



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Earl Ray Tomblin  
Governor

Bureau for Children and Families  
Office of Operations  
350 Capitol Street, Room 730  
Charleston, West Virginia 25301-3711  
Telephone: (304) 356-4866 Fax: (304) 558-6646

Karen L. Bowling  
Cabinet Secretary

July 1, 2016

Dear Vendor:

The West Virginia Department of Health and Human Resources (WVDHHR) will be distributing the annual 2017 Temporary Assistance for Needy Families (TANF) School Clothing Allowance (SCA) in mid-July. Families with one eligible child will receive two \$100 vouchers. Families with more than one eligible child will receive a \$200 voucher per child. The \$200 vouchers do not have to be used on a single child; if a parent received two or more \$200 vouchers, then each voucher may be used for all the eligible children. The expiration date on the vouchers for the coming year will be October 31, 2016. **The deadline for submission of vouchers for payment is January 31, 2017.**

Customers will be presenting a single page form voucher. The upper section is retained by the vendor, and the lower section is to be returned to our office for payment. An itemized cash register receipt must be attached to the back of the lower section of the voucher when it is returned for payment. Please do not return the whole voucher when requesting payment.

WVDHHR recommends that stores share the SCA packets with all personnel who will be working with customers using the vouchers. Enclosed with this letter are the following:

- An example of a correctly completed voucher;
- A list of items which may be purchased with the voucher;
- A list of items that cannot be purchased with the voucher;
- A checklist for making sure each voucher is filled out correctly and completely before it is submitted for payment;
- Frequently asked questions.

WVDHHR looks forward to working with you on the SCA program and appreciates your continued support. If you have any questions, please contact this office at (304) 356-4541 or (304) 356-4555. You may e-mail [dhhrbcfpayment@wv.gov](mailto:dhhrbcfpayment@wv.gov) with any questions or comments.

Sincerely,

A handwritten signature in blue ink that reads "James Weekley".

James Weekley  
Chief Financial Officer

JKW:lla

Enclosures

STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Children and Families  
350 Capitol Street, Room 730  
Charleston, West Virginia 25301-3711  
Telephone: (877) 716-1212 Fax: (304) 558-6466

**John Doe**  
**123 Name that street**  
**Anytown, WV 12345**

Governor  
(name)

Secretary  
(name)

### SCHOOL CLOTHING ALLOWANCE VOUCHER

Case Number: 1234567891 Benefit Number: 1234567 Voucher Number: 123456

VOUCHER AMOUNT: \$XXX.00

INVOICE AMOUNT: \$XXX.00

The purchase is exempt from sales tax by Certificate #55-6000771.  
This voucher is NOT valid for purchases after **October 31, 2016**.

#### REQUIREMENTS OF MERCHANT

1. Purchases limited to wearing apparel for school-age children and sewing materials.
2. Discounts are encouraged, but **NO CASH REBATES ARE ALLOWED**.
3. If customer returns clothing purchase with this voucher, **DO NOT REFUND IN CASH OR GIFT CARD**.
4. Ensure the INVOICE AMOUNT does not exceed VOUCHER AMOUNT.
5. Attach itemized register receipt to the back of the bottom portion of the voucher.
6. Both the **CUSTOMER** and the **MERCHANT MUST** sign this document before it is submitted for payment.
7. Tear at perforation and submit signature section to Office of Operations, Division of Payments and Vendor Maintenance at the above address. Do not return the whole voucher.

#### CERTIFICATION OF SCA VOUCHER REDEMPTION

**John Doe**  
**123 Name that Street**  
**Anytown, WV 12345**

Case Number: 1234567891  
Benefit Number: 1234567  
Voucher Number: 123456

VOUCHER AMOUNT: \$XXX.00

INVOICE AMOUNT: \$XXX.00

I CERTIFY THAT I HAVE RECEIVED MERCHANDISE  
EQUAL TO THE INVOICE AMOUNT REFLECTED ABOVE.

