

<b>DATE:</b>	April 13, 2020
<b>AFFECTED PRODUCTS:</b>	VX520(Broadband), VX680(Wireless)
<b>TOPIC TYPE:</b>	Upgrade
<b>SUBJECT:</b>	POS Certificate Upgrade

## SUMMARY

All transactions performed by FIS EBT terminals are secured using certificates and strong encryption for the safety of Merchants and cardholders. Effective **May 13, 2020**, updated certificates will be installed on the FIS host. To ensure your service is uninterrupted, the certificate must be downloaded PRIOR to May 13, 2020 to your terminal. Terminals not downloaded by May 13, will not be able run transactions until the terminal is downloaded. Please follow the links located in “Where to go for More Information” section of this bulletin for step-by-step download instructions. The download process is easy to perform and only takes a few minutes. Download of the certificate can take place 24x7, please select a time that works best for you and your customers.

## FIS ACTION

FIS is sending mailers and emails to impacted Merchants and Providers to alert them of the download. Instructions to download the certificate are based on the terminal type and will be available effective April 13, 2020 in the Merchant Portal and the Provider Portal.

An up-front IVR message about the certificate download will be added to WIC and SNAP Merchant IVR.

## CLIENT ACTION

Merchants/providers would need to visit their respective portal(s) and download the POS certificates based on the instructions provided as above.

## WHERE TO GO FOR MORE INFORMATION

If you have any questions regarding the content of this *Bulletin*, please visit the [Merchant Portal \(https://www.ebtedge.com/gov/portal/MerchantLogon.do\)](https://www.ebtedge.com/gov/portal/MerchantLogon.do) or the [Provider Portal \(https://www.ebtedge.com/gov/portal/ProviderLogon.do\)](https://www.ebtedge.com/gov/portal/ProviderLogon.do).