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Vendor Mail

..... Vendor Updates

Fourth Quarter 2017



Application Period for New Vendors

The application submission period for new vendor authorization will open Oct. 1, 2017 and will close Dec. 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.

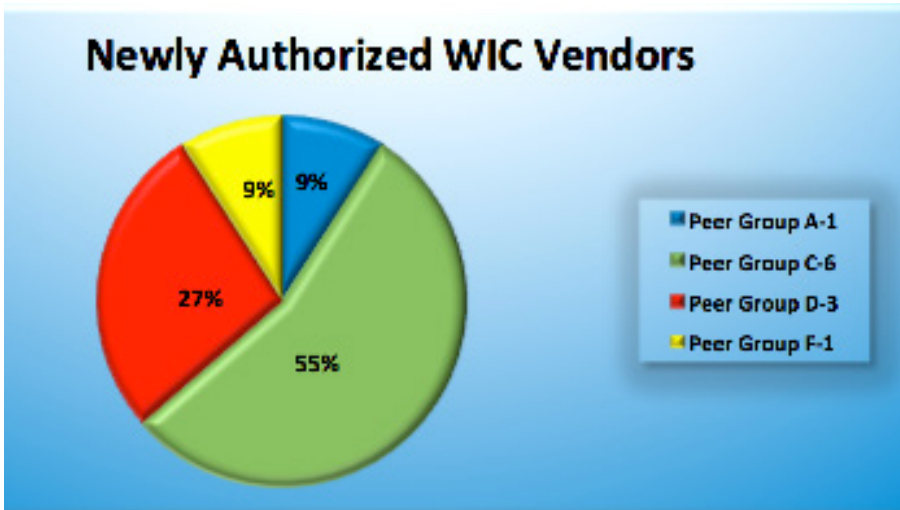
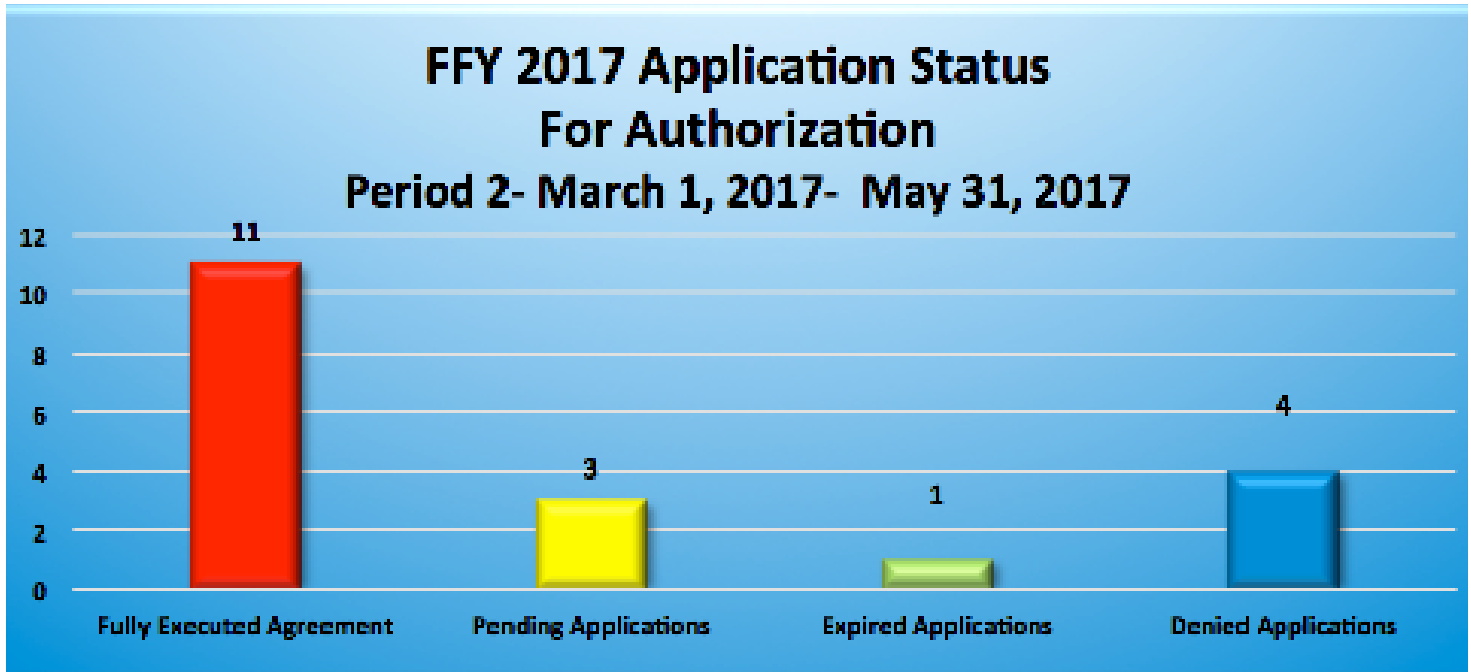
Georgia WIC has two (2) open application periods during each Federal Fiscal Year (FFY):

