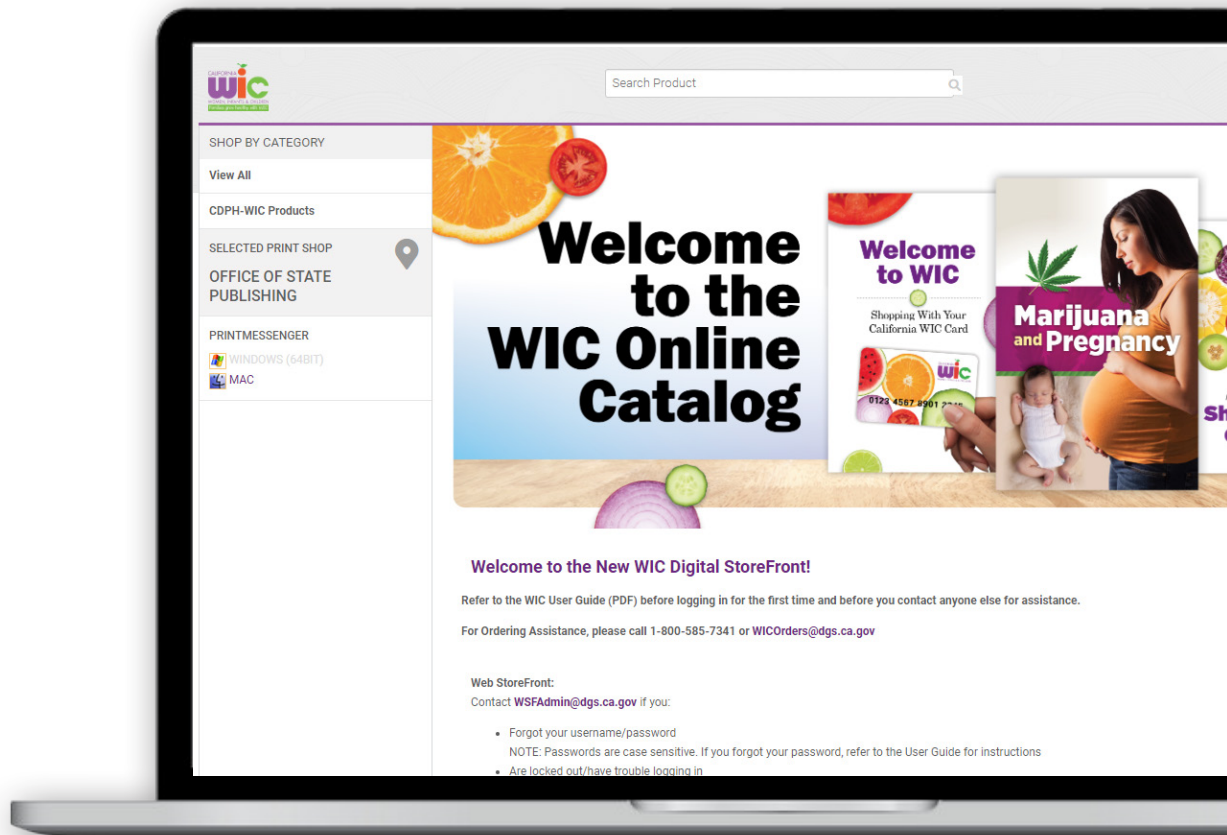


Digital StoreFront User Guide

California Department of Public Health
California WIC Program



System Requirements:

All that is required is an Internet Browser.

We support most common browsers:

Microsoft Edge 118.0.2088.76

Google Chrome 112.0.5615.121

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Section 1: Welcome

This section will answer the following questions:

- ✓ What is the Digital StoreFront?
 - ✓ How do I become a registered user?
 - ✓ Where do I go to access StoreFront?
 - ✓ What if I need help?
-

What is the Digital StoreFront?

The new Digital StoreFront (DSF) is an online website where you can order California WIC products such as brochures, posters, forms, DVDs and related items for your WIC sites. You may not order materials to be delivered to non-WIC sites.

You can:

- Browse and search through a catalog of products.
- Place your order using online checkout process.
- Check your order history at any time.

How do I become a registered user?

Before you may access DSF, your WIC director must submit a “Digital StoreFront Access and Update” form to the State WIC office. This form will be used to set up an account for you as a registered user who is authorized to order materials for your WIC local agency. Questions regarding this form, including how to obtain a copy, can be directed to the State WIC office at (279) 667-1966 or contact the Program Materials and Support Unit at WICMaterials@cdph.ca.gov.

The State WIC office will register you with the following information: first and last name, local agency name, local agency and site numbers, shipping address, phone number, email address and information for any additional sites for which you order. Each site may have no more than 2 registered users who will order materials. Once registered, you will receive an email notification from the DSF Administrator with your User Name and a temporary Password.

California WIC online ordering system!

You have been successfully registered with California WIC online ordering system!

Your User ID is [CustomerUserNameVariable]

Your temporary password is Password2@

Before logging in, review the WIC User Guide (available to download from the site). Once logged onto the site, **you must access My Account and answer a security question before using the system.** Refer to section 2, page 8 of the WIC User Guide.

Click the Link below to log onto the site.

[DGS OSP Web StoreFront \(ca.gov\)](http://DGS.OSP.Web.StoreFront.ca.gov)

Where do I go to access the Digital StoreFront?

You can access DSF from a web browser (such as Microsoft Edge, Safari, or Google Chrome) on your computer and now on your mobile.

To access the site:

- Connect to the Internet.
- Enter the URL or web address for the site in the address field at the top of the browser window or click on the hyperlink in the email. The address is:
<https://www.digitalstore.osp.dgs.ca.gov/DSF/SmartStore.aspx?6xni2of2cF30t0NQKIYbNZWnhpFa8IRu/VlykU1ShSv3xleu5n913R5aFR4QaCR8#!/Storefront>
- Press “Enter” on your keyboard or click “Go” in your browser. You will be directed to the DSF Login screen.
- Bookmark or save the URL in your Favorites for future use.

What if I need help?

Support is available between 8:00 AM and 5:00 PM, Monday through Friday.

Order Support:

Ordering assistance is available if you have questions specific to your order. Contact 1-800-585-7341 or wicorders@dgs.ca.gov. This contact information is also located on the DSF Login screen.

Refer to the WIC User Guide (PDF) before logging in for the first time and before you contact anyone else for assistance.

For Ordering Assistance, please call 1-800-585-7341 or WICOrders@dgs.ca.gov

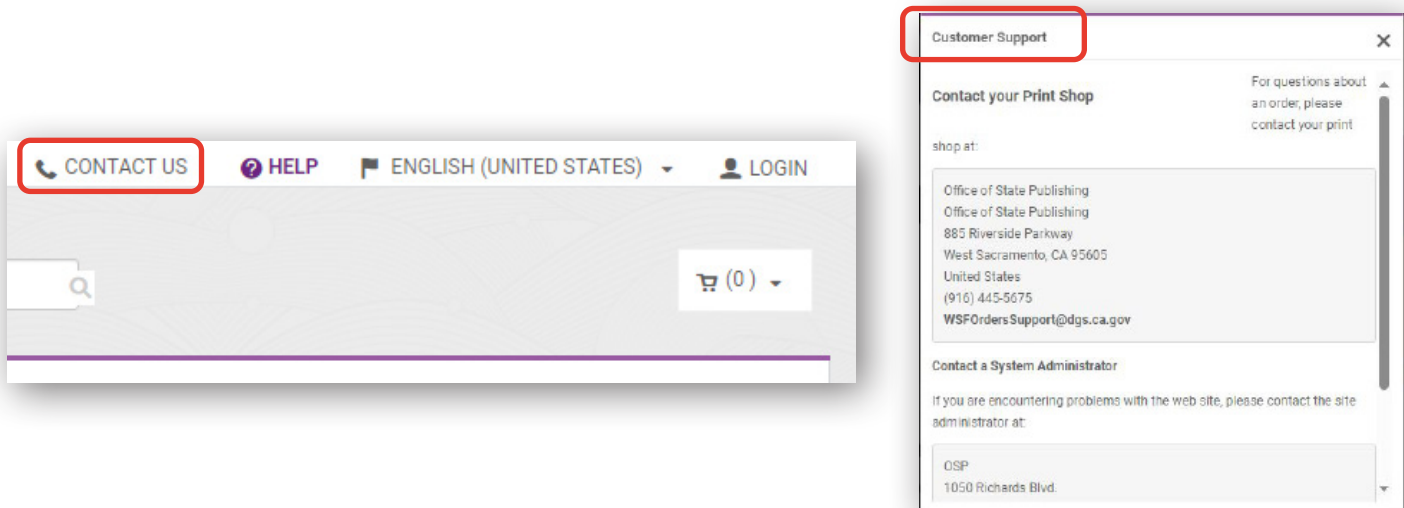
Account Support:

State WIC will help you set up a new account or delete existing account information in the system. Submit a “Digital StoreFront Access and Update” form to the Program Materials and Support Unit at WICMaterials@cdph.ca.gov

Technical Support:



DSF Customer Support will help if you are having technical problems when accessing the system. Click “Contact Us” in the Navigation Bar. The contact information for technical support is shown under Customer Support.

If you are locked out, or have trouble logging in, contact the system administrator at WSFAdmin@dgs.ca.gov or 916-445-5675.

