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## **Check Stock**

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### **Ordering Regular Check Stock**

#### **Quarterly Shipments**

Check Stock is automatically drop-shipped to each local agency on a quarterly basis between the 7<sup>th</sup> and the 15<sup>th</sup> of the month.

- Orders placed during the first quarter: (January - March) are shipped to the local WIC agencies between April 7<sup>th</sup> and April 15<sup>th</sup>.
- Orders placed during the second quarter: (April – June) are shipped to the local WIC agencies between July 7<sup>th</sup> and July 15<sup>th</sup>.
- Orders placed during the third quarter: (July – September) are shipped to the local WIC agencies between October 7<sup>th</sup> and October 15<sup>th</sup>.
- Orders placed during the fourth quarter: (October - December) are shipped to the local WIC agencies between January 7<sup>th</sup> and January 15<sup>th</sup>.

#### **Quarterly Check Stock Distribution Spreadsheet**

Every WIC agency in North Carolina is listed on a quarterly WIC check stock distribution spreadsheet.

- The spreadsheet details the WIC agency name, street address, city, state, zip, primary check stock contact person, phone number and the number of boxes needed per quarter.
- The number of WIC check stock boxes for smaller WIC sites within a WIC program may be included in the number received by the main site. These are distributed to the smaller sites from the main site. Any new WIC sites requiring their own shipment of check stock must be added to the quarterly WIC check stock distribution spreadsheet.
- Contact the NSB Helpdesk with any new local agency information. This is required to keep the WIC check stock spreadsheet updated.

#### **Plan Ahead for your Quarterly Check Stock Supply – Assess your Inventory Each Quarter**

Boxes of check stock should not be left unused for long periods of time.

- If check stock shipment must be put on hold for several or more quarters, due to an over-abundance of check stock on hand, the WIC director is responsible to notify the NSB Helpdesk when shipments should resume. Notify the Helpdesk before the end of the quarter so that emergency shipments of check stock do not have to be sent during the next quarter.

Adjustments should be made to the number of boxes received quarterly to avoid accumulation of too much stock.

- Each box of check stock contains 5 packs of check stock and 12 pads of receipt paper.. There are 250 sheets per pack and 1,250 sheets per box. Both the check stock and receipt paper are made from 24# weight MICR bond quality paper. The receipt paper is not coated.
- Notify the WIC Helpdesk as soon as possible regarding any changes to the WIC agency address, phone number, contact information or number of boxes required.
- If check stock supplies are inadequate or over-abundant, call or email the NSB Helpdesk as soon as possible before the end of the quarter to adjust the number of boxes to be shipped for the coming quarter.
- If you run out of receipt paper, do not create your own. Do not substitute any other paper in the MICR printers for the receipt paper because doing so could cause paper jams or expensive fuser problems. Contact the NSB Helpdesk if you need more receipt paper.

### **Emergency Check Stock**

Check stock supplies can dwindle due to an increase in active participation during a particular quarter.

- Do not wait until the last minute to notify the NSB Helpdesk if check stock supplies are running low.
- It can take 1-3 business days to ship an emergency box of check stock depending upon the shipper's schedule.
- The state office only keeps a few boxes of emergency check stock on hand to support the entire state, so emergency shipments are limited to one box.

If an emergency supply is needed before the next regularly scheduled shipment:

- All emergency check stock requests are handled through the NSB WIC Helpdesk over the phone or via email. The old check stock order form is no longer used.
- If unable to reach the NSB Helpdesk during normal working hours, leave a voice message or send an email to [WIC.Helpdesk@ncmail.net](mailto:WIC.Helpdesk@ncmail.net). Staff will respond to your request as soon as possible.
- During normal business hours, contact the NSB WIC Helpdesk. When leaving a voice message or sending an email for emergency check stock, please provide the following information:
  - ▶ Your name
  - ▶ WIC Agency name

- ▶ Program and Site Number (Example: Mecklenburg County (program 03) has site numbers 02, 15, 23, 30, and 31)
- ▶ Telephone number
- ▶ Complete shipping address (no PO box)
- ▶ How quickly you need them
- ▶ How many boxes of check stock you need to increase on the quarterly spreadsheet to avoid the need for another emergency shipment

### **Delivery and Receipt of WIC Check Stock**

Delivery of WIC check stock must be made directly to the local WIC Program between 8:00 am and 5:00 PM.

