

July 10, 2014

VENDOR ALERT 2014 - 10

TO: ALL WIC VENDORS
SUBJECT: PROBLEMS WITH WIC FOOD INSTRUMENT CHECK STOCK

Purpose The California Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is aware of problems that affect the current check stock used for WIC Food Instruments (FIs).

Background Beginning March 1, 2014, WIC Local Agencies started receiving new check stock from a new check stock provider. Vendors and WIC Local Agencies have reported problems with the FIs printed from the new check stock.

Problems with Check Stock WIC Local Agencies and vendors reported the following problems with FIs:

- The Magnetic Ink Character Recognition (MICR) serial number and the preprinted serial number are mismatched on some FIs.
- The MICR line is not being read by vendors' cash registers and the serial numbers are not transferring to the File Transfer Protocol (FTP) file correctly, which results in a rejection.
- The FIs do not separate easily causing frequent tears.

Action for Vendors Vendors must continue to accept FIs from WIC participants. When a participant redeems an FI, a vendor should use the vendor training procedures to accept and redeem the FI appropriately. These procedures include verifying that the preprinted serial numbers and eight digits in the MICR serial numbers match. The image below highlights the numbers that should match.



If a vendor observes that serial numbers on an FI do not match, the vendor should still provide the authorized goods for the FI. However, vendors that observe an FI with mismatched serial numbers should enter the serial number into the Vendor WIC eXchange (VWIX) portal and mail the original FI to the WIC Program for reconsideration. FIs with mismatched serial numbers that are deposited in the bank may be rejected. Vendors may submit their FIs for reconsideration to the following address:

California WIC Program
3901 Lennane Drive, MS 8600
Sacramento, CA 95834
ATTN: FI Reconsideration

If a vendor experiences difficulties with a MICR reader recognizing the MICR serial numbers, the vendor should ensure that the MICR reader is calibrated correctly. If the vendor still experiences issues with the reader recognizing the MICR serial number, the vendor should notify WIC. The vendor may still enter the FI serial number manually when submitting the FI for an FTP file. California WIC is tracking vendor concerns and continues to work with the check stock provider to address these issues.

For problems with VWIX, please contact the VWIX Help Desk at (800) 224-7472. For other problems with redeeming and submitting FIs, please contact your vendor consultant.

Questions

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

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