



KAREN L. SMITH, MD, MPH
Director and State Public Health Officer

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



EDMUND G. BROWN JR.
Governor

March 12, 2018

VENDOR ALERT 2018 – 01

TO: ALL WIC VENDORS
SUBJECT: VENDOR WIC INFORMATION eXchange (VWIX) AND FILE TRANSFER PROTOCOL (FTP) SYSTEM MAINTENANCE AND DOWNTIME

Purpose The California Department of Public Health/Women, Infants, and Children (CDPH/WIC) Division is notifying all WIC authorized vendors that VWIX and FTP will not be available during two separately scheduled maintenance periods.

Background CDPH/WIC requires authorized vendors to transmit the serial numbers of all Food Instruments and Cash Value Vouchers to the Department 24 hours prior to depositing them to a financial institution for reimbursement.

Vendors may transmit serial numbers to the Department either manually through the VWIX website at www.vwix.ca.gov or by use of FTP software.

System downtime allows the Department to perform software and website maintenance and upgrades, as needed.

Scheduled Downtime **Sunday March 25, 2018 from 6:30 a.m. (PST) – 8:00 a.m. (PST)**

- Impact: FTP transmissions will be unavailable. VWIX availability will not be impacted.

Saturday March 31, 2018 from 7:00 a.m. (PST) – 10:00 a.m. (PST)

- Impact: VWIX and FTP transmissions will be unavailable.

Action for Vendors **For vendors who transmit serial numbers using FTP:**

- Review your FTP submission schedule before the scheduled maintenance downtime occurs.
- Do not attempt to transmit serial numbers using FTP during the scheduled maintenance downtimes of: Sunday March 25, 2018 from 6:30 a.m. (PST) – 8:00 a.m. (PST) **AND** Saturday March 31, 2018 from 7:00 a.m. (PST) – 10:00 a.m. (PST).



CDPH Women, Infants and Children (WIC) Division
3901 Lennane Drive MS 8600, Sacramento, CA 95834
P.O. Box 997375 MS 8600, Sacramento, CA 95899-7375
(916) 928-8500 [Division Website](http://www.wicworks.ca.gov) (www.wicworks.ca.gov)



**Action for
Vendors
Continued**

For all vendors:

- Do not attempt to transmit serial numbers using FTP or VWIX during the scheduled maintenance downtime of: Saturday March 31, 2018 from 7:00 a.m. (PST) – 10:00 a.m. (PST).

Questions

If you have any questions, contact your WIC Vendor Consultant or call toll free at (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