

### 3.06 Voiding Food Instruments

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#### **POLICY:**

The Local Agency is responsible for voiding food instruments that are expired, damaged, and unusable or returned for food package changes.

#### **PROCEDURE:**

##### **A. Voiding Food Instruments**

For all food instruments other than those reported as lost or stolen, enter “VOID” in the food description area of the food instrument and on the stub (if printed on the same day as the void).

##### **B. Documentation of Void Reason in STORC**

The void reason code must be entered into the **STORC Food Instrument Screen**.

1. The void reason code for food instruments reported as damaged will be documented prior to issuance of replacements.
2. The void reason code for food instruments reported as lost will be systematically assigned by STORC.

##### **C. Void Rates**

All voids for each Local Agency clinic will be monitored. The office error rate will be less than 2% of all the void rates.

##### **D. Retention of Voided Food Instruments**

1. Voided food instruments should be maintained with the food instrument reconciliation for three (3) years and one-hundred fifty (150) days. This maintenance period will be calculated from the last day to spend as indicated on the food instrument.
2. Damaged food instruments returned for replacement because of fire or flood may be disposed of after the serial numbers are identified because of odor and sanitary reasons.

##### **E. Tracking of Returned Formula**

1. All formula returned to the Local Agency will be tracked on **Attachment #1, Returned Formula Tracking Form**. At the time a participant or proxy brings formula into the Local Agency, the person receiving the formula will complete sections 1-6.

#### **REFERENCES:**

1. STORC Users Guide III, page 33

**ATTACHMENTS:**

1. Returned Formula Tracking Form
2. Void Code Definitions