

## **Division of Public Health Administrative Manual**

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<b>Chapter:</b>	<b>Business Operations</b>
<b>Title:</b>	<b>DPH Incentive Gift Card Management Policy</b>
<b>Current Effective Date:</b>	<b>April 30, 2018</b>
<b>Revision History:</b>	
<b>Original Effective Date:</b>	<b>April 30, 2018</b>
<b>Last Reviewed:</b>	<b>April 30, 2018</b>

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### **Purpose**

To provide clearly defined guidelines and procedures for the purchase and distribution of incentive gift cards for the Division of Public Health (DPH).

### **Policy**

To allow the purchase and distribution of gift card incentives by DPH.

### **Implementation**

1. Requisition to purchase gift cards will be completed according to the NC DHHS Cash Management Policy, DPH Policy, and Program/Section/Branch procedures. Programs will document the process of receiving gift cards, distributing gift cards to staff from a central inventory, and issuing gift cards to consumers.
2. All program, grant, and contractual requirements must be followed.
3. The following fiscal internal controls must be in place:
  - a. Programs/Sections/Branches will develop a documented estimate of the number of gift cards needed in a year. Orders of gift cards will be based upon this estimate or an update of this estimate.
  - b. When gift cards are needed, the following steps will be documented:
    - i. Card order approved
    - ii. Cards received
    - iii. Card tracking numbers assigned and logged in an encrypted spreadsheet
    - iv. Distribution of cards logged when cards are provided from the central inventory
    - v. Distribution of cards logged when cards are given to consumers
    - vi. Monthly audit of gift card inventory and Incentives Tracking Log

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- c. Only three individuals will have ongoing access to the gift cards and logs, though, as noted below, various program staff may handle paper copies of the logs for the purposes of documenting the distribution of gift cards to consumers. The three individuals with ongoing access are:
  - i. Card Purchaser
  - ii. Card Manager
  - iii. Card Auditor
- d. The individual gift card numbers will be documented on electronic versions of the Program/Section/Branch Incentives Tracking Log by the Program/Section/Branch's purchasing agent or their designee. This log will include, at a minimum: the individual gift card number; store; dollar amount; staff member name; date issued; and a place for recipient acknowledgement (used when printed out as described below). These logs must be password protected, using either the proprietary process within Excel, or another method of password protection, such as AxCrypt, and only the three individuals listed above should be in possession of the password. These logs are to be maintained until scheduled for destruction on the DHHS Controller's Office Retention Schedule and the DHHS Functional Records Schedule.
- e. Gift cards and printed copies of the Program/Section/Branch Incentives Tracking Log will be stored by the purchasing agent in a safe or in a secured area, such as a locked office, in a locked container, such as locking file cabinet. These logs are to be maintained until scheduled for destruction on the DHHS Controller's Office Retention Schedule and the DHHS Functional Records Schedule. If cards are maintained at the program level, only three individuals will have access to the cards and logs as noted in Section c.
- f. Upon request by authorized program staff, the Card Purchaser will provide the requested number of cards to the requesting program staff and record the transaction by card number on the Program/Section/Branch Incentives Tracking Log. Program staff will maintain unused cards securely as described above.
- g. If program staff will be using/distributing the cards to consumers directly as incentives, program staff will document the disposition of the cards in paper versions of the Program/Section/Branch Incentives Tracking Log.

