's Member profile and hit "Make a Payment" there:



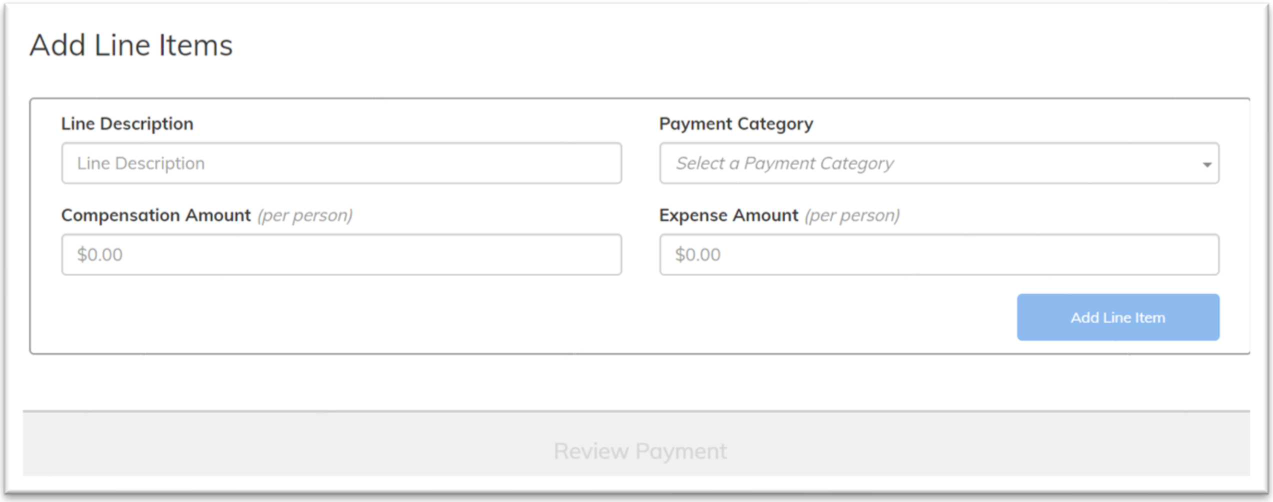
1. The Payees selected can select or unselect each one individually by clicking the circle icon on the left of the name. You can also select "Pay All" to select all, or "Clear All" to unselect all.
2. If the Payee does not have a card assigned in their profile, they cannot be paid. Payees can also be prevented from being able to be paid for other reasons, such as "Max Payment Frequency Reached," "Card Unpayable," "Card Expired", and "Must Add Guardian / Parent". The Payee will appear grayed out and not able to be selected. If this Payee needs to be paid, the Payer will either need to go back to the Member's detail page and correct the situation and start the Make a Payment workflow over again.
3. After the correct Payees are selected, the button on the bottom will be blue and will have a red number that is the number of Payees that are selected for payment. Click this button to go to the next step in the payment process.

- The next screen is the "Make a Payment" screen:
  - This view is with custom payments not allowed by the Group's Admin and Pre-Populated line items added for the Group.

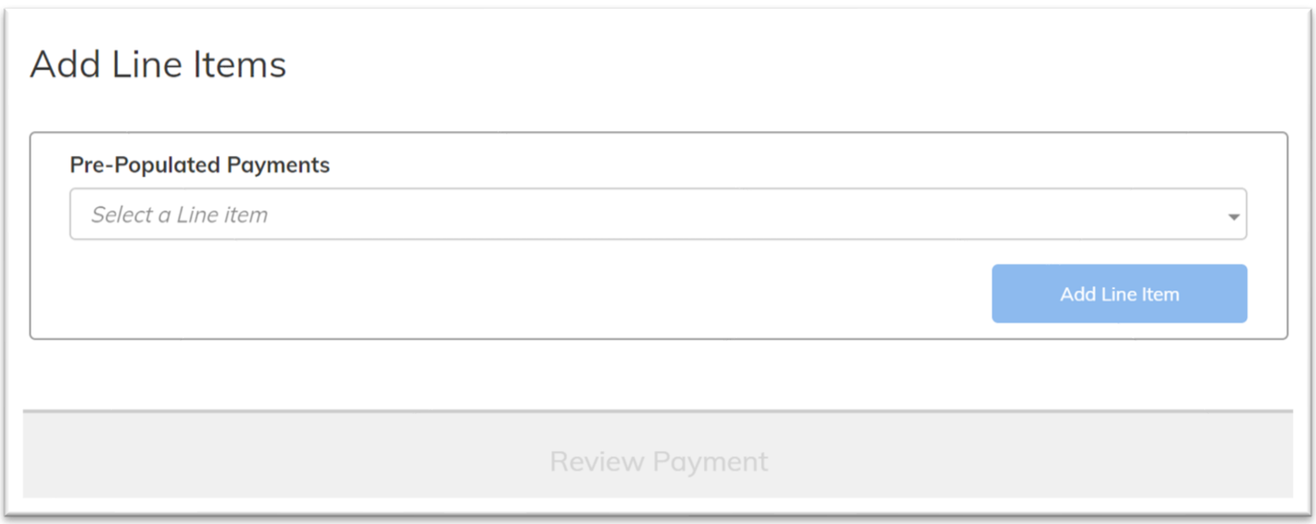


1. Freeform field to input the payment description (limit 128 characters – only alphanumeric characters, dashes, spaces, commas, ampersands, apostrophes, plus signs, and @ symbols are permitted to be used). This is the description for the whole batch and not just one line item (if more than one line item is selected).
2. This line will keep a tally of all the totals of all the different line-item payments being made in this payment batch.
3. This is the location where a list of each line-item payment selected will populate.
4. This “Add Line Items” section will appear different depending on how the Admin has set up the Group. It can be just pre-populated line items, pre-populated and custom payments, or just custom payments. If just Pre-populated line items are selected (in the screenshot above) then a drop-down menu where the Payer will select the pre-populated line item(s) that are set by the Admin, based on what the payment is being made for. <see pictures below for the different appearances of the “Add Line Items” section>.

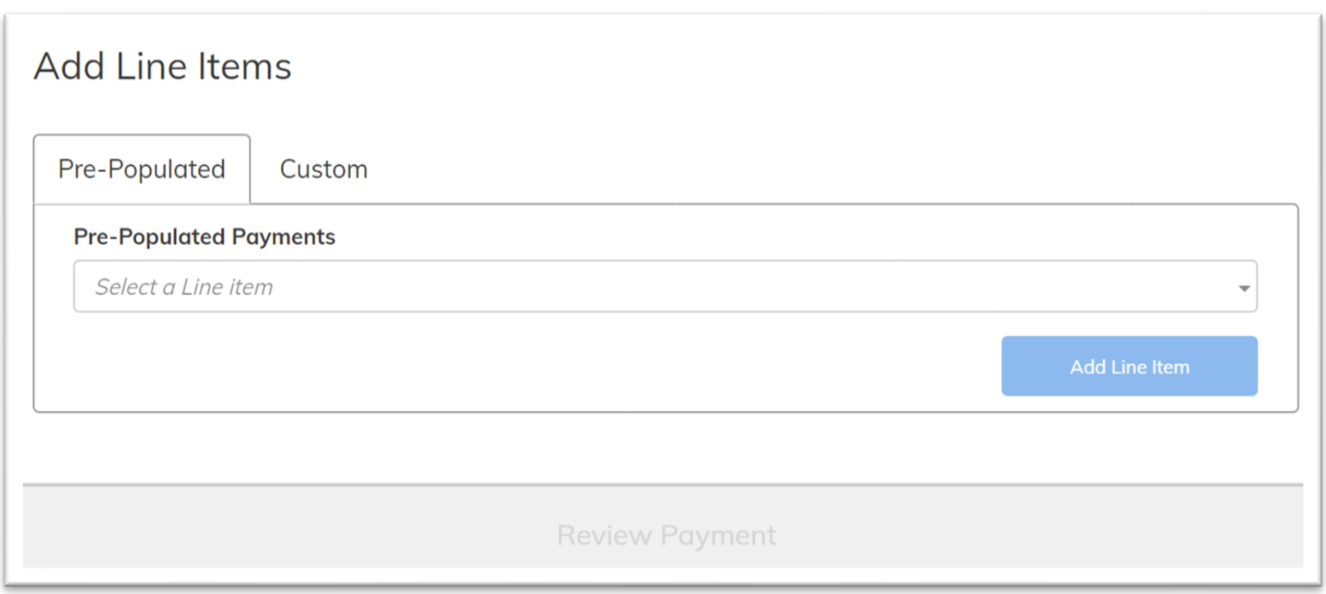
- Add Line Items with only custom payments and no Pre-Populated line items added.

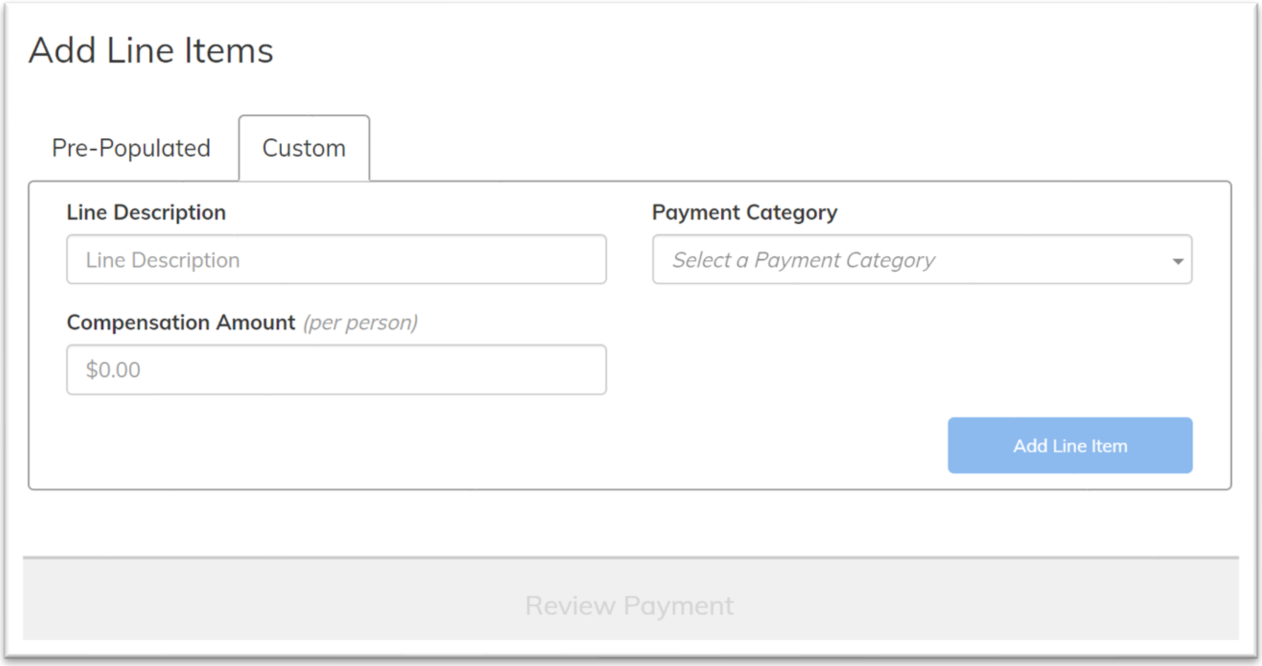


- Add Line Items with only pre-populated selected and custom payments not enabled.



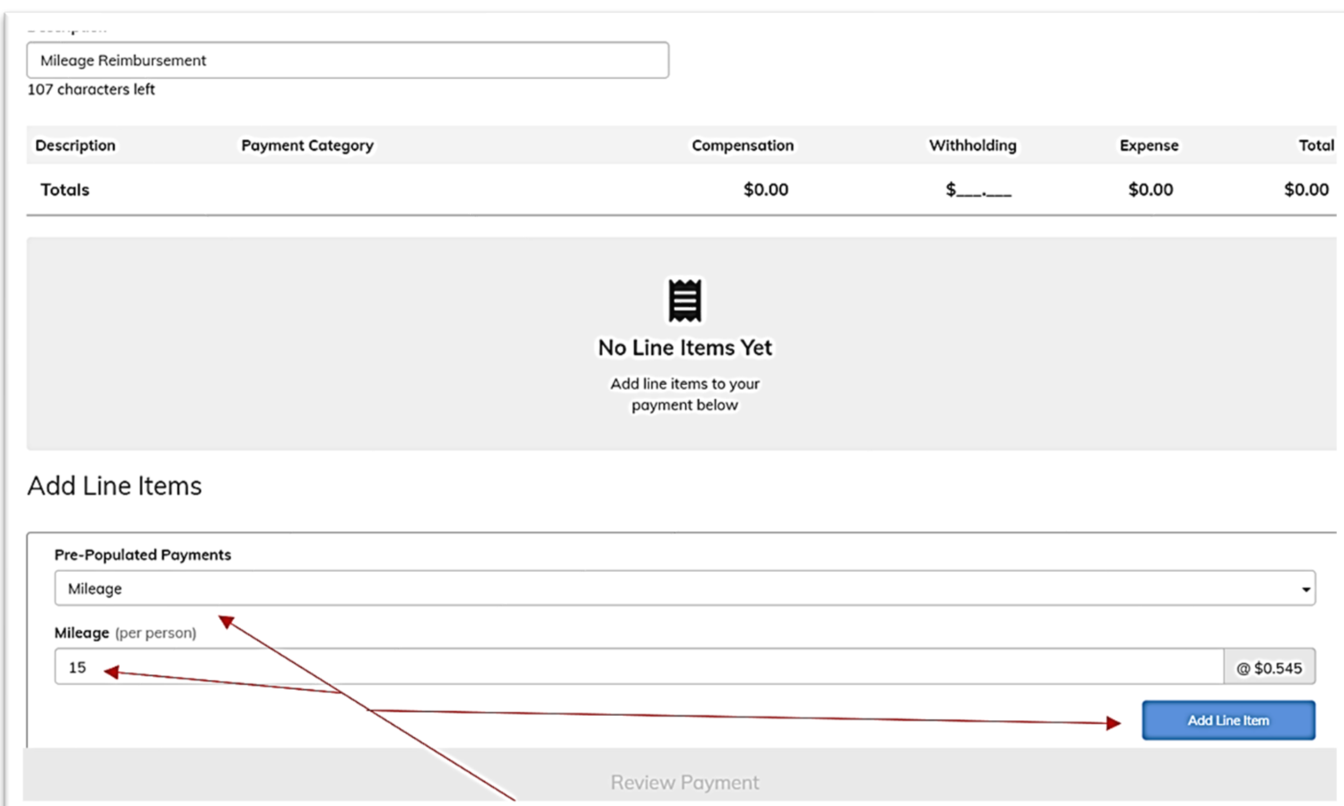
- Add Line Item with both Pre-populated line items and custom payment enabled (either the pre-populated or the custom tab selected.

