

IN THIS ISSUE

Application Period	1
WIC Banking	2
Things to Know About Cash Value Vouchers	2
Customer Service	3
Quarterly Shelf Price Survey Data	3
Compliance Corner	4
Vendor Stamps	4
Changes in Minimum Inventory Requirements	5
Vendor Performance at a Glance	6
Contact Information	11



Vendor Mail

..... Vendor Updates

First Quarter 2018



Application Period for New Vendors

The application submission period for new vendor authorization will open March 1, 2018 and will close May 30, 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 30



Tips for Processing Cash Value Vouchers

WIC Banking: How Can it Help You?

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 P 3 6	PARTICIPANT SAMPLE, SAMPLE	VOUCHER NO. 56376849	ISSUED BY CSC
United Community Bank 0611196642072112385 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
CPA FPC C21 FPC C21 VC P01 PRODUCE: \$8 for fresh, frozen, or canned fruit and vegetables. No products with added sugar, seasonings, fat, or oils. No creamed or candied vegetables.			VENDOR MUST DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE	PAY EXACTLY	
				DOLLARS	CENTS
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 Cash Value Vouchers (CVVs) are similar to standard Georgia WIC vouchers. These similarities can be quite confusing, making it easy for mistakes to occur during transactions.

Standard Georgia WIC vouchers can be used to purchase all program approved foods. However, CVVs can only be used to buy fresh, frozen or canned fruits and vegetables. It's important that cashiers know the differences between the two vouchers.

Completing a transaction is simple. Your cashiers' familiarity with the standard voucher should allow them to process CVVs without difficulty, as the procedures used for transacting CVVs are like those used for the standard WIC voucher. Being familiar with the process should also help eliminate errors and save time during the checkout process.

Listed below are a few things cashiers should know about CVVs and CVV transactions:

- CVVs:
- Are for fresh, frozen or canned produce purchases only.
 - Have a maximum dollar amount written on the CVV (always look for the maximum dollar amount).

CVV Transactions:

- Georgia WIC participants must pay the cost difference of the produce if the price of the items exceeds the maximum amount written on the CVV.
- Georgia WIC participants can pay the difference using EBT cards, cash, credit or debit cards.
- Amounts over the CVV maximum are subject to tax (when applicable).
- Georgia WIC participants are responsible for paying the cost difference and any applicable taxes.
- Change for purchases less than the maximum amount that appears on the CVV must NOT be issued to the participant.

Keeping these helpful tidbits in mind will allow cashiers to easily complete CVV transactions and deliver excellent customer service to your WIC shoppers.

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 Relations Unit.



Quarterly Shelf Price Survey Data

Georgia WIC Approved Foods Price List

Vendor Information [Download Detailed Instructions PDF \(384K\)](#) [Download Georgia Wic Approved Food List PDF \(211k\)](#)

Failure to inform the Georgia WIC Program of any changes in vendor information could result in a sanction.

Vendor Number: _____
*Full Legal Name of Store: _____
Is this store Incorporated? Yes No

**Georgia WIC Vendor Sales (GWVF-1) and Sales and Use Tax Data (ST-3 Forms):
***Required Monthly Sales Data: Apr, May, and Jun 2017

Previously uploaded files: No ST-3 files uploaded

*** Upload UPC files***
Previously uploaded UPC files: No UPC files uploaded

*This Survey was Completed By:
First Name: _____ Last Name: _____
Title: _____
Phone: _____ Email: _____

Customer Service

Delivering excellent customer service is crucial to the success of any business. Shoppers who feel appreciated and respected by an establishment will come back again and again. Conversely, those who have negative experiences may not return.

Cashiers play an important role in the Georgia WIC participant's overall shopping experience. Interactions between the two not only determine if the participant will become a loyal store customer, but also ensure they are receiving healthy, nutritious WIC foods.

Here are a few tips to help cashiers offer great customer service to WIC shoppers:

- Ask for the customer's WIC ID folder at the beginning of the WIC transaction. This will help the transaction go smoothly.
- Practice patience and understanding. Remember, just as there is a learning curve for cashiers to learn the correct procedures for WIC vouchers, there is a learning curve for WIC participants. Many of your Georgia WIC customers are using their vouchers for the first time. It may take them a while to understand which foods are approved, and how to separate their items by vouchers.
- Keep copies of approved foods brochures at the registers to assist WIC shoppers who might need them.
- Set a positive tone for those in the checkout lane. Smile and treat each WIC participant courteously.

