

The George Washington University
Standard Operating Procedures
Forte Participant Payments Solution
Human Subject Payments
Dated February 2020

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Overview

This manual provides the operating procedure to be used when using the Fort Participant Payment Solution at The George Washington University.

Forte Participant Payment is a solution that administers payments to participants in an efficient and effective manner. A participant is enrolled in the solution once and can then be assigned to one or many protocols operating across the campus. Research personnel with access to the solution can search for the participant, assign them their study and pay the participant depending on the roles assigned to the user. The solution provides reports that will allow each protocol to review its participant payments and allow for consolidated university-wide reporting when necessary such as for 1099 purposes.

The solution eliminates the need of preloaded gift cards, and the approval and expense reporting processes associated with purchasing those gift cards. A consolidated report in the solution will allow the Finance Division to record the participant payments to the appropriate protocol or study without further approval.

The use of this “Solution” is not intended to interfere with the IRB approval process.

Access to the information within the “Solution” will be controlled as follows:

GW Single Sign On technology will be utilized for accessing the Solution

Roles defined for each user will determine what activity a user can see or act upon. Roles can provide global access to data or restrict access to specific Protocols or studies.

Assignment of users to specific Protocols (studies) will restrict the user to information within those Protocols.

Accordingly, a user must have a role and be assigned to a Protocol to see any data in the Solution.

The university’s Finance Division will be responsible for providing the user’s role within the Solution.

Study administrators will create the study Protocol in the “Solution” once the IRB approval is received. This Protocol Detail screens will contain the Protocol Number, the National Clinical Trial (NCT) Number, the Study’s Name and IRB Number. The NCT Number, Study Name and IRB Number are only visible to users with access to the study. They do not appear on any reports.

The Protocol Detail screen will also contain the Financial Reference Number (Banner Alias) and the Internal Reference Number (Project/Task Award Number). These two items will be used by the Finance Division to record the participant payments to each award each week.

Finally, the Protocol Detail screen is where the periodic “stipends” are defined, whether the Protocol or award permits participant reimbursement for travel or other out of pocket expenses and which user have access to the Protocol data based on the user’s defined role

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A participant will be enrolled in the “Solution” by the administrator by entering the participant’s name, date of birth and gender. Once enrolled in the “Solution”, the participant can be enroll in a Protocol and receive payments on a single re-loadable credit card or via direct deposit into their bank account. Once the participant is enrolled in the “Solution” they are available for enrollment in other Protocols operating across the university. The payment method will be the same for every Protocol in which the participant is enrolled.

The Finance Division will maintain the inventory of available credit cards and will distribute them upon request to the study administrators. On a weekly basis, the Finance Division will produce reports from the “Solution” that will support the amounts due Forte. These reports will serve as an invoice and will be used to record the participant payments as award expenses and the fees for the “Solution” as a Finance Division expense.

The IRB Process

The IRB approval process will not change with the implementation of the “Solution”. In general terms, we hope all studies will use the “Solution” to pay their participants. Researchers who will use Forte should describe their use of the Forte system when creating an IRB application and include language about Forte in the informed consent form (template language is provided on the OHR website under “research tools”). When circumstances exist that warrant an exception to the general rule, the Finance Division will work with the research team to determine the payment method to be utilized, and that information should be included in the study IRB application.

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Access Control (Project Plan 8.1)

GW Information Technology (GWIT) has integrated the “Solution” with the university’s single sign on protocol. Accordingly, a user’s access to the solution will be their GW NetID and their password. Users will be created in the solution by the Finance Division.

The “Solution” also includes non-GW users such as MFA employees that do not have a GW NetID. The non-GWU users must be established as a university “affiliate” in the HRIS system, effectively providing them with a GW NetID and password.

The Finance Division will assign user roles to individual users.

User will be able to log into Forte using their Net ID and Password. Without an assigned role the home screen is blank and the menu section displays no options

When a user has a defined role in the system the landing page will be the first system functionality assigned to that role. The menu section will display only the functions assigned to that role

The following are typical roles GW intends to use:

1. Protocol Administrator = Has the ability to create Protocols. Has the ability to edit Protocols created by this user or assigned to their user by others.
2. Financial Review without PHI (Protocol) = Has the ability to review and pay stipends and reimbursements for the assigned Protocols. Has the ability to run reports for Protocols assigned to the user.
3. Participant Check-In and Pay = Has the ability to view limited information on all participant in the system (Name, email address (if provided), participant identifier and the last four digits of the SSN if collected) Has the ability to add participants and to assign them to Protocols assigned to the user. Has the ability to check participants in for visits and to pay the participants
4. Payment Card Replace = Has the ability to view limited information on all participant in the system (Name, email address if provided) and can issue a replacement card to any participant.
5. Payment Reports Global = reserved for Finance (Procure-to-Pay). Has the ability to run payment reports to pay Forte weekly and to review 1099 requirements on participants.
6. Contact Administrator = Reserved for Finance (Procure-to-Pay). Has the ability to add or edit user information, assign roles and reset passwords
7. Org Administrator = Reserved for Finance. Has the global access to all functionality.