- It is the sole responsibility of the Local WIC agency to make sure a process is in place for receipt and proper storage of delivered check stock by assigned, authorized staff.
- Do not fax a copy of the packing slip for the WIC check stock. The state office does not require a copy of this slip. You may keep it for your records or throw it away.

### **Damaged, Defective or Incorrect WIC Check Stock Shipment**

Inspect the packages as soon as the voucher check stock arrives:

- Count the number of boxes and make sure you received the number that you were supposed to receive.
- Each time you open a pack of check stock:
  - ▶ Verify that the check stock sheets have the WATERMARK on the back. Sometimes you have to hold the paper at an angle in the light to be able to see the watermark. Sometimes you can clearly see the watermark at a glance.
  - ▶ Verify that the VOID markings can be clearly seen on the front of the check stock only after the paper is photocopied (you can photocopy one sheet as a test).

### **Notify the NSB Helpdesk Immediately:**

- If a damaged box or shipment is received. Sometimes the box may be damaged but the contents may be ok. Carefully inspect any problem boxes.
- If received check stock appears to be incorrect (ex. wrong color, no watermark on the back, visible void markings on the front of the check stock before photo copying, or missing void markings from the front of a photocopied sheet, etc.).
- If any boxes are missing from the shipment (ex. the agency ordered 5 boxes but only 3 were delivered).
- If the wrong packing slip is included in your shipment.

## Storing Check Stock

Properly storing the check stock helps ensure trouble-free printing. Use the following guidelines to store check stock.

- Check stock must be kept in a locked, secured area at all times. Do not leave any check stock in the MICR printer trays when the WIC agency is closed.
- Mark on each box the date the box was received and use the older boxes of check stock first.
- For best results, store the check stock according to the Source Technologies 9530 User Guide under the topic of Storing Print Media. The old Lexmark Optra S 1255 User Guide calls this topic Storing Paper.
  - ▶ Check stock should be stored in an environment where the temperature is approximately 70°F (21°C) and the relative humidity is 40%.
  - ▶ Store cartons of paper on a level shelf, rather than directly on the floor.
  - ▶ If you store individual packages of paper out of the original carton, make sure they rest on a flat, level surface so the edges do not buckle or curl. Curling is the tendency of paper to curve at its edges. If the curling is excessive, it can cause paper feeding or printing problems. Curling can occur after the paper has been exposed to high temperatures as it passes through the printer.
  - ▶ Do not place anything on top of the check stock paper packages.
  - ▶ Once a package (ream) has been opened, any paper left over for the day must be placed in a 2 gallon size Ziploc bag and closed securely. This process is required so the paper is not exposed to high or low humidity producing curl on the paper. Storing paper unwrapped in humid conditions even in the paper tray, can contribute to paper curling.

### User Note

Humidity may also cause the paper to swell, which could cause printing problems. Paper swelling may not necessarily be visible.


- ▶ Protective wrappings on check stock should be removed just prior to use.
- ▶ Any check stock that is found to be unusable due to humidity or other reasons, must be properly discarded.

### **Accountability for Unprinted / Discarded Check Stock Paper**

Each person authorized to issue food instruments is held accountable for the discarding of defective or incomplete sheets of check stock not utilized during the printing process. Whether shredded, torn or marked void, the paper must be mutilated in a way that the paper check stock may no longer be used.

