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Vendor Mail

..... Vendor Updates

Fourth Quarter 2018



Application Period for New Vendors

The application submission period for new vendor authorization will open October 1, 2018 and will close December 31, 2018.

Please visit the program website: <https://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.

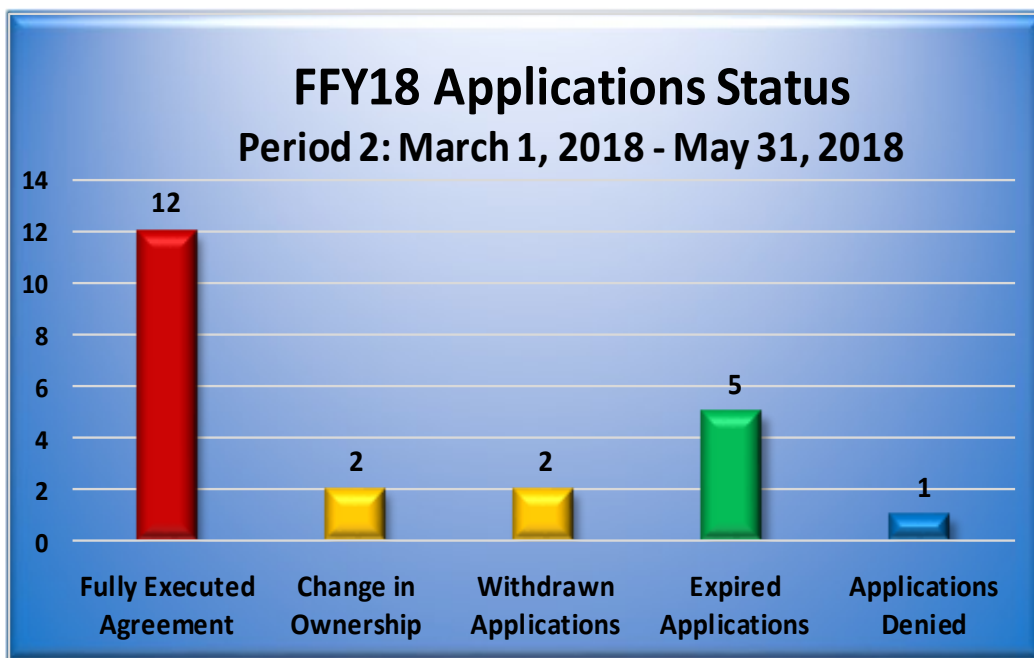
Georgia WIC has two (2) open application periods during each Federal Fiscal Year (FFY):

- **Period 1: Oct. 1 – Dec. 31**
- **Period 2: March 1 – May 31**



Federal Fiscal Year 2018 Period 2 Application Status

During the Federal Fiscal Year (FFY) application submission period 1, Georgia WIC received 22 applications. Of those received, 12 new store locations were authorized. The status of the 22 applications is illustrated below.



Program Complaints

The Vendor Relations Unit will document all received complaints. If the complaint is participant related, it will be referred to the Office of Program Integrity and Strategy for follow up and resolution. All vendor complaints will be handled as outlined in "[Vendor Complaints](#)" found in the vendor handbook.

Georgia WIC has a vendor customer service hotline available to assist WIC vendors with any aspect of the WIC program. The hotline number is 1-866-814-5468. We are available Monday through Friday from 8 a.m. to 5 p.m. Eastern Standard Time, with the exception of state holidays.



Civil Rights

What is discrimination?

Different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions based on a protected class.

What are the protected classes for The Georgia WIC Program?

- Race
- Color
- National Origin
- Age
- Sex



Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the Georgia WIC Program and all authorized Retailers are prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

Additionally, program information may be made available in languages other than English.

What are some examples of Unlawful Discrimination?