Access for new users or revised access for existing users will be communicated to the Finance Division via email to: p2p@GWU.edu. These requests include addition of new users or changing the roles assigned to an existing user. The Protocol Administrator should submit these request. Likewise, the Protocol Administrator must communicate to the Finance Division when an “affiliate” user (non-GWU employees) leaves their position so all of their access can be removed.

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Procure-to-Pay team member will select Contacts from the main menu and Add a new Contact from the following screen



The Procure-to-Pay team member will complete the user's information and select CREATE

Assigning a user to a specific protocol will be the responsibility of the Protocol Administrator. See Adding Users to Protocol under the next section.

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Building a Protocol (Project plan 8.2 -8.5)

Once the IRB has provided its approval, the first step in utilizing Forte’s Participant Payment is the creation of a Protocol. This access is available to users with a Protocol Administrator Assigned role.

The source information for creating a protocol will be the award documents or the IRB documents. If required information cannot be found within these documents, the university’s standard policies would apply.

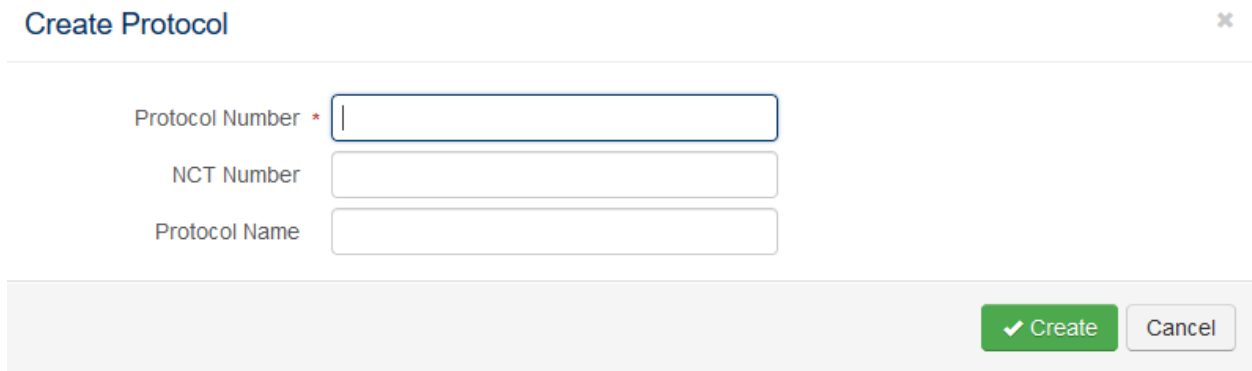
Note: the pending integration with Forte OnCore will move the first step below to that module.

Step 1

Under Menu – Payments – Protocol, the user will see a list of protocols in the Solution. The user will also find a button “+New Protocol” on the right hand side of the screen



The Protocol creation screen appears below:



The Protocol Number is the IRB Number plus a research team provided identifier such as IRB # - G10001, for example. The IRB # will cause this number to be unique throughout the solution while the research provided number will be easily identifiable by the research team.

This number will be used throughout the “Solution” (reports and screens) to identify the Protocol / study.

The NCT Number is the National Clinic Trial Number. The entry is informational. This information is only visible to users with access to the Protocol. This information does not appear on any reports. The entry must start with the letters NCT followed by 8 numbers. Entry of this number is optional.

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The Protocol Name is also informational. This information is only visible to users with access to this protocol. This information does not appear on any reports

In our example we established a new protocol with a protocol number of GW0987Test.

When the user selects “Create” the following screen appears

Protocol: GW0987test

Summary

Protocol Details Edit

Protocol Number: GW0987test
NCT Number: NCT00000001
Protocol Name: HIV
IRB Number:
Financial Reference Number:
Internal Reference Number:
Keywords:
Business Units:

Business Unit
No Records Found

Allow Reimbursements?: No
Status: Inactive

Visits

Visit Name	Stipend Amount(\$)	Status
No Records Found		

Unscheduled Visits

Visit Name	Stipend Amount(\$)	Status
No Records Found		

Protocol Users + Add

Last Name ↑	First Name ↑	Site	Status	
MacGregor	Dan	George Washington University - Non Production	Active	✖ Deactivate

The Protocol template is created with the current user (Protocol Administrator) assigned to it.

Step 2

By selecting “Edit” above the user can populate the remaining items to define the Protocol.