Up to 3 food instruments can be printed per sheet of check stock paper. For most issuance, 3 food instruments are printed. When less than 3 food instruments are printed, a portion of the check stock paper remains blank. For example: If you are printing a food package for only 1 month for an infant receiving 2 food instruments, 2/3 of the check stock paper will be used to print 2 food instruments. The bottom 1/3 of the paper will remain blank or unprinted.

The blank portion of any check stock paper needs to be handled in one of the following ways:

- Stamp or print the word  across the Pay Exactly box on each unused check, and immediately discard, or
- Shred or tear, and then discard the unprinted portion of the check stock paper.

## Food Instrument Receipts and Preprinted Food Instrument Logs

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### Food Instrument Receipts

When food instruments are printed, a corresponding paper receipt is also printed. All printed receipts must be signed by the participant, parent, or proxy. The signature on the receipt must be dated, to indicate the date the food instrument was received. (Reference Attachment 3)

Many local agencies also document proof of ID at issuance on this receipt (or preprinted food instrument log).

#### User Note

The issue date printed on the food instrument is not always the same as the date that the food instrument is issued. For example, this date discrepancy can occur with satellite location preprinted food instruments. Many times these food instruments are printed before the actual day of issuance. (Chapter 2, Section 7)

### Storage of All Food Instrument Receipts (Issued or Invalidated)

Food instrument receipts must be stored so that they are easily retrievable. A suggested method is outlined below.

- At the end of the day each WIC staff person who issues food instruments must bundle, in numerical order, all of the signed food instrument receipts for food instruments they issued that day.
- Secure and label each bundle of food instrument receipts. Some agencies use rubber bands to secure the bundle, and then insert a paper label with the required information. Others tape paper strips tightly around the bundle like a bank would secure a stack of paper money.
- Each label must be marked with the following:
  - ▶ date of issuance
  - ▶ beginning food instrument number
  - ▶ ending food instrument number
- Labels or strips can be preprinted in a format which makes it easy to document the required information. A copier can be used to duplicate multiple paper labels or paper strips per page, which can then be cut to size. See Attachment 2 for an example sheet of Food Instrument Receipt labels.

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- Place the labeled receipt bundles chronologically in a labeled storage box. Bundled receipts from all WIC staff persons can be added to the same box. The receipt bundles do not have to be placed in numerical order, as long as each individual bundle, by person, *is* sorted in numerical order.
- On any day that a supply of preprinted manual food instruments is printed, note these manual food instrument numbers on the daily receipt labels when the receipts are bundled. This will account for the “break” in the numerical series of food instrument receipts.
- For ease of retrieval, the storage box should be shallow. The boxes will stack better if they are all the same type and size. An example of an appropriate storage box is a banker's box which is sized for storing checks (ex. the Econo/Stor Drawer File box produced by Fellowes). Envelope boxes are also appropriate and are readily available in most agency offices.
- Careful labeling will facilitate the retrieval of food instrument receipts(s). Label each complete storage box with the:
  - ▶ beginning and ending food instrument numbers.

 **User Note**

There may be more than one series of numbers, therefore be sure to include all beginning and ending food instrument sequences on the label.

- ▶ beginning and ending dates.
- Store all food instrument receipt boxes chronologically with the box labels in plain view.
- Secure all boxes of food instrument receipt bundles in a protected location, in order to safeguard the confidentiality of participant identification, information, and the signatures found on the food instrument receipts.
- Receipts must be retained in the WIC agency according to the records retention schedule published by the NCDHHS Controller’s Office.
- When this schedule no longer requires retention of the food instrument receipts for a given fiscal year, they may be destroyed by a confidential method such as shredding.

### **Preprinted Manual Food Instrument Logs**

When preprinted manual food instruments are printed, a corresponding 8 ½ by 11 inch paper log is also printed.

- The Preprinted Manual Food Instruments Log lists the local WIC Program and site where the preprinted food instruments were printed.

