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**AGENCY  
PROCEDURES****Support Refunds  
and  
Reimbursements**

The following procedures are to be employed by support specialists to initiate the replacement of a client addressed support warrant when necessary.

In general, it should take no longer than 10 working days from the date of ADC closure for a client to receive a **reimbursement warrant**. For a subsequent excess **reimbursement**, the client should receive the reimbursement warrant within 2 weeks of the request. If after that time the client claims not to have received the warrant, the support specialist will have to determine if the warrant was undeliverable or otherwise lost (stolen, destroyed, etc.).

In a majority of instances support **refunds** go directly to the appropriate Friend of the Court (FOC), who then writes out an FOC warrant for the client. In a few instances a refund may have to go directly to the client. This occurs on out of state order refunds and if a particular FOC refuses to refund money to the client. In these situations, the refund warrant is processed and handled exactly like a reimbursement warrant.

Initially, the support specialist should access the Client Information System (CIS) payment file using the IPYT inquiry to determine if the reimbursement or refund warrant was issued and what address it was sent to. The CIS payment file will also indicate if the warrant was undeliverable because of a wrong address. This is indicated by one of the following:

- U1 - Undeliverable as addressed
- U2 - Moved: left no address
- U3 - Addresses unknown
- U4 - No such number/address
- U5 - Payee deceased
- U6 - Other

Undeliverable warrants are automatically returned to the Department of Treasury and voided immediately. CIS does daily information updates on undeliverable warrants. If a client addressed support warrant has been determined undeliverable, the support specialist should request it be rewritten. This can be done by the appropriate local office person via an on-line transaction (VDT machine). The warrant will be written the following morning and mailed by afternoon or the following day.

If the CIS payment file has no record of a reimbursement warrant having been written, the support specialist should contact Payment/Document Control to determine if the request (DSS-820) was received. If the CIS payment file indicates a warrant was written and was not undeliv-

erable, the support specialist should contact the local warrant control unit. The warrant control unit will have to place a stop payment on the warrant before replacement. This procedure is detailed in AP Manual Item 514.

**Support Rebates**

Replacement of undeliverable or lost support rebates is the responsibility of the AP worker. If the AP worker is unable to find a record of the rebate warrant, the support specialist should assist AP by determining the status of the support collection. The collection status determines whether or not a rebate should have been issued. Support rebates are issued in the month following the month current collections are accepted by the support collection/incentive (DN) system. Rebates are not paid from arrearage collections or pended collections. As needed, support specialists should work with FOC's to correct pended collection records. Collection status can be determined from the DN-007 which reports support collection dispositions, the DN-010, pended support collections, and the DN-029, Support Collection/Rebate Report.