



Section

VENDOR

Subject

REJECTED OR PROBLEM CHECKS/CVV's

SUMMARY

Local staff need to instruct vendors on how to handle checks/CVV's that have been rejected by the bank.

CHECKS REJECTED BY THE BANK OF ND

Checks are reviewed each night by the Bank of North Dakota for the following items:

- Presence of a participant signature
- Cashed before the First Date to Use (FDTU)
- Cashed after the Last Date to Use (LDTU)
- Over the dollar amount
- Altered without initials
- Late Deposit - Deposited after 60 days
- Invalid/unreadable/missing vendor ID number
- Missing purchase date

HOW TO FIX

Items that can be corrected on the rejected checks by the store include: a missing participant signature, an incorrect or missing purchase date, or an incorrect or missing vendor ID number. The store can then redeposit the check through their bank.

Items that cannot be fixed and require a reimbursement check to be issued are checks that are over the dollar amount. These checks can be reissued for up to the NTE amount of the check or by using the price survey for the store to determine the correct prices of the items on the check.

LATE DEPOSIT

Checks must be deposited to the bank within 60 days of the FDTU. Checks deposited after 60 days from the FDTU will be rejected by the bank, and cannot be reimbursed. Exceptions to this are if a check was initially deposited within the 60 days, but was rejected. These checks must then be redeposited within 90 days. If the check is not redeposited within 90 days, it may not be reimbursed.



North Dakota
WIC

Food Delivery

Section

VENDOR

Subject

REJECTED OR PROBLEM CHECKS/CVV's

REISSUE FI'S TO VENDOR

To reissue a check to a vendor, go to Vendor management in WICnet. Select the appropriate store, and open the store record. Go to the Detail tab, and choose the "Reissue FI to Vendor" link. Enter the rejected check number in the FI # field. Hit "Retrieve FI" and the information on the check will display (redemption amount, redemption date and the NTE). Select "Print" to print the replacement check.

The following items need to be filled in on the replacement check:

1. Today's date for the purchase date
2. The amount that you are reimbursing to the vendor
3. The Vendor ID of the store
4. Sign for the participant and initial
5. Write in the Family ID number
6. Write in the participant name

OUT-OF-STATE

Out of state checks that are cashed by a store should be returned to the state that they were issued in. Call the State WIC office for help in contacting another state WIC agency.

UNDERCHARGES

Grocers may be reimbursed only if the local WIC office is contacted before the check is sent to the bank.

FOLLOW-UP

Note any errors in the participant's file in WICnet and discuss with the family at their next visit. Also, discuss any problems with the store staff on how they are processing WIC checks.