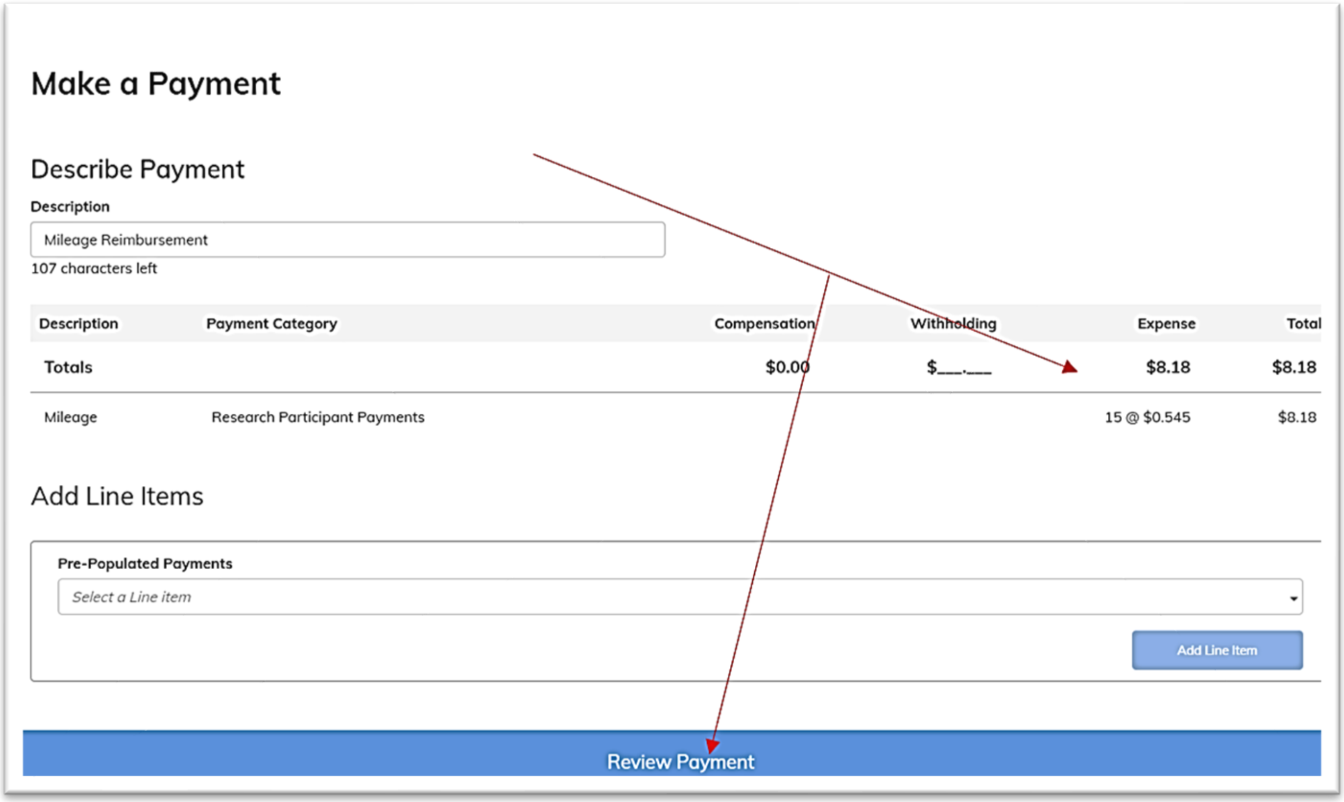




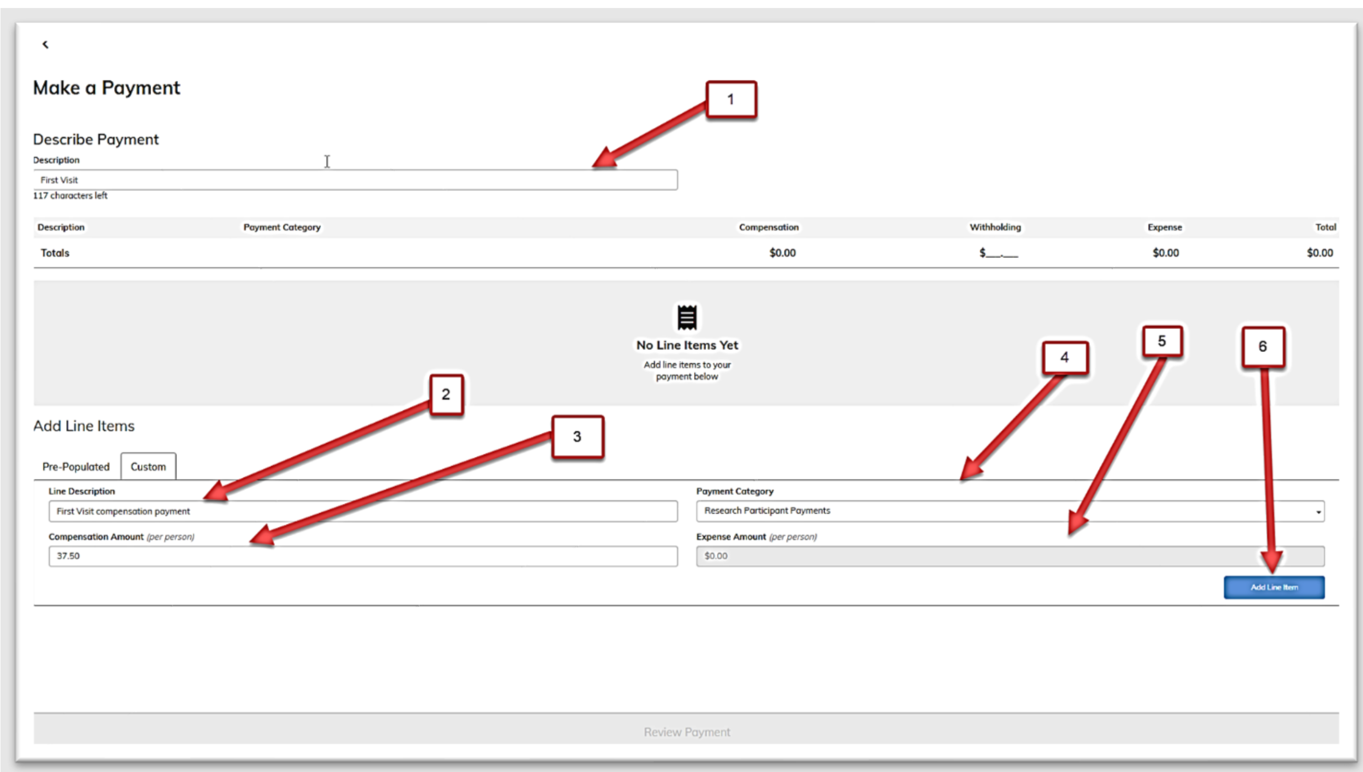
5. The “Add Line Item” button: once #1 is filled out and the pre-populated line-item payment in #4 is selected, the line item will be added to the list of payments that are being made to the section in #3.

- If making a rate-based payment, just enter the units for the rate that is set in the pre-populated line item. Example is if you are reimbursing mileage and the Payee drives 15 miles, input “15” in the “Mileage” box (or what another name the rate-based payment is under). At the end you will see “@ $0.545” which means whatever quantity you put in the box will be multiplied by the rate of $0.545 per unit. After information is entered, hit the blue “Add Line Item” button. In the second screenshot, after you hit “Add Line Item,” it will add the total to the line item. Continue adding all the line items, and when completed select “Review Payment” at the bottom of the screen to move forward.





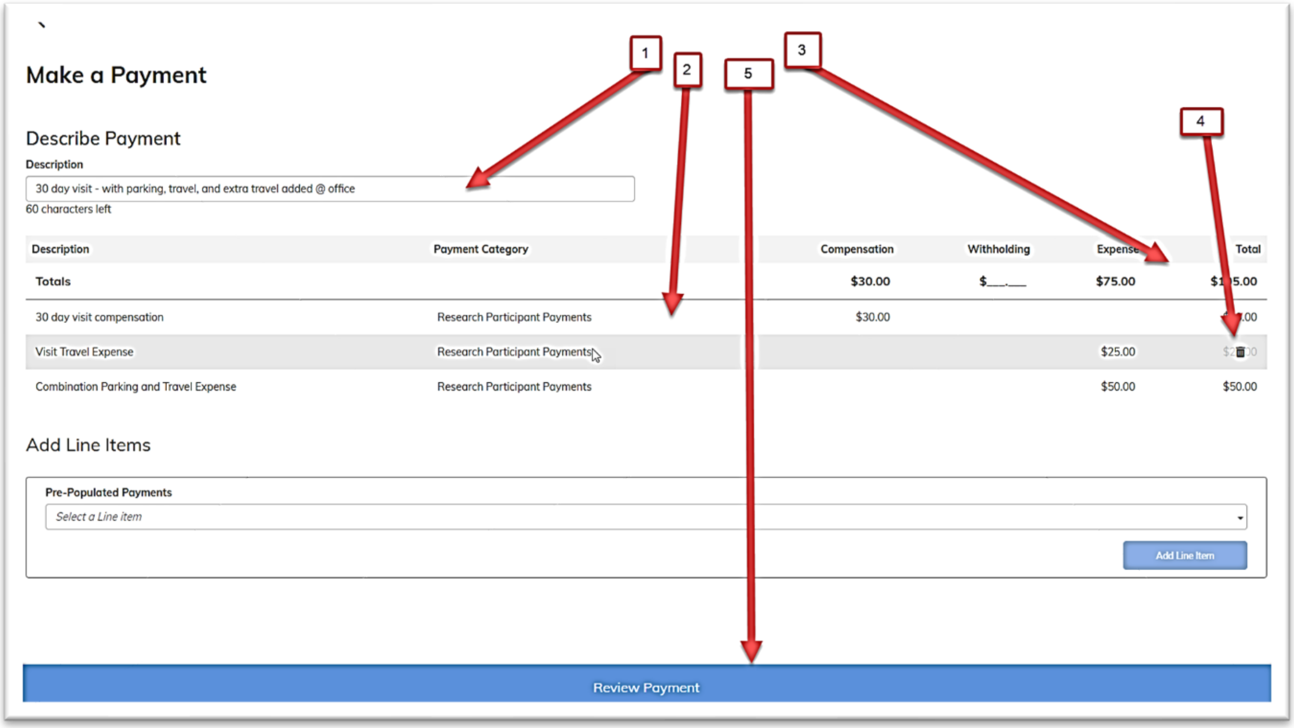
- How to make a custom payment line item (if enabled by the Group's Admin)



1. Payment description; explained previously.
2. Line-item description; explained previously.
3. Compensation amount to be paid, if the group is set up for compensation payments - #5, expense will not be enabled to have an amount in it.
4. Payment Category dropdown select. These are preset by your organization.

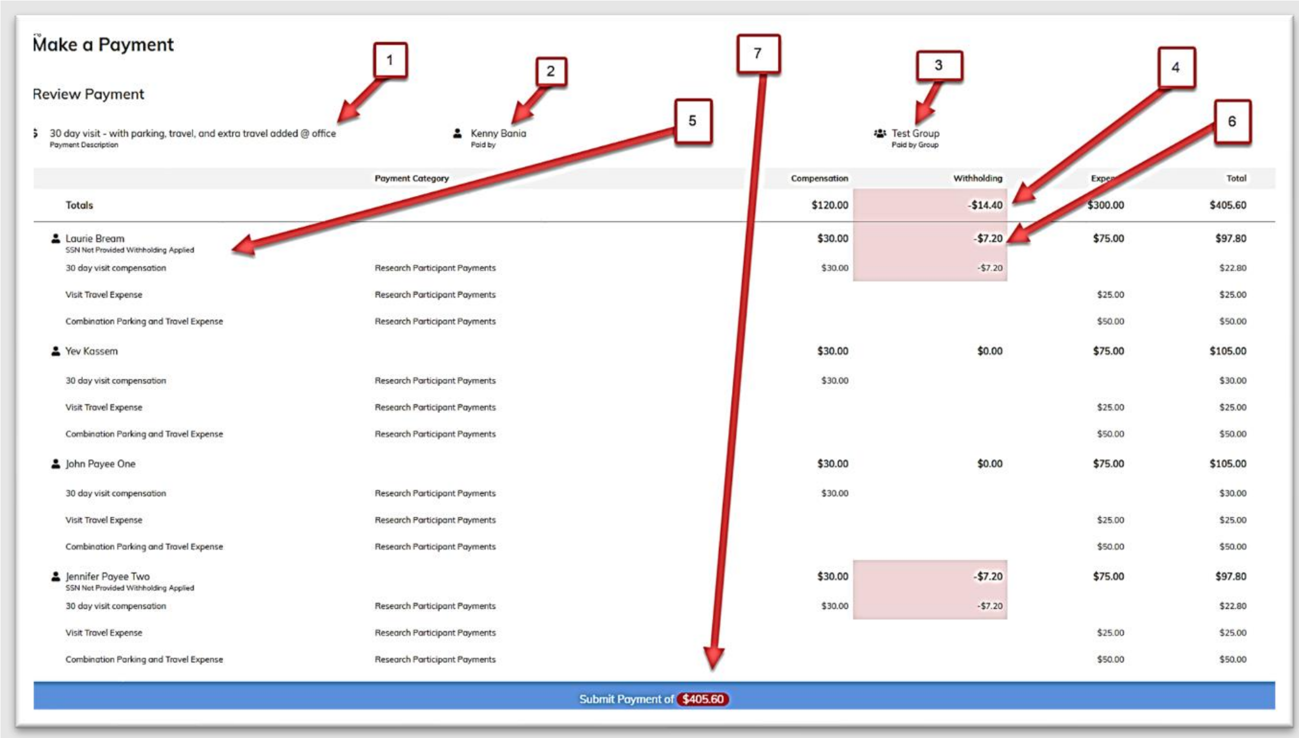
5. Expense amount to be paid, if the group is set up for expense payments - #3 compensation will not be enabled to have an amount in it.
6. “Add Line Item” button to add the custom payment to the Line Items field.

- Once your line items are all added, you will get a review screen of the payment being made that will appear like this:



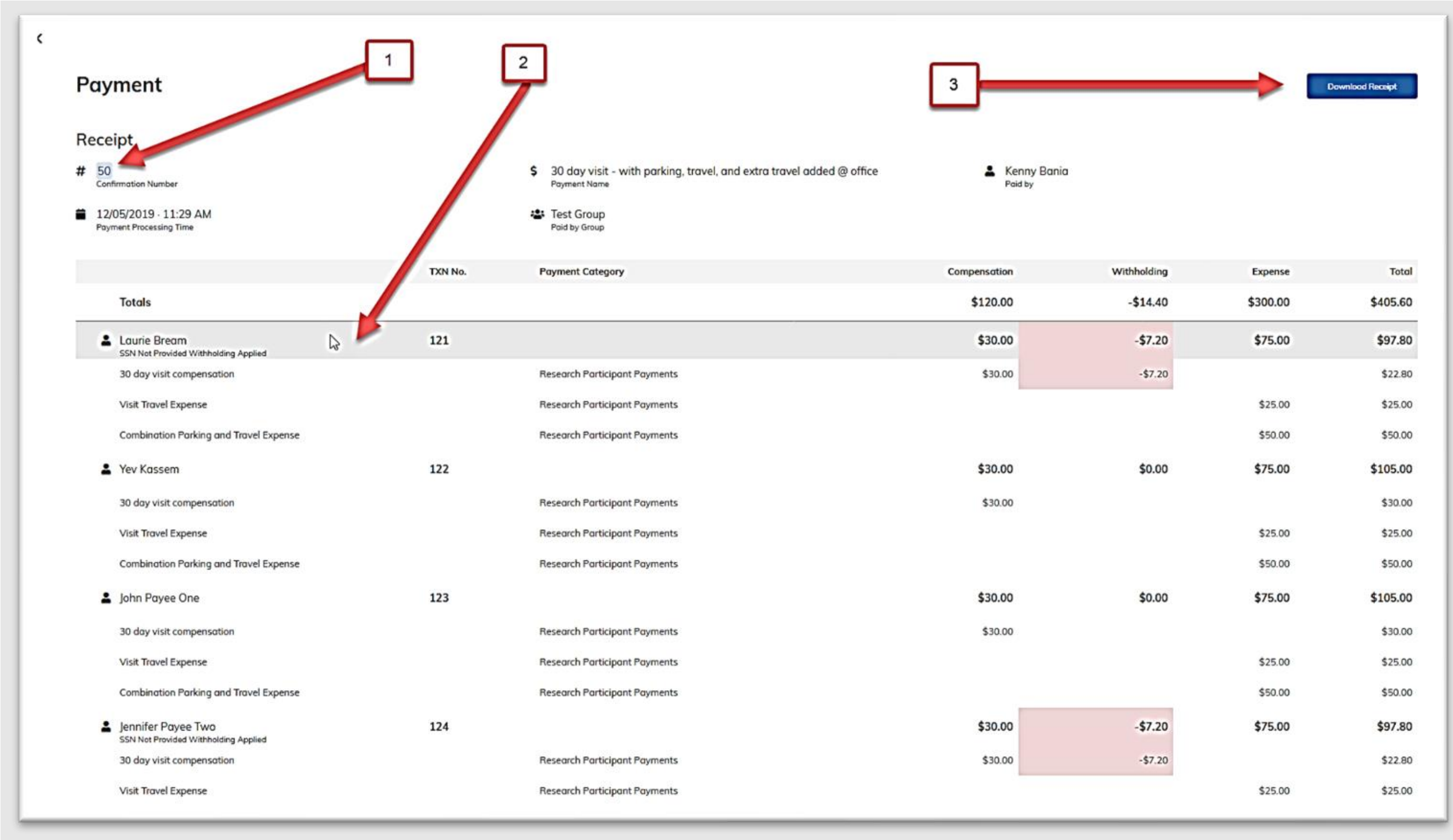
1. Payment description; explained previously.
2. All the line items that were selected. In this case, three were selected. One was a “30-day visit compensation” for $30, next was “Visit Travel Expense” for $25, and final is “Combination Parking and Travel Expense” for $50.
3. This row has a total of three-line items that were selected. It will tally the total compensation line items that are added to the batch, the total tax withholdings if applicable, total expense payments being made in the batch, and the total being paid in the batch for each Payee in the batch payment.
4. If a line item is added that needs to be removed, hover over the line item. It will turn gray and have a “trash can” on the right. Click the trash can and the line item will be removed from the list.
5. Once the line items, details, and totals are verified click “Review Payment” in blue on the bottom. If the button is still gray, you have not added any payments and cannot move forward until payments are selected and added as a line item.

