

# Web 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:

Internet Explorer 8, 9, 10

Mozilla Firefox 15, 16

Safari 5.1.4

Google Chrome 23.0.1271, 26.0.1397.2

Opera 9.6

# Contents

<b>Section 1: Welcome.....</b>	<b>1</b>
<i>What is Web StoreFront? .....</i>	<i>1</i>
<i>How do I become a registered user? .....</i>	<i>1</i>
<i>Where do I go to access Web StoreFront? .....</i>	<i>2</i>
<i>What if I need help? .....</i>	<i>3</i>
<b>Section 2: Basics .....</b>	<b>5</b>
<i>How do I log in to the site for the first time?.....</i>	<i>5</i>
<i>Are there password requirements?.....</i>	<i>6</i>
<i>What is the Home Page?.....</i>	<i>7</i>
<i>How do I create or change my security question or answer?.....</i>	<i>8</i>
<i>What if I forget my password?.....</i>	<i>9</i>
<i>How do I change my password?.....</i>	<i>10</i>
<i>What is My Account? .....</i>	<i>12</i>
<b>Section 3: Placing an Order.....</b>	<b>17</b>
<i>What items can I order through WSF?.....</i>	<i>17</i>
<i>How do I locate and order a specific item? .....</i>	<i>17</i>
<i>How do I check out and place my order? .....</i>	<i>21</i>
<i>How do I know if my order has been placed, approved, or declined?.....</i>	<i>27</i>
<i>How do I place another order?.....</i>	<i>29</i>
<b>Section 4: Ordering for More Than One Site .....</b>	<b>31</b>
<i>How do I order for more than one Site?.....</i>	<i>31</i>
<b>Glossary.....</b>	<b>41</b>





---

# Section 1: Welcome

---

**This section will answer the following questions:**

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

## What is Web StoreFront?

Web StoreFront (WSF) 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 WSF, your WIC director must submit a “Web 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 (916) 928-8611 or [CDPH\\_CPMU@cdph.ca.gov](mailto:CDPH_CPMU@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 WSF Administrator with your User Name and a temporary Password.



---

## Where do I go to access Web StoreFront?

You can access WSF from a web browser (such as Internet Explorer, Mozilla Firefox, Safari, Google Chrome or Opera) on your computer.

### 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.webstore.osp.dgs.ca.gov/WSFdir/storefront.aspx?6xni2of2cF0n+PO8WNID2/vr/XtjvJ5WW25VJnuU/fTnROB/pD6fKJmcmQZTwDUB>
- Press “Enter” on your keyboard or click “Go” in your browser. You will be directed to the WSF 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.

### Technical Support:

If you are locked out, or have trouble logging into WSF, contact **Technical Support** at: (800) 963-7860 or [StoreFrontSupport@dgs.ca.gov](mailto:StoreFrontSupport@dgs.ca.gov)

NOTE: Please be aware that **passwords are case sensitive**. If you forgot your password, use the “Forgot your password?” tool on the login window.

### Account Support:

CDPH/WIC Division will help you **before or while you place your order**.

- How to place your order using WSF
- Locating materials to order online
- How to check the status of your recently submitted order
- State WIC materials
- Ordering materials for someone else
- Maximum quantities set in WSF
- Obtaining access to order

You must submit a “web StoreFront Access and Update form to Account Support for these changes:

- Setting up a new registered user account
- Deleting an existing registered user account
- Changing a name, phone number or email address of an existing registered user
- Changing a shipping address in WSF

Contact Account Support at (916) 928-8611 or [CDPH\\_CPMU@cdph.ca.gov](mailto:CDPH_CPMU@cdph.ca.gov)

### Order Support:



Contact **Order Support** at (800) 585-7341 or [wicorders@dgs.ca.gov](mailto:wicorders@dgs.ca.gov) if you have questions about:

- An order you already placed
- Freight Shipments
- Partial or incorrect orders received
- An order that has not been received

**Please reference your order number when asking questions about orders already placed.**

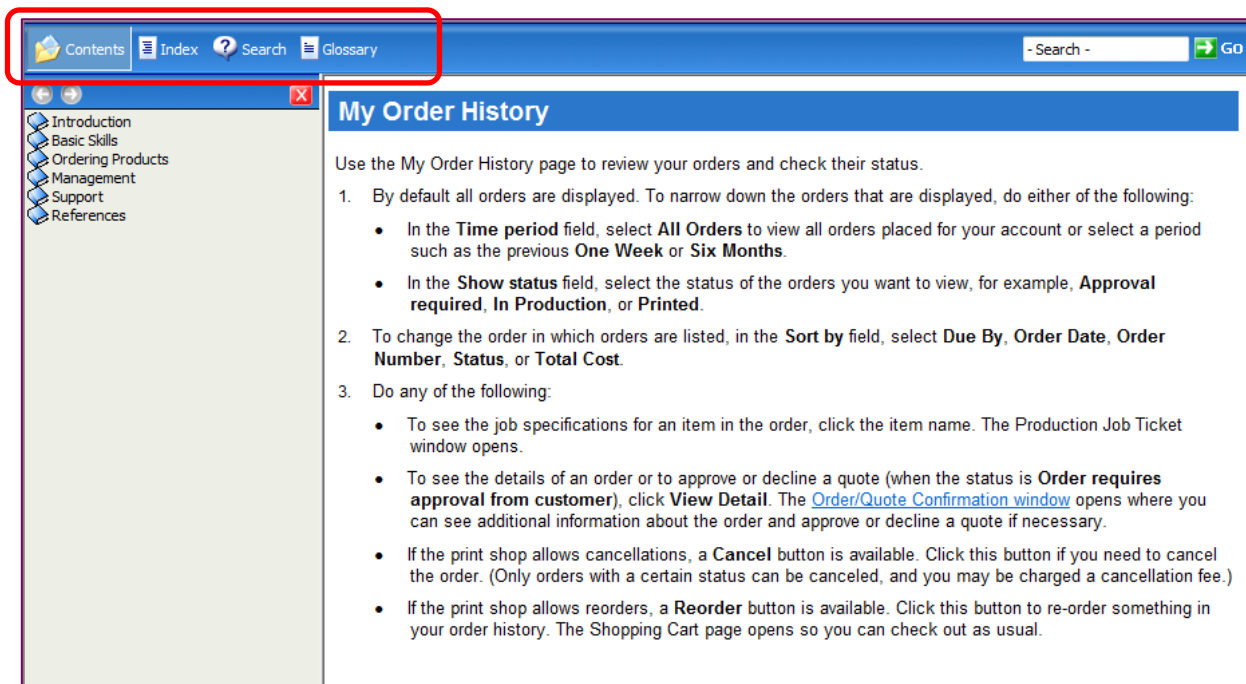
## What if I need help? – continued

### General Online Support:

For general help with functions of WSF, 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.



Use the Contents, Index, Search and Glossary tabs in the left-hand pane of the screen to find the information you need.



# Section 2: Basics

This section will answer the following questions:

- ✓ How do I log in to 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 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 WSF website. When you go to the website, the Login screen will open.

1. Under Login, enter your User Name.
2. Enter your temporary Password.
3. Click Login. (Required before you can place an order)

**California WIC online ordering system!**

**For ordering assistance please call 1-800-585-7341  
or [wicorders@dqs.ca.gov](mailto:wicorders@dqs.ca.gov)**

Browse our catalog to order your WIC materials: brochures, posters, forms, DVDs, and related items.

NOTE: All items are pre-packaged in set quantities. Ordering is based on individual pieces within a package (example: for one package of 100, you must order 100).

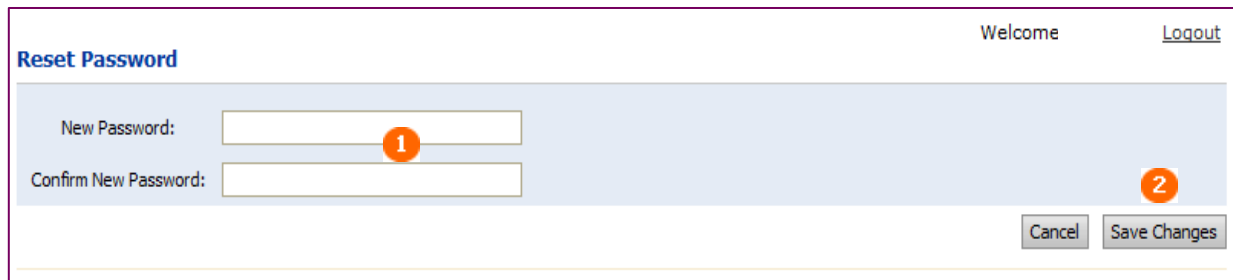
---

## Are there password requirements?

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

1. Enter the New 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 Web StoreFront Password Requirements listed below.




### Web StoreFront Password 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 digit, and 1 special character.
- Password should not contain User Name, first or last name.

Please note that 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 [OSPWSFAdmin@dgs.ca.gov](mailto:OSPWSFAdmin@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 Cart to view the items in your cart.
3. Click My Account to access your Profile, Order History and to change your password or security question.
4. Click Order Status to see the status of your submitted orders.
5. Click Contact Us for technical support on the site.
6. Click  for general online support (non-WIC specific).
7. Click individual titles under Categories to view items in each category.
8. Click the Go To Cart! button to see contents of your cart and to check out.
9. Use the Search dropdown feature to search for specific items.
10. Call or email ordering assistance for questions specific to your order.



