

Wisconsin Works (W-2) Payment Issuance

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WISCONSIN WORKS (W-2) PAYMENT ISSUANCE

INTRODUCTION

The Payment Issuance subsystem issues monthly Wisconsin Works (W-2) payments by paper check or through Electronic Funds Transfer (EFT). W-2 workers take action in both the CARES Worker Web (CWW) and Wisconsin Work Programs (WWP) systems as part of the W-2 Payment Issuance process.

The Payment Issuance system:

1. Generates and tracks W-2 payments through the three issuance cycles:
 - a. Monthly Pulldown;
 - b. Delayed Payment; and
 - c. Daily.
2. Maintains payment history for W-2 and Job Access Loan (JAL) payments;

Note: JALs are processed in the Benefit Recovery and Investigation Tracking System (BRITS).

3. Tracks returned, re-issued, and intercepted payments.

W-2 payments disbursed by check are mailed to the participant's mailing address unless otherwise designated in CWW.

W-2 payments disbursed through EFT are transferred directly to a participant's financial institution account or a participant's prepaid debit card.

All JAL and vendor payments are disbursed as checks. JAL checks are mailed directly to the agency for pickup, while vendor payments are mailed to vendors on behalf of participants.

CHAPTER 1: W-2 PAYMENTS

The W-2 participation period starts on the 16th of each month and ends on the 15th of the following month.

Participants that are initially placed in a paid placement between the first and 15th of the month are issued their first payment through the Monthly Pulldown Cycle.

Participants that are initially placed in a paid placement between the 16th and last day of the month are issued their initial payment in two parts:

- The first payment covers the placement dates between the 16th and last day of the month. This payment is issued through the W-2 Delayed Payment Cycle.
- The second payment covers the placement dates between first and 15th of the following month. This payment is issued through the Monthly Pulldown Cycle.

Ongoing participants, who have been in a paid placement for the entire participation period, are issued their W-2 payments through the Monthly Pulldown Cycle. Refer to W-2 Manual [Chapter 10](#) for detailed information regarding W-2 payments.

PAYMENT CYCLES

Monthly Pulldown Cycle: The Monthly Pulldown Cycle generally occurs between five and eight calendar days prior to the end of each month. W-2 payments issued from the Monthly Cycle are received on or around the first of each month. There are two types of payments issued in the Monthly Pulldown Cycle:

1. Participant payments; and
2. Vendor payments.

W-2 Delayed Payment Cycle: The Delayed Payment Cycle generally occurs around the seventh of each month. W-2 payments issued from the Delayed Payment Cycle are received on or around the 10th day of the month. Only participant payments are issued through the Delayed Payment Cycle.

Daily Cycle: The Daily Cycle issues W-2 auxiliary and JAL checks. The checks are issued the day after the request is approved in WWP for auxiliaries and BRITS for JALs.

- **Note:** The yearly W-2 Benefit Issuance Schedule identifying Monthly Pulldown and W-2 Delayed Cycle dates is located on the [BWF Work Programs Help Desk Home Page](#), in the W-2 Benefit Issuance Schedule accordion tab. The date for each cycle changes monthly, depending on when weekends and holidays occur.

ISSUANCE TYPES

Monthly W-2 payments are issued by paper check or through EFT. The default payment type is a paper check issued to the primary person on the W-2 case. Paper checks are the only option available for

JAL and vendor payments.

EFT Payments

How to Set Up EFT Payments

EFT deposits payments electronically to a financial institution account or prepaid debit card. Participants must complete the [Electronic Funds Transfer form \(DCF-F-DWSP10791-E\)](#) if they want to receive their payments via EFT.

It is important to inform all W-2 participants in paid placements that EFT is a payment option available to them. Using EFT reduces incidents of lost, forged, and stolen W-2 checks and decreases the time involved in processing stop payments and re-issuing payments.

When establishing an EFT, the Financial and Employment Planner (FEP) should inform the participant when the first payment will be deposited into the participant's bank account. If the FEP completes the **W-2 EFT Information** section on the CWW **Liquid Assets** detail page on or before the W-2 Monthly Pulldown date, the payment will be deposited on or around the first of the next month.

EXAMPLE: If the FEP adds the participant's EFT information to the CWW **Liquid Assets** page for a checking, savings, or prepaid debit card account prior to September pulldown on September 10, 2026, then the first EFT payment will be deposited on or around October 1, 2026.

If the FEP adds the EFT information on September 26, 2026, which is two days after W-2 Pulldown, then the first EFT payment will be deposited on or around November 1.

- **Note:** EFT payments can only occur during the Monthly Pulldown Cycle. A participant requesting EFT will receive a W-2 payment issued during a Delayed or Daily payment cycle as a paper check.

To set up an EFT payment, the FEP must enter the required account number and routing number information for the participant's financial institution or prepaid debit card account. This information is needed in order to send electronic W-2 payments to that participant's account.

Financial Institution Name And Address Information	
Account Number:	<input type="text" value="123456789"/>
Name:	<input type="text" value="ABC Bank"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text" value=""/>
ZIP:	<input type="text" value=""/> - <input type="text" value=""/>
W-2 EFT Information	
* Use for W-2 EFT?	<input type="text" value="Y - Yes"/>
Routing Number:	<input type="text" value="078515623"/>
Confirm Account Number:	<input type="text" value="123456789"/>
Confirm Routing Number:	<input type="text" value="078515623"/>

If a pending or potential payment exists, the CWW **W-2 Potential Payment Amounts** page displays in the driver flow after the **W-2 Placement** page.

W-2 Potential Payment Amounts Cancel

Payment Information					
Participation Begin Date	Participation End Date	Estimated Pay Date	Gross Pay Amount	Prorated Pay Amount	Placement
08/16/2016			\$653.00	\$0.00	CSJ - COMMUNITY SERVICE JOB

How to Stop or Change EFT

To stop a monthly payment from being issued through EFT, the FEP must navigate to the **Liquid Assets** page and change the **Use for EFT** response from “Yes” to “No”.

When a participant requests to change the EFT to a different account:

If the new account type is the same (e.g., participant was using a checking account and opens a new checking account), the FEP can type over the existing account number on the **Liquid Assets** page and update the EFT information. This will create a historical record of the previous account(s).

If the new account type is different (e.g., checking account closed and participant will be using a prepaid debit card), the FEP must stop the current EFT by updating the **Use for EFT** response from “Yes” to “No”. The FEP may then add EFT information for the new account by creating a new **Liquid Assets** detail page for the new account.

Vendor Payments

How to Query Vendor Information

There are two methods to determine if a vendor is active to receive W-2 payments.

WWP Vendor Information Page

To view a list of all active and inactive W-2 vendors, under WWP Worker Tools, select the Vendor Information button. The full list of W-2 Vendors will display. The vendor list can be filtered by active or inactive status. A search field can be used to search by Name, Payee Tax ID Number, and Vendor Number.

CWW Vendor Lookup Page

The Vendor Lookup tool on the CWW **W-2 Vendor Payment** page will determine if a particular vendor is currently active. Query vendor information by:

1. Vendor Name;
2. Social Security Number (SSN); or
3. Tax Identification Number (TIN).

All vendors listed in CWW are required to have a SSN or TIN. Querying by the SSN or TIN is the most accurate way to see if a vendor is listed in the database. The Vendor Lookup search results display the

Vendor Number, Vendor Name, Vendor Type, and Vendor Address.

Vendor Lookup

Vendor Query

Vendor Name Starts With Contains
 TIN
 SSN --

Search Results

Vendor Number	Vendor Name	Vendor Type	Vendor Address
121	JOERS, PAUL	LANDLORD - NOT A REAL ESTATE AGENT	12135 POTTER RD MILWAUKEE, WI. 53226-3638
123	JOHNSON, SAMUEL	LANDLORD - NOT A REAL ESTATE AGENT	2039 5TH ST MILWAUKEE, WI. 53212-3161
124	JOURDAIN PROPERTIES, INC.	LANDLORD - NOT A REAL ESTATE AGENT	4343 60TH ST MILWAUKEE, WI. 53216-1209
125	JONES, ROBERT L.	LANDLORD - NOT A REAL ESTATE AGENT	5451 GREEN BAY AVE MILWAUKEE, WI. 53209-5006

If a vendor name is not listed in the Vendor Lookup, the agency must send [Request for Taxpayer Identification Number and Certification](#) and [DOA-6457 STAR Vendor Information](#) forms to the vendor. After the vendor completes the forms and returns them to the agency, the agency must email the forms to the BWF Work Programs Help Desk. Both forms are located on the [BWF Work Programs Help Desk](#) webpage. The BWF Work Programs Help Desk will notify the W-2 agency once the vendor has been added to CWW. After the vendor has been added, the FEP must return to the CWW **W-2 Vendor Payment** page to set up the vendor payment.

Setting Up Vendor Payments

To set up a vendor payment, the FEP must navigate to the CWW **W-2 Vendor Payment** page and enter the:

1. Vendor number, using the Vendor Lookup tool;
2. Vendor amount;
3. Vendor reason; and
4. Participant's account number with the vendor (if one is required).

Once the vendor number is selected using the Vendor Lookup tool, the remainder of the vendor information will auto-populate on the **W-2 Vendor Payment** page. Only one vendor may be added for a case.

W-2 Vendor Payment Cancel Reset

Record Management

End/Delete Reason: Last Updated:

Vendor Information

* Vendor Number: 121 TIN/SSN: *****5359

Vendor Name: JOERS, PAUL * Vendor Amount: \$ 400 .00

Vendor Type: LANDLORD - NOT A REAL ESTATE AGENT * Vendor Reason:
 FP - FAILURE TO PAY BILL FOR FOOD, FUEL AND ESSENTIALS
 NR - REPEATED NON-PAYMENT OF RENT
 VL - VOLUNTARY

Vendor Address: 12135 POTTER RD MILWAUKEE, WI. 53226-3638 Participant's Account Number With Vendor:

Vendor payments established prior to Monthly Pulldown will generate the next monthly check from CARES to the vendor for the amount listed on this screen. If the amount of the participant’s payment is less than the amount of the vendor payment, the system will issue a vendor payment for the available amount of the participant’s monthly payment. If a pending or potential payment exists, the CWW **W-2 Potential Payment Amounts** page displays in the eligibility driver flow after the **W-2 Placement** page.

- **Note:** Vendor payments can only be issued for ongoing monthly W-2 payments. They cannot be issued for the delayed cycle or initial monthly payments.

Reviewing Vendor Payment History

To view the vendor payment history for a participant on the CWW **W-2 Vendor Payment** page, enter a past date in the Updated on or before field, and click Go.

