

## Reprinting and Voiding Checks

- I. Void code uses are as follows:
  - a. In Hand. To be used when the check was returned or is otherwise physically in the possession of the clinic staff.
    - i. These checks may be kept on hand after voiding until reconciled at the end of the day with the FI Voids ad hoc report. These checks must then be shredded promptly. (See policy below.)
  - b. Lost. To be used when the check was reported as lost by the client or stolen from the client.
  - c. Did Not Print. To be used when the MICR printer malfunctioned and did not print the checks that the VISION system created.
  - d. Stolen. To be used when the printed check was stolen from the clinic prior to being given to the client (someone else took the check from the clinic).
    - i. Contact the State WIC Office if this situation occurs.
  - e. Reissued FI. Do not use this void code.
- II. **Reprinting checks.** If the participant is receiving the same food package, only a reprint of checks is required. VISION automatically voids checks when the reprint button is selected. The following are reasons to reprint a check:
  - a. Checks that printed improperly. Reprint using void code- In Hand.
  - b. Checks that are torn incorrectly or damaged. Reprint using void code- In Hand.
  - c. Checks that did not print due to printer malfunction.
    - i. Do not require the endorser to sign the signature pad for receipt of the checks that did not print, instead use the No Signature Available reason of "Printer Malfunction".
    - ii. Reprint using void code- Did Not Print.
  - d. Checks that are reported lost by the participant or stolen from the participant. Reprint using void code- Lost.
  - e. Checks that are stolen from the clinic after printing before they are given to the client. Reprint using void code- Stolen.
- III. **Voiding checks.** When a change to the food package is necessary, each check must be voided separately by pressing the void button, marking the check box for the appropriate FI number, and selecting the 'In Hand' void code. Clinic staff must then select the new food package and issue the appropriate checks.

Problems for which a check may need to be voided and a different food package issued include:

- a. Checks accidentally printed with incorrect food packages. Use void code- In Hand.
  - b. Checks that have been returned by the client with a food item or infant formula that cannot be utilized. Use void code- In Hand.
- IV. Any checks that have been redeemed at the store cannot be voided.
- V. If the food package changes, a void of the old checks is required before assigning the new food package.
- VI. **Reconciling In Hand Voided Checks.** Reconciling in-hand voided checks at the end of each day is a best practice that will help clinics eliminate or reduce the occurrence of these checks being redeemed accidentally. It is recommended to follow these steps daily:
- a. Checks voided as In Hand should have “VOID” written or stamped on the check immediately upon voiding them.
  - b. All checks voided as In Hand for the day should be kept in a secure place for review at the end of the day or the following morning.
  - c. A FI Voids ad hoc report should be run for that business day to show all In Hand voids created that day. This ad hoc report is available on SharePoint.
  - d. The report should be reconciled with the in-hand voided checks.
  - e. Once all checks are accounted for they must be shredded.
  - f. If any checks that were voided as In Hand are missing,
    - i. Clinic Staff must contact the participant immediately and make them aware of the mistake.
    - ii. Inform the participant of the consequences of using a voided check which would be considered a participant violation. The sanction could include a repayment of benefits, suspension or disqualification.
    - iii. Create a comment documenting that the client has been notified of the error and has been asked to return the checks. The date the client was contacted must be documented.
    - iv. Make this comment an alert in the system until the client returns the voided checks.

- g. If the client redeems a voided check on a date after the client was notified the check was voided, a participant violation will be initiated and the client will be required to repay the amount of the check.