



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



ARNOLD SCHWARZENEGGER  
Governor

July 16, 2009

**VENDOR ALERT 2009-12**

TO: ALL WIC VENDORS

SUBJECT: UPDATE ON PROCEDURES FOR ORDERING VENDOR MATERIALS

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**Purpose** I am writing to provide you with updated procedures for ordering California WIC Vendor Materials such as shelf talkers, posters and decals.

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**Background** As you know, the California WIC Program provides, free of charge, vendor materials for use at currently authorized stores. These are the only materials vendors are allowed to use in order to identify that they are a WIC authorized vendor or to identify a WIC authorized food item. The decals and posters assist WIC participants in identifying where they can shop with their food instruments. The shelf talkers are helpful to participants in selecting WIC authorized foods for purchase.

Unfortunately, a large number of orders for vendor materials submitted on order form OSP 508, the Vendor Materials Order Form, are not being filled. This is due to some common errors on the order forms. The common errors include no vendor number and vendor submission of an outdated order form.

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**Procedures For Ordering Vendor Materials** In order to ensure that all vendors receive their materials, we have outlined below the correct procedures for completing the order form and submitting your request.

1. **Effective immediately, order forms received by mail will not be filled.** Only faxed order forms will be processed. Unfortunately, the State is unable to acknowledge receipt of these faxes. Please use your fax confirmation for this purpose. Fax orders to (916) 928-4759.
2. Review your order form carefully prior to faxing to the Office of State Publishing (OSP). **Incomplete order forms will not be processed.** You will not be notified if your order is incomplete. Orders are filled within three weeks upon receipt of your fax. If you do not receive your order after three weeks, you will need to resubmit your order.
3. Please do not refax orders unless specifically asked to do so. Refaxing an order will not expedite processing because orders are filled on a first-come, first-served basis.



Women, Infants, and Children (WIC) Program Division  
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](http://www.wicworks.ca.gov)

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**Procedures  
For  
Ordering  
Vendor  
Materials  
(Continued)**

4. Obtain and use the **most current** WIC Vendor Materials Order Form (OSP 508) **each time** you wish to place an order. The OSP 508 is the only form that can be used to place vendor orders. The WIC Vendor Materials Order Form is available on the WIC website, [www.wicworks.ca.gov](http://www.wicworks.ca.gov). You can also download the form quickly by going to: <http://www.documents.dgs.ca.gov/OSP/WIC/OSP508.pdf>. **Effective August 1, 2009, any order submitted on an outdated order form will not be filled**, so it is recommended that you always access the website for the correct form.
5. Complete all information requested on the form. **Do not forget your vendor number**. The six-digit vendor number for your store site is provided to you in your Vendor Agreement. **Your order will not be filled if you forget to include the vendor number**.
6. Ensure your writing is legible; this will help to prevent unnecessary delays. Your order cannot be filled if your writing is illegible.
7. Do not add items to the order form or make changes to the order form in any way. **If an item is identified as "unavailable" then it is currently out of stock and cannot be provided to you at that time**.
8. **Only your street address may be used for shipping purposes**. Do not include a Post Office (PO) Box number on the form. Orders requesting shipment to a PO Box number will not be filled.
9. If you are ordering for your store(s), it is very important that you notify your staff that these materials will be arriving. Unfortunately, many stores have refused delivery of shipments from the California WIC Program. These returns are very costly to the WIC Program and waste our limited funding.

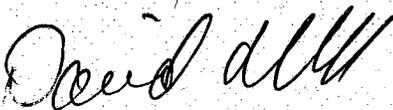
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**Questions**

Thank you for your cooperation and attention to this matter. If you have any questions about these procedures, please contact your vendor consultant directly or call (916) 928-8705.

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Sincerely,



David Markell, Chief,  
Vendor Management Branch  
California WIC Program