



Georgia Department of Public Health

VOIDING VOUCHERS

Presentation to: Nutrition Services Directors and Staff

Moderated by: Jamila Blount, WIC Program Specialist

Date: June 14, 2016



We Protect Lives.

Purpose

Describe the procedures for voiding previously issued vouchers for a specific timeframe.

Objective

- Reduce Unmatched Redemption reports
- Reduce dual participation

Verifying Redemption

- The local agency must verify if voucher(s) have been cashed and processed by the bank prior to reissuance .
- Staff will determine which vouchers have been processed by the bank by checking GWIS.net or calling the Computer Science Corporation (CSC) Help Desk at 1-800-796-1850.

Voucher Replacement

- Vouchers reported as stolen or misappropriated due to a justifiable cause may be voided by completing the Lost/Stolen/Destroyed/Void Voucher Report and replaced with supporting documentation.
- The report must be completed in its entirety and submitted to CSC, Operations Unit, and the Technology Manager at the state office.

Lost/Stolen/Destroyed/Void Voucher Report (FD-50)

GEORGIA WIC PROGRAM				LOST/STOLEN/DESTROYED VOIDED VOUCHER REPORT	
DISTRICT/UNIT/CLINIC: 05/2/774				DATE: 06/15/2016	
INSTRUCTIONS		<ul style="list-style-type: none"> • USE THIS FORM TO REPORT VOUCHERS (COMPUTER OR MANUAL) WHICH HAVE BEEN LOST, STOLEN, OR DESTROYED BY EITHER THE PARTICIPANT OR THE CLINIC. • SUBMIT AT LEAST MONTHLY. • MAIL TO CSC COVANSYS • GEORGIA WIC PROGRAM • P.O. BOX 2507 • GREENWOOD, IN 46142 			Status Codes LOST/STOLEN/DESTROYED - 2 VOIDED - 3
BEGINNING VOUCHER NO.	ENDING VOUCHER NO.	QUANTITY	WIC I.D. NUMBER	STATUS	COMMENTS
71698286	71698290	5	75286398541	3	Change in guardianship
TOTAL VOUCHERS:		5			

Voucher Replacement

Acceptable Reasons for Voiding/Replacing Vouchers

1. Vouchers destroyed due to fire
2. Vouchers stolen as a result of domestic violence
3. Letter of placement from a family violence shelter
4. Areas affected by a Declared Emergency
5. Change in guardianship
6. Food package change
7. Car repossession
8. Damaged vouchers

Voiding VMARS Vouchers

- **Retrieved vouchers must be:**
 - Voided in the system.
 - Submitted electronically to CSC for processing.
 - Stamped void and attached to the current receipt.
- **Irretrievable vouchers containing an issuance record must be:**
 - Flagged in the system prior to replacement by completing the Lost/Stolen/Destroyed/Void Voucher Report.
 - Submit reports to CSC, Operations Unit, and the Technology Manager at the state office.

Voiding Manual Vouchers

Voided manual vouchers marked as VOID must be

- Voided in the system
- Submitted electronically to CSC
- Attached to the current receipt

Questions



Thank

You