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FORTE Menu Reports Replace Payment Card Participant Check-in Protocols

Protocols > GW0987test > Protocol Details

Protocol: GW0987test

Protocol Details

Protocol Number *	<input type="text" value="GW0987test"/>						
NCT Number	<input type="text" value="NCT00000001"/>						
Protocol Name	<input type="text" value="HIV"/>						
IRB Number	<input type="text"/>						
Financial Reference Number	<input type="text"/>						
Internal Reference Number	<input type="text"/>						
Keywords	<input type="text"/>						
Business Units	<table border="1"><thead><tr><th>Business Unit *</th><th></th></tr></thead><tbody><tr><td colspan="2">No Records Found</td></tr><tr><td colspan="2">+ Add Business Unit to Protocol</td></tr></tbody></table>	Business Unit *		No Records Found		+ Add Business Unit to Protocol	
Business Unit *							
No Records Found							
+ Add Business Unit to Protocol							

The IRB Number should be a provided with your IRB Approval. This is informational data only and is only viewable by users with access to the Protocol.

The Financial Reference Number is the Banner Alias used when recording expenses to the study.

The Internal Reference Number is the Protocol / Study's PTA number. For non-sponsored Protocols/studies, the GL Natural account is used

The Financial Reference Number and The Internal Reference Number are used on various reports and are very important for recording the participants' payments to the appropriate study.

The Keyword is a user defined field.

The Business Units will define the school / Division awarded the study.

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Allow Reimbursements? * Yes **No**

Active Protocol? * Yes **No**

Visits

Order *	Visit Name *	Stipend Amount(\$)	Active Visit? *
No Records Found			
+ New Visit			

Unscheduled Visits

Order *	Visit Name *	Stipend Amount(\$)	Active Visit? *
No Records Found			
+ New Visit			

The "Allow Reimbursement" flag (Yes vs No) defines whether a participant will be reimbursed for out of pocket costs associated with completing tasks.

When the flag is turned to "Yes" a new section opens on the screen to allow the user to define what types of reimbursements are permitted and if there are any limits to each reimbursement type (See below)

The Active Protocol flag makes the Protocol available for use within the solution (to add, assign and pay participants).

The Visit table allows the user to define each task a participant must complete and the amount of stipend to be paid upon completion.

The Unscheduled Visit section allows the user to define a planned but unscheduled visit and stipend to be paid.

Step 3

Defining Visits and Stipend Amounts

Allow Reimbursements? * Yes **No**

Active Protocol? * Yes **No**

Visits

Order *	Visit Name *	Stipend Amount(\$)	Active Visit? *	
↑ ↓	<input type="text"/>	\$ <input type="text"/>	Yes No	✕ Delete
+ New Visit				

Unscheduled Visits

Order *	Visit Name *	Stipend Amount(\$)	Active Visit? *	
↑ ↓	<input type="text"/>	\$ <input type="text"/>	Yes No	✕ Delete
+ New Visit				

Under "Visits", by selecting "+ New Visit" the user can define the task the participant needs to complete, the stipend amount to be paid, which reimbursable expenses apply to the visit and whether the visit is active in the Solution. This is a very important step as defining these visit (tasks) for the duration of the study define the next available visit and payment due to the participant.

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Under “Unscheduled Visits”, by selecting “+ New Visit” the user can define the stipend amount to be paid and whether reimbursable expenses apply to the unscheduled visit.

Any payment due to a participant must be defined on this screen. The solution does not provide functionality for undefined payments.

Expense Reimbursement

The screenshot below appears at the bottom of the Protocol page when the “Allow Reimbursement” flag has been changed to Yes.

Reimbursement Rules (Optional)

Guidelines

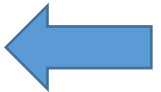
Maximum Hotel Reimbursement \$

Maximum Parking Reimbursement \$

Mileage Rate per Mile \$

Minimum miles for reimbursement

Maximum miles for reimbursement



The Guidelines entry should define the document that will govern the reimbursement policy for the Protocol. Absent of any study provided guidelines, the university’s travel and entertainment policy will govern the reimbursement.

The remaining fields will be completed consistent with those guidelines

When all the Protocol data has been defined by entries, the user will select “Save”.

Step 5 Assigning Users to Protocols,

The final step to establishing a Protocol is to define which users will have access to the Protocol (add, assign and pay participants).

Assigning Users to a Protocol

Protocol Users

Last Name ↑	First Name ↑	Site	Status	
MacGregor	Dan	George Washington University - Non Production	Active	<input type="button" value="Deactivate"/>

The user will select “+Add”.

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The screenshot shows a dialog box titled "Add Users" with a close button in the top right corner. The dialog contains the following fields and options:

- Protocol ***: GW0987test
- User ***: (empty text field)
- Site ***: A dropdown menu is open, showing a list of users. "Tara Davis" is selected and highlighted in blue. Other visible options are "Al Talley" and "Brenda Tate".
- Active? ***: A dropdown menu is open, showing "Al Talley" and "Brenda Tate".