The screenshot shows the California WIC Online Catalog Home Page. At the top is a banner with the WIC logo and a photo of a smiling woman and child. Below the banner is a navigation bar with links: Home, Cart (1), My Account, Order Status, Contact Us, and a help icon. A welcome message for user 401002 Jane Smith is displayed. On the left, a 'Categories' sidebar lists Children, Infants, L.V.L., Nutrition & Health, Program, and Women. The main content area features a large 'Welcome to the WIC Online Catalog' heading and a collage of product images including 'FEELING COMFORTABLE While Pregnant', 'I can eat finger foods', and 'I'm 1 Let's learn Read!'. On the right, a 'Cart (1 Item)' section shows '910016 En Iron' with a quantity of 100 and a 'Go To Cart!' button. Below that is a search bar with a dropdown menu set to 'All' and a 'Go' button. At the bottom, a section titled 'California WIC online ordering system!' provides contact information: 'For ordering assistance please call 1-800-585-7341 or wicorders@dgs.ca.gov'. It also includes a brief description of the catalog and a note about pre-packaged items.

1. Home

2. Cart (1) :: My Account :: Order Status :: Contact Us :: 

Welcome 401002 Jane Smith! [Logout](#)

7. Categories

- » [Children](#)
- » [Infants](#)
- » [L.V.L.](#)
- » [Nutrition & Health](#)
- » [Program](#)
- » [Women](#)

Navigation Bar

8. Go To Cart!

9. Search

All 

Go

10. California WIC online ordering system!

**For ordering assistance please call 1-800-585-7341 or [wicorders@dgs.ca.gov](mailto:wicorders@dgs.ca.gov)**

Browse our catalog to order your WIC materials: brochures, posters, forms, DVDs, and related items.

NOTE: All items are pre-packaged in set quantities. Ordering is based on individual pieces within a package (example: for one package of 100, you must order 100).

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

After changing your temporary password and before you begin using the WSF 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 My Account in the Navigation Bar. The Profile screen opens by default.
2. Click [Change](#) to the right of the Security Question field. The Change Security Question screen opens.

Home | Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome 401002 Jane Smith! [Logout](#)

**My Account**

- » **Profile**
- » [Files](#)
- » [My Order History](#)

**Profile**

**Nickname:** 401002 Jane Smith

**Name:** 401002 Jane Smith

**User Name (Login ID):** janesmith

**Email Address:** OSPWSFAdmin@dgs.ca.gov

**Security Question:** [Change](#) 2

**Company:** WIC PROGRAM

**Cost Center:** 9000000

**Address:** 401002 Jane Smith  
WIC PROGRAM  
344 North 7th Street  
Sacramento, CA 95811  
United States

**Phone Number 1:** (916) 445-4854

**Password:** [Change](#)

[Edit](#)

### 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.

Home | Cart (1) :: My Account :: Order Status :: Contact Us :: ?

Welcome 401002 Jane Smith! [Logout](#)

**Change Security Question** 🔒

1 Your Current Password:

2 New Security Question: Other

Your Own Security Phrase: What high school did you graduate from?

3 New Security Answer: What city were you born?

What is the name of your first pet?

Other

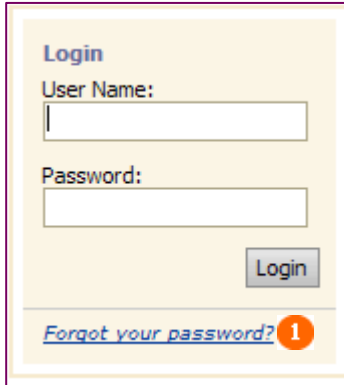
4 [Cancel](#) [Save](#)

---

## What if I forget my password?

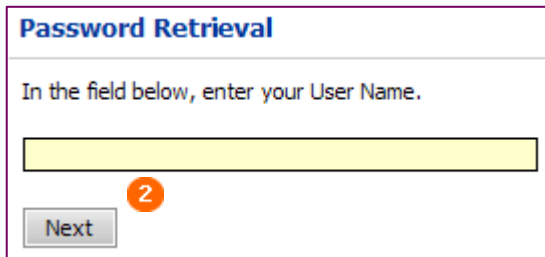
If you forget your password and are unable to log in to the site, you may obtain a new password by providing your user name and the answer to your security question.

1. At the bottom of the Login window, select [Forgot your password?](#)



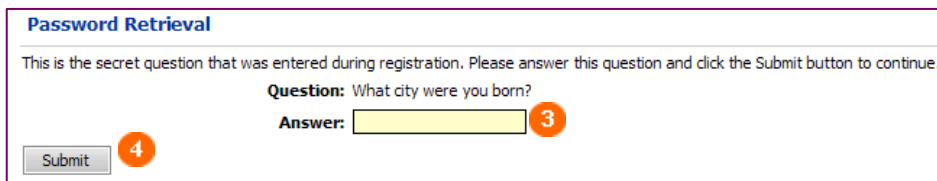
The screenshot shows a 'Login' form with two input fields: 'User Name:' and 'Password:'. Below the 'Password:' field is a 'Login' button. At the bottom of the form, the text '[Forgot your password?](#)' is displayed, with a red circle containing the number '1' next to it.

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



The screenshot shows a 'Password Retrieval' window. It contains the text 'In the field below, enter your User Name.' followed by a single-line text input field. Below the input field is a 'Next' button, which is highlighted by a red circle containing the number '2'.

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.



The screenshot shows the 'Password Retrieval' window at the security question step. It contains the text 'This is the secret question that was entered during registration. Please answer this question and click the Submit button to continue.' Below this, the 'Question:' is 'What city were you born?'. The 'Answer:' field is a single-line text input field, highlighted by a red circle containing the number '3'. At the bottom left is a 'Submit' button, highlighted by a red circle containing the number '4'.

Log in to WSF 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 My Account in the Navigation Bar. The Profile screen will open.
2. Click [Change](#) to the right of Password. The Change Password screen will open.

The screenshot shows a web application interface. At the top, a dark purple navigation bar contains links: Home, Cart (1), My Account, Order Status, and Contact Us. Below the navigation bar, a welcome message reads "Welcome 401002 Jane Smith!" with a "Logout" link. On the left, a "My Account" sidebar lists "Profile" (highlighted), "Files", and "My Order History". The main content area is titled "Profile" and displays user information in a light blue box. The information includes: Nickname (401002 Jane Smith), Name (401002 Jane Smith), User Name (Login ID) (janesmith), Email Address (OSPWSFAdmin@dgs.ca.gov), Security Question (with a "Change" link), Company (WIC PROGRAM), Cost Center (9000000), Address (401002 Jane Smith, WIC PROGRAM, 344 North 7th Street, Sacramento, CA 95811, United States), Phone Number 1 ((916) 445-4854), and Password (with a "Change" link and a red circle containing the number 2). An "Edit" button is located at the bottom right of the profile information box.

<b>Nickname:</b>	401002 Jane Smith
<b>Name:</b>	401002 Jane Smith
<b>User Name (Login ID):</b>	janesmith
<b>Email Address:</b>	OSPWSFAdmin@dgs.ca.gov
<b>Security Question:</b>	<a href="#">Change</a>
<b>Company:</b>	WIC PROGRAM
<b>Cost Center:</b>	9000000
<b>Address:</b>	401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States
<b>Phone Number 1:</b>	(916) 445-4854
<b>Password:</b>	<a href="#">Change</a> 2

Edit



## How do I change my password? – continued

### Change Password Screen:

1. In the 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. (You must select “Save.” Pressing “Enter” on your keyboard will not save your new password.)



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.”*

The screenshot shows a web application interface for changing a password. At the top, there is a navigation bar with links: Home, Cart (1), My Account, Order Status, Contact Us, and a help icon. Below the navigation bar, a welcome message reads "Welcome 401002 Jane Smith!" with a "Logout" link. The main heading is "Change Password". A yellow error message box states: "Your password does not meet policy requirements. Please choose another password." Below this, a section titled "Password Strength Information" lists requirements: "You cannot use last 3 passwords", "Password should contain 8 to 20 characters", "Password should contain at least 1 uppercase character(s), 1 lowercase character(s), 1 digit(s), 1 special character(s)", and "Password should not contain username, first name or last name." There are three input fields: "1 Password:", "2 New Password:", and "3 Confirm New Password:". Each field is preceded by an orange circle with a white number. At the bottom right, there are two buttons: "Cancel" and "4 Save", with the "Save" button also preceded by an orange circle with a white number.

## What is My Account?

You can access My Account from the Navigation Bar on the Home Page. When you click My Account, the Profile screen will open.

