Performance Improvement Card Solutions Training BASE2000 Course Schedule for CSCU

| April | 2014 | May | 2014 | June | 2014 |

April, 2014

COMPROMISE MANAGER™ web	4/1
BASE: New Accounts web	4/15
BASE: Authorizations web	4/16
BASE: Maintenance web	4/17
eZCardInfo/MyCardStatement web	4/22
BASE: Monetary web	4/29
BASE: Issuer Reports web	4/30

May, 2014

BASE: Service View Classroom	5/5-7
Lost/Stolen/Fraud & Disputes web	5/8
eZBusiness Card Management web	5/15
eZBusiness for FIs web	5/21

June, 2014

CB: Managing Fraud/Dispute Process	6/5
eZDisclosure	6/11

New This Quarter!

Did you know?	Did you know that if your financial institution participates in more than three webinars in a calendar year, you receive a discount of 50% on the additional scheduled webinars attended?

Registration and Contact Information

To register for classes, please log onto the Learning Management System (LMS) https://training.fisglobal.com. Courses can be found in the Card Solutions folder within the Course Catalog. If you have questions or need assistance contact FIS at ask.education@fisglobal.com or call 800-215-6280 ext. 72104.

April						2014	May						2014	June						2014
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Classroom Courses

Service View

This classroom session is for new BASE2000 users, or those needing a refresher, who are responsible for the day-to-day operation of the credit card program. Attendees will learn the basics of credit card processing in a hands-on environment. Practice sessions and materials are provided.

Topics include:

- Navigation

- Statements and Authorizations

- Cardholder Inquiry and Maintenance

- Adding New Accounts

- Monetary Entry

- Overview of Reports

- Delinquent Account Maintenance

- Working Queues through Workflows

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Commercial View

This classroom session is for new BASE2000 Commercial View users, or those needing a refresher, who are responsible for the day-to-day operation of their commercial card program.

📌 It is recommended that you complete a Service View course or have worked with Service View as a pre-requisite to this Commercial View course.

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Webinars

Authorizations, Statements, Billing, and Miscellaneous Inquiry

Why did I get declined? What's this transaction on my statement? When is my payment due? Attend this webinar for an in-depth look at the authorization process, cardholder statements, billing, and the related inquiry screens to learn how to research and answer cardholder statement and authorization questions.

Topics Include:

- Impacts to Authorizations

- File Maintenance that Affects Authorizations

- Authorizations Screens

- Statement Screens

- Adjusting Statement Items

- Bill Day/Bill Code Changes

- Waiving Fees/Finance Charges

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Consumer New Accounts, ICS, and Account Transfers

Now that you've got an approved credit card application, what's next? Learn the basics of establishing and auditing new and transferred accounts, and the process for reporting declined credit card applicants to the Issuers' Clearinghouse Service (ICS).

Topics include:

- ✦ New Account Considerations

- ✦ Adding Consumer Cardholders Using the New Account Add Screen

- ✦ Reporting Declined Applicants to ICS

- ✦ Transferring Consumer Accounts Due to an Account Upgrade

- ✦ Recommended Reports

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Account and Delinquency Maintenance, Workflows, and Reports

Changes to established accounts are inevitable. Learn to:

- Use BASE2000 to research and answer cardholder questions and add, delete and/or modify key cardholder information on current and delinquent accounts.
- Use a workflow to handle lost/stolen accounts.
- Audit your maintenance using reports

Topics include:

- Demographic Changes
- Closing Accounts
- Ordering Plastics and Card Activation
- Reissue and No Reissue Procedures
- Changing Credit Limits
- Lost/stolen Workflow
- Delinquency and Bankruptcy Maintenance
- Charge-offs
- Payment Plan Options
- Recommended Reports

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Monetary Input and Reports

Taking in payments? Adjusting cardholder balances? Learn the basics of how to key and modify batches, correct rejected transactions using the Online Reject System (ORIS), and monitor reports for batch and reject information ORIS.

Topics include:

- ◆ Understanding Monetary Transaction/Reason Codes
- ◆ Creating New Monetary Batches
- ◆ Troubleshooting Unbalanced Batches
- ◆ Reviewing Daily Monetary Batches
- ◆ Using the Online Reject System (ORIS)

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Issuer Reports

Attend this webinar to learn more about the information available through reports and how to leverage the data for your institution.

Please notify ask.education@fisglobal.com prior to the webinar if you wish to discuss a specific report.

Topics include:

- Auditing
- Maintenance
- Collections
- Monetary
- Plastics
- Management

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Commercial View

Attend this webinar for an overview of the BASE2000 Commercial View system.

We recommend you complete a Service View course or have worked with Service View as a pre-requisite to this Commercial View course.

