



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



ARNOLD SCHWARZENEGGER
Governor

July 9, 2009

VENDOR ALERT 2009-11

TO: ALL WIC VENDORS
SUBJECT: CHANGES TO WIC TECHNICAL SUPPORT BUSINESS HOURS

Purpose I am writing to inform you of changes to the business hours for the Women, Infants, and Children (WIC) Technical Support phone line, 1-800-224-7472.

WIC Technical Support: WIC Technical Support phone line provides assistance to vendors relating how to use the Vendor WIC Information eXchange (VWIX) system, VWIX password reset, confirmation of serial numbers submission, and to answer questions about a specific Food Instrument (FI).

Services & Contact Information You can reach WIC Technical Support by calling 1-800-224-7472 during their business hours, listed below.

For non-urgent questions, you can email them at VWIXHelp@cdph.ca.gov with the following information:

- your name
- your phone number (including area code)
- your VWIX User ID
- your Vendor ID Number
- your message

You will receive a response within two state business days.

WIC Technical Support: The new business hours for WIC Technical Support are:

Monday – Thursday, 7am – 7pm
Friday, 7am – 5:30pm

New Business Hours WIC Technical Support will **no longer** be available on Saturday.

Until further notice, staffing on the first three Fridays of each month will be limited, which may result in a longer phone wait time. Your patience and understanding in this matter is appreciated.

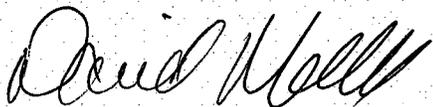


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(916) 928-8500 Internet Address: www.wicworks.ca.gov

All WIC Vendors
Page 2
July 9, 2009

Questions

If you have any questions, please contact your WIC Vendor Consultant directly or call (916) 928-8705.



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Vendor Management Branch
California WIC Program