

Blackhawk Business Process Overview

Purchasing Gift Cards

Navigate to SpearMart via the myFSU home page and initiate a punch-out catalog order from BlackHawk. For instructions on how to shop using the Punch-Out Catalog in SpearMart, please refer to the [Shopping from a Punch-Out Catalog](#) job aid.

Punch-Out Order Process:

- Requestor places order through SpearMart
- Requestor receives an “Order Ready” email from BlackHawk for digital gift card orders
 - Digital card orders are invoiced upon receipt of PO
- Requestor receives shipping confirmation email for physical cards
 - Order ships within 1-3 business days
 - Physical card orders are invoiced upon shipping
- Once an order has been placed and a correct invoice is received by FSU from BlackHawk, customers only have ten (10) business days to “receive” on the PO in OMNI so that payment can be made to BlackHawk.

Purchase Options

The University recommends you only purchase Visa Reward Cards when the research population deems it necessary due to the additional activation fees, expiration date, and, for digital cards, the need for the participant to create an additional account to retrieve the incentive.

Visa Cards (both physical and digital)

- Visa cards are valid for 12 months from the date of purchase.
- The expiration date is printed on the front of the cards.
 - Cards expire the last day of the expiration month.
 - **There are no reissues or refunds on expired cards.**
- Digital Visa Cards can only be redeemed online.

Merchant Cards (both physical and digital)

- Merchant cards do not expire.
- Merchant cards are redeemable only at the selected merchant locations.

Separate purchase orders are required for each card type (Physical Visa, Digital Visa, Physical Merchant and Digital Merchant)

Once an order is submitted, BHN is not able to cancel it or make any adjustments to shipping choice, card quantity, denominations, etc. BHN is not able to accept any returns for orders. All sales are final.

Shipping Information

- Shipping directly to recipients is allowed (**with prior approval per FSU Policy**)
 - Gift cards cannot be shipped to PO Boxes
 - If shipping to a residential address, must choose the “Signature Required” option.

Retrieving All Digital Cards

Step 1: Create a Hawk Marketplace User Account

1. You will be sent a registration email when you place your first digital order.
2. Choose a password.
3. Set up a multi factor authentication.

Step 2: You will receive an email when the order is ready to retrieve.

Step 3: Log in to <https://hawkmartplace.com/login>

Step 4: Click on ‘Order History’ on the left-hand navigation.

Step 5: Select order # and click on ‘View Details’

Step 6: Click ‘Details’ in black navigation bar and click ‘Download.’

Step 7: You will be emailed a **security code** to gain access to the zip file.

Step 8: Once you enter that security code, you can successfully download the digital card codes.

Step 9: *Purchaser is responsible for the safe keeping of the digital card codes until the reconciliation process is complete. **Although the purchaser cannot assign retrieval of digital card codes to someone else within the order submission process, upon retrieval, digital card codes may be shared with the individual responsible for distribution***

Additional steps to retrieve Visa digital card codes.

1. Email your recipients the following instructions for retrieving their digital card code:
 1. Go to <https://myprepaidcenter.com/> to register your digital card code.
 2. On the Homepage, they click ENTER CODE in the “I Have a Code” section.
 1. Include the digital card code from column A of the downloaded file
 2. Include the amount of the digital card code
 3. Follow the online steps to register for an account.
 1. Additional instructions are provided on the site for redeeming the digital card code.



Reconciling Gift Cards

Overview

Gift cards are initially purchased on a pre-paid item account code (191000), which does not post to the sponsored or non-sponsored funds as an expense. Once the gift cards have been distributed to the research participants, the respective gift card(s) will need to be expensed against sponsored or non-sponsored funds. To expense the gift card(s), the department should prepare a Departmental Online Journal Entry (DOL) as follows. **Note:** Even if the gift cards were purchased on the same funding source they benefited, you must submit a DOL to transfer the cards from the pre-paid account code to the expense account code.

1. Run the FSU_DPT_GL_JOURNALS query in OMNI Financials
 - a. Enter the fund code, dept ID, date range and project number the gift cards were initially purchased on.
 - b. Enter "191%" in the account code field to isolate the "Prepaid Items" journal. (Note: This account code does not appear on the BI Transaction Detail Report, so the OMNI FI query must be used).

FSU_DPT_GL_JOURNALS - Journal by Date

Fund w wildcard %
 Dept ID w wildcard %
 Journal ID w wildcard %
 Account w wildcard %
 From Jrnl Date 
 To Jrnl Date 
 Project w wildcard %
 Source w wildcard %

2. Use the

[View Results](#)

Journal ID	Date	Dept ID	Fund	Project	Account	Amount	Source	Long Descr	User	Line Descr	Line #	Bud Ref	Jrnl Line Ref	Year	Period
1 AP00329077	06/09/2020	286009	550	035980	191000	100.000	AP	Accounts Payable	FSU_BATCH	AP Accruals	8			2020	12

- a. In the description enter the following:
 - i. To transfer the cost of the research participant gift cards that were distributed for project (NAME or ID#) from the departmental SRAD account to the sponsored project.
- b. In the "Transaction(s) As Currently Recorded" section:
 - i. Enter the journal ID in the "Original Trnx Document #" field
 - ii. Enter the Dept ID, Fund, Account Code and Project number from the original journal in their respective fields
 - iii. Enter the Activity ID, "1"
 - iv. Enter the analysis type, "NCA"
 - v. Enter the total amount of the gift cards being transferred in the Amount field (NOTE: This is not necessarily the amount of the original journal if only a portion of the gift cards were disbursed)
- c. In the "Transaction(s) as Corrected" section:

Customer Support

Purchasers (Florida State Approved Users)

Email BHN Customer Service at DL-PunchoutSupport@bhnetwork.com for the following inquiries:

- Resend Hawk Marketplace registration invite
- Tracking number request
- Order status
- Shipping Issues (Lost package, stolen package, non-delivery)
- Order not seen in Hawk Marketplace account
- Hawk Marketplace log in issues
- Assistance with retrieving eCodes

Email Procurement Services at procurement@fsu.edu for the following inquiries:

- New denomination requests
- New merchant requests
- Pricing questions

Research Participants

- For Merchant card issues – Contact the merchant directly.
- For Visa/MasterCard issues - See <https://myprepaidcenter.com/contactus>
- Research Participants should not contact BHN for support.

BHN Customer Service Guidelines

<http://blackhawk.eprohub.net/images/user/BHNPunchOutClientsGuidelines2024.pdf>