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



Federal Fiscal Year 2017 Period 2 Application Status

During the Federal Fiscal Year (FFY) application submission period 2, Georgia WIC received 19 applications. Of those received, 11 new store locations were authorized. The status of the 19 applications is illustrated below.



There were no newly authorized WIC Vendors for Peer Groups B, E, and G.

| Peer Group | |
|------------|---------------------|
| Peer Group | Type |
| A | Small |
| B | Medium |
| C | Chain |
| D | Large Independent |
| E | Military Commissary |
| F | Pharmacy |
| G | Above 50% |

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:

Form GWV-1 Page 1 of 18

GEORGIA WIC PROGRAM APPLICATION FOR VENDOR AUTHORIZATION AND INSTRUCTIONS
Complete this application in its entirety. Incomplete applications will not be processed. Any misrepresentations and/or omissions made with respect to the information requested in this application may result in denial of the application or termination of the vendor agreement.

Check (1) one

A. New Application Re-Authorization (enter current vendor number) V#

B. Addition of New Store Locations (states list of existing WIC authorized stores owned by the corporate vendor.)
(New Vendors must provide food sales data within six months of authorization)

1. Is this store owned by a corporate entity? Yes No

2. Enter the total number of stores for which the applicant is seeking authorization. (If seeking authorization for two or more stores, applicant must complete a Corporate Attachment Form for each store.)

3. How many food stores are owned by applicant. (This includes stores located within and outside Georgia, as well as those stores for which the applicant is NOT seeking WIC authorization.)

C. Is this store expected to derive more than 50% of its annual food sales from the sale of WIC approved foods? Yes No

D. Is this application submitted as a result of a change in the store's location? Yes No

E. Does this store location only sell special infant formula, including medical foods? Yes No

PART I - STORE IDENTIFICATION

1. Full Legal Name of Store: Store Number: #

Full Legal Name of Corporation (if applicable):

Registered Agent's Full Name (if applicable):

Store Manager's Full Name:

CONTACT INFORMATION

2. Business Telephone Number: () - () - () - () - () - () Fax Number: () - () - () - () - () - ()

E-mail Address (required):

Physical Location

Street Address/Rural Route:

City: State: County: Zip + 4

Mailing Address (if different from above, a P.O. Box must be accompanied by a street address)

Street Address:

City: State: Zip + 4

P.O. Box:

City: State: Zip + 4

3. Square Footage of Store Retail Space Open to the Public (excluding administrative and storage area)

Rev. 1/10/2015

- 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%20205%202015.pdf>

What's New Quarterly Shelf Price Survey Data

Georgia WIC Approved Foods Price List

Vendor Information

Download Detailed Instructions PDF (3/24/16) Download Georgia Wic Approved Food List PDF (2/11/17)

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: _____

Starting with the next Quarterly Shelf Price Survey, our Universal Product Code (UPC) submission process will change. 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.