W-2 Vendor Payment Cancel Reset

Record Management

End/Delete Reason: Last Updated: 02/29/2016

Vendor Information

* Vendor Number: 121 TIN/SSN: *****5359

Vendor Name: JOERS, PAUL * Vendor Amount: \$ 450 .00

Vendor Type: LANDLORD - NOT A REAL ESTATE AGENT * Vendor Reason: VL - VOLUNTARY

Vendor Address: 12135 POTTER RD MILWAUKEE, WI. 53226-3638 Participant's Account Number With Vendor: ABC123

Updated on or before
MM / DD / YYYY

How to End a Vendor Payment

To end a vendor payment, enter one of the following in the **End/Delete Reason** field in the upper left

corner of the **W-2 Vendor Payment** page:

1. AE - AGENCY ERROR; or
2. NL - NO LONGER VALID.

AUXILIARY PAYMENTS

Auxiliary payments are recorded in the participant's PIN-level record in WWP. There are two types of auxiliary payments:

1. **System-issued Auxiliary Payment:** Payments are issued automatically through WWP when a worker takes certain actions after W-2 Pulldown that require an auxiliary payment. Worker actions that may trigger an auxiliary include:
 - Adding good cause hours for previously recorded W-2 nonparticipation;
 - Removing previously recorded W-2 nonparticipation; and
 - Backdating a W-2 placement that pays a higher monthly payment amount into the prior participation period.

A batch process that runs every Friday evening determines the amount of the payments based on worker entries from the previous seven days. The payment calculations can be viewed on the **WWP Payment Details** page for the selected participation period.

System-issued auxiliary payments are issued through the Daily Payment Cycle. A worker task is generated in WWP to notify the worker when the auxiliary payment has been issued.

2. **Manually-Issued Auxiliary Payment:** A worker must take manual actions to calculate and issue an auxiliary payment in some circumstances, including, but not limited to:
 - A Fact Finding decision that requires a payment to be issued for a prior participation period; and
 - The W-2 placement must be backdated more than 10 days.

NOTE: Once a manual supplemental payment has been requested or approved for a participation period, any subsequent supplemental payments must be issued through the manual process.

Authorized Auxiliary Approvers

Agencies must authorize Auxiliary Approvers using the [WWP User Access Request form WWP User Access Request form \(DCF-F-5212-E\)](#), then email the form to the BWF Work Programs Help Desk. Each time an agency needs to add or delete approvers, the agency must email a new completed form to the BWF Work Programs Help Desk. The agency's Security Officer and Administrator must sign the form.

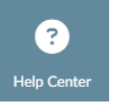
W-2 agencies must have at least one Auxiliary Approver authorized for each W-2 region.

To view a list of the agency's current Auxiliary Approvers, under the WWP Worker Tools, select the Aux/Replace Approvers button. The full list of Approvers for the agency will display.



Worker Tools

Agency Tools



How to Manually Request a W-2 Auxiliary Payment in WWP

- From the participant's Case Management tab, select the Auxiliary button.
- A list of all issued Auxiliary Payments will display for that participant, including both system- and manually-issued payments.

W-2 Auxiliaries ?

SANDY SFLOW
1586208021

Sort by Status Date ▲

Participation Period: November 16 - December 15 Year: 2025 Issued Amount: \$20	Status: Approved as of Status Date: 03/05/2026 Heidi L. Hammes
Participation Period: December 16 - January 15 Year: 2026 Issued Amount: \$20	Status: Approved as of Status Date: 03/05/2026 Heidi L. Hammes
Participation Period: October 16 - November 15 Year: 2025 Issued Amount: \$20	Status: Approved as of Status Date: 03/05/2026 Heidi L. Hammes
Participation Period: September 16 - October 15 Year: 2024 Issued Amount: \$45	Status: System-Generated as of Status Date: 11/29/2024 WWP Batch
Participation Period: October 16 - November 15 Year: 2024 Issued Amount: \$653	Status: System-Generated as of Status Date: 11/29/2024 WWP Batch
Participation Period: July 16 - August 15 Year: 2024 Issued Amount: \$608	Status: System-Generated as of Status Date: 10/11/2024 WWP Batch
Participation Period: August 16 - September 15 Year: 2024 Issued Amount: \$608	Status: System-Generated as of Status Date: 10/11/2024 WWP Batch

+ Add Auxiliary

- From the list view, select the Add Auxiliary button.
- A window displays to select the W-2 participation period and the year from two side-by-side dropdowns. A link to the W-2 Auxiliary Worksheet also displays in the window.

✕ Add Auxiliary ?
Auxiliary Worksheet

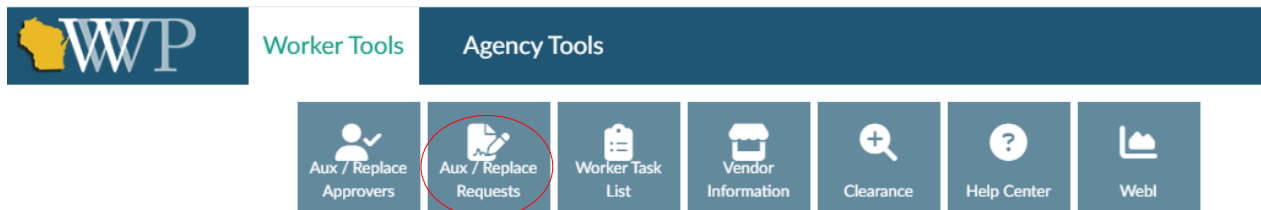
Case Number	<input type="text" value="2151469425"/>	Participation Period	December 16 - January 15	2025
PIN	<input type="text" value="2586206509"/>	County	<input type="text" value="MILWAUKEE"/>	
Participant Name	<input type="text" value="OPHELIA OFLOW"/>	WP Office	<input type="text" value="1581"/>	
Original Payment Amount	<input type="text" value="\$ 653"/>			
Manual Auxiliary Amount	<input type="text" value="\$ 20"/>			
Reason	<input type="text" value="Backdated Placement Beyond 10 Days"/>			
Status				
Details	<input type="text" value="Backdate CMC into Participation Period 12/16/25 - 1/15/25"/>			

Cancel
Submit

- e. A manual auxiliary can be issued for any prior participation period for which Pulldown has run. Total W-2 payments for any participation period cannot exceed \$673.
- f. After recording the required information and clicking the Submit button, the auxiliary payment will display on the agency's **Auxiliary Request** page.

Approving Manual Auxiliary Requests

Agency staff who are authorized to approve manual auxiliary payments will access the outstanding auxiliary requests under WWP Worker Tools by selecting the Aux/Replace Requests button.



When selected, the **Auxiliary/Replacement Requests** page defaults to Display Manual Auxiliary Requests. The list will display all Manual Auxiliary Requests with a current status of Submitted, Returned, or Review in Progress. An Approved auxiliary drops off the list at the end of the day that the payment was Approved.

Auxiliary / Replacement Requests ?	
<input checked="" type="radio"/> Display Manual Auxiliary Requests	<input type="radio"/> Display Check Replacement Requests Sort by Status Date ▲
PIN: 0586093648 CASE: 0151412804 MILWAUKEE - 1581	Returned - Information Needed as of 03/19/2026 Heidi R. Hammes
PIN: 2586206509 CASE: 2151469425 MILWAUKEE - 1581	Approved as of 03/19/2026 Heidi L. Hammes
PIN: 8586208191 CASE: 8151470186 MILWAUKEE - 1581	Submitted as of 02/05/2026 Heidi L. Hammes
PIN: 7586212350 CASE: 7151472277 MILWAUKEE - 1581	Submitted as of 11/19/2025 Heidi L. Hammes

When an Auxiliary Request is submitted, the Auxiliary Approver can update the status to Approve, Deny, Review, or Return.

✕ Auxiliary Request ?
Auxiliary Worksheet

Case Number	<input type="text" value="7151472277"/>	Participation Period	<input type="text" value="August 16 - September 15"/> <input type="text" value="2025"/>
PIN	<input type="text" value="7586212350"/>	County	<input type="text" value="MILWAUKEE"/>
Participant Name	<input type="text" value="ACANADA ACFLOW"/>	WP Office	<input type="text" value="1581"/>
Original Payment Amount	<input type="text" value="\$ 608"/>		
Manual Auxiliary Amount	<input type="text" value="\$ 50"/>		
Reason	<input type="text" value="Result of Admin Review Decision"/>		
Status	<input type="text" value=""/>		
Details	<div style="border: 1px solid #ccc; padding: 5px;"> Approve Deny Review Return </div>		
Status		Last Updated By	
Submitted		Heidi L. Hammes	

The Assigned FEP receives a worker task informing them when the status was updated.

After an auxiliary payment is approved, it will display on the **WWP Payment Details** page for the selected participation period.

Payment Details
SANDY SFLOW
1586208021

Participation Period: December 16 - January 15 2026
 Case Number: 1151470112
 Issuance Month: 02/2026

Original Payment

Base W-2 Payment	\$ 653.00
- Drug Felon Penalty	\$ 0.00
- Recoupment	\$ 0.00
- Learnfare Penalty	\$ 0.00

Adjusted Base Payment

Adjusted Base Payment	\$ 653.00
- Non-Participation Reduction	\$ 0.00

Final Payment

Final Payment	\$ 653.00
---------------	-----------

- Paid to Vendor	\$ 0.00
- Paid to Participant	\$ 653.00

Manual Auxiliaries

Reason	WRF - Result of Fact Finding Decision	\$ 20.00	Approval Date	03/05/2026
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Manual Auxiliary Payment Issuance

Manual auxiliary payments are issued through the Daily Payment Cycle and are always issued as paper checks. No vendor payments, sanctions, or recoupments are deducted.

When an auxiliary payment is issued for a month in which no other payment is made, WWP will automatically add a month to the participant’s federal 60-month time limit. This action occurs the evening the auxiliary is issued and will be visible in WWP the next day.

How to Cancel a W-2 Auxiliary Request

A manual auxiliary can only be cancelled before the end of the same workday that it was approved. To cancel an auxiliary that was previously approved, the Approver must return to the **Auxiliary/Replacement Request** page and select the affected payment. The status of the auxiliary must be updated from Approve to Deny after which the auxiliary request will immediately be dropped from the **Auxiliary/Replacement Request** page.

CHAPTER 2: W-2 AND VENDOR PAYMENT HISTORY AND DETAILS

WWP PAYMENT ISSUANCE PAGES

The WWP Payment Issuance pages provide information about every W-2 and JAL payment issued to, or on behalf of, a W-2 case. Agency workers can view payment history and details, and take the following actions:

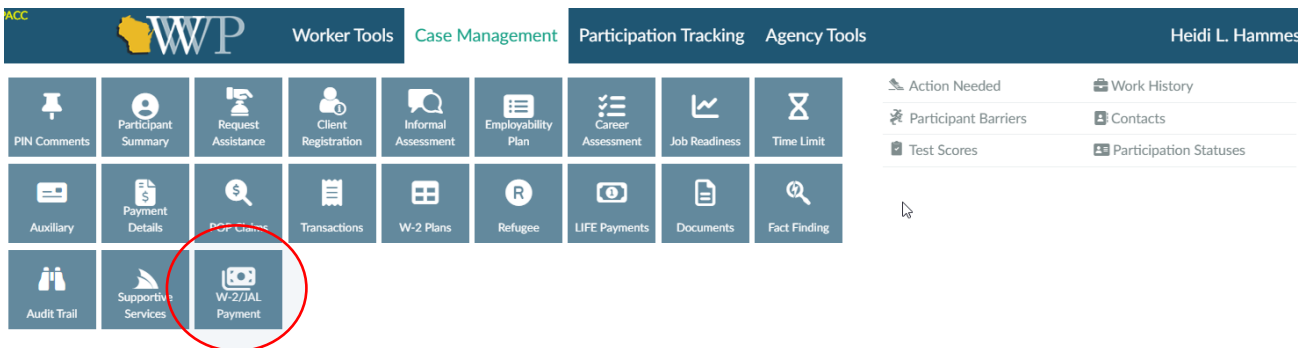
- Release and re-issue a check to the W-2 case after it was returned to the agency;
- Return a check to Madison;
- Intercept a W-2 check;
- Record a stop-payment for a lost, stolen, or destroyed check; and
- Issue a replacement check for a payment that was stale dated or previously returned to Madison.