My Account has two sections that contain information specific to your user account:

1. Profile
2. Files (Does not pertain to WIC users)
3. My Order History

**My Account**

- 1 Profile
- » Files 2
- 3 My Order History

**Profile**

<b>Nickname:</b>	401002 Jane Smith
<b>Name:</b>	401002 Jane Smith
<b>User Name (Login ID):</b>	janesmith
<b>Email Address:</b>	OSPWSFAdmin@dgs.ca.gov
<b>Security Question:</b>	<a href="#">Change</a>
<b>Company:</b>	WIC PROGRAM
<b>Cost Center:</b>	9000000
<b>Address:</b>	401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States
<b>Phone Number 1:</b>	(916) 445-4854
<b>Password:</b>	<a href="#">Change</a>

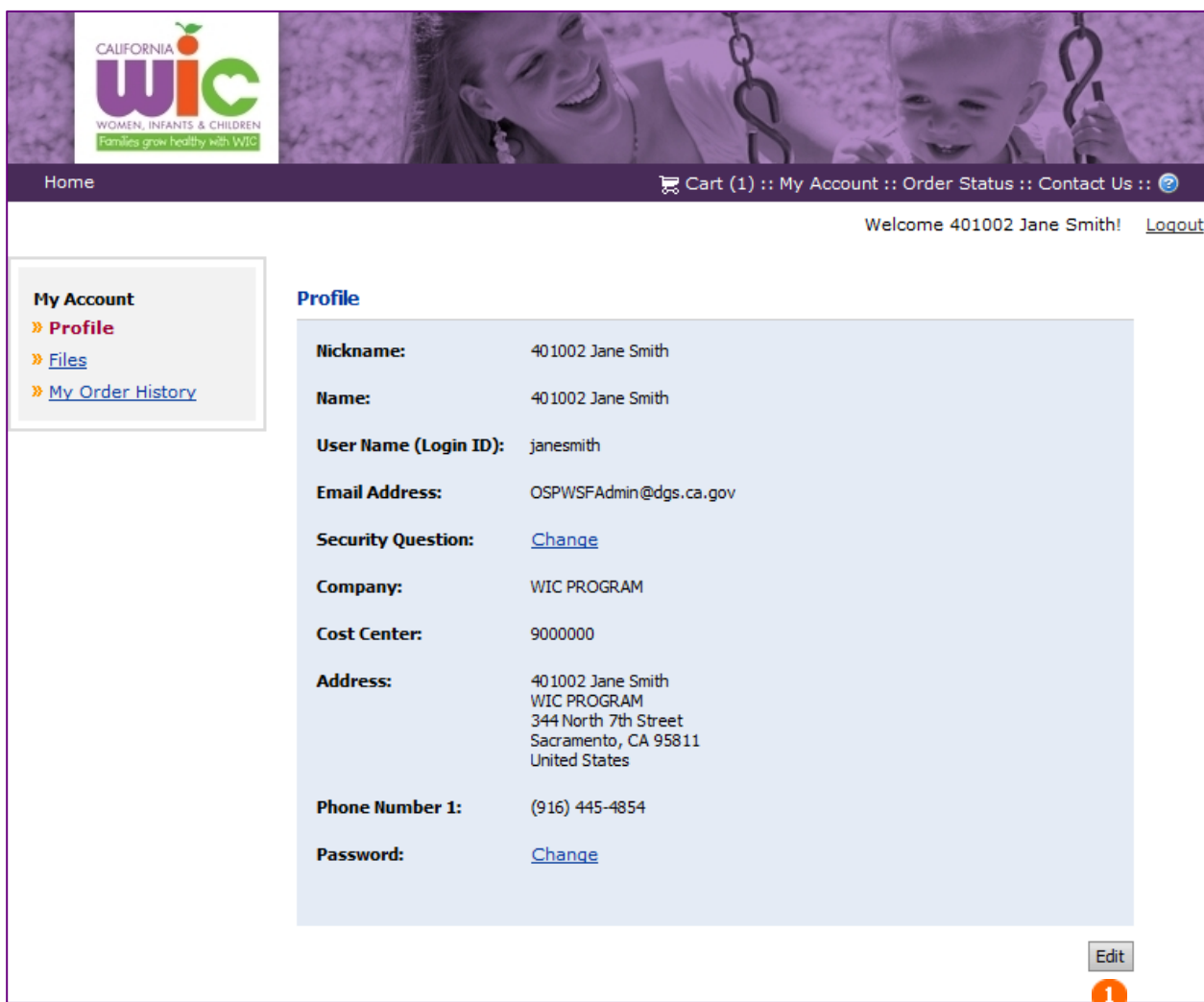
[Edit](#)

## What is My Account? – continued

### Profile:

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 “Web 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.

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



The screenshot displays the 'My Account' section of the California WIC website. The header includes the WIC logo and navigation links like Home, Cart (1), My Account, Order Status, and Contact Us. The user is logged in as '401002 Jane Smith'. A sidebar on the left lists 'My Account' options: Profile (selected), Files, and My Order History. The main content area, titled 'Profile', shows the following information:

Nickname:	401002 Jane Smith
Name:	401002 Jane Smith
User Name (Login ID):	janesmith
Email Address:	OSPWSFAdmin@dgs.ca.gov
Security Question:	<a href="#">Change</a>
Company:	WIC PROGRAM
Cost Center:	9000000
Address:	401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States
Phone Number 1:	(916) 445-4854
Password:	<a href="#">Change</a>

An 'Edit' button is located at the bottom right of the profile information box. A red circle with the number '1' is placed below the Edit button, corresponding to the first step in the instructions.

**NOTE:** *WSF, ISIS, and OSP’s LOGIC 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.*

## 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 “Web StoreFront Ordering Access and Update” form to State WIC.
2. DO NOT change the Cost Center Account Number. This number must be 9000000, 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”.

Home Cart (1) :: My Account :: Order Status :: Contact Us ::

Welcome 401002 Jane Smith! [Logout](#)

**My Account**

- » **Profile**
- » [Files](#)
- » [My Order History](#)

**Edit My Profile**

**Contact Information**  
\* Indicates Required Field.

\* User Name:   
Account Number:   
Middle Name:   
\* Full Name:

\* Address 1:   
Address 2:   
Address 3:   
\* City:   
State / Province / Region:   
\* Zip/Postal Code:

\* Phone Number 1:   
Phone Number 2:   
Fax Number:

Title:   
Company / Agency:   
Department / Division:

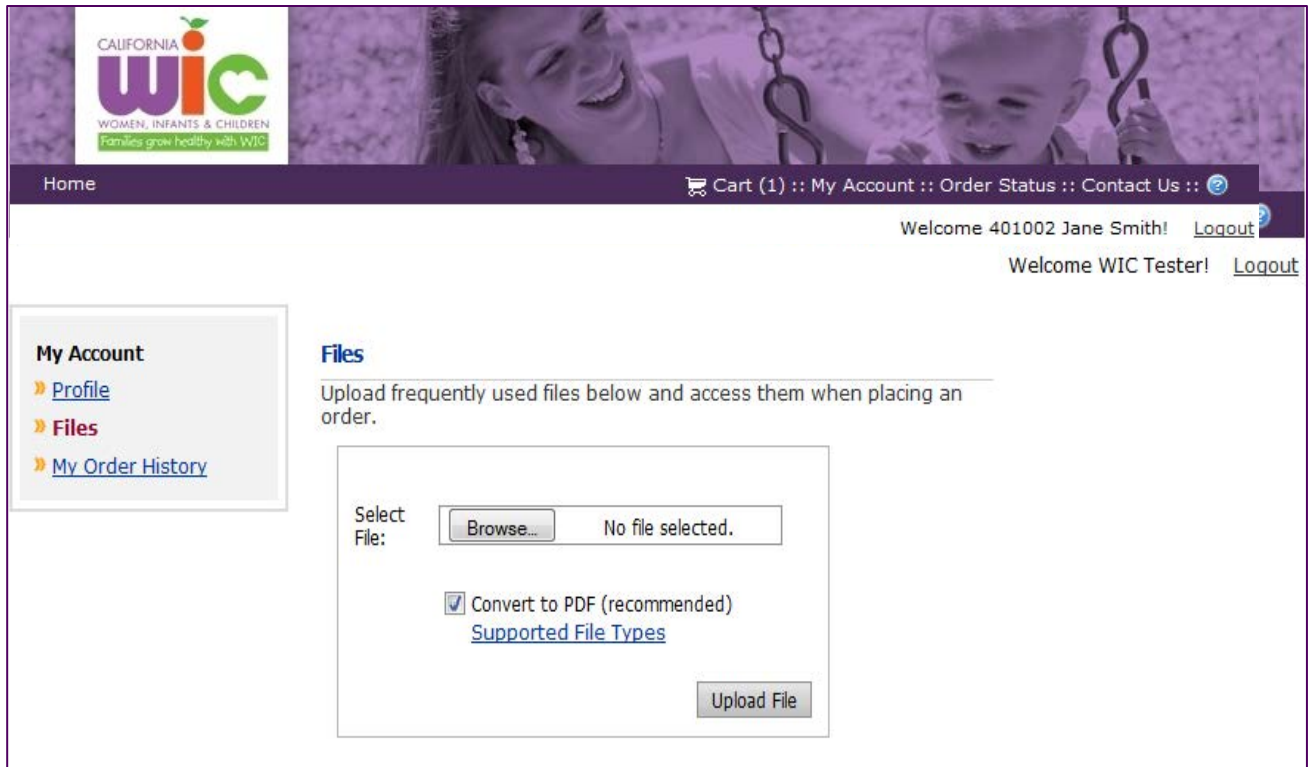
\* Agency Billing Code:   
\* Email Address:

**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 in to WSF, you may visit My Order History to check the status of your current order as well as review information on past orders. There are two ways to get to the My Order History screen while logged in.