What's New

Label Change

Gerber Products Company has announced design 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, Complete Oatmeal. An example of the product is shown here for your reference.



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. Vendors are strongly encouraged to consistently use this resource as a means of ensuring competitive product pricing. If you are in need of your assigned login and password, please contact the Vendor Relations Unit.

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.

Prohibited Use of Incentive Items

Georgia WIC participants must be allowed to participate in in-store or manufacturer promotions that are available to the public. These allowances extend to promotions on WIC approved food items that include coupons and buy one, get one free specials. Conversely, the program prohibits any vendor from using incentives to solicit the patronage of WIC participants. Vendors who use advertisements to solicit the business of WIC participants, or who offer incentives or delivery services to participants, will be subject to sanctions as explained in the Georgia WIC Vendor Agreement Handbook. Incentives are defined as any item, service or gimmick used to solicit the patronage of a WIC participant.

Incentives may include the following:

- Free or complimentary gifts
- Home delivery of foods
- Store memberships
- Other free or discounted services that are offered to WIC customers to entice them to transact food instruments.

Georgia WIC will not authorize or continue the authorization of a vendor that advertises, promises, provides or indicates an intention to provide prohibited incentive items to customers.

Nutrition Update: Assessment of Kosher Products

The Georgia WIC Program is evaluating the potential to add Kosher cheese and milk to the WIC Approved Foods List. To assist with the planning process, you will see these products listed on the next Shelf Price Survey. Please input the price for the listed items to help us accurately determine pricing and inventory availability.

We encourage your participation in this effort to provide new and exciting products for our participants.





- 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.

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 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 for 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 the following Office of Vendor Management email: wic-vendor.relations@dph.ga.gov.

In the email, explain why the food instrument was returned and 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.

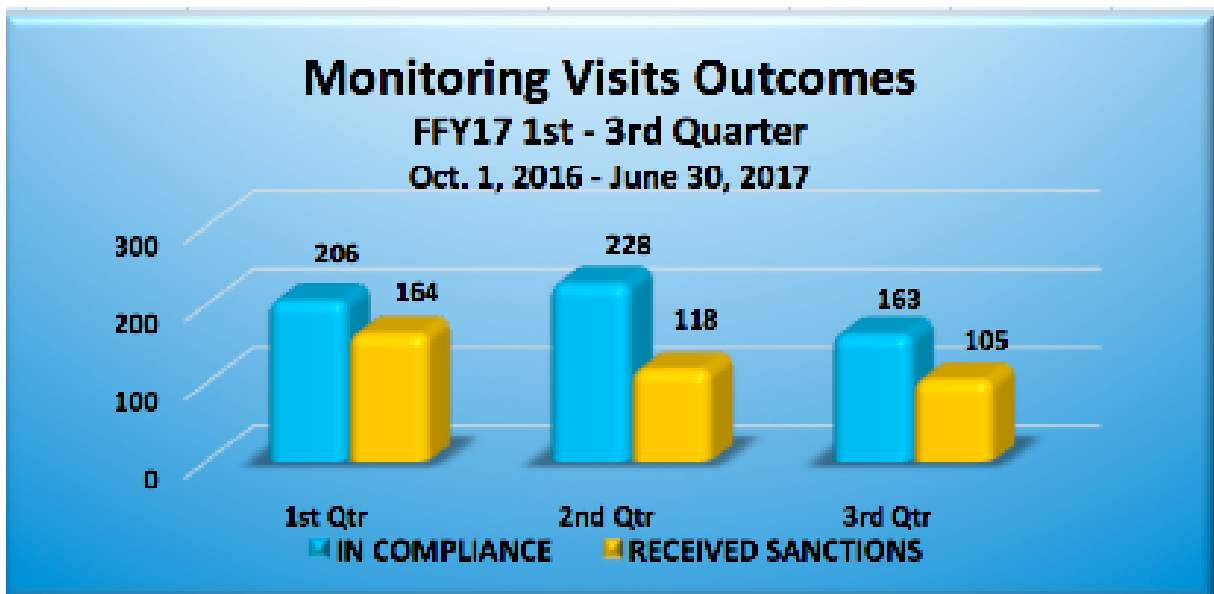
Don'ts

- 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 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