Topics include:

◆ Setting up New Companies

◆ Adding Multiple Sublevels

◆ Assigning Individual Cardholders to the Sublevels

Please refer to available **Merchant Category Code Restrictions** and **Fleet Card Processing** webinars for focused coverage of these topics.

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Merchant Category Code Restrictions

Do you have companies wishing to restrict cardholder usage of their credit card? Attend this webinar to learn:

- ➤ How to create Corp or Company-level MCC Groups and add restrictions to them at the company or cardholder level.
- ➤ Use the Browse and Inquiry functionality to view the company restrictions.

Topics include:
- ➤ MCC Groups and How They are Used
- ➤ Creating Company-level Groups and Setting Restrictions
- ➤ Creating Corporate-level Groups through Modeling and Setting Restrictions
- ➤ Setting up Cardholder Restrictions
- ➤ Browsing Groups
- ➤ Monitoring Reports

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Fleet Card Processing

Are you starting a Fleet card program? Once you have established a Fleet Product/Sub-product, attend this webinar to learn:

✦ How to set up Driver and Vehicle records

✦ Add Fleet cardholder accounts

✦ Create Fleet groups

Topics include:

✦ Fleet Card Overview

✦ Creating Driver and Vehicle Records

✦ Setting Up Fleet Accounts

✦ Creating Fleet Groups

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Collector View

Are you using, or interested in using, the BASE2000 collections queuing subsystem? This webinar provides an overview of how to use the BASE2000 Collector View system for staff responsible for the day-to-day management of credit card collections. If FIS is handling your collections through RMS, attend this webinar to learn how to monitor our collection efforts.

Topics include:

 ✦ Accessing the System

 ✦ Differences between Service View and Collector View

 ✦ System Structure in Queuing

 ✦ Working Individual Accounts

 ✦ Collector and Supervisor Screens

 ✦ Managing Collectors and Statistical Reporting

 ✦ Reports

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eZCardInfo/MyCardStatement

This webinar is designed to help you understand how your cardholders will use eZCardInfo/MyCardStatement, the online application that offers cardholders a real-time interactive environment to access current account information. Cardholders can access copies of their statements, make payments, set bill reminders, view pending transactions, and even dispute a transaction.

Topics include:

- Assisting Cardholders with eZCardInfo/MyCardStatement Questions

- Navigating the eZCardInfo/MyCardStatement Application

- Resolving Cardholder Log-in Questions

- Completing a Dispute Form in eZCardInfo/MyCardStatement

- Locating Payments, Transactions, and Statements

- Completing Key Tasks in eZCardInfo/MyCardStatement

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eZBusiness Card Management

Learn how institutions and their company administrators use eZBusiness Card Management to view all accounts associated with a company, make payments on behalf of their cardholders or billing accounts, generate reports, and more. The application not only helps institutions better market their resources and tools, but allows companies to better manage their credit card portfolios.

Topics include:

- ✦ Navigation and Cardholder Searches

- ✦ Locating Commercial Card Companies, Payments and Recent Transactions

- ✦ Retrieving Cardholder and Admin Reports

- ✦ Completing Service Requests and Online Messages

- ✦ Viewing Payments to the Central Billing Account or Individual Cardholder Accounts

- ✦ Creating a New Administrative User in eZBusiness Card Management

- ✦ Enabling Company Access to eZBusiness Card Management

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eZBusiness Expense Management

The eZBusiness Card Management Expense Management module allows a Company Administrator to add credit card accounts to cost centers and assign general ledger allocations to cost centers, credit card accounts, and expense categories. his module also allows a cardholder to submit an expense report, including credit card transactions, out-of-pocket expenses, and mileage expenses, to an administrative approver. This course will provide the information needed to configure and maintain Expense Management features.

Topics include:

- Navigation

- Cardholder Procedures to Create and Submit an Expense Report in eZCardInfo/MyCardStatement

- Company Admin Procedures to Establish Expense Report Settings and Configurations.

- Company Admin Procedures to Review, Approve, or Deny Expense Reports

- Company Admin Procedures to Add Various Transaction Types to Specific Expense Categories

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eZBusiness for Financial Institutions

eZBusiness for Financial Institutions is available to all current TBS and BASE2000 platform clients that use eZCardInfo/MyCardStatement for online cardholder access. Learn to:

- Access cardholder information to provide customer service.
- Access PDF cardholder statements and troubleshoot and maintain cardholder account information.
- Reset passwords, change e-mail addresses, and lock/unlock cardholder accounts.

Topics include:
- Accessing Cardholder Account Information in eZBusiness for Financial Institutions
- Assisting Cardholders with Login and Passwords
- Accessing Cardholder Statements

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eZDisclosure

Want easy access to create and mail disclosures and agreements to help you comply with Federal regulations? Attend this webinar to learn to:

- Use the eZDisclosure system to create account disclosures and card agreements.

