

What if I Receive Improper Check Handling Notifications?

Check errors that can be fixed

“Refer to Maker”

A “Refer to Maker” notification means that a FVC was deposited before it was submitted into VWIX. To correct this, submit the 10 digit FVC serial number to VWIX then redeposit the check.

NOTE: You must allow for one (1) business day after submission to VWIX before depositing the FVC in the bank.

“Exceeds Maximum Amount”

A “Exceeds Maximum Amount” notification means that the purchase price written on the FVC exceeds value of the check.

To correct this, cross out the exact purchase price, write in the correct purchase price with your initials, then redeposit the FVC in the bank



Checks errors that CANNOT be fixed

“Stopped Payment”

A “Stopped Payment” notification means that a FVC was accepted before the “First Day To Use”. These checks cannot be redeemed.

“Stale Date”

A “Stale Date” notification means that a FVC was deposited more than 45 days after the “First Day To Use”. These checks cannot be redeemed.

Questions about FVC processing? Call the State WIC Farmers’ Market Program at: (916) 928-8513.

For VWIX technical support, call the VWIX Helpdesk at: 1-800-224-7472

VWIX Quick Start Guide

March 23, 2016



Welcome to VWIX
Vendor WIC Information eXchange

Home

www.vwix.ca.gov

Featured Links

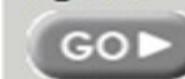
[CA WIC Home](#)
[About WIC](#)
[How to become a WIC Vendor](#)
[Farmers Market Nutrition Program](#)



User ID:

Password:

Sign In:



[Helpful sign in tips](#)

Remember my User ID on this computer?

California WIC Farmers’ Market Program

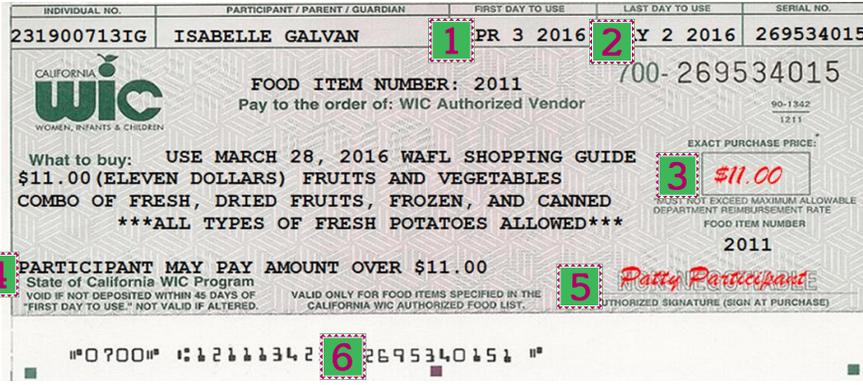
Phone: (916) 928-8513 Fax: (916) 263-3319

E-mail: WICFVC@cdph.ca.gov

www.wicfarmers.ca.gov

This institution is an equal opportunity provider.

Prep List for Processing WIC Fruit and Vegetable Checks



- 1** Only accept checks after the “First Day To Use” date printed on the top of each check.
- 2** Do not accept checks after the “Last Day To Use” date printed on the top of each check.
- 3** Make sure that the purchase price (up to the maximum value of the check) is written on each check. *For example, if a WIC participant buys \$12 of vegetables with a \$11 FVC, you would write “\$11) on the FVC and the participant would have to pay the remaining \$1.*
- 4** Make sure you process and deposit the check in the bank within 45 days of the “First Day To Use” date printed at the top of each check.
- 5** Make sure that the participant has signed the check before you accept it. *Unsigned checks cannot be redeemed.*
- 6** Make sure you submit the correct 10 digit serial number printed at the bottom of each check. *On the sample check above, the 10 digit serial number is 2695340151.*

FAILURE TO FOLLOW ANY OF THE STEPS OUTLINED ABOVE MAY RESULT IN UNPAID CHECKS AND CHECK ERROR FEES

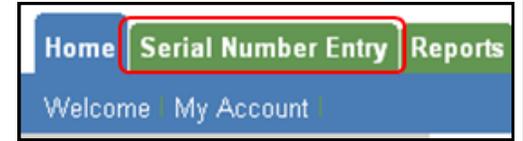
Steps for Processing WIC Fruit and Vegetable Checks in VWIX

Enter the Serial Number into VWIX

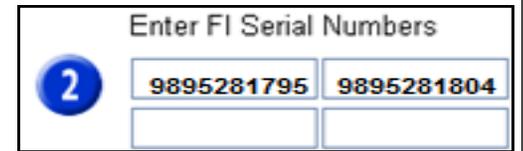
- 1.** Log into www.vwix.ca.gov using your username and password



- 2.** Click the “Serial Number Entry” tab near the top left hand side of the page



- 3.** Enter 10 digit check serial numbers into blank fields next to the blue “2”



- 4.** Click the “GO” button at the bottom of the page next to the blue “3”



View Reports to Verify the Checks were Accepted

- 1.** Click the “Reports” tab near the top of the page



- 2.** Select the second report option in the drop down menu



- 3.** Click the “GO” button at the bottom of the page next to the blue “6”



- 4.** The green check marks indicate that the checks were accepted

Serial Number	Status	Vendor ID
4424689053	✓	888846
4424689062	✓	888846