



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

June 9, 2014



EDMUND G. BROWN JR.  
Governor

**VENDOR ALERT 2014 - 09**

**TO:** ALL WIC VENDORS  
**SUBJECT:** MISSING FOOD INSTRUMENTS

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**Purpose** The California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Program has become aware of a number of blank and voided food instruments (FI) that are missing and unaccounted for. Therefore, vendors should check the serial numbers of FIs presented at their store locations to prevent a financial loss due to accepting the missing and voided FIs.

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**Vendor Responsibility** It is important that vendors verify the FI serial numbers prior to accepting the food instruments as payment for WIC supplemental foods. The FIs with the serial numbers listed below are unaccounted for and if presented should not be accepted. You will not be reimbursed for these FIs if you accept them.

- 629468001 through 629552000

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**Verify FI Submissions** Following the proper FI handling techniques helps protect your business from financial loss of submitting for payment a missing and voided FI. Vendors are encouraged to verify the serial numbers of submitted FIs through Vendor WIC Information Exchange (VWIX) prior to depositing the FI into your bank. Counterfeit or altered FIs will not be reimbursed by the WIC Program and returned checks may be subject to bank fees.

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**Possession of Missing WIC FIs** If you come into possession of a suspected missing, counterfeit, or altered FI, report it to the WIC Program immediately at [WICABUSE@cdph.ca.gov](mailto:WICABUSE@cdph.ca.gov).

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**Questions** If you have any questions, please contact your Vendor Consultant or call toll free at (855) WIC-STOR or (855) 942-7867. You can also contact the WIC Vendor Management Branch by email at [WICVENDORINFO@cdph.ca.gov](mailto:WICVENDORINFO@cdph.ca.gov).

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*Elizabeth Touhey*

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Vendor Management Branch  
California WIC Program



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