



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



September 1, 2015

VENDOR ALERT 2015-09

KAREN L. SMITH, MD, MPH
Director and State Health Officer

EDMUND G. BROWN JR.
Governor

TO: ALL WIC VENDORS
SUBJECT: UPCOMING CHANGE - WIC TO END USE OF KATE PHONE SYSTEM

Purpose

The California Department of Public Health/ Women, Infants and Children Division (CDPH/WIC) is notifying vendors of an important upcoming change to the options available for vendors to submit California WIC Food Instruments (FIs) and Cash Value Vouchers (CVVs) for reimbursement.

Vendors are being advised that CDPH/WIC will discontinue the use of the KATE telephone system for the submission of FIs and CVVs. This change will take effect on September 30, 2015.

Background

CDPH/WIC requires that vendors associate the serial number of each FI or CVV with the vendor identification number of the store that accepted the FI or CVV. One of the ways that vendors were allowed to do this was through the use of the KATE phone system, which allowed vendors to associate the serial numbers of each FI with their 6-digit Vendor ID through the telephone, using the KATE toll-free number.

In August 2015, CDPH/WIC implemented new vendor agreements with all WIC authorized vendors. The updated vendor agreement includes technology requirements for redeeming FIs and CVVs for reimbursement. Specifically, Article I, Section 3(b)(1-2) requires vendors to submit FI serial numbers through the VWIX website or through the use of File Transfer Protocol (FTP) software.

Action For Vendors

All authorized vendors must continue to associate the serial number of each FI or CVV that they accept with the vendor authorization number of the store that accepted them. In order to be in compliance with the vendor agreement, all vendors must do this using either VWIX or through FTP software.

Prior to September 30, 2015, all vendors who have been using the KATE phone system for FI serial number submission should visit the VWIX website and confirm their log in credentials.

The VWIX website can be accessed at: <https://vwix.ca.gov/VWIX/SignIn.aspx>



Women, Infants, and Children (WIC) Division
3901 Lennane Drive MS 8600, Sacramento, CA 95834
P.O. Box 997375 MS 8600, Sacramento, CA 95899-7375
1 (855) 942-7867 Internet Address: www.wicworks.ca.gov

Any vendor who needs training on how to submit serial numbers through the VWIX system should sign up for training prior to September 30, 2015. Information on VWIX training can be found at:

<http://www.cdph.ca.gov/programs/wicworks/Documents/Annual%20Vendor%20Training/VWIX%20TRAINING%202015%20SCHEDULE.pdf>

Instructions specific to entering serial numbers through VWIX can be found at:

<http://www.cdph.ca.gov/programs/wicworks/Documents/WIC-Grocer-VendorNews-VWIX-SerialNoEntryInstr.pdf>

If you have trouble logging into VWIX, or if you need your password reset, call WIC Technical Support at 1 (800) 224-7472.

Summary

- The KATE phone system for submission of FI serial numbers will no longer be available after September 30, 2015
- All authorized vendors must discontinue use of the KATE phone system in order to be in compliance with the new vendor agreement that went into effect August 1, 2015
- Vendors should visit the VWIX website prior to September 30, 2015 to confirm their log in credentials
- Vendors who need training on the VWIX system should sign up for training or review the instructions on serial number submission prior to September 30, 2015
- Vendors who need help with their VWIX log on should call WIC Technical Support at 1 (800) 224-7472
- On September 30, 2015, the KATE phone system will be shut down and will no longer be supported

Questions

If you have any questions, please call toll free **(855) WIC-STOR** or **(855) 942-7867** or e-mail: WICVENDORINFO@cdph.ca.gov



Lantrel Stockton, Chief
Vendor Operations Section
California WIC Program