



# VENDOR CLAIMS

# VENDOR CLAIMS PURPOSE

- When the vendor intentionally or unintentionally overcharged the program or has committed another error that resulted in unjustified payment to the vendor



# CLAIMS PROCEDURES

- An opportunity to justify or correct a rejected check
- Establish a claim for the full purchase price of the check
- Payment of a claim does not alleviate any other sanctions the State Agency may impose on the vendor due to vendor overcharges
- The vendor must complete the Vendor Claim Form (Attachment #5)





Department of Health  
 Nutrition and Physical Fitness Bureau  
 WIC STATE AGENCY  
Vendor Claim Form

Attachment #5

Store Name: Claims Store Vendor #: 23  
 Address: 123 Any Street, SE. Phone#: (202) 678-1234  
 City: Washington State: DC Zip: 20032 Date: July 11, 2016

WIC or CVC Check Number	Requested Amount*	WIC or CVC Check Number	Requested Amount
15741984	\$ 22.15		
16223394	\$ 263.85		
16223209	\$ 16.93		
16223936	\$ 59.95		
16614703	\$ 20.08		

Include original or legal image (copy) of WIC /CVC and receipt and /or journal transaction with this form. Provide a detailed explanation of how the error occurred: (Attach Additional Sheets if Necessary) and a detailed outline the corrective action taken to eliminate the error(s). (Attach Additional Sheets if Necessary) Mail the request to:

Department of Health  
 WIC Program  
 899 North Capital Street, NE, 3<sup>rd</sup> Floor  
 Washington, DC 20002  
 Attention: Vendor Manager

\* The State WIC Agency reserves the right to reduce the amount or deny payment on any request that is found to have an unsatisfactory explanation.

Signature: Gene Semins Title: Store Manager

WIC Use Only \_\_\_\_\_ Date Returned: \_\_\_\_\_

Reason Returned to Vendor Unpaid	Check One	Decision
Altered Amount (Not Done Correctly)		<input type="checkbox"/> Appeal Accepted
Redeemed Early/ Redeemed Late		
No Signature		
No Dollar Amount		
Request Past 60 days From the First Day to Spend		<input type="checkbox"/> Appeal Denied
Allowed Purchase of Wrong Item		Do Not Resend See Policy 506 in the Vendor Manual
Claim Form Not Included or Incomplete		
Receipt or Journal Transaction Not Included		

July 2016



# VENDOR PROCESS

- Step 1: Vendor must send copies of the rejected checks
- Step 2: Vendor must send a copies of receipts or a journal transactions
- Step 3: Vendor must send a copy of the Vendor Claim Form
- The State Agency will make a payment in full or a partial payment to the vendor
- State Agency will return the form with the denial reason indicated



# Revalidation Process

- What is the revalidation process?
  - The process the WIC State Agency uses to review and approve payment of a previously rejected checks
- Who is responsible for initiating the request?
  - The Vendors



# What Checks are Eligible

- What checks are eligible for revalidation?
  - Price Altered Checks
  - All Stop Payments
  - No Vendor Stamp (Vendor must stamp and redeposit in the bank)



# Revalidation Procedure

- Complete the Revalidation Request Form
- Mail form along with the rejected checks to the WIC State Agency
- State Agency will stamp the check with an override stamp and send it back to the vendor
- The Vendor must resubmit the check to the bank for payment





