

Gift Card Processes

Gift Card purchases are allowed to the extent they are governed by an established program and the expense is reasonable and necessary to carry out the mission of the University. See [University policy 22308: Gift Cards](#).

APPROVAL PROCESS

Gift Card purchases must be approved by the Program Administrator with a purchase plan. A Gift Card Approval Form must be completed to obtain this approval. You can find the Gift Card Approval Form as an eForm in Peoplesoft, or by clicking on this [LINK](#). Your respective Accounting office can answer questions on how to complete the form.

When completing this form, only select the OTHER gift card source if you are not purchasing the cards through Show Me Shop or a campus bookstore. If the desired gift cards are not available from BlackHawk Network, the request form will be sent to UM Procurement for review and approval. When purchasing through a campus bookstore, documentation must be provided to the bookstore of the approved Gift Card program.

ORDERING/SOURCING PROCESS

Once approval has been obtained, Gift Card purchases must be made through our contracted supplier BlackHawk Network, found in Show Me Shop, or made at a campus bookstore. You can access Show Me Shop through PeopleSoft eProcurement and selecting 'Catalog Requisition'. *(If you do not have access to Show Me Shop, you will need to talk to your fiscal approver about how to proceed.)* The Show Me Shop requisition is routed through the appropriate accounting office to confirm an approved program is in place. Each program may maintain up to a maximum Gift Card inventory sufficient to fund a 60-day cycle of payments or \$500, whichever is greater.

PURCHASE OPTIONS FROM BLACKHAWK

Visa Cards (both plastic and digital) also called Open Loop cards

- Virtual and plastic Visa cards are valid for 12 months from the date of purchase.
 - Cards expire the last day of the month.
- The expiration date is printed on the front of the cards.
- **There are no reissues or refunds on expired cards.**
- Digital Visa Cards can only be redeemed for online purchases.
- Digital cards are not reloadable.

Merchant Cards (both plastic and digital) also called Closed Loop Merchants

- Merchant cards do not expire.
- Merchant cards are redeemable only at the selected merchant locations.
- If a desired denomination is not available, we may be able to add to our program.
- Physical cards are not reloadable.

Please note - You are not able to consolidate purchase requests from the four options above into one order. 1) Plastic Visa, 2) Virtual Visa, 3) Plastic Merchant and 4) Virtual Merchant are considered separate and will require separate Purchase Orders.

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 or replace expired cards. All sales are final.

SHIPPING DETAILS

- Plastic cards will have shipping charges applied. Amount of shipping is based on number of cards and shipping destination.
- Plastic cards must be shipped to the address on file in PeopleSoft. They cannot be shipped to PO Boxes, or residential addresses, or outside of the United States.
- The physical card is adhered to an 8-1/2" x 11" paper carrier and in an unsealed envelope. The paper has information on how to activate the card, the merchant name and card value.

STEPS TO RETRIEVE BOTH VIRTUAL VISA AND DIGITAL MERCHANT CARDS

Step 1: Create a Hawk Marketplace User Account

1. You will be sent a registration email when you place your first virtual order
2. Choose a password (this is not tied to SSO – remember your 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: <https://hawkmarketplace.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 codes.

Step 9: *Purchaser is responsible for distribution of e-codes to recipients.*

Please note that the purchaser cannot assign retrieval of eGifts to someone else within the order submission process, ONLY after the codes have been downloaded.

INSTRUCTIONS TO SHARE WITH RECIPIENTS

To retrieve eCodes:

1. For Visa/MC only, you need to email your recipients the following information:
 - a. The code from Column A in your file
 - b. The URL to create their account, which is <https://myprepaidcenter.com/>
 - c. The dollar value of their eCode
 - d. Please note that they can only use their dollars for online purchases.
2. The recipient goes to the MyPrepaidCenter website to register their eCode
 - a. On the Homepage, they click ENTER CODE in the "I Have a Code" section.
 - b. They enter the code from column A that you provided in the email.
 - c. They then follow the online steps to register for an account.
 - d. Instructions are provided on the site for redeeming the code.

CUSTOMER SUPPORT

Punchout Card/Code Recipients (People who receive the cards/codes)

- Closed Loop Merchants – Contact the merchant directly.
- Open Loop Visa/MasterCard - <https://myprepaidcenter.com/contactus>
- Recipients should not contact BHN.

Punchout Purchasers (University of Missouri REQUESTORS)

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 BHN Sales at DL-PunchoutAdmin@bhnetwork.com for the following inquiries:

- New denomination requests
- New merchant requests
- Pricing questions

BHN Customer Service BHN Customer Services Guidelines

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