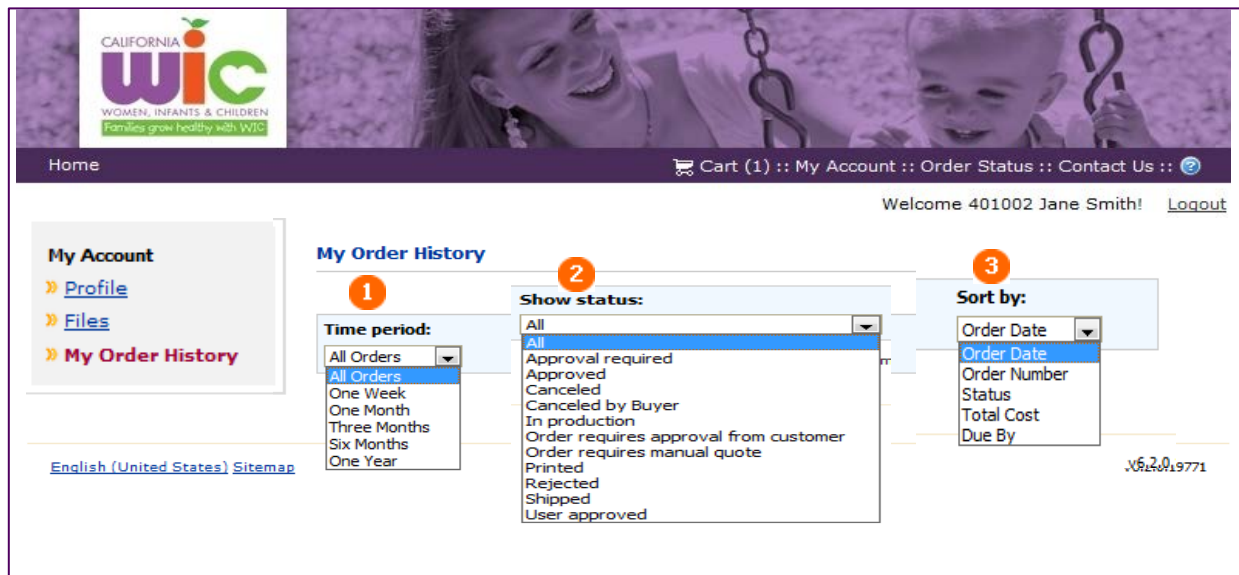
1. Click My Account in the Navigation Bar. This will take you to the default Profile screen, where you can select My Order History.
2. Click Order Status on the Navigation Bar. This will take you automatically to the My Order History screen.



## What is My Account? – continued

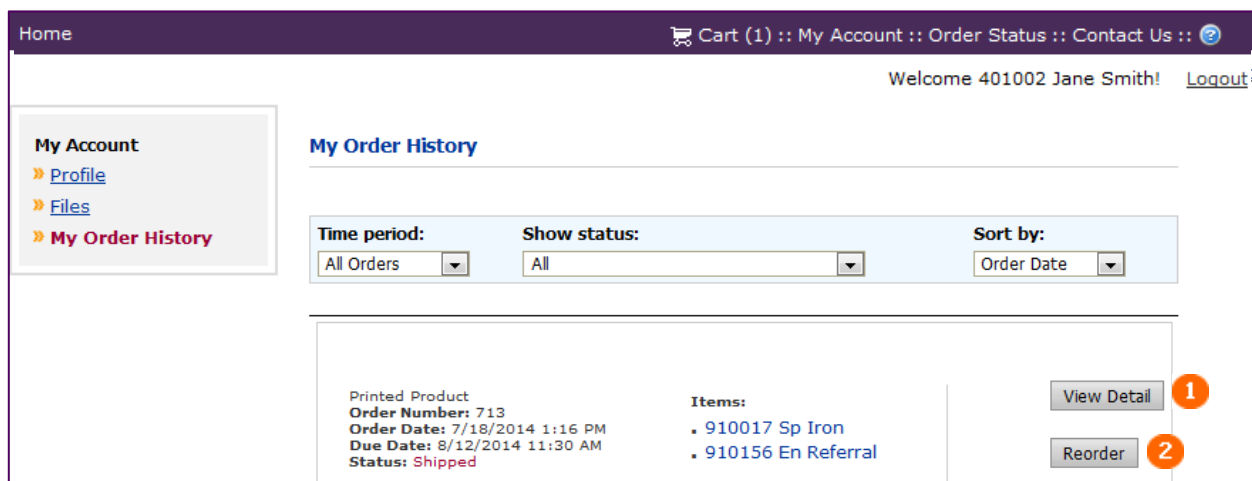
The My Order History screen opens with a view of all current and past orders for your account. You may filter the results by using the dropdown features.

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, select the status of the orders you want to view. WIC will use Approval required, Approved, Rejected or Shipped. (WIC will not use the others).
3. You may also sort by Order Date, Order Number, or Status using the dropdown. (WIC will not use Total Cost and Due By).



Once you have found the order you are looking for, you may use the buttons on the right for more information or to order more product.

1. View Detail button will take you to the Detail screen.
2. Reorder button allows you to reorder a previous order and will be discussed in detail in Section 3.



# Section 3: Placing an Order

This section will answer the following questions:

- ✓ What items can I order through WSF?
- ✓ 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 WSF?

Items available to order through WSF include brochures, posters, forms, DVDs, and related items. All items found in WSF 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 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 right side of the Home Page, you can use the Search 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 Add to Cart for each item.

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

[Home](#) [Cart \(0\) :: My Account :: Order Status :: Contact Us :: ?](#)

Welcome 401002 Jane Smith! [Logout](#)

[Categories](#)  
[Nutrition & Health](#)




**Nutrition & Health**


**Cart (0 Items)**  
Your Cart is Empty.

**Search**  
All


**In this Category:**



[910016 En Iron](#)  
Iron For Strong Blood  
Qty:  **1**  
 **2**



[910017 Sp Iron](#)  
Iron For Strong Blood  
Qty:



[910021 Sp KpFoodSafe](#)  
Keep Your Food Safe  
Qty:



## How do I locate and order a specific item? – continued

### Search Feature:

1. On the right side of the Home Page, in the Search box, you can narrow your search for a product by selecting from the dropdown menu: All, Product Name, Keywords, or Product ID.



2. Enter the item number, a search string or word, such as, part of a product name or the word "Iron".
3. Click Go. 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.

1. Enter the quantity you want. Order the quantity of each item you want, not the number of packages.
2. Click Add to Cart for each item.

The screenshot shows the 'Search Results for '910016'' page. On the left is a 'Categories' sidebar with links for Children, Infants, L.V.L., Nutrition & Health, Program, and Women. The main content area displays the product '910016 En Iron' with the description 'Iron For Strong Blood' and a small image of the product box. Below the product name is a 'Qty:' label followed by a text input field (marked with a red circle 1) and an 'Add to Cart' button (marked with a red circle 2). On the right, there is a 'Welcome WIC USER!' message with a 'Logout' link, a 'Cart (0 Items)' section stating 'Your Cart is Empty.', and a 'Search' section with a dropdown menu set to 'All', a search input field, and a 'Go' button.

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, such as, how many items per package.

**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 Add to Cart for each item.

**NOTE:** Most items are packaged in a “set quantity”, which is the number of items in a Set or Package. Most items have a set quantity of 100, but set quantities may vary from 1 to 100. 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.)

The screenshot shows the 'Detail' screen for item '910016 En Iron'. The left sidebar shows 'Categories' with 'Nutrition & Health' selected. The main content area features a large image of the product box for 'Iron for Strong Blood'. Below the image, the item name '910016 En Iron' is displayed in a red-bordered box, followed by 'Item No.:910016', 'Iron For Strong Blood', '100 per package', and 'Order in multiples of 100; Maximum 100,000'. Below this information is a 'Qty:' label with a text input field (marked with a red circle 1) and an 'Add to Cart' button (marked with a red circle 2). The right sidebar is identical to the previous screenshot, showing the user's cart status and search options.

## How do I check out and place my order?

After you click Add to Cart, you will be taken to the Shopping Cart screen.

1. The Continue Shopping button lets you add more items to your Shopping Cart.
2. The Checkout button lets you complete your order.
3. You may click the Item number and name to review the Detail Screen.
4. The Remove button allows you to remove an item from your Cart.
5. Add Another Recipient button is used for splitting a master order when ordering for more than one Site. It is a difficult and confusing process and not recommended. This process is discussed in detail in Section 4.
6. Recipient #1 is by default, the registered user.
7. The Address Book lists all preapproved Sites in WSF.
8. If necessary, enter any special delivery instructions in this area (up to 200 characters).
9. There is no need to select Save to My Address Book; WIC users do not have access to a personal address book.
10. Use the Save button to save any changes.
11. Clear Cart allows you to empty all contents from your Cart.