- Next screen is the Review Payment screen. This screen gives a detail of all the line items getting paid to each Payee that are set to be paid in this batch. This is the final chance to review before the payments are completed.
    - Note: each Payee in a batch payment will be paid the exact same line items and payment amounts. The only item that may be different is whether tax withholding will apply to a Payee (based on whether an SSN is provided or not for them).



1. Payment Description; explained previously.
2. Name of the Payer making the payment.
3. The name of the Group the payment is being paid from.
4. Total's line; calculates the total dollar amount of each line to all Payees. There is a total for all the compensation payments made, all the tax withheld (negative values appear in red), total of all expense payments being made, and the total of all payments being made minus withholdings.
5. Each individual Payee getting paid in the batch in alphabetical order by last name, and each individual line item they are being paid is listed below their name in a list format.
6. If the payee does not have an SSN or is part of a non-SSN waiver group, and is receiving a compensation payment, this will withhold a tax amount that is set by the organization. This will appear in red highlight due to it being a negative amount.
7. "Submit Payment" bar with the total being paid. This is your final chance to review, once this button is hit the payments set in the batch are being paid.

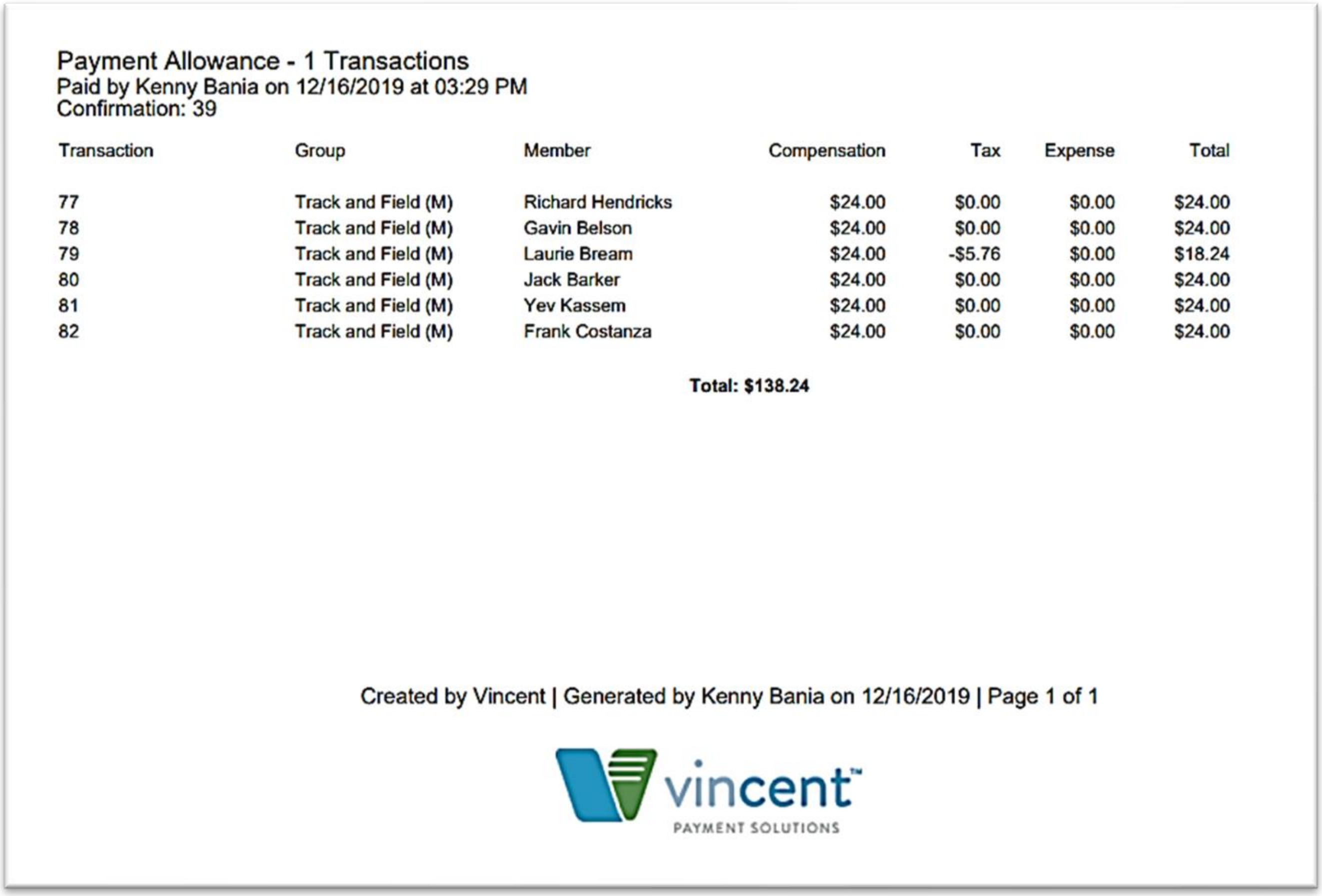
- Once the review of payment is completed you will get this batch receipt screen:



1) Confirmation Number

2) Listing of each Payee's payments being made, transaction number, what kind of payment, whether there are withholdings or not, and the total of each and all line items that are being paid to each Payee.

- Note: if you click on the individual transaction from the batch then the screen will become the receipt page for the individual payment(s) made in the batch (see next section for individual receipt information)
- Download Receipt button allows you to download a PDF version.



Payment Allowance - 1 Transactions
Paid by Kenny Bania on 12/16/2019 at 03:29 PM
Confirmation: 39

Transaction	Group	Member	Compensation	Tax	Expense	Total
77	Track and Field (M)	Richard Hendricks	$24.00	$0.00	$0.00	$24.00
78	Track and Field (M)	Gavin Belson	$24.00	$0.00	$0.00	$24.00
79	Track and Field (M)	Laurie Bream	$24.00	-$5.76	$0.00	$18.24
80	Track and Field (M)	Jack Barker	$24.00	$0.00	$0.00	$24.00
81	Track and Field (M)	Yev Kassem	$24.00	$0.00	$0.00	$24.00
82	Track and Field (M)	Frank Costanza	$24.00	$0.00	$0.00	$24.00

Total: $138.24

Created by Vincent | Generated by Kenny Bania on 12/16/2019 | Page 1 of 1

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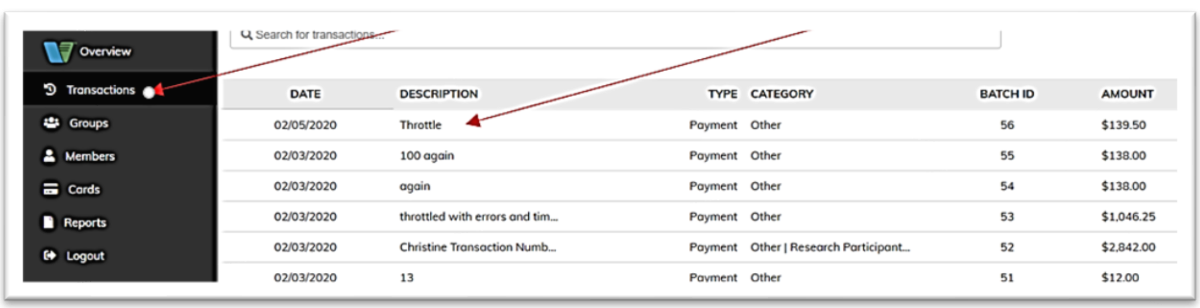
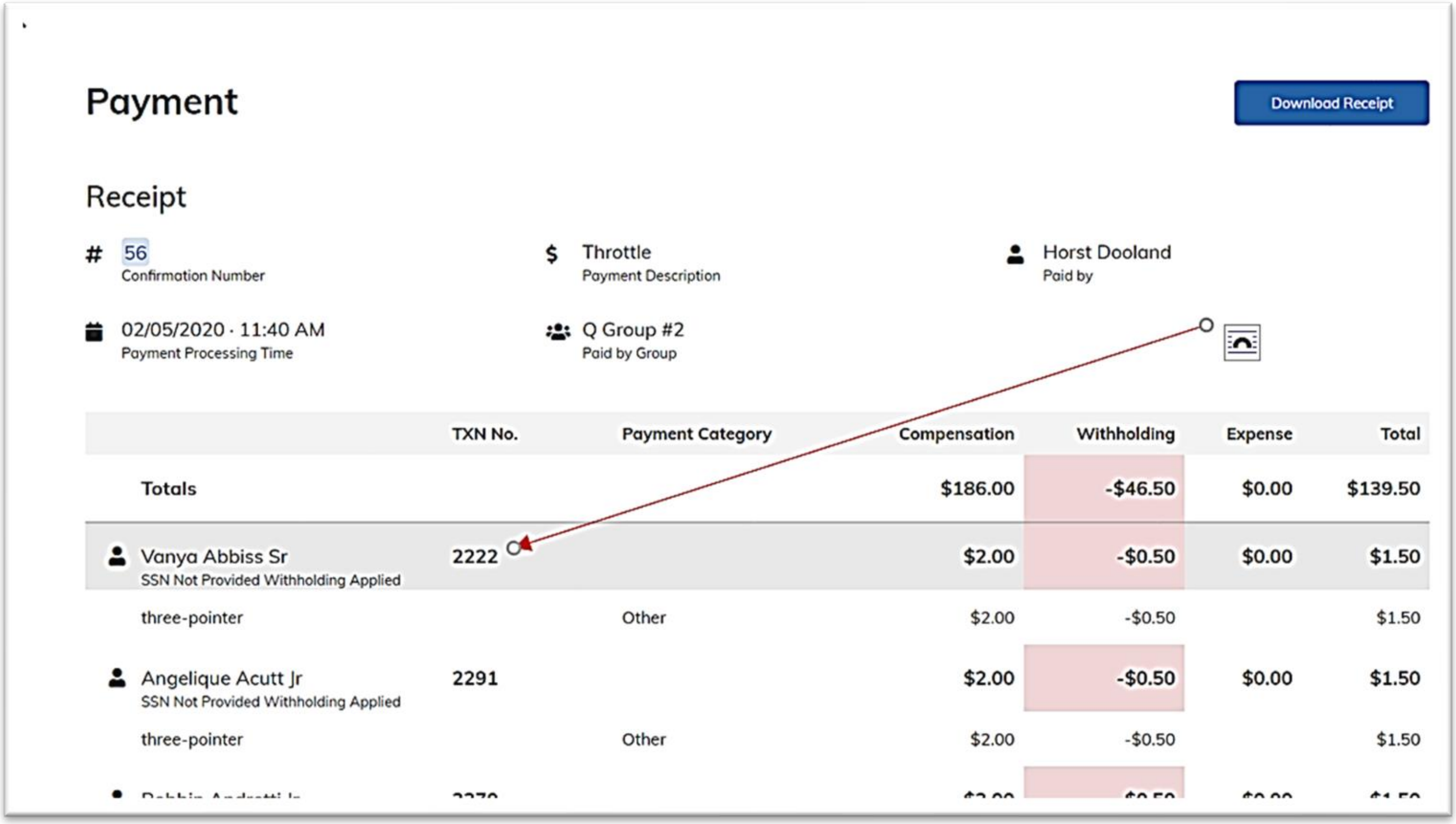
9.2 Individual Transaction Receipt

- Individual Payee receipts are accessible in one of three ways.
    - By clicking on the Transactions tab and on the individual line item that is desired to receive a receipt of. It downloads as a PDF file that can be printed or downloaded.



DATE	DESCRIPTION	TYPE	CATEGORY	BATCH ID	AMOUNT
02/05/2020	Throttle	Payment	Other	56	$139.50
02/03/2020	100 again	Payment	Other	55	$138.00
02/03/2020	again	Payment	Other	54	$138.00
02/03/2020	throttled with errors and tim...	Payment	Other	53	$1,046.25
02/03/2020	Christine Transaction Numb...	Payment	Other | Research Participant...	52	$2,842.00
02/03/2020	13	Payment	Other	51	$12.00



Payment

Download Receipt

Receipt

\# 56
Confirmation Number

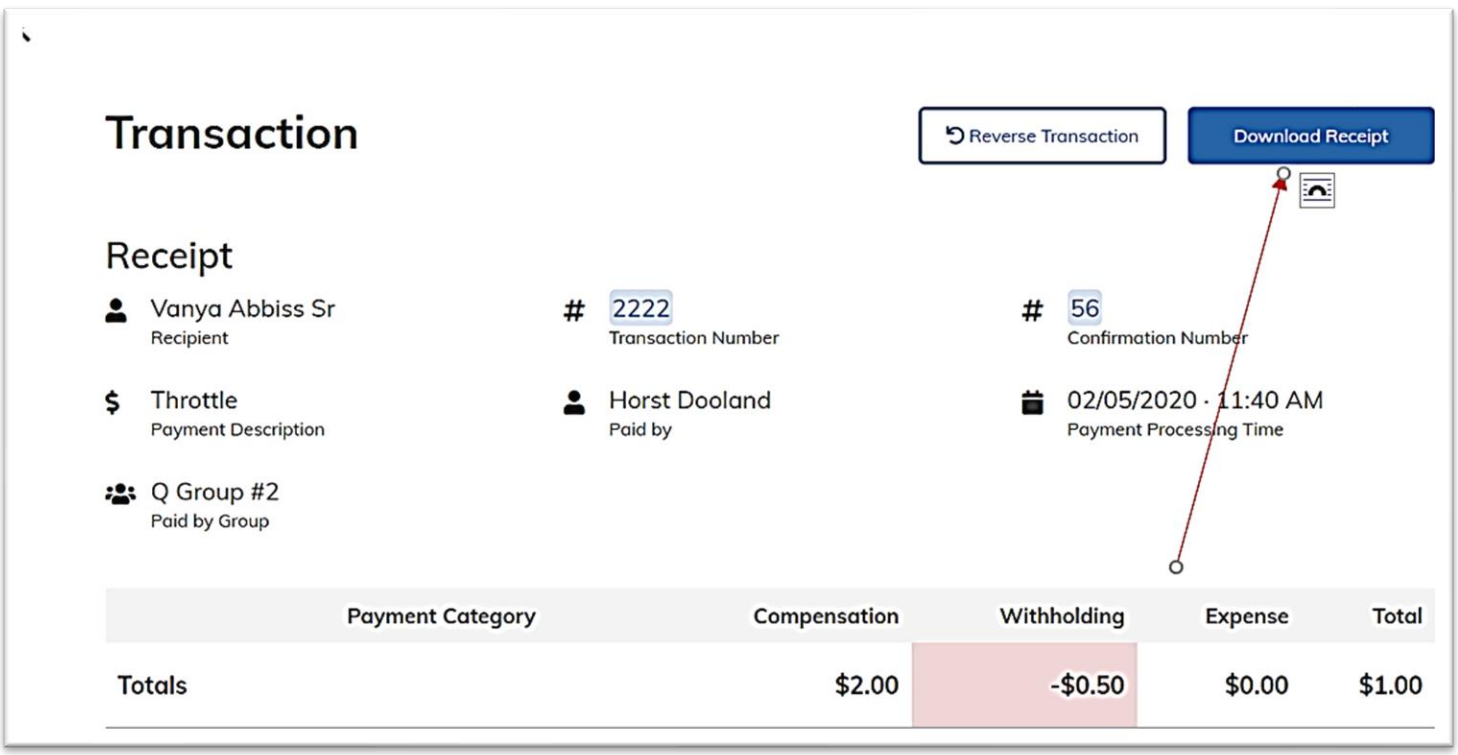
$ Throttle
Payment Description

Horst Dooland
Paid by

02/05/2020 · 11:40 AM
Payment Processing Time

Q Group #2
Paid by Group

	TXN No.	Payment Category	Compensation	Withholding	Expense	Total
Totals			**$186.00**	**-$46.50**	**$0.00**	**$139.50**
Vanya Abbiss Sr SSN Not Provided Withholding Applied	**2222**		**$2.00**	**-$0.50**	**$0.00**	**$1.50**
three-pointer		Other	$2.00	-$0.50		$1.50
Angelique Acutt Jr SSN Not Provided Withholding Applied	**2291**		**$2.00**	**-$0.50**	**$0.00**	**$1.50**
three-pointer		Other	$2.00	-$0.50		$1.50



