

IN THIS ISSUE

Application Period for Prospective Vendor Locations	1
Re-Authorization for Vendors with Two-Year Agreements	2
Mandatory Quarterly Shelf Pricing	2
What's New	2
Compliance Corner	3
Return Food Instrument	
Payment Procedures	3-4
Vendor Stamps Do's and Don'ts	4
Vendor Performance	
At A Glance	5-8
Contact Information	9



Vendor Mail

.....Vendor Updates

Second Quarter 2017



Application Period for Prospective Vendor Locations

The application submission period for new vendor authorization opened March 1, 2017, and will close May 31, 2017.



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**

Re-Authorization for Vendors with Two-Year Agreements

Two-year Georgia WIC Vendor Agreements will expire Sept. 30, 2017.

To participate in the Georgia WIC Program as an authorized vendor, you must complete the following requirements:

- Submit a completed Vendor Authorization Application with the required supporting documentation.
- Use the required Documents Checklist available on the Vendor Information website as a guide.
- Attend a Georgia WIC Program Re-Authorization Training session
- Complete and pass all post-training requirements.

The following links will assist with the re-authorization process:

- Vendor Application and Instructions:
https://dph.georgia.gov/sites/dph.georgia.gov/files/FY2016%20Vendor%20Application_11%2016%2015.pdf
- Required Documents Checklist:
<https://dph.georgia.gov/sites/dph.georgia.gov/files/Required%20Documents%20Checklist%201%2015%202015.pdf>

Please contact your Vendor Relations Compliance Consultant for technical assistance.

Mandatory Quarterly Shelf Pricing



Vendors are required to submit shelf prices for WIC food items carried in each store. Although Georgia WIC collects shelf prices quarterly, the program reserves the right to collect shelf prices at its discretion.

If a vendor changes prices, the vendor is required to inform the program of price changes within 48 hours of implementation. Changes should be made at: <https://sendss.state.ga.us/sendss/wicpricing.wiclogin>.

What's New

Label Change

Gerber Products Company has announced graphic changes to their infant cereals. Below is an example of the new packaging for your reference:



New Product

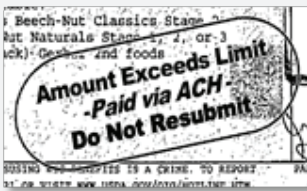
Beech-Nut has announced a new infant cereal, Sensitive Oatmeal. The new Beech-Nut oatmeal cereal is specially formulated to be gentle on a baby's tummy. It contains enzymes that break down proteins so that they are easier to digest.

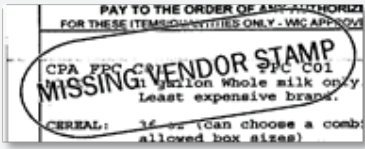









- Provide at least a 21-day advance written notice of the effective date of any changes, including:
 - Change in ownership
 - Closure of business
 - Change of address or location
 - Change of business operations
- Minimum inventory items must be maintained at all times to guarantee availability of WIC inventory selected for WIC participants.
- Expired foods do not count toward the required minimum inventory, and will not be considered during the pre-authorization process or during the agreement period.
- Please review all warning notices carefully and take corrective actions in a timely manner.
- Contact the Vendor Relations Unit for technical assistance as needed.

Return Food Instrument Payment Procedures

Amounts Exceeds Limit–Paid via ACH–Do Not Resubmit			
Rejected Stamp Image	Scenario	Action Taken	Result
	The purchase price on a food instrument exceeds the maximum allowable price for the food instrument.	It will be returned from the bank and stamped "Amount Exceeds Limit – Paid via ACH – Do Not Resubmit."	The food instrument will be paid at a rate equal to the average redeemed price for that food instrument code for the vendor's peer group.

Returned Food Instruments That Can Be Resubmitted		
Rejected Stamp Image	Error Scenario	Action Taken
	Missing/Unreadable Vendor Stamp – The vendor stamp is missing or unreadable by the bank's equipment.	Correct the errors and resubmit the food instrument within 45 days for payment through the vendor's bank of deposit.
	Encoding Error – The bank has scanned the check for a different amount than what is written on the check. Please verify your bank statement, as your bank may have encoded the check incorrectly.	If the food instrument is submitted after 45 days, it will be considered stale and unredeemable.