At the bottom right of the dialog, there are two buttons: a green "Add" button with a checkmark and a dropdown arrow, and a grey "Cancel" button.

As the user begins to type the additional user's name, the system will return all available users that match the data entered (TA is the example). By selecting a user and selecting "Add" the user will be added to the Protocol.

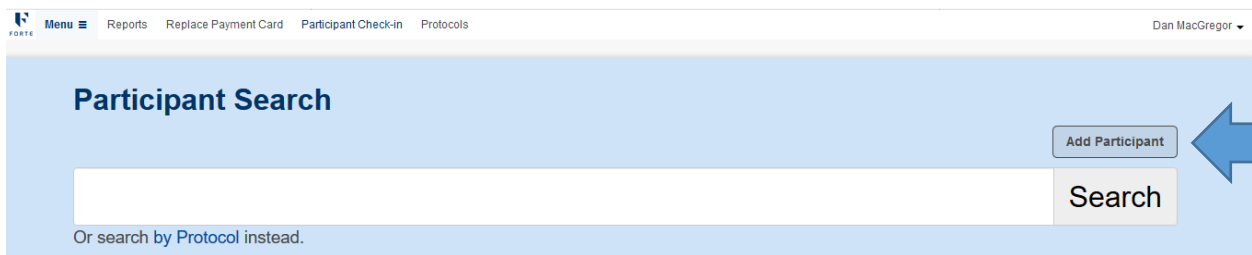
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Adding a Participant (Project Plan 8.6)

The objective is to enroll Participants in the Solution and then assign the Participants to the appropriate study or studies. Accordingly, the first step in adding a Participant is the search the Solution for the Participant.

Step 1

From the Forte Menu select Payments, then Participant Check-in. The following screen appears:





The screenshot shows the Forte web application interface for adding a participant. At the top, there is a navigation menu with options: 'Menu', 'Reports', 'Replace Payment Card', 'Participant Check-in', and 'Protocols'. The user's name, 'Dan MacGregor', is displayed in the top right corner. The main content area is titled 'Participant Search' and features a search input field. To the right of the input field are two buttons: 'Add Participant' and 'Search'. A blue arrow points to the 'Add Participant' button. Below the input field, there is a link that says 'Or search by Protocol instead.'

The user will type in a portion of the participant's name. The Solution will return the enrolled participants that match the information entered.

If the Solution does not return any participants to match the information entered, the user will select "Add Participant".

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 **Menu**  [Reports](#) [Replace Payment Card](#) [Participant Check-in](#) [Protocols](#)

[◀ Back to Participant Search](#)

Add Participant

First Name

Middle Name

Last Name

Suffix

Has Guardian?

Email

No Address?

Address Line 1

Address Line 2

City, State, Zip

Date of Birth

Gender

The information required by this screen is self-explanatory. Accordingly, the notable items are:

If the participant is a minor, the guardian must be enrolled in the system first. Then when enrolling the minor participant select the box “Has Guardian”. The Guardian’s account must be linked to the minor’s account. The payments will be made to the Guardian per the payment method described below.

The university has decided to limit the Personal Identifiable Information collected during the enrollment process. Accordingly, the “No Address” box can be selected to hide the address related fields. This functionality will default the address on record to the university’s address

The Solution and its payment partner require additional information for customer service purposes. Accordingly, the “Date of Birth” and “Gender” fields are required.

The Participant Identifier field will be populated with the participants Date of Birth (second field the capture this data). The reason is when we have multiple participants with the same name, the fields available to the user to verify, the participant do not include the Date of Birth, but do include the Participant Identifier field. Accordingly, we need a data point that the participant can verify.