- Assign disclosures and agreements to new and/or reissuing accounts.

Topics include:

- Accessing the eZDisclosure Web Site

- Creating, Reviewing, and Approving New and Existing Disclosures/Cardholder Agreements

- How eZDisclosure interfaces with Service View and ClientLink

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Lost/Stolen, Fraud, and Disputes

What do you need to do to keep up with quickly-evolving fraud trends? How can I keep up with my cardholders? What do FIS and Visa and MasterCard do to help? This webinar discusses the roles, responsibilities and resources institutions have to keep up with lost/stolen accounts, fraud and other disputes.

For detailed information on FIS procedures in setting up and working fraud and dispute cases, please refer to the **Dispute Resolution Center – How to Manage the Fraud/Dispute Process** webinar.

Topics include:

- Institution Roles and Responsibilities
- Following Up on Lost/Stolen and Fraud Accounts
- Dispute Process
- Monitoring Reports

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Chargeback Services: Managing the Fraud/Dispute Process

Curious about how fraud and dispute cases are established and worked by FIS, and how to answer cardholder questions? This webinar highlights FIS Dispute Resolution Center and details FIS, institution, and cardholder responsibilities to resolve fraud and dispute cases. The course offers a demonstration of the FIS Chargeback Portal to get you started using this resource to research your fraud and dispute cases.

Topics include:

✦ Setting Up and Working Fraud and Dispute Cases

✦ Chargeback and Federal Regulation Z Timeframes for Processing Fraud and Dispute Cases

✦ Institution Best Practices

✦ The FIS Chargeback Portal

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COMPROMISE MANAGER™

COMPROMISE MANAGER is a secure, web-based tool used to help financial institutions effectively and efficiently manage compromised credit and debit card for both Visa and MasterCard fraud alerts. Learn how to use this tool to evaluate cardholder risk, facilitate selective account blocking, reissue plastics, and enable targeted fraud monitoring.

Topics include:

- Considering Current Compromise Procedures

- COMPROMISE MANAGER™ System Navigation, Maintenance, and Action options

- Downloading and Uploading Steps for Risk Evaluation

- Review of TBS/BASE2000 Screens

- Related Reports

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Card Program Features

Have you ever wondered how you can update your card program? Are you looking for ways to grow your card program AND make your job easier? Attend this webinar for ideas on all of this, and more!

Topics Include:

- FIS Resources

- System Program Parameters

- Processing Subsystems

- FIS Extras

- FIS Enhancements

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Processing BASE2000 Visa Disputes in DMS

This Visa-only webinar is for institutions that process their own chargebacks. Included are procedures for processing your own institution and cardholder-initiated chargebacks using the FIS Dispute Management Subsystem (DMS).

📌 For Visa chargeback reason code training, please refer to the Visa Business School at www.us.visaonline.com.

Topics include:

➢ Keying Visa Draft Requests, Chargebacks, Pre-arbitration, Pre-compliance, and Representments

➢ Make Same-day Changes to Chargebacks or Exhibits

➢ Researching Items in DMS

➢ Recommended DMS and VROL Reports

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eLearning Courses

Service View eLearning

This multi-part course will help you learn about BASE2000 Service View, how it is used, and some of the easy and intuitive navigational features of the system. You will learn how to log in to Service View, identify the main screen and navigation features, determine key tasks supported by the platform, and identify key reports. In addition to these Service View features, you will also learn about the resources available to help you better utilize Service View and all of its features. This course contains ten modules and an assessment for a certificate upon completion

Topics Include:

- ✦ Service View Introduction
- ✦ How to Perform Tasks
- ✦ Statements Tasks
- ✦ Account Maintenance
- ✦ Plastics Tasks

- ✦ Workflow and Queues
- ✦ Authorizations
- ✦ Monetary Transactions
- ✦ Collections Accounts
- ✦ Reports Scenarios

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Commercial View eLearning

This multi-part course will help you learn how to log in to Commercial View, identify the main screen, navigate the system, and determine key tasks. This course contains ten modules and an assessment for a certificate upon completion.

We recommend you complete a Service View course or have worked with Service View as a prerequisite to this Commercial View course.

Topics Include:

- Describing Collector View
- Logging In
- Navigating and Performing Tasks
- Defining Activity Codes
- Working in a Queue

- Searching Cardholders
- Viewing Statistics
- Performing Supervisor Functions
- Activity Code Scenarios

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Collector View eLearning

Collector View is an online queuing system for collection accounts that allows for better management of collection activities. The Collector View eLearning module provides a comprehensive overview of the key features and tasks within the Collector View interface, and demonstrates how Collector View and BASE2000 work together.