Practicing these tips helps the customer feel at ease, and makes them want to come back to your store for all of their purchases.

As noted, in the Quarterly Shelf Price Survey, our Universal Product Code (UPC) submission process has changed. Vendors are no longer required to submit UPC files via email. UPC information can now be downloaded directly to the SENDSS website. A tutorial on the new convenient process is located at the following link <https://dph.georgia.gov/training-materials-and-resources>.

If you have any questions concerning the upcoming change, please contact your vendor relations consultant.

Compliance Corner



- 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.
- Expired foods do not count toward the required minimum inventory.
- Please review all warning notices carefully and take corrective actions in a timely manner.
- Contact the Vendor Relations Unit for technical assistance as needed.

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.

Changes in Minimum Inventory Requirements

The chart below reflects the minimum inventory requirement changes made to the Georgia WIC Program Vendor Handbook, effective Aug. 25, 2017.

Minimum WIC Food Inventory Requirements

Vendors are **REQUIRED** to maintain in stock a minimum variety and quantity of the WIC foods as described in the chart below. An on-site inventory audit of the below mentioned food items (WIC-approved and non-WIC) is a component of the pre-approval and routine monitoring visits.

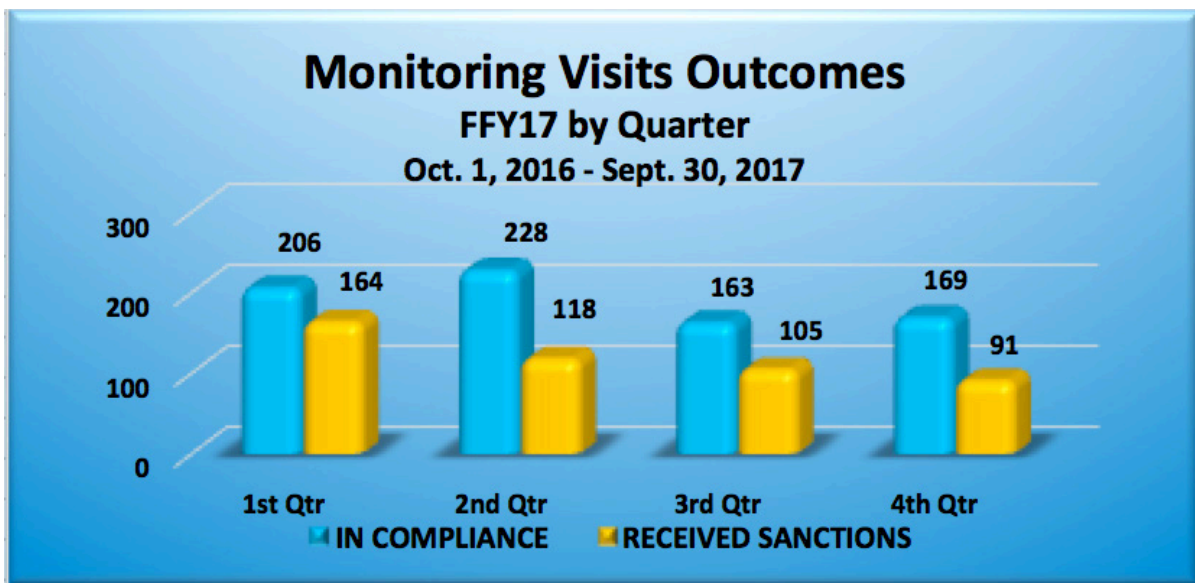
Georgia WIC Program Minimum Inventory Requirements Effective August, 2017				
Food Item	Types/Brands	Size	Minimum Inventory	<input checked="" type="checkbox"/>
MILK Least Expensive Brand of type selected/allowed	Whole Milk	Gallon	4 Gallons	<input type="checkbox"/>
	Fat Free/Skim, Low-Fat (1%), Reduced Fat (2%) Milk	Gallon	8 Gallons (Can be Combined)	<input type="checkbox"/>
CHEESE Least Expensive Brand of type selected/allowed	1 lb Package	16 oz (1 lb)	5-1 lb Packages 2 Types	<input type="checkbox"/>