W-2 and JAL Payment History

Viewing W-2/JAL Payment History

The W-2/JAL Payment History for a W-2 case can be accessed using two different methods:

1. **From a WWP participant record:** under the Case Management tab, select the W-2/JAL Payment button.



2. **From the WWP Worker Home page:** select the Payment Issuance tab. A search can be done by the W-2 case number or by entering a W-2 check number.

The screenshot shows the top navigation bar of the WWP system. On the left is the WWP logo. In the center are the tabs 'Worker Tools' and 'Agency Tools'. On the right is the user name 'Heidi L. Hammes'. Below the navigation bar is a search interface with tabs for 'Recently Accessed', 'Participants by Worker', 'Referrals', 'Transfers', 'Search', and 'Payment Issuance'. The 'Search' tab is active. The search area contains a 'Search by:' label, a text input field with the value '4151466347', an 'or' label, and a button labeled 'Enter Check Number'. At the bottom of the search area are two buttons: a green 'Search' button and a 'Clear' button.

Worker Tools at the top of the **W-2/JAL Payment History** page include:

- A Search field which can be used to search payment history using the Issuance number, Check number, or EFT;
- Two drop-down filters to view payment history for a specific Agency or Region;
- Ability to sort payment history by Payment Period or Check/EFT date in ascending or descending order; and
- A Reset button that reverts all filtering and sorting to the default setting.

The screenshot shows the header of the 'W-2/JAL Payment History' page. It features a back arrow icon, the page title 'W-2/JAL Payment History', and a help icon. Below the title are two buttons: 'View Replacement Requests' and 'View Yearly Summary'. The filter section includes a 'Case Number' dropdown menu with the value '4151466347', a 'Search' input field, a 'Primary Person' dropdown menu with the value 'EMMA EFLOW', an 'Agency' dropdown menu, a 'Region' dropdown menu, a 'Sort by' dropdown menu with an upward arrow icon, and a 'Reset' button.

The **W-2/JAL Payment History** page displays a list of all payments made to a W-2 case. The page provides a summary of information for each payment, including:

- Issuance number (assigned by the Payment Issuance sub-system);
- Check number (assigned by the Department of Administration) or EFT value;
- Replacement Check Number for a payment that was replaced;
- Payment Period;
- Check/EFT Date;
- Payment Type which may include Initial (IN), Monthly (MN), Supplement (SU), or JAL;
- Payment Amount;
- Agency and County where the case received the payment;
- Payment Flag which will be either Participant or Vendor;
- Return Indicator which shows if the W-2 check was returned to the agency and by what method;
- The most recent Disposition Date and Code; and
- A Disposition Reason, if the agency takes an action after the original payment was issued.

W-2/JAL Payment History ?

Case Number: 4151466347 Primary Person: EMMA EFLOW

View Replacement Requests View Yearly Summary

Search Agency Region Sort by Reset

Assistance Group Sequence	Issuance # Check #/EFT Repl Check #	Payment Period Check/EFT Date	Payment Type Payment Amount	Agency County	Payment Flag Return Indicator	Disposition Date Code Reason
WW C 01	100100181 J2600065	02/01/2026 02/26/2026	MN - Monthly \$653.00	ROSS MILWAUKEE	Participant	02/24/2026 IS - Issued
WW C 01	100100111 J2600043	01/01/2026 02/24/2026	SU - Supplement \$189.00	ROSS MILWAUKEE	Participant	02/23/2026 IS - Issued
WW C 01	100100101 J2600030	02/19/2026 02/20/2026	JAL - JAL \$100.00	ROSS MILWAUKEE	Participant	02/19/2026 IS - Issued
WW C 01	100098176 J0017159	01/01/2025 01/29/2025	MN - Monthly \$631.00	ROSS MILWAUKEE	Participant	01/27/2025 IS - Issued

If some or all of the payment is issued to a vendor, a separate row displays for the vendor portion.

W-2/JAL Payment History ?

Case Number: 6151472161 Primary Person: ABRENDA ABFLOW

View Replacement Requests View Yearly Summary

Search Agency Region Sort by Reset

Assistance Group Sequence	Issuance # Check #/EFT Repl Check #	Payment Period Check/EFT Date	Payment Type Payment Amount	Agency County	Payment Flag Return Indicator	Disposition Date Code Reason
WW C 01	100100019 J0018495	01/01/2026 01/29/2026	MN - Monthly \$208.00	ROSS MILWAUKEE	Participant	01/27/2026 IS - Issued
WW C 01	100100019 J9000186	01/01/2026 01/29/2026	MN - Monthly \$400.00	ROSS MILWAUKEE	Vendor	01/27/2026 IS - Issued

When multiple auxiliary payments for a W-2 case are approved on the same day, a payment history row will display for each supplement. All of the supplements will be combined and issued in one check to the case. Each row on the **W-2/JAL Payment History** page will share the same Issuance Number and Check Number.

W-2/JAL Payment History ?

Case Number: 1151470112 Primary Person: SANDY SFLOW

Buttons: View Replacement Requests View Yearly Summary

Search: Agency Region Sort by Reset

Assistance Group Sequence	Issuance # Check #/EFT Repl Check #	Payment Period Check/EFT Date	Payment Type Payment Amount	Agency County	Payment Flag Return Indicator	Disposition Date Code Reason
WW C 01	100100235 J2600171 [Redacted]	12/01/2025 03/09/2026	SU - Supplement \$20.00	ROSS MILWAUKEE	Participant	03/13/2026 IS - Issued [Redacted]
WW C 01	100100235 J2600171 [Redacted]	11/01/2025 03/09/2026	SU - Supplement \$20.00	ROSS MILWAUKEE	Participant	03/13/2026 IS - Issued 901 - Replace [Redacted]

Other functions at the top of the **W-2/JAL Payment History** page include:

- A View Replacement Requests button (see Chapter 5 for instructions on how to process a Replacement payment).

Replacement Requests ?

Case Number: 6151473965 Sort by Status Date

Participation Period: January 16 - February 15 Year: 2026 Issued Amount: \$608	Status: System-Generated as of Status Date: 03/05/2026 WWP
Participation Period: December 16 - January 15 Year: 2026 Issued Amount: \$608	Status: Approve as of Status Date: 03/05/2026 Heidi L. Hammes

- A View Yearly Summary button. This page is a summary of annual totals paid to the W-2 case and vendors, and total deductions for recoupments, nonparticipation, penalties, and returned payments. JAL payment information is not included in the totals on this screen.

W-2 Yearly Summary ?

Case Number: 5151470256 Primary Person: WILLOW WFLOW

From Year: 2024 To Year: 2026 Reset

Year	Assistance Group Sequence	Gross Payment Amount	Recoupment Amount Learnfare Penalty	Non-Participation Reduction Drug Felon Penalty	Vendor Amount Vendor Rtn Amt	Check/EFT Amt Cash Returned
2026	WW C 01	\$1,305.00	\$0.00 \$0.00	\$65.00 \$0.00	\$0.00 \$0.00	\$1,240.00 \$0.00
2025	WW C 01	\$5,220.00	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$5,220.00 \$0.00
2024	WW C 01	\$2,175.00	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$2,175.00 \$0.00

Items per page: 20 1 - 3 of 3 |< < > >|

Viewing Case Level Payment Details

Clicking on an underscored date in the Payment Period column of the **W-2/JAL Payment History** page brings up the **Case Level Payment Details** page for that payment period.

WW C	105637838	<u>11/01/2025</u>	MN - Monthly	FSC	Participant	01/05/2026
01	J2397611	11/26/2025	\$413.00	DANE	3 - Non-Assistance Group Return - Original Check	RI - Reissue to Assistance Group RIP - Payment Picked up by Assistance Group

This page displays the details of the payment calculation, including deductions for drug felon, recoupments, Learnfare penalties, and hourly nonparticipation. The Final Payment section of the page provides the final payment amount(s) which may be issued to the participant or the vendor or split between them.

Case Level Payment Details ?

Participation Period: October 16 - November 15 2025

Case Number: [REDACTED]

Issuance Month: 12/2025

Original Payment

Base W-2 Payment	\$	608.00
- Drug Felon Penalty	\$	0.00
- Recoupment	\$	0.00
- Learnfare Penalty	\$	0.00
Adjusted Base Payment		
- Non-Participation Reduction	\$	195.00
Final Payment		
- Paid to Vendor	\$	0.00
- Paid to Participant	\$	413.00

When a worker takes certain actions after W-2 pulldown that results in the payment being recalculated, a new section, titled Payment Changes (Weekly Batch XX/XX/XX), will display below the original payment calculations showing the updated Adjusted Base Payment and Final Payment information and any resulting auxiliary payments generated through the weekly system batch process or any amount to be recouped.

Any auxiliary payment generated manually by an agency worker for the same Payment Period will also display.

Payment Changes (Weekly Batch 12/12/2025)

Base W-2 Payment - Pulldown	\$ 608.00
- Drug Felon Penalty - Pulldown	\$ 0.00
- Recoupment	\$ 0.00
- Learnfare Penalty	\$ 0.00
Adjusted Base Payment	\$ 608.00
- Non-Participation Reduction	\$ 115.00
Final Payment	\$ 493.00
Current Final Payment	\$ 493.00
- Previous Final Payment	\$ 413.00
Calculated Supplement	\$ 80.00

FULL HISTORY FOR A W-2 AND JAL PAYMENT

Viewing the Full History for a W-2/JAL Payment

To view the full history of a specific payment from the **W-2/JAL Payment History** page, click the desired payment row and the **W-2/JAL Payment** page will display.

The **W-2/JAL Payment** page includes some detailed information that does not display on the main **W-2/JAL Payment History** page. This includes the:

- Name of the Financial Institution if the payment is an EFT;
- Address Indicator and Address of the payee;
- Replacement Check Date if a payment has been replaced;
- Affidavit Sent Date and Received Date. This information is recorded as part of the Stop Payment process when a check was reported lost, stolen, or destroyed; (see Ch 6)
- Payment Type which may include Initial (IN), Monthly (MN), Supplement (SU), and JAL (JL);
- Payment Reason;
- Recoupment Amount when a recoupment is being deducted from the monthly payment; and
- Returned Amount if the payment was cancelled and returned to Madison.

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
9151472295	WW C	01	100099490	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	ADANIEL ADFLOW		Original Check #/EFT	J0018136	
Financial Institution			Original Check/EFT Date	09/26/2025	
Address Indicator	H - Household address		Replacement Check #	S0660002	
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346		Replacement Check Date	02/23/2026	
			Affidavit Sent Date	02/23/2026	
			Affidavit Received Date	02/24/2026	
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
09/01/2025	MN - Monthly		\$327.00	\$0.00	\$0.00

At the bottom of the page is a Disposition History including the historical Dates, Disposition Codes and Reasons, Return Indicators (if any), and the names of workers who took an action. The Worker column will be blank if the action was taken as part of a batch system process or prior to April 24, 2026.