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- The Date Printed is actually the system Issue Date, which corresponds to the Issue Day from Screen 20.
- The WIC staff must fill in the Participant name, WIC ID and date for each preprinted food instrument issued to the participant.
- The Date Issued on the log is actually the Date Given (the date the food instrument was received by the participant/parent/proxy).
- The participant/parent/ proxy must sign and date the Preprinted Food Instruments Log for each preprinted manual food instrument given.

Example of the Preprinted Manual Food Instrument Log:

Preprinted Manual Food Instruments				Program	Site	Date Printed	Staff
				075	01	11/14/2007	TS12C01
FI #	Participant	ID	Date Issued	Signature		Staff	
75626045							
75626046							
75626047							
75626048							
75626049							
75626050							

### Storage of Preprinted Food Instrument Logs

Instead of individual receipts, a log is printed on a sheet listing all preprinted food instrument numbers. Each time a food instrument is issued, the log is manually updated by writing in the issue date, the participant's name and the participant/ parent/ proxy's dated signature.

- Keep all completed logs numerically in a notebook or folder.
- Store the notebooks in chronological order in a secure location.
- Retain the preprinted manual food instrument logs according to the records retention schedule published by the NCDHHS Controller's Office.

Refer to the WIC Program Manual for additional information regarding policy on quarterly inventory of food instruments.

## **Storing Preprinted Manual Food Instruments, Logs, and Invalidated Food Instruments**

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### **Preprinted Manual Food Instruments**

- Preprinted manual food instruments must be stored locked in a secure place and in numerical or chronological order along with the issuance logs.

### **Preprinted Manual Food Instrument Logs**

- Current and active issuance logs must be kept in numerical order in a notebook or folder.
- At the end of the day, the preprinted manual food instrument log/notebook must be stored in a secure location until the next time it is needed.

### **Invalidated Food Instruments**

- Invalidated food instruments (replaced, voided, or unclaimed) must be stored in a secure place in chronological order of the date they were invalidated.
- Clearly mark or stamp the Pay Exactly box with the appropriate invalidation term (replaced, void, or unclaimed).
- Invalidated food instruments must be retained in the WIC agency according to the records retention schedule published by the NCDHHS Controller's Office.
- When this schedule no longer requires retention of the invalidated food instruments for a given fiscal year, they may be destroyed by a confidential method such as shredding.

Refer to the WIC Program Manual for additional information regarding policy on quarterly inventory of food instruments.

## MICR Toner

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The purpose of this section is to discuss ordering and handling of MICR Toner.

### Ordering Toner



- MICR toner cartridge orders should be placed immediately after a low toner error message is displayed on the printer, or when the MICR toner supply is getting low. Printing food instruments when the toner is low can damage the printer and make the food instruments unscannable by the bank contractor.
- MICR toner cartridges must be ordered from the NSB Helpdesk.
- Order responsibly. Do not order more toner than can be used within a year. Refer to the section on MICR toner supplies below.
- It is the responsibility of the local WIC agency to make sure a procedure is in place for authorized staff to order MICR toner.
- To order MICR toner, fax a completed Request for MICR Toner form (Attachment 2) to the NSB Helpdesk. Be sure to indicate the correct MICR printer model number:
  - Lexmark Optra S 1255 MICR Printer
  - ST9325 MICR Printer
  - ST9530 MICR Printer
- No telephone requests will be granted.

### Shipment of MICR Toner

- MICR Toner will be shipped and delivered to the local WIC agency within approximately 10 days after the order is placed by the NSB Helpdesk.

### Delivery and Receipt of MICR Toner

- MICR toner will be delivered during the regular working hours of the local WIC agency, between 8:00 am to 5:00 pm Monday – Friday. If a WIC satellite site is not open fulltime, please list the main WIC site in the location address on the form.

