



California
Department of
Health Services

SANDRA SHEWRY
Director

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

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VENDOR ALERT 2007-05



ARNOLD SCHWARZENEGGER
Governor

TO: ALL WIC VENDORS

FOOD INSTRUMENT SEARCH BY SERIAL NUMBER

Purpose

The purpose of this Grocer Alert is to inform you of a new feature available on March 19, 2007 to vendors through the Vendor WIC Information eXchange (VWIX) website. This new feature is called 'Search by Serial Number' and it allows vendors to check the status of an individual food instrument (FI) serial number.

**Grocer
Implications**

Enclosed in this Grocer Alert are instructions, screen views, and navigation tips to help orient you to the use of this new feature. We believe that 'Search by Serial Number' will assist you in determining the status of a FI and help you to know what action to take, in the case of returned FI's, to obtain timely reimbursement. By using this function for any individual FI serial number, you can access specific instructions on:

- the correct Maximum Allowable Departmental Reimbursement for a FI returned for Exceeds Max Amount
- the suggested action to take for a FI returned for Vendor Exceeds Max Amount
- the instances whereby FI's may not be able to be reimbursed (stale date, post date items)
- the 45 day deposit timeline, and what to do if the FI is beyond this timeline

Please take advantage of this new feature on the VWIX website. The information this provides will likely assist you with a clear direction and action to take on any food instrument you may have a question about. You may find that this information provides you the answers at your fingertips, and helps to eliminate a call to our WIC Technical Support Unit.

Please refer to the enclosure, "How to Use the Search by Serial Number Feature", to find out how easy this new feature is to use. It will be very useful to you to share this Grocer Alert with others in your organization that handle returned WIC FI's, or otherwise use VWIX to assist in the handling of WIC FI's.

We thank you for your continued support of the WIC Program.

David Markell, Chief
Food Management and Integrity Section
WIC Supplemental Nutrition Branch

Enclosure

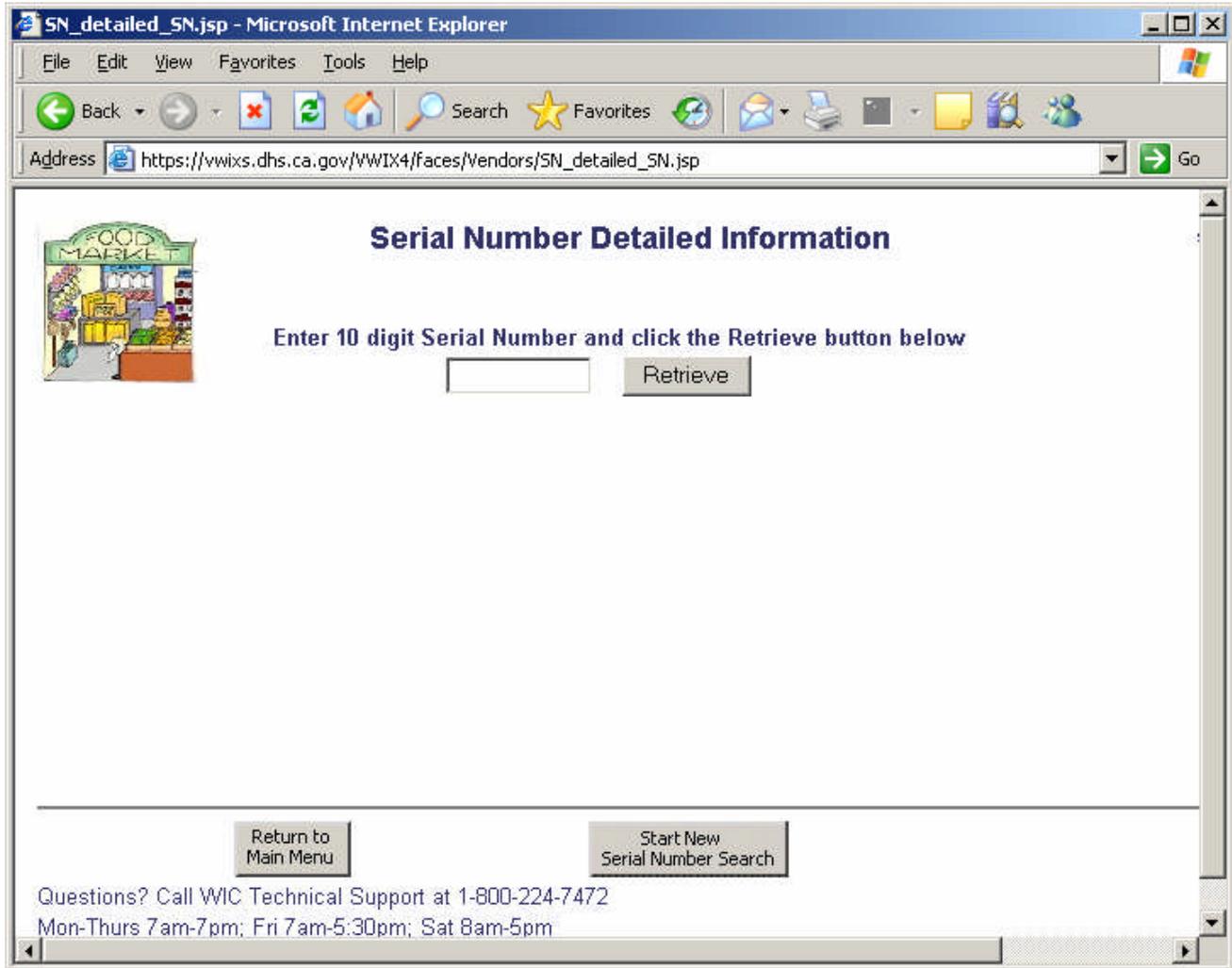
Instructions on How to Use “Search by Serial Number” from Main Menu on VWIX Website

Logon to VWIX by typing vwix.dhs.ca.gov from your computer’s web browser screen. Enter your user name and password in the VWIX website logon screen. At the Main Menu, click on Search by Serial Number (see screen print below).



