



Vendor Contact and Resource List

Refer to the following chart for the appropriate contact number or web address for questions, information, or assistance.

Call or go to:	For questions/resources related to:
<p>WIC Vendor Consultant 1-855-942-7867</p>	<p>Vendor Agreement New store applications Adding a new store to existing vendor contract Warning/Disqualification letters Vendor rules and guidelines Other questions relating to the Vendor Agreement</p>
<p>WIC Vendor Consultant 1-855-942-7867</p>	<p>Vendor WIC Information eXchange (VWIX) Logon ID requests</p>
<p>WIC Technical Support 1-800-224-7472 Monday – Friday 7:30 a.m. to 5:30 p.m. (Closed State holidays and weekends)</p>	<p>For: VWIX Password Reset VWIX Application Troubleshooting Food Instrument (FI) submission, confirmation, acceptance, and reasons for rejected FI's</p>
<p>WIC Training Coordinator at (916) 928-8756 OR E-mail wicvendored@cdph.ca.gov</p>	<p>Vendor Training</p>
<p>LVL Coordinator at (916) 928-8829</p>	<p>Local Vendor Liaison (LVL)</p>
<p>WIC Abuse 1-800-852-5770 OR E-mail WICABUSE@cdph.ca.gov</p>	<p>Reporting Suspected Fraud and Abuse</p>
<p>“Vendor Report Concerning WIC Participants” prepaid postcard</p>	<p>Complaint Against Participant</p>
<p>www.wicworks.ca.gov ➤ Under Grocers/Vendors</p>	<p>For: Vendor Resources Vendor Alerts/Vendor Bulletins Vendor Newsletter</p>

Entering Food Instrument Serial Numbers

Food instrument (FI) serial numbers are entered by using the VWIX website. If you have any questions on the steps listed below, call WIC Technical Support at 1-800-224-7472.

By Web (VWIX)

1. Go to <https://vwix.ca.gov>
2. Log in with your logon ID and password

By Telephone (KATE)

Effective September 30, 2015, the KATE telephone system is no longer available for the submission of FI serial numbers. For additional information on the discontinuance of the KATE phone system, refer to *Vendor Alert 2015-09 Upcoming Change – WIC to End Use of KATE Phone System*.