- Shipments will be made directly to the local WIC agency and signed upon receipt by an authorized WIC employee.
- It is the responsibility of the local WIC agency to make sure a procedure is in place for receipt of MICR toner by authorized staff.
- Once shipment is received, the packing slip(s) must be faxed to the NSB for verification of shipment and for payment.
  - ▶ Fax all MICR toner packing slips to the attention of the designated NSB Administrative Assistant at (919) 870-4818.

### **Damaged, Defective or Incorrect MICR Toner Shipment**

- Check all MICR toner boxes received to make sure you received the correct MICR toner cartridges:
  - ▶ **STI-204059 or compatible** for the Lexmark Optra S 1255 MICR Printers.
  - ▶ **STI-204060** for the ST9325 MICR Printers.
  - ▶ **STI-204063H** for the ST9530 MICR Printers.
- Keep all original packaging for returns.
  - ▶ If necessary, break it down for easier storage.
- If a new MICR toner cartridge is damaged, defective or the wrong type:
  - ▶ Immediately contact the NSB WIC Helpdesk for instructions.
  - ▶ Do not ship old, damaged or incorrect MICR toner cartridges to the state office for any reason.

### **Maintaining MICR Toner Supplies**

- For each MICR printer there should be at least one (1) additional MICR toner cartridge on hand.
- Routinely inventory and rotate the MICR toner supply.
  - ▶ MICR toner has a limited shelf life, and should be used within one (1) year.
  - ▶ Use the oldest toner first.
  - ▶ If MICR toner has been kept too long and does not function properly, use another cartridge, and recycle the defective one.
- Plan ahead to avoid the need for emergency orders.
  - ▶ Do not allow the MICR toner inventory to get so low (or depleted) that the agency cannot function.

### **Recycling MICR Toner Cartridges**

When a MICR toner cartridge needs to be replaced:

- Remove the used MICR toner cartridge from the MICR printer.

- Seal the used MICR toner cartridge in an empty toner cartridge box.
- A postage paid return shipping label with instructions for shipping recycled toner is available on the Lexmark website at [http://www.lexmark.com/vgn/images/portal/elpaso\\_79907.pdf](http://www.lexmark.com/vgn/images/portal/elpaso_79907.pdf).
  - ▶ This label is only used for recycling old/used toner. Do not use this label to return defective or wrong MICR toner.
  - ▶ Place the Postage Paid Return Shipping label so that it is visible for shipping.
- Before shipping, you may need to measure the dimensions of the MICR toner cartridge box (Width x Height x Depth), and determine the weight in pounds.
- Do not ship used MICR toner cartridges back to the NSB Helpdesk.
- Do not throw used MICR toner cartridges into the trash.

 **User Note**

The local WIC agency does not automatically receive a replacement toner cartridge when shipping an old cartridge targeted for recycling.

- ▶ If the agency needs more toner, an order must be placed according to the ordering procedures discussed above.

### Storing MICR Toner Cartridges

- Mark the date received on all MICR toner boxes before placing in storage.
- When not in use in a printer, MICR toner cartridges must be stored in a locked, secured area.
- According to Lexmark, a MICR toner cartridge should be stored sealed in the original packaging, until it is ready to be installed.
- Do not store the print cartridge in:
  - Temperatures greater than 110°F
  - An environment with extreme changes in humidity or temperature
  - Direct sunlight
  - Dusty places
  - A car for a long time
  - An environment where corrosive gases are present
  - An environment with salty air

Refer to Attachment 2, Request for MICR Toner. When filling out the Request for MICR Toner Form, access the most current version at [www.nutritionnc.com](http://www.nutritionnc.com).

## **Security of MICR Printers and Food Instruments**

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### **Limiting Physical Access to MICR Printers**

MICR printers **MUST ALWAYS** be safeguarded, either by being locked securely in a room or by being actively attended by an employee authorized by the WIC director.

