

From: [MDHHS-WICVendor](#)
Subject: DEPLOYMENT OF POS STAND BESIDE EQUIPMENT TO PROCESS WIC TRANSACTIONS
Date: Tuesday, August 03, 2021 11:52:00 AM

Dear Vendor,

You recently completed and submitted to FIS a merchant contract agreement for a new point-of-sale (POS) stand-beside device to process WIC transactions.

Please be advised that FIS has started the process of deploying equipment and you should be receiving your new POS device soon.

With your new POS terminal, you will receive a Quick Reference Guide to assist you in connecting your new equipment. An installer with FIS will be contacting you for training on your new device. You will need to have your device properly connected BEFORE a successful training can occur. If your store requires a broadband connection, you will be required to have an ethernet cable (please be advised that an ethernet cable IS NOT included with the equipment). The training should take no longer than 30 minutes.

As you know, the Michigan WIC Program will be transitioning to FIS as our new EBT provider; with the **final cutover to FIS expected to take place the weekend of August 27-29**. It will be important that you have your new POS device fully operational before cutover weekend in order to process WIC transactions.

Following your training with an FIS installer, if you experience any issues or have any questions before the Aug. 27-29 cutover weekend, please contact the **FIS Install Team at 844-842-8344**.

If you have questions regarding the Michigan WIC EBT conversion process or do not receive your new POS device from FIS, please contact the Vendor Relations Unit at (517) 335-8937.

Thank you for your assistance in helping to make this a positive and successful EBT transition.

Dawn Pline

Manager, Vendor Relations Unit

WIC Division

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