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Participant Identifier

Social Security Number

Payment type ×

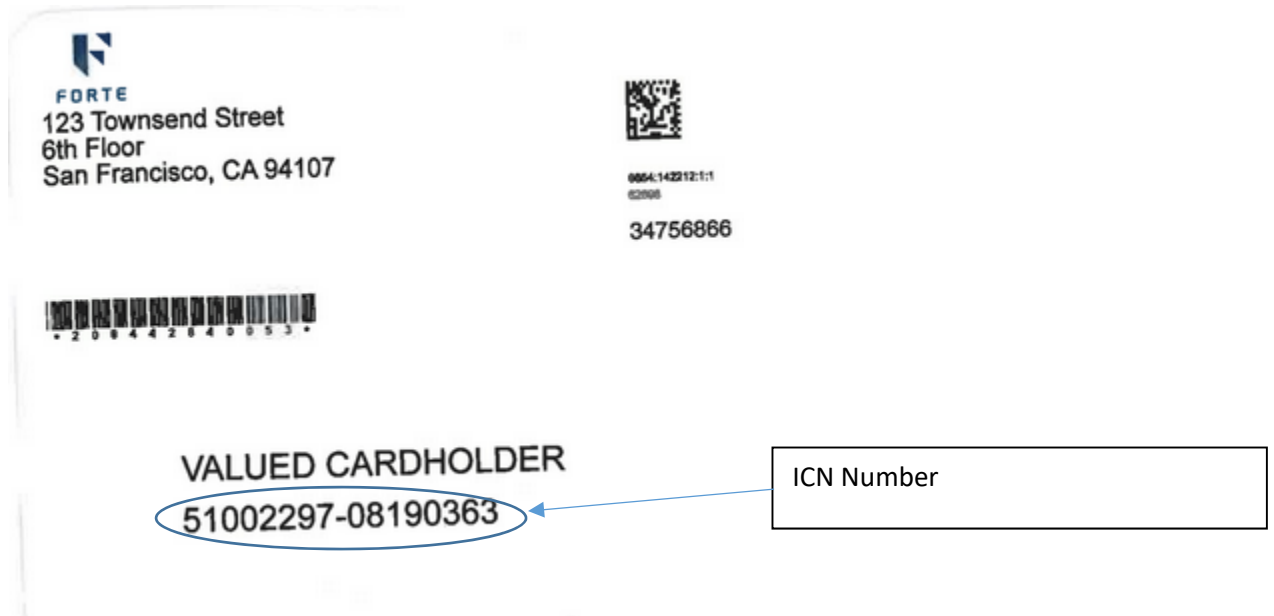
The university has decided to limit the Personal Identifiable Information collected during the enrollment process. Accordingly, the “Social Security Number” will not be collected at the time of enrollment. We may collect the social security number if the participant is a risk to exceed the IRS 1099 reporting threshold (See the 1099 Report below)

The Solution offers 2 payment methods:

- 1) “Checking Account” an electronic payment via ACH deposit into the participant’s bank account. To provide this payment method the participant must provide an email address which is used as the participant’s log in credential to the Solution’s banking partner’s portal. On the portal the participant can enter their banking information.
- 2) “Payment Card” a reloadable credit card assigned to the participant. When this option is selected the user will provide a reloadable card to the participant after entering the ICN number from the card envelope into the system. The ICN number links the user to the reloadable card.

The image below is an actual card envelope with the ICN number visible through the window.

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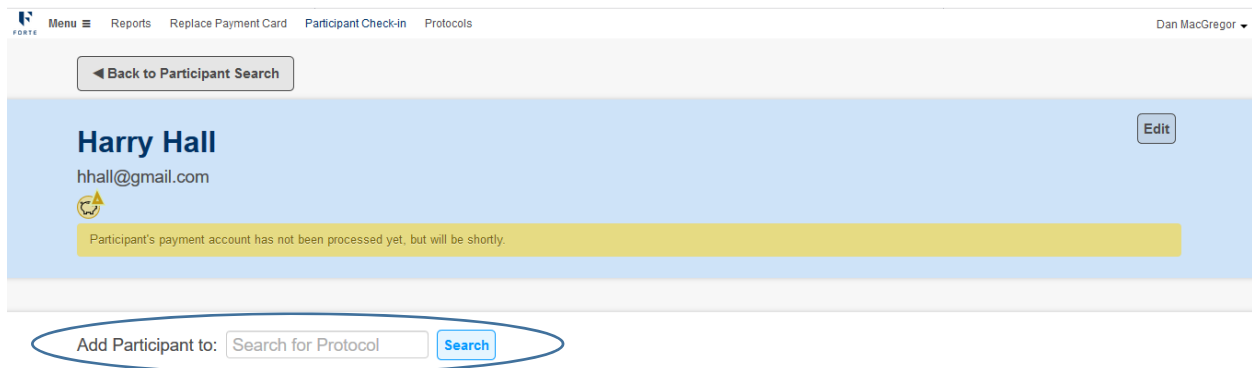


Select "Add Participant"

The Solution will begin to establish the participant in the system as well as its banking partner's solution. This process should only take a few minutes.

Step 2

The next step is to assign the participant to the user's Protocol.



The yellow bar on the screen shot above indicates the Solution and its banking partner are still establishing the participant's record for this participant. This process takes less than 10 minutes

The user will enter the Protocol Number of the Protocol the participant will be assigned and then select that Protocol from the drop down options. The Solution will only list those Protocol which the user has been provided access.

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Paying a Participant (Project Plan 8.7 and 8.8)

When checking in a participant already enrolled in the system, the user will search the Solution for the participant by name. When the appropriate participant is selected or added and assigned to the Protocol, the solution will display the participant and the Protocol.