Authorized Retail Store locations must offer WIC Participants the same courtesies as those offered to other customers. Any practice that singles out participants from other customers is prohibited such as:

- Keeping lists of Participants
- Having Participants sign cash register receipts
- Having specific register lines Participants must use
- Keeping folders for each Participant
- Keeping Participants' receipts
- The offering or denial of incentives solely to WIC participants
- Denial of access
- Harassment when receiving services
- Rude treatment by employee or store representative
- Denial of services based on disability
- Delay or denial of services due to communication need or language barrier
- Retaliation due to filing complaints
- Other as determined by the perception of the participant

Minimum Inventory

Each vendor is required to daily stock and maintain the minimum inventory of approved WIC foods as well as a substantial amount of non-WIC foods. This is an imperative measure to guarantee compliance with the WIC Program guidance and policies.

- The inventory must be in the store or the store's stockroom.
- WIC minimum inventories must be within the manufacturer's expiration dates during the application process, including the pre-authorization visit, for the following WIC approved food items: milk, eggs, infant formula, and any potentially hazardous foods (meaning foods with time and/or temperature controls for the safety of the product) that are labeled "Keep Refrigerated".
- Expired foods do not count toward minimum inventory and are sufficient grounds for denying the application.
- **Note:** All observed concerns with sanitation and food safety will be immediately reported to the Georgia Department of Agriculture and may result in an application denial. Click [Minimum Inventory Requirements](#) for more information.

Failure to stock the required inventory of any WIC food item will result in a CATEGORY I VIOLATION which could lead to disqualification. Click [Sanctions and The Sanction System](#) for more information.

Vendor Stamps

Do's

- Report lost or stolen stamps immediately.
- Return damaged stamps to Georgia WIC.
- Refill the removable pad using only water based black liquid ink.
- Contact the Vendor Relations Unit at (404) 657-4470 for a replacement stamp.

Don'ts

- Do not use any stamp that was not provided by Georgia WIC— if used, your store will not be paid for the voucher and will be **terminated**.
- Do not reproduce the vendor stamp. If the vendor stamp is reproduced, your store will be **terminated**.



Split Tender

Vendors must honor split tender for fruit and vegetable purchases when the total amount due exceeds the value of the presented Cash Value Voucher (CVV). Each CVV should be processed as a separate transaction and you are required to maintain a receipt of all items purchased by WIC.

As an example: a WIC participant presents \$8.50 worth of apples for purchase and uses an \$8 CVV as currency.

- The transaction will show that \$8 of the \$8.50 due was purchased with the CVV and the remaining 50 cents was paid with either SNAP, cash or credit.
- The receipt should document that the applicable taxes were charged for the remaining balance not paid with WIC currency.
- The WIC participant should be given a copy of the receipt for their records.
- If the WIC participant does not choose to use any other method of payment to satisfy the balance due for fruit and/or vegetables purchased over the presented CVV, the fruit and/or vegetables that represent the overage must be subtracted from the purchase.

Split tender applies only to Cash Value Vouchers. It cannot be applied to any other WIC food instrument. If you have additional questions or require further clarification on how to properly transact Cash Value Vouchers, please contact the Vendor Relations Unit at (404) 657-4470.



WIC Banking: How Can It Help You?

WIC Banking is a valuable tool that provides vendors with an efficient and accurate audit trail for tracking voucher payments.

If there are any updates to your banking information, it is imperative that you provide the program with your most current and accurate information.

Please notify your assigned vendor relations consultant directly of changes regarding:

- Special Payment Arrangements Needed
- Routing/Account Numbers
- Banking Institution
- Returned Vouchers

For more information on Georgia WIC Banking, please click the link: wicbanking.com. If you are in need of your assigned login and password, please contact the Vendor

Cash Value Vouchers

Processing WIC Cash Value Vouchers (CVV)

DO NOT CASH UNLESS THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND AND A FOIL LOGO.

