



Tool for Bookkeepers

How to Handle Rejected WIC Vouchers

- The term “WIC voucher” refers to the standard WIC voucher, as well as the cash value voucher (CVV).
- Vouchers are rejected by the WIC banking contractor every month, for a number of reasons. If your store has a WIC voucher rejected from the bank, it may still be eligible for payment.
- The information below shows what WIC rejection stamps look like, outlines WIC voucher rejection reasons, and explains how to prevent or resolve those rejections.
- Rejected WIC vouchers submitted by the vendor for replacement or revalidation must reach the State WIC office within 60 days of the “Last Day to Use” printed on the front of the voucher. By federal regulation, WIC cannot pay any voucher submitted after this time frame.
- When submitting rejected vouchers for payment, legal copies (Image Replacement Documents - i.e. IRD) of WIC vouchers are ok to re-submit to the State WIC office.

Rejection explanations:

1. **Missing Vendor Stamp and Unreadable Vendor Stamp**

WIC vouchers showing one of the stamps below were either:

- deposited without your 4-digit WIC ID stamp, or
- the stamp was illegible at WIC’s bank.

MISSING VENDOR STAMP- 01
Stamp & Redeposit

or

UNREADABLE VENDOR STAMP- 03
Re-stamp & Redeposit

How to Prevent:

Stamp every voucher clearly before depositing. Use black ink only. Make sure your 4-digit WIC ID stamp is a self-inking stamp, and does not wobble or tilt when stamping.

How to Resolve a Rejected Voucher:

Stamp your 4-digit WIC ID stamp using dark black ink on the front of the voucher or IRD. Do not stamp over previous stamps. Re-deposit the voucher directly to your bank.

2. Amount Too High (On ACH)

Standard WIC Vouchers

For standard WIC vouchers, the stamp shown below means the “Pay Exactly” amount is above the current peer group maximum for this voucher.

Cash Value Vouchers (CVV)

For CVVs, the stamp shown below means the “Pay Exactly” amount is over the face value of the CVV.

AMOUNT TOO HIGH- 48
Void- Do Not Redeposit
ACH Credit WILL Apply

How to Prevent:

Before depositing, if you see a standard voucher that shows a “Pay Exactly” amount that seems too high for the types and quantity of foods listed, call the State WIC office for payment consideration.

With a CVV, if you see a “Pay Exactly” amount over the face value of the CVV, call the State WIC office for payment consideration.

How to Resolve a Rejected Voucher:

Your store is participating in the ACH program. The voucher will be paid the maximum allowable amount. Payment is automatically deposited in your store’s bank account. Do not submit these WIC vouchers to the State WIC office.

3. Amount Too High (Not on ACH)

Standard WIC Vouchers

For standard WIC vouchers, the stamp shown below means the “Pay Exactly” amount is above the current peer group maximum for this voucher.

Cash Value Vouchers (CVV)

For CVVs, the stamp shown below means the “Pay Exactly” amount is over the face value of the CVV.

AMOUNT TOO HIGH- 41
Void - Do Not Redeposit
Submit to WIC State Office

How to Prevent:

Before depositing, if you see a voucher that shows a “Pay Exactly” amount that seems too high for the types and quantity of foods listed, call the State WIC office for payment consideration.

With the CVV, if you see a “Pay Exactly” amount over the face value of the CVV, call the State WIC office for payment consideration.

How to Resolve a Rejected Voucher:

Mail the original voucher (or IRD) along with supporting documents (a register receipt or copy of the transaction journal showing the food items listed on the voucher) to:

State WIC Office
Attn: Vendor Systems Specialist
P.O. Box 14450
Portland, OR 97293

The State WIC program will review your documentation and inform you of a decision to:

- Replace the original voucher with a new one for you to deposit;
- Re-validate the original voucher for you to redeposit; or
- Deny payment for the voucher.

4. Deposited Early

For all WIC vouchers, the stamp shown below means the voucher was deposited **before** the valid “First Day to Use.”

DEPOSITED EARLY- 11
Void – Do Not Redeposit

How to Prevent:

Ensure checkers verify the “First Day to Use” and “Last Day to Use” dates on all vouchers before accepting them. Vouchers accepted outside the valid date range are not eligible for reimbursement.

How to Resolve a Rejected Voucher:

Vouchers rejected for this reason are not eligible for reimbursement.

5. Deposited Late

For all WIC vouchers, the stamp shown below means the voucher was deposited more than 60 days **after** the “First Day to Use.”