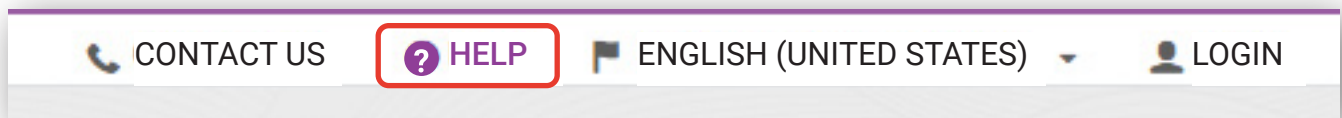


What if I need help?—continued

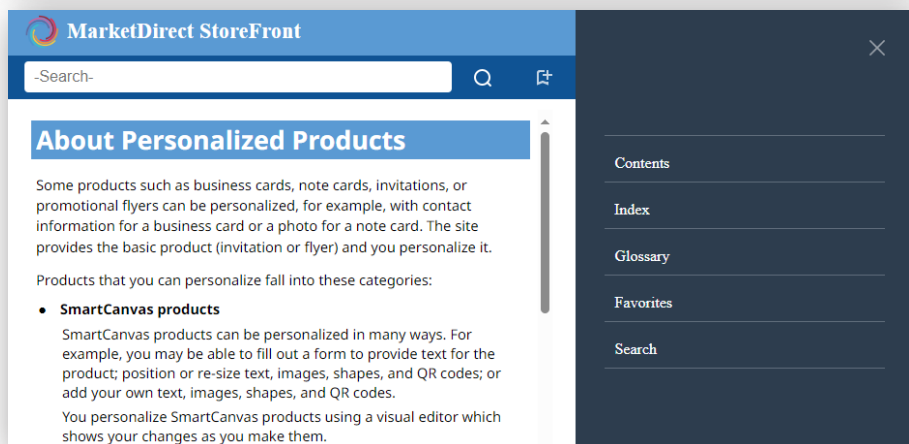
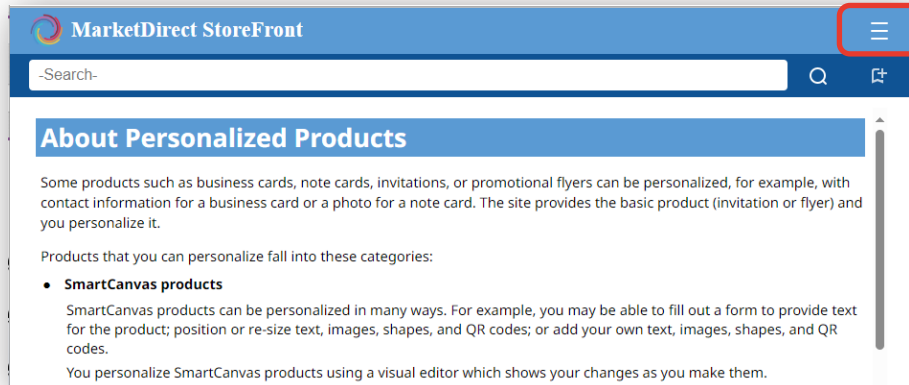
General Online Support:

For general help with functions of DSF, click  for information about the current page. For example, if you are reviewing your order history and click , you will get a help topic about My Order History.

(Please note that with the new Digital StoreFront, any of the order history from the old Digital StoreFront has not been transferred over. If you need to know previous order history, you may contact the DSF Administrators at WSFAdmin@dgs.ca.gov).



Click on the hamburger menu on the top right to open a panel that contains tabs for Contents, Index, Search and Glossary to find the information you need.



Section 2: Basics

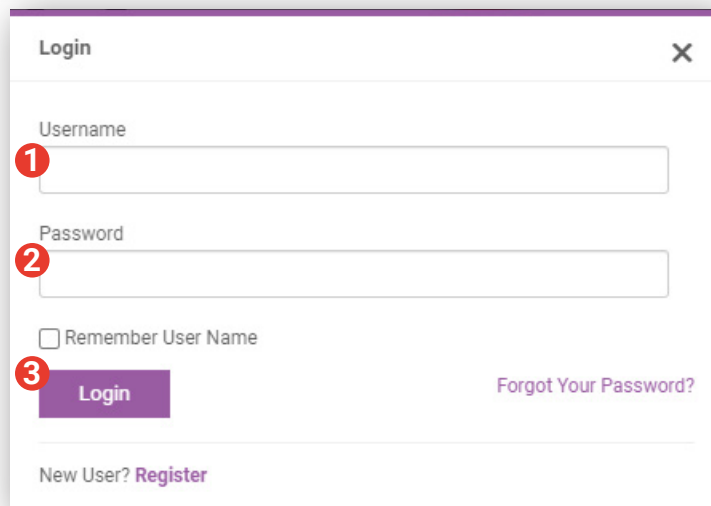
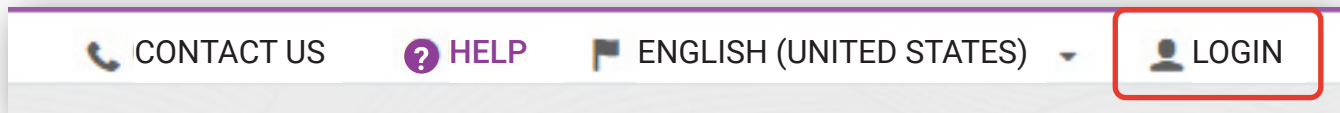
This section will answer the following questions:

- ✓ How do I log into the site for the first time?
- ✓ Are there password requirements?
- ✓ What is the Home Page?
- ✓ How do I create or change my security question or answer?
- ✓ What if I forget my password?
- ✓ How do I change my password?
- ✓ What is in My Account?

How do I log in to the site for the first time?

Once you have received your email notification with your user name and temporary password, you can log in to the DSF website. When you go to the website, click on the Login button at the top right.

1. When the Login pop-up comes up, enter your User Name.
2. Enter your temporary Password.
3. Click Login. (Required before you can place an order)

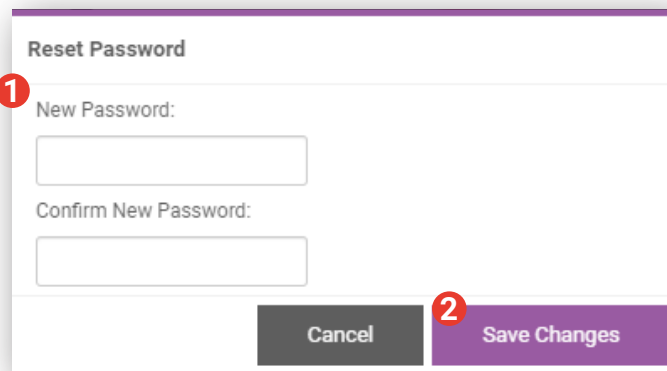
A white login pop-up window with a purple border and a close button (X) in the top right corner. It contains the following elements: a 'Username' label above a text input field with a red circle containing the number '1' to its left; a 'Password' label above a text input field with a red circle containing the number '2' to its left; a checkbox labeled 'Remember User Name' with a red circle containing the number '3' to its left; a purple 'Login' button with the number '3' to its left; a link 'Forgot Your Password?' to the right of the button; and a link 'New User? Register' at the bottom.

Are there password requirements?

When you log in for the first time, you will be required to reset your temporary password.

1. Enter the Temporary Password and Confirm New Password.
2. Click Save Changes and you will be logged in on the Home Page.

NOTE: You must adhere to the Digital StoreFront Password Requirements listed below.



The screenshot shows a 'Reset Password' form. It has a title 'Reset Password' and two input fields: 'New Password:' and 'Confirm New Password:'. A red circle with the number '1' is next to the 'New Password:' label. At the bottom, there are two buttons: 'Cancel' and 'Save Changes'. A red circle with the number '2' is next to the 'Save Changes' button.


STOP: Digital StoreFront Requirements


- You cannot use the last 3 passwords.
- Password should contain 8 to 20 characters. Password should contain at least:
 - 1 uppercase character
 - 1 lowercase character
 - 1 number
 - and 1 special character.
- Password should not contain User Name, first or last name.

NOTE: You will have 5 chances to enter the correct password before getting locked out.

If you do get locked out please send an email requesting to be unlocked to WSFAdmin@dgs.ca.gov.

What is the Home Page?

The Home Page image is shown below. This is your starting point after logging in. You can return to the Home Page from other screens by clicking Home in the Navigation Bar. The Navigation Bar is always available and includes other useful links such as Cart, My Account, Order Status, Contact Us and Help .

1. Click **Home** to return to the Home Page from other places on the site.
2. Click on the **Shopping Cart** to view the items in your cart.
3. Click on the **dropdown arrow** next to your name to access your Profile, Order History, Order Status, Saved Jobs, and other features.
4. Click **Contact Us** for technical support on the site.
5. Click  for general online support (non-WIC specific).
6. Click on **CDPH-WIC Products** in the category list to see all categories, or choose View All.
7. Click **Selected Print Shop** to see the information for Office of State Publishing.
8. Use the **Search Product** feature to search for specific items.
9. Call or email ordering assistance for questions specific to your order.



The screenshot shows the WIC Online Catalog Home Page. The navigation bar at the top includes a HOME link (1), CONTACT US (4), HELP (5), a language dropdown for ENGLISH (UNITED STATES), and a user profile for 216001 John Doe (3). Below the navigation bar is a search bar (8) and a shopping cart icon (2) showing 0 items. The main content area features a large banner with the text "Welcome to the WIC Online Catalog" and several product cards, including "Welcome to WIC Shopping With Your California WIC Card", "Marijuana and Pregnancy", and "California WIC Authorized Retail List Shopping Guide". A sidebar on the left lists categories: SHOP BY CATEGORY, View All, CDPH-WIC Products (6), SELECTED PRINT SHOP (7), OFFICE OF STATE PUBLISHING, and PRINTMESSENGER. At the bottom, there is a "Welcome to the New WIC Digital StoreFront!" message and a note (9) to refer to the WIC User Guide (PDF) before logging in for the first time and before contacting anyone else for assistance. A contact number is provided: For Ordering Assistance, please call 1-800-585-7341 or WICOrders@dgs.ca.gov.