DIST/UNIT/CLINIC 05 1 087	WIC ID NO. 008 456 104	C 3	P 6	PARTICIPANT SAMPLE, SAMPLE	VOUCHER NO. 56376849	ISSUED BY CSC
United Community Bank 0611196842072112382 GEORGIA WIC PROGRAM PAY TO THE ORDER OF ANY AUTHORIZED GEORGIA WIC VENDOR FOR THESE ITEMS/QUANTITIES ONLY - WIC APPROVED FOODS ONLY - NO SUBSTITUTIONS				NOT NEGOTIABLE WITHOUT WIC VENDOR STAMP HERE	FIRST DAY TO USE 04/14/2015 LAST DAY TO USE 05/14/2015	VENDOR MUST DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE
CPA FPC C21 FPC C21 VC P01 PRODUCE: \$8 for fresh, frozen, or canned fruit and vegetables.				PAY EXACTLY DOLLARS CENTS 8 00		
No products with added sugar, seasonings, fat, or oils. No creamed or candied vegetables.				AMOUNT CAN BE LESS THAN BUT CANNOT EXCEED FACE VALUE OF CVV		
BUYING, SELLING, OR OTHERWISE MISUSING WIC BENEFITS IS A CRIME. TO REPORT SUSPECTED ABUSE, CALL 800-424-9121 OR VISIT WWW.USDA.GOV/OIG/HOTLINE.HTM.				PARTICIPANT/GUARDIAN/PROXY SIGNATURE rev. 1-2014		

*Georgia WIC will not pay any dollar amount over the face value of the CVV. Visit [Food Instruments and CVVs](#) for more information. Please see the instructions below on how to process the Cash Value Voucher.

1. Check the participant's WIC ID Card (folder).
2. Check the dates (first and last day to use).
3. Check the food items.
4. Check the value of the CVV.
5. Ring up the purchase.
6. Write down the price ***(cannot exceed dollar amount on face value of CVV)** – (use black ink).
7. Obtain a signature (use black ink).
8. Give receipt.
9. Include tax for the amount over the maximum on the face of the voucher, when applicable. (See split tender process).
10. If cash is used to complete the purchase, give change for any amount over the face value of the voucher (See split tender process).
11. Every voucher transaction must be handled separately. Complete one voucher before ringing up the next.

Cash Value Voucher (CVV) Increase

The cash-value voucher (CVV) for fruits and vegetables will increase from \$8 to \$9 for children ages one through four years old in fiscal year (FFY) 2019.

The increase in the CVV for children will be reflected in any CVV issued on or after October 1, 2018.



Infant Formula Update

Reminder: *All* authorized WIC Stores are permitted to redeem vouchers for [Special Infant Formula and Medical Foods \(Nutritionals\)](#).

All vendors are required to purchase infant formula directly from a WIC approved supplier or manufacturer Included on a [list provided](#) by the Georgia WIC Program.

EnfaCare Reformulation and Name Change

- Enfamil EnfaCare powder and Nursette® bottle products will be reformulated to include MFGM (Milk Fat Globule Membrane) as an ingredient.
- The product name on the EnfaCare powder and Nursette® bottle products will change from Enfamil EnfaCare to Enfamil NeuroPro EnfaCare. (Label graphic attached)
- The 8 oz., 6 pack ready-to-feed product will not be affected by these changes and will retain the Enfamil EnfaCare name.

These changes will affect the following sizes and forms of EnfaCare:

Enfamil EnfaCare		Description	Enfamil NeuroPro EnfaCare	
MJN Order Number	Unit UPC		MJN Order Number	Unit UPC
1390-01	300871390416	2 fl oz Nursette 22 Cal RTU 6 pack	1249-02	300875122037
0019-04	300870019448	12.8 oz Powder	1261-05	300875122082

Infant Formula Update Cont'd


Voucher Updates:

- The voucher wording for the Enfamil EnfaCare powder formula (voucher codes 541, 542, 591 and S11) will be updated to include an “or” option for Enfamil NeuroPro EnfaCare.
- The 2 oz., ready-to-feed Nursette vouchers were discontinued in October of 2017 and are available by state order only.
- There will be no changes to the wording for the 8 oz., 6 pack ready-to-feed vouchers.
- WIC Vendors will see the below example of the new voucher messaging with the food package.