The screenshot shows the WIC website's Shopping Cart and Recipient information page. The header includes the WIC logo, navigation links (Home, Cart (1), My Account, Order Status, Contact Us), and a welcome message for Jane Smith. The Shopping Cart section displays a table with one item: '910016 En Iron' with a quantity of 100. Below the cart, the Recipients section shows 'Recipient #1' with a form for entering recipient information. The form includes fields for First Name, Last Name, Company, Phone Number, Email Address, Address, City, State, Zip/Postal Code, and Country. There are also dropdown menus for 'Address Book' and 'Method', and a text area for 'Delivery Instructions'. A 'Save to My Address Book' checkbox is present. At the bottom, there are buttons for 'Clear Cart', 'Continue Shopping', and 'Checkout'. Numbered callouts (1-11) point to specific elements: 1. Continue Shopping button, 2. Checkout button, 3. Item name link, 4. Remove button, 5. Add Another Recipient button, 6. Recipient #1 label, 7. Address Book dropdown, 8. Delivery Instructions text area, 9. Save to My Address Book checkbox, 10. Save button, and 11. Clear Cart button.

**Shopping Cart**

Products	Quantity
<a href="#">910016 En Iron</a> <a href="#">Remove</a> Item Name: 910016 En Iron	100

**Recipients**

**Recipient #1**

Please enter recipient information below.

First Name: 401002  
Last Name: Jane Smith  
Company: WIC PROGRAM  
Phone Number: (916) 445-4854  
Email Address: OSPWSFAdmin@dgs.ca.gov

Address Book  
Address: 344 North 7th Street  
City: Sacramento  
State: CA - (California)  
Zip/Postal Code: 95811  
Country: United States

Method: Golden State  
Delivery Instructions:

☐ Save to My Address Book

You must click save to proceed with checkout.

[Clear Cart](#) [Continue Shopping](#) [Checkout](#)

**NOTE:** Review your order quantity and shipping address for accuracy and Continue Shopping or Checkout by clicking on the appropriate button.

## How do I check out and place my order? – continued

You may make changes to items placed in your cart on either the Shopping Cart screen or the Detail screen.

On the Shopping Cart screen, you may remove items, change quantities or clear your cart.

1. Remove an item from the cart by clicking [Remove](#). You will be prompted with the message: “Remove item from Shopping Cart?” Click OK.
2. You can change the number of items you want in the Quantity field. Select Continue Shopping or Checkout.
3. Clear all items from the cart by clicking Clear Cart. You will be prompted with the message: “You are about to clear your cart. Are you sure?” Click OK.

[Home](#) [Cart \(1\)](#) :: [My Account](#) :: [Order Status](#) :: [Contact Us](#) :: [?](#)

Welcome 401002 Jane Smith! [Logout](#)

### Shopping Cart

[Continue Shopping](#) [Checkout](#)

Products	Quantity
<a href="#">910016 En Iron</a> <a href="#">Remove</a> <b>1</b> Item Name: 910016 En Iron	100 <b>2</b>

### Recipients

[Add Another Recipient](#)

#### Recipient #1

Please enter recipient information below.

First Name:

Last Name:

Company:

Phone Number:

Email Address:

[Address Book](#)

Address:

City:

State:

Zip/Postal Code:

Country:

☐ Save to My Address Book

Method:

Delivery Instructions:

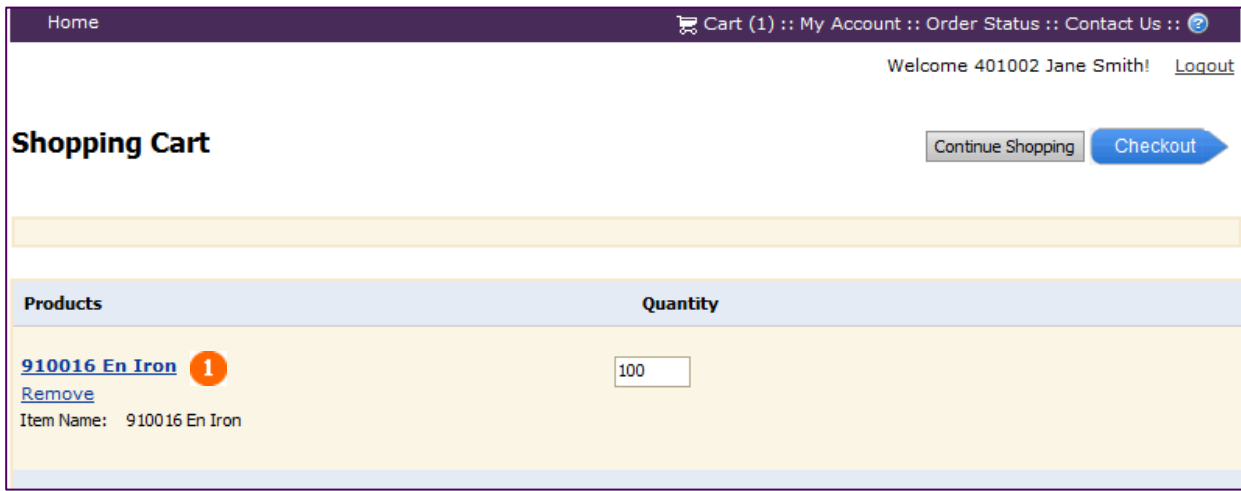
You must click save to proceed with checkout.

[Save](#)

[Clear Cart](#) **3** [Continue Shopping](#) [Checkout](#)

## How do I check out and place my order? – continued

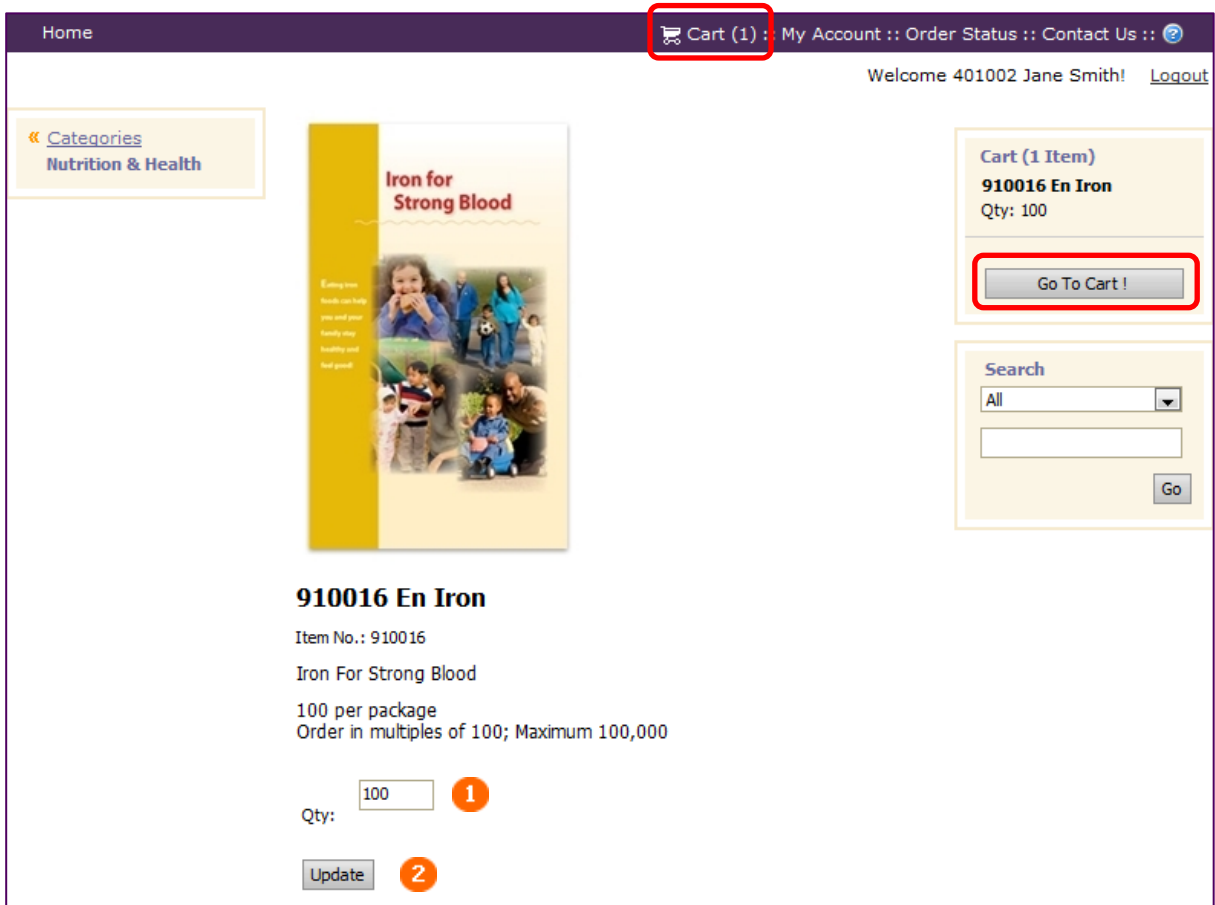
1. You can access the Detail screen by clicking on the item's hyperlink.



### 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 *Cart* or *Go to Cart!*



## How do I check out and place my order? – continued

**Checkout Screen:** The Checkout screen will open after selecting Checkout.

1. **Do not make any changes** to the Agency Billing Code or Purchase Order Number fields.
2. **Enter your assigned shipping number in the Purchase Order Number field.** If you do not know what this number is, contact Order Support at (800) 525-7341 to obtain this number.
3. You **must** select an Approver on this screen by clicking the white circle under Approval section (WIC has one Approver listed).
4. Click Cancel to stop the Checkout process and return to the Shopping Cart screen or click Next to continue to the Review Your Order screen.