EGGS Least Expensive Brand	Grade A Large	1 Dozen Carton	4 - 1 Dozen	<input type="checkbox"/>
PEANUT BUTTER	Any Brand Creamy, Crunchy, or Extra Crunchy (Regular or Low-Salt)	16-18 oz	4 Containers 2 Brands	<input type="checkbox"/>
BEANS / PEAS / LENTILS	Dried Beans/Peas/ Lentils	1 Pound Packages	5 Packages - 2 Types	<input type="checkbox"/>
	Canned Beans/ Peas/ Lentils	15 - 16 oz Cans	18 Cans - 2 Types	<input type="checkbox"/>
JUICE	Ready to Serve Container Non-Frozen Concentrate	48 oz 11.5 oz 11.5 -12 oz	8 Containers – 2 Flavors any Combination	<input type="checkbox"/>
	Ready to Serve Container	64 oz	8 Containers - 2 Flavors	<input type="checkbox"/>
WHOLE GRAIN BREAD	Whole Grain Bread	16 oz Loaf	4 Loaves	<input type="checkbox"/>
CEREAL Whole Grain	WIC Approved Cereal Brands and Types (<i>see WIC Approved Foods List</i>)	11- 36 oz	12 Boxes - 4 Types, 2 Types must be Whole Grain	<input type="checkbox"/>
FISH Least Expensive of type selected	Tuna Pink Salmon	5 oz, 6 oz, 7.5 oz or 14.75 oz	18 Cans Combined	<input type="checkbox"/>
INFANT FORMULA	Milk Based – Gerber Good Start Gentle	12.1 oz Concentrate*	Milk Based - 16	<input type="checkbox"/>
	Soy Based – Gerber Good Start Soy		Soy Based - 0	
	Milk Based – Gerber Good Start Gentle	12.7 oz Powder*	Milk Based - 42	<input type="checkbox"/>
	Soy Based – Gerber Good Start Soy	12.9 oz Powder*	Soy Based - 6	
INFANT CEREAL	Dry Cereal	8 oz Box	12 Boxes - 2 Types, 1 must be Rice	<input type="checkbox"/>
INFANT FRUIT & VEGETABLES	Fruit and/or Vegetable	4 oz Jars or 8 oz Twin Packs	72 Jars Combined or 49 – 8 oz Twin Packs	<input type="checkbox"/>
INFANT MEATS	Meats in Gravy or Broth	2.5 oz Jars	* Please make this item available for purchase, in sufficient quantity upon request within 5 business days.	<input type="checkbox"/>
FRUITS & VEGETABLES	Fruits	Fresh, Frozen, Canned	Fresh: 20 Types (Combined Fruits and Vegetables)	<input type="checkbox"/>
	Vegetables	Fresh, Frozen, Canned		