Disposition History +


Date	Historical Code	Reason	Return Indicator	Worker
03/26/2026	IS - Issued	SSR - Successful Stop Payment with Replacement		Heidi L. Hammes
02/24/2026	IS - Issued	SSR - Successful Stop Payment with Replacement		Jose Alcauter
02/24/2026	CN - Cancelled	SSP - Uncashed, Stop Payment Requested from Treasury		Jose Alcauter
02/24/2026	CN - Cancelled	SSP - Uncashed, Stop Payment Requested from Treasury		Jose Alcauter
02/12/2026	SP - Stop Payment Requested	DES - Destroyed		Heidi L. Hammes
09/24/2025	IS - Issued			


Viewing the Full History for a Vendor Payment

From the **W-2/JAL Payment History** page, click on a vendor payment row to view a separate **Vendor Payment** page. This page provides similar data to what displays on the **W-2/JAL Payment** page and includes some unique details about the W-2 Vendor including Vendor Name, Vendor Number, and Vendor Type.

The Vendor portion of the monthly payment displays under the Payment Amount label. The participant portion (if any) displays in the upper right of the page under Total Participant Amount.

« **W-2 Vendor Payment** ?


Case Number	Assistance Group	Sequence	Issuance #	Total Participant Amount	
4151466347	WW C	01	100100305	<u>\$153.00</u>	
Agency	Region	County	Office #		
FSC	Southwest	DANE	811		
Vendor Name	SENTRY SERVICES LLC		Original Check #/EFT	2603900001	
Vendor Number	1004		Original Check/EFT Date	03/27/2026	
Vendor Type	LN - Landlord - Not A Real Estate Agent		Replacement Check #		
			Replacement Check Date		
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Returned Amount	
03/01/2026	MN - Monthly		\$500.00	\$0.00	


Disposition History 

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

On the **W-2 Vendor Payment** page, click on the underlined dollar amount that displays under Total Participant Amount to return to the **W-2/JAL Payment** page to view the history for the participant's portion of the payment.

« **W-2/JAL Payment** ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
4151466347	WW C	01	100100305	<u>\$500.00</u>	
Agency	Region	County	Office #		
FSC	Southwest	DANE	811		
Payee Name	EMMA EFLOW		Original Check #/EFT	J2600260	
Financial Institution			Original Check/EFT Date	03/27/2026	
Address Indicator	H - Household address		Replacement Check #		
Address	10001 W WILLIAMSON ST MADISON WI 53226-4346		Replacement Check Date		
			Affidavit Sent Date		
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/01/2026	MN - Monthly		\$153.00	\$0.00	\$0.00

Disposition History 

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

CHAPTER 3: W-2 PAYMENT DISTRIBUTION AND HOLDING OR INTERCEPTING A CHECK

METHODS TO DISTRIBUTE W-2 CHECKS TO THE AGENCY

There are three methods to deliver W-2 checks to the agency rather than directly to the W-2 payee:

1. Change the mailing address on the CWW **General Case Information** page to the agency's address. The address change must be recorded prior to Monthly Pulldown in order for the next payment to be mailed to the new address.
 2. Place a hold on the check.
 3. Intercept a check that has already been issued in the Monthly Pulldown Cycle.
- **Note:** Address changes, check holds, and check intercepts must only occur when requested by the participant.

HOLDING A W-2 CHECK

By holding a W-2 check, the W-2 agency is having the check delivered directly to the agency rather than mailing to the W-2 case. Agencies must only hold a check at the participant's request.

To hold a check, complete the **W-2 Hold Payments** page in CWW before the check is issued at Pulldown. Entering a Y-Yes to the question on this page will redirect a check to the W-2 agency for the agency to disburse to the W-2 case.

Checks will continue to be held until the worker ends the hold on the **W-2 Hold Payments** page by either changing the indicator to N-No or deleting the Y-Yes and leaving the field blank. When a payment is being held at the W-2 agency, the **W-2 Hold Payments** page will be scheduled at each review.

The screenshot shows a web form titled "W-2 Hold Payments". At the top right, there are "Cancel" and "Reset" buttons. Below the title bar, the form content includes a question: "Does the participant want his/her payments held at the agency?". A dropdown menu is open below this question, showing two options: "N - No" and "Y - Yes". To the right of the question is a "Last Updated:" field. At the bottom left, there is an "Add Case Comment" button. At the bottom right, there are "Cancel", "Previous", and "Next" buttons.

- **Note:** The W-2 Hold Payments process cannot be applied if the W-2 case has their W-2 payment scheduled as an EFT payment. When recording a Y-Yes on the **W-2 Hold Payments** page, CWW will display an error message if the W-2 payments are set up to be deposited as an EFT.

INTERCEPTING A W-2 CHECK

An intercept for a W-2 check must be completed *after* the check is issued at Monthly Pulldown, but *before* it is mailed from Madison.

There are two steps to complete the check intercept process. First, a worker must complete the Check Intercept Requested process; then, a different worker must complete the Check Intercept Approved process. Both steps must be completed during the two working days after the Monthly Pulldown Cycle is run.

When an agency intercepts a W-2 check, that payment is included on a daily Department of Children and Families (DCF) report of intercepted checks. DCF mailroom staff use this report to physically pull paper checks from the thousands that have been printed but not yet mailed. These pulled checks are then bundled and couriered to W-2 agencies.

- **Note:** Only request a check intercept at the participant's request when there is an emergency situation, such as domestic violence, lost housing, etc.

Requesting a W-2 Check Intercept

To start the Check Intercept Request process in WWP, from the **W-2/JAL Payment History** page, click on the appropriate monthly W-2 payment row. This will take you to the **W-2/JAL Payment** page.

Assistance Group Sequence	Issuance # Check #/EFT Repl Check #	Payment Period Check/EFT Date	Payment Type Payment Amount	Agency County	Payment Flag Return Indicator	Disposition Date Code Reason
WW C 01	100100200	02/01/2026	MN - Monthly \$327.00	ROSS MILWAUKEE	Participant	02/24/2026 IS - Issued

On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown and a Reason dropdown will both display.

1. Select IR-Check Intercept Requested for the Action.
2. Select the appropriate Reason from the choices in the dropdown.
3. Click Submit.

Edit W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
9151472295	WW C	01	100100200	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	ADANIEL ADFLOW		Original Check #/EFT		
Financial Institution			Original Check/EFT Date		
Address Indicator	H - Household address		Replacement Check #		
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346		Replacement Check Date		
			Affidavit Sent Date		
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
02/24/2026	IS - Issued			

Action

IR - Check Intercept Requested

Reason

ACH - Payee Address Change

Cancel
Submit

After the request is submitted, the Disposition History at the bottom of the **W-2/JAL Payment** page displays a new row with Historical Code, IR-Check Intercept Requested.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
02/25/2026	IR - Check Intercept Requested	ACH - Payee Address Change		Heidi R. Hammes
02/24/2026	IS - Issued			

Approving a W-2 Check Intercept

To start the Check Intercept Approved process, from the **W-2/JAL Payment History** page, click on the appropriate monthly W-2 payment row to take you to the **W-2/JAL Payment** page.

On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown and a Reason dropdown will both display.

1. Select IA-Check Intercept Approved for the Action.
2. The Reason field will display what was previously selected during the Intercept Request process. The field will not be editable.
3. Click Submit.

Edit W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
9151472295	WW C	01	100100200	\$0.00

Agency	Region	County	Office #
ROSS	Milwaukee Northern	MILWAUKEE	1581

Payee Name	ADANIEL ADFLOW	Original Check #/EFT
Financial Institution		Original Check/EFT Date
Address Indicator	H - Household address	Replacement Check #
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346	Replacement Check Date
		Affidavit Sent Date
		Affidavit Received Date

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
02/25/2026	IR - Check Intercept Requested	ACH - Payee Address Change		Heidi R. Hammes
02/24/2026	IS - Issued			

Action:

Reason:

After the request is approved, the Disposition History at the bottom of the **W-2/JAL Payment** page will display a new row with Historical Code, IA-Check Intercept Approved.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
02/25/2026	IA - Check Intercept Approved	ACH - Payee Address Change		Heidi L. Hammes
02/25/2026	IR - Check Intercept Requested	ACH - Payee Address Change		Heidi R. Hammes
02/24/2026	IS - Issued			

- Note: If both steps of the check intercept process are not completed within the two working days after the Monthly Pulldown Cycle has run, the check will be sent to the W-2 payee's address.
- Note: If a case has their W-2 payment scheduled as an EFT deposit, the worker will not be given the option to record a check intercept request in WWP.

CHAPTER 4: RETURNED AND CANCELLED W-2, JAL, AND VENDOR CHECKS

W-2 agencies are responsible for tracking receipt and disbursement of all W-2 participant payments and vendor checks handled within their agencies. In addition to following the processes outlined in this chapter, agencies must establish internal processes to manage returned checks.

A W-2, JAL, or Vendor check may get returned to an agency either voluntarily by the W-2 case or due to other reasons such as postal returns or loss of contact. The actions a worker must take to process the returned check will depend on the return method and whether the check is to be re-issued to the assistance group or returned to Madison.

- Note: A payment that is returned to Madison may later be replaced and re-issued to the W-2 case. A participant is allowed to request a replacement for a W-2 payment that has been cancelled for up to six years from the date of issuance. See Ch 5 for instructions on issuing replacements.

NON-ASSISTANCE GROUP CHECK RETURNS

When a W-2, JAL or Vendor check is returned by any means other than voluntarily, the return is referred to as a “non-assistance group return”. The agency must first take action to contact the participant and attempt to re-issue the check. If there is a loss of contact and there is no means to re-issue the check to the participant, then the check must be returned to Madison.

To start the Check Return process, from the **W-2/JAL Payment History** page, click on the appropriate W-2 payment row. This will take the worker to the **W-2/JAL Payment** page.

Assistance Group	Issuance #	Payment Period	Payment Type	Agency	Payment Flag	Disposition Date
Sequence	Check #/EFT	Check/EFT Date	Payment Amount	County	Return Indicator	Code
	Repl Check #					Reason
WW C	100100348	03/01/2026	MN - Monthly	ROSS	Participant	03/23/2026
01	J2600282	03/27/2026	\$653.00	MILWAUKEE		IS - Issued

On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown box will display.

1. For the Action, select RT-Check Returned. After the Action is recorded, additional dropdowns will display.
2. For the Return Indicator, select 3-Non-Assistance Group Return – Original Check
3. For the Reason, select the most appropriate reason based on the circumstances of the return.
4. For the Return Method, two options display. If the worker is unsure at this time whether the check will be released and re-issued to the W-2 case or returned to Madison, the page can be submitted without completing this step. The worker must then return later and select the

appropriate Return Method.

