Payment Processing

Depositing Food Instruments

- Food Instruments and cash value vouchers are handled the same as a check
- Food Instruments and cash value vouchers must be deposited and the contract bank must receive them no more than 60 days from the first day to use

Vendor Stamp

- Each authorized WIC vendor is issued their own unique vendor ID number

Vendor Stamp

- In order to be processed for payment, the food instrument and cash value voucher must have the vendor ID number stamped in the block marked “Vendor Stamp”
- Make sure the Vendor Stamp is entered in the appropriate block, using black ink, and is legible

Errors

- After food instruments and cash value vouchers are deposited in the bank, edits are performed to detect errors

Errors

- If errors are found, the food instruments and cash value vouchers are returned to the vendor via the vendor’s bank
  - The vendor’s bank may charge a returned check fee
  - These fees will not be reimbursed by the Alabama WIC Program

Errors

- Some errors can be corrected while others cannot

Redeposit Possible

- "Redeposit Possible"
  - Means the error can be corrected and the food instrument or cash value voucher must be re-deposited within 60 days of the "First Day to Use" to receive payment

Redeposit Possible

- You can redeposit for the following reasons:
  - Vendor Stamp Missing or Illegible

Do Not Redeposit

- "Do Not Redeposit"
  - Means that you cannot re-deposit the food instrument or cash value voucher

Do Not Redeposit

- You cannot redeposit for the following reasons:
  - Amount over Maximum
  - Redeemed Prior to the First Day to Use
  - Stale Dated (Deposited too late)

Do Not Redeposit

- You cannot redeposit for the following reasons:
  - Signature Missing
  - Food Instrument or Cash Value Voucher has been altered

Appeal for Payment of Rejected Food Instrument or Cash Value Voucher

Appeal for Payment Process

- **Appeal for payment will only be considered for food instruments or cash value vouchers rejected for Amount Over Maximum**
- **All requests must be made in writing on the Alabama WIC Program Appeal Request form**

Appeal for Payment Process

- **The written appeal to the State WIC Office must include the following:**
  - **A detailed explanation of how the error occurred**
  - **The steps that have been taken to prevent the error from occurring in the future**

Appeal for Payment Process

- **Copy of the Food Instrument or Cash Value Voucher - A copy of <u>each food instrument or cash value voucher</u> from the bank of first deposit showing the rejection stamp**

Appeal for Payment Process

- **Copy of the Receipt or Journal Transaction - A copy of the receipt or journal transaction must be included with the appeal form for each food instrument or cash value voucher**