



Pass-Through Training Curriculum 2012

pt.training@fisglobal.com

The whole purpose of education is to turn mirrors into windows. ~Sydney J. Harris



2012 Courses Available

Each course will be offered as an individual, virtual Web course at the cost of \$100.00.

For more information on each course, please review the Course Description.

- New Employee Introduction
- Authorization Optimization
- Settlement & Balancing
- Outsourcing Disputes & your Role
- Challenge Your Risk Strategy
- Managing Mobile Alerts
- Pass-Through Web & Efficient Card management
- Fraud eAlert Management
- Compromise Manager
- The Card Issuance Process
- The Cardholder MasterFile
- Statistical Reporting & Portfolio Analysis for Internal Credit & Signature/PIN Debit
- The Power of the Transaction Warehouse
- 5 Day vs 7 Day Consolidated Settlement
- In-House Disputes & Chargeback Management
- Interchange & Fee Program Indicators

Welcome to Pass-Through Training

Our 2012 training curriculum is geared to help you make the most of your card program through the structured and flexible training schedule. Issuers may sign up for individual courses through Pass-Through Web directly. Each class Date is available for direct registration, with a full calendar view of dates and times the courses are repeated throughout 2012



Or, if you prefer to register for Virtual classroom sessions via Webex, simply go to <http://fisglobal.webex.com>. To expedite registration, you may browse by host: 'Connie Davis' to find the course you are interested in attending. Please allow for approximately 90 minutes per session.

2012 Training Curriculum Changes

Training Tracks Discontinued

Many of our clients found the training tracks confusing, and hard to schedule based on date availability. We have removed this option from the 2012 course brochure.

Computer Based Training Discontinued

Instructor led, virtual classrooms continue to serve as a more valued learning experience for our Pass-Through client base, so the Computer Based Training (CBT) courses will no longer be offered for 2012.

Hands-On Training Region

If your institution or organization is interested in leveraging this Hands-On Training Region, please contact us at pt.training@fisglobal.com. This region allows new & existing users full access to a simulated version of the Pass-Through web screens providing hands on practice to fictitious accounts and data to accelerate the learning curve typically associated with a new learning environment. Cost is only \$500 for 12 month access. That is less than \$50.00 per month!



New Employee Introduction

As new employees enter your organization, ensure they have the knowledge and resources at their fingertips to manage your card portfolio. Through