Subject: Food Instrument Receipt and Distribution

Item: WIC MIS food Instrument Printers

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:
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.