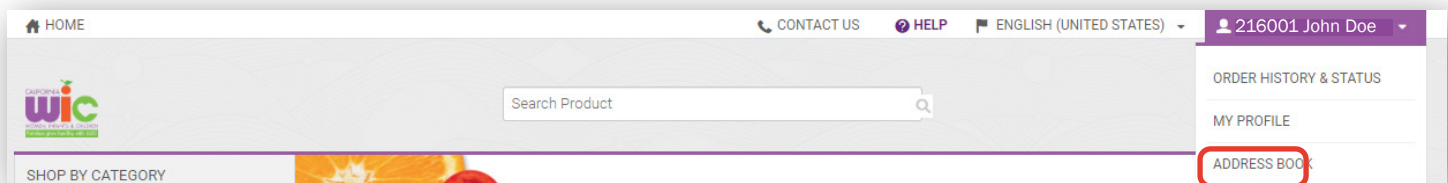
How do I create or change my security question or answer?

After changing your temporary password and before you begin using the DSF system, you **must** answer a security question. If you forget your password, you will be required to answer the security question to verify your identity before a new password is emailed to you.

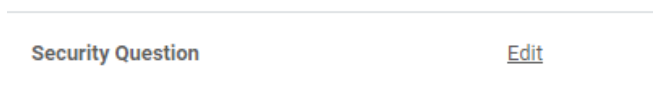
NOTE: After setting up your initial security question/answer, you may change both the question and the answer at any time.

Home Page:

1. Click **on the dropdown arrow** in the Navigation Bar next to your name and select **My Profile**. The Profile screen opens by default.



2. Click **Edit** to the right of the Security Question. The Change Security Question screen opens.



Change Security Question Screen:

1. Enter your current password (not the temporary password).
2. In the New Security Question field, select one of three prepopulated questions, or select “Other” and enter your question in the Your Own Security Phrase field.
3. In the New Security Answer field, enter the answer to the question.

NOTE: The answer you provide is case-sensitive.

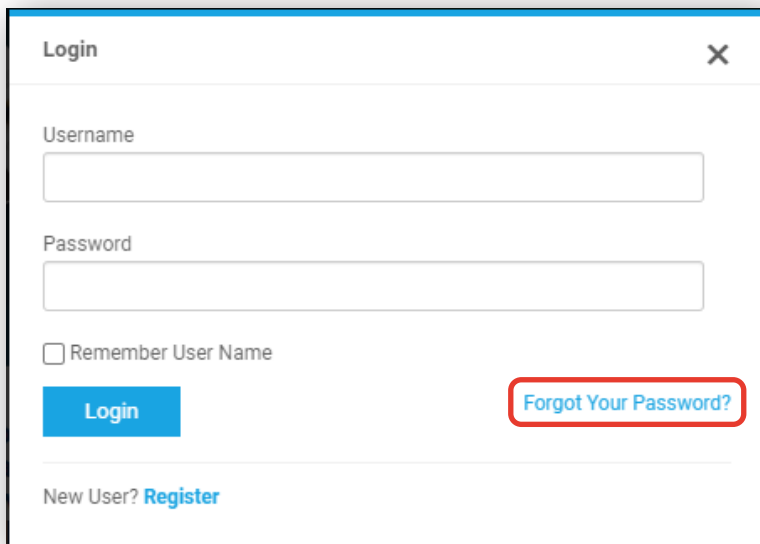
4. Click Save.

A screenshot of a web form titled 'Change Security Question'. The form has three input fields: 'Your Current Password:' (a text box), 'Security Question' (a dropdown menu with the selected option 'What high school did you graduate from?'), and 'Security Answer' (a text box). At the bottom of the form, there are two buttons: a purple 'Save Changes' button and a grey 'Cancel' button.

What if I forget my password?

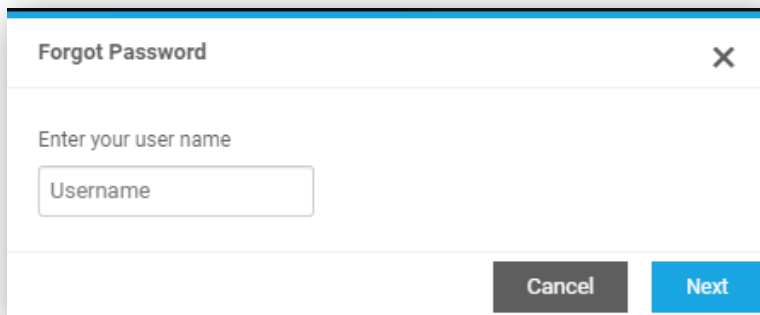
If you forget your password and are unable to log in to the site, you may obtain a new password by providing your user name and the answer to your security question.

1. Click on Login at the top right corner. At the bottom of the Login window, select Forgot your password?



The screenshot shows a 'Login' window with a title bar containing 'Login' and a close button 'X'. Below the title bar are two input fields: 'Username' and 'Password'. Under the 'Password' field is a checkbox labeled 'Remember User Name'. At the bottom left is a blue 'Login' button. At the bottom right is a blue button labeled 'Forgot Your Password?' which is highlighted with a red rectangular border. Below the buttons is a link that says 'New User? Register'.

2. The Password Retrieval window will open. Enter your user name and select Next.



The screenshot shows a 'Forgot Password' window with a title bar containing 'Forgot Password' and a close button 'X'. Below the title bar is a text prompt 'Enter your user name' followed by an input field labeled 'Username'. At the bottom right of the window are two buttons: a grey 'Cancel' button and a blue 'Next' button.

3. The security question that you selected when you registered will be displayed. Enter the answer to the security question. The answer is case-sensitive.
4. Click Submit. Your new password will be emailed to you within minutes.

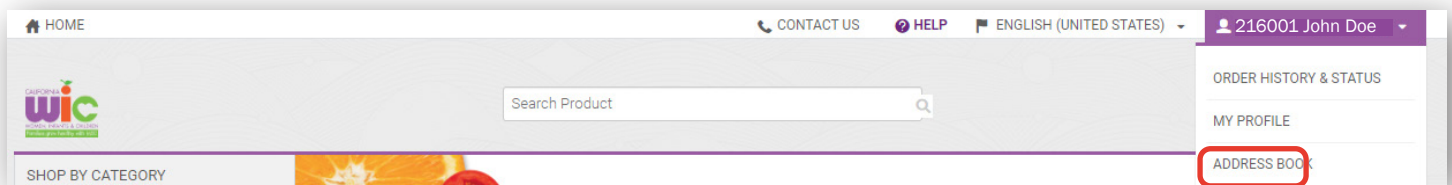
Log into DSF with the temporary password. You will be prompted to change the temporary password. (See page 6 for Password Requirements.)

How do I change my password?

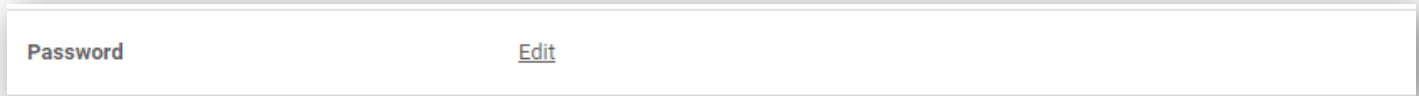
After your initial login, you may change your password at any time.

Home Page:

1. Click **on the dropdown arrow** in the Navigation Bar next to your name and select **My Profile**. The Profile screen opens by default.



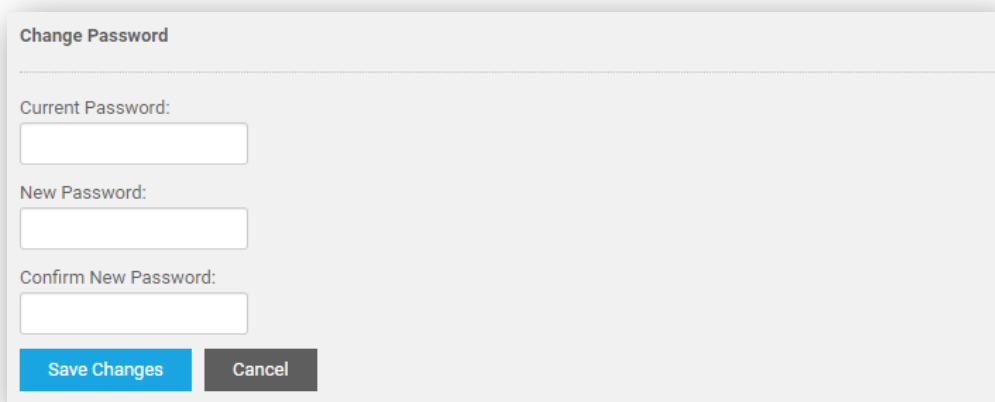
2. Click **Edit** to the right of Password. The Change Password screen will open.



Change Password Screen:

1. In the Current Password field, enter your current password.
2. In the New Password field, enter a different password.
3. Re-enter the new password in the Confirm New Password field.
4. Click Save Changes. (You must select “Save Changes.” Pressing “Enter” on your keyboard will not save your new password.)