*Note: Minimum inventory for contract formulas and infant meats have been reduced. Vendors must be able to order milk and soy contract formulas and infant meats when requested by the participant.

Vendor Performance at a Glance

Georgia WIC monitors and assesses authorized vendors for compliance in accordance to the terms outlined in the Georgia WIC Program Vendor Agreement. To ensure compliance, Georgia WIC conducts monitoring visits, complaints investigations and inventory audits. When any authorized vendor is found to be in violation of federal regulations or Georgia WIC policy, a

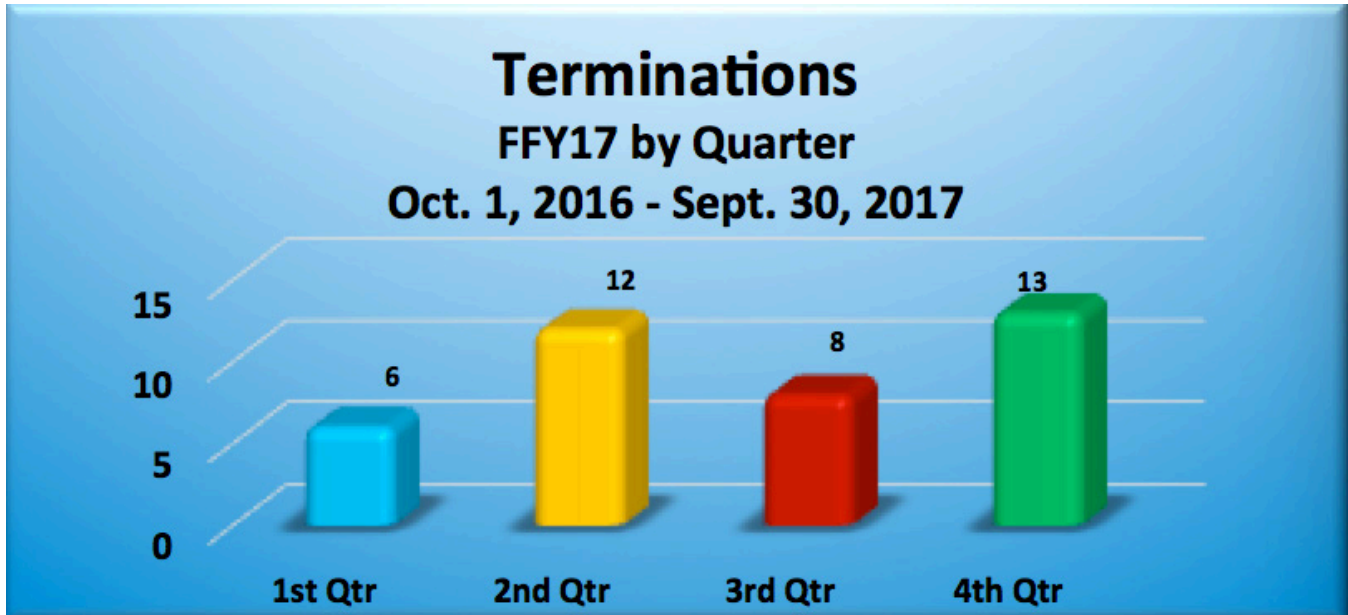
sanction consistent with the severity and nature of the violation will be assessed. These sanctions may include termination of agreement, disqualification from WIC for a specified period of time and/or a civil monetary penalty. The below data provides a snapshot of vendor compliance for the first, second, third and fourth quarters of the 2017 Federal Fiscal Year.



Number of Sanctions Received 1st - 4th quarter of FFY 17				
Type of Sanction	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Stale and/or Dated Foods	71	56	55	37
Price Not Marked Clearly Near Food Items	8	0	0	2
Failure to Enter Price Before Participant Signature	1	1	1	0
Inadequate Inventory of Infant Formula	62	53	40	36
Inadequate Inventory of 2 or More WIC Items	22	8	9	16
Total	164	108	105	91

