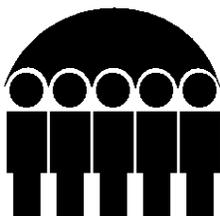


Revised December 26, 2008

Management Manual
Title 23
Chapter E Appendix

ISSUANCE OF DUPLICATE OR REPLACEMENT WARRANTS

APPENDIX



Iowa
Department
of
Human Services

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[Affidavit and Agreement for Issuance of Duplicate Warrant, Form 470-0005](#)

Purpose	Payees use the <i>Affidavit and Agreement for Issuance of Duplicate Warrant</i> to apply for another warrant when they have not received the warrant, or when they have lost or inadvertently destroyed the original warrant after receipt and it has not been cashed.
Supply	Complete form 470-0005 on line using the template available in the public state-approved forms administrative folder on Outlook.
Completion	<p>Allow the payee to complete this form seven working days after the scheduled mailing date, when:</p> <ul style="list-style-type: none">◆ The payee advises the local office of loss or nonreceipt of the warrant;◆ The post office has not returned the warrant to the Bureau of Purchasing, Payments, and Receipts as undeliverable; and◆ The warrant is still outstanding according to the "OUTS" system. (See 14-B(4), OUTS = Warrant Status Information, for instructions.) <p>Local office staff supply the required descriptive information about the warrant.</p>
Distribution	Send the completed form to the Bureau of Purchasing, Payments, and Receipts, Division of Fiscal Management, for processing and delivery to the Department of Administrative Services – State Accounting Enterprise (DAS-SAE), for issuance of a duplicate warrant.
Data	<p>Each warrant payee must complete this form by stating the payee's full name, the full address where the warrant was mailed, and the payee's current address, if different.</p> <p>Obtain the warrant number through the Issuance Verification (ISSV) system screen and use it to look up the account number, warrant amount, and issue date on the "OUTS" system. (See 14-B(4), OUTS = Warrant Status Information for instructions.)</p>

Affidavit as to Forged Endorsement, Form 470-0004

Purpose	Form 470-0004 is used to supply the Department of Inspections and Appeals (DIA), Investigations Division, with information to determine the appropriateness of a request to replace a warrant stolen from a client's mailbox.
Supply	Complete form 470-0004 on line using the template available in the public state-approved forms administrative folder on Outlook.
Completion	<p>Complete this form when the payee reports that the warrant has not been received by the seventh working day after scheduled mailing date and:</p> <ul style="list-style-type: none">◆ The warrant has been redeemed according to the "OUTS" system;◆ The payee has viewed the copy of the original check; and◆ The payee continues to claim that the signature on the endorsement is not that of the payee, and that the payee has no knowledge of the redemption nor participated in any of the proceeds of the warrant. <p>Complete the top section of the form on line from the information on the OUTS system. See 14-B(4), OUTS = Warrant Status Information, for instructions. Then print the form for the payee signatures.</p> <p>Each payee must complete a form. The payee must complete the signature sections in front of a Department employee or a notary to be valid. The Department employee may sign in the field labeled notary and include DHS after the signature.</p>
Distribution	Send the original <i>Affidavit as to Forged Endorsement</i> to DIA Investigations Division, 321 E 12 th St, Des Moines, Iowa 50319-0083. Make a copy for the case file.
Data	The payee must complete the bottom section using the exact wording and abbreviations as on the endorsement . This includes the warrant address, not the payee's current address, if different. If the payee has moved since the warrant was issued, use the address listed on the warrant when completing forms.

Claimant's Supplemental Statement, Form 470-0006

Purpose	Form 470-0006 is used to supply the Department of Inspections and Appeals (DIA), Investigations Division, with information to determine the appropriateness of request to replace a warrant stolen from a client's mailbox.
Supply	Print or photocopy form 470-0006 from the sample in the manual.
Completion	<p>Each payee completes this form at the same time as the <i>Affidavit as to Forged Endorsement</i>, 470-0004. If a question is not applicable, the payee completes the line with "N/A."</p> <p>This form must be completed in front of a Department employee or a notary. The Department employee may sign in the field labeled notary and include "DHS" after the signature.</p>
Distribution	<p>Send the original <i>Claimant's Supplemental Statement</i> to DIA Investigations Division 3rd Fl, 321 E 12th St, Des Moines, Iowa 50319-0083.</p> <p>Make a copy of the <i>Claimant's Supplemental Statement</i> for the case file.</p>
Data	The payee must complete the signature page using the exact wording and abbreviations as on the endorsement . This includes the warrant address, not the payee's current address if different. If the payee has moved since the warrant was issued, use the address listed on the warrant when completing forms.

Mail Theft Complaint

Purpose	This form is used to supply the U. S. Postal Inspector and the Department of Inspections and Appeals (DIA) Investigations Division with information to assist their investigation of a warrant alleged stolen.
Supply	The client may complete this form on line at the U.S. Postal Inspector's web site: http://postalinspectors.uspis.gov/forms/mlntrcvd.aspx
Completion	Each payee must complete this form after the payee has viewed the copy the warrant in question and subsequently decided the endorsement is not the payee's.
Distribution	Assist the payee to complete and submit the form. Print off a copy for the case file and date-stamp the back of the form. Attach a copy of the completed form to the <i>Affidavit as to Forged Endorsement</i> , 470-0004, and the <i>Claimant's Supplemental Statement</i> , 470-0006, and return them to DIA together.
Data	The form collects more information about the circumstances surrounding the loss of the warrant.