Note: You must follow the Password Requirements on page 6 or you will receive the following message:
“Your password does not meet policy requirements. Please choose another password.”




A screenshot of a 'Change Password' form. It contains three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. At the bottom, there are two buttons: 'Save Changes' (in blue) and 'Cancel' (in grey).

What is in My Account?

You can access the information for your profile from the Navigation Bar on the Home Page. When you click **on the dropdown arrow** in the Navigation Bar next to your name and select **My Profile**. The Profile screen opens by default.

Your profile has sections that contain information specific to your user account:

1. Order History & Status
2. My Profile
3. Address Book
4. Print Shop
5. My Saved Files
6. My Saved Jobs
7. My Downloads
8. Spending Accounts Usage (not needed)

Order History & Status	MY PROFILE	
My Profile	Edit Profile	
Address Book		
Print Shop	Nickname	216001 John Doe
My Saved Files	Name	216001 John Doe
My Saved Jobs	Username	JohnDoe
My Downloads	Email	JohnDoe@wic.ca.gov
Spending Accounts Usage	Security Question	Edit
SELECTED PRINT SHOP  OFFICE OF STATE PUBLISHING	Company	(CDPH) WIC 083899
PRINTMESSENGER  WINDOWS (64BIT)  MAC	Cost Center Account Number	083899
	Print Shop	Office of State Publishing
	Address	216001 John Doe (CDPH) WIC 083899 Riverside San Bernardino Indian Heal 11555-1/2 Portero Rd Banning, CA 92220 United States
	Phone Number 1	(555) 555-5555

What is My Account?—continued

My Profile:

My Profile pertains to the registered user who is logged in. The profile information is prepopulated from information submitted by your WIC director. You may change some information here; however, if you need to change a delivery address or add or remove a user, you **must** submit a “Digital StoreFront Ordering Access and Update” form to State WIC. Once State WIC has approved the form, you will be contacted via email regarding the approved changes. **DO NOT MAKE CHANGES WITHOUT SUBMITTING A FORM.**

1. Click the Edit button to update or edit your name, phone number or email address.

NOTE: DSF, PrintStream, and OSP’s New **MONARCH** system must all have the same shipping addresses on file for your local agency or your order will be denied. It is important that any change to the shipping address be approved at the State WIC office first. This will ensure all systems match before orders are processed.

Order History & Status	MY PROFILE	
My Profile	Edit Profile	
Address Book		
Print Shop	Nickname	216001 John Doe
My Saved Files	Name	216001 John Doe
My Saved Jobs	Username	JohnDoe
My Downloads	Email	JohnDoe@wic.ca.gov
Spending Accounts Usage	Security Question	Edit
SELECTED PRINT SHOP OFFICE OF STATE PUBLISHING	Company	(CDPH) WIC 083899
PRINTMESSENGER WINDOWS (64BIT) MAC	Cost Center Account Number	083899
	Print Shop	Office of State Publishing
	Address	216001 John Doe (CDPH) WIC 083899 Riverside San Bernardino Indian Heal 11555-1/2 Portero Rd Banning, CA 92220 United States
	Phone Number 1	(555) 555-5555

What is My Account?—continued

Once in the Edit My Profile screen, you can update or edit your contact information; however, there are some restrictions.

- 1. DO NOT** change your address information. If a change is necessary, you **must** submit a “Digital StoreFront Ordering Access and Update” form to State WIC.
- 2. DO NOT** change the Cost Center Account Number. This number **must** be the exact same number from your profile which is **083899**, or you will not be able to submit your order. An error message will appear at the Checkout screen stating “A valid account number is required.”
- 3.** Select Cancel to return to the Profile screen.
- 4.** To save your changes, select “Save”.

Contact Information

* Username
JohnDoe

* First Name
216001

* Last Name
John Doe

* Email
JohnDoe@wic.ca.gov

* Phone Number 1
(555) 555-5555

Phone Number 2
[Empty]

Fax Number
[Empty]

Title
[Empty]

Company
(CDPH) WIC 083899

* Department
[Empty]

* Cost Center
083899

* Address Line 1
Riverside San Bernardino Indian Heal

Address Line 2
11555-1/2 Portero Rd

Address Line 3
[Empty]

Country
United States

* Zip/Postal Code
92220

* City
Banning

* State/Province/Region
CA - California

* Are you a Company Approver?
No

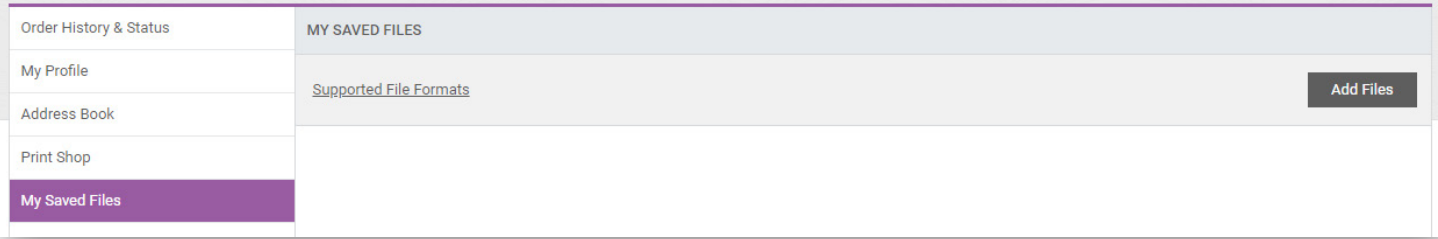
Save Cancel

NOTE: The First Name box in your Profile is used for your local agency and site number. Please use the Last Name box to enter your first and last name.

What is My Account?—continued

Files:

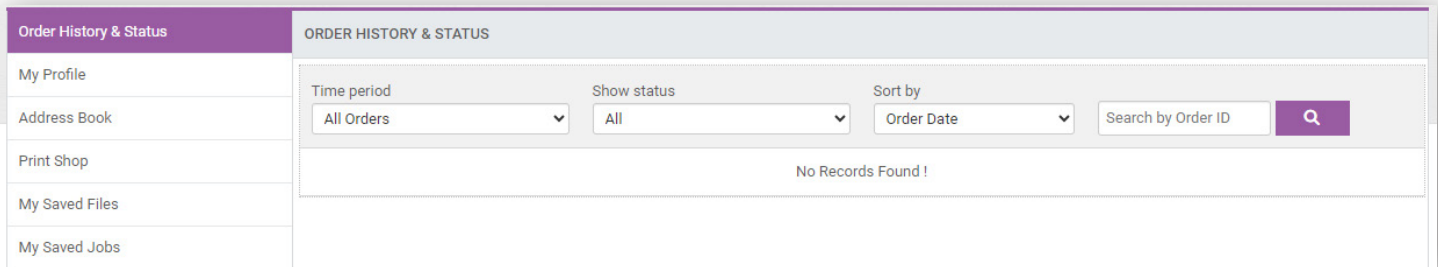
WIC users have access but will not use the Files area.



My Order History:

At any time while logged into DSF, you may visit Order History & Status to check the status of your current order as well as review information on past orders.

1. Click **on the dropdown arrow** in the Navigation Bar next to your name and select **Order History & Status**. You will see something like this:



The Order History & Status screen opens with a view of all current and past orders for your account.

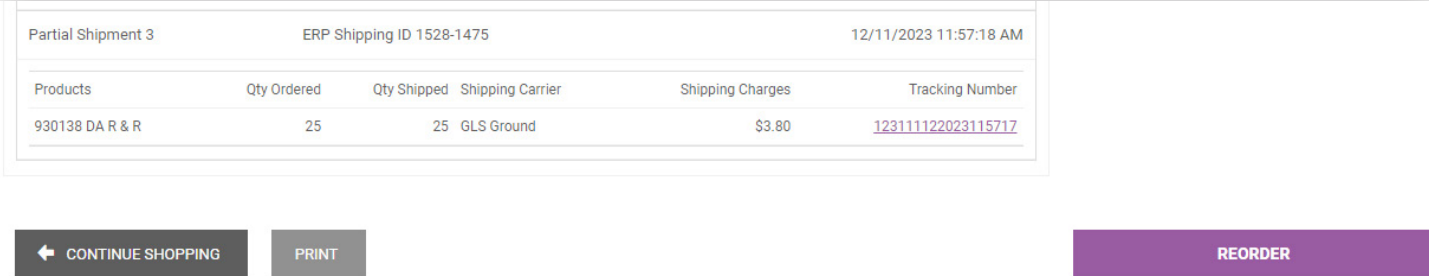
NOTE: Due to the transition from the old Web StoreFront and the new Digital StoreFront, any previous order history you had in the past will not show up in the new system. If you need to know any previous information regarding orders, contact the StoreFront Administrators at WSFOrdersSupport@dgs.ca.gov to look up your order history.

What is My Account?—continued

1. In the Time period field, select All Orders to view all orders placed for your account or select a period such as the previous One Week or Six Months.
2. In the Show status field, WIC order history will only include Approval required, Approved, Rejected and Shipped. The other options will not be used.
3. You may also sort by Order Date, Order #, or Status using the dropdown. (WIC will not use Total Cost and Due By).
4. You can also search by entering in the Order ID. The order ID is your order number.

Once you have found the order you are looking for, you can click on the Order Number and you will see information on the order, which includes the items you ordered, the shipping address, shipment details, and you can re-order. Reorder button allows you to reorder a previous order and will be discussed in detail in Section 3.