Return Food Instrument Payment Procedures Cont'd

Food Instruments Stamped With Any Of The Following Will Not Be Paid	
Rejected Stamp Image	Scenario
	Post Dated —The food instrument was redeemed before the “FIRST DAY TO USE.”
	Stale Dated —The food instrument was redeemed after the “LAST DATE TO USE” or deposited more than 60 days after the “FIRST DAY TO USE” date.
	Signature Missing —The participant did not sign the food instrument/voucher.
	Altered —The food instrument was altered

Technical Assistance Request

If a redeposit is unsuccessful or you require further review of the rejected food instrument, please send an email requesting technical assistance to WIC Vendor Relations wic-vendor.relations@dph.ga.gov.

In the email, explain why the food instrument was returned and why it requires a review for payment consideration. Please **DO NOT** send actual food instruments, they will be returned to you.

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.

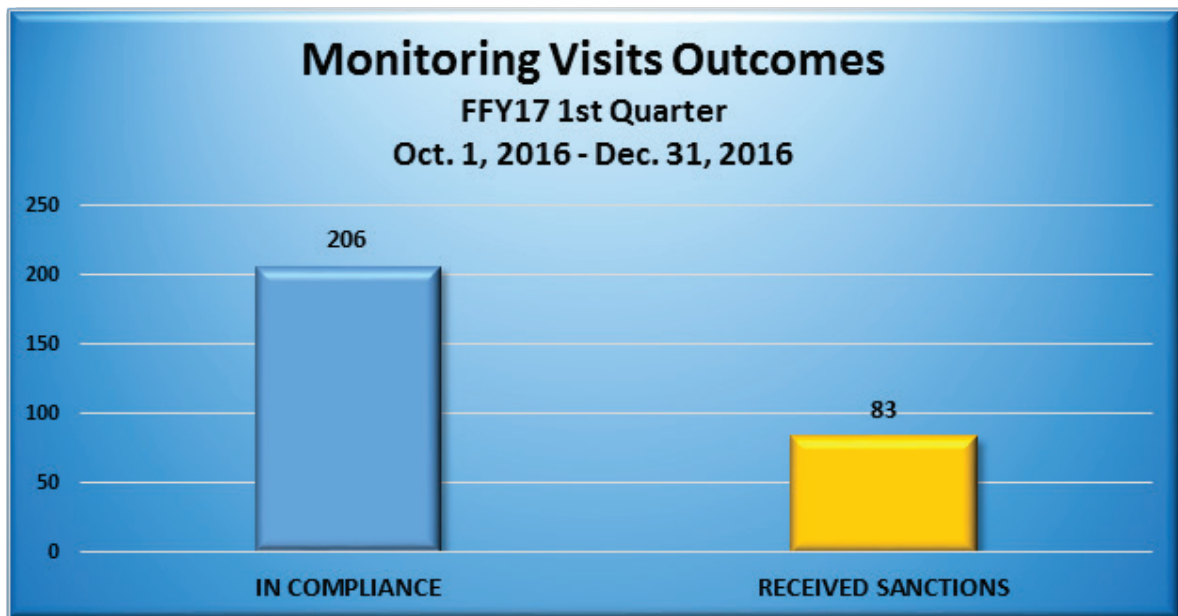
Don'ts

- 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.

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 any authorized WIC vendor is found to be in violation of federal regulations or Georgia WIC policy, a sanction

