



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



EDMUND G. BROWN JR.
Governor

June 9, 2014

VENDOR ALERT 2014 - 09

TO: ALL WIC VENDORS
SUBJECT: MISSING FOOD INSTRUMENTS

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.

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

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.

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.

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.

Elizabeth Touhey

Elizabeth Touhey, Chief
Vendor Management Branch
California WIC Program



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