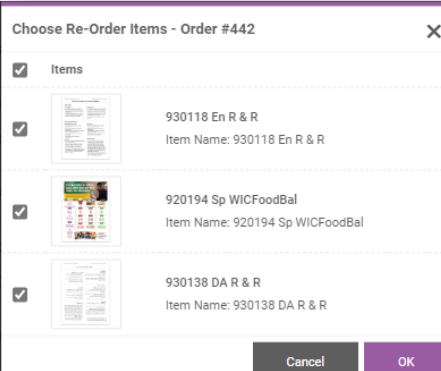
1. To reorder, click on Reorder. You can choose which products you want to re-order, then click OK.



Products	Qty Ordered	Qty Shipped	Shipping Carrier	Shipping Charges	Tracking Number
930138 DA R & R	25	25	GLS Ground	\$3.80	12311122023115717

Buttons: CONTINUE SHOPPING, PRINT, REORDER

2. A pop-up will come up and you can select what items you want to re-order. Once selected, click OK. Once you click on OK, the items will go to your cart and you can proceed to checkout.



Choose Re-Order Items - Order #442

- 930118 En R & R
Item Name: 930118 En R & R
- 920194 Sp WICFoodBal
Item Name: 920194 Sp WICFoodBal
- 930138 DA R & R
Item Name: 930138 DA R & R

Buttons: Cancel, OK

Section 3: Placing an Order

This section will answer the following questions:

What items can I order through DSF?

- ✓ How do I locate and order a specific item?
- ✓ How do I check out and place my order?
- ✓ How do I know if my order has been placed, approved or declined?
- ✓ How do I place additional orders?

What items can I order through DSF?

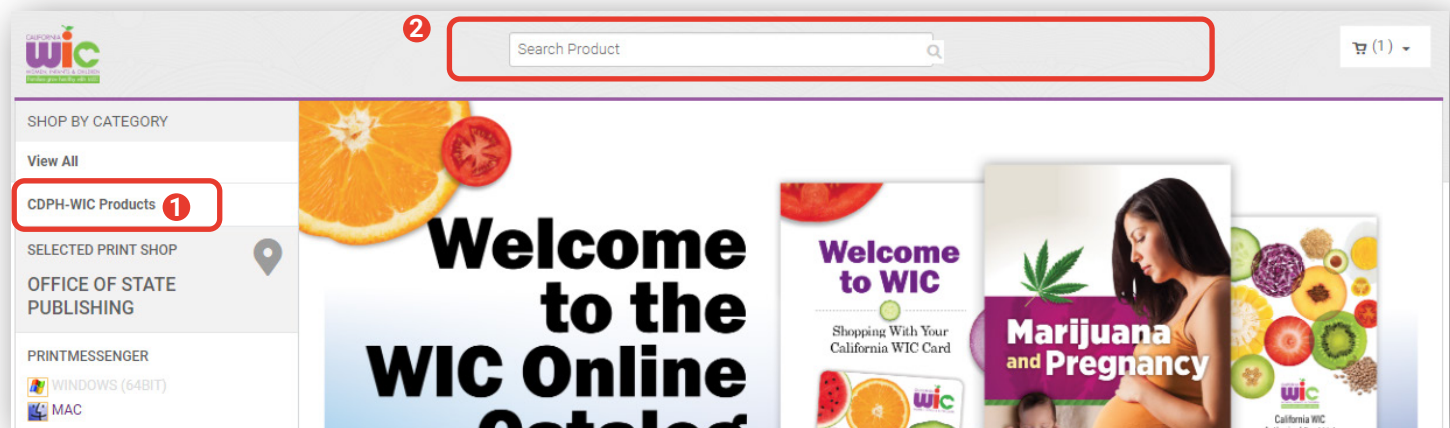
Items available to order through DSF include brochures, posters, forms, DVDs, and related items. All items found in DSF are to be shipped to WIC sites only. If your site shares small quantities of items with non-WIC organizations, your site will be responsible for getting the materials to them.

How do I locate and order a specific item?

You can find items by selecting from the Categories list or by using the Search feature. Both can be accessed through the Home Page.

Home Page:

1. On the left side of the Home Page, select the CDPH-WIC Products. Then select the category that contains the item you want to order. For example, if you are looking for a brochure on vitamins, you may want to select **Nutrition & Health**.
2. On the top of the Home Page, you can use the Search Product box.



How do I locate and order a specific item?—continued

Categories Screen:

If you click on a category, such as **Nutrition & Health**, the Category screen for the topic will open. You can scroll down to view more items if necessary. You can add items to your cart directly from this screen.

1. Enter the quantity you want.
2. Click **Buy Now** for each item.

NOTE: Order the quantity of each item you want, not the number of packages.

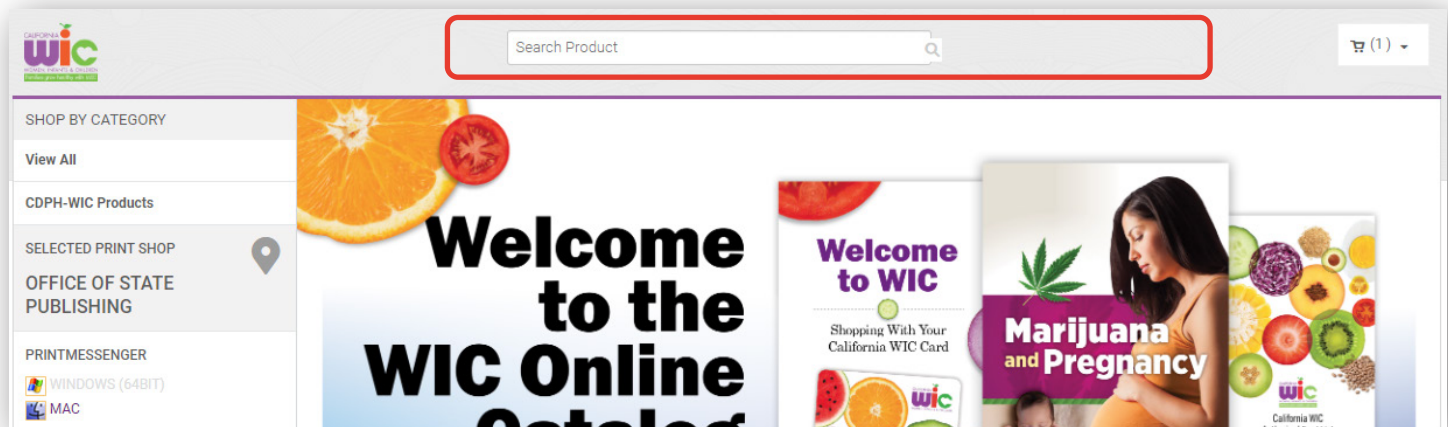
The screenshot displays the 'WIC NUTRITION & HEALTH' category page. The left sidebar contains navigation links: 'All Categories', 'CDPH-WIC Products', 'WIC Nutrition & Health', 'SELECTED PRINT SHOP OFFICE OF STATE PUBLISHING', and 'PRINTMESSENGER' with icons for Windows (64BIT) and Mac. The main content area features a large banner with a child eating a banana and the text 'Nutrition & Health' and 'WIC Online Catalog'. Below the banner, a section titled 'IN THIS CATEGORY:' contains a grid of product cards. Each card has a product image, a title, a 'Qty' input field, and a 'BUY NOW' button. The products are:

Product ID	Language	Title
910016	EN	IRON
910017	SP	IRON
910021	SP	KPFOODSAFE
910022	VI	KPFOODSAFE
910023	EN	KPFOODSAFE
910052	EN	LACTOSE
910053	SP	LACTOSE
910079	EN	GET MOVING

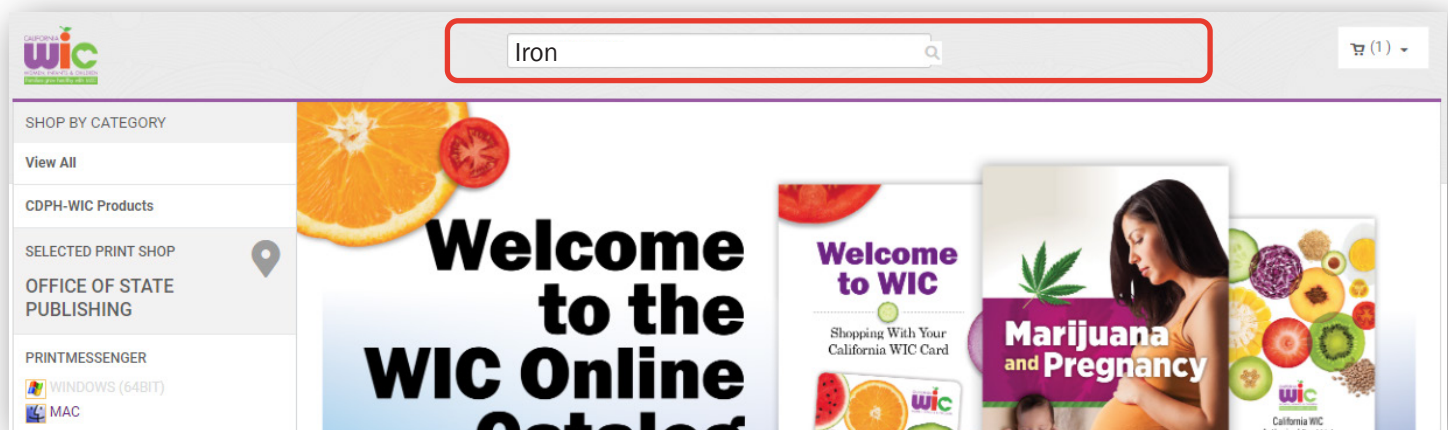
How do I locate and order a specific item?—continued

Search Product Feature:

1. On the top of the Home Page, you can type in the Search Product box. You can search by using keywords such as: Full product name, a single word in the title, product ID, etc.



