

August 23, 2021

Dear Authorized WIC Vendor:

Annually, the Georgia Special Supplemental Nutrition Program for Woman, Infants, and Children (WIC) is responsible for providing vendor training to improve customer service to WIC participants, increase program knowledge, and decrease the likelihood of compliance infractions and fraudulent activity.

Each vendor location, under a three-year agreement, is required to complete Federal Fiscal Year (FFY) 2021 annual training by retrieving and reviewing information located on the Georgia WIC Office of Vendor Management website. This year's training is provided in an interactive newsletter format. The links included within the newsletter direct you to important, supplemental documents that provide an optimal, comprehensive training.

The training material includes:

- **FFY 2021 Georgia WIC Program Annual Training Newsletter**
- **FFY 2021 Annual Vendor Training Checklist**
- **Georgia WIC Program Vendor Handbook, Effective July 12, 2021.**

In accordance with the WIC Vendor Agreement, each vendor's authorized representative is responsible for providing training to management representative(s) of the store. Please review the training material referenced above and located on the WIC vendor website, at <https://dph.georgia.gov/training-materials-and-resources>, under the heading entitled **Training Materials and Resources- NEW! FFY 2021 Annual Training.**

Utilize the following steps to complete the annual training requirement:

1. Ensure each store's management representative(s) receives, reads, understands and reviews the following training material:
 - Annual Training Newsletter
 - Georgia WIC Program Vendor Handbook, effective July 12, 2021
2. Instruct each store's management representative(s) to mail the completed Annual Vendor Training Checklist, with an original signature and date, back to the corporate office or the designated representative. **Please do not allow an individual store to mail checklists directly to Georgia WIC.**
3. The corporate office, or designated representative, should collect each authorized store location's Annual Vendor Training Checklist. Confirm that all areas on the checklist have been completed accurately. Verify that each

checklist has an original signature and date. **Keep a copy of each store's completed checklist for your files.**

4. Complete a Certification Signature Form that is representative of all authorized store locations.
5. Mail the Certification Signature Form and all original checklists to the Georgia WIC Program. Use a verifiable mail delivery process. Guarantee the package is postmarked on or before September 15, 2021. Send the package to the following address:

Georgia WIC Program
Office of Vendor Management
2 Peachtree Street NW, 10th Floor
Atlanta, GA 30303

Faxed, hand delivered, emailed or photocopied checklists will not be accepted.

Vendors who fail to participate in the annual training requirement will be terminated from the Georgia WIC Program. The documentation must be postmarked no later than **September 15, 2021**.

Should you have any questions, please contact the Office of Vendor Management at 404-657-2900 or 1-866-814-5468, Monday through Friday, 8:00 AM-5:00 PM EST. A member of the Vendor Relations Unit will assist you. Should you encounter periods of high volume calling or reach out after 5:00 PM EST, leave a voicemail message.

Sincerely,



Yvonne L. Rodgers, MBA
Deputy Director
Georgia WIC – Office of Vendor Management

YLR/nb
Cc: Vendor File
Enclosures