



State of California—Health and Human Services Agency
California Department of Public Health



RON CHAPMAN, MD, MPH
Director & State Health Officer

EDMUND G. BROWN JR.
Governor

June 28, 2012

WIC Vendors:

Starting on August 1, 2012 California WIC will incorporate new security procedures for the submission of WIC Food Instrument (FI) serial numbers using the KATE phone system.

Use of the KATE System after August 1, 2012

In order for you to continue using the KATE system, California WIC must receive the enclosed form no later than July 31, 2012.

Required Form

You will not be able to continue to use the KATE system, starting August 1, 2012 until California WIC has received a completed *KATE System Authorized Submitters Form*, which is enclosed. This form identifies the store, primary contact, and at least one identified submitter. Each store can authorize up to three submitters. This form asks for answers to Challenge Questions as well as the last four digits of a Social Security Number. These security measures are included to protect your store account and assist in the resetting of Personal Identification Numbers (PINs).

Acquiring your new KATE System User Identification (ID) Number and PIN

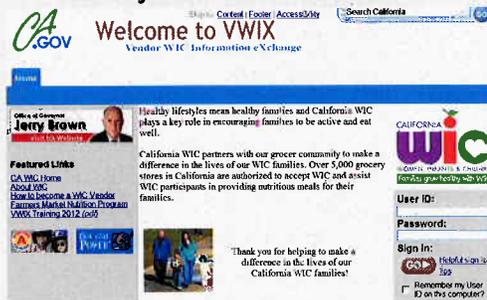
The *KATE System Authorized Submitters Form* must be received to issue a new system ID and PIN. If you include your email address on the form, your new User Identification Number and PIN will be securely emailed to you. If you do not include an email address, WIC will mail the information to you.

If you do not submit the *KATE System Authorized Submitters Form*, you will not be able to use the KATE system. Enclosed are instructions on how to use the KATE system starting August 1, 2012.

If you have any questions or if you need an additional form, please contact your Vendor Consultant or call toll free (855) WIC-STOR or (855) 942-7867. You can also contact the WIC Vendor Management Branch by email WICVENDORINFO@cdph.ca.gov or fax 916-263-3319.

Clyde R. Steele, Chief
Vendor Management Branch
California WIC Program

**Skip the New Procedures –
Submit FIs Online!**
Vendors can choose to submit Food Instrument Serial Numbers online instead of through the phone system. To learn more, contact your Vendor Consultant.



Women, Infants, and Children (WIC) Program
3901 Lennane Drive, MS 8600, Sacramento, CA 95834
P.O. Box 997375, MS 8600, Sacramento, CA 95899-7375
(916) 928-8705 Internet Address: www.wicworks.ca.gov

WIC AUTHORIZED VENDOR

Telephone Submission of WIC Food Instrument Serial Numbers Using the Phone System (KATE)

For system use, starting August 1, 2012



You need the following information before placing your call:

- The KATE toll-free number, 1-888-942-4942
- Your 6-digit Vendor ID
- Your KATE user ID number
- Your Personal Identification Number (PIN)
- The Food Instruments (FIs) you will be submitting

Note: It is important that you complete all the steps provided by the telephone system. Below are the steps you need to follow in order to successfully submit your FIs.

- Prep:** The phone system will no longer accept calls from “blocked” phone numbers. If your number is blocked you must enter *86 before dialing.
- Step 1:** Call the toll-free number, 1-888-942-4942.
The KATE system may take up to four rings to pick up your phone call.
- Step 2:** You will hear the system voice greeting. You will be asked to enter your store’s 6 digit Vendor ID followed by the pound # key.
- Step 3:** Enter your personal 6 digit Kate user ID number followed by the pound # key.
- Step 4:** You will be asked to enter your PIN followed by the # key.
- Step 5:** You then hear a menu of options, press 1 to begin entering your 10 digit Food Instrument serial numbers – each is followed by the # key.
- Step 6:** Repeat entering your Food Instrument serial numbers until all are entered. You may now hang up or proceed to Step 7.
- Step 7:** You can press # an additional time to hear the number of Food Instruments submitted.
- Note:** You may call WIC Technical Support to confirm the submission at 1-800-224-7472, 10 minutes after submitting the serial numbers.

Only vendors who have submitted the Submitters Form will be able to continue to use the KATE system starting August 1, 2012. You must submit the KATE System Authorized Submitters Form to be issued a User ID and PIN.

PINs will Expire

All PINs must be changed every six months. Prompts on the system can help you change your PIN.

Technical Support 1-800-224-7472

Technical support can help with ID’s, passwords, and other submission assistance.

WIC AUTHORIZED VENDOR KATE System Authorized Submitters Form

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Vendor Identification

Vendor's Name	WIC Vendor Identification Number <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td> </tr> </table>						

Vendors Authorized Contact Person

Contact's Name (Last)	(First)	Phone Number <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>																														
Email Address <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>																						Alternate Phone Number <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>										

Authorized Submitters:

You must provide at least one submitter. You can provide up to three authorized submitters. Challenge questions listed below to allow for the reset of Personal Identification Numbers (PINs) if needed.

Submitter #1

Submitter's Name (Last)	(First)	Social Security Number (Last 4 digits) <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				

Challenge Questions (pick only two and provide an answer on the line)

- What is your favorite pet's name? -----
- What street did you grow up on? -----
- What is your favorite food? -----
- What High School did you attend? -----
- What city were you born in? -----
- Who was your first employer? -----

The completed form must be received by mail, email, or fax by July 31, 2012.
 WIC Program Vendor Management Branch, 3901 Lennane Drive, Sacramento, CA 95834
 WICVENDORINFO@cdph.ca.gov * Fax 916-263-3319 * Phone 855-942-7867

WIC AUTHORIZED VENDOR KATE System Authorized Submitters Form

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Vendor Identification

Vendor's Name	WIC Vendor Identification Number <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> </tr> </table>					

Authorized Submitters: (continued)

Submitter #2

Submitter's Name (Last)	(First)	Social Security Number (Last 4 digits) <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				

Challenge Questions (pick only two and provide an answer on the line)

- What is your favorite pet's name? _____
- What street did you grow up on? _____
- What is your favorite food? _____
- What High School did you attend? _____
- What city were you born in? _____
- Who was your first employer? _____

Submitter #3

Submitter's Name (Last)	(First)	Social Security Number (Last 4 digits) <table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				

Challenge Questions (pick only two and provide an answer on the line)

- What is your favorite pet's name? _____
- What street did you grow up on? _____
- What is your favorite food? _____
- What High School did you attend? _____
- What city were you born in? _____
- Who was your first employer? _____

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