Topics Include:

- Describing Collector View
- Logging In
- Navigating and Performing Tasks
- Defining Activity Codes
- Working in a Queue

- Searching Cardholders
- Viewing Statistics
- Performing Supervisor Functions
- Activity Code Scenarios

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eZBusiness Card Management eLearning

Take this course to gain a better grasp on the key features of eZBusiness Card Management. The course contains practice simulations in the eZBusiness Card Management tool. This course is intended primarily for institution Administrators.

Topics include:

- Logging In
- Creating a New User
- Changing User Information
- Running the Admin Activity Report
- Viewing Account Information

- Emulating a Cardholder
- Viewing Transactions and Statements
- Running the Transaction Report
- Viewing Level Information
- Managing Payments

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eZBusiness Expense Management eLearning

The eZBusiness Card Management Expense Management module allows a Company Administrator to add credit card accounts to cost centers and assign general ledger allocations to cost centers, credit card accounts, and expense categories. This module also allows a cardholder to submit an expense report, including credit card transactions, out-of-pocket expenses, and mileage expenses, to an administrative approver. This course will provide the information needed to configure and maintain Expense Management features.

Topics include:

- Navigating Expense Management
- Creating and Submitting an Expense Report
- Completing an Expense Report Approval or Denial
- Adding Transaction Types to Expense Categories

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eZBusiness Expense Management for Cardholders eLearning

This eLearning course provides task-based simulations that the cardholder will routinely perform in eZBusiness Expense Management.

Topics Include:

- Creating a New Expense Report
- Reviewing and Editing a Submitted Report
- Viewing the Status of Reviewed Reports
- Working a Rejected Report
- Splitting a Transaction
- Searching for Expense Reports

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PI Express eLearning

PI *Express* is an account-level version of our more robust Portfolio Intelligence offering. This eLearning course will help you gain a better understanding of how to use PI *Express* to help you manage your credit card accounts.

Topics Include:

- ✦ Creating a New Expense Report
- ✦ Reviewing and Editing a Submitted Report
- ✦ Viewing the Status of Reviewed Reports
- ✦ Working a Rejected Report
- ✦ Splitting a Transaction
- ✦ Searching for Expense Reports

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◄	April				►	◄	2014	►	◄	May				►	◄	2014	►	◄	June				►	◄	2014	►
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30	31	1	2	3	4	5			27	28	29	30	1	2	3			1	2	3	4	5	6	7		
6	7	8	9	10	11	12			4	5	6	7	8	9	10			8	9	10	11	12	13	14		
13	14	15	16	17	18	19			11	12	13	14	15	16	17			15	16	17	18	19	20	21		
20	21	22	23	24	25	26			18	19	20	21	22	23	24			22	23	24	25	26	27	28		
27	28	29	30	1	2	3			25	26	27	28	29	30	31			29	30	1	2	3	4	5		

eZDisclosure eLearning

The eZDisclosure eLearning module provides a comprehensive overview of the key features and tasks in the eZDisclosure interface and demonstrates how eZDisclosure and BASE2000 work together.

Topics Include:

✦ eZDisclosure Terminology

✦ Accessing and Navigating eZDisclosure

✦ Creating, Approving, and Applying a Terms ID

✦ Sorting, Editing, and Deleting a Terms ID

✦ How eZDisclosure Works with Other FIS Applications

To register for classes, please log onto the Learning Management System (LMS) https://training.fisglobal.com. Courses can be found in the Card Solutions folder within the Course Catalog. If you have questions or need assistance contact FIS at ask.education@fisglobal.com or call 800-215-6280 ext. 72104.

Note: This schedule is subject to change without notice. We reserve the right to cancel classes when fewer than five attendees have registered for the class three days prior to the class date.
To register for a class or to learn more about other classes, please log onto the Learning Management System (LMS) https://training.fisglobal.com, email ask.education@fisglobal.com, or call 800-215-6280 ext. 72104.

◄	April	►	◄	2014	►
S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

◄	May	►	◄	2014	►
S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

◄	June	►	◄	2014	►
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Consumer Card 101 eLearning

This eLearning course covers the fundamental concepts of the Consumer Card product, including:

- How it emerged into an industry.
- Its authorization and security features.
- Transaction processes.
- Who's who in the industry?

The course is ideal for anyone who is new to the industry, or anyone who is growing in the industry and could benefit from refreshing their knowledge of the basics. There are five interactive learning checks throughout the module that are designed to reinforce knowledge and help apply new concepts.

Topics Include:
- Emergence of the Credit Card Industry
- Authorization and Security Features of a Credit Card
- Roles in the Credit Card Industry
- Credit Card Transaction Processes

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