Transaction

Reverse Transaction

Download Receipt

Receipt

Vanya Abbiss Sr
Recipient

\# 2222
Transaction Number

\# 56
Confirmation Number

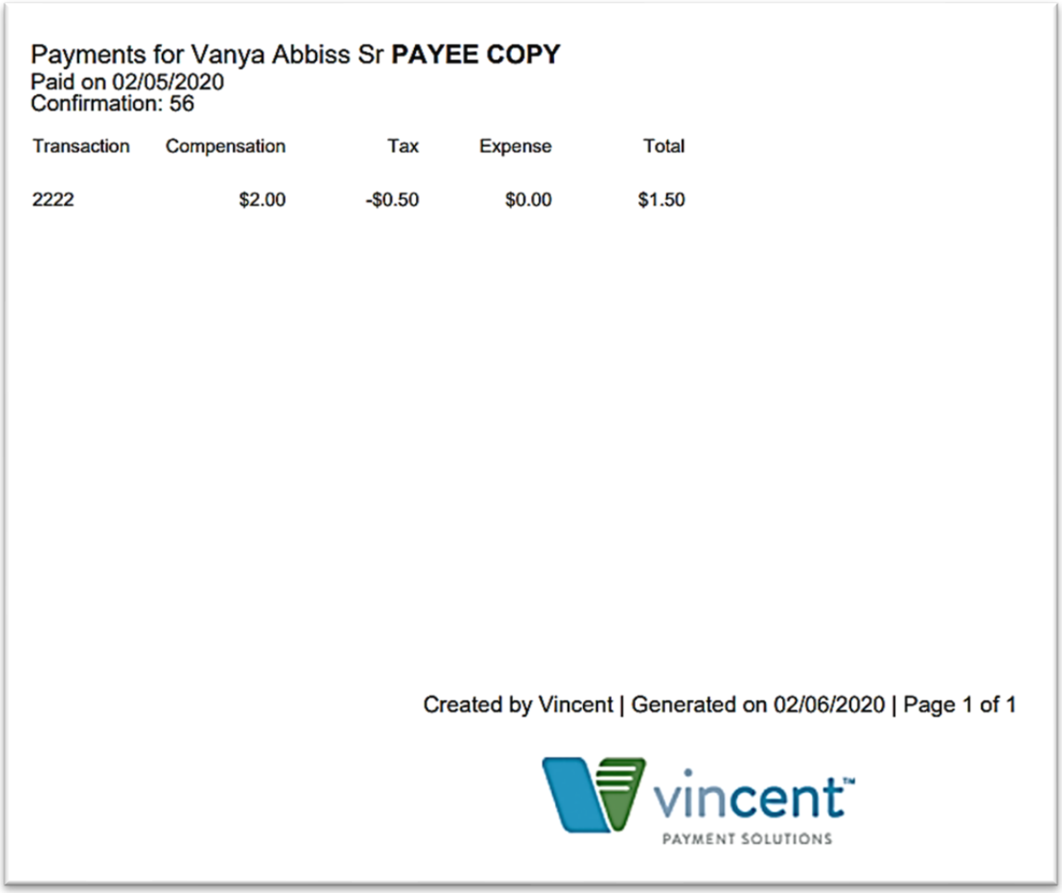
$ Throttle
Payment Description

Horst Dooland
Paid by

02/05/2020 · 11:40 AM
Payment Processing Time

Q Group #2
Paid by Group

	Payment Category	Compensation	Withholding	Expense	Total
Totals		$2.00	-$0.50	$0.00	$1.00



Payments for Vanya Abbiss Sr **PAYEE COPY**
Paid on 02/05/2020
Confirmation: 56

Transaction	Compensation	Tax	Expense	Total
2222	$2.00	-$0.50	$0.00	$1.50

Created by Vincent | Generated on 02/06/2020 | Page 1 of 1

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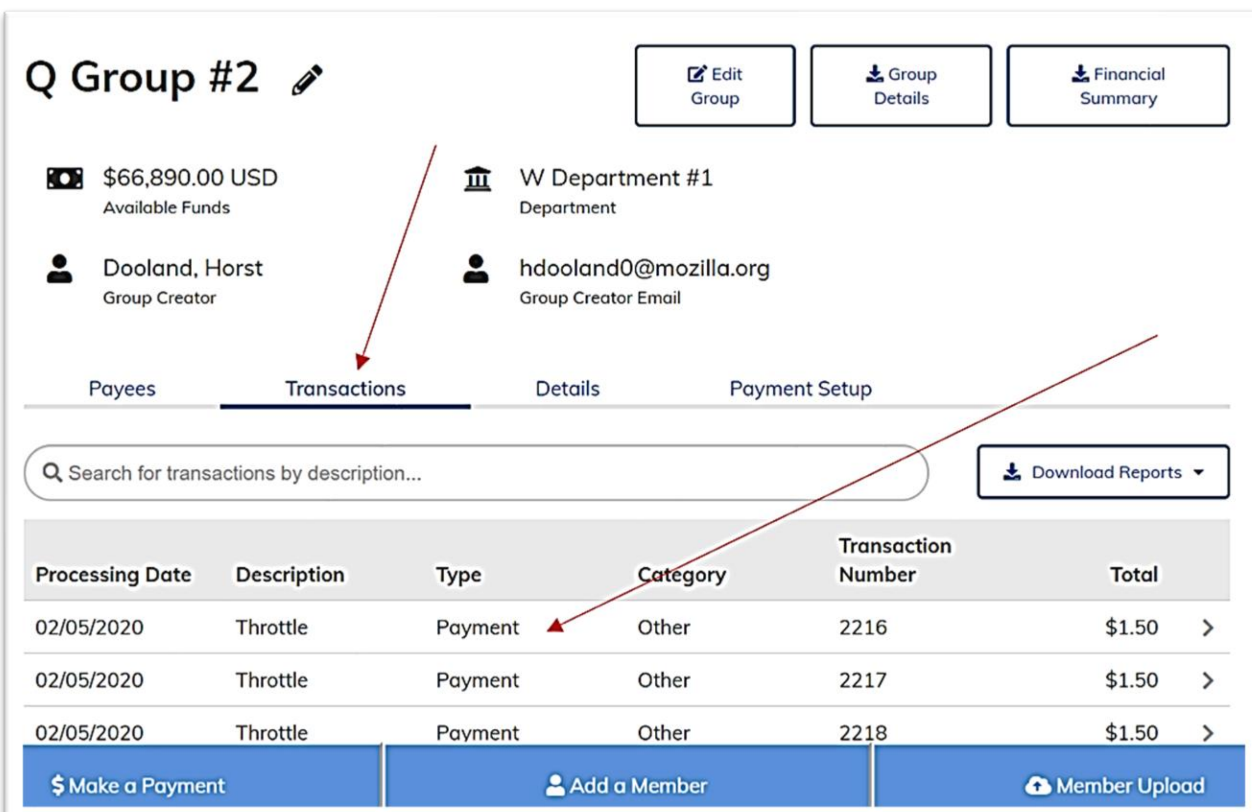
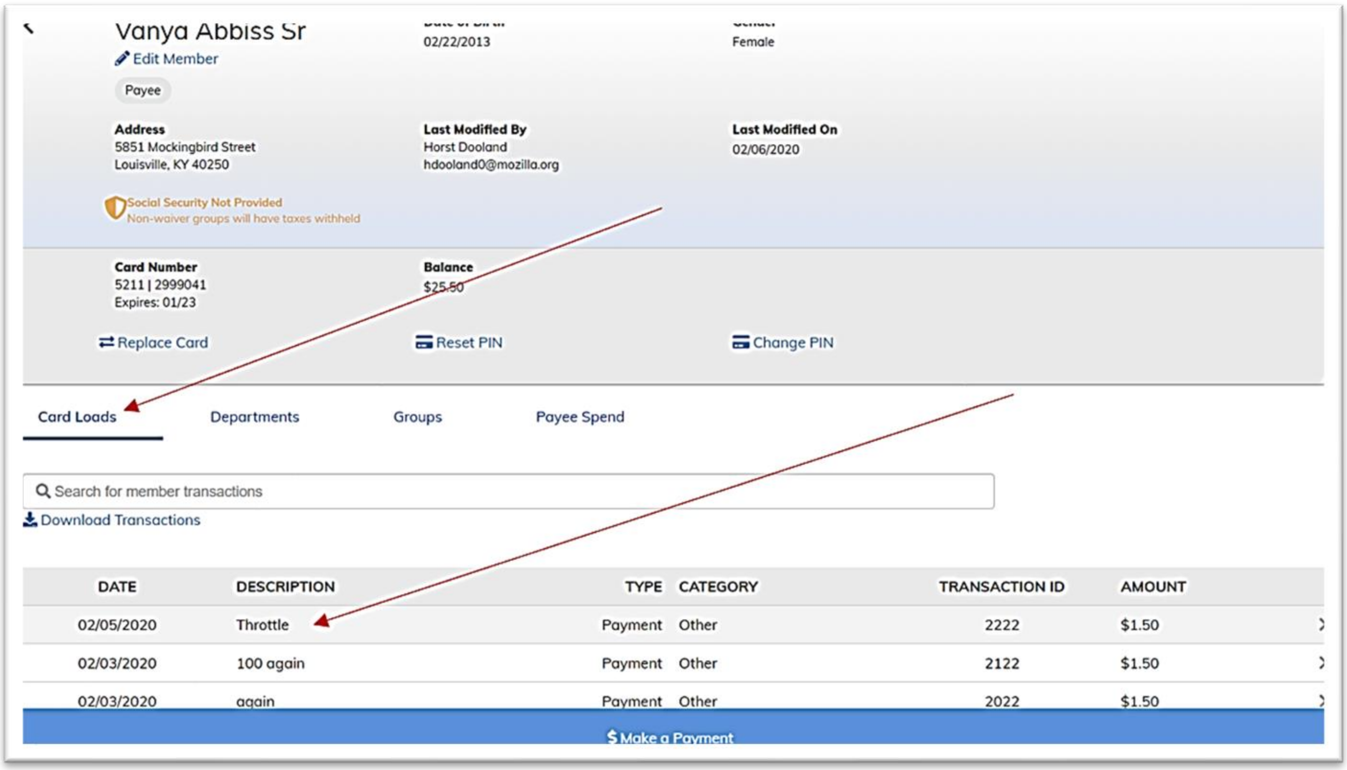
- By the Group and the Group's Transaction tab (the Download Receipt button and the PDF are the same as #1).

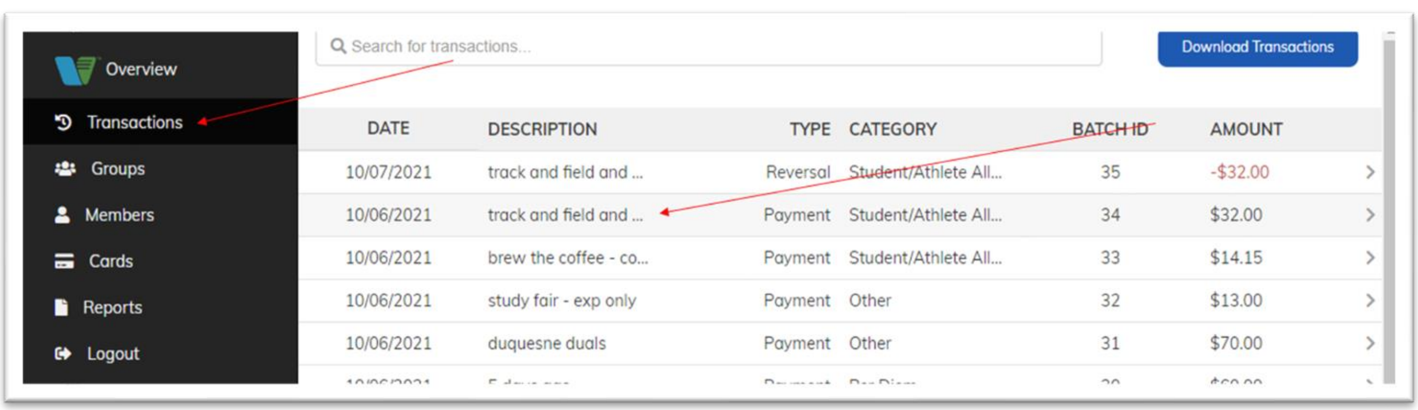


- From the individual Member's profile under "Card Loads" tab. Click on the card load that an individual transaction receipt is desired from (the Download Receipt button and the PDF are the same as #1).

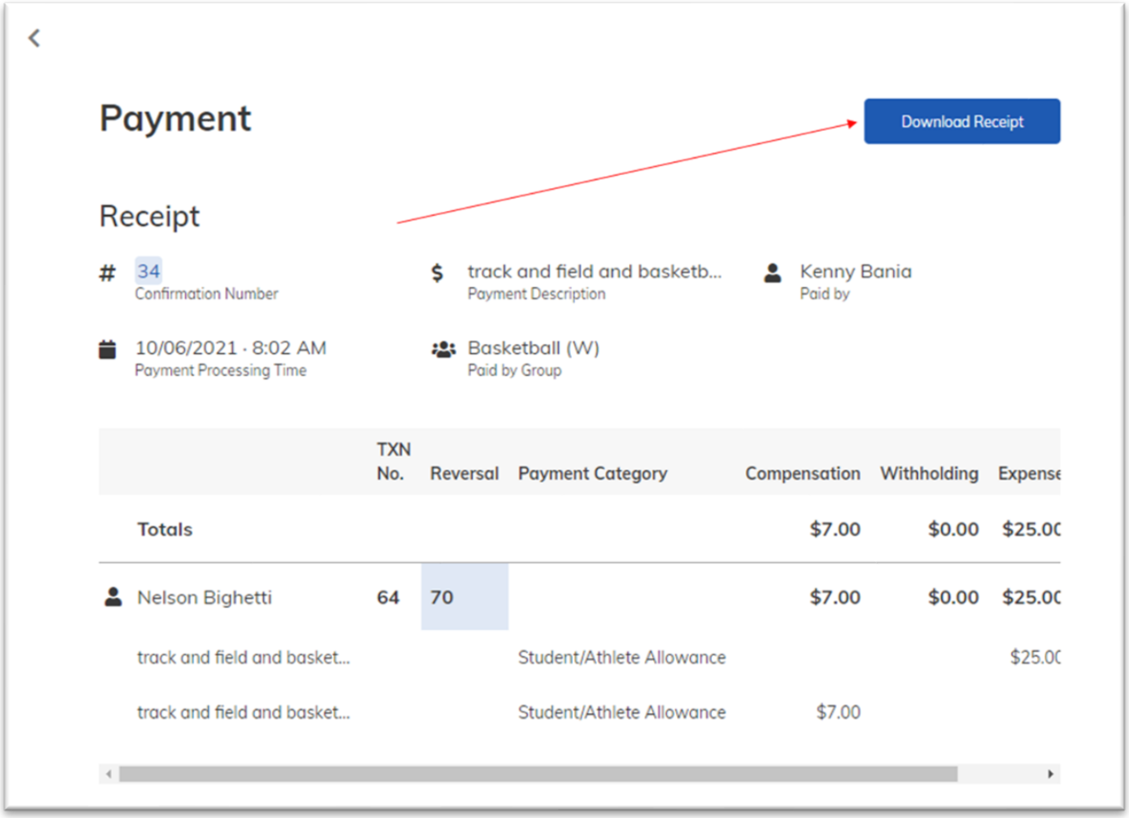


9.3 Batch Receipt

- To view a receipt for a whole batch payment, click on the Transactions tab. From there, select the batch transaction you want to view the receipt for. The view from the Transactions screen will display information about the transaction (batch payment) along with all the payees who were included if more than one. Select the individual Payee by clicking on the payment line if you need an individual receipt.



- Click Download in the top right corner.



