



Memorandum

#10-159

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: November 23, 2010

SUBJECT: New WIC Materials Online Ordering System

WIC is very pleased to announce the kickoff of our new WIC Nutrition Education/Clinic Services Materials Online Ordering System which began Friday, November 3rd, 2010. Please feel free to begin logging in and ordering materials at this time. Also, thanks so much for those of you at the Local Agencies who helped us test this system recently.

How to login:

The original IDs and passwords issued to you to access the WIC Media Online Ordering System should also work for this Materials Online Ordering System. For example, if you were issued an ID of LA9999, and password of LA9999, then that should work to get you into the new WIC NECS Materials Online Ordering System. You may have already updated your Media password to something different, but please use the original password issued the first time you login to the Materials Online Ordering System. You can also update the password to this Materials Online Ordering System after the first login as well.

Attached are instructions for using the Materials Online Ordering System, which should guide you through the ordering and other areas of the system. Here is a link to the buttons where you can login to get started: <http://www.dshs.state.tx.us/wichd/WICCatalog/contents.shtm>. You also will see the buttons for the Media ordering, but this new system is for ordering the WIC Materials which are generally not associated with a DVD.

Helpful guidelines and hints for using the new Materials Online Ordering system:

- 1) Backorders are not allowed in the new Materials Online Ordering System, so if there is a zero in the item quantity, please do not order the item as the system will cancel out that line of the order and it will not keep the backorder. This way if there is not stock, you will know right away that it is not available. We hope that this system will work better for everyone when stock is not available.
- 2) This new Materials Online Ordering System can provide very quick, sometimes overnight shipments, of in-stock materials, but please keep in mind that each order has associated costs to the WIC program, so please try to order as efficiently as possible. This new system will be evaluated on an ongoing basis for cost, so where possible please combine orders to keep the costs as low as possible.

- 3) There is a 33 character limit, including spaces, for the address line for “Company Name”.
- 4) The address that was entered for your login is associated with a default address in the system, which was provided to WIC State Office by your Local Agency. That address can be changed to a different address when ordering the shipment if needed, however, the system will revert back to your default address in the system for the next order.

Contacts:

Jackie Hilburn: Project Manager: If you have questions on the overall process, contact jackie.hilburn@dshs.state.tx.us, or (512) 341-4530.

Hilda Tijerina: If you have updates to your address information or need your Materials ID and Password.

If you have questions on Materials, or inventory that you cannot find in the Materials Online Ordering System, hilda.tijerina@dshs.state.tx.us, or (512) 341-4522.

Debbie Roberts/Business Ink: If you have questions on shipments or problems with your order, Debbie.Roberts@businessink.com, or (866) 364-1268.

Attachment