

SECTION 8.8

Subject: Voiding Vouchers

References: 7CFR 246.12(n)

Policy: Local Agency staff must void unusable or incorrect vouchers.

Purpose: To account for all vouchers that are printed in error or otherwise unusable or incorrect (examples include those with an incorrect food package, an error in printing, or another needed change), and assure that such vouchers cannot be redeemed.

Procedures:

- Void only unusable/incorrect vouchers that you have physically “in hand” and are still in valid date range

Check voucher numbers carefully when voiding to ensure accuracy.

- Do not void vouchers which have been redeemed or reported lost or stolen.

Voiding vouchers:

- If a voucher has been **issued to a participant** from the WIC Information System, but the voucher(s) is **unusable** (incorrect food package, an error in printing, or another needed change) **and you have it physically in hand:**
 1. Void it in the participant record and clearly mark “VOID” on the voucher.
 2. Replace as appropriate (for example, the wrong food package was printed).
 3. Destroy voided vouchers.
- If the ‘Benefit History’ shows that a voucher was printed but none was printed, void the in the participant’s record and reprint.

Guidance:

- Staff should remind participants to destroy any unused vouchers when the *Last Day To Use* has passed.