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GAVIN NEWSOM
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December 16, 2020

VENDOR ALERT 2020–10

TO: ALL WIC VENDORS

SUBJECT: VENDOR WIC INFORMATION eXchange (VWIX)

Purpose

The California Department of Public Health, Women, Infants and Children Division (CDPH/WIC) is reminding all WIC authorized vendors that VWIX is still active and must be used by all vendors to participate in the semi-annual Shelf Price Submission (SPS) requirement, and to certify completion of the Annual Vendor Training requirement. Vendors can log-in to VWIX with a User ID and Password at: www.vwix.ca.gov

Action for Vendors

Please share this information with any staff who may be responsible to complete the semi-annual SPS and/or Annual Training requirements. To recover your VWIX User ID and/or Password:

1. Reach out to your Vendor Consultant (either directly or through the WIC Vendor helpline: 1-855-942-7867) for your VWIX Access Code.
2. The Vendor Consultant will send you a VWIX Access Code Request Form that needs to be completed and signed by the owner of your store. Next, submit the completed form to your Vendor Consultant.
3. Your Vendor Consultant will then return the form to you. Included on the form will be your VWIX Access Code (keep this form for your records).
4. Once you have your VWIX Access Code, you can call the ITSD helpdesk at 1-800-224-7472 to reset your User ID and/or password. It is important to keep your User ID and password confidential and not share it unless needed for direct access. CDPH/WIC staff will NEVER come to your store and ask for your ID and code to access VWIX.



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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)



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