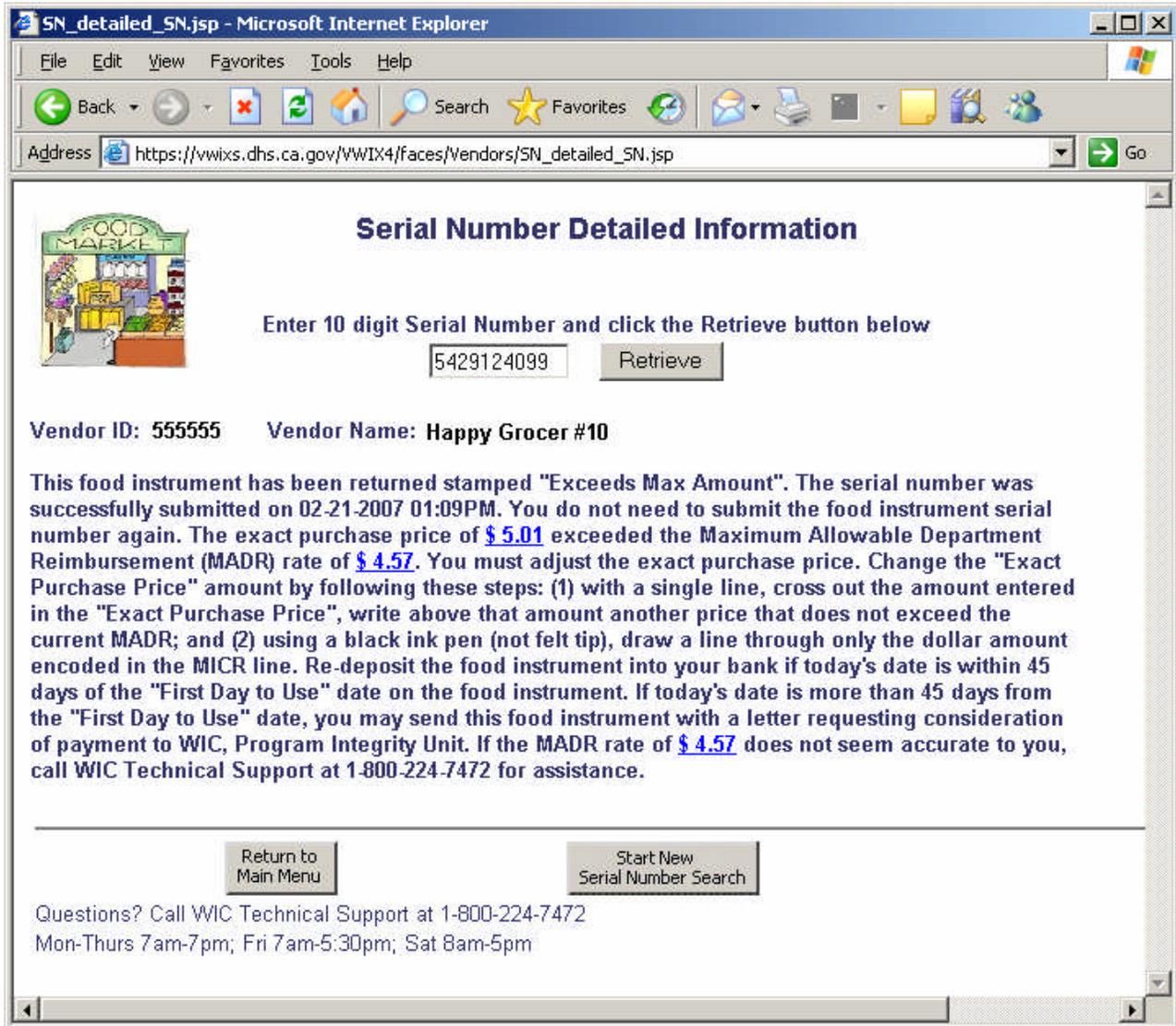
Instructions on How to Use “Search by Serial Number” from Main Menu on VWIX Website

You will come to the screen called, “Serial Number Detailed Information”, where you will type in the ten-digit serial number from the food instrument for which you would like to know its status (see screen print below). Once you type in the serial number, click on the Retrieve button.



Instructions on How to Use “Search by Serial Number” from Main Menu on VVIX Website

Once you click on the Retrieve button, the information associated with the status of this serial number is displayed. The example below shows the information for a food instrument that was returned because it Exceeds the Maximum Amount allowed for that food instrument (see screen print below).



There are two buttons on the bottom of the screen that allow you to Start a New Serial Number Search, or to Return to the Main Menu.