

STATE OF ALASKA

DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF PUBLIC ASSISTANCE

SARAH PALIN, GOVERNOR

FAMILY NUTRITION PROGRAMS - WIC
130 Seward Street, Room 508
P.O. BOX 110612
JUNEAU, AK 99811-0612
PHONE: (907) 465-3100 FAX: 465-3416

Reply to: **All Local Agencies Memorandum No-08-03**

Date: November 19, 2007
TO: **X-LA WIC Coordinators**
X-Satellites
FROM: Kathleen Wayne
State WIC Director

Information- X
Policy-X
Action-X

Routine (hard copy only) -
Urgent (fax and hard copy)-

SUBJECT: **Void Warrant Policy**

With our banking services contract now in place it is extremely important that our policies and practices on voided warrants be tightened to make sure vendors are reimbursed appropriately. Currently, with the advent of the banking services contract, vendors will not be reimbursed when a voided warrant is transacted through the store. Vendors will have no recourse for payment of these warrants. The following new policies for voiding and re-issuance of warrants are effective immediately:

Voided Warrants

Voided warrants that are redeemed by the store will be rejected and NOT paid by the banking contract services, as of November 2007.

When printing warrants, examine them to make sure they meet warrant printing standards.

- Confirm that computer symbols appear at the beginning and end of the "MICR" line
- Make certain that the Alaska state seal is printed on the warrant
- Verify that the MICR line is complete and legible
- Ensure that the MICR line includes numbers only... never text
- Verify that the warrant is valid and not voided in the AKWIC system
- Use extra diligence while printing warrants, especially when "Error Messages" occur during the printing process

- Verify that warrants printed when “Error Messages” occur, are valid and not voided in the AKWIC system

The state agency requires local agencies to shred all warrants that are voided, unless warrants are not in their possession.

Warrants are to be voided for the following reasons:

- Brought back to the local agency by the participant for exchange (for example, a mother who is no longer breastfeeding, and needs warrants for formula).
- Mistake made during warrant issuance, input or printer errors.
- Warrants were preprinted for a participant, and the participant missed the warrant pick-up appointment.
- Warrant(s) reported stolen.(with a police report)
- Warrant(s) are damaged and can not be processed by the store. Damaged warrant(s) must be available for the WIC office to physically shred after voiding before another warrant(s) can be reissued.

Warrants that have been voided for input or print errors should be voided in the AKWIC System and shredded before any checks are reissued to the client.

Stolen or Lost Warrants

Stolen Warrants

If a participant reports that warrants originally issued were stolen, the local agency may provide the participant with replacement warrants once a police report is brought into the clinic. Void stolen warrants in the computer and replace them. Keep a copy of the police report in the participant’s chart. A client may be reissued no more than one set of stolen WIC warrants in a 6 month period. For example if the client states that 3 of her WIC warrants were stolen from her; you may replace these three warrants

Lost Warrants

Warrants, lost after receipt, will no longer be replaced by the Alaska WIC Program starting November 2007. Educate your clients when enrolling them in WIC through the initial certification and recertification process to treat WIC warrants like cash. Warrants can be replaced in cases of fire. If there are mitigating circumstances where replacement of warrants is valid, notify the Juneau WIC Program office for assistance.

Lost warrants should NOT be voided in the AKWIC system. This allows for clients to find their lost warrants and use them if they are still within the valid date range.

Lost Mailed Warrants

When mailed warrants have been lost through the mail service, WIC clinics may reissue them. If the client calls to report this problem, lost warrants must be voided in the AKWIC system and reissued after seven (7) days from the mailing date. If the client receives the original set of warrants, they should be returned to the WIC office to be shredded. Clients should not use this set of warrants which have already been voided in the AKWIC System.