2. Enter the item number, a search string or word, such as, part of a product name or the word “Iron”.
3. Click the magnifying glass icon or press the “Enter” key on your keyboard This will open the Search Results screen.

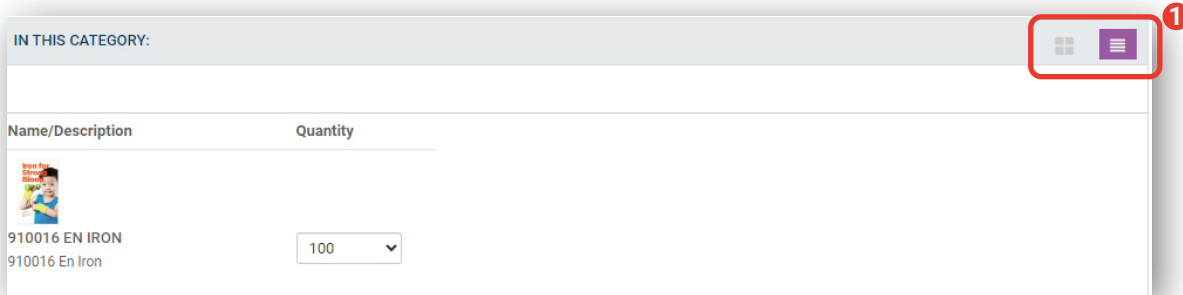


How do I locate and order a specific item?—continued

Search Results Screen:

You can add items to your cart directly from this screen. You can choose the view from grid or line view.

1. Enter the quantity you want. Order the quantity of each item you want, not the number of packages.
2. Click on the image, and then click on Buy Now for each item (see Detail Screen example).



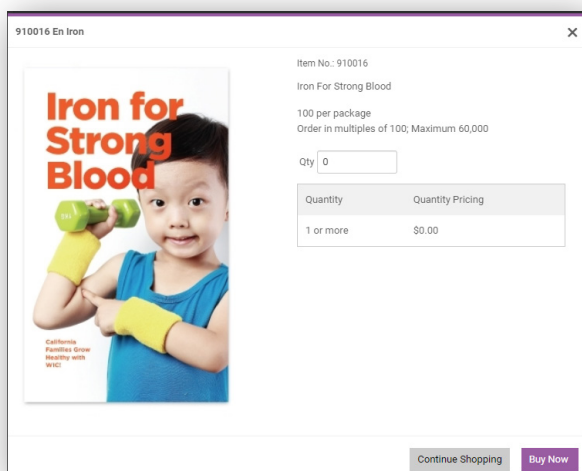
You can access a Detail screen from the Category screen or the Search Results screen by clicking on the product name or image. The Detail screen provides more detail about an item, including how many items per package, and minimum and maximum order limits.

Detail Screen:

You can add items to your cart directly from this screen.

1. Enter the quantity you want. Order the quantity of each item you want, not the number of packages.
2. Click Buy Now for each item.

NOTE: Most items are packaged in a “set quantity”, which is the number of items in a Set or Package. The set quantity is shown in the Detail screen, and you must order a minimum of one set quantity. (For example: For one package of 100, you must order in increments of 100. You can order 1,000, but not 1,050.)



How do I check out and place my order?

After you click Buy Now you will be taken to the Shopping Cart screen.

1. The due date confirms the estimated delivery date of your order. Please do not adjust.
2. You may click the Item number and name to review the Detail Screen.
3. You can adjust the quantity by selecting the quantity in the drop down menu or enter a quantity.
4. The Remove button allows you to remove an item from your Cart. If you click Remove, you will not be prompted with a message.
5. The Continue Shopping button lets you add more items to your Shopping Cart.
6. Clear Cart allows you to empty all contents from your Cart.
7. The Proceed to Checkout button lets you complete your order.

The screenshot shows a shopping cart interface titled "CART". At the top left, there is a "Due Date" field set to "FRI January 5 2024 08:00" with a calendar icon, marked with a red circle 1. Below this is a blue notification bar: "Selected due date was wrong and automatically set to earliest available due date. Please verify before proceeding." To the right, a "Selected Print Shop" dropdown menu is set to "Office of State Publishing".

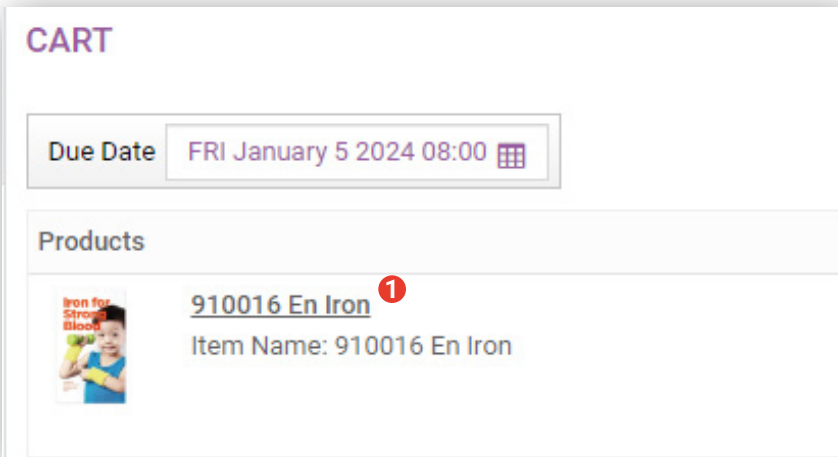
The main cart area contains a table with columns: "Products", "Quantity", "Unit Price", and "Total". A single item is listed: "910016 En Iron" with a quantity of "100", a unit price of "\$0.00", and a total of "\$0.00". The item name is also listed below the product name. A red circle 2 is next to the item name. Below the item name are two buttons: "Save for later" and "Remove", with a red circle 4 next to the "Remove" button. A red circle 3 is next to the quantity dropdown menu.

At the bottom left, there are two buttons: "CONTINUE SHOPPING" and "CLEAR CART", with a red circle 5 next to the first and a red circle 6 next to the second. At the bottom right, there is a large purple button labeled "PROCEED TO CHECKOUT" with a right-pointing arrow, marked with a red circle 7.

On the right side of the cart, there is a summary section. It shows "Subtotal: \$0.00" and "Total: \$0.00". Below the total, it says "Price subject to change." and "Proceed to checkout to view final order total, including taxes, fees, shipping."

How do I check out and place my order?—continued

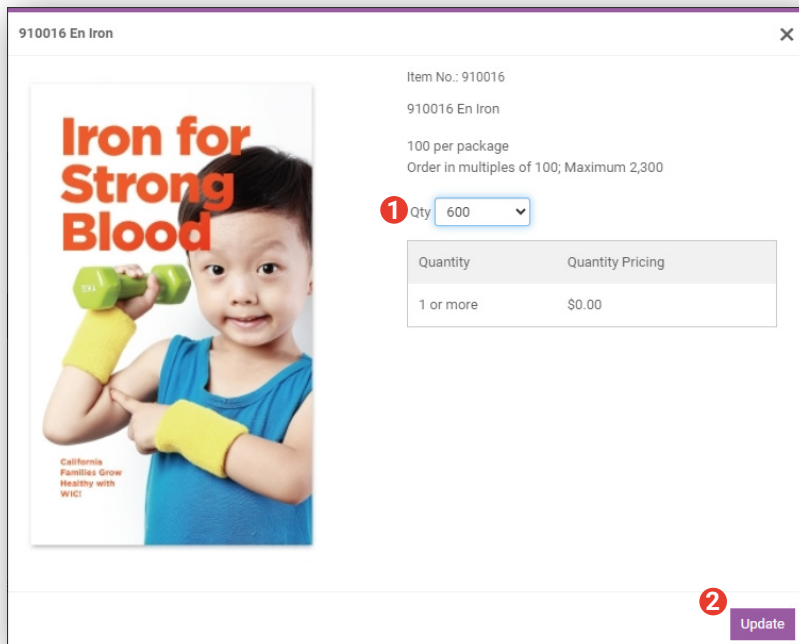
1. You can access the Detail screen by clicking on the item's hyperlink (Step 2 on page 20).



Detail Screen:

1. Adjust quantity as needed.
2. Click Update. You will be directed back to the Shopping Cart.

NOTE: You can return to the cart at any time by clicking on the Shopping Cart.



How do I check out and place my order?—continued

Shipping Screen:

The Shipping screen will open after selecting Proceed to checkout. After selecting, Proceed to checkout, the Shipping screen will open.

1. The Shipping type should not be changed. Leave as **GLS Ground**.
2. The Address information should **not** be changed. If a change is required, you must contact state WIC at WICMaterials@cdph.ca.gov.
3. Click Cancel to stop the Checkout process and return to the Shopping Cart screen.
4. Click Save to continue to the Review Your Order screen.

SHIPMENT 1
Please select a shipment type.
GLS Ground

ADDRESS
[Add from Address Book](#)

* First Name:
316001

* Last Name:
Afua Khumalo

* Address Line 1:
RIVERSIDE SAN BERNADINO INDIAN HEAL

Address Line 2:
11555-1/2 POTRERO RD

Address Line 3:

* City:
BANNING

Country:
United States

* State/Province/Region:
CA - California

* Zip/Postal Code:
92220

* Phone Number 1:
(800) 732-8805

Company:
(CDPH) WIC 083899

* Email:
akhumalo@rsbcihl.org

Delivery Instructions

Save to My Address Book

Save Cancel

You must click save to proceed with checkout.

