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



EDMUND G. BROWN JR.  
Governor

November 20, 2018

**VENDOR ALERT 2018 – 09**

TO: ALL WIC VENDORS  
SUBJECT: VENDOR WIC INFORMATION eXchange (VWIX) AND FILE TRANSFER  
PROTOCOL (FTP) SYSTEM MAINTENANCE AND DOWNTIME

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**Purpose** The California Department of Public Health/Women, Infants, and Children (CDPH/WIC) Division is notifying all WIC authorized vendors that VWIX and FTP will not be available due to scheduled system maintenance.

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**Background** CDPH/WIC requires authorized vendors to transmit the serial numbers of all Food Instruments and Cash Value Vouchers to the Department 24 hours prior to depositing them to a financial institution for reimbursement.

Vendors may transmit serial numbers to the Department either manually through the VWIX website at [www.vwix.ca.gov](http://www.vwix.ca.gov) or by use of FTP software.

System downtime allows the Department to perform software and website maintenance and upgrades, as needed.

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**Scheduled Downtime** **Saturday December 1, 2018 from 5:00 a.m. (PST) – 5:20 a.m. (PST)**

- Impact: VWIX and FTP transmissions will be unavailable for 20 minutes.

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**Action for Vendors** Do not attempt to transmit serial numbers using VWIX or FTB upload during the scheduled maintenance downtime of: Saturday December 1, 2018 from 5:00 a.m. (PST) – 5:20 a.m. (PST).

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

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P.O. Box 997375 MS 8600, Sacramento, CA 95899-7375  
(916) 928-8500 [Division Website](http://www.wicworks.ca.gov) (www.wicworks.ca.gov)



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A handwritten signature in black ink, appearing to read "Lantrel S.", with a long horizontal flourish extending to the right.

Lantrel Stockton, Chief  
Vendor Management Branch  
Women, Infants, and Children (WIC) Division