

**Purpose** To provide guidance on the process for voiding checks and retention of those checks.

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**When to Void Checks**

All checks which have been:

- damaged
- inadvertently torn off
- issued incorrectly
- printed with the wrong food package
- printed but not issued
- misnumbered (void the black number)
- returned after issuance

must be voided in the WIC Computer System as soon as possible but no later than the 10<sup>th</sup> of the following month in order to run monthly banking reports at the state WIC level.

✓ **Contact the help desk before voiding misnumbered checks.**

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**Voiding Process**

- Void clients' current checks before reissuing new checks (i.e. change in formula or food package change) whenever possible. When replacing a whole months worth of benefits the WIC Computer System will not allow you to print new checks without first voiding the incorrect checks.
- Checks cannot be voided on the main terminals for a clinic that is checked out. It must be done either 1) on the laptop while the clinic is checked out or 2) on the terminal after the clinic is checked in.
- Checks can only be voided within their valid period. At the 100<sup>th</sup> day after the 1<sup>st</sup> day to use, the check expires and cannot be voided through the WIC Computer System. Checks between 100 and 150 days past the 1<sup>st</sup> date to use may be viewed through the client FI lookup. If you need to view checks older than 150 days contact the help desk.
- After voiding the checks in the WIC Computer System write "VOID" on the checks.
- Indicate VOID on the signature line of the Check Register only by the check(s) issued and voided on the same day.

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**Voiding the Wrong Check(s)**

- If staff accidentally voids a check in the WIC Computer System and then discovers that the check should not have been voided, reverse the void in the computer system. Call the help desk if you need assistance.
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**Storage of Voided Checks**

Voided checks should be stored at the WIC local agency as directed by the Receipt and Security Procedure Vol. III, Section E.

File the food instrument in descending numerical order.

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**Voiding Checks for In-State Transfers**

Call the local agency from which the transfer client came and have them void the check(s) in the WIC computer System.

If you are voiding checks for a client that has transferred out of your clinic or agency and into another agency, void only one check at a time. **DO NOT** choose the option to void all checks for a given month. You may inadvertently void new checks created by the client's new agency, even though these checks are not listed on the void screen.

Follow these step's to reconcile voided checks for in-state transfers:

- Write "Void" on the check(s)
  - Void the check(s) in the WIC computer system
  - Mail the check(s) back to the previous local WIC agency.
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**Voiding Checks for Out-of-State Transfers**

For clients who transferred to Nebraska from another state:

- Write "Void" on the check(s)
- Mail the checks back to the State WIC agency the checks were issued from.

For clients who transferred to another State:

- Write "Void" on the check(s)
  - Void the checks, **(one check at a time)**, in the computer system
  - File with the voided checks for retention
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