*John Doe*

7/15/16

Customer's Signature - **REQUIRED**

Date

I CERTIFY THAT ALL MERCHANT REQUIREMENTS HAVE  
BEEN MET AND THAT CLOTHING HAS BEEN DELIVERED  
TO THE CUSTOMER.

*Sally Sample*

7/15/16

Merchant's Signature

Date

Store Name (and Number): STORE NAME  
Location: ANY STREET HIGHWAY  
Address: 123 NAME THAT STREET  
City, State Zip: ANYTOWN, WV 12345  
FEIN: 123456789

Remittance Address: (If different from local address)  
PO BOX 12345  
ANYTOWN, WV 12345



## School Clothing Allowance Voucher Program Guidelines and Information

### Checklist for Vouchers Prior to Submitting for Payment

1. Vouchers must be completed in ink, not pencil. Be sure all employees **check the expiration date** to verify the voucher is valid.
2. The State of West Virginia will only reimburse the merchant for items on the **eligible** list. **Ineligible** items will be deducted from the invoice amount and must be removed from your accounts receivable ledger.
3. Customer's signature and date: it is the responsibility of the store to have the customer sign and date the vouchers **before the customer leaves the store.** This signature should match the name on the left-hand side of the voucher or be the spouse of that person. **Unsigned vouchers will not be processed.**
4. Invoice amount: this is the amount the West Virginia Department of Health and Human Resources owes the store. This amount cannot exceed the voucher amount printed on the invoice. The invoice amount must be entered in two places: the upper and lower portions of the voucher. This purchase is exempt from sales tax by certificate #55-6000771.
5. Enter the store name, store number (if applicable), location, address and zip code on the voucher. The federal employer identification number (FEIN) must be completed. This is normally a 9 or 10 digit; corporate offices such as Wal-Mart, Kmart, etc. must use their 12 digit FEIN number. Small stores will use their West Virginia state tax number. There is also a section where the remittance address should be listed if it is different than the local address.
6. Merchant/Vendor's signature and date: must be signed by any store employee; initials are not acceptable. Please note that this must be the actual name of an individual, not the name of the store.
7. Separate the voucher document at the perforation. The store retains the top portion of the voucher for their records. Do not return the whole voucher to this office for payment, only the lower portion of the voucher.
8. Attach the itemized cash register receipt to the bottom portion of the voucher. When attaching the receipt, please make sure the itemized receipt is attached to the backside with the receipt facing outward. Return the voucher with receipts to the following address:

Bureau for Children and Families  
Division of Payments and Vendor Maintenance  
350 Capitol Street, Room 730  
Charleston, WV 25301-3711



## School Clothing Allowance Voucher Program Guidelines and Information

### Frequently Asked Questions

#### **When should we submit the completed vouchers for payment?**

Vendors are encouraged to submit the completed vouchers to our office weekly; submitting the vouchers only once a month will slow down the payment process. The Division of Payments and Vendor Maintenance audits and processes vouchers daily, using the "first in, first out" method. Checks are processed weekly.

#### **Must we enter the FEIN (Federal Employer Identification Number) on all vouchers?**

Yes.

#### **What do we send in for payment?**

Separate the voucher at the perforation and return the bottom section, signed by the customer and the merchant, with the itemized cash register receipt attached to the back with the activity facing outward. **Do not return the whole voucher to this office.**

#### **Can a parent buy clothes for more than one child on the voucher?**

Yes, if a parent received two or more \$200 vouchers, then each voucher may be used for all the eligible children.

#### **Do we include sales tax?**

No. The purchase is exempt from sales tax by certificate #55-6000771.

#### **When the customer uses the voucher to purchase school clothing items and later returns the clothing, can we give them a cash refund or a gift card?**

No. If the clothing is returned you may use your store policy pertaining to returns except you may not give the customer cash or a gift card.

#### **Is it permissible for a customer to purchase adult clothing with the voucher?**

Yes. Many children wear adult-sized clothing. Infant clothing should never be purchased with a school clothing voucher.

