



State of Louisiana
Louisiana Department of Health
Office of Public Health

May 9, 2025

TO: Louisiana Authorized WIC Vendors
FROM: Tim Messa, LA WIC Vendor Operations Manager
RE: **LA WIC Offline to Online EBT Transition Updates**

Dear LA WIC Vendor,

As previously announced, LA WIC will transition from offline EBT (SmartCard) processing to online EBT processing in 2026. We are happy to share that Fidelity Information Services (FIS) has been selected as LA WIC's new online EBT Processor.

LA WIC is currently working in collaboration with FIS and their subcontractor, Custom Data Processing (CDP), to develop an implementation and testing plan. FIS-CDP has already begun contacting Vendors' corporate offices and/or POS system providers to provide updated technical requirements and assess Vendor readiness. LA WIC will work with FIS-CDP to prepare Vendors to tentatively begin accepting online EBT cards for WIC transactions on May 1, 2026.

LA WIC is committed to supporting Vendors through the transition to online EBT transactions and processing, and will continue to provide additional details as they become available. If you have any immediate questions, please reach out to your corporate office and/or POS system provider.

Thank you for the service that you provide every day to WIC Participants in Louisiana. We look forward to partnering with you during this exciting transition.

If you have any questions, please contact us at (225) 342-0725 or at LAWICVendor@la.gov.

Sincerely,

LA WIC Vendor Operations Unit

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