← Edit W-2/JAL Payment

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
9151468794	WW C	01	100100348	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	KATY KFLOW		Original Check #/EFT	J2600282	
Financial Institution			Original Check/EFT Date	03/27/2026	
Address Indicator	H - Household address		Replacement Check #		
Address	758 S WINSTON TER MILWAUKEE WI 56621		Replacement Check Date		
			Affidavit Sent Date		
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/01/2026	MN - Monthly		\$653.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

Action:

Return Indicator:

Reason:

Return Method:

If the page is submitted without selecting the Return Method, a worker task is issued as a reminder to complete the Check Return process:

02/26/2026 Payment Issuance

Case 8151470186 Non-Assistance Group Return has been started for Case # 8151470186 Issuance # 100100039 but is not complete.

Process to Release and Reissue the Check to the W-2 Case

If Release & Reissue is selected for the Return Method, additional dropdown boxes will display to record the method used to release and reissue the check to the W-2 case.

The first two dropdowns will record the agency's decision to release the payment and the planned release method.

1. The first Additional Action field will default to RL-Release to Assistance Group
2. The Additional Reason field will require the worker to select between RLH-Hold for Assistance Group to Pickup or RLM-Remail to Assistance Group.

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

Action	RT - Check Returned
Return Indicator	3 - Non-Assistance Group Return - Original Check
Reason	PR - Postal Return (W-2/JAL Check)
Return Method	Release & Reissue Return To Madison
Additional Action	RL - Release to Assistance Group
Additional Reason	<input type="text"/> <ul style="list-style-type: none"> RLH - Hold for Assistance Group to Pickup RLM - Remail to Assistance Group

After the first Additional Action and Additional Reason dropdowns are complete, the worker can either submit the page and return later to complete the remaining two dropdowns that document the reissuing of the check or remain on the page to immediately record that information.

If the page is submitted without completing the remaining two dropdowns, a worker task is issued:

Case	8151470186	02/26/2026	Payment Issuance
Non-Assistance Group Return has been started for Case # 8151470186 Issuance # 100100039 but is not complete.			

The last two dropdowns must be completed after the payment has been re-issued.

- When the worker clicks on the Additional Action field, the only option is RI-Reissue to Assistance Group.
- The Additional Reason field will require the worker to select between RIM-Payment Remailed to Assistance Group or RIP-Payment Picked up by Assistance Group.

Disposition History ⛶

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

Action

Return Indicator

Reason

Return Method

Additional Action

Additional Reason

Additional Action

Additional Reason

After the page is submitted, the Disposition History at the bottom of the **W-2/JAL Payment** page displays new rows with a Historical Code for each step of the process including RT-Check Returned, RL-Release to Assistance Group and RI-Reissue to Assistance Group.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/01/2026	MN - Monthly		\$653.00	\$0.00	\$0.00

Disposition History ⛶

Date	Historical Code	Reason	Return Indicator	Worker
04/02/2026	RI - Reissue to Assistance Group	RIP - Payment Picked up by Assistance Group	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/02/2026	RL - Release to Assistance Group	RLH - Hold for Assistance Group to Pickup	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/02/2026	RT - Check Returned	PR - Postal Return (W-2/JAL Check)	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
03/25/2026	IS - Issued			

Process to the Return the Check to Madison

If Return to Madison is selected for the Return Method, four additional dropdown fields will display. Each field will default to the necessary codes to indicate that the check will be cancelled and returned to Madison.

⏪ **Edit W-2/JAL Payment** ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
9151472295	WW C	01	100099321	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	ADANIEL ADFLOW		Original Check #/EFT	J0018018	
Financial Institution			Original Check/EFT Date	08/28/2025	
Address Indicator	H - Household address		Replacement Check #		
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346		Replacement Check Date		
			Affidavit Sent Date		
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
08/01/2025	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
08/26/2025	IS - Issued			

Action:

Return Indicator:

Reason:

Return Method:

Additional Action:

Additional Reason:

Additional Action:

Additional Reason:

After the page is submitted, the Disposition History at the bottom of the **W-2/JAL Payment** page displays new rows with a Historical Code for each step of the process including RT-Check Returned (with the reason selected by the worker), RT-Check Returned (with reason, RM-Return to Madison), and CN-Cancelled.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
08/01/2025	MN - Monthly		\$327.00	\$0.00	\$327.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
04/07/2026	CN - Cancelled	RNR - Payment Returned with no Replacement	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/07/2026	RT - Check Returned	RM - Return to Madison	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/07/2026	RT - Check Returned	PR - Postal Return (W-2/JAL Check)	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
08/26/2025	IS - Issued			

ASSISTANCE GROUP CHECK RETURNS

A participant may voluntarily return a W-2 payment to the agency in the form of the original W-2 check or through cash or personal check. If cash or a personal check is provided, it must only be accepted by the agency if the amount is equal to the original W-2 payment amount.

To start the Check Return process, from the **W-2/JAL Payment History** page, click on the appropriate W-2 payment row. This will take the worker to the **W-2/JAL Payment** page.

<<

W-2/JAL Payment History ?

Case Number

Primary Person

YOLANDA YFLOW

[View Replacement Requests](#)

[View Yearly Summary](#)

Assistance Group	Issuance #	Payment Period	Payment Type	Agency	Payment Flag	Disposition Date
Sequence	Check #/EFT	Check/EFT Date	Payment Amount	County	Return Indicator	Code
	Repl Check #					Reason
WW C	100100316	03/01/2026	MN - Monthly	ROSS	Participant	03/25/2026
01	J2600238	03/27/2026	\$608.00	MILWAUKEE		IS - Issued

On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown box will display.

1. For the Action, select RT-Check Returned. After the Action is recorded, additional dropdowns will display.
2. For the Return Indicator, select between 1-Returned by Assistance Group-Original Check or 2-Returned by Assistance Group-Cash/Personal Check.

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

Action: RT - Check Returned

Return Indicator: [Empty]

Reason:

- 1 - Returned by Assistance Group - Original Check
- 2 - Returned by Assistance Group - Cash/Personal Check
- 3 - Non-Assistance Group Return - Original Check

- For the Reason, select the most appropriate reason based on the circumstances of the return.
- Additional dropdown fields will display. Each field will default to the necessary codes to indicate that the check will be cancelled and returned to Madison.

Edit W-2/JAL Payment

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
6151470362	WW C	01	100100316	\$0.00

Agency	Region	County	Office #
ROSS	Milwaukee Northern	MILWAUKEE	1581

Payee Name	YOLANDA YFLOW	Original Check #/EFT	J2600238
Financial Institution		Original Check/EFT Date	03/27/2026
Address Indicator	H - Household address	Replacement Check #	
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346	Replacement Check Date	
		Affidavit Sent Date	
		Affidavit Received Date	

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/01/2026	MN - Monthly		\$608.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
03/25/2026	IS - Issued			

Action: RT - Check Returned

Return Indicator: 1 - Returned by Assistance Group - Original Check

Reason: PC - Assistance Group Return

Additional Action: RT - Check Returned

Additional Reason: RM - Return to Madison

Additional Action: CN - Cancelled

Additional Reason: RNR - Payment Returned with no Replacement

Cancel Submit

After the page is submitted, the Disposition History at the bottom of the **W-2/JAL Payment** page displays new rows with a Historical Code for each step of the process including RT-Check Returned (with the reason selected by the worker), RT-Check Returned (with reason, RM-Return to Madison), and CN-Cancelled.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/01/2026	MN - Monthly		\$608.00	\$0.00	\$608.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
04/07/2026	CN - Cancelled	RNR - Payment Returned with no Replacement	1 - Returned by Assistance Group - Original Check	Heidi L. Hammes
04/07/2026	RT - Check Returned	RM - Return to Madison	1 - Returned by Assistance Group - Original Check	Heidi L. Hammes
04/07/2026	RT - Check Returned	PC - Assistance Group Return	1 - Returned by Assistance Group - Original Check	Heidi L. Hammes
03/25/2026	IS - Issued			

RETURNING W-2 CHECKS OR CASH TO BUREAU OF FINANCE (BOF) IN MADISON

At the end of each month, any payments coded as RT-Check Returned that have not been re-issued to the participant will be listed on WebI Report 16.

For all payments that will be returned to Madison, the agency must, on a monthly basis:

1. Write the case number on all check(s) being returned;
2. Send via certified mail or courier (such as FedEx) all W-2 and vendor checks being returned along with a copy of Report 16 to Bureau of Finance (BoF):

Department of Children and Families
 Bureau of Finance
 201 W. Washington Ave, 5th Floor
 P.O. Box 8916
 Madison, WI 53708-8916

CANCELLING STALE DATED CHECKS

A stale dated W-2 check is one where the check remains uncashed one year past the issue date. These checks will be cancelled by DCF and cannot be cashed. Language appears on each W-2 check to indicate when the check will become stale dated.

After the check reaches the stale date, a Payment Issuance batch process, or in some cases BoF, will update the payment record to cancel the payment. Disposition History will display a new row with Historical Code, CN-Cancelled (with Reason, CSD-Cancel Stale Dated Checks).

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
10/01/2024	MN - Monthly		\$608.00	\$0.00	\$0.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
03/10/2026	CN - Cancelled	CSD - Cancel Stale Dated Checks		Heidi D. Hammes
10/25/2024	IS - Issued			

After the payment record is updated to the cancelled status, the assigned worker will receive a worker task to notify them of the cancelled check due to a stale date.

Case	Date	Subject	Status
3151470131	03/10/2026	Payment Issuance	S

Cancel Stale Dated Check for Case # 3151470131 Issuance # 100097645 has been done. Please follow-up with participant if necessary and check that Time Limits are accurate.

CHAPTER 5: REPLACING A W-2 PAYMENT

A W-2 payment that is cancelled may later be replaced and re-issued to the W-2 case. A participant is allowed to request a replacement for a W-2 payment that has been cancelled for up to six years from the date of issuance.

A worker may take action to replace a W-2 payment that was cancelled in any of the following circumstances:

- The W-2 check was returned to the agency through the mail or other means that did not involve the participant (in WWP this is referred to as a “non-assistance group check return”) and the agency was not able to locate the participant to release and reissue the check.
- The W-2 check or cash or personal check was voluntarily returned to the agency.
- The W-2 check became stale dated because it was uncashed one year past the issue date.

If a W-2 payment is cancelled because the participant’s EFT failed, BoF will take all of the necessary steps to issue the replacement check. The worker will receive a worker task informing them of the reason for the EFT failure and instructions to follow up with the participant to resolve any issues with the EFT account.

REPLACING A CANCELLED W-2 PAYMENT THAT WAS RETURNED TO MADISON OR STALE DATED

There are two steps to complete the check replacement process:

1. A worker must request a W-2 replacement check; and
2. A different worker who is an authorized approver in WWP must approve the replacement check request.

- Note: Workers who receive authorization to approve manual auxiliaries also have authorization to approve requests for a W-2 replacement check. See Chapter 1, Authorized Auxiliary Approvers, for details on completing the [WWP User Access Request form \(DCF-F-5212-E\)](#).

Requesting a W-2 Replacement Check

To start the Check Replacement process, from the **W-2/JAL Payment History** page, identify the appropriate W-2 payment row. The current Disposition of the payment must be CN-Cancelled. Click on the row. This will take the worker to the **W-2/JAL Payment** page.

WW C	100099790	<u>11/01/2025</u>	MN - Monthly	ROSS	Participant	04/13/2026
01	J0018336	11/25/2025	\$435.00	MILWAUKEE	3 - Non-Assistance Group Return - Original Check	CN - Cancelled RNR - Payment Returned with no Replacement

On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown box will display.