- Batch receipt downloads as a PDF that is printable and includes all the payments made in a batch.

track and field and basketball Transactions
Paid by Kenny Bania on 10/06/2021 at 08:02 AM
Confirmation: 34

Transaction	Group	Member	Compensation	Tax	Expense	Total	Reversal Transaction Number
64	Basketball (W)	Nelson Bighetti	$7.00	$0.00	$25.00	$32.00	70

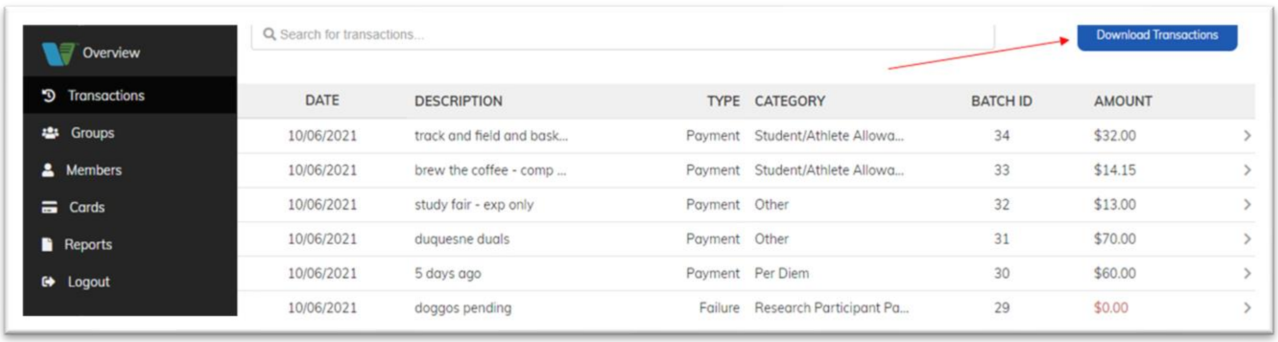
Total: $32.00

Created by Vincent | Generated by Kenny Bania on 10/08/2021 | Page 1 of 1

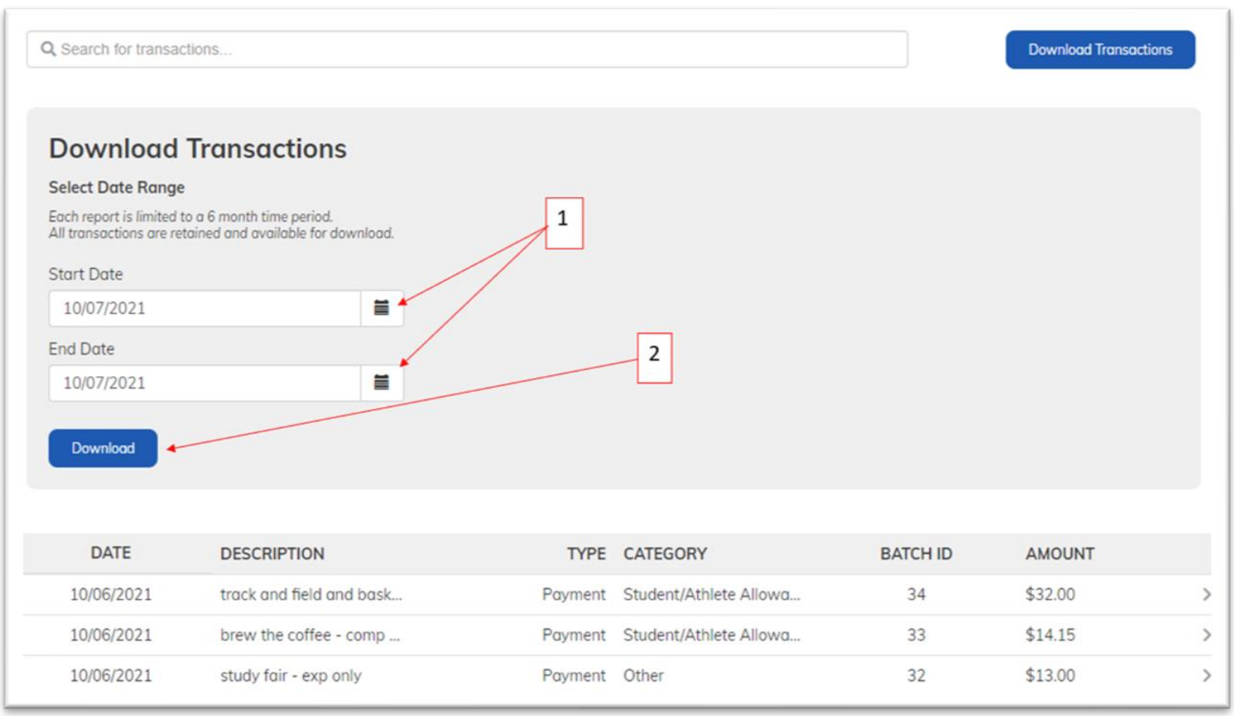
9.4 Downloading Multiple Transactions

- After making payments you can then search, view, and download your transaction or transaction. You are presented with a list of all your transactions after clicking on the Transaction Tab. Transactions are ordered and grouped by date with the most recent transactions listed first. You may search for transactions by description, payment confirmation number, date, payment type, or payment amount. Transactions will be displayed based on roles. A Director can see all transactions; an Admin will see transactions assigned to their Department/Group and a Payer will see transactions for assigned Groups only. If transactions cross permission Group/Payee, the payment details will be undisclosed.

- From the Transactions tab you can download all transactions for a set date range by clicking the Download Transactions button in the upper right corner of the Transactions screen.



- Select the date range and then click “Download”

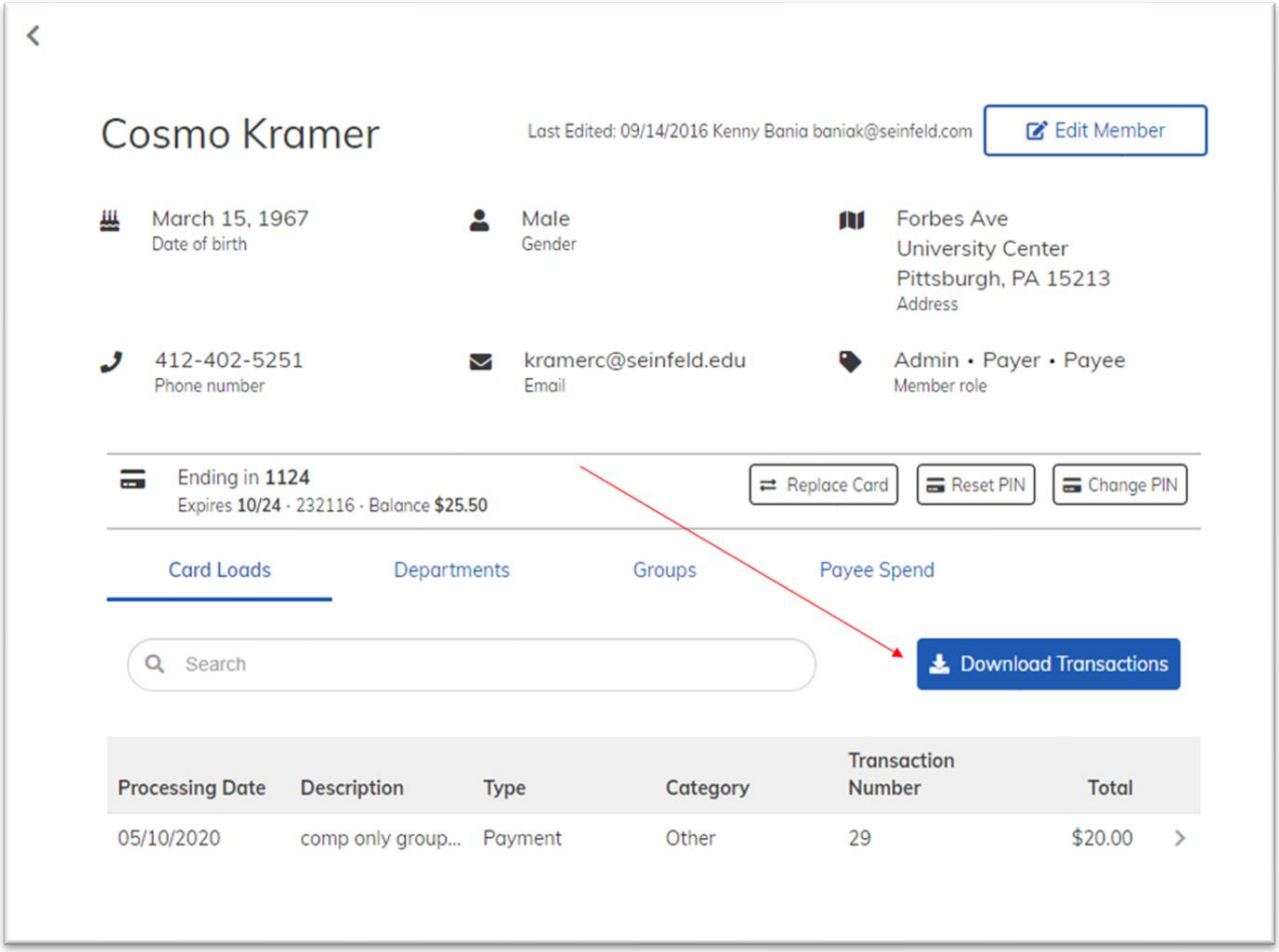


1. Select a date range.
    a. Date range cannot exceed 6 months in length.
2. Once date range is selected, click Download.

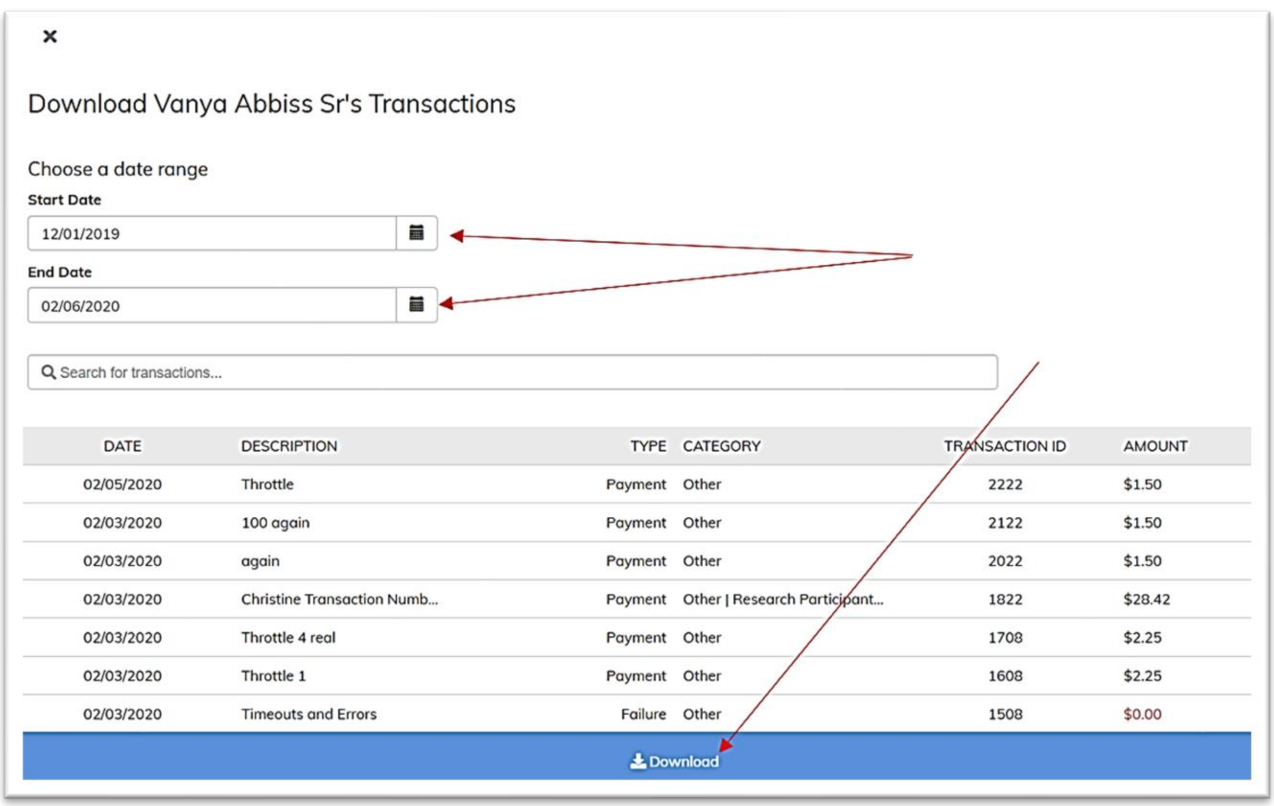
- The file is downloaded as a CSV file.

9.5 Downloading Multiple Transactions from a single Payee

- Click on the Payee’s profile, and under “Card Loads” tab click on “Download Transactions”.



- Select the date range desired and then click “Download” at the bottom of the screen.



- The file is downloaded as a CSV file.

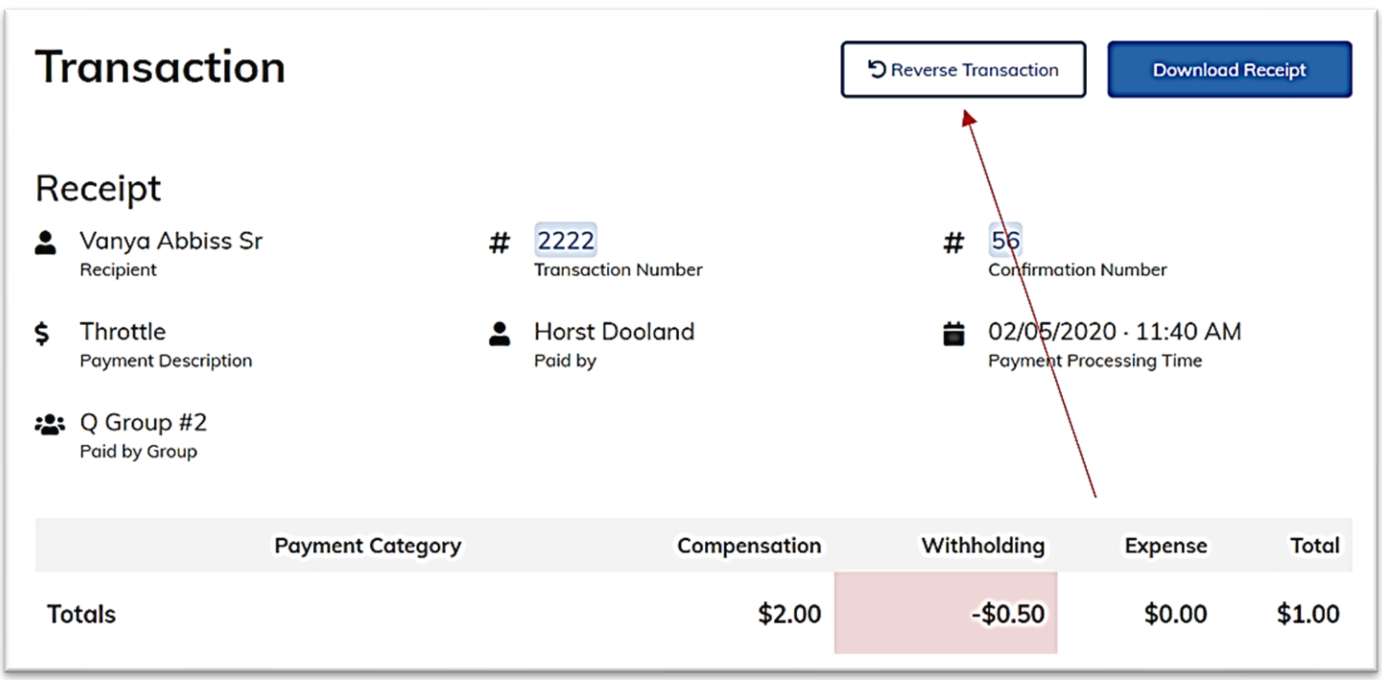
9.6 Reversing Payments

- Once a payment is made, you have an organizationally set period to reverse the payment. The typical set timeframe for reversal is 168 hours after the payment was made. Refer to your organization for details on the set reversal period. Only a sign line-item payment can be reversed at a time. If a total batch needs to be reversed, then each individual line item will need reversed one at a time.
  - Once the reversal period has elapsed, the payment can no longer be reversed.
  - If the payee used all or a portion of the amount of the reversal, then the reversal will not work.
- To reverse a single payment, open an individual transaction or line item.
- In the top right of the screen, you will see a selection 

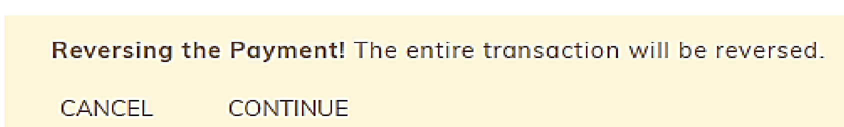
.
  - If you hover over 

at the top right and you get a grayed-out button with a crossed-out cursor as this example 

, then the organizational set time limit has passed, and the payment can no longer be reversed.

