



VB #9 – September 9, 2025

**NYS WIC PROGRAM
VENDOR BULLETIN
Title: EBT Conversion- REMINDER**

Dear WIC Vendors,

THIS IS A REMINDER:

- On September 14, 2025, Fidelity Information Services (FIS) will replace Conduent as the contracted Electronic Benefit Transfer (EBT) Service Provider for the New York State WIC Program. **WIC shopping will be unavailable from approximately 10 pm on Saturday, September 13, through Sunday afternoon, September 14, 2025.** We expect to be fully operational on Monday, September 15, 2025.
- For vendors with Stand-Beside POS equipment only, beginning September 14th, any equipment issued by Conduent will no longer work. FIS has been contacting current vendors by email to ensure vendors have new equipment and agreements. You must respond immediately to all communications from FIS or your store will be suspended and you will be unable to complete WIC transactions at your store beginning on September 14th.

NEW:

- If you have questions about your new equipment or need help with it, call the FIS equipment install team at **1-844-842-8344 between 8:00 am and 4:30 pm**, Monday through Friday or email Merchant.Services.Support@fisglobal.com. An instructional video for FIS Stand-Beside POS equipment is available at: ebtedge.com/merchant-public/static/all/InstallGuideV200cEBTWIC.mp4
- See the attached sample sign for you to post in your stores to let shoppers know that WIC shopping will be temporarily unavailable.

If you have any questions, please contact Public Health Solutions at 646-973-3942 or vma@healthsolutions.org.

Thank you,

NYS WIC Program

(Attachment)

This is an important notice. Please have it translated.

Este aviso es importante. Haga que lo traduzcan.

Это важное сообщение. Пожалуйста, попросите перевести вам данную информацию

Đây là thông báo quan trọng. Xin vui lòng nhờ người chuyển ngữ tài liệu này cho quý vị.

Ovo je važna obavijest. Molimo da tražite da vam se prevede.

यह एक महत्वपूर्ण सूचना है। कृपया इसे अनुवाद करके रखें।

這是一項重要通告。請予以翻譯。

هذه ملاحظة هامة يرجى ترجمتها

זוהי הודעה חשובה. נא לתרגם אותה.