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Frequently
Asked
Questions



Questions? We're here to help.

Authorized Product List

To add a UPC to the Authorized Product List (APL), email: WICUPC@dshs.texas.gov. This request adds a previously unavailable product to your WIC APL.

System Support

For help testing your EBT system, ordering training cards or other system concerns, email: WICEBTSupport@dshs.texas.gov.

Least Expensive Brand

To submit a revised Least Expensive Brand (LEB) form, email: WICLEB@dshs.texas.gov. This request changes any items declared as your LEB or pink labeled items.

Vendor Disputes

To dispute a claim about specially-ordered infant formula NTE pricing, email: WICEBTVendorRedemptions@dshs.texas.gov.

General Vendor Information

For store eligibility, training, and WIC or store complaints, email: WICVendorInfo@dshs.texas.gov.

Vendor Relations

Get information on becoming a WIC vendor, request materials, or check the status of your WIC vendor application, email: WICVendorRelations@dshs.texas.gov or call 1-800-252-9629.



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