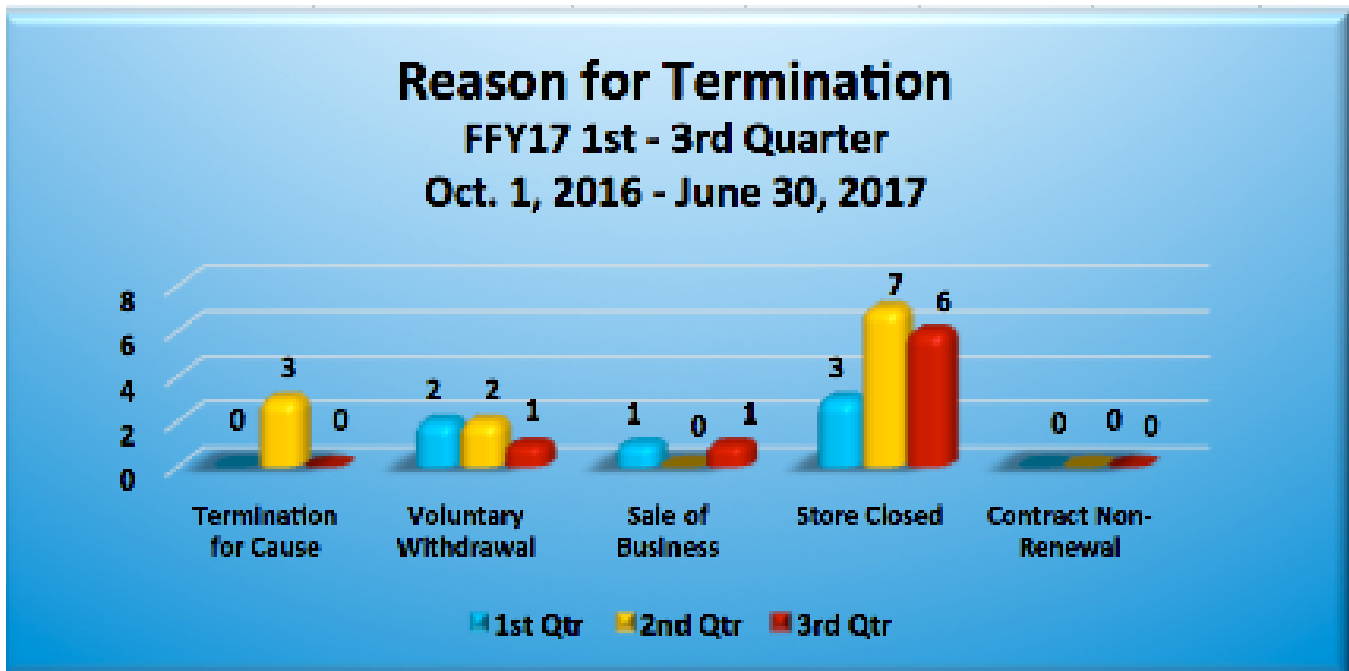
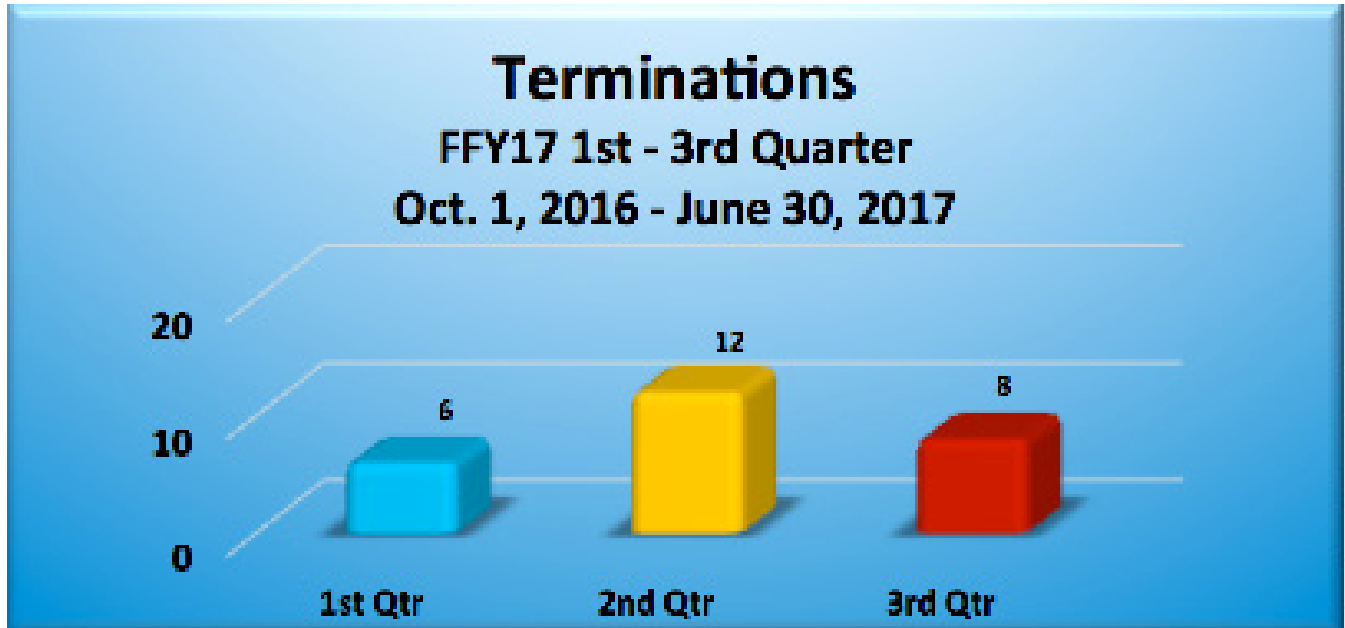
and nature of the violation will be assessed. These sanctions may include termination of agreement, disqualification from WIC for a specified period of time and/or a civil monetary penalty. The below data provides a snapshot of vendor compliance for the first, second and third quarters of the 2017 Federal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