Bankimage User Manual

Purpose	Images of redeemed State of Iowa warrants are now available on the state's Internet. Bankimage User Manual contains basic instructions on how to access these images through the Bankimage web application.
Source	The Bankimage User Manual can be accessed on the Iowa Department of Administrative Services Internet site at the following web address: http://www.das.sae.iowa.gov/manuals_forms/Bankimage_User_Manual.pdf
Requirements	The information on the redeemed warrant determines how to handle a report of a lost or stolen warrant. Authorized users can access the Bankimage system on the State of Iowa Internet site by typing this address in your web browser: http://bankimage.ia.gov Internet Explorer 5.0 or later on a Windows-based system is required. You must know the warrant number and redemption date to access and retrieve a warrant image.
Distribution	Ask each payee to view the printed copy of the warrant to determine if the endorsement signature is the payee's signature or a forgery. If it is determined the signature is a forgery, send a copy of the warrant to DIA.
Data	The User Manual is a guide that provides directions on how to obtain copies of redeemed warrants through the Bankimage web application.



May 26, 1998

GENERAL LETTER NO. 23-E-AP-4

ISSUED BY: Bureau of Systems Support, Division of Data Management

SUBJECT: Management Manual, Title 23, Chapter E, *Issuance of Duplicate or Replacement Warrants Appendix*, Title page, revised; Contents (page 1), revised; pages 1 through 6, revised; and the following forms:

- 470-0005 *Affidavit and Agreement for Issuance of Duplicate Warrant, revised*
- 470-0004 *Affidavit as to Forged Endorsement, revised*
- 470-0006 *Claimant's Supplemental Statement, revised*
- PS-2016 *Mail Theft and Vandalism Complaint, revised*
- 337-0006 *Original Warrant Release Record, unchanged*

Summary

This appendix is revised to update forms used when lost or stolen warrants are replaced. Only mail thefts are replaced. Warrants stolen after receipt are not replaced.

When a client files for replacement of a stolen warrant that has been redeemed, the client must view the original warrant before completing the police or postal inspector report and the affidavit and claimant's statement forms.

Effective Date

Upon receipt.

Material Superseded

Remove from the Management Manual, Title 23, entire Chapter E Appendix , and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	September 6, 1994
Contents (page 1)	September 6, 1994
1-6	September 6, 1994
AA-1023-0`	4/84

<u>Page</u>	<u>Date</u>
AA-1022-0	1/93
AA-1024-0	2/93
PS-2016	8/87
337-0006	4/93

Additional Information

An initial supply of revised forms 470-0004, 470-0005, and 470-0006 will be issued from Anamosa when the forms are printed. Destroy remaining supplies of the previous versions when you receive the revised forms.

Instructions for form 427-0447, *Approval of Release of Information by Iowa Department of Human Services*, and the use of form PA-2228-0, *Overpayment Recovery Information Input*, for stolen warrants are being added to 6-Appendix. Refer questions to the Bureau of Systems Support.



THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

February 8, 2000

GENERAL LETTER NO. 23-E-AP-5

ISSUED BY: Bureau of Payments and Receipts, Division of Fiscal Management
Bureau of Systems Support, Division of Data Management

SUBJECT: Management Manual, Title 23, Chapter E, *Issuance of Duplicate or Replacement Warrants, Appendix*, Title page, revised; Contents (page 1) revised; pages 1 through 6, revised; and the following forms:

470-0005	<i>Affidavit and Agreement for Issuance of Duplicate Warrant</i> , revised
337-0006	<i>Original Warrant Release</i> , revised
470-0004	<i>Affidavit as to Forged Endorsement</i> , revised
470-0006	<i>Claimant's Supplemental Statement</i> , unchanged
PS-2016	<i>Mail Theft and Vandalism Complaint</i> , unchanged

Summary

This appendix is revised to update the following forms:

- ◆ The *Affidavit and Agreement for Issuance of Duplicate Warrant* is revised to update the address and add a provision for warrants that are lost or destroyed.
- ◆ The *Affidavit as to Forged Endorsement* must be notarized to be accepted by banks crediting the funds. A notary statement is added back to the form.
- ◆ The current version of the *Original Warrant Release* contains the address and phone number of the State Records Center, lists data in a different order, and has a different distribution.

The other two forms are reprinted for convenience in filing.

Effective Date

Upon receipt.

Material Superseded

Remove entire Chapter E, Appendix, from Employees' Manual, Title 23, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page, Contents	May 26, 1998
470-0005	5/98
1-6	May 26, 1998
470-0004	5/98
(470-0006)	(5/98)
(PS-2016)	(March 1994)
337-0006	4/93

Additional Information

Use up remaining supplies of forms 470-0005 and 337-0006. Reorder supplies of 470-0005 from Anamosa in the usual manner. Order supplies of 337-0006 from the DIA Investigations Division or the State Records Center.