- MICR printers that are **NOT** being actively attended by authorized employees must be kept in a locked room.
- Access to the locked room must be restricted to WIC employees or designated Health Department employees who have been authorized by the WIC director.
- The door(s) to the room must be locked at all times. This applies 24 hours a day, whether the clinic is open or closed.
- This applies to both currently active printers and inactive (broken, unused or new) MICR printers.

A local WIC agency should consult with its Regional Nutrition Consultant when the WIC office area is being redesigned or a new building is being planned. RNC's should have the opportunity to review the WIC work flow setup to ensure compliance with these MICR printer security and WIC ADP security safeguards.

### **Monitoring Access to MICR Printers in an Unlocked Room**

The following safeguards are to prevent the MICR printers from being damaged, taken apart or stolen; they are also to prevent food instruments, receipts, and check stock from being stolen:

- The person(s) attending the MICR printer(s) needs to ensure no unauthorized persons come in close proximity to the printer or to check stock.
- Printed food instruments, receipts, or check stock should **NEVER** be left unattended on MICR printers in an unlocked room.
- Remove check stock from the printer and lock it up at the close of the day. Check stock must be kept locked up at all times that it is not in use.
- Shred or VOID any portion of a page of check stock that is not used to print food instruments.

**SAMPLE FOOD INSTRUMENTS RECEIPT LABELS**

Date	
Beginning FI #	
Ending FI #	
Preprinted (list numbers)	

Date	
Beginning FI #	
Ending FI #	
Preprinted (list numbers)	

Date	
Beginning FI #	
Ending FI #	
Preprinted (list numbers)	

Date	
Beginning FI #	
Ending FI #	
Preprinted (list numbers)	

**North Carolina Department of Health and Human Services  
Division of Public Health  
Women's and Children's Health Section**

**REQUEST FOR MICR TONER**

Please fill out all information and fax to the WIC NSB HELPDESK at (919) 870-4863.

WIC PROGRAM NUMBER: \_\_\_\_\_ WIC SITE NUMBER \_\_\_\_\_

WIC PROGRAM NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ NC \_\_\_\_\_

*If the location is not open Monday – Friday for deliveries, please list the main site.*

PHONE NUMBER: (     ) \_\_\_\_\_ FAX NUMBER: (     ) \_\_\_\_\_

TYPE OF TONER NEEDED:  ST9530 N  Optra S 1255  
(Please  CHECK printer type) \_\_\_\_\_ OR \_\_\_\_\_  
 ST9325 N \_\_\_\_\_

NUMBER OF CARTRIDGES NEEDED: \_\_\_\_\_

Please allow a ten day shipping period after order is placed. Check for correct toner cartridge and use old toner first. Toner packing slip must be signed by WIC Staff only. Fax toner packing slips to Gennell Morgan at (919) 870-4818.

\*\*\* NO CALL IN ORDERS WILL BE ACCEPTED \*\*\*

All Orders Must Be Signed and Dated

SIGNATURE OF SUPERVISOR: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

Please complete this form and Fax to: WIC NSB Helpdesk at 919-870-4863. Your request will be processed within 3 business days after receipt. If you have questions, please contact the NSB Helpdesk at 919-707-5795, press 1 for WIC.

OFFICE USE ONLY	ORDERED BY	
	ORDER #	
	DATE ORDERED	

**Receipt for WIC Food Instruments – Signed and Dated**

NORTH CAROLINA - WIC PROGRAM		
Receipt for WIC Food Instruments		
		Program 75
		Site 01
		Date Printed 20071211
		User ID# TS12C01
PARTICIPANT ID#	PARTICIPANT NAME (Last, First, MI)	ISSUE DATE
158158	TEST SALLY	12/10/07
<u>Beginning #</u>	<u>Ending #</u>	<u>Total</u>
75626916	75626917	002
I CERTIFY I HAVE RECEIVED THE FOOD INSTRUMENTS LISTED ON THIS RECEIPT		<i>Sally Test</i> signature 12/10/07