1. For the Action, the only option that will display is RP-Request Replacement Check.
2. After the Action is selected, the Reason drop down will display two options.
 - a. Select 901-Replace Cancelled/Returned Check for all check replacements except for the replacement of a CMF+ payment.
 - b. Select CMF+-Replace Cancelled/Returned W-2 Check to replace a CMF+ payment.

Edit W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
8151470186	WW C	01	100099790	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	URSALA UFLOW		Original Check #/EFT	J0018336	
Financial Institution			Original Check/EFT Date	11/25/2025	
Address Indicator	H - Household address		Replacement Check #		
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346		Replacement Check Date		
			Affidavit Sent Date		
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
11/01/2025	MN - Monthly		\$435.00	\$0.00	\$435.00

Disposition History [Expand]

Date	Historical Code	Reason	Return Indicator	Worker
04/13/2026	CN - Cancelled	RNR - Payment Returned with no Replacement	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/13/2026	RT - Check Returned	RM - Return to Madison	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/13/2026	RT - Check Returned	PR - Postal Return (W-2/JAL Check)	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
11/21/2025	IS - Issued			

Action:

Reason:

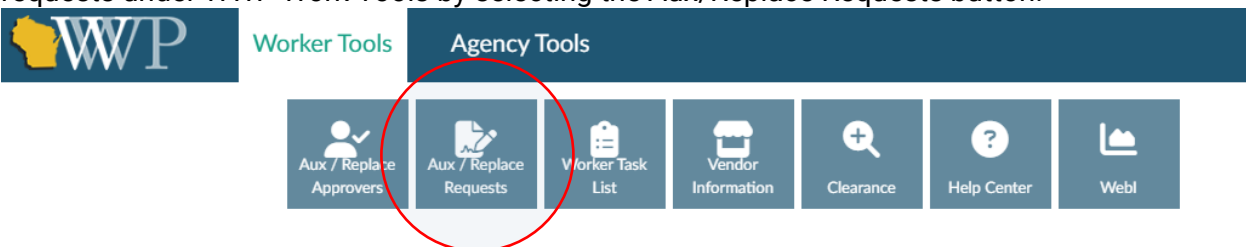
After the page is submitted, a message displays at the top of the **W-2/JAL Payment** page and will remain until the request for a replacement check is approved.

W-2/JAL Payment ?

Replacement request has been submitted, but it's not yet approved.

Approving a Replacement Request

Workers who are authorized to approve a replacement request can access the outstanding replacement requests under WWP Work Tools by selecting the Aux/Replace Requests button.



When selected, the **Auxiliary/Replacement Requests** page defaults to Display Manual Auxiliary Requests. After the Approver changes the selected list to Display Check Replacement Requests, a list will display of that agency's Replacement Requests currently in Submitted status.

« Auxiliary / Replacement Requests ?

Display Manual Auxiliary Requests
 Display Check Replacement Requests
 Sort by Status Date ^

CASE: 8151470186 Submitted as of 04/13/2026
 MILWAUKEE - 1581 Heidi R. Hammes

After selecting a row, the **Replacement Request** page displays. The Approver can update the status to Approve or Deny, record a note in the Details box, and click Save.

× Replacement Request ?

Case Number: 8151470186 Participation Period: October 16 - November 15 2025
 Issuance Number: 100099790 County: MILWAUKEE
 Primary Person: URSALA UFLOW WP Office: 1581
 Replacement Amount: \$ 435
 Reason: 901 - Replace Cancelled/Returned W-2 Check
 Status: ▼
 Details: Approve
 Status: Deny Last Updated By
 Submitted: 04/13/2026 Replacement check Heidi R. Hammes

Cancel Save

An Approved replacement will drop off the Replacement Requests list at the end of the day that the payment was approved. A Denied replacement will drop off the list immediately after the page is saved.

When the Replacement is approved, a new message displays at the top of the **W-2/JAL Payment** page until the payment is issued.

« W-2/JAL Payment ?

Replacement request has been approved and payment will be issued within two business days.

The assigned FEP will receive a worker task informing them that the request was approved.

Case: 9151472295 04/08/2026 Payment Issuance 5

Replacement request for Case # 9151472295 Issuance # 100099321 has been approved and payment will be issued within two business days. Please check that Time Limits are accurate.

Replacement Check Payment Issuance

The batch processes used in the Payment Issuance sub-system require two working days to issue a replacement check. On the second working day after the replacement was approved, the check is issued and the Disposition History at the bottom of the **W-2/JAL Payment** page will display a new row with a Historical Code of IS-Issued, and a Reason of 901-Replace Cancelled/Returned W-2 Check.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
08/01/2025	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
04/09/2026	IS - Issued	901 - Replace Cancelled/Returned W-2 Check		
04/07/2026	CN - Cancelled	RNR - Payment Returned with no Replacement	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/07/2026	RT - Check Returned	RM - Return to Madison	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
04/07/2026	RT - Check Returned	PR - Postal Return (W-2/JAL Check)	3 - Non-Assistance Group Return - Original Check	Heidi L. Hammes
08/26/2025	IS - Issued			

Replacement checks are issued through the Daily Payment Cycle. There are no nonparticipation reductions or recoupments deducted from replacement checks, nor can any portion of the check be a vendor payment.

Cancelling a W-2 Replacement Request

An approved Replacement Payment can only be cancelled before the end of the same workday that it was approved. To cancel a Replacement Payment, the approver must return to the **Auxiliary/Replacement Requests** page and select the affected payment. The status of the Replacement must be updated from Approve to Deny after which the Replacement will immediately be dropped from the list.

BOF PROCESS TO REPLACE A FAILED EFT PAYMENT

When a participant's EFT payment fails, BoF receives notice of the failure through the bank's Automated Clearing House (ACH) process. BoF will take the necessary steps to cancel the original payment and issue a replacement check. The replacement check will be mailed to the payee's address in CWW.

When BoF takes the action on the **Edit W-2/JAL Payment** page to cancel the payment, they also select a failure reason from the ACH Return Code dropdown. This reason is included in the worker task generated to the assigned FEP.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
01/01/2026	MN - Monthly		\$583.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
01/27/2026	IS - Issued			

Action	CN - Cancelled
Reason	FEF - Failed EFT
ACH Return Code	R02 - Account Closed
	R02 - Account Closed
	R03 - No Account or Unable to Locate
	R04 - Invalid Account Number
	R13 - Invalid ACH Routing Number
	R16 - Account Frozen/Entry returned per OFAC instruction

After a payment is cancelled for Failed EFT, the Payment Issuance subsystem automatically issues the replacement check. On the second working day after the failed EFT payment was cancelled, the check is issued and the Disposition History at the bottom of the **W-2/JAL Payment** page will display a new row with a Historical Code of IS-Issued and a Reason of EFT-Check Replaced Failed EFT.

<<

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
7151472277	WW C	01	100100031	\$0.00
Agency	Region	County	Office #	
ROSS	Milwaukee Northern	MILWAUKEE	1581	
Payee Name	ACANADA ACFLOW	Original Check #/EFT	EFT	
Financial Institution	ACANADA ACFLOW	Original Check/EFT Date	01/30/2026	
Address Indicator	E - EFT Financial Institution	Replacement Check #	J2600003	
Address		Replacement Check Date	02/13/2026	
		Affidavit Sent Date		
		Affidavit Received Date		

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
01/01/2026	MN - Monthly		\$583.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
02/12/2026	IS - Issued	EFT - Check Replaced Failed EFT		
02/11/2026	CN - Cancelled	FEF - Failed EFT		Heidi D. Hammes
01/27/2026	IS - Issued			

The assigned FEP will also receive a worker task providing details about the EFT failure, the replacement payment, and instructions to follow up with the participant.

Case 6151473965	03/05/2026 Payment Issuance	S
EFT payment failed for Case # 6151473965 Issuance # 100100169 with ACH Return Code R04 - Invalid Account Number. A replacement payment has been issued. Please follow-up with participant to correct the EFT failure before the next monthly payment.		

CHAPTER 6: LOST, STOLEN, OR DESTROYED W-2, VENDOR, AND JAL CHECKS

There are specific procedures that must be followed when a W-2, Vendor, or JAL check is reported lost, stolen, or destroyed. Agencies must take action as soon as a participant or vendor reports a loss.

- **Note:** There is one workflow for handling W-2 and vendor checks and a different workflow for handling JAL checks that are reported lost, stolen, or destroyed.

PROCESS FOR LOST, STOLEN OR DESTROYED W-2 AND VENDOR CHECKS

W-2 Agency Responsibilities in Recording a Stop Payment Request

When a participant reports a lost, stolen, or destroyed W-2 or vendor check, the agency must:

1. Record a Stop Payment request in WWP:
 - a. To start the request, from the **W-2/JAL Payment History** page, click on the appropriate W-2 or Vendor payment row. The current Disposition of the payment must be IS-Issued.

WW C	100100050	01/01/2026	MN - Monthly	ROSS	Participant	01/27/2026
01	J0018523	01/29/2026	\$327.00	MILWAUKEE		IS - Issued

- b. On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown will display. Select SP-Stop Payment Requested.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
01/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
01/27/2026	IS - Issued			

Action

- SP - Stop Payment Requested
- RT - Check Returned

- c. After the Action is selected, a Reason dropdown will display with three options. Select the appropriate option based on the information provided by the participant. Options are DES-Destroyed, LST-Lost or STN-Stolen.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
01/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
01/27/2026	IS - Issued			

Action:

Reason:

Affidavit Sent Date:

- DES - Destroyed
- LST - Lost
- STN - Stolen

d. After the Action and Reason are recorded, the worker can either submit the page and return later to record the Affidavit Sent Date, or remain on the page to immediately record the date.

- **Note:** Affidavit Sent Date only applies for W-2 payments, not vendor payments.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
01/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
01/27/2026	IS - Issued			

Action:

Reason:

Affidavit Sent Date:

- **Note:** If the Affidavit Sent Date is not recorded within 15 calendar days after the stop payment request, a worker task is generated for the assigned FEP.

	03/26/2026	Payment Issuance	S
Case <input type="text" value="9151703696"/>	Lost/Stolen/Destroyed check process for payment Case # 9151703696 Issuance # 100100204 has been initiated, but BOF has not received the affidavit. Please follow-up and document the date affidavit sent to BOF in WWP.		

e. After the stop payment request is submitted, the Disposition History at the bottom of the **W-2/JAL Payment** page displays a new row with a Historical Code, SP-Stop Payment Requested.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
01/01/2026	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
04/09/2026	SP - Stop Payment Requested	LST - Lost		Heidi L. Hammes
01/27/2026	IS - Issued			

A stop payment request can be cancelled if circumstances change and the stop payment request is no longer needed, but only until the end of the same workday when it was submitted.

To cancel a stop payment request, return to the W-2/JAL Payment record and update the Action to CSP-Cancel Stop Payment Requested. The Reason will default to NLN-No Longer Necessary. After submitting the page, the Disposition history will include a new row with Historical Code IS-Issued. No further action is required.