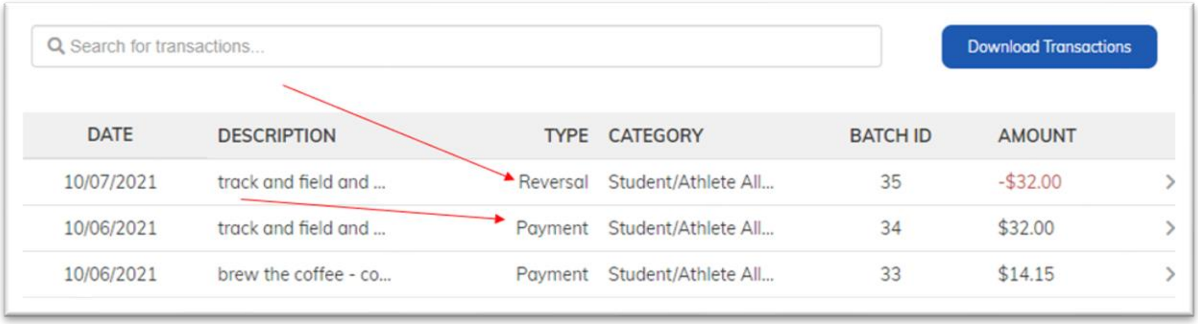


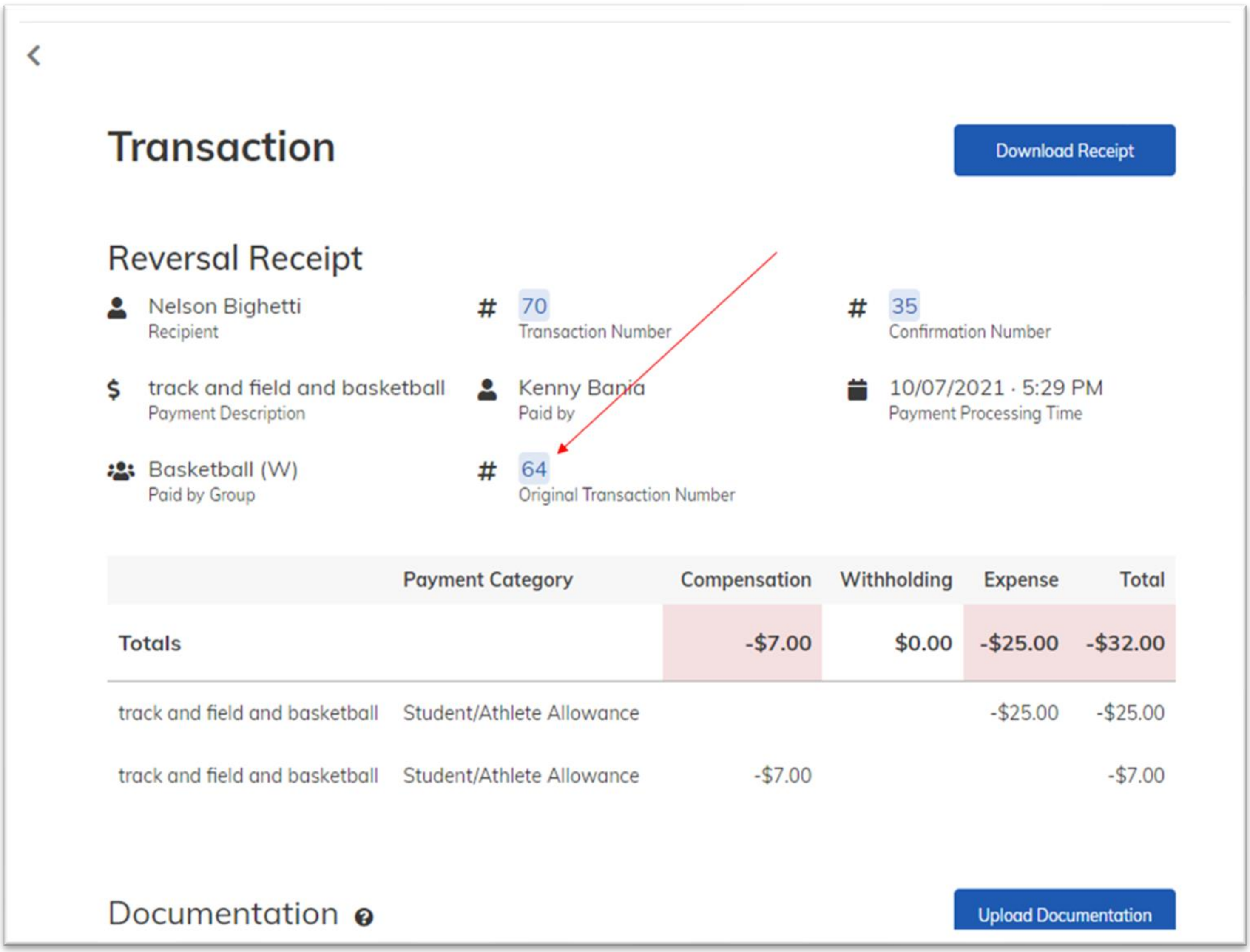
- Vincent will ask you to confirm the reversal. To proceed, select CONTINUE.



- You will then see the receipt for the reversal transaction.

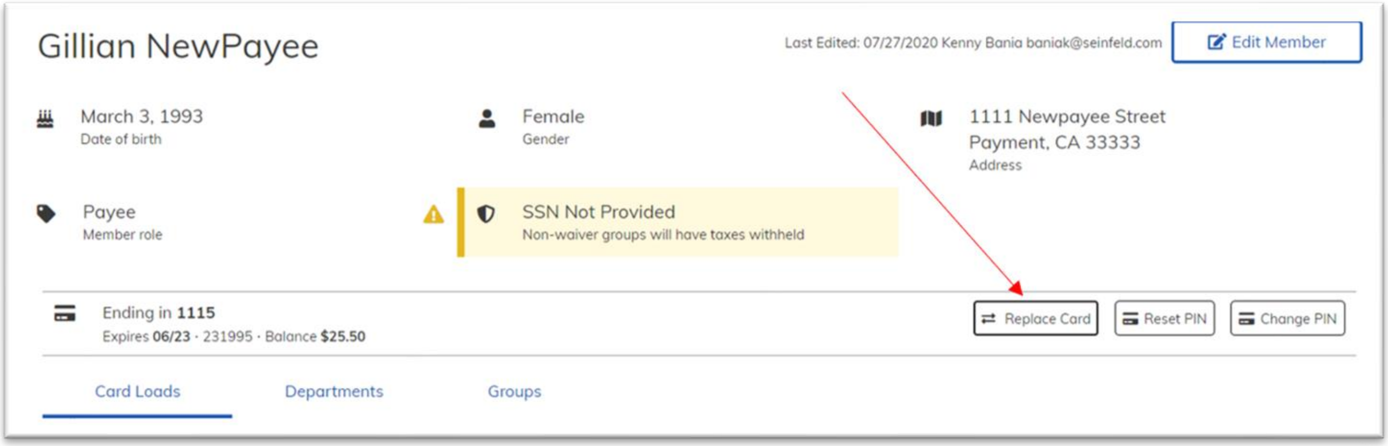
- The reversal transaction will now appear as a transaction line. If successful, the Payee's card balance will reflect the reversal. Clicking on the reversal transaction has an "Original Transaction Number" hyperlink that links to the original payment transaction that was reversed.



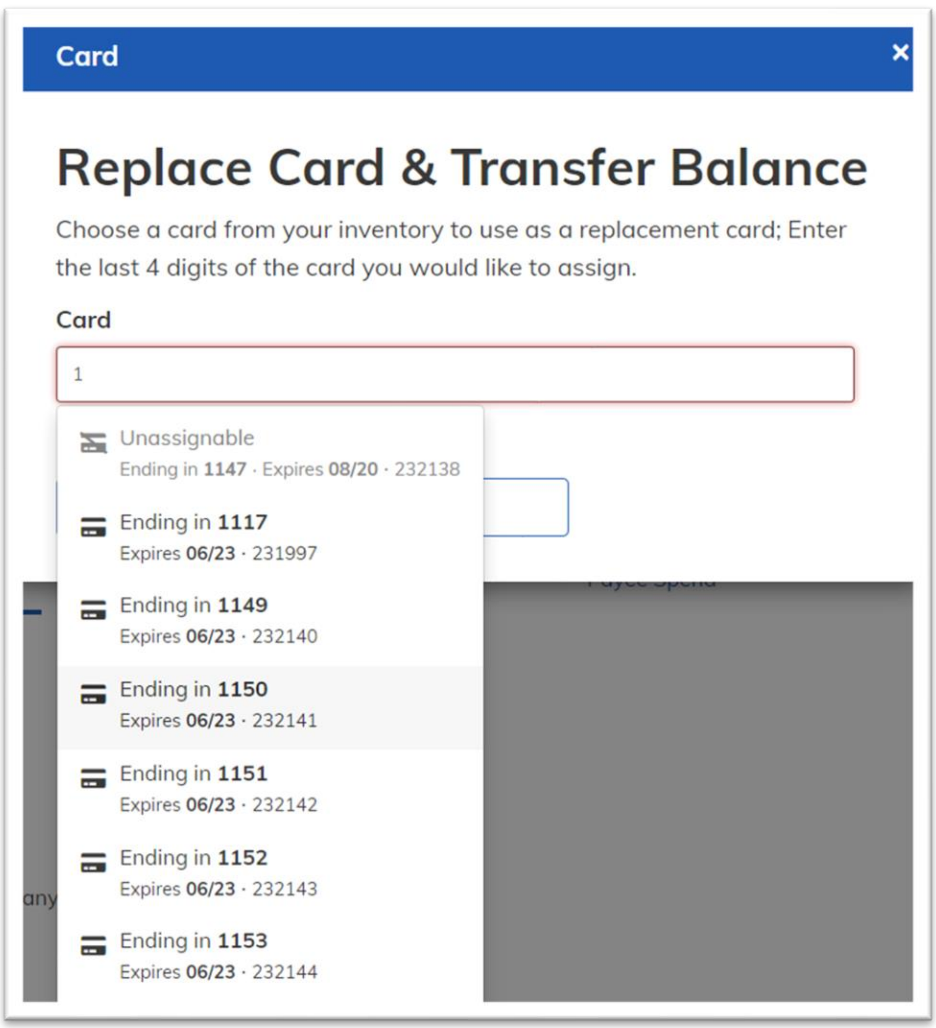


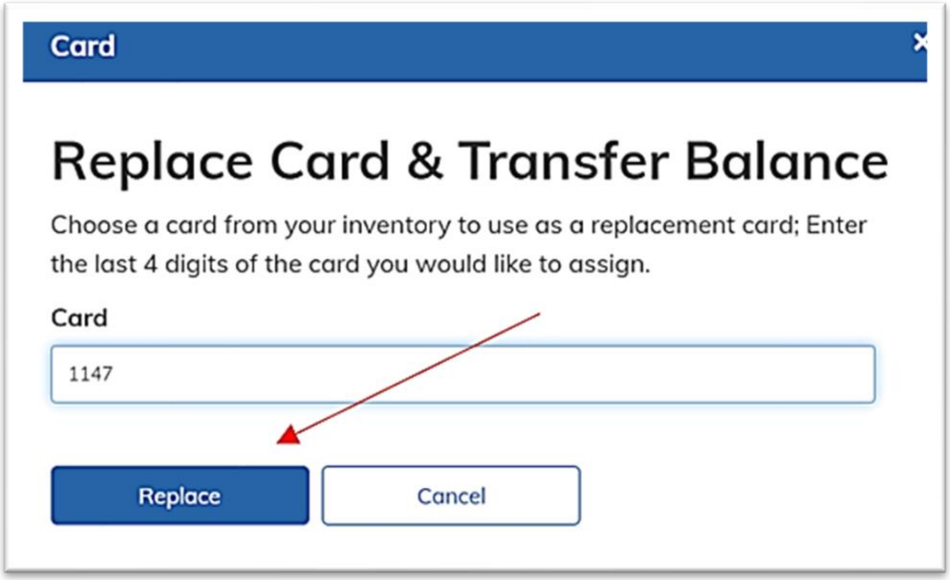
9.7 Replacing Cards and Transferring Balances

- This is only available to Payer level permission users. From the Payee's member details page, you can replace the card. This action also transfers the remaining balance from the previous card to the new card selected. Click on the "Replace Card" button and enter the last four of the card number from your personal inventory in the text box. Once completed this will transfer all funds to a new card and disable the old card.
  - If the Payee has a current Vincent card in their possession, and the admin number matches what is on the profile, then there is no need to replace the card with a new one. Just make your payment as usual, and the new payment will go on the card that is currently in the Payee's possession and on their profile.

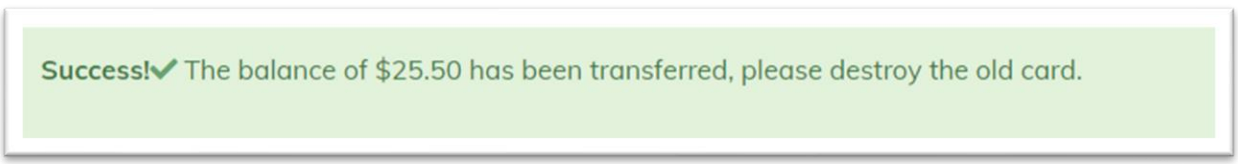


- Once "Replace Card" is selected, the screen below expands and opens a box that you will need to enter the last four digits of the card number into. As you type single numbers, the dropdown will narrow the selection for you. You can either select the card from the dropdown or complete the typing of the four digits. The last four of the card number is for reference only, and there can be multiple cards with the same last four of the card number. Make sure the 8-digit admin number matches the card being entered. Once completed then hit the blue Replace button.
    - You cannot use an "Unassignable" card as a replacement card.



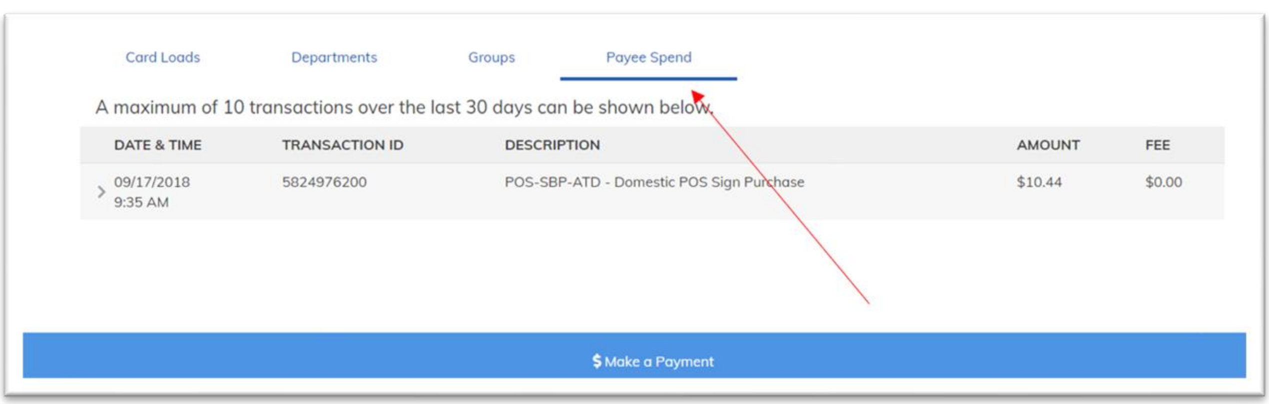


- If you get a warning below the box that says "Not a valid card" then the last four of the card number is not part of your Vincent inventory. The next step is to select a card that is in your Vincent inventory. For information on the cards in your inventory then select "Cards" tab on left and you will have a list of all the cards in your inventory.
- Once the "replace" card is complete, you will receive a success message in green at the top of the screen.



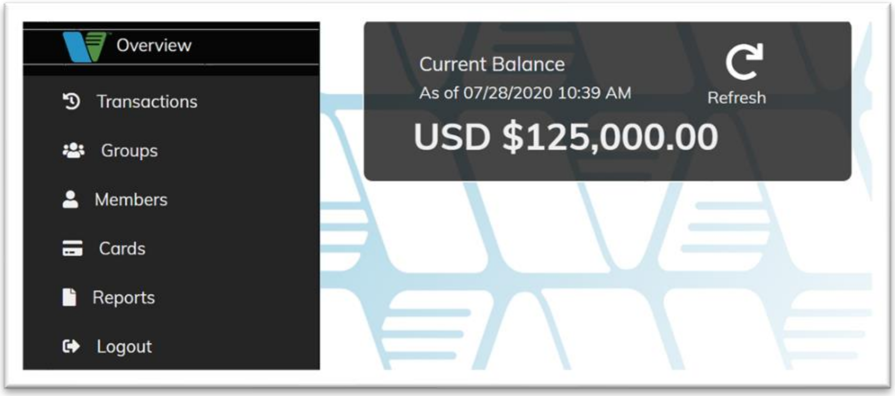
9.8 Payee Spend Information

- A user can view the last 10 transactions up to 30 days old that were performed on the Payee account. This is used for the times a Payee calls questioning balance amounts and transactions. Click on the member's tab on the left and then search for the member. Click on Payee Spend and the last 10 payee transactions less than 30 days old will populate below.
    - Past 10 transactions and 30 days, please email the request to your organization's Vincent support team for more details. Supplying this information past the payee spend limits in the system is restricted and there must be a valid need to know reason to be able to provide any further details.