The screenshot shows the Forte Participant Payments Solution interface. At the top, there is a navigation menu with items: Menu, Reports, Replace Payment Card, Participant Check-in, and Protocols. The user's name, Dan MacGregor, is displayed in the top right corner. Below the navigation, there is a button labeled "Back to Participant Search". The main content area features a blue header for the participant "Harry Hall" with an "Edit" button. Below the name, the email address "hhall@gmail.com" is shown. A yellow warning banner states: "Participant's payment account has not been processed yet, but will be shortly." Below this, it says "Current protocols enrolled on:" followed by the protocol "GW12tn555" (The Confidential Study) with "Next Visit: Visit 1" and a link for "All Visits / More Details". At the bottom, there is a section "Add Participant to:" with a search input field and a "Search" button.

From this screen the user can select the currently assigned Protocol or assign the participant to another Protocol. Note – the user will only see the Protocol assigned this participant if the user also has access to that Protocol.

To pay the participant for a Protocol Visit, select the Protocol. The next available payment scheduled for this participant will display. If the task required is complete, select “Pay”.

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The screenshot shows the top navigation bar with 'Menu', 'Reports', 'Replace Payment Card', 'Participant Check-in', and 'Protocols'. The user name 'Dan MacGrego' is in the top right. Below the navigation is a 'Back to Protocol List' button. The main header area displays 'Harry Hall' with email 'hhall@gmail.com' and 'Visit 1' with ID 'GW12tn555 (The Confidential Study)'.

Add Attachments ►

Visit Stipend

Pressing the "Pay" button will release funds to the Participant for the indicated stipend amount.

Mark Visit as: **Occurred** Missed N/A

Visit Stipend amount: \$100.00

Pay

The user should confirm that the correct visit is displayed. The solution is displaying the next available visit / payment due to the participant. If the participant missed a "Visit", and is appearing for his next Visit (Visit 2 in this example), the user can mark Visit 1 as missed. The solution will advance to the next Visit.

If for some reason the participant completed the task but the Stipend is not being paid, the "N/A" option should be selected. This will also advance the Solution to the next visit.

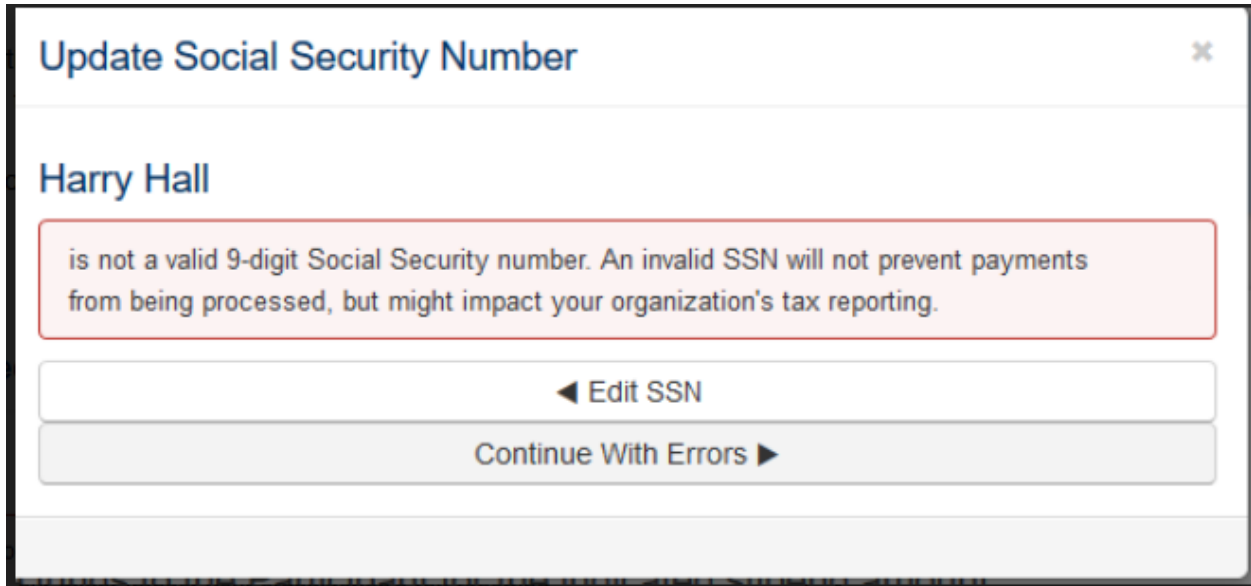
Note – Payment at or above the tax reporting threshold

When the accumulated payments to a participant across all Protocols in the Solution exceed the university established threshold, the system will alert the user during the payment process.

This screenshot shows the same 'Visit Stipend' page as above, but with a modal dialog box open. The dialog is titled 'Update Social Security Number' and contains the name 'Harry Hall'. A red-bordered message box states: 'is not a valid 9-digit Social Security number. An invalid SSN will not prevent payments from being processed, but might impact your organization's tax reporting.' Below the message are two buttons: 'Edit SSN' and 'Continue With Errors'.