| Number of Sanctions Received 1st-3rd of FFY 17 | | | |
|---|------------|------------|------------|
| Type of Sanction | 1st Qtr | 2nd Qtr | 3rd Qtr |
| Stale Dated Foods | 71 | 56 | 55 |
| Price Not Marked Clearly Near Food Items | 8 | 0 | 0 |
| Failure to Enter Price Before Participant Signature | 1 | 1 | 1 |
| Inadequate Inventory of Infant Formula | 62 | 53 | 40 |
| Inadequate Inventory of 2 or More WIC Items | 22 | 8 | 9 |
| Total | 164 | 118 | 105 |

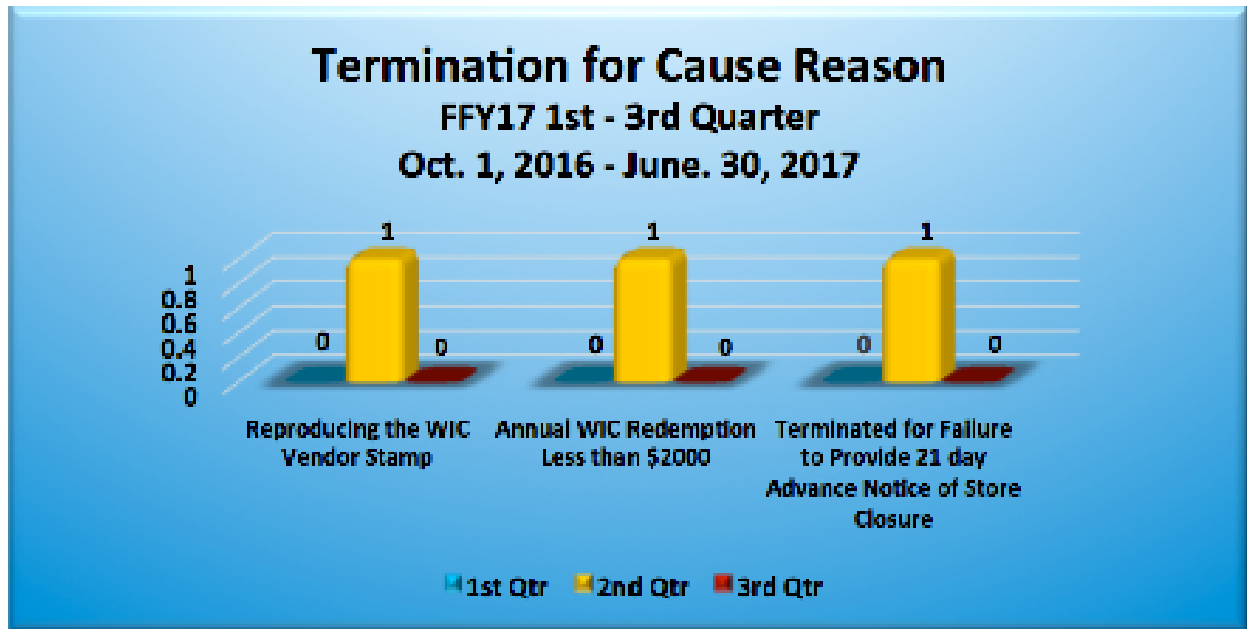
Vendor Performance at a Glance Cont'd

Terminations

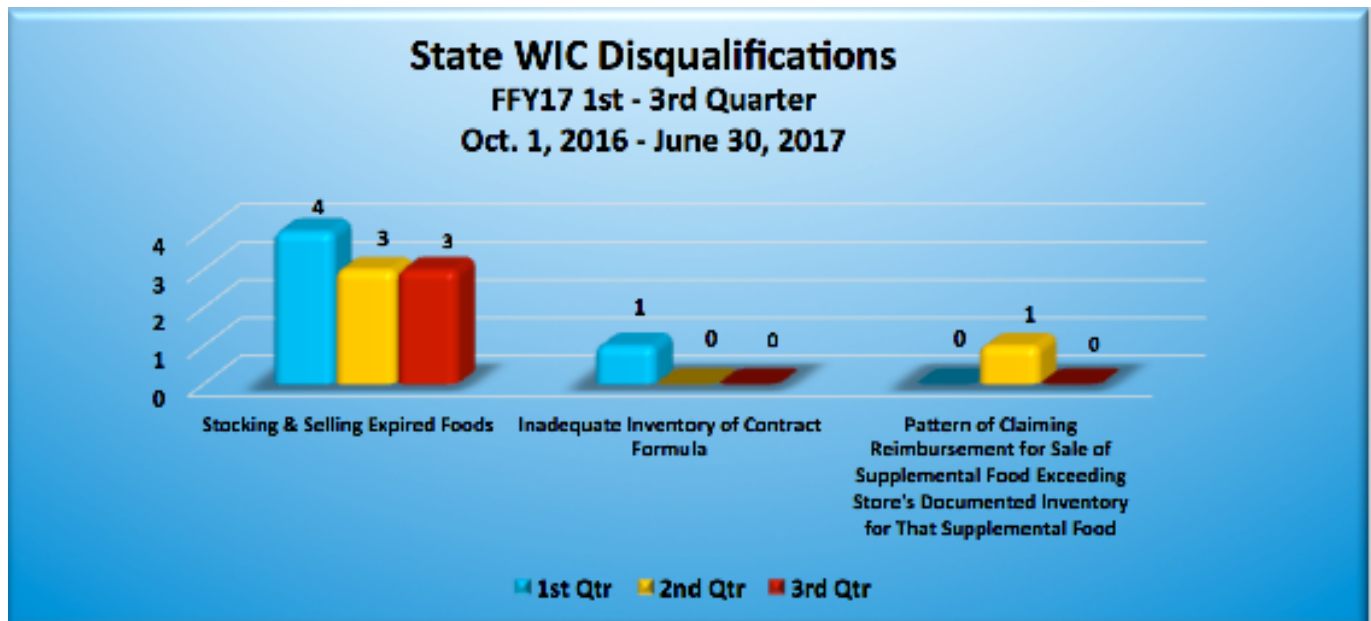


Vendor Performance at a Glance Cont'd

Terminations Cont'd



Disqualifications

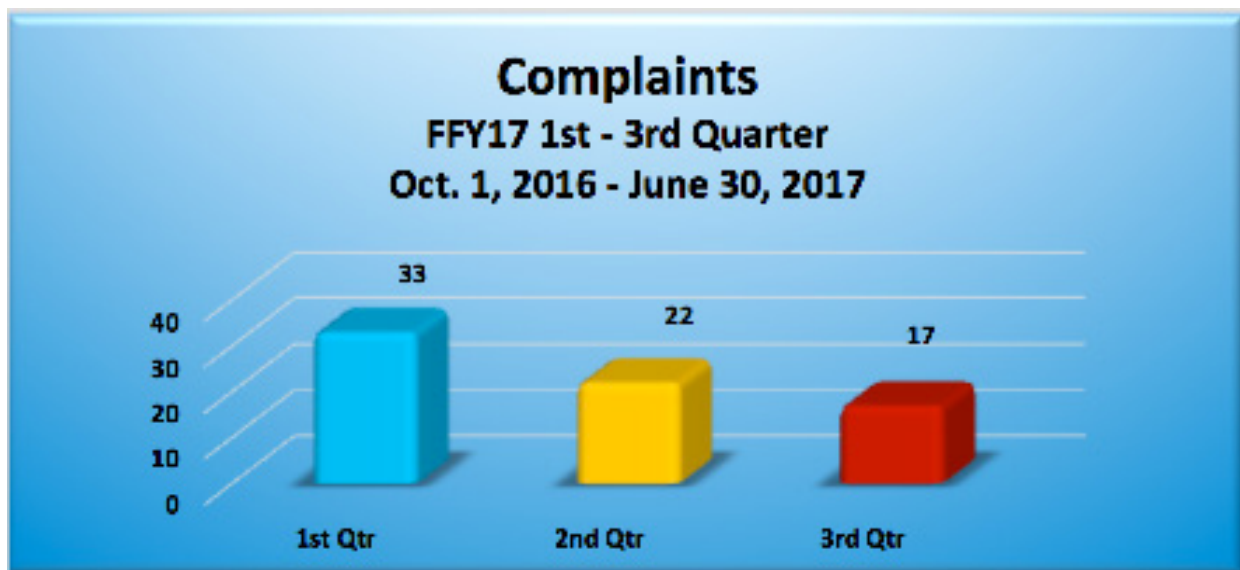


Vendor Performance at a Glance Cont'd

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 FFY16 | | | |
|--|-----------|-----------|-----------|
| Type of Complaint | 1st Qtr | 2nd Qtr | 3rd Qtr |
| Issues Redeeming Vouchers (Invalid) | 0 | 1 | 1 |
| Substituting WIC Approved Food Items | 1 | 2 | 1 |
| Minimum Inventory Not Met | 5 | 7 | 3 |
| In Store Promotions (e.g., Buy One, Get One; Coupons) | 0 | 1 | 1 |
| Customer Service | 0 | 1 | 1 |
| Issues Redeeming for WIC Approved Foods Using CVVs | 4 | 0 | 0 |
| Signatures on Vouchers | 2 | 1 | 0 |
| USDA Referral | 1 | 0 | 0 |
| Issues with Freshness of Contract Formula | 2 | 0 | 1 |
| Issues with Freshness of WIC Approved Foods | 2 | 0 | 0 |
| Issues with Shelf- Talkers | 3 | 0 | 1 |
| Fraud | 1 | 0 | 0 |
| Participant Denied Purchase of Selected Food Items | 12 | 9 | 8 |
| Total | 33 | 22 | 17 |

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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