10 Director Dashboard

- A Director Dashboard is available to any user designated as a Director. The Director Dashboard Widget can be found on Vincent's Overview page.

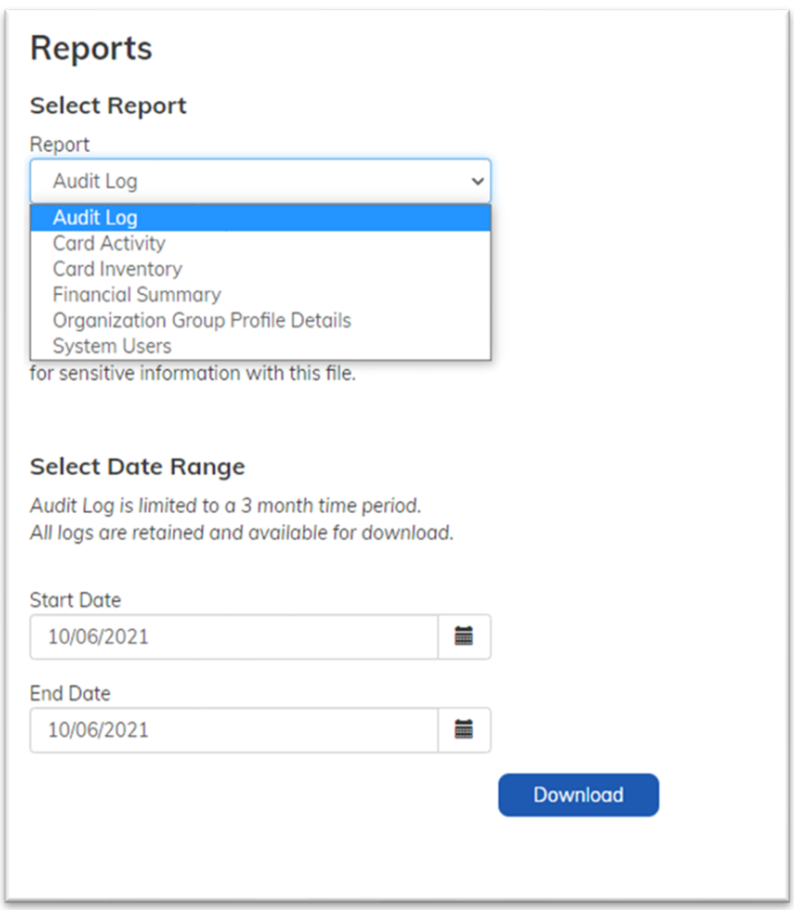


- The dashboard will display the organization's current balance and can be refreshed manually or automatically when the Overview page is opened.

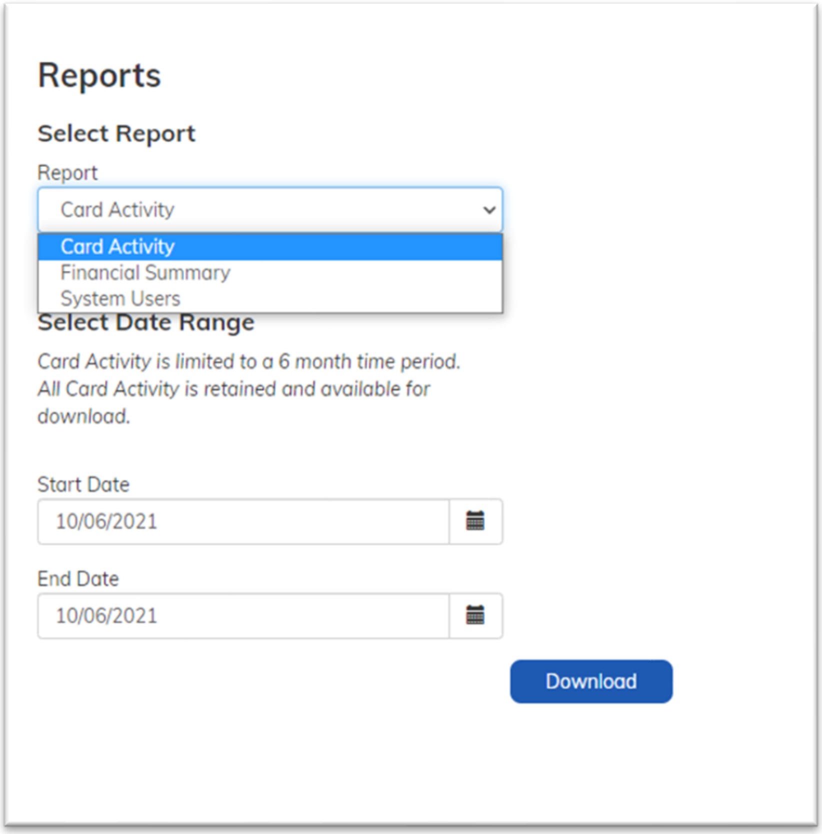
11 Reports

11.1 Reports Page

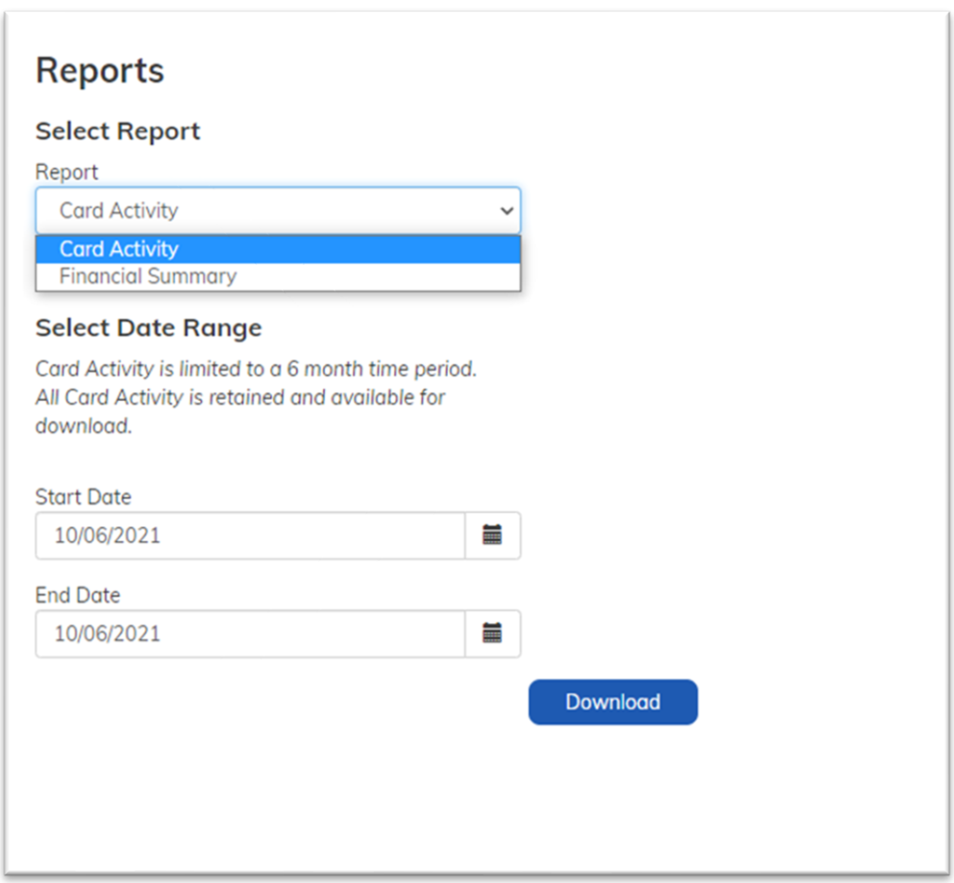
- The Reports page currently has up to the six reports in the screenshot below available, depending on the Member's permission level. The Auditor and Director permissions have access to all the reports (see screenshot below).



- The screenshot below are the reports that a Member with only the Admin permission level can access.

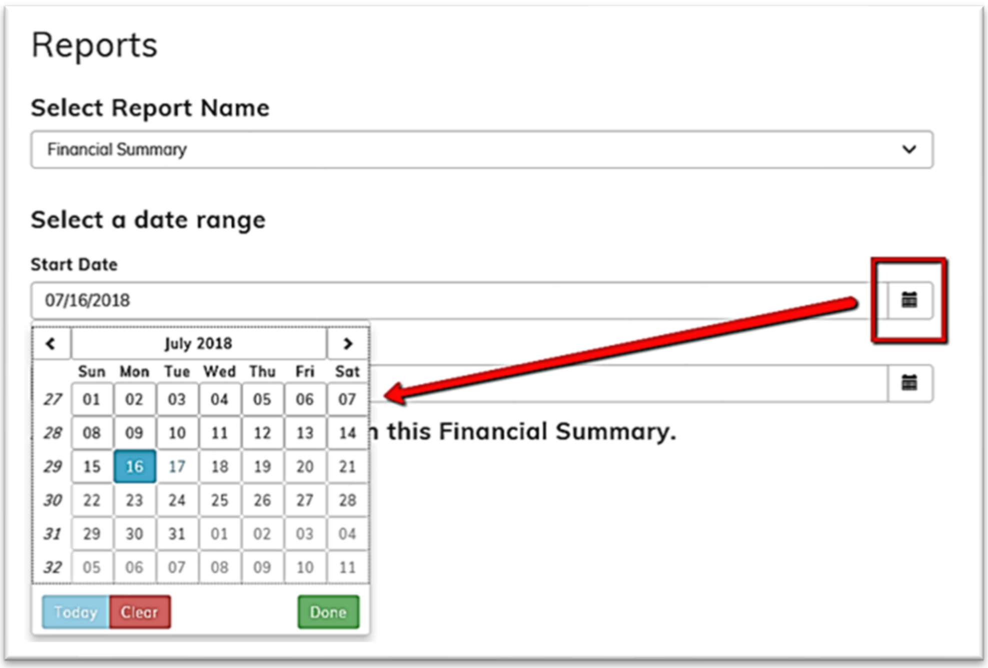


- The screenshot below are the reports that a Member with only the Payer permission level can access



11.2 Generating Reports

- Reports are available based on your Vincent permission level. To generate the Audit Log and Financial Summary reports, click “Reports” on the left of the screen, select the report from the drop down, and select a date range using the Start Date, and End Date calendars (see screenshot below). Once a date range has been specified (if required) users are able to download the .CSV file from the download link at the bottom of the page. The Card Inventory Report, Organization Group Profile Details, and System Users Report are real time, and therefore will not have a date range selector.
    - Certain Reports that require a date range have a limited range allowed to be pulled.
        - Audit Log – 3-month range at a time
        - Card Activity – 6-month range at a time



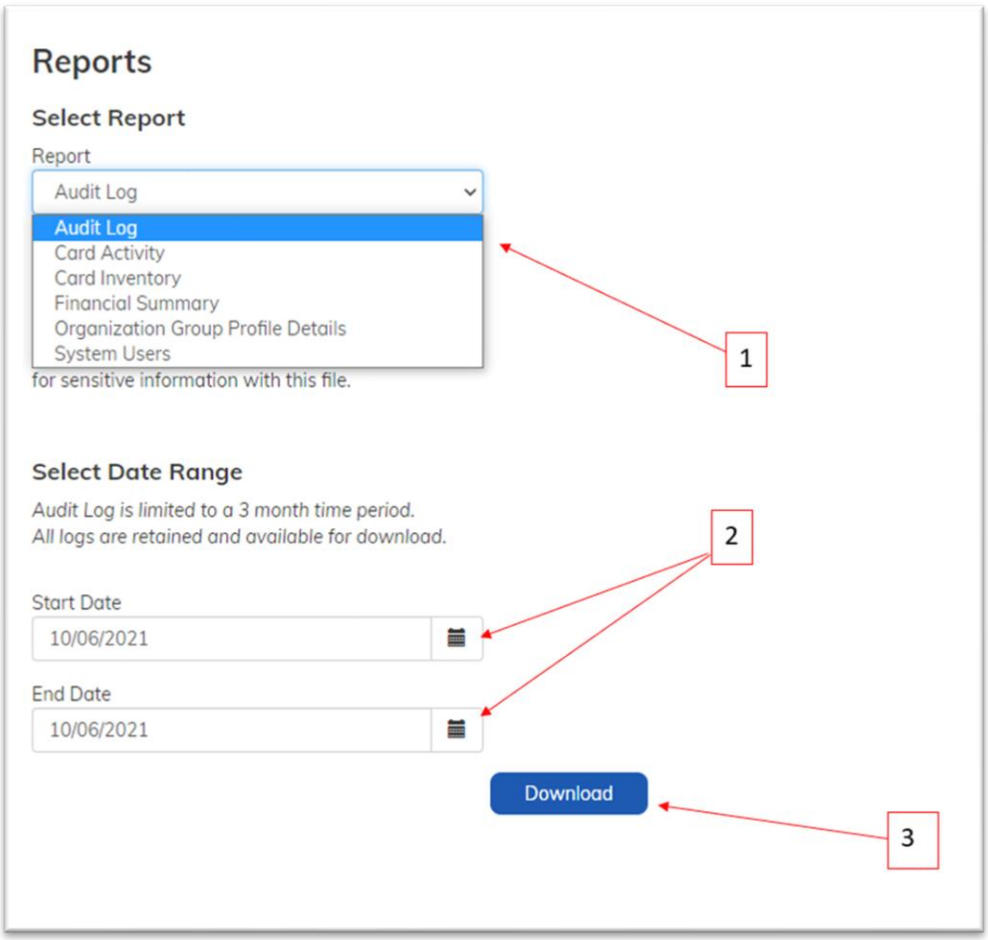
11.2.1 Audit Log

- This log has information about all changes and activities in the system excluding payments, card assignments and replacements to Payees, and card assigning and requesting that has not been completed.

- What is on the audit log:
    - Column A - ID for audit log purposes.
    - Column B - Action – what system action was performed as a general overview.
    - Column C – Entity.
        - Card – card modifications such as change PIN, reset PIN, assign cards, etc.
        - Department – when a director permission level member changes or adds a new department.
        - Group – when an admin permission level member changes or adds a new group.
        - User – when a user performs an action (i.e., logging in, logging out, time out, creating a payee, modifying a payee, searching for members, etc.).
    - Column D – The User ID of the user performing the action.
    - Column E – General description of what was accessed, modified, created, etc. Shows the name of the member, username, user ID number, etc.).
    - Column F – Detailed description of changes to the system information that was made.
    - Column G – The IP Address that the action was performed from.

  - Column H – date and time – displays date and time to the minute, if you select it, you will be able to see to seconds.

- Audit log best practices to find specific information:
  - Use Ctrl F as a search tool. This tool will assist you with finding individual names, card admin numbers, usernames, etc.
  - This report can only be pulled in 3-month increments due to the large amount of data in this report.
  - Narrow down your search by finding out the date and approximate time and filtering the spreadsheet by column H.
  - Select the item on row 1 and the column you need information from, right click, select either filter or sort. Filter will reduce the amount of information; the sort will put it in alphabetical order.
  - Make a Pivot Table – hit "insert," then Pivot Table on the left. Then filter your values.



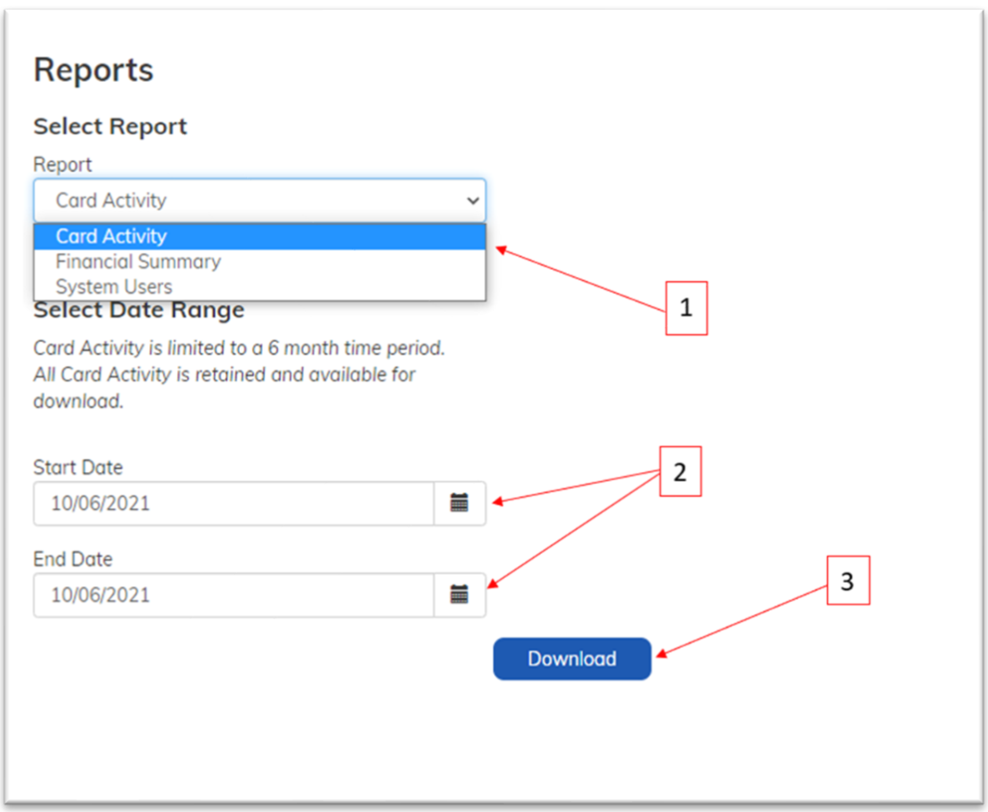
1. Select Audit Log from the drop down.
2. Select the Start Date and the End Date. This range cannot exceed a 3-month increment.
3. Click "Download" once the date range is selected.

