



February 26, 2025

## **Vendor News Flash**

### **EBT Offline to Online Transition Begins**

A contract has been signed with Fidelity Information Services (FIS) and Texas WIC has officially begun the transition from offline SmartCard WIC to online eWIC electronic benefit transfer (EBT) operations. The online platform will better allow for innovation, with real-time capabilities for the issuance and redemption of WIC benefits.

FIS and their subcontractor, Custom Data Processing (CDP), will facilitate our transition from offline EBT processing to online EBT processing. A full transition is anticipated to take over a year, and Texas WIC vendors should anticipate beginning to accept online eWIC in the summer of 2026.

Texas WIC is committed to supporting retailers through the transition from offline SmartCard WIC to online eWIC. In partnership with Texas WIC, FIS or CDP will be reaching out directly to provide updated technical requirements for point of sale systems and to assess vendor readiness.

We are excited to partner with you in this new transformation of the Texas WIC program!

Texas WIC is ready to assist our vendor partners. Should you have any questions regarding this Vendor News Flash, please contact the new email for Vendor Management Unit's EBT Branch at [WICEBTTransition@hhs.texas.gov](mailto:WICEBTTransition@hhs.texas.gov) or 1-800-252-9629.

Find more WIC vendor resources on our [website](#).