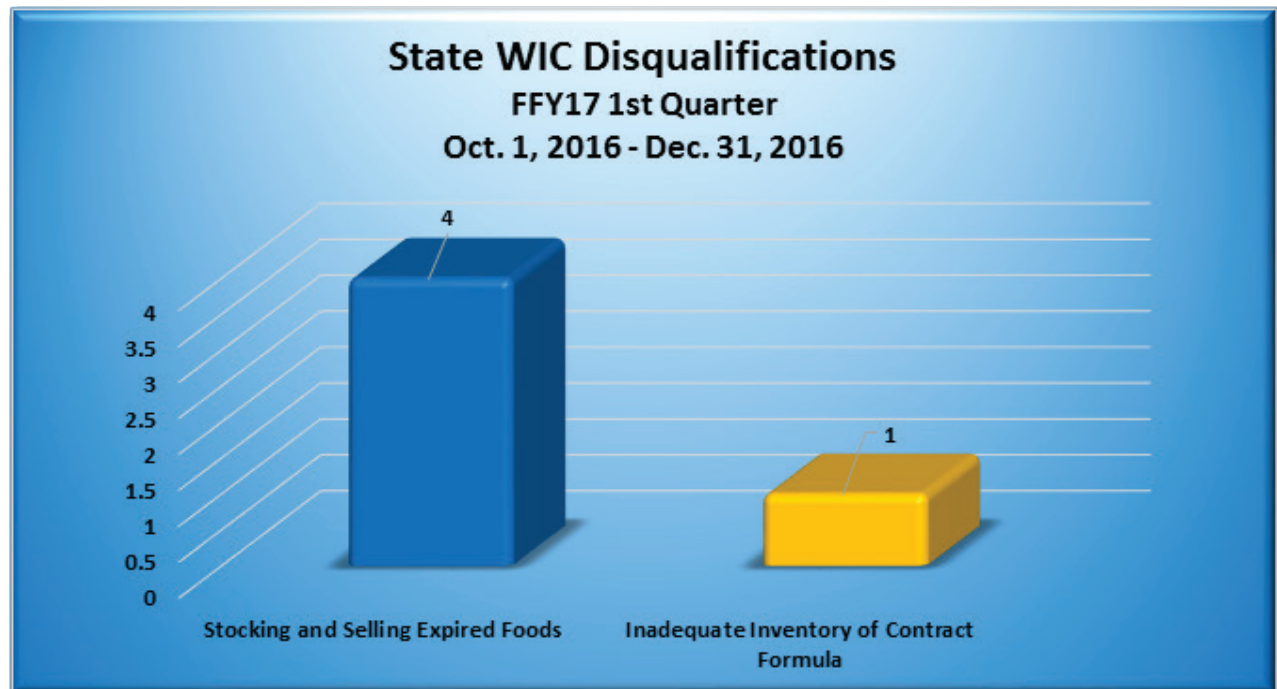
consistent with the severity and nature of the violation will be assessed. These sanctions may include termination of agreement, disqualification from WIC for a specified period of time and/or a civil monetary penalty. The below data provides a snapshot of vendor compliance for the first quarter of Federal Fiscal Year (FFY17).



Number of Sanctions Received 1st Quarter of FFY2017	
Type of Sanction	1st Qtr
Stale Dated Foods	71
Price Not Marked Clearly on WIC Food Items	8
Failure to Enter Price Before Participant Signature	1
Failure to Provide WIC Participant With Receipt	0
Failure to Check WIC ID Card	0
Inadequate Inventory of Infant Formula	62
Inadequate Inventory of 2 or More WIC Items	22
Provide Unauthorized Items in Exchange for WIC Vouchers	0
Charging Tax	0
Pattern of Reimbursement Exceeding WIC Inventory	0
Total	164

Vendor Performance at a Glance Cont'd

Disqualifications



State Sanction	Federal Sanction
Category I, Disqualification for six (6) months on third violation.	Category IV, Disqualification for one (1) year.
Category II, Disqualification for eight (8) months on third violation.	Category V, Disqualification for three (3) years.
Category III, Disqualification for ten (10) months on second violation.	Category VI, Disqualification for six (6) years.
	Category VII, Permanent disqualification.

