

Dear Vendor,

Michigan WIC has awarded Fidelity Information Services (FIS) and Custom Data Processing (CDP) with a seven-year new EBT contract. The transition process has started and, until finalized, Conduent will remain our EBT provider.

What this means for our authorized WIC Vendors:

**Authorized Vendors currently utilizing an integrated system for WIC transactions:**

- If your integrated system has not been certified previously by FIS/CDP, it will be evaluated to see if it is possible to certify and what certification steps will be necessary. Please reach out to your corporate headquarters or POS Provider to begin the conversation about certification and to determine what steps need to be taken, if any, to ensure your integrated system will be ready by the conversation date.

**Authorized Vendors currently utilizing a stand-beside point-of-sale (POS) device provided by Conduent:**

- Vendors will need to replace their existing stand-beside POS devices with a device issued from FIS.
- Vendors will receive a notification from FIS with instructions to complete a merchant agreement contract and return the existing device.
- A return shipment packet, with a general letter and return label, will be placed in the equipment boxes sent to Vendors by FIS.
- Vendors should not take action to return existing equipment until further notification from FIS.

**Authorized Vendors currently paying for a stand-beside POS device from a third-party provider:**

- Vendors will be notified of the required steps on how to secure a new stand-beside POS device from FIS.

To assist the WIC Program with the EBT transition from Conduent to FIS/CDP, we are asking Vendors to **complete a survey** to identify the point-of-sale systems and third-party processors Vendors are currently using to transact WIC. This information will help us ensure you continue to provide valuable services to WIC customers when we transition to our new EBT processor. Please use the link below to complete this important survey:

<https://www.surveymonkey.com/r/Q3RR55M>

As has been communicated previously, all authorized WIC Vendors are required to pay for their own stand-beside POS devices. This cost is being shifted to Vendors as a result of federal law (Public Law 113-79, 2014 Farm Bill). Please note, if you are a Vendor serving a participant access need you may still qualify for state-funded equipment and will be notified of this status, if applicable, by the WIC Program.

The WIC Vendor Relations Unit will continue to share information and provide further updates as the EBT transition continues to progress.

If you have any questions, please call our office at 517-335-8937; or email [MDHHS-WICVendor@michigan.gov](mailto:MDHHS-WICVendor@michigan.gov).

Sincerely,



Dawn Pline, Manager  
Vendor Relations Unit