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A larger image of the alert appears below:



The screenshot shows a web interface for updating a Social Security Number. The title is "Update Social Security Number" with a close button (X) in the top right. Below the title, the name "Harry Hall" is displayed. A red-bordered box contains the error message: "is not a valid 9-digit Social Security number. An invalid SSN will not prevent payments from being processed, but might impact your organization's tax reporting." Below this message are two buttons: "Edit SSN" with a left-pointing arrow and "Continue With Errors" with a right-pointing arrow.

The user should provide the participant with a W-9 form (or W-8 if the participant identifies themselves as a non-resident alien). These forms can be found at [IRS w-9 Form](#) (or [IRS w-8 Form](#)). The participant should complete the form which the user will then send in to the Finance Division (attn.: Accounts Payable). The departments or schools should not retain W-9 or W-8 forms due to the Personally Identifiable Information contained on the form.

The user can select the "Continue With Errors" to complete the payment to the participant.

Reimbursements

If the Protocol had been marked to pay out of pocket reimbursements, a reimbursement option would appear below the "PAY" button. By selecting this Reimbursement option you can then enter the amounts to be reimbursed. The Add Attachment button at the top right of the page can be used to attached images of receipts to the Reimbursement.

All reimbursements require an approval by a Financial Reviewer before they paid.

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Finance Division paying Forte, Recording Participant Payments on the Award (Project Plan 8.9)

The university is required to pay Forte weekly for Participant Payments and the fees associated with the transactions. The Finance Division will be assessed all fee associated with the transactions.

The Finance Division will run the Forte Itemized Receipt Report for the appropriate dates.

The screenshot shows the Forte Reports interface. A blue arrow points to the 'Itemized Receipts Report' in a list of reports. Below, the configuration for this report is shown, with the date fields circled in blue.

Name ↑	Description	Report Group	Type
1099 Report	Information needed to generate 1099 forms.		Standard
All Transactions Report	List of all paid transactions made within a specific date range.		Standard
Card Inventory Report	Tracking report for all cards at your organization, and their assignment status.		Standard
Incomplete Participant Registrations	Participants that don't yet have a Hyperwallet account set up.		Standard
Itemized Receipts Report	List of participant payments and fees within a specified date range.		Standard
Payment Audit Report	List of all payments and their status changes through time.		Standard
Payments Contact Audit Report	List of all contacts who have roles in Payments, those roles, and relevant fields.		Standard
Payments Contact Audit Report by Protocol	List of contacts by selected protocol, including contacts who have roles in Payments, those roles, and relevant fields.		Standard
Sponsor Invoicing Report	List of payments and fees with Card fees listed by protocol for sponsor invoicing.		Standard

9 Total Records

Itemized Receipts Report

From Date: 02 Sep 2019
To Date: 15 Sep 2019
Organization: George Washington University - N...
Format: XLSX
Run

The report is generated in an EXCEL format.

The report output provides the detailed payments for each Protocol on individual tabs and a summary tab listing summary information for each Protocol. The output provides the Financial Reference (Banner) and Internal Reference (PTA) for each Protocol. It also breaks down the amounts paid to the participant(s) from the fees associated with the transaction.

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Forte Research, Inc.
Itemized Receipts Report for George Washington University - Non Production
Report Run Date: 01 Oct 2019
From Date: 01 Sep 2019
To Date: 30 Sep 2019

Protocol	Financial Reference #	Internal Reference #	Business Unit	Card Fees	Transaction Fees	Protocol Fees	Participant Payments	Total Amount
GW12tn555	617006	12345-1234-11		\$ -	\$ 2.00	\$ -	\$ 200.00	\$ 202.00
617006.12345-56789-CMLSC12345DM.MacGregor	617006	12345-56789-CMLSC12345DM	SMHS	\$ -	\$ 8.00	\$ -	\$ 70.00	\$ 78.00
GW0987 - test	617004	Proj Task Award		\$ -	\$ 10.00	\$ -	\$ 80.00	\$ 90.00
617004.PTA.MacGregor	617004	PTA	SMHS	\$ -	\$ 14.00	\$ -	\$ 600.00	\$ 614.00
Total				\$ -	\$ 34.00	\$ -	\$ 950.00	\$ 984.00
Total Test from other sheets					\$ 34.00		\$ 950.00	

617006.12345-56789-CMLSC123... GW0987 - test GW12tn555 Total

The Finance Division will treat this summary report as an invoice to record the expenditures and remit payment to Forte as follows:

1. When the Finance Division executes the report it will send a copy of the total page only to Treasury Management to validate the amount of the automatic withdrawal.
2. The Finance Division will enter the payment transaction into CONCUR Invoice with Forte as the payee and charge the appropriate departments or awards for the Stipends and Participant Reimbursements paid. The fees associated with the transactions or the cards which also appear on the report will be entered as a second transaction in CONCUR Invoice and will be matched to the Purchase Order established for such fees.
3. The transaction will include a payment method 'Wire-Manual' to facilitate the manual posting of the invoice as we do for wires disbursed through Treasury Management.
4. A pdf copy of the total page would be attached as the invoice in CONCUR Invoice.
5. When the payment appears on the bank website, FINANCE DIVISION will then manually post the payment in EAS/Oracle.
6. Should there be a discrepancy between the total amount withdrawn and the report from the Forte Solution then the appropriate parties will be advised of the variance.
7. The Excel output will be stored on the appropriate Finance Division Box Folder by calendar year