DEPOSITED LATE- 10
Void – Do Not Redeposit

How to Prevent:

Deposit all vouchers within 60 days after the “First Day to Use.” Ensure checkers verify the “First Day to Use” and “Last Day to Use” dates on all vouchers before accepting them. Vouchers accepted outside the valid date range are not eligible for reimbursement.

How to Resolve a Rejected Voucher:

Vouchers rejected for this reason are not eligible for reimbursement.

6. Missing Signature

For all WIC vouchers, the stamp shown below means the voucher is missing the shopper's signature in the designated box on the front of the voucher.

MISSING SIGNATURE- 23
Void – Do Not Redeposit

How to Prevent:

Ensure checkers obtain the shopper's signature on the voucher in the designated box At the time of the transaction.

How to Resolve a Rejected Voucher:

Vouchers rejected for this reason are not eligible for reimbursement.

7. Missing Dollar Amount

For all WIC vouchers, the stamp shown below means the voucher does not have a dollar amount in the "Pay Exactly" box.

MISSING DOLLAR AMOUNT- 78
Void- Do Not Redeposit

How to Prevent:

Ensure checkers enter the purchase price in the "Pay Exactly" box.

How to Resolve a Rejected Voucher:

Vouchers rejected for this reason are not eligible for reimbursement.

8. Altered

For all WIC vouchers, the stamp shown below means the voucher was altered in one of the ways described below.

ALTERED- 31
Void- Do Not Redeposit

Alterations include:

- A) Changing the name, dates, food, or quantities of foods
- B) Using correction fluid (white-out)
- C) An unreadable dollar amount in the "Pay Exactly" or "Corrected Amount" box
- D) Writing or scribbling out over the original dollar amount

How to Prevent:

Ensure checkers examine vouchers prior to accepting them. If it appears altered, contact the State WIC office before depositing.

How to Resolve a Rejected Voucher:

Vouchers rejected for reason A or B are not eligible for reimbursement. Vouchers rejected for reason C or D can be submitted to the State WIC office for payment consideration.

9. Previously Rejected

For all WIC vouchers, the stamp shown below means the voucher was rejected by WIC's bank because the original rejection reason was not addressed.

**PREVIOUSLY REJECTED- 50
Void- Do Not Redeposit**

How to Prevent:

Do not attempt to re-deposit vouchers that have a stamp that reads "Void-Do Not Redeposit".

How to Resolve a Rejected Voucher:

Contact the State WIC office for payment consideration.

10. Invalid Vendor Number

For all WIC vouchers, the stamp shown below means the voucher does not have a 4-digit WIC ID number that is recognized by WIC's bank.

**INVALID VENDOR NUMBER- 08
Void- Do Not Redeposit**

How to Prevent:

Be sure to stamp your valid 4-digit WIC ID number on all Oregon WIC vouchers.

How to Resolve:

Contact the State WIC office for payment consideration.

11. Encoding Error

For all WIC vouchers, the stamp shown below means the voucher was encoded with a different dollar amount than the amount in the "Pay Exactly" or "Corrected Amount" box. The 'encoding' is done with a machine that prints the account, routing numbers and the tendered amount in magnetic ink along the bottom of the voucher. This may be done at your store or at your bank.

**ENCODING ERROR- 95
Correct and Redeposit**

How to Prevent:

If the encoding is done at the store level, make sure the amount reads the same as the "Pay Exactly" or "Corrected Amount" box.

How to Resolve a Rejected Voucher:

Correct the bottom MICR line and redeposit voucher into the bank. Do not submit to the State WIC office. If the encoding is done at your bank, contact your bank for assistance.

12. Previously Paid

For all WIC vouchers, the stamp shown below means the voucher was submitted more than once for payment.

**PREVIOUSLY PAID- 53
Void- Do Not Redeposit**

How to Prevent:

Only deposit a WIC voucher or IRD once, unless it is sent back to you by the State WIC office with a reauthorization stamp.

How to Resolve a Rejected Voucher:

This voucher has already been paid. Check with your bank to see why this voucher was submitted to the Oregon WIC program more than once.

Note:

- *Do not seek restitution from WIC shoppers for WIC vouchers that have not been or will not be paid by DHS or for which reimbursement has been requested by DHS. Doing so is a violation of Oregon WIC Administrative rules.*

Please call (971) 673-0060 or e-mail wic.vendorservices@state.or.us
with questions about a WIC voucher rejection.

If you need this in an alternate format, please call (971) 673-0040.
WIC is an equal opportunity program and employer.