

# Warehouse Update

Robert Navarro

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**Bureau of Nutrition and Physical Activity**

Leadership for a Healthy Arizona



# Goals

- To assure staff gain understanding of the ordering process
- To assure Unit of Issue is clearly understood
- To provide excellent customer service
- To make every possible effort to ensure ease of ordering for all WIC staff

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# Reminders about ordering

- Always pay attention to the Unit of Issue column when ordering any item
- Orders are monitored to ensure quantities are consistent with clinics' case load
- When possible, place one order a month, but do not allow your clinic to run out of materials just to maintain the “one order a month” habit



# New Materials

- New Food Lists – **WIC-0010-NFLBES**  
Now Available on Warehouse Order Form  
Unit of Issue: 25 per pack
- New ID Folders - **WIC-0113-NWIF**  
Arriving week of 1/25  
Unit of Issue: 50 per box
- Vendor Food Lists – **VM-0014-NLFLE / VM-0015-NLFLS**  
Arriving week of 1/15  
Contact Jesse to Order

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# Materials to be distributed Thursday

*Will not be available on Order Form at this time*

- VOTE posters – to replace posters currently in the lobby of each clinic
- Vinyl WIC Banners – for health fairs, other events

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# Discussion

- What questions or concerns do you have about the Warehouse at this time?
- How can I help to make the ordering process more effective and easier to understand?
- How can we improve the current system?



# Coming Soon...

- Will be able to track orders from the Warehouse Order Form

We are currently piloting a feature that will allow you to track where your package is with FedEx

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# Contact Us:

Issues cannot be addressed or corrected if they are not brought to our attention. Please contact any of the following individuals to address any problems or questions you may have.

- Citrix HelpDesk – Citrix Log on Problems  
CMA HelpDesk - (888) 432-9225
- Ron Hucke – Order Form Technical Issues  
[hucker@azdhs.gov](mailto:hucker@azdhs.gov) - (602) 542-2840
- Jesse Lewis – WIC Materials Issues, Ordering Issues, Questions  
[lewisja@azdhs.gov](mailto:lewisja@azdhs.gov) - (602) 364-0453
- Mary Ann Souch – WIC Materials Issues  
[souchm@azdhs.gov](mailto:souchm@azdhs.gov) – (602) 364-1573

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# When calling, remember

- If it is an issue with Citrix, you must go through the CMA Help Desk
- When leaving voicemails, please speak slowly and clearly and leave your full name and phone number
- Please call Jesse or Mary Ann for issues with your specific order

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