

# **FFY2024**

# **GEORGIA WIC PROGRAM**

# **VENDOR HANDBOOK**



**Effective February 26, 2024**

<b>INTRODUCTION .....</b>	<b>5</b>
<b>THE VENDOR HANDBOOK .....</b>	<b>5</b>
<b>GEORGIA WIC .....</b>	<b>5</b>
<b>VENDOR AUTHORIZATION AND PARTICIPATION .....</b>	<b>6</b>
<b>PROCESS FOR VENDOR SELECTION AND AUTHORIZATION .....</b>	<b>6</b>
<b>INVOICE ASSESSMENT .....</b>	<b>23</b>
<b>PEER GROUPS .....</b>	<b>24</b>
<b>WIC ACRONYM AND LOGO, ADVERTISEMENTS AND INCENTIVES .....</b>	<b>26</b>
<b>USE OF THE WIC ACRONYM AND LOGO .....</b>	<b>26</b>
<b>ADVERTISEMENTS, SHELF TALKERS, CHANNEL STRIPS, AND POSTERS .....</b>	<b>26</b>
<b>INCENTIVES .....</b>	<b>27</b>
<b>RESPONSIBILITIES AND PROCEDURES FOR SELECTED VENDOR TYPES .....</b>	<b>28</b>
<b>INCORPORATED VENDORS .....</b>	<b>28</b>
<b>PHARMACY VENDORS.....</b>	<b>28</b>
<b>VENDORS REDEEMING VOUCHERS FOR SPECIAL INFANT FORMULA AND MEDICAL FOODS.....</b>	<b>20</b>
<b>VENDOR TRAINING .....</b>	<b>30</b>
<b>PRE-AUTHORIZATION AND RE-AUTHORIZATION TRAINING .....</b>	<b>30</b>
<b>ANNUAL TRAINING.....</b>	<b>31</b>
<b>CUSTOMIZED TRAINING.....</b>	<b>31</b>
<b>WIC APPROVED FOODS .....</b>	<b>32</b>
<b>LIST OF INFANT FORMULA WHOLESALERS, DISTRIBUTORS, AND MANUFACTURERS .....</b>	<b>32</b>
<b>NON-WIC INVENTORY REQUIREMENT .....</b>	<b>33</b>
<b>MINIMUM WIC FOOD INVENTORY REQUIREMENTS .....</b>	<b>34</b>

<b>THE WIC FOOD INSTRUMENT.....</b>	<b>31_Toc432598385</b>
<b>FOOD INSTRUMENT TYPES AND DESCRIPTIONS .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>PROCESSING WIC FOOD INSTRUMENTS INCLUDING CASH VALUE VOUCHERS .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>IMPORTANT NOTES ABOUT THE WIC CUSTOMER FOR CASHIERS AND STORE MANAGERS .....</b>	<b>42</b>
<b>FOOD INSTRUMENT PAYMENT PROCEDURES .....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>VENDOR REDEMPTION AND PRICING ASSESSMENTS.....</b>	<b>44</b>
<b>VENDOR COST CONTAINMENT .....</b>	<b>44</b>
<b>IMPORTANT NOTES ABOUT THE VENDOR STAMP.....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>CHANGES IN VENDOR INFORMATION.....</b>	<b>45</b>
<b>CHANGES IN STORE LOCATION OR INFORMATION .....</b>	<b>45</b>
<b>CHANGES IN STORE OPERATION AND SALES INFORMATION.....</b>	<b>45</b>
<b>CESSATION OF OPERATION.....</b>	<b>46</b>
<b>CHANGES IN OWNERSHIP (INCLUDING ADDITION OF OWNER) .....</b>	<b>46</b>
<b>REPORTING AND CHANGING SHELF PRICES .....</b>	<b>48</b>
<b>PERFORMANCE COMPLIANCE.....</b>	<b>49</b>
<b>COVERT COMPLIANCE INVESTIGATION .....</b>	<b>49</b>
<b>OVERT MONITORING.....</b>	<b>50</b>
<b>AUDITS .....</b>	<b>50</b>
<b>PROGRAMMATIC REPORTS AND DATABASE .....</b>	<b>51</b>
<b>HIGH RISK IDENTIFICATION .....</b>	<b>51</b>
<b>CONFLICT OF INTEREST .....</b>	<b>52</b>
<b>COMPLAINTS .....</b>	<b>53</b>
<b>CONFIDENTIALITY OF RETAILER INFORMATION .....</b>	<b>56</b>
<b>WIC VENDOR AGREEMENT .....</b>	<b>56</b>
<b>TERMINATION OF THE VENDOR AGREEMENT .....</b>	<b>58</b>
<b>SUMMARY TERMINATION.....</b>	<b>58</b>
<b>TERMINATION UPON NOTICE .....</b>	<b>58</b>
<b>SANCTIONS AND THE SANCTION SYSTEM .....</b>	<b>61</b>
<b>SANCTIONS .....</b>	<b>61</b>

<b>DISQUALIFICATION .....</b>	<b>61</b>
<b>THE SANCTION SYSTEM.....</b>	<b>63</b>
<b>ADDITIONAL NOTES ON VIOLATIONS .....</b>	<b>67</b>
<b>CIVIL MONETARY PENALTIES (CMP).....</b>	<b>67</b>
<b>CMP METHODOLOGY FOR STATE AGENCY SANCTIONS.....</b>	<b>67</b>
<b>CMP METHODOLOGY FOR MANDATORY SANCTIONS .....</b>	<b>68</b>
<b>ADMINISTRATIVE REVIEW AND APPEAL PROCEDURES .....</b>	<b>70</b>
<b>PROCEDURES FOR VENDOR ADMINISTRATIVE REVIEW, HEARINGS AND APPEALS .....</b>	<b>70</b>
<b>NON-DISCRIMINATION .....</b>	<b>75</b>
<b>WHERE TO GET MORE INFORMATION.....</b>	<b>67</b>
<b>CIVIL RIGHTS – LIMITED ENGLISH PROFICIENCY (LEP) -- OTHER LANGUAGE SERVICES.....</b>	<b>68</b>
<b>GLOSSARY.....</b>	<b>79</b>