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

SUSAN FANELLI
Acting Director

GAVIN NEWSOM
Governor

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VENDOR ALERT 2019 – 08

TO:	ALL WIC VENDORS
SUBJECT:	WIC CASHIER TRAINING VIDEOS

Purpose

The California Department of Public Health, Women, Infants and Children Division (CDPH/WIC) is excited to announce the release of two WIC Cashier Training Videos to assist vendors with accepting the California WIC Card (WIC Card) for the integrated and stand-beside point of sale systems.

Background

CDPH/WIC has started the statewide transition from paper food instruments (FIs) to the new WIC Card. In an effort to promote a more seamless transition for the vendor community, these videos were produced as a valuable training resource.

Action for Vendors

CDPH/WIC highly encourages all California WIC authorized vendors to use these videos to train staff on conducting WIC Card transactions. The videos contain helpful tips and information regarding the Authorized Product List (APL), a summary of the WIC Authorized Food List Shopping Guide, a step-by-step transaction overview, troubleshooting, and a receipt summary.

To view the videos, follow the links below:

Cashier Training Video *Integrated System*
https://youtu.be/YXxbxyDazhM

Cashier Training Video *Stand-Beside System*
https://youtu.be/3h8BECWjwZE

The training videos can also be accessed at www.wicworks.ca.gov. Click Grocers, Vendor Education, then select from the links listed under Vendor Training Tools.

Questions

If you have any 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.

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