

INTRODUCTION	5
THE VENDOR HANDBOOK	5
GEORGIA WIC	5
VENDOR AUTHORIZATION AND PARTICIPATION	6
PROCESS FOR VENDOR SELECTION AND AUTHORIZATION	6
INVOICE ASSESSMENT	15
PEER GROUPS	16
WIC ACRONYM AND LOGO, ADVERTISEMENTS AND INCENTIVES	18
USE OF THE WIC ACRONYM AND LOGO	18
ADVERTISEMENTS, SHELF TALKERS, CHANNEL STRIPS, AND POSTERS	18
INCENTIVES	19
RESPONSIBILITIES AND PROCEDURES FOR SELECTED VENDOR TYPES	20
INCORPORATED VENDORS	20
PHARMACY VENDORS	20
VENDORS REDEEMING VOUCHERS FOR SPECIAL INFANT FORMULA AND MEDICAL FOODS	20
VENDOR TRAINING	22
PRE-AUTHORIZATION AND RE-AUTHORIZATION TRAINING	22
ANNUAL TRAINING	22
CUSTOMIZED TRAINING	23
WIC APPROVED FOODS	24
LIST OF INFANT FORMULA WHOLESALERS, DISTRIBUTORS, AND MANUFACTURERS	24
NON-WIC INVENTORY REQUIREMENT	25
MINIMUM WIC FOOD INVENTORY REQUIREMENTS	26

THE WIC FOOD INSTRUMENT.....	31
FOOD INSTRUMENT TYPES AND DESCRIPTIONS	34
PROCESSING WIC Food INSTRUMENTS INCLUDING CASH VALUE VOUCHERS.....	38
IMPORTANT NOTES ABOUT THE WIC CUSTOMER FOR CASHIERS AND STORE MANAGERS	42
FOOD INSTRUMENT PAYMENT PROCEDURES.....	44
VENDOR REDEMPTION AND PRICING ASSESSMENTS.....	45
VENDOR COST CONTAINMENT.....	45
IMPORTANT NOTES ABOUT THE VENDOR STAMP	46
CHANGES IN VENDOR INFORMATION	47
CHANGES IN STORE LOCATION OR INFORMATION.....	47
CHANGES IN STORE OPERATION AND SALES INFORMATION.....	47
CESSATION OF OPERATION.....	47
CHANGES IN OWNERSHIP (INCLUDING ADDITION OF OWNER).....	48
REPORTING AND CHANGING SHELF PRICES.....	49
PERFORMANCE COMPLIANCE.....	50
COVERT COMPLIANCE INVESTIGATION.....	50
OVERT MONITORING.....	51
AUDITS	51
PROGRAMMATIC REPORTS AND DATABASE	52
HIGH RISK IDENTIFICATION	52
CONFLICT OF INTEREST	53
COMPLAINTS.....	54
CONFIDENTIALITY OF RETAILER INFORMATION	56
WIC VENDOR AGREEMENT	57
TERMINATION OF THE VENDOR AGREEMENT	58
SUMMARY TERMINATION.....	58
TERMINATION UPON NOTICE	58
SANCTIONS AND THE SANCTION SYSTEM	60
SANCTIONS.....	60
DISQUALIFICATION	60

THE SANCTION SYSTEM.....	61
ADDITIONAL NOTES ON VIOLATIONS.....	66
CIVIL MONETARY PENALTIES (CMP)	66
CMP METHODOLOGY FOR STATE AGENCY SANCTIONS.....	66
CMP METHODOLOGY FOR MANDATORY SANCTIONS.....	67
ADMINISTRATIVE REVIEW AND APPEAL PROCEDURES.....	69
PROCEDURES FOR VENDOR ADMINISTRATIVE REVIEW, HEARINGS AND APPEALS	69
NON-DISCRIMINATION	74
WHERE TO GET MORE INFORMATION.....	67
CIVIL RIGHTS – LIMITED ENGLISH PROFICIENCY (LEP) -- OTHER LANGUAGE SERVICES.....	68
GLOSSARY	77