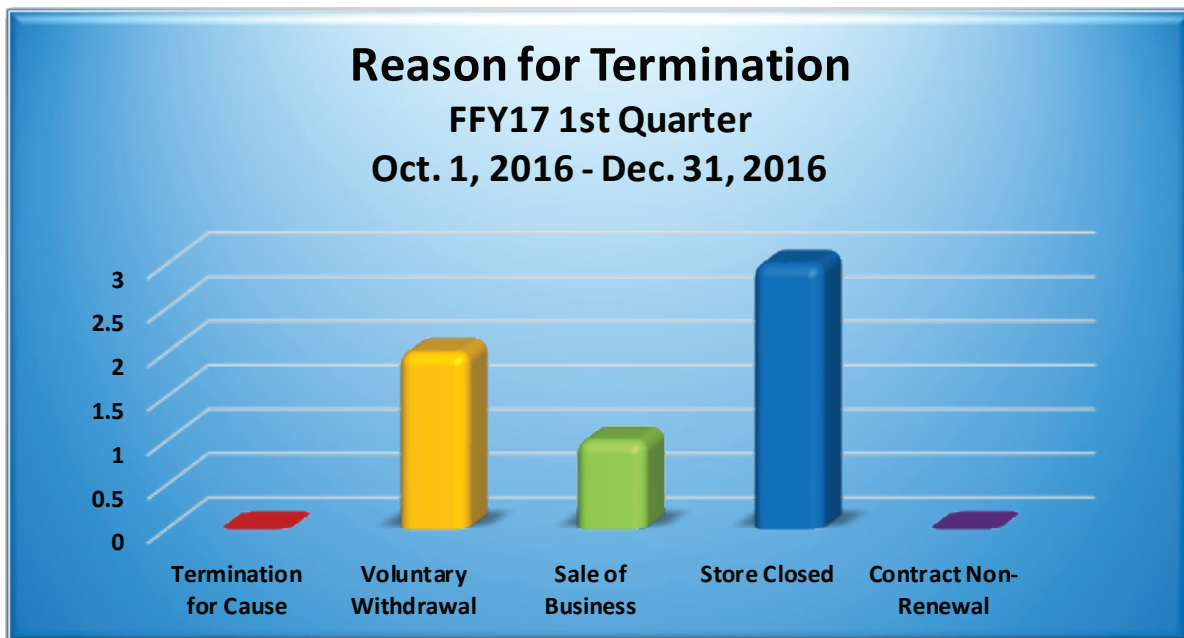
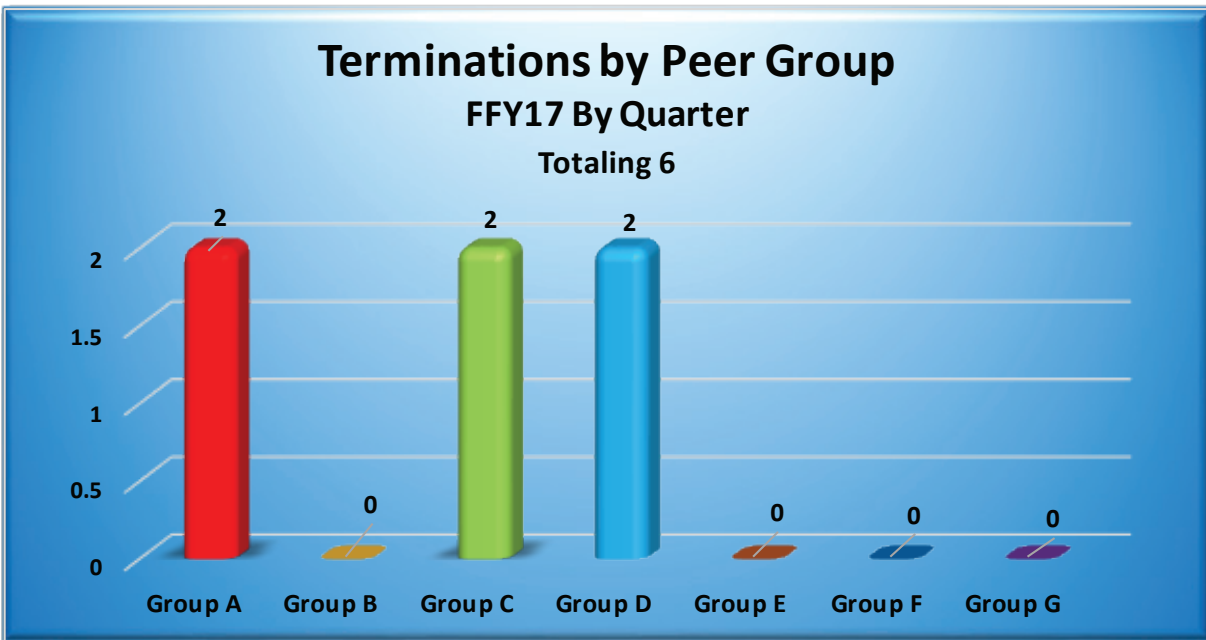
Vendor Performance at a Glance Cont'd

Complaints

Number of Complaints Received Quarterly For FFY17	
Type of Complaint	1st Qtr
Returned Vouchers	0
Issues Redeeming for WIC Approved Foods	0
Issues with Register Not Scanning WIC Approved Food Items	0
Issues Redeeming for Contract Formula	0
Substituting WIC Approved Food Items	1
Minimum Inventory Not Met	5
In Store Promotions (e.g. Buy One, Get One; Coupons)	0
Rude Participants/Store Personnel	0
Customer Service	0
Charging for WIC Food Items Not Received	0
Issues Redeeming for WIC Approved Foods Using CVVs	4
WIC Approved Foods Not Labeled on Shelves in the Store	0
Signature on Vouchers	2
USDA Referral	1
Voucher Wording Confusing to Cashier	0
Issues with Freshness of Contract Formula	2
Issues with Freshness of WIC Approved Foods	2
Issues with Shelf-Talkers	3
Fraud	1
Participant Denied Purchase of Selected Food Items	12
Total	33

Vendor Performance at a Glance Cont'd

Terminations



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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