

|   |           |
|---|-----------|
| <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>17</b> |
| <b>PROCESS FOR VENDOR SELECTION AND AUTHORIZATION .....</b>                             | <b>17</b> |
| <b>INVOICE ASSESSMENT .....</b>   | <b>26</b> |
| <b>PEER GROUPS .....</b>  | <b>27</b> |
| <b>WIC ACRONYM AND LOGO, ADVERTISEMENTS AND INCENTIVES .....</b>                        | <b>30</b> |
| <b>USE OF THE WIC ACRONYM AND LOGO .....</b>  | <b>30</b> |
| <b>ADVERTISEMENTS, SHELF TALKERS, CHANNEL STRIPS, AND POSTERS .....</b>                 | <b>30</b> |
| <b>INCENTIVES .....</b>   | <b>31</b> |
| <b>RESPONSIBILITIES AND PROCEDURES FOR SELECTED VENDOR TYPES .....</b>                  | <b>32</b> |
| <b>INCORPORATED VENDORS .....</b>   | <b>32</b> |
| <b>PHARMACY VENDORS.....</b>  | <b>32</b> |
| <b>VENDORS REDEEMING VOUCHERS FOR SPECIAL INFANT FORMULA AND MEDICAL<br/>FOODS.....</b> | <b>20</b> |
| <b>VENDOR TRAINING .....</b>  | <b>34</b> |
| <b>PRE-AUTHORIZATION AND RE-AUTHORIZATION TRAINING .....</b>                            | <b>34</b> |
| <b>ANNUAL TRAINING.....</b>   | <b>34</b> |
| <b>CUSTOMIZED TRAINING.....</b>   | <b>35</b> |
| <b>WIC APPROVED FOODS .....</b>   | <b>36</b> |
| <b>LIST OF INFANT FORMULA WHOLESALERS, DISTRIBUTORS, AND MANUFACTURERS .....</b>        | <b>36</b> |
| <b>NON-WIC INVENTORY REQUIREMENT .....</b>  | <b>37</b> |
| <b>MINIMUM WIC FOOD INVENTORY REQUIREMENTS .....</b>                                    | <b>38</b> |

|   |           |
|---|-----------|
| <b>THE WIC FOOD INSTRUMENT</b> .....  | <b>31</b> |
| <b>FOOD INSTRUMENT TYPES AND DESCRIPTIONS</b> .....                                 | <b>46</b> |
| <b>PROCESSING WIC FOOD INSTRUMENTS INCLUDING CASH VALUE VOUCHERS</b> .....          | <b>50</b> |
| <b>IMPORTANT NOTES ABOUT THE WIC CUSTOMER FOR CASHIERS AND STORE MANAGERS</b> ..... | <b>54</b> |
| <b>FOOD INSTRUMENT PAYMENT PROCEDURES</b> .....                                     | <b>56</b> |
| <b>VENDOR REDEMPTION AND PRICING ASSESSMENTS</b> .....                              | <b>57</b> |
| <b>VENDOR COST CONTAINMENT</b> .....  | <b>57</b> |
| <b>IMPORTANT NOTES ABOUT THE VENDOR STAMP</b> .....                                 | <b>58</b> |
| <br>  |           |
| <b>CHANGES IN VENDOR INFORMATION</b> .....  | <b>59</b> |
| <br>  |           |
| <b>CHANGES IN STORE LOCATION OR INFORMATION</b> .....                               | <b>59</b> |
| <b>CHANGES IN STORE OPERATION AND SALES INFORMATION</b> .....                       | <b>59</b> |
| <b>CESSATION OF OPERATION</b> .....   | <b>59</b> |
| <b>CHANGES IN OWNERSHIP (INCLUDING ADDITION OF OWNER)</b> .....                     | <b>60</b> |
| <b>REPORTING AND CHANGING SHELF PRICES</b> .....                                    | <b>61</b> |
| <br>  |           |
| <b>PERFORMANCE COMPLIANCE</b> .....   | <b>62</b> |
| <br>  |           |
| <b>COVERT COMPLIANCE INVESTIGATION</b> .....  | <b>62</b> |
| <b>OVERT MONITORING</b> .....   | <b>63</b> |
| <b>AUDITS</b> .....   | <b>63</b> |
| <b>PROGRAMMATIC REPORTS AND DATABASE</b> .....                                      | <b>64</b> |
| <b>HIGH RISK IDENTIFICATION</b> .....   | <b>64</b> |
| <b>CONFLICT OF INTEREST</b> .....   | <b>65</b> |
| <b>COMPLAINTS</b> .....   | <b>66</b> |
| <b>CONFIDENTIALITY OF RETAILER INFORMATION</b> .....                                | <b>69</b> |
| <b>WIC VENDOR AGREEMENT</b> .....   | <b>69</b> |
| <br>  |           |
| <b>TERMINATION OF THE VENDOR AGREEMENT</b> .....                                    | <b>71</b> |
| <br>  |           |
| <b>SUMMARY TERMINATION</b> .....  | <b>71</b> |
| <b>TERMINATION UPON NOTICE</b> .....  | <b>71</b> |
| <br>  |           |
| <b>SANCTIONS AND THE SANCTION SYSTEM</b> .....                                      | <b>74</b> |
| <br>  |           |
| <b>SANCTIONS</b> .....  | <b>74</b> |
| <b>DISQUALIFICATION</b> .....   | <b>74</b> |

|   |           |
|---|-----------|
| <b>THE SANCTION SYSTEM.....</b>   | <b>76</b> |
| <b>ADDITIONAL NOTES ON VIOLATIONS .....</b>   | <b>80</b> |
| <b>CIVIL MONETARY PENALTIES (CMP).....</b>  | <b>80</b> |
| <b>CMP METHODOLOGY FOR STATE AGENCY SANCTIONS.....</b>                                      | <b>80</b> |
| <b>CMP METHODOLOGY FOR MANDATORY SANCTIONS .....</b>  | <b>81</b> |
| <br>  |           |
| <b>ADMINISTRATIVE REVIEW AND APPEAL PROCEDURES .....</b>                                    | <b>83</b> |
| <br>  |           |
| <b>PROCEDURES FOR VENDOR ADMINISTRATIVE REVIEW, HEARINGS AND APPEALS .....</b>              | <b>83</b> |
| <b>NON-DISCRIMINATION .....</b>   | <b>88</b> |
| <b>WHERE TO GET MORE INFORMATION.....</b>   | <b>67</b> |
| <b>CIVIL RIGHTS – LIMITED ENGLISH PROFICIENCY (LEP) -- OTHER LANGUAGE<br/>SERVICES.....</b> | <b>68</b> |
| <br>  |           |
| <b>GLOSSARY.....</b>  | <b>92</b> |