



Memorandum

#10-175

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: December 17, 2010

SUBJECT: Backorders in the Business Ink ordering system

The State Agency has received several emails asking about backorders in the Business Ink ordering system.

There are two sides on the Business Ink website—the Media side and the Materials side. Logins for both are on the home page.

The **Media side will accept backorders and will notify you of that through the email address you furnished.** This includes all DVD's we produce/purchase and the associated materials that go with them (i.e. Zobey and the stickers and magnets that go with the DVD).

However, the **Materials side of the website will not accept backorders.** This includes everything else besides DVD's that we produce not associated with DVD's. If the balance indicated for the material/pamphlet you want is "0," the system will not accept your order and will notify you of that. You must check periodically to see when the balance is restored and place a reorder then.

Thank you for your patience while we work with our website to refine it and serve you better. If you have questions or require additional information, please contact Hilda Tijerina at (512) 341-4522, or email hilda.tijerina@dshs.state.tx.us, or Jackie Hilburn at (512) 341-4530, or email jackie.hilburn@dshs.state.tx.us.