The screenshot shows the WIC Checkout screen. At the top, there is a header with the WIC logo and a navigation bar. Below the header, the main content area is divided into sections. The 'Account Information' section is highlighted, showing the 'Payment Method' as 'WIC Billing Codes'. Below this, the 'WIC Billing Codes' section contains two input fields: 'Agency Billing Code' (9000000) and 'Purchase Order Number' (217N86). The 'Approval' section follows, with a message 'YOUR ORDER MUST BE APPROVED BY ONE OF THE APPROVERS BELOW.' and a table listing the approver 'WIC ORDERS' with the email 'WICWebOrders@dgs.ca.gov'. A red box highlights the 'Purchase Order Number' field. A red box highlights the 'WIC ORDERS' row in the approval table. At the bottom right, there are 'Cancel' and 'Next >' buttons.

**NOTE:** An error message will appear if you do not select the Approver before clicking Next.

This screenshot shows the same 'Approval' section as the previous one, but with an error message. A red box highlights the text 'YOU MUST SELECT ONE APPROVER' at the bottom left. The 'Cancel' and 'Next >' buttons are still visible at the bottom right.

## 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 Cart to go back to the Shopping Cart screen if you need to make changes or adjust order quantities.
2. The [Edit](#) 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 Place My Order.

[Home](#) [Cart \(1\)](#) :: [My Account](#) :: [Order Status](#) :: [Contact Us](#) :: [?](#)

Welcome 401002 Jane Smith! [Logout](#)

**1**

**REVIEW your order quantity and shipping address for accuracy BEFORE placing it to avoid costly errors and delays.**

**1.** Account Information

**2.** Review

Place My Order

Expected Completion Date:  
9/9/2014 10:00:00 AM PDT

Products	Quantity
910016 En Iron	100

**Account Information**  
Cost Center  
Account Number: 9000000  
Purchase Order Number: 217N86

**Recipients**

Recipient #1	Method:	Products	Quantity
<b>2</b> 401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States Tel: (916) 445-4854	Golden State	910016 En Iron	100

**3**

Place My Order



## How do I check out and place my order? – continued

**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.

Home Cart (0) :: My Account :: Order Status :: Contact Us :: ?

Welcome 401002 Jane Smith! [Logout](#)

**Thank you for your order!**

[Print this page](#) [Continue Shopping](#)

**Order Confirmation**

Order Number: 811  
Expected Completion Date: 8/21/2014 9:30:00 AM PDT  
Submitted on: 7/29/2014 11:31:29 AM PDT  
Submitted by: 401002 Jane Smith  
Tel: (916) 445-4854

**Order Status: Approval required**  
As of: 7/29/2014 11:31:29 AM PDT

Products	Quantity
<b>910016 En Iron</b> Item Name: 910016 En Iron	100

**Account Information**

**Payment Method:** Cost Center  
Account Number: 9000000  
Purchase Order Number:

**Recipients**

Recipient #1	Method:	Products	Quantity	Shipping Status
401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States Tel: (916) 445-4854 E- Mail: OSPWSFAdmin@dgs.ca.gov	Golden State	910016 En Iron	100	-

[Print this page](#) [Continue Shopping](#)

**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 two 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](mailto: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](mailto:wicorders@dgs.ca.gov).

California WIC online ordering system!

Your order has been placed successfully.

Order Number : 423

Please Click the link below to see the status of your order.

["https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+nsANdjJUKOS9VH8B7OprCImnxkG1F3+OZ+xceDOSUDneBLiVOSVBREMn0cB9zba7kVrjddKMOt/b4OFnaBM"](https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+nsANdjJUKOS9VH8B7OprCImnxkG1F3+OZ+xceDOSUDneBLiVOSVBREMn0cB9zba7kVrjddKMOt/b4OFnaBM)

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 WSF Login screen.



California WIC online ordering system!

Order number 424 has been accepted by the approver.

Please click the link below to view the order.

["https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+nFAJyj1ig1au3xB52UvBgA493yCRTAbVsaR49KgojAwpUPRgewuZLd5KzRvN7AcPwibh2Y"](https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+nFAJyj1ig1au3xB52UvBgA493yCRTAbVsaR49KgojAwpUPRgewuZLd5KzRvN7AcPwibh2Y)



California WIC online ordering system!

Order number 424 has been declined by the approver.

Please click the link below to view the order.

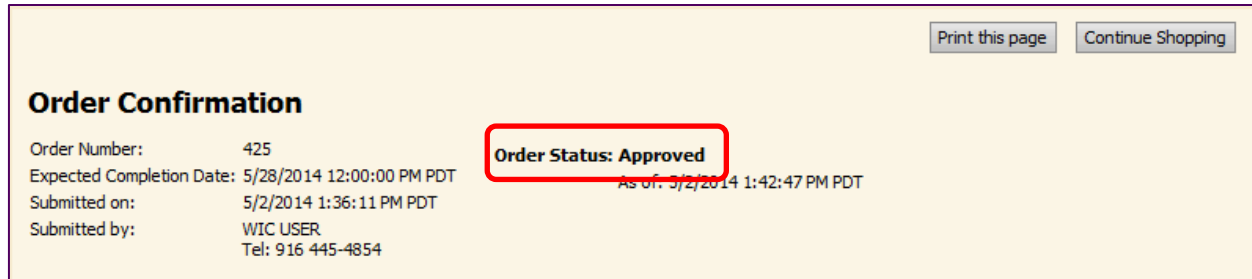
["https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+kHeOfbt4vGcQjXI2HH2GMmxfC5M5uma7Nqp0CMekjnmG6/j4RK1mn5t8gyGrQ+KMEIJX"](https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+kHeOfbt4vGcQjXI2HH2GMmxfC5M5uma7Nqp0CMekjnmG6/j4RK1mn5t8gyGrQ+KMEIJX)

---

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

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

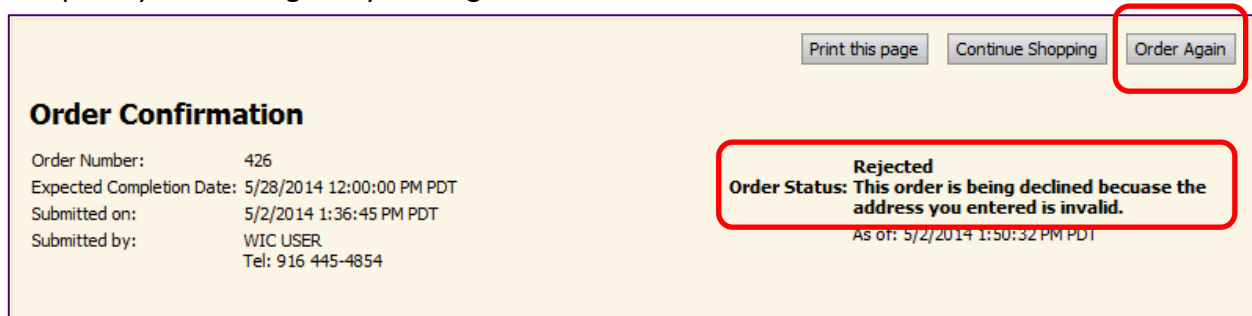
If approved, you should receive your order within a few business days.



This screenshot shows an 'Order Confirmation' page for an approved order. The page has a light beige background. In the top right corner, there are two buttons: 'Print this page' and 'Continue Shopping'. On the left side, under the heading 'Order Confirmation', the following details are listed: Order Number: 425, Expected Completion Date: 5/28/2014 12:00:00 PM PDT, Submitted on: 5/2/2014 1:36:11 PM PDT, and Submitted by: WIC USER, Tel: 916 445-4854. To the right of this text, the status 'Order Status: Approved' is displayed in a red-bordered box. Further to the right, the text 'As of: 5/2/2014 1:42:47 PM PDT' is visible.

<b>Order Confirmation</b>		<a href="#">Print this page</a>	<a href="#">Continue Shopping</a>
Order Number:	425	<b>Order Status: Approved</b>	
Expected Completion Date:	5/28/2014 12:00:00 PM PDT	As of: 5/2/2014 1:42:47 PM PDT	
Submitted on:	5/2/2014 1:36:11 PM PDT		
Submitted by:	WIC USER		
	Tel: 916 445-4854		

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.



This screenshot shows an 'Order Confirmation' page for a rejected order. The layout is similar to the previous one, but with a red-bordered box around the 'Order Status: Rejected' message and another red-bordered box around the 'Order Again' button in the top right. The status message reads: 'Rejected Order Status: This order is being declined because the address you entered is invalid.' Below this, it says 'As of: 5/2/2014 1:50:32 PM PDT'. The 'Order Again' button is located to the right of the 'Continue Shopping' button. The order details on the left are identical to the first screenshot.