#### **Who should sign the voucher?**

Vouchers should be signed by the customer (or spouse) whose name appears on the voucher and a store employee. **Unsigned vouchers will not be processed.**

#### **Should the store manager sign the voucher or can any employee sign the vouchers?**

This would be the decision of store management. Remember **all vouchers must be signed** and initials are not acceptable.

#### **Do we included shipping and handling or lay-away fees?**

No. We do not pay for shipping and handling or lay-away fees; this is the responsibility of the customer.

#### **May we accept vouchers even if the deadline has passed?**

**Only under special circumstances.** Prior approval must be obtained by the vendor. Please contact the Division of Payment and Vendor Maintenance at the following numbers for prior approval: 304-356-4541 or 304-356-4555. If the store accepts a voucher without prior approval, the voucher will not be paid. The expiration date is printed on each individual voucher.



## School Clothing Allowance Voucher Program Guidelines and Information

**Is it okay to accept the customer's letter of eligibility/acceptance to the SCA Program instead of an actual voucher?**

No. Only vouchers are to be accepted and returned for payment.

**Does the customer get a copy of the voucher?**

No. The store retains the top half of the voucher for their records and the lower half is returned to DHHR, with receipts for reimbursement.

**What information is needed in order to check the payment status of a voucher?**

In order for us to check the payment status of a voucher, we must have the case number (ten digits), the voucher number (seven digits) and the invoice amount. Please e-mail this information to [dhhrbcfpayment@wv.gov](mailto:dhhrbcfpayment@wv.gov) or you may use our fax number: 304-558-6646. Our staff will respond to your request after it has been received.

**Can customers purchase flannel pants (pajamas)?**

No.

***Reminder:***

**Separate the voucher at the perforation and return the bottom section – signed by the customer and merchant – with the itemized cash register receipt attached to the back with the sales activity facing outward. Do not return the whole voucher to this office. Your payment will be delayed if you return the whole voucher.**

## School Clothing Allowance Voucher Program Guidelines and Information

### Eligible Items

### Ineligible Items – will be deducted from total owed to the store

Belts	Accessories: Anything listed as Accessories, Basics, Miscellaneous, Fixtures, and Furnishings, etc.
Blouses	Back Packs
Boots	Bandanas
Bow Ties	Belt Bags
Caps	Belt Buckles
Coats	Billfolds
Dresses	Book Bags
Ear Muffs	Calculators
Gloves	Dancewear
Handkerchiefs	Duffle Bags
Hats	Exercise Wear
Hosiery	Food Items: Candy, Potato Chips, etc.
Insoles	Garment Dye
Jackets	Hair Accessories: Hair Bows, Ribbons, Barrettes, Combs, Brushes, Ponytail Holders, Hair Bands, Hair Wrap, etc.
Jeans	Health and Beauty Aids
Mittens	Infant Clothing
Mufflers	Jewelry: Earrings, Watches, Necklaces, Bracelets, etc.
Neckties	Key Rings
Pants	Paper, Notebooks, etc.
Piece Goods: Patterns, Thread, Zippers, Buttons Shoulder Pads, Elastic Material	Pencils, Pens, Crayons, Pencil Sharpeners, Erasers, Pencil Cases
Raincoats	Pouches
Shirts	Promo Bags
Shoes	Purses
Shoestrings	Rulers, School Box, Scissors
Shorts	Scarves and Headbands
Skirts	Scout Uniforms, Scout Scarf, Scout Scarf Holder
Slacks	Sewing Supplies: Needles, Lace, Appliques, Ribbons, Bobbins, Baste & Sew Stick
Socks	Shoe Cleaner
Suspenders	Sleepwear: Pajamas, Nightgowns, Dorm Shirts, Slippers (House shoes), Robes (Housecoats), Sleep Shirts, Slipper Socks, Two (2) Piece Lounge sets (pj's), Flannel Lounge Pants
Sweaters	Sporting Goods, Hunting Outfits, Fishing Accessories
Tennis Shoes	Sun Glasses
Underclothes: Panties, Bra, Briefs, Undershorts, T-shirts, Slips	Sweat Bands
Vests	Swimwear
	Umbrellas
	Visors
	Wallets
	Wrist Bands