

PROBLEM CHECKS

In the case of a problem check, these are the steps to follow.

<u>Problem</u>	<u>Action of Vendor</u>
Missing purchase date	Verify purchase date, enter and redeposit
Missing or unreadable vendor ID stamp	Stamp clearly and redeposit
<ul style="list-style-type: none">• Invalid vendor stamp• Missing or altered purchase amount• Missing signature• Previously presented at bank• Invalid date	“Problem checks” <ol style="list-style-type: none">1. Find transaction2. Locate receipt3. Send check and receipt to vendor manager4. Answer questions5. Take action as directed

Please remember to include the cash register receipt or an electronic journal entry of the transaction when sending problem WIC checks to your Local Agency WIC Vendor Manager. This will help verify what happened at the point of purchase and assist in review for possible reimbursement. **The cash register receipt or an electronic journal entry is required for all problem WIC checks that are to be reviewed.**

As always, if you have any questions about WIC problem checks or WIC in general, please call your Local Agency WIC Vendor Manager. We are here to help you!