2. Within 10 calendar days of the check being reported lost, stolen, or destroyed:
 - a. Send a completed [Affidavit of Lost, Destroyed, or Stolen Checks or Benefits form \(DCF-F-82-E\)](#) to BoF. Agencies must keep a copy of the original affidavit for its records (this is not necessary for vendor checks); and
 - b. Mail the completed form to BoF at:

Department of Children and Families
 Bureau of Finance
 201 W. Washington Ave, 5th Floor
 P.O. Box 8916
 Madison, WI 53708-8916

- **Note:** Never require a police report to be submitted or use any other reason to delay completing the stop payment request.

BoF Daily Report of Stop Payment Requests

A nightly batch process runs a report for the stop payment requests for that day. BoF reviews the stop payment requests and works with the state’s financial institution to determine whether each check has been cashed.

Process for Stop Payment on W-2 and Vendor Checks that Have Not Been Cashed

When a W-2 or Vendor check with a stop payment request has not been cashed:

1. BoF will process the stop payment request and issue a replacement check.
 - On the **W-2/JAL Payment** page, BoF records details to cancel the check, including the Action, PC-Process Lost/Stolen Destroyed Check and Reason, SSP-Uncashed, Stop Payment Requested from Treasury.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/11/2026	JL - JAL	JAL - Job Access Loan	\$1,000.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
04/13/2026	SP - Stop Payment Requested	STN - Stolen		Heidi L. Hammes
02/11/2026	IS - Issued			

Action:

Reason:

- After recording the entries that cancel the check, BoF records details to issue a replacement check, including the Action, PC- Process Lost/Stolen/Destroyed Check; the Reason, SSR-Successful Stop Payment with Replacement; the Replacement Check number; and the Check Date.

Action:

Reason:

Replacement Check #:

Replacement Check Date:

2. After BoF records this information, the changes will display on the **W-2/JAL Payment** page.
 - A Replacement Check number and Replacement Check Date will display as well as the current status of the Affidavit Sent and Received dates.
 - The Disposition History will display two new rows with Historical Codes CN-Cancelled (with reason SSP-Uncashed, Stop Payment Requested from Treasury) and IS-Issued (with reason SSR-Successful Stop Payment with Replacement).

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
9151472295	WW C	01	100099802	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	ADANIEL ADFLOW	Original Check #/EFT	J0018347		
Financial Institution		Original Check/EFT Date	11/25/2025		
Address Indicator	H - Household address	Replacement Check #	S0018347		
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346	Replacement Check Date	04/09/2026		
		Affidavit Sent Date	04/01/2026		
		Affidavit Received Date			
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
11/01/2025	MN - Monthly		\$327.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
04/09/2026	IS - Issued	SSR - Successful Stop Payment with Replacement		Lou Milligan
04/09/2026	CN - Cancelled	SSP - Uncashed, Stop Payment Requested from Treasury		Lou Milligan
04/07/2026	SP - Stop Payment Requested	LST - Lost		Heidi L. Hammes
11/21/2025	IS - Issued			

3. When the replacement check is issued, the assigned FEP receives a worker task:

03/05/2026 Payment Issuance S

Case 8151470186

Replacement check for payment Case # 8151470186 Issuance # 100100189 has been created and sent to agency. Complete return, release, and reissue flow when received.

Notes:

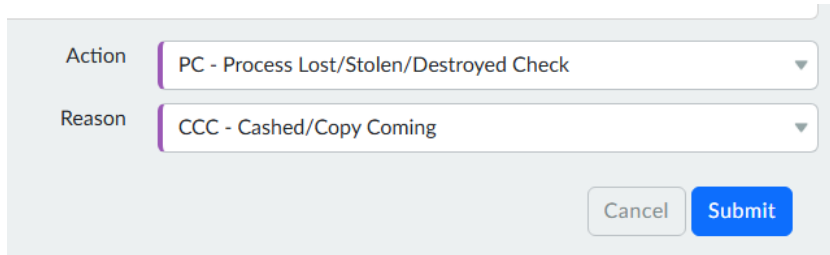
- If a participant reports that a replacement check is lost, stolen, or destroyed, the agency can follow the same steps outlined in this chapter to place a stop payment on the replacement check.
- If the W-2 agency receives the original W-2 check after it has been cancelled, the agency must write Payment Stopped across the face of the check and return it to BoF.
- If the participant has a pattern of lost, stolen, or destroyed checks, other options should be considered. For example, encourage the participant to use an alternative mailing address or to receive W-2 payments via EFT.

Processes for W-2 and Vendor Checks that Have Been Cashed

When a W-2 or Vendor check with a stop payment request has been cashed:

1. BoF records a new action and reason on the **W-2/JAL Payment** page. For the Action, PC-Process

Lost/Stolen/Destroyed Check is selected. For the Reason, CCC-Cashed/Copy Coming is selected.



Action

Reason

2. BoF mails a photocopy of the cashed check to the W-2 agency.
3. The participant or vendor examines the copy of the cashed check. If the participant or vendor claims they did not endorse or receive payment from the check, they must:
 - a. Complete the [Affidavit – Forged Endorsement form \(DOA-2789\)](#) and the [Handwriting Specimens form \(DOA-2790\)](#) in the presence of a witness; and
 - b. Sign and date the back of the photocopied check.
4. Agency staff must write the W-2 case number and W-2 issuance number in the upper left-hand corner of forms DOA-2789 and DOA-2790 and make a copy of the individual's driver's license, State of Wisconsin photo ID, or any other item containing the individual's signature.
5. The agency must mail the following to BoF:
 - a. One copy of the [Handwriting Specimens form \(DOA-2790\)](#);
 - b. One copy of the [Affidavit – Forged Endorsement form \(DOA-2789\)](#) (Also give one copy to the participant);
 - c. The signed and dated photocopy of the check; and
 - d. A photocopy of a signed driver's license, photo identification card, or other document with the participant's signature.
6. When these documents are received, BoF will:
 - a. Record the details on the **W-2/JAL Payment** page and issue a replacement check;
 - BoF records a new Action, Reason, Replacement Check Number and Replacement Check Date on the **W-2/JAL Payment** page. For the Action, PC-Process Lost/Stolen/Destroyed Check is selected and for the Reason, CWR-Cashed with Replacement is selected. BoF will record these entries in WWP within five working days of receipt of a forgery affidavit.

Action: PC - Process Lost/Stolen/Destroyed Check

Reason: CWR - Cashed with Replacement

Replacement Check #: 3912347256

Replacement Check Date: 03/05/2026

Cancel Submit

- After BoF records this information, the changes will display on the **W-2/JAL Payment** page:
 - A Replacement Check number and Replacement Check Date will display; and
 - The Disposition History will display two new rows with Historical Code IS-Issued (with reasons CCC-Cashed/Copy Coming and CWR-Cashed with Replacement). The name of the BoF staff person who took the actions will display in the worker column.

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
5151470256	WW C	01	100099758	\$0.00	
Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	1581		
Payee Name	WILLOW WFLOW		Original Check #/EFT	J0018308	
Financial Institution			Original Check/EFT Date	11/25/2025	
Address Indicator	H - Household address		Replacement Check #	3912347256	
Address	10001 W BLUEMOUND RD MILWAUKEE WI 53226-4346		Replacement Check Date	03/05/2026	
			Affidavit Sent Date	03/02/2026	
			Affidavit Received Date		
Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
11/01/2025	MN - Monthly		\$435.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
03/05/2026	IS - Issued	CWR - Cashed with Replacement		Heidi D. Hammes
03/05/2026	IS - Issued	CCC - Cashed/Copy Coming		Heidi D. Hammes
03/04/2026	SP - Stop Payment Requested	LST - Lost		Heidi L. Hammes
11/21/2025	IS - Issued			

- Notify the state's financial institution and initiate a forgery investigation. After completing the investigation, the financial institution will notify BoF of the results.

Participant Did Not Cash Original Check: If the state's financial institution determines that the participant did not cash the original check, BoF will seek reimbursement from the original cashing institution and record a new action and reason on the **W-2/JAL Payment** page. For the Action, PC-Process Lost/Stolen/Destroyed Check, and for the Reason, RAF-Refund Received from Financial

Institution are selected.

After BoF takes these actions, no further agency actions are needed.

Participant Cashed Original Check: If the state's financial institution determines that the participant has cashed their original check, the financial institution will not reimburse the state for the replacement check. BoF will record a new action and reason on the **W-2/JAL Payment** page. For the Action, PC-Process Lost/Stolen/Destroyed Check and for the Reason, RRF-Refund Refused by Financial Institution are selected.

- **Note:** Recording these entries will double the payment amount on the **W-2/JAL Payment** page because the participant received two payments for the same period. BoF will communicate with the Public Assistance Collections Section (PACS) to create an overpayment claim for the replacement check.

W-2/JAL Payment

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
5151470256	WW C	01	100099758	\$0.00

Agency	Region	County	Office #
ROSS	Milwaukee Northern	MILWAUKEE	1581

Payee Name	Original Check #/EFT	J0018308
WILLOW WFLOW	J0018308	J0018308
Financial Institution	Original Check/EFT Date	11/25/2025
	11/25/2025	11/25/2025
Address Indicator	Replacement Check #	3912347256
H - Household address	3912347256	3912347256
Address	Replacement Check Date	03/05/2026
10001 W BLUEMOUND RD	03/05/2026	03/05/2026
MILWAUKEE WI 53226-4346	Affidavit Sent Date	03/02/2026
	03/02/2026	03/02/2026
	Affidavit Received Date	

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
11/01/2025	MN - Monthly		\$870.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
04/10/2026	IS - Issued	RRF - Refund Refused by Financial Inst		Lou Milligan
03/05/2026	IS - Issued	CWR - Cashed with Replacement		Heidi D. Hammes
03/05/2026	IS - Issued	CCC - Cashed/Copy Coming		Heidi D. Hammes
03/04/2026	SP - Stop Payment Requested	LST - Lost		Heidi L. Hammes
11/21/2025	IS - Issued			

PROCESS FOR LOST, STOLEN OR DESTROYED JAL CHECKS

W-2 Agency Responsibilities in Recording a JAL Stop Payment Request

When a participant reports a lost, stolen, or destroyed JAL check, the agency must:

1. Record a Stop Payment request in WWP:
 - a. To start the request, from the **W-2/JAL Payment History** page, click on the appropriate JAL payment row. The current Disposition of the payment must be IS-Issued.

WW C						
01	100100076	02/11/2026	JAL - JAL	ROSS	Participant	02/11/2026
	J2008002	02/12/2026	\$1,000.00	MILWAUKEE		IS - Issued

- b. On the **W-2/JAL Payment** page, click the pencil icon to begin editing. An Action dropdown will display. Select SP-Stop Payment Requested.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/11/2026	JL - JAL	JAL - Job Access Loan	\$1,000.00	\$0.00	\$0.00

Disposition History					
Date	Historical Code	Reason	Return Indicator	Worker	
02/11/2026	IS - Issued				

Action

SP - Stop Payment Requested

RT - Check Returned

- c. After the Action is selected, a Reason dropdown will display with three options. Select the appropriate option based on the information provided by the participant. Options are DES-Destroyed, LST-Lost, or STN-Stolen.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/11/2026	JL - JAL	JAL - Job Access Loan	\$1,000.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
02/11/2026	IS - Issued			

Action

Reason

Affidavit Sent Date

d. After the Action and Reason are recorded, the worker can either submit the page and return later to record the Affidavit Sent Date, or remain on the page to immediately record the date.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/11/2026	JL - JAL	JAL - Job Access Loan	\$1,000.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
02/11/2026	IS - Issued			

Action

Reason

Affidavit Sent Date

- **Note:** If the Affidavit Sent Date is not recorded within 15 calendar days after the stop payment request, a worker task is generated for the assigned FEP.