Add Another Recipient

CONTINUE SHOPPING PROCEED TO PAYMENT

How do I check out and place my order?—continued

Review Your Order Screen:

Review your order quantity and shipping address for accuracy before placing your order to avoid costly errors and delays.

1. Click Continue Shopping to go back to the Shopping Cart screen if you need to make changes or adjust order quantities.
2. The Edit Address hyperlink should NOT be used to make changes here. If you need to make changes, refer to My Account on page 12.
3. If no changes are needed, click Proceed to Payment

The screenshot displays the 'Review Your Order' screen with a progress indicator at the top showing three steps: 1. Shipping, 2. Payment, and 3. Finish. The main heading is 'Select a shipping address & shipping options'. On the left, under 'SHIPMENT 1', the carrier is 'GLS Ground'. Below this is the 'ADDRESS' section with an 'Edit Address' link. The address is: 316001 Afua Khumalo, RIVERSIDE SAN BERNADINO INDIAN HEAL, 11555-1/2 POTRERO RD, BANNING, United States, CA - California - 92220 (800) 732-8805, (CDPH) WIC 083899, akhumalo@rsbcihi.org. There is an 'Add Another Recipient' button below the address. On the right, the 'Products' section lists '910016 En Iron' with a quantity of 100 and a unit price of \$0.00, resulting in a total of \$0.00. Below the product list is a summary table: Subtotal: \$0.00, Fee: \$0.00, Shipping: \$0.00, and Total: \$0.00. A note below the total states 'Price subject to change.' At the bottom, there are two buttons: 'CONTINUE SHOPPING' on the left and 'PROCEED TO PAYMENT' on the right.

1 Shipping 2 Payment 3 Finish

Select a shipping address & shipping options

SHIPMENT 1
GLS Ground

ADDRESS
[Edit Address](#)
316001 Afua Khumalo
RIVERSIDE SAN BERNADINO INDIAN HEAL
11555-1/2 POTRERO RD
BANNING
United States
CA - California - 92220 (800) 732-8805
(CDPH) WIC 083899
akhumalo@rsbcihi.org

Add Another Recipient

Products
910016 En Iron
Item Name: 910016 En Iron

Qty	Unit Price	Total
100	\$0.00	\$0.00

Subtotal: \$0.00
Fee: \$0.00
Shipping: \$0.00
Total: \$0.00
Price subject to change.

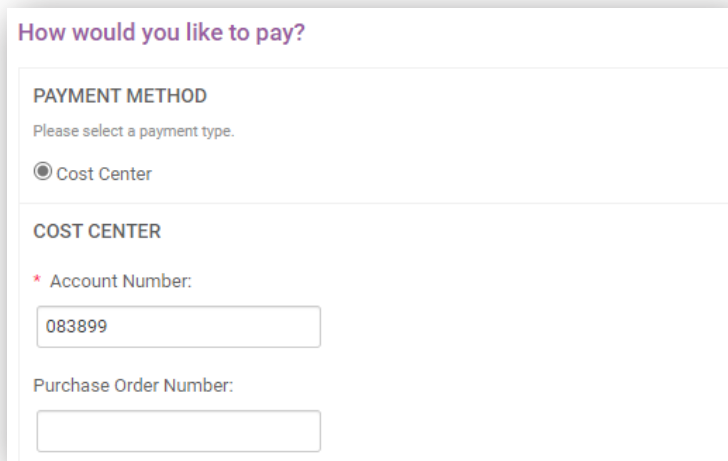
CONTINUE SHOPPING PROCEED TO PAYMENT

How do I check out and place my order?—continued

Payment Screen:

The Payment screen will open after selecting Proceed to Payment.

1. **Do not make any changes** to the Payment Method or Cost Center.



How would you like to pay?

PAYMENT METHOD
Please select a payment type.

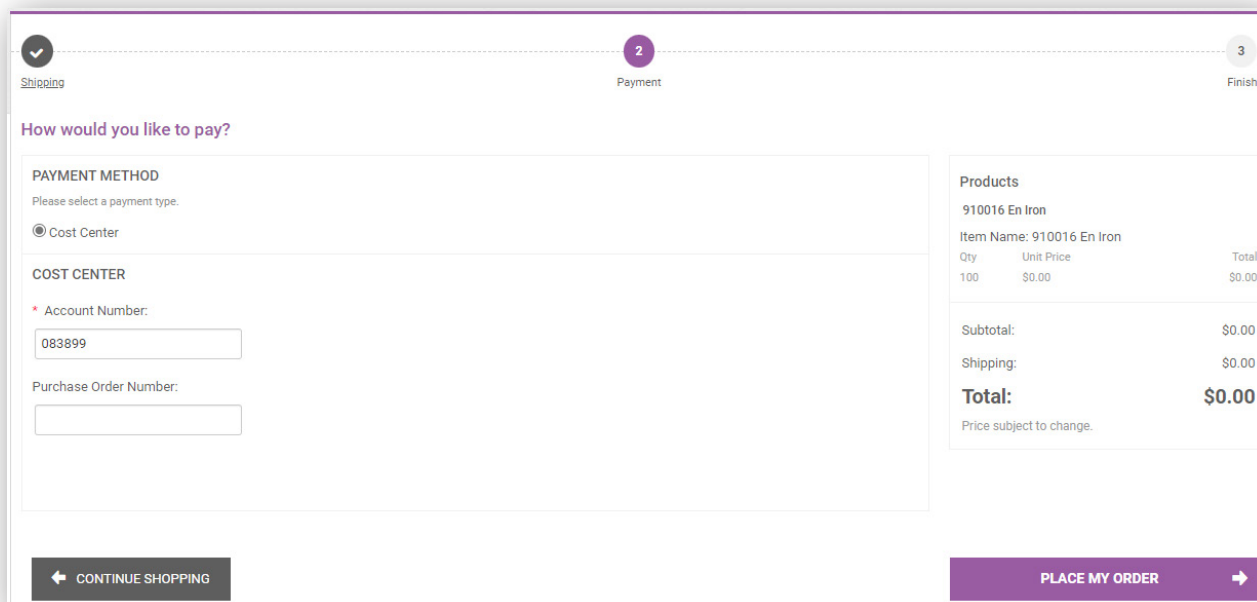
Cost Center

COST CENTER

* Account Number:

Purchase Order Number:

2. Review the Products listed and the quantities to ensure your order is accurate.
3. If you find an error, click Continue Shopping to return to the Shopping Cart screen and make changes.
4. If your order is correct, click on Place My Order.



Shipping **2** Payment **3** Finish

How would you like to pay?

PAYMENT METHOD
Please select a payment type.

Cost Center

COST CENTER

* Account Number:

Purchase Order Number:

Products

Item Name	Qty	Unit Price	Total
910016 En Iron			
910016 En Iron	100	\$0.00	\$0.00

Subtotal: \$0.00
Shipping: \$0.00
Total: \$0.00
Price subject to change.

Order Confirmation Screen:

Once you have placed your order, the Order Confirmation screen will open. You can print a copy for your records; however, you also will receive an email confirmation that your order was placed successfully.

1. Click Logout if you are finished with your order.
2. Click “Print this page” to print a copy of your order confirmation.
3. Click Continue Shopping if you need to place a new order.

NOTE: *Expected Completion Date is based on the contractually agreed upon time frame in which your order should be received. The contract between WIC and OSP allows four weeks for delivery. If you have not received your order by the Expected Completion Date, contact Order Support at 1-800-585-7341 or wicorders@dgs.ca.gov.*

How do I know if my order has been placed, approved, or declined?

Once your order has been placed, you will receive an email confirmation. If you do not receive this email, contact Order Support at 1-800-585-7341 or wicorders@dgs.ca.gov.

About 1 or 2 business days after submitting your order, you will receive an email stating your order has been “accepted” or “declined.” You can click on the hyperlink in the email to view your order. This will take you directly to the DSF Login screen.

Once logged in, you will see the Order Confirmation screen, which will show you whether your order has been approved or rejected.

If approved, you should receive your order within a few business days.

If rejected, a reason for the rejection will be given. You can click on Order Again to return to your Shopping Cart and make the necessary revisions to your order. From there, you may complete your order again by clicking Checkout.

NOTE: *If you do not receive an order confirmation, contact Order Support at 1-800-585-7341 or wicorders@dgs.ca.gov.*

How do I place another order?

There are two ways to place another order.

The first way is to start at the Home Page and follow the procedures earlier in this section.

The second way is to use the Reorder button from the My Order History screen. You may find this shortcut useful if you place orders for the same items often or you want to use it as a basis for another order.

The screenshot displays the 'ORDER HISTORY & STATUS' interface. At the top, there are three dropdown menus: 'Time period' set to 'All Orders', 'Show status' set to 'All', and 'Sort by' set to 'Order Date'. To the right is a search box labeled 'Search by Order ID' with a magnifying glass icon. Below these controls, the details for 'Order # 316' are shown. The order date is '11/28/2023 2:07:11 PM' and the due date is '12/28/2023 2:30:00 PM'. The status is 'Shipped'. The items listed are: '980075 En Shelf Tlkr' (with a red warning triangle and text 'The Product '980075 En Shelf Tlkr' is no longer available.'), '980051 Logo Decal Lg', '960084 En Wet Sign', '910352 Ab Wel To WIC', '910373 Ru WIC Foods', and '910370 Ab WIC Foods'. A yellow 'Re-Order' button is visible to the right of the items list.

