

From: [MDHHS-WICVendor](#)
Subject: Michigan WIC Electronic Benefit Transfer (EBT) System Conversion
Date: Monday, May 03, 2021 12:23:00 PM
Attachments: [FIS Agreement Envelope.pdf](#)

Dear Vendor,

As you know, the Michigan WIC EBT transition process is moving forward.

Fidelity Information Services (FIS), the newly awarded EBT contractor, will play an integral role in reimbursing Vendors for WIC transactions, hosting the Approved Product List (APL), tracking client benefits, authorizing point-of-sale (POS) systems and running the Vendor Help Desk.

Your store location has been identified as currently utilizing a stand-beside POS device to process WIC transactions. It is important to note that you will be required to replace your existing stand-beside POS device with a device issued from FIS.

To that end, you should expect to receive a notification from FIS, beginning the week of **May 10, 2021**, with instructions on how to complete a Merchant Contract Agreement. Vendors should not take action to return any existing equipment until final conversion takes place. The statewide launch of converting Michigan WIC's EBT system from its current EBT provider, Conduent, to Fidelity Information Services (FIS) Government Solutions, will take place on **August 28, 2021**.

Attached to this email is a scanned image of the 10x13 envelope you should expect to receive **beginning the week of May 10, 2021** with the FIS cover letter, Merchant Contract Agreement and return envelope. Upon receipt, please take time to review the materials; and return the completed and signed Merchant Contract Agreement to FIS by the established deadline. Our goal is to ensure a smooth transition that will allow all authorized WIC Vendors to continue conducting WIC transactions under FIS on the August 28, 2021 cutover date.

If you have questions regarding the Michigan WIC EBT conversion process, please contact the Vendor Relations Unit at (517) 335-8937.

Sincerely,

Dawn Pline, Manager
Vendor Relations Unit

Attachment: Scanned Image of 10x13 Envelope

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