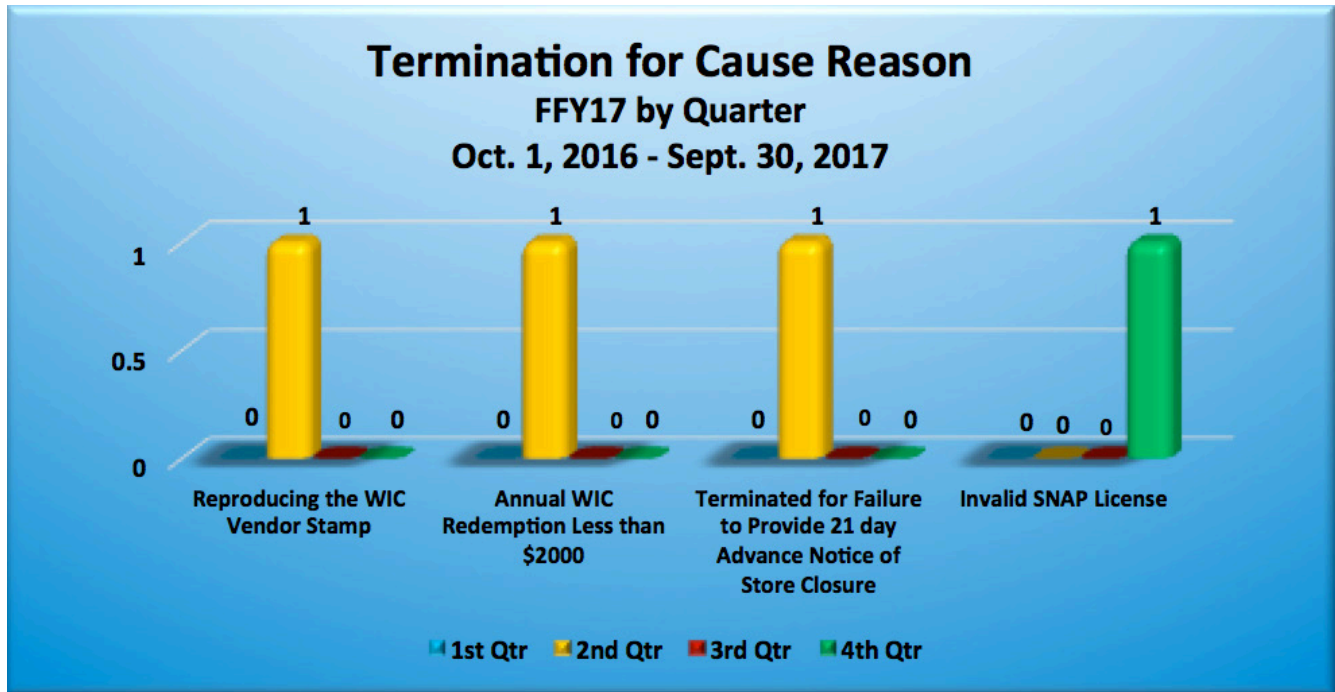
Vendor Performance at a Glance Cont'd

Terminations

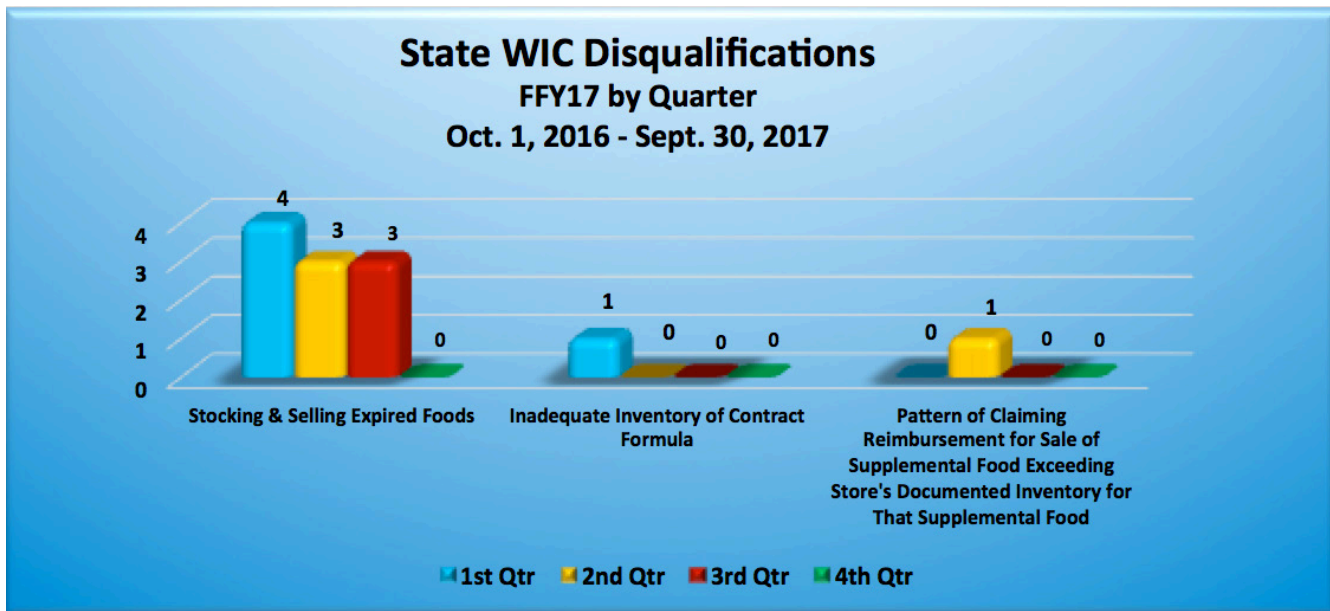


Vendor Performance at a Glance Cont'd

Terminations Cont'd



Disqualifications

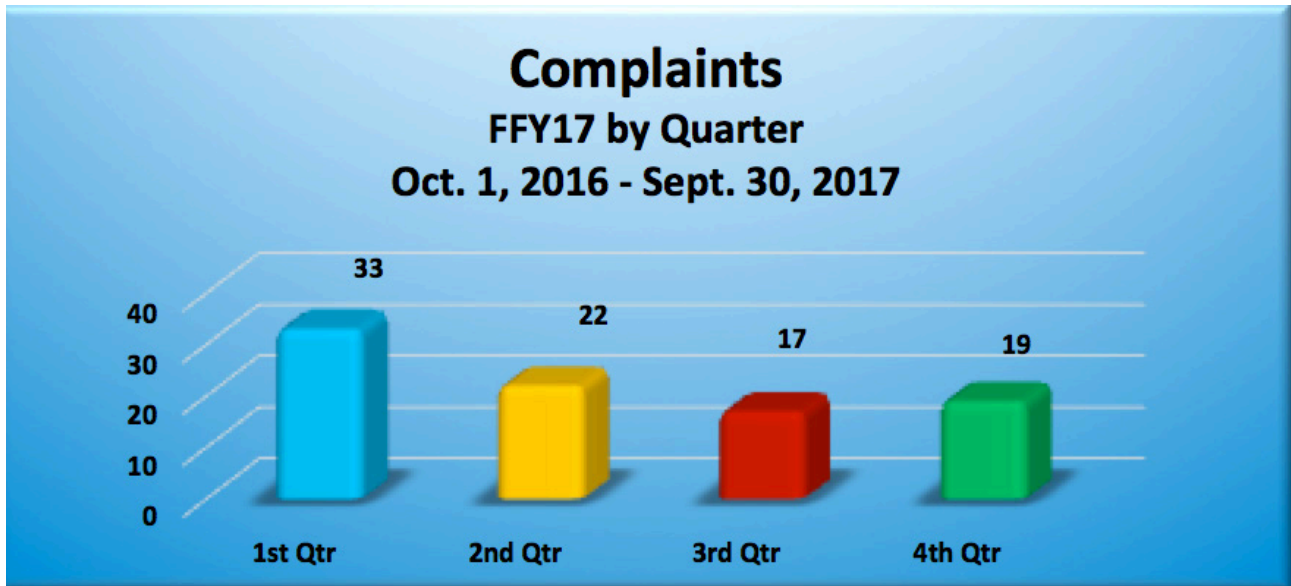


Vendor Performance at a Glance Cont'd

Disqualifications Cont'd

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.

Complaints



Vendor Performance at a Glance Cont'd

Complaints Cont'd

Number of Complaints Received Quarterly For FFY17				
Type of Complaint	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Issues Redeeming Vouchers (Invalid)	0	1	1	2
Substituting WIC Approved Food Items	1	2	1	1
Minimum Inventory Not Met	5	7	3	1
In Store Promotions (e.g., Buy One, Get One; Coupons)	0	1	1	2
Customer Service	0	1	1	0
Issues Redeeming for WIC Approved Foods Using CVVs	4	0	0	2
Signatures on Vouchers	2	1	0	1
USDA Referral	1	0	0	0
Issues with Freshness of Contract Formula	2	0	1	1
Issues with Freshness of WIC Approved Foods	2	0	0	0
Issues with Shelf- Talkers	3	0	1	0
Fraud	1	0	0	0
Participant Denied Purchase of Selected Food Items	12	9	8	9
Total	33	22	17	19

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:

Roxanne Cade
Manager of Vendor Relations and Administration
Roxanne.Cade@dph.ga.gov
404-657-2900

D'Angua Allen
Vendor Administrator Coordinator
Dangua.Allen@dph.ga.gov
404-657-4470

Natalie Bennett
Vendor Training & Support Coordinator
Natalie.Bennett@dph.ga.gov
404-657-5239

Mimi Benton
Vendor Relations Compliance Specialist
Mimi.Benton@dph.ga.gov
404-657-2932

Tamara Johnson
Vendor Relations Compliance Specialist
Tamara.Johnson@dph.ga.gov
404-463-6574

Edwardo Hebbert
Vendor Relations & Compliance Consultant
Edwardo.Hebbert@dph.ga.gov
404-657-9882

Mavis Rossell
Vendor Relations & Compliance Consultant
Mavis.Rossell@dph.ga.gov
404-463-6575

Denise Wilson
Vendor Relations & Compliance Consultant
Denise.Wilson@dph.ga.gov
404-657-2899



This institution is an equal opportunity provider.