NOTE: Click the Reorder button only once! Be patient while the DSF system completes the action. If you already have items in your Cart when you click the Reorder button (as displayed above), all existing and reordered items will be combined in your Cart (see example below).

Shopping Cart:

The reordered items will be added to any items already in your Cart. For example, if you have already placed two items in your Cart and then reorder an item from the My Order History screen, DSF will keep all three items in your Cart until you checkout.

- You can remove any item by clicking Remove.
- If you want to continue shopping, click Continue Shopping. This will return you to the Home Page where you can find items and add them individually to your Cart.
- If you have completed your shopping, click Checkout.

Section 4: Ordering for Two Sites

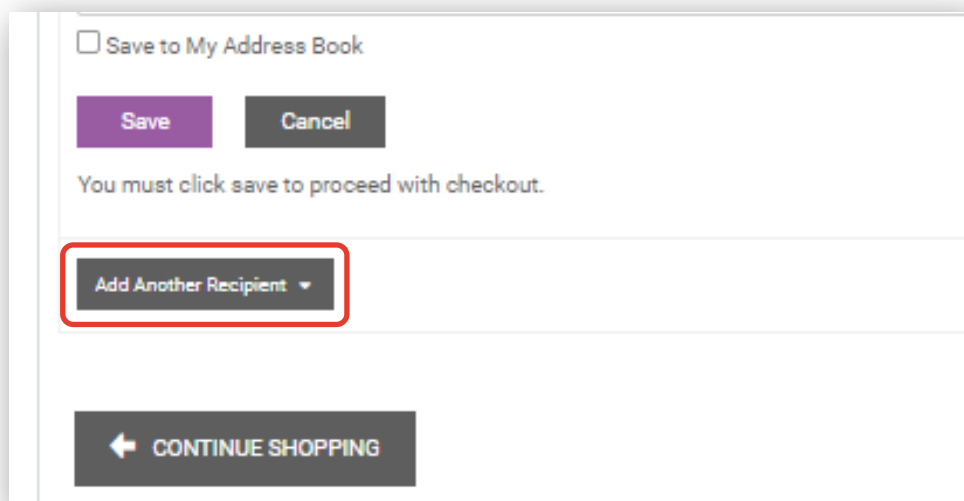
This section will answer the following question:

- ✓ How do I order for two sites?
- ✓ Using the Address Book to change Recipient #1
- ✓ Use the Add Another Recipient button

How do I order for two sites?

There are two ways to order and ship items to more than one WIC site.

1. Follow the process in Section 3 to place an order. When you get to the "Select a shipping address & shipping options" screen, use the "Add from Address Book" hyperlink to select a different Recipient from your Address Book.



The screenshot shows a checkout interface. At the top, there is a checkbox labeled "Save to My Address Book". Below it are two buttons: "Save" (purple) and "Cancel" (dark grey). A message states: "You must click save to proceed with checkout." Below this is a button labeled "Add Another Recipient" with a dropdown arrow, which is highlighted with a red rectangular box. At the bottom of the interface is a large dark grey button with a left-pointing arrow and the text "CONTINUE SHOPPING".

2. Use the Add Another Recipient button only for master orders. A master order is when you combine the items and quantities from two or more preapproved sites into one order. You will follow the process in Section 3 for the one master order and save all items in your Shopping Cart. When all items are in the Cart, you can use the Add Another Recipient button to split the order and have items shipped to two or more sites (See page 29 for details).

CAUTION: We do not recommend using this process for more than two sites because this is a confusing and difficult process.

How do I order for more than one site?—continued

Using the Address Book to change Recipient #1:

As mentioned previously, Recipient #1 is populated with the registered user's information by default. In order to have materials shipped to another preapproved WIC site, you will need to change Recipient #1 by selecting a name from the Address Book.

The Address Book contains shipping information for all preapproved WIC sites that receive shipments from the OSP warehouse. The information includes:

- Name (six-digit Agency and site numbers, and first and last name of the contact person)
- Phone number
- Email address
- Shipping address is also included, but not visible on the Address Book pop-up

NOTE: Do not make changes to the information contained in the Address Book without preapproval from State WIC. You must submit a “Digital StoreFront Access and Update” form to WICMaterials@cdph.ca.gov. If the correct naming convention is not used, your order will be rejected.

The Address Book is very long because it includes User and site information for all 84 WIC Local Agencies. To make selecting the correct recipient information easier, you can use one of three search features.

- 1.** The easiest and most accurate way to search for your preapproved sites is to use the search bar in the upper right corner. Enter your three-digit Agency number, and click on the magnifying glass. If you search for a number that does not exist in the address book, you will get the error message: “No contacts found to satisfy your search criteria.”
- 2.** Use the dropdown next to Show to view All, 5, 10, or 15 names at a time.
- 3.** If you are not in the Show All option mentioned above, you can use the <Prev 1 2 3 4 5 3.Next> button. When you click on one of the options, the address will jump to the top of your computer screen and you will have to scroll up to view it.

How do I order for more than one site?—continued

When you find the name (combination of local agency and site numbers and first and last name) you are looking for:

1. Click the button next to the name.
2. Click OK to populate Recipient #1 in the Shopping Cart.
3. Selected recipient information is populated in the Recipient #1 section.

CAUTION: *Review your order quantity and shipping address for accuracy before proceeding to the Checkout. Follow the steps in Section 3, pages 24 through 28 to complete your order.*

Use the Add Another Recipient button:

Use the Add Another Recipient button only for master orders. A master order is when you combine the items and quantities from two or more preapproved sites into one order. You will follow the process in Section 3 for the one master order and save all items in your Shopping Cart. When all items are in the Cart, you can use the Add Another Recipient button to split the order and have items shipped to two or more sites.

CAUTION: *We do not recommend using this process for more than two sites because this is a confusing and difficult process.*

1. When you have added all items of your master order to the Shopping Cart, click Add Another Recipient. This creates Recipient #2 and allows you access to the Address Book.

Follow the steps on pages 32 and 33 to search for a recipient in the Address Book. Select the Recipient #2 you want and click OK. The address and contact information will then be populated for Recipient #2.

CAUTION: *Review the items, quantities and shipping information for Recipient #1 and Recipient #2.*

1. Click the Save or the Checkout button if the information is correct. This will open the Shopping Cart with Recipient #2 information populated.

Recipient #2 is added to your Shopping Cart. Now that you have combined two or more site orders into one master order, DSF does not know how you want to split the order. Recipient #1 has the entire quantity, and Recipient #2 has zero.

NOTE: *The Specified Quantity and the Recipient Quantity must match for you to complete your order. The Specified Quantity is the amount of the master order (the combination of two or more WIC site orders). The Recipient Quantity is the amount that will go to Recipient #1 and Recipient #2. The Recipient Quantity will change as you start separating the master order.*

How do I order for more than one site?—continued

You must split the master order between Recipient #1 and Recipient #2. Adjust the quantity for each recipient according to your needs. For example, Recipient #1 wanted 200 handouts and Recipient #2 wanted 100 handouts, for a total Specified Quantity of 300.

Step 1: Click on the dropdown for Recipient #1, and select 200. The Recipient Quantity is now 200 and does not match the Specified Quantity.

Step 2: Click on the dropdown for Recipient #2 and select 100. The Recipient Quantity is now 300 and matches the Specified Quantity. Since the Specified Quantity and Recipient Quantity match, you can proceed to Checkout.

Click Checkout, and follow the steps in Section 3, pages 24 through 28 to complete your order.

If the Specified Quantity and the Recipient Quantity do not match when you click Checkout, you will receive the following message. If you receive this message, clicking OK will return you to the Shopping Cart. Adjust the Recipient Quantities appropriately so the Specified Quantity matches the total of Recipient Quantities.

Glossary

A

Address Book: The information includes Name (6-digit Agency and site numbers, and first and last name of the contact person), phone number and email address. The shipping address is also included, but not visible on the Address Book pop-up.

Approval: (1) The process of approving an order you placed. (2) The process of reviewing and authorizing an order by a designated person at the Office of State Publishing.

C

Cart: The virtual shopping basket to which you add items you intend to order.

D

Delivery Method: The way a purchased item or order is sent to the recipient. This is determined by the Office of State Publishing warehouse, not the WIC local agency.

Digital StoreFront (DSF): The website that provides online ordering of WIC materials.

L

Login: The process of gaining access to the site by entering a user name and password.

Logout: The process of ending a session on the site.

M

Master Order: The compilation of orders from two or more sites into one order. This is used in the Add Another Recipient process to order for multiple sites.

My Account: The area of the site that gives you access to account-specific information, such as your profile, address book, and order history.

My Order History: A page in the My Account area of the site that lists your orders with status information.

N

Navigation Bar: The bar at the top of the screen that includes links you may click to get to the Home Page, Cart, My Account, Order Status, Contact Us, and Help ().

O

Order: A Shopping Cart transaction which could include multiple items.

P

Profile: Your site account and contact information. This has been prepopulated by the State WIC Office.

R

Recipient: The person or entity to which an order (or part of an order) will be delivered.

Recipient Quantity: When a master order (combination of two or more site orders) is used, the Recipient Quantity is the quantity of items each Recipient (site) will receive. This is used only with the Add Another Recipient button in the Shopping Cart.

Registered User: A person who has been given access to place orders in DSF.

S

Shopping Cart: The virtual shopping basket to which you add items you intend to order.

Specified Quantity: The total quantity of items ordered using a master order (the combination of orders from two or more sites). This is used only with the Add Another Recipient button in the Shopping Cart.