<b>Order Confirmation</b>		<a href="#">Print this page</a>	<a href="#">Continue Shopping</a>	<a href="#">Order Again</a>
Order Number:	426	<b>Rejected</b>		
Expected Completion Date:	5/28/2014 12:00:00 PM PDT	<b>Order Status: This order is being declined because the address you entered is invalid.</b>		
Submitted on:	5/2/2014 1:36:45 PM PDT	As of: 5/2/2014 1:50:32 PM PDT		
Submitted by:	WIC USER			
	Tel: 916 445-4854			

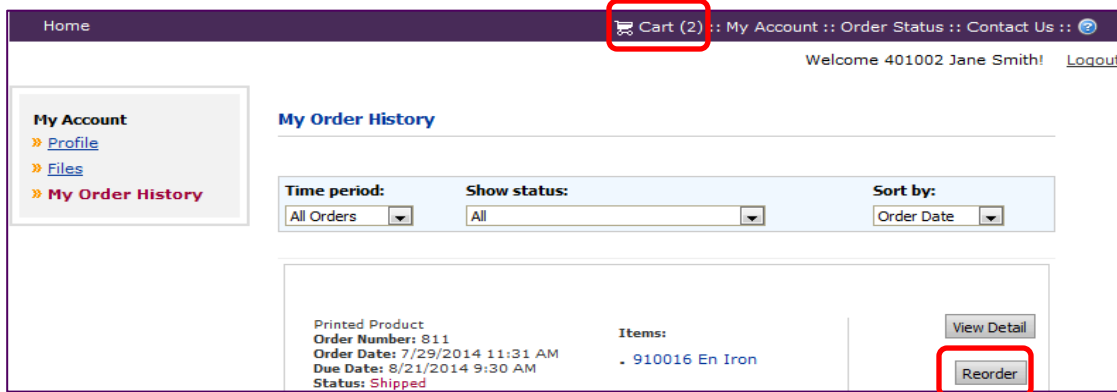
**NOTE:** If you do not receive an order confirmation, contact Order Support at 1-800-585-7341 or [wicorders@dqs.ca.gov](mailto:wicorders@dqs.ca.gov).

## 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.

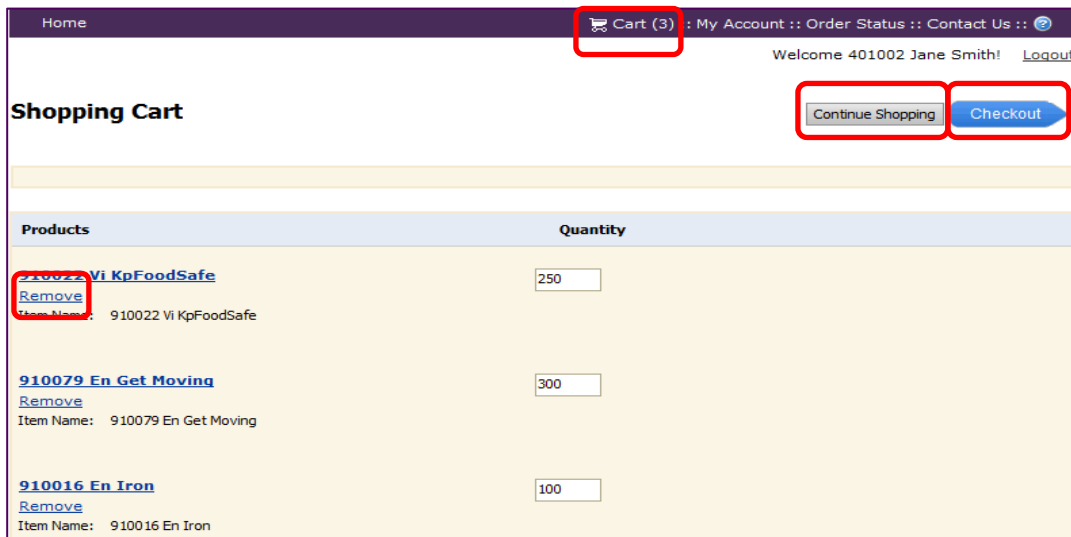


**NOTE:** Click the Reorder button only once! Be patient while the WSF system completes the action. If you already have items in your Cart when you click the Reorder button (as displayed above), all existing and reordered items will be combined in your Cart (see example below).

### 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, WSF 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 More Than One Site

This section will answer the following question:

- ✓ How do I order for more than one Site?

## How do I order for more than one Site?

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

1. Follow the process in Section 3 to order for a second WIC Site. When you get to the Shopping Cart screen, you can use the Address Book button to change Recipient #1 (Detailed on page 32).
2. Compile all orders together into one master order, and place the master order by following the process in Section 3 (Detailed on page 32). When you go to the Shopping Cart you will use the Add Another Recipient button (Detailed on page 34).

**CAUTION:** We do not recommend using this process for more than two Sites.

The screenshot displays the 'Shopping Cart' page. At the top right, there are buttons for 'Continue Shopping' and 'Checkout'. Below this is a table of products with columns for 'Products' and 'Quantity'. The table lists three items: '910065 ES Shop Guide' (quantity 25), '910004 Sp Time4Cup' (quantity 1000), and '920070 En Vitamin C' (quantity 5000). Each item has a 'Remove' link. Below the product table is a section for 'Recipients'. It includes a button 'Add Another Recipient' and a section for 'Recipient #1'. The 'Recipient #1' section has a sub-header 'Please enter recipient information below.' and an 'Address Book' button. The form fields for 'Recipient #1' include: First Name (Sharlene), Last Name (Richardson), Company (WIC PROGRAM), Phone Number (9169288707), Email Address (Sharlene.Richardson@cdph.), Address (3901 Lennane Drive), City (Sacramento), State (CA - (California)), Zip/Postal Code (95834), and Country (United States). There is also a 'Method' dropdown set to 'Golden State' and a 'Delivery Instructions' text area. At the bottom of the recipient section is a checkbox labeled 'Save to My Address Book'.

Products	Quantity
<a href="#">910065 ES Shop Guide</a> <a href="#">Remove</a> Item Name: 910065 ES Shop Guide	25
<a href="#">910004 Sp Time4Cup</a> <a href="#">Remove</a> Item Name: 910004 Sp Time4Cup	1000
<a href="#">920070 En Vitamin C</a> <a href="#">Remove</a> Item Name: 920070 En Vitamin C	5000

**Recipients** [Add Another Recipient](#)

**Recipient #1**

Please enter recipient information below.

[Address Book](#)

First Name:  Address:

Last Name:

Company:

Phone Number:

Email Address:

City:

State:

Zip/Postal Code:

Country:

Method:

Delivery Instructions:

☐ Save to My Address Book

## 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 "Web StoreFront Access and Update" form to [CDPH\\_WICStoreFront@cdph.ca.gov](mailto:CDPH_WICStoreFront@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 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.

**Shopping Cart** Continue Shopping Checkout

**Products**

- 900028 En Hosp Exp**  
Remove  
Item Name:  
900028 En Hosp Exper
- 910015 En HealthyM**  
Remove  
Item Name:  
910015 En HealthyMom
- 910017 Sp Iron**  
Remove  
Item Name:  
910017 Sp Iron

**Address Book**

213

Show: 5 1-5 of 8

< Prev 1 | 2 Next >

	Name	Phone Number	E-Mail
<input type="radio"/>	213002 Fey Tern	(916) 875-2184	ternf@saccounty.net
<input type="radio"/>	213002 Veronica Arment..	(916) 875-2188	galindov@saccounty.net
<input type="radio"/>	213003 Bertha Magana	(916) 875-2180	maganab@saccounty.net
<input type="radio"/>	213003 Padra Lor	(916) 875-2195	lorp@saccounty.net
<input type="radio"/>	213004 Janet Brito-Cru..	(916) 875-2163	britoj@saccounty.net

Cancel OK

## 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.

**Address Book**

Search: 213

Show: 10 1-8 of 8

	Name	Phone Number	E-Mail
<input checked="" type="radio"/>	213002 Fey Tern	(916) 875-2184	ternf@saccounty.net
<input type="radio"/>	213002 Veronica Arment..	(916) 875-2188	galindov@saccounty.net
<input type="radio"/>	213003 Bertha Magana	(916) 875-2180	maganab@saccounty.net
<input type="radio"/>	213003 Padra Lor	(916) 875-2195	lorp@saccounty.net
<input type="radio"/>	213004 Janet Brito-Cru..	(916) 875-2163	britoj@saccounty.net
<input type="radio"/>	213004 Rosibel Osuna	(916) 875-2184	osunar@saccounty.net
<input type="radio"/>	213005 Jonathan Lee	(916) 875-2130	leej@saccounty.net
<input type="radio"/>	213005 Maria Johnson	(916) 875-2146	johnsonmar@saccounty.n..

Cancel OK

3. Selected recipient information is populated in the Recipient #1 section.

**Shopping Cart**

Continue Shopping Checkout

Products	Quantity
910065 ES Shop Guide Remove Item Name: 910065 ES Shop Guide	25
910004 Sp Time4Cup Remove Item Name: 910004 Sp Time4Cup	1000
920070 En Vitamin C Remove Item Name: 920070 En Vitamin C	5000

**Recipients** Add Another Recipient

**Recipient #1**

Please enter recipient information below.