Current Voucher Messages	Revised Voucher Message
SPECIAL FORMULA: 4-12.8 oz cans powder Enfamil EnfaCare	SPECIAL FORMULA: 4-12.8 oz cans powder Enfamil EnfaCare OR 4-12.8 oz cans powder Enfamil NeuroPro EnfaCare

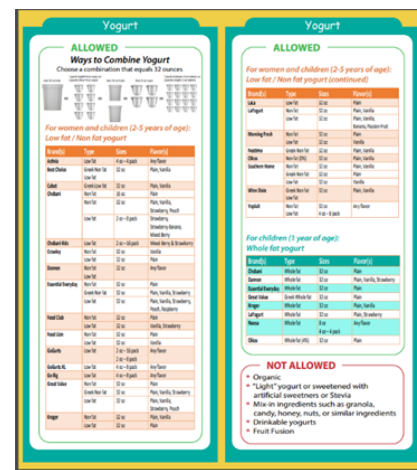
Gerber Good Start Graphics Change

These products maintained the same UPCs.

Previous Graphic	Current Graphic (Effective May 2018)
	
	
	

WIC Approved Foods: Addition of Yogurt and Pasta Items

Yogurt and Pasta items were added to the WIC Approved Foods list effective July 16, 2018. The approved foods list supplement can be downloaded and printed from the Georgia WIC website: <https://dph.georgia.gov/wic-approved-foods-list>



WIC Approved Foods: Least Expensive Brand

Recently, there have been several inquiries regarding availability of least expensive WIC approved items. WIC participants must purchase the least expensive brand of approved items at the store at the time of purchase.

Least expensive WIC approved items are driven by what the vendor has in stock. This may or may not be the store brand. If the least expensive brand identified in the vendor's Point of Sale system is unavailable at the time of purchase, the participant is able to purchase the *next* least expensive brand on the shelf.

Important Note: A manager override may be required for items that flag as "not WIC eligible".

Least expensive categories:

- Milk
- Fish
- Cheese
- Juice
- Eggs

Vendor Performance at a Glance

Georgia WIC monitors and assesses authorized vendors for compliance in accordance to the terms outlined in the WIC Program Vendor Agreement. To ensure compliance, Georgia WIC conducts monitoring visits, complaint investigations and inventory audits. When an authorized vendor is found to be in violation of federal regulations or Georgia WIC policies, a sanction consistent with the severity and nature of the violation will be assessed. These sanctions may include termination of agreement, disqualification from the program for a specified period of time and/or a civil monetary penalty. The below data provides a snapshot of vendors compliance on complaints for the quarters of federal fiscal year 2018 (FFY18).

Number of Complaints Received Quarterly for FFY18				
Type of Complaint	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Participant Denied Purchase of selected food items	6	10	10	10
Issues Redeeming Vouchers (Invalid)	1	2	2	2
Insufficient Inventory WIC Approved Foods	1	0	1	2
Insufficient inventory of Infant Formula	2	0	0	0
Issues with Freshness of WIC Approved Foods	3	0	1	0
Issues with Signature, WIC Folder, ID	0	1	0	3
Issues with Shelf-Talkers	0	0	1	1
In Store Promotions (e.g. Buy One, Get One; Coupons)	0	1	0	0
Issues Redeeming for WIC Approved Foods using CVVs	5	0	0	0
Customer Service Issues	0	0	1	1
Inappropriate Participant Behavior	5	0	1	1
Substituting WIC Approved Food Items	1	2	0	0
Redeeming non-WIC approved Item	0	0	1	0
Issues with returning a Recalled Item	0	0	1	0
Fraud	1	0	0	1
USDA (Discrimination)	0	0	1	1
Total	25	16	20	22

Contact Information

Georgia Department of Public Health

Georgia WIC Program Vendor Relations Unit
2 Peachtree Street,
NW 10th Floor
Atlanta, Georgia 30303-3142

Requesting WIC Materials: If you need to request additional Georgia WIC materials, please contact the Vendor Relations Unit by phone at 404-657-2900 or email: wic-vendor.relations@dph.ga.gov.

The following materials are available:

- Approved Foods Brochures
- Approved Foods Posters
- Window Clings
- WIC Approved Shelf Talkers
- Replacement Vendor Stamp

Main Number: 404-657-2900

Customer Service Hotline: 1-866-814-5468

Email: dph.georgia.gov/vendor-information

Georgia WIC Program Vendor Relations Team:

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