Destroy supplies of previous versions of 470-0004. Due to limited usage, this form will no longer be stocked at Anamosa. Print the form from the public state-approved forms folder on Outlook as needed.

Refer questions about this general letter to your regional benefit payment administrator.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

June 29, 2004

GENERAL LETTER NO. 23-E-AP-6

ISSUED BY: Bureau of Purchasing Payments and Receipts, Division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter E, Appendix, **ISSUANCE OF DUPLICATE OR REPLACEMENT WARRANTS APPENDIX**, Contents (page 1), revised; pages 1 through 5, revised; and the following form:

470-0006 *Claimant's Supplemental Statement*, revised
None *Bankimage User Manual*, new

Summary

This chapter is revised to:

- ◆ Remove form 337-0006, *Original Warrant Release Records*, as it is no longer necessary.
- ◆ Change the instructions for forms 470-0005, *Affidavit and Agreement for Issuance of Duplicate Warrant*, and 470-0006, *Claimant's Supplemental Statement*, to reflect that printed supplies are no longer available from Anamosa.
- ◆ Change form 470-0006, *Claimant's Supplemental Statement*, to add the area for the notary signature.
- ◆ Add the instructions and the State of Iowa Treasurer's Office's *Bankimage User Manual*.
- ◆ Update cross-references.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 23, Chapter E, Appendix, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	February 8, 2000
1, 2	February 8, 2000
337-0006	2/95
3, 4 *	February 8, 2000
470-0006	5/98
5, 6 *	February 8, 2000

- * Move the sample of form 470-0004 to follow page 2 instead of page 4.
- Move the sample of form PS-2016 to follow page 4 instead of page 6.

Additional Information

Use up existing supply of printed forms 470-0005, *Affidavit and Agreement for Issuance of Duplicate Warrant*, and 470-0006, *Claimant's Supplemental Statement*. No further supplies of these forms will be printed.

Refer questions about this general letter to your service area manager.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 12, 2005

GENERAL LETTER NO. 23-E-AP-7

ISSUED BY: Bureau of Purchasing Payments and Receipts, Division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter E, Appendix, *ISSUANCE OF DUPLICATE OR REPLACEMENT WARRANTS APPENDIX*, page 5, revised.

Summary

This chapter is revised to update the Iowa Department of Administrative Services Internet site for the *Bankimage User Manual* to the following web address:

http://www.das.sae.iowa.gov/internal_services/other_users_guides.html

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 23, Chapter E, Appendix, and destroy it:

<u>Page</u>	<u>Date</u>
5	June 29, 2004

Additional Information

Refer questions about this general letter to your service area manager.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 14, 2007

GENERAL LETTER NO. 23-E-AP-8

ISSUED BY: Bureau of Purchasing, Payments, and Receipts, Division of Fiscal Management

SUBJECT: Employees' Manual, Title 23, Chapter E, Appendix, **ISSUANCE OF
DUPLICATE OR REPLACEMENT WARRANTS APPENDIX**, page 5,
revised.

Summary

This chapter is revised to provide the current web site address for the Department of Administrative Services' **Bankimage User Manual**.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 23, Chapter E, Appendix, page 5, dated August 12, 2005, and destroy it.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, your service area manager, or your regional collections administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

December 26, 2008

GENERAL LETTER NO. 23-E-AP-9

ISSUED BY: Bureau of Purchasing, Payments, and Receipts,
Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter E, Appendix, **ISSUANCE OF
DUPLICATE OR REPLACEMENT WARRANTS APPENDIX**, Title page,
revised; Contents (pages 1), revised; and pages 1 through 5, revised;
and the following forms:

- 470-0005 *Affidavit and Agreement for Issuance of Duplicate Warrant*,
revised
- 470-0004 *Affidavit as to Forged Endorsement*, unchanged
- 470-0006 *Claimant's Supplemental Statement*, unchanged
- PS-2016 *Mail Theft Complaint*, revised
- None *Bankimage User Manual*, revised

Summary

This chapter is revised to:

- ◆ Add that forms 470-0004, *Affidavit as to Forged Endorsement*, and 470-0006, *Claimant's Supplemental Statement*, may now be signed in front of either a Department of Human Services employee or a notary.
- ◆ Update the form and source instructions for the "Mail Theft Complaint" and remove the requirement of signatures from both parents for two-parent FIP households. However, if the warrant has two payees listed, each payee must complete the form.
- ◆ Provide new contact information.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter E, Appendix, from Management Manual, Title 23, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	February 8, 2008
Contents (page 1)	June 29, 2004

470-0005	1/00
1, 2	June 29, 2004
470-0004	2/00
470-0006	3/02
3, 4	June 29, 2004
PS-2016	March 1994
5	September 14, 2007

Additional Information

Refer questions about this general letter to your area income maintenance administrator, your service area manager, or your regional collections administrator.