



# WIC VWIX Website Serial Number Entry Instructions

**Step 1:** From your computer's web browser screen, type in [vwix.dhs.ca.gov](http://vwix.dhs.ca.gov) to access the WIC VWIX website.

**Step 2:** You will come to the website logon screen. Enter your user ID and password. Click on **Sign In**.

Your user ID will be revoked after three (3) unsuccessful attempts at logging in, so be sure to type your user ID and password correctly. If you forget your password or need it reset, call WIC Technical Support at 1-800-224-7472.

**Step 3:** At the **Main Menu**, click on **Enter Serial Numbers**. You will come to the screen where you will type in the ten-digit serial numbers from the food instruments redeemed at your store.

When you come to this screen, click on the drop down arrow in the box in the upper left corner of the screen to show the list of vendor ID numbers and store names in your vendor contract. Select the correct store where the food instruments were redeemed.

### **For a Single Store in Your WIC Vendor Contract**

- Type the ten-digit serial number found on the bottom of each food instrument into the box.
- The cursor will automatically move to the next box to the right.
- After you have typed in all food instrument serial numbers, click on **Submit**.
- A confirmation screen appears that tells you "Your file was sent successfully." You can view your Status of Submission 5 minutes after this confirmation screen appears.

**TIP:** Once you type serial numbers into the boxes on the screen, the browser remembers those numbers. The next time your cursor is in one of the boxes, you will see numbers hovering below the box. Ignore this, and simply type the serial number from the food instrument that you want to submit.

### **For Multiple Stores in Your WIC Vendor Contract**

- It is important to submit your food instrument serial numbers for the store where they were redeemed.  
In the upper left corner of the screen, click on the drop down box to show the list of vendor ID numbers and store names in your vendor contract. Select the correct store where the food instruments were redeemed.
- Type the ten-digit serial number found on the bottom of each food instrument into the box.
- The cursor will automatically move to the next box to the right.
- After you have typed in all the food instrument serial numbers for that store, click on **Submit**.
- A confirmation screen appears that tells you “Your file was sent successfully.” You can view your Status of Submission 5 minutes after this confirmation screen appears.
- To enter food instrument serial numbers for another store, from the File Was Sent Successfully screen, click on **Return to Main Menu**. At the **Main Menu**, click on **Enter Serial Numbers** and repeat the steps outlined above. Complete these steps for each store that you have redeemed food instruments.

- Step 4:** Check the status of your submission. There are two ways to get to the screen to see the status of your submission:
- From the File Was Sent Successfully screen, click on **Go to View Status of Submissions**.
  - From the Main Menu screen, click on **View Status of Submissions**.

On the Status of Submissions screen, you can see each submission by the date and time the submission was received, and you can see the details by vendor ID number of the total serial numbers submitted, the total accepted, and the total number of rejected serial numbers.

We recommend you check the status of your submissions, especially during the vendor readiness time this summer.

**TIP:** The Status of Submission displays information for the past 14 days. If you need to see entries for days older than 2 weeks, call Technical Support at 1-800-224-7472.

**REMEMBER:** The web page will time out after 30 minutes of inactivity. This means that the serial numbers you have typed will be lost if you have not clicked on the **Submit** button. So, don't leave your computer for more than 30 minutes without clicking on **Submit**. Also, do not spend more than 30 minutes typing in serial numbers without clicking on **Submit**.