	03/26/2026	Payment Issuance	S
Case <input type="text" value="9151703696"/>	Lost/Stolen/Destroyed check process for payment Case # 9151703696 Issuance # 100100204 has been initiated, but BOF has not received the affidavit. Please follow-up and document the date affidavit sent to BOF in WWP.		

e. After the stop payment request is submitted, the Disposition History at the bottom of the **W-2/JAL Payment** page displays a new row with a Historical Code, SP-Stop Payment Requested.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/11/2026	JL - JAL	JAL - Job Access Loan	\$1,000.00	\$0.00	\$0.00

Disposition History				
Date	Historical Code	Reason	Return Indicator	Worker
04/13/2026	SP - Stop Payment Requested	STN - Stolen		Heidi L. Hammes
02/11/2026	IS - Issued			

- f. A stop payment request can be cancelled if circumstances change and the stop payment request is no longer needed, but only until the end of the same workday when it was submitted.

To cancel a stop payment request, return to the W-2/JAL Payment record and update the Action to CSP-Cancel Stop Payment Requested. The Reason will default to NLN-No Longer Necessary. After submitting the page, the Disposition history will include a new row with Historical Code IS-Issued. No further action is required.

- 3. Within 10 calendar days of the check being reported lost, stolen, or destroyed:
 - a. Send a completed [Affidavit of Lost, Destroyed, or Stolen Checks or Benefits form \(DCF-F-82-E\)](#) to BoF. Agencies must keep a copy of the original affidavit for its records (this is not necessary for vendor checks); and
 - b. Mail the completed form to BoF at:

Department of Children and Families
 Bureau of Finance
 201 W. Washington Ave, 5th Floor
 P.O. Box 8916
 Madison, WI 53708-8916

- **Note:** Never require a police report to be submitted or use any other reason to delay completing the stop payment request.

BoF Daily Report of Stop Payment Requests

A nightly batch process runs a report for the stop payment requests for that day. BoF reviews the stop payment requests and works with the state’s financial institution to determine whether each check has been cashed.

Process for Stop Payment on JAL Checks that Have Not Been Cashed

When BoF reports to the agency that a JAL check with a stop payment request has not been cashed:

- 1. There is no JAL replacement check issued.
- 2. The agency must:
 - Work with the PACS to write off the JAL claim in BRITS; and

- Assist the participant in completing a new JAL application, if this is still a need.

3. On the **W-2/JAL Payment** page, BoF records a new Action, PC- Process Lost/Stolen/Destroyed Check and Reason, SSP- Uncashed Stop Payment Requested from Treasury.

Disposition History ⌵

Date	Historical Code	Return Indicator	Worker
04/13/2026	SP - Stop Payment Requested	STN - Stolen	Heidi L. Hammes
02/11/2026	IS - Issued		

Action: PC - Process Lost/Stolen/Destroyed Check

Reason: SSP - Uncashed, Stop Payment Requested from Treasury

After BoF records this information, the changes will display on the **W-2/JAL Payment** page. The Disposition History will display a new row with Historical Code CN-Cancelled (with reason SSP-Uncashed, Stop Payment Requested from Treasury).

⏪

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
2151675823	WW C	01	100100076	\$0.00

Agency	Region	County	Office #
ROSS	Milwaukee Northern	MILWAUKEE	5611

Payee Name	COCO WATER	Original Check #/EFT	J2008002
Financial Institution		Original Check/EFT Date	02/12/2026
Address Indicator	H - Household address	Replacement Check #	
Address	6055 N 64TH ST MILWAUKEE WI 53218-1547	Replacement Check Date	
		Affidavit Sent Date	04/10/2026
		Affidavit Received Date	

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/11/2026	JL - JAL	JAL - Job Access Loan	\$1,000.00	\$0.00	\$0.00

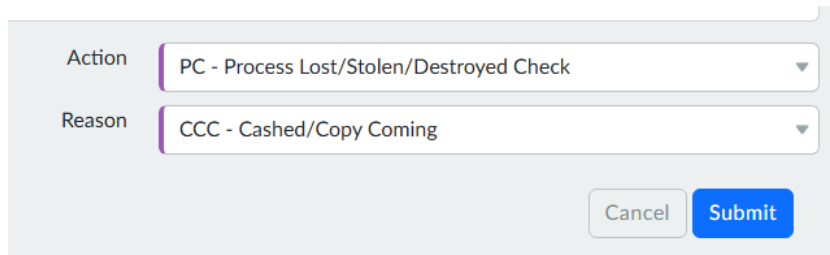
Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
04/13/2026	CN - Cancelled	SSP - Uncashed, Stop Payment Requested from Treasury		Lou Milligan
04/13/2026	SP - Stop Payment Requested	STN - Stolen		Heidi L. Hammes
02/11/2026	IS - Issued			

Process for JAL Checks that Have Been Cashed

When a JAL check with a stop payment request has been cashed:

1. BoF records a new action and reason on the **W-2/JAL Payment** page. For the Action, PC-Process Lost/Stolen/Destroyed Check is selected. For the Reason, CCC-Cashed/Copy Coming is selected.



The screenshot shows a web form with two dropdown menus. The first dropdown, labeled 'Action', has the text 'PC - Process Lost/Stolen/Destroyed Check' selected. The second dropdown, labeled 'Reason', has the text 'CCC - Cashed/Copy Coming' selected. Below the dropdowns are two buttons: a light gray 'Cancel' button and a blue 'Submit' button.

2. BoF mails a photocopy of the cashed check to the W-2 agency.
3. The participant examines the copy of the cashed check. If participant claims they did not endorse or receive payment from the check, they must:
 - a. Complete the [Affidavit – Forged Endorsement form \(DOA-2789\)](#) and the [Handwriting Specimens form \(DOA-2790\)](#) in the presence of a witness; and
 - b. Sign and date the back of the photocopied check.
4. The agency must:
 - a. Write the W-2 case number and W-2 issuance number in the upper left-hand corner of forms DOA-2789 and DOA-2790 and make a copy of the individual’s driver’s license, state of Wisconsin photo ID, or any other item containing the individual’s signature.
 - b. Mail the following to BoF:
 - One copy of the [Handwriting Specimens form \(DOA-2790\)](#);
 - One copy of the [Affidavit – Forged Endorsement form \(DOA-2789\)](#) (Also give one copy to the participant);
 - The signed and dated photocopy of the check; and
 - A photocopy of a signed driver’s license, photo identification card, or other document with the participant’s signature.
 - c. Work with PACS to pause repayment of the loan in BRITS.
5. When the documents are received, BoF will notify the state’s financial institution and initiate a forgery investigation. After completing the investigation, the financial institution will notify BoF of the results.

Participant Did Not Cash Original Check: If the state’s financial institution determines that the participant did not cash the original check, BoF will:

- a. Issue a replacement check and send it to the W-2 agency; and
- b. Record a new Action, Reason, Replacement Check Number, and Replacement Check Date on the **W-2/JAL Payment** page.
- c. For the Action, PC-Process Lost/Stolen/Destroyed Check is selected, and for the Reason, CWR - Cashed with Replacement is selected.

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/19/2026	JL - JAL	JAL - Job Access Loan	\$100.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
04/13/2026	IS - Issued	CCC - Cashed/Copy Coming		Lou Milligan
04/10/2026	SP - Stop Payment Requested	LST - Lost		Karthikeyan Murugesan Chakravarthy
02/19/2026	IS - Issued			

Action:

Reason:

Replacement Check #:

Replacement Check Date:

After BoF records this information the changes will display on the **W-2/JAL Payment** page.

- A Replacement Check number and Replacement Check Date will display; and
- The Disposition History will display a new row with Historical Code IS-Issued (with reason CWR-Cashed with Replacement). The name of the BoF staff person who took the actions will display in the worker column.

W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount
7151487479	WW C	01	100100101	\$0.00
Agency	Region	County	Office #	
ROSS	Milwaukee Northern	MILWAUKEE	5611	
Payee Name	RACHEL DINGOEAT-TEST		Original Check #/EFT	J2600030
Financial Institution			Original Check/EFT Date	02/20/2026
Address Indicator	H - Household address		Replacement Check #	2026041301
Address	6055 N 64TH STREET MILWAUKEE WI 53218-1547		Replacement Check Date	04/13/2026
			Affidavit Sent Date	
			Affidavit Received Date	

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
02/19/2026	JL - JAL	JAL - Job Access Loan	\$100.00	\$0.00	\$0.00

Disposition History

Date	Historical Code	Reason	Return Indicator	Worker
04/13/2026	IS - Issued	CWR - Cashed with Replacement		Lou Milligan
04/13/2026	IS - Issued	CCC - Cashed/Copy Coming		Lou Milligan
04/10/2026	SP - Stop Payment Requested	LST - Lost		Karthikeyan Murugesan Chakravarthy
02/19/2026	IS - Issued			

- **Note:** After the JAL replacement check is issued to the participant, the W-2 agency must communicate with PACS to begin collecting the JAL in BRITS.

Participant Did Cash Original Check: If the state's financial institution determines that the participant did cash the original JAL check, BoF will record a new action and reason on the **W-2/JAL Payment** page. For the Action, PC-Process Lost/Stolen/Destroyed Check is selected and for the Reason, RRF-Refund Refused by Financial Institution.

BoF will communicate with PACS to begin collecting the JAL in BRITS.

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W-2/JAL Payment ?

Case Number	Assistance Group	Sequence	Issuance #	Total Vendor Amount	
3151499538	WW C	01	100100225	\$0.00	

Agency	Region	County	Office #		
ROSS	Milwaukee Northern	MILWAUKEE	5611		

Payee Name	ALICE EAGERELVIS-TEST	Original Check #/EFT	J2600162		
Financial Institution		Original Check/EFT Date	03/06/2026		
Address Indicator	H - Household address	Replacement Check #			
Address	6055 N 64TH STREET MILWAUKEE WI 53218-1547	Replacement Check Date			
		Affidavit Sent Date	03/06/2026		
		Affidavit Received Date	03/11/2026		

Payment Period	Payment Type	Payment Reason	Payment Amount	Recoupment Amount	Returned Amount
03/05/2026	JL - JAL	JAL - Job Access Loan	\$75.00	\$0.00	\$0.00

Disposition History ⌵

Date	Historical Code	Reason	Return Indicator	Worker
03/11/2026	IS - Issued	RRF - Refund Refused by Financial Inst		Jose Alcauter
03/11/2026	IS - Issued	CCC - Cashed/Copy Coming		Jose Alcauter
03/11/2026	SP - Stop Payment Requested	DES - Destroyed		Jose Alcauter
03/06/2026	SP - Stop Payment Requested	DES - Destroyed		Luke Milligan
03/05/2026	IS - Issued			