1. Report downloads as a CSV that can be opened or saved.

11.2.2 Card Activity Report

- This report provides information regarding all card activities for the set date range. Items that are reported include:
  - Date and time of the activity.
  - Card activity ID number.
  - The type of activity.
  - The system user that performed the card activity.

  - The Payee ID (if action involves a payee).
  - Admin number of card.
  - Card admin number of the original card (for card replacement only).
  - The Department name.
  - The Group name.
  - The card cost GL code.
  - The card cost amount.
  - The transaction fee GL code (for card replacement).
  - The transaction fee amount (for card replacement).
  - The transfer balance amount (for card replacement).
- Activity types included in the report are:
  - Card Replacement.
  - Card Assignment.
  - Card Disable.
  - Card Expiration.
- Card Activity report is accessible by clicking on "Reports" on the left.



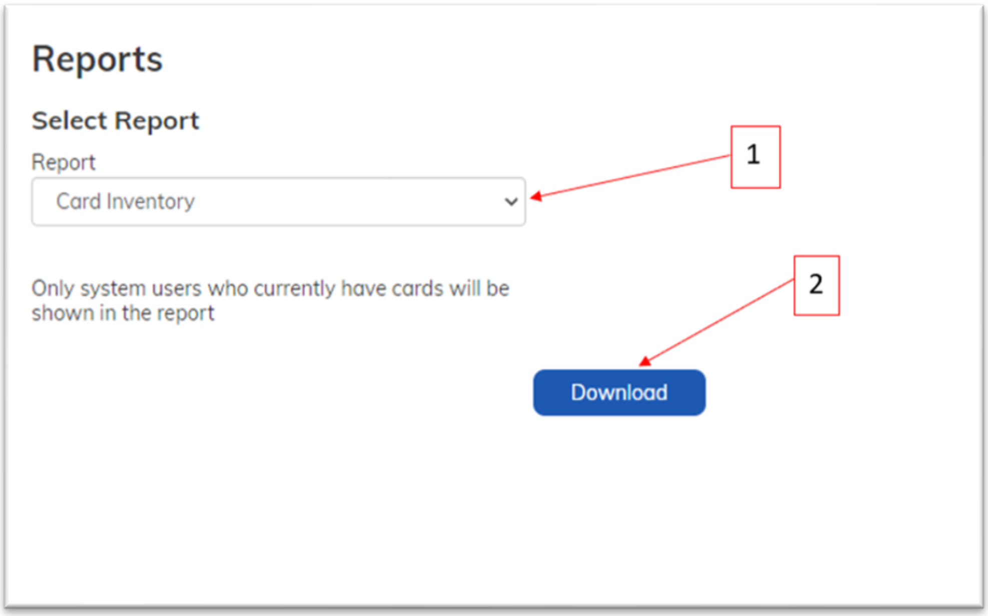
1. Select Card Activity from the drop down.
2. Select the Start Date and the End Date. This range cannot exceed a 6-month increment.
3. Click "Download" once the date range is selected.

- Report downloads as a CSV that can be opened or saved.

11.2.3 Card Inventory Report

- The Card Inventory Report will be used to quickly verify which users have an inventory of cards assigned and that number of cards in their inventory. It also includes all the information you will need to either request cards in Vincent or contact the user.
  - This report does not include cards that have been disabled nor cards that have expired from the Cardholders' inventory.

- This Report includes:
  - Name of Cardholder.
  - Username.
  - Email address.
  - Total available cards.



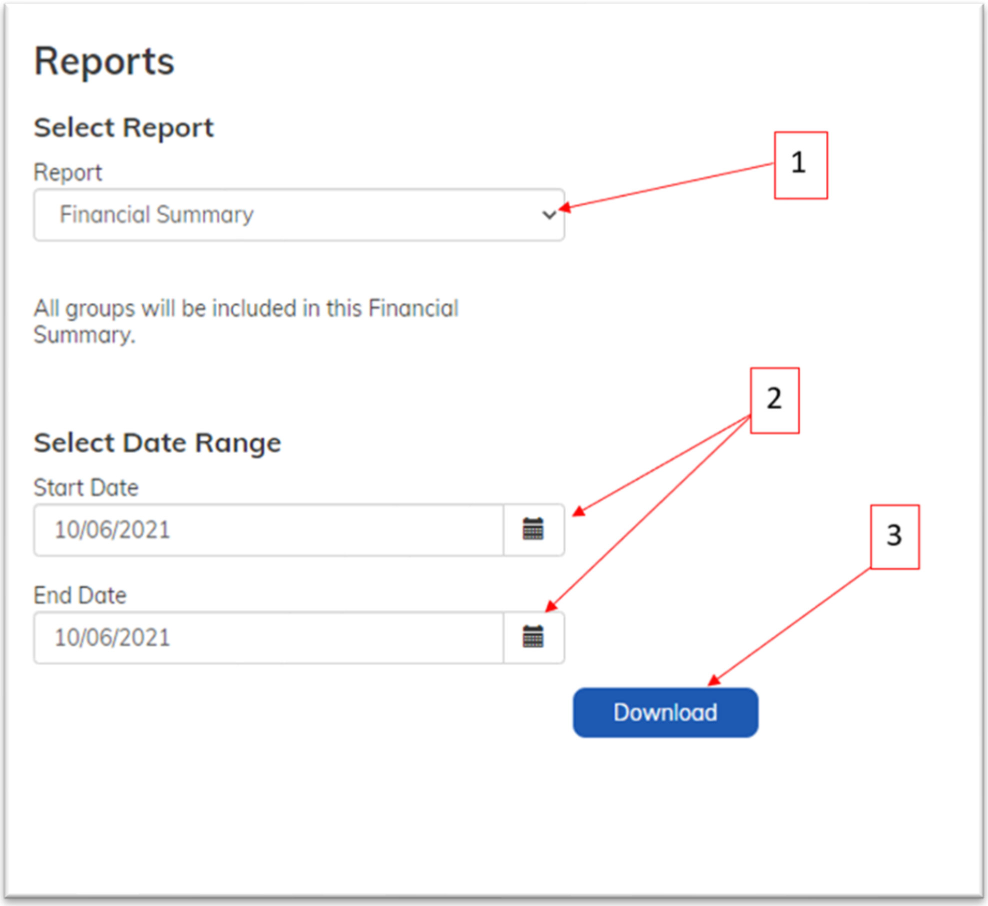
1. Select Card Inventory from report drop down.
2. Select Download to download this report.

- Report downloads as a CSV that can be opened or saved.

11.2.4 Financial Summary Report

- The Financial Summary Report will be used to quickly verify the actual amounts of payments, reversals, fees, and transfers that occurred daily organization wide.
- This includes:
  - Date.
  - Total Taxes Withheld.
  - Total Payment Compensation.
  - Total Payment Expense.
  - Total Payments.
  - Total Payment Count.
  - Total Payment Fees.
  - Total Taxes Reversed.
  - Total Reversed Compensation.
  - Total Reversed Expense.
  - Total Reversed.
  - Total Reversal Count.
  - Total Reversal Fees.
  - Total Transfer Count.
  - Total Transfer Fees.
  - Total Card Assignment Count.
  - Total Card Assignment Cost.
  - Total Card Disable Count.

- Total Card Disable Cost.
- Total Card Expiration Count.
- Total Card Expiration Cost.



1. Select Financial Summary from the drop down.
2. Select the Start Date and the End Date.
3. Click "Download" once the date range is selected.

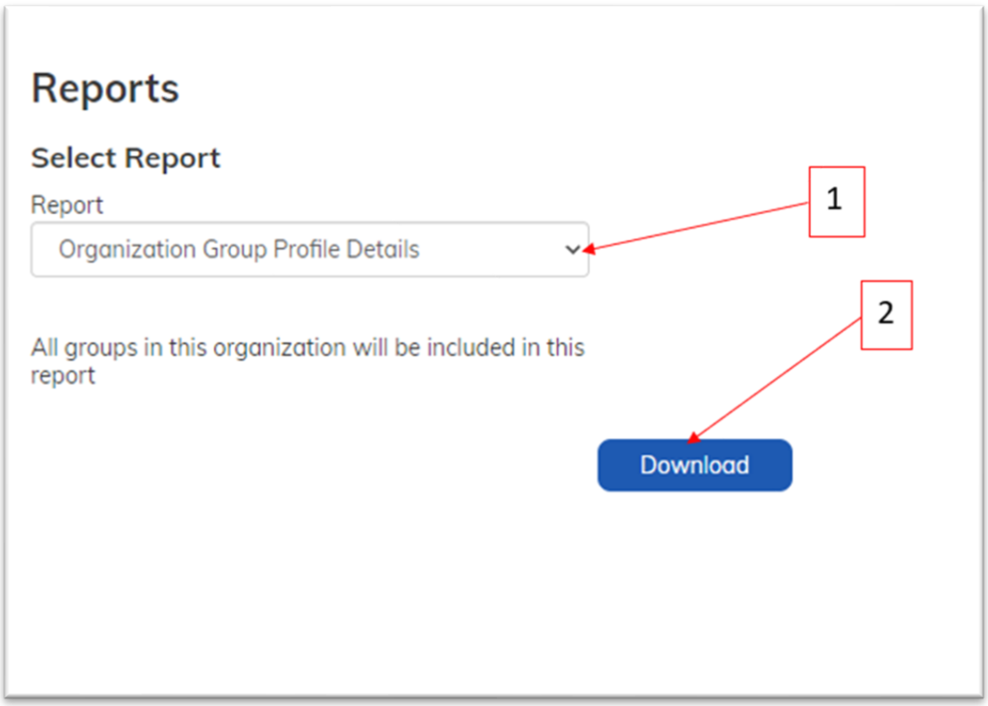
- Report downloads as a CSV that can be opened or saved.

11.2.5 Organization Group Profile Details.

- This report shows all the Group profile details of all groups throughout the organization.

- What is in the Organization Group Profile Details report:
    - Column A – Group ID.
    - Column B – Group Name.
    - Column C – Department ID.
    - Column D – Department Name.
    - Column E – Group Creator.
    - Column F – Group Creator Email.
    - Column G – Group Created Date.
    - Column H – End Date.
    - Column I - Payee Max Per Payment Amount.
    - Column J - Payee Number of Payments.
    - Column K - Payee Payment Period Frequency.
    - Column L - Total Budget.

- Column M - Available Funds.
- Column N - Compensation General Ledger Account Number.
- Column O - Expense General Ledger Account Number.
- Column P - Transaction Fee General Ledger Account Number.
- Column Q - Card Cost General Ledger Account Number.
- Column R - Custom Allowed.
- Column S - Is this a Research Study?
- Column T - Grant Name (if a Research Study).
- Column U - Grant Number (if a Research Study).
- Column V - IRB Number (if a Research Study).
- Column W - Principal Investigator (if a Research Study).
- Column X - Principal Investigator Email (if a Research Study).



1. Select Organization Group Profile Details from report drop down.
2. Select Download to download this report.

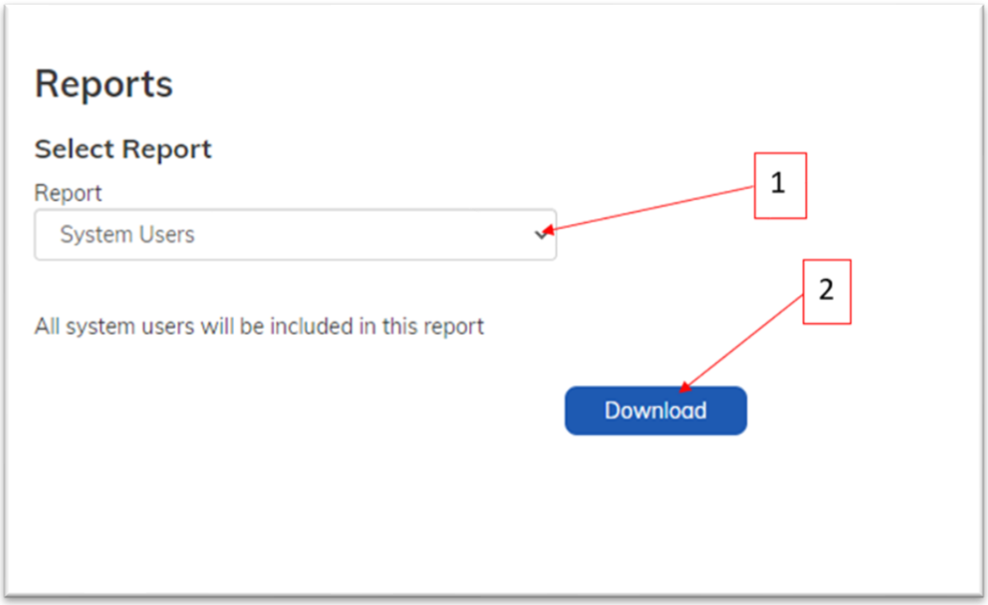
- Report downloads as a CSV that can be opened or saved.

11.2.6 System Users Report

- The report shows all system user information.

- What is in the System Users report:
  - Column A – System User Last Name.
  - Column B – System User First Name.
  - Column C – Username of the system user.
  - Column D – Email of system user (if supplied).
  - Column E – Available cards in the system user's inventory (does not show expired cards).
  - Column F – Roles of the system user.
  - Column G – Departments that the system user has access to.
  - Column H – Groups that the system user has access to.
  - Column I – Status of the System User.
    - Active.

- Deactivated.
- Vincent Client Care.



1. Select System Users from report drop down.
2. Select Download to download this report.

- Report downloads as a CSV that can be opened or saved.

12 Notification Messages

- There are some common notification messages in Vincent:
    - Authentication Failure – This will display when attempting to log in and it was unsuccessful. The failure displays if the user does not have permission to access Vincent. Please contact your organization's support or access team to complete your access and profile in the system.
    - General Error Message – This message typically displays if a network, error, or interruption has occurred. It is suggested to let a bit of time pass and try again. If you receive it twice, please contact your organization's support team.
    - Idle Warning – This message displays if there is no activity within the application for eight minutes. It will state that you will be automatically logged out. If you take any action prior to being automatically logged out, then the activity will be reset.
    - Idle Message – This message will display after the idle warning; the system will wait two minutes for activity to resume or if no activity occurs the application will log the account out and the message will inform you of this.
    - Payment Error – An error message that appears if the payment was unsuccessful. We recommend contacting your organization's support team if you receive a payment error message prior to attempting again so it can be reviewed.
    - Card Assignment/Replacement Error – An error message that displays if there was an issue with a card replacement or assignment. Please contact your organization's support team with the Payee name and card admin number so the issue can be researched prior to moving forward.
    - Member Profile or Edit Member Error – An error message that is displayed at the end of adding a new member or editing an existing member. This most often occurs when some information is missing. Please go back and verify if all the information is added and correct. If the error persists, please contact your organization's support team.

- Depending on the message received you can either try again or contact your organization's support team to review.

13 Vincent Support

- Information on how to contact your organization's Vincent Support team is on the Vincent login page. The main support contact is pittvincentaccess@pitt.edu for all support issues and questions.
- At no time should a Payee be given the Vincent Support contact information. Payees receive support through your organization (i.e., study coordinators, coaches, administration personnel, etc.) or the resources available on the back of the card and included in the Terms and Conditions pamphlet. The information supplied include the phone number and the website for payee cardholder support. The payee support information for the card processor is listed below:
  - The phone number on the back of their current card 1-800-416-6373 or 1-888-743-8863
  - The website on the back of their current card (www.paynuver.com)
  - The Transcard support email address (custserv@transcard.com). Note that email support maybe limited.