

## Subject: Food Instrument Receipt and Distribution

## Item: WIC MIS food Instrument Printers

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### PURPOSE:

To establish procedures for food instrument (FI) printers provided by the California Department of Public Health/Women, Infants and Children Division (CDPH/WIC).

### POLICY:

- I. Local agencies (LAs) must utilize the approved printing equipment and CDPH/WIC approved fonts to print food instruments and must contact the CDPH/WIC regarding printers requiring adjustment or replacement prior to repairing or replacing.

### PROCEDURE(S):

- I. Printing equipment.
    - A. CDPH/WIC provides printers to LAs. LAs may request additional printers by contacting the CDPH/WIC in writing using the *WIC MIS Equipment Request Form*. The request should be sent to CDPH/WIC staff.
    - B. LAs must not attempt to disassemble or adjust printers. LAs may perform minor printer maintenance, provided such maintenance does not require the use of any tools other than a cleaning brush or soft cloth to remove accumulated dust.
    - C. LAs must contact the CDPH/WIC regarding printers requiring adjustments or replacement. Call the WIC MIS Help Desk at 1-800-224-7472.
  - II. Loading checkstock into a printer.
    - A. Information on loading checkstock into a printer is in the WIC MIS Job Aid *How to Load Checkstock in the ("brand name") Printer*.
  - III. Print test.
    - A. LAs must run a print test each time checkstock is loaded into a printer. Information on how to run a print test is in the *WIC MIS Job Aid How to Load Checkstock in the ("brand name") Printer*. Information on what to do when there are printing errors is in *Everything You've Always Wanted to Know About WIC MIS Hardware Troubleshooting...But Never Had Time to Ask*, listed in the *Common Errors and Troubleshooting* section of the "Printer" chapters. Further help is available by calling the WIC MIS Help Desk at 1-800-224-7472.
  - IV. Font requirement.
    - A. LAs must use only the CDPH/WIC approved fonts to print food instruments. The font print requirement is necessary to:
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1. Ensure that food instruments are printed correctly on checkstock.
2. Ensure that vendors redeem food instruments.
3. Reduce counterfeiting of food instruments.

#### **V. WIC MIS font printing guidelines.**

- A. Periodically throughout the day, LA staff must verify the entire food instrument serial number and review that food instruments are:
  1. Being printed properly (e.g., printed with serial numbers that match the serial numbers on the checkstock).
  2. Printed in the required font.
  3. Readable.