First Name: 213002  
Last Name: Fey Tern  
Company: SACRAMENTO COUNTY WIC  
Phone Number: (916) 875-2184  
Email Address: ternf@saccounty.net

Address Book

Address: 3415 MARTIN LUTHER KING  
City: SACRAMENTO  
State: CA - (California)  
Zip/Postal Code: 95817  
Country: United States

Method: Golden State  
Delivery Instructions:

You must click save to proceed with checkout.

Clear Cart Save Continue Shopping Checkout

**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.

## How do I order for more than one Site? – continued

### 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.

### Shopping Cart

Continue ShoppingCheckout

Products	Quantity
<a href="#">910065 ES Shop Guide</a> <a href="#">Remove</a> Item Name: 910065 ES Shop Guide	25
<a href="#">910004 Sp Time4Cup</a> <a href="#">Remove</a> Item Name: 910004 Sp Time4Cup	1000
<a href="#">920070 En Vitamin C</a> <a href="#">Remove</a> Item Name: 920070 En Vitamin C	5000

### Recipients

1Add Another Recipient

#### Recipient #1

Please enter recipient information below.

First Name: 213002

Last Name: Fey Tern

Company: SACRAMENTO COUNTY WIC

Phone Number: (916) 875-2184

Email Address: ternf@sacounty.net

Address Book

Address: 3415 MARTIN LUTHER KING

City: SACRAMENTO

State: CA - (California)

Zip/Postal Code: 95817

Country: United States

Method: Golden State

Delivery Instructions:

You must click save to proceed with checkout.

Save

Clear CartContinue ShoppingCheckout



## How do I order for more than one Site? – continued

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.

The screenshot displays a shopping cart interface. At the top, two items are listed:

- 910004 Sp Time4Cup**: Quantity 1000. Item Name: 910004 Sp Time4Cup.
- 920070 En Vitamin C**: Quantity 5000. Item Name: 920070 En Vitamin C.

Below the items is a section titled **Recipients** with an **Add Another Recipient** button. It shows details for two recipients:

**Recipient #1** (Edit, Remove):  
213002 Fey Tern, Golden State  
SACRAMENTO COUNTY WIC  
3415 MARTIN LUTHER KING JR BLVD  
SACRAMENTO, CA 95817  
United States  
Tel: (916) 875-2184  
E-Mail: ternf@saccounty.net

**Recipient #2** (Please enter recipient information below.):

First Name: 212003, Last Name: Shaunna Carter, Company: PLACER COUNTY WIC, Phone Number: (916) 784-6405, Email Address: slcarter@placer.ca.gov

Address Book: Address: 1000 SUNSET BLVD SUITE 1, City: ROCKLIN, State: CA - (California), Zip/Postal Code: 95765, Country: United States

Method: Golden State, Delivery Instructions: (empty text area)

Buttons: Clear Cart, Continue Shopping, Checkout (highlighted with a red circle and number 1), Cancel, Save.

Message: You must click save to proceed with checkout.

## How do I order for more than one Site? – continued

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

**Shopping Cart**

Continue ShoppingCheckout

Products	Specified Quantity	Recipient Quantity
<a href="#">910079 En Get Moving</a> <a href="#">Remove</a> Item Name: 910079 En Get Moving	300	300

**Recipients**

Add Another Recipient

Recipient #1 <a href="#">Edit</a> <a href="#">Remove</a>	Items	Quantity
401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States <b>Tel:</b> (916) 445-4854 <b>E-Mail:</b> OSPWSFAdmin@dgs.ca.gov	910079 En Get Moving	300
<b>Recipient #2</b> <a href="#">Edit</a> <a href="#">Remove</a>		
213003 Bertha Magana SACRAMENTO COUNTY WIC 811 GRAND AVE, STE. A SACRAMENTO, CA 95838 United States <b>Tel:</b> (916) 875-2180 <b>E-Mail:</b> maganab@saccounty.net	910079 En Get Moving	0

Clear Cart

Continue ShoppingCheckout

**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.

**Shopping Cart**

Continue ShoppingCheckout

Products	Specified Quantity	Recipient Quantity
<a href="#">910079 En Get Moving</a> <a href="#">Remove</a> Item Name: 910079 En Get Moving	300	200

**Recipients**

Add Another Recipient

Recipient #1		Items	Quantity
<a href="#">Edit</a> <a href="#">Remove</a> 401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States <b>Tel:</b> (916) 445-4854 <b>E-Mail:</b> OSPWSFAdmin@dgs.ca.gov	Golden State	910079 En Get Moving	200
<a href="#">Edit</a> <a href="#">Remove</a> 213003 Bertha Magana SACRAMENTO COUNTY WIC 811 GRAND AVE, STE. A SACRAMENTO, CA 95838 United States <b>Tel:</b> (916) 875-2180 <b>E-Mail:</b> maganab@saccounty.net	Golden State	910079 En Get Moving	0

Clear Cart

Continue ShoppingCheckout

## How do I order for more than one Site? – continued

**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.

**Shopping Cart**

Continue ShoppingCheckout

Products	Specified Quantity	Recipient Quantity
<b>910079 En Get Moving</b> <a href="#">Remove</a> Item Name: 910079 En Get Moving	300	300

**Recipients**

Add Another Recipient

**Recipient #1** [Edit](#) [Remove](#)  
401002 Jane Smith Golden State  
WIC PROGRAM  
344 North 7th Street  
Sacramento, CA 95811  
United States  
**Tel:** (916) 445-4854  
**E-Mail:** OSPWSFAdmin@dgs.ca.gov

Items	Quantity
910079 En Get Moving	200

**Recipient #2** [Edit](#) [Remove](#)  
213003 Bertha Magana Golden State  
SACRAMENTO COUNTY WIC  
811 GRAND AVE, STE. A  
SACRAMENTO, CA 95838  
United States  
**Tel:** (916) 875-2180  
**E-Mail:** maganab@saccounty.net

Items	Quantity
910079 En Get Moving	100

Clear Cart

Continue ShoppingCheckout

## How do I order for more than one Site? – continued

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

**Shopping Cart**

Continue ShoppingCheckout

Products	Specified Quantity	Recipient Quantity
<b>910079 En Get Moving</b> <a href="#">Remove</a> Item Name: 910079 En Get Moving	300	300

**Recipients**

Add Another Recipient

Recipient #1 <a href="#">Edit</a> <a href="#">Remove</a>	Items	Quantity
401002 Jane Smith WIC PROGRAM 344 North 7th Street Sacramento, CA 95811 United States <b>Tel:</b> (916) 445-4854 <b>E-Mail:</b> OSPWSFAdmin@dgs.ca.gov	910079 En Get Moving	200
213003 Bertha Magana SACRAMENTO COUNTY WIC 811 GRAND AVE, STE. A SACRAMENTO, CA 95838 United States <b>Tel:</b> (916) 875-2180 <b>E-Mail:</b> maganab@saccounty.net	910079 En Get Moving	100

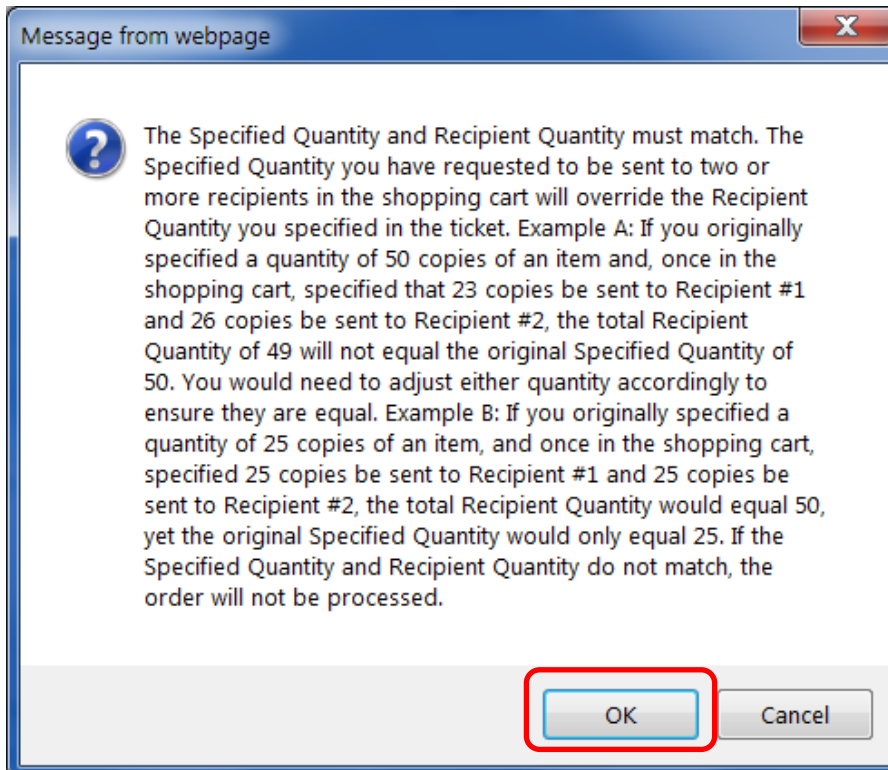
Clear Cart

Continue ShoppingCheckout

---

## How do I order for more than one Site? – continued

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.

## 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 WSF.

## 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.

## W

**Web StoreFront (WSF):** The website that provides online ordering of WIC materials.