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FINANCE DIVISION 1099 Review (Project Plan 8.10)

The university is responsible for reporting any supplier, payee that receives \$600.00 for services in any calendar year on an IRS form 1099. Participant payments, excluding reimbursements, are considered reportable transactions if the threshold is exceeded. The Finance Division performs a review of its suppliers quarterly to ensure the payments are reportable and that the university has valid tax identification numbers for each supplier before or when they exceed the threshold amount. The Solution will provide the Finance Division with its 1099 Report to assist with this process.

1099 Report for George Washington University - Non Production								
Report Run Date: 02 Oct 2019								
From Date: 01 Jan 2019								
To Date: 31 Dec 2019								
Participant First Name	Participant Middle Name	Participant Last Name	Social Security Number	Address	City	State	Zip	Stipend Payments
David		Diemert						\$ 10.00
Annabelle		Dunn			Ashburn		20147	\$ 80.00
Caleb		Dunn						\$ 50.00
Harry		Hall						\$ 460.00 Invalid SSN
Barbara		MacGregor		45155 Research Place	Ashburn	Virginia	20147	\$ 930.00 Invalid SSN

The report provides a list of participants and their personal information or missing information and the total amount of participant payments (excluding reimbursements) made to the individual across all Protocols. The Finance Division will sort and review the activity for participants approaching \$450.00 and will alert the study administrators at the completion of their review.

In addition, when the accumulated payments to a participant across all Protocols in the Solution exceed the university established threshold of \$450.00, the system will alert the user during the payment process.

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Update Social Security Number ✕

Harry Hall

is not a valid 9-digit Social Security number. An invalid SSN will not prevent payments from being processed, but might impact your organization's tax reporting.

◀ Edit SSN

Continue With Errors ▶

The study administrator will collect the W-9 from the participant before the next payment is processed for the participant. The W-9 will be submitted to the Finance Division. The departments or schools should not retain W-9 forms due to the Personally Identifiable Information contained on the form.

When a research team is advised of a participant who has reached the \$450.00 warning threshold, the research administrator has the following responsibilities:

1. Collect the completed W-9 from the Participant and forward the form to the Finance Division (Attn. Accounts Payable) or
2. Advise the Finance Division that there are no further stipend payments to be made this calendar year or
3. The participant is no longer involved in the study or
4. Advise the Finance Division that the Protocol has ended.

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Operating Procedures when using Forte and Interacting with Participants

1. When adding a new participant the GW user will provide the study consent form to the participants and will enroll the participant when the participant agrees and signs the study consent form.
2. While enrolling a new participant the following information must be collected from the participant and entered into the Forte solution:
 - a. Name
 - b. Date of Birth
 - c. Gender
 - d. It is also recommended but not required to enter an email address for the participant, see item 3 below.
3. The participants will be asked to choose a method by which to receive compensation
 - a. Reloadable debit card – funds are available on the card the same day. The card is re-usable for future payments from this study or any other GW study the participant enrolls. By providing the participants email address as recommended above, the participant will be able to access their card balance and activity via a secure portal.
 - b. An electronic funds transfer directly to a bank account defined by the participant. Funds are available within 3 business days. An email address is required for this option. The participant will receive an email from Forte’s banking partner providing the participant with access to a secure portal to enter their banking information. The GW user should not collect the bank information under any circumstance.
 - c. Paper check mailed to the participant address. Funds are available within 3 business days plus delivery time. An email address is required for this option. The participant will receive an email from Forte’s banking partner providing the participant with access to a secure portal to enter their mailing address and to finalize the selection the paper check option. The GW user is not required to enter the address into the fort solution at this time.
 - d. .(card, direct deposit, or paper check)
4. The GW User will provide the participants with the appropriate handout providing information / instructions about their selected payment option:
 - a. Reloadable Debit Card
 - b. Electronic Funds Transfer or Paper Check.
5. The GW user will securely store any paper records containing participant information and considered such documents part of the study record.
6. When a participants' payments equal 450.00, the GW user will receive a notice from the system and will respond as outlined in the Forte procedures manual above. This may include communication to the participant to obtain a tax form (W-9, or W-8). If tax forms would pose previously unforeseen risk to participants, research team members will reach out to the GW IRB for consultation. Communication and collaboration may need

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to occur across study teams if the participant is enrolled in more than one study. Communication with the participant about eligibility for future funding may need to occur.