

## Administrative Policy No. 19.85.04

**Subject:** Warrants Returned to the Department

**Information Contact:** Chief, Office of Accounting Services  
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**Authorizing Sources:** Revised Code of Washington,  
RCW [43.08.062](#), Warrants, Presentation, Cancellation  
State Administrative and Accounting Manual (SAAM)  
[85.38](#), Other Warrant Procedures

**Effective Date:** October 1, 2011

**Revised:** June 21, 2022

**Approved By:** Original signed by Judy Fitzgerald  
Assistant Secretary / Chief Financial Officer  
Facilities, Finance, and Analytics Administration

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### Purpose

The purpose of this policy is to document the department's process for handling of undeliverable, redirected, or returned warrants issued by DSHS to vendors.

### Scope

This policy applies to all DSHS employees who are responsible for processing, issuing, approving, and redirecting warrants used to pay vendors.

### Additional Guidance

OAS Intranet: [OAS Returned Warrant Log](#)

### Definitions

**Administration** means the affected DSHS administration, including the division, office, program or staff designated by the assistant secretary or chief officer as being responsible for compliance with this policy.

**Batch owner** means the DSHS office responsible for initiating a warrant.

**Department** means the Department of Social and Health Services (DSHS).

**Office of accounting services (OAS) affidavit/statute of limitations (SOL) unit** means staff in the office of accounting services (OAS) that are responsible for cancelling vendor warrants that are returned to OAS.

**OAS warrant desk** means staff in OAS that are responsible for monitoring and recording of warrants that are returned.

**Redirected warrant** means a warrant that the batch owner requested be returned to them from the Department of Enterprise Services (DES) for special handling and processing.

**Returned warrant** means a warrant that the payee returned to the department because the warrant was issued to them in error, without supporting documentation, or other reasons.

**Undeliverable warrant** means a warrant that the United States Postal System (USPS) returned to the department because it was undeliverable as addressed.

**Vendor** means any person, business, non-profit, or government entity that provides services to DSHS or its clients. A vendor may or may not have a contractual agreement. (AP [19.70.60](#)).

**Warrant** means a payment instrument for each invoice voucher or other evidence of indebtedness validated by the state treasurer for payment (SAAM Definition).

## Policy

- A. The office of accounting services (OAS) is the designated office for the department that is responsible for the handling of all undeliverable, returned or redirected warrants, except when the warrant was initially mailed out by the Batch Owner with their return address.
- B. DES will send all warrants requested by batch owners to the OAS warrant desk.
- C. Batch owners are responsible for requesting the update for vendor address information in the source system used to issue warrants (e.g., ACES, SSPS, Provider One, and AFRS).
- D. Batch owners are responsible for taking the appropriate steps to cancel, reissue, or resend to the appropriate vendor for warrants generated from the source systems such as the social service payment system (SSPS) or the automated client eligibility system (ACES).
- E. Batch owners must not reissue undeliverable or payee returned warrants until the original warrant is cancelled.

- F. All employees must comply with Administrative Policy [19.85.06](#), reissuing warrants that are reported as lost, stolen, destroyed, or warrants subject to the statute of limitations (SOL).

### Procedure

The **OAS warrant desk** will for warrants:

- A. Redirected by the DES:
1. Complete the required fields in the OAS warrant log.
  2. Send the warrant to the batch owner.
- B. Returned by the recipient:
1. Complete the required fields in the [OAS Returned Warrant Log](#).
  2. Determine the reason for the return.
  3. Notify the batch owner via e-mail.
  4. Attach supporting documentation provided by the batch owner and resend to the recipient.
  5. Send the warrant to the OAS affidavit/SOL unit for cancellation if the batch owner does not respond within ten (10) business days or if directed to do so by the batch owner.
- C. Undeliverable by the USPS and received **with** a corrected address:
1. Complete the required fields in the [OAS Returned Warrant Log](#).
  2. Forward the warrant to the new address.
  3. Update the [OAS Returned Warrant Log](#) with the new address information.
  4. Send the new address to the batch owner via e-mail for correction in the source system.
- D. Undeliverable by the USPS and received **without** a corrected address:
1. Complete the required fields in the [OAS Returned Warrant Log](#).
  2. Contact the batch owner via e-mail to get a corrected address.
  3. Forward the warrant to the new address when provided.
  4. Update the [OAS Returned Warrant Log](#) with the new address information.
  5. Send the warrant to the OAS Affidavit/SOL Unit for cancellation if the batch owner does not respond within ten (10) business days.

The **batch owner** will for warrants:

- A. Redirected by the DES via the OAS warrant desk staff:
1. Complete the required fields in administration unique logs if needed.
  2. Verify that the warrant matches the invoice.
  3. Indicate on the warrant register that the warrant was processed in the

- administration.
4. Attach supporting documentation to the warrant or give it to the requesting person.
  5. Mail the warrant to the recipient.
- B. Returned by the recipient directly to the administration:
1. Complete the required fields in the cash negotiables/returned warrant log or equivalent.
  2. Determine the reason for the return.
  3. Determine whether to reissue or cancel the warrant.
  4. Cancel the warrant if needed.
- C. Undeliverable by the USPS and received directly by the batch owner **with** a corrected address:
1. Complete the required fields in the cash negotiables/returned warrant log or equivalent.
  2. Forward the warrant to the new address.
  3. Update the source system with the new address within ten (10) business days.
- D. Undeliverable by the USPS and received directly by the batch owner **without** a corrected address:
1. Complete the required fields in the cash negotiables/returned warrant log or equivalent.
  2. Contact the recipient to get a corrected address.
  3. Forward the warrant to the new address when provided.
  4. Update the source system with the new address within ten (10) business days.
  5. Send the warrant to the OAS affidavit/SOL unit if the recipient does not respond within ten (10) business days.

The **OAS affidavit/SOL unit** will for warrants given to them by the OAS warrant desk or batch owners:

- A. Cancel the warrants.
- B. Notify batch owner and fiscal program manager when a warrant is cancelled due to insufficient address or lack of information for payee returned warrants for which the batch owner did not respond to the warrant desk.