

First Quarter 2023

RETAILER Mail

Georgia WIC Updates



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APPLICATION PERIOD FOR RETAILERS

THE APPLICATION SUBMISSION PERIOD FOR NEW RETAILER AUTHORIZATION WILL OPEN AS OF MARCH 1, 2023, TO MAY 31, 2023.

Please visit the program website: dph.georgia.gov/vendor-application-and-forms to review selection criteria and retrieve documents to correctly complete an application. To avoid delays with processing your application, please ensure that all submitted documentation is complete and accurate. Georgia WIC has two (2) open application periods during each Federal Fiscal Year (FFY):

PERIOD 1: Oct. 1 – Dec. 31

PERIOD 2: March 1 – May 31

All applications must be postmarked within the designated application period to be processed.



NEED AN eWIC WINDOW CLING?

ALL VENDORS SHOULD HAVE RECEIVED A NEW EWIC WINDOW CLING TO REPLACE THE PREVIOUS "WIC APPROVED" SIGNAGE.

Please remember that Vendors are required to prominently display the "GA WIC Authorized Vendor" window cling in their store's front window. Vendors can request replacement window clings by emailing wic-vendor.relations@dph.ga.gov.

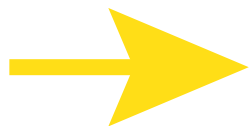
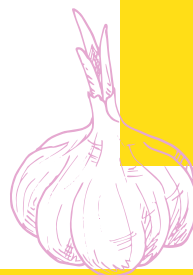
GA WIC will mail new window clings to Vendors who request them, but please note that there may be a slight delay, as GA WIC Vendor Relations staff continue to work remotely during this time. Please also remember that the window cling provided by GA WIC is the only sign that is allowed to be used to identify the store as WIC Authorized.



REAUTHORIZATION FOR 2-YEAR AGREEMENTS

VENDOR REAUTHORIZATION COMING UP!

Georgia WIC vendors have agreements in place for a period of two years. The new agreement period will begin on October 1, 2023. You will be receiving information, along with reauthorization materials, in early 2023. Please watch for these materials either in your mail or email.



REMINDER!

Please remember to provide WIC customers with a transaction receipt. Transaction receipts show customers their remaining balance and the date benefits expire.



PAPER vs eWIC

What is the difference between paper vouchers and an eWIC card?

	Buying WIC food items:	Separating WIC foods from other foods:	Rejected Checks:
PAPER	Participant has to separate WIC foods from other food items	Participant has to buy everything listed on the WIC check or lose their benefits	Rejected checks and bank fees
eWIC	No more separating food items just for WIC purchases if you have an integrated POS system	Participant can buy one item or as many as they need at any time they choose	No more rejected checks and bank fees

THE AUTHORIZED PRODUCT LIST (APL)

To appropriately configure an eWIC system to approve WIC supplemental foods for purchase, vendors must be provided the authorized product list also known as the APL. The APL file is a list of authorized food items established by Georgia WIC.

Updates will be made to the APL, as necessary, and provided to vendors accordingly. The APL file must be downloaded daily to the vendor's cash register system to ensure accurate WIC-eligible food items are available for purchase. Integrated vendors will obtain the file from Conduent's FTP site. Stand beside devices are configured to automatically receive the APL file if they are left on and have connectivity (via analog phone line or wired internet connection).

Regardless of the type of eWIC system used, vendors must ensure that the APL is downloaded to each eWIC device/outlet in their store at least once every 24 hours.

PRODUCE MAPPING FOR FRUITS AND VEGETABLES

1. Georgia WIC is requiring integrated vendors to map produce to a Georgia WIC approved Price Look-Up (PLU) code.
2. Any WIC approved fresh fruit or vegetable without an International Federation of Produce Standards (IFPS) approved PLU must be mapped to an IFPS-approved PLU. This includes produce items with a UPC bar code.
3. It is the store's responsibility to map all required fresh fruits and vegetables. If produce mapping is not completed, the WIC transaction will decline.
4. Stores should reach out to their Electronic Cash Register (ECR) provider for instructions on how to map produce items.





CHANGES IN VENDOR INFORMATION

Provide at least twenty-one (21) days advance written notice of the effective date of any changes, including:

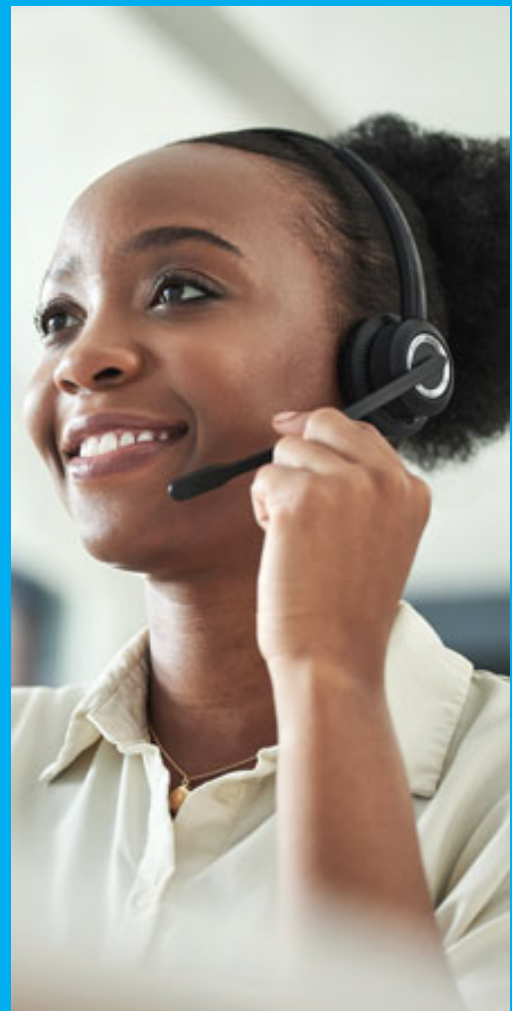
- Change in ownership
- Closure of business
- Change of address or location
- Change of business operations



NEED TECHNICAL ASSISTANCE?

Retailer Helpdesk (available 24 hours a day, 7 days a week): **1-844-309-5652**
Vendors should contact Conduent for:

- Assistance with updating contract documentation (only applicable to vendors with stand beside devices provided by Conduent),
- Transaction history, settlement information, disputes, and reconciliation procedures,
- Support on system adjustments and resolution of out-of-balance conditions,
- POS terminal and scanner training, troubleshooting and replacement (only applicable to vendors with stand beside devices provided by Conduent).
- Vendors with integrated systems should contact their third party-processor (TPP), if they need assistance with the areas listed above.
- Please send eWIC program-related questions to the Georgia WIC Vendor Relations Unit at 404-657-2900 or via email at **wic-vendor.relations@dph.ga.gov**. Program vendor staff will answer your questions promptly.



VENDOR CONTACT INFORMATION

Please ensure your correct primary e-mail address is on file with your Vendor Relations Consultant. If there are any changes, please notify our office as soon as possible.

Georgia Department of Public Health WIC Program

Office of Vendor Management/Vendor Relations Unit
2 Peachtree Street, NW, 10th Floor
Atlanta, Georgia 30303-3142
MAIN OFFICE NUMBER: 404-657-2900
CUSTOMER SERVICE HOTLINE: 1-866-814-5468
dph.georgia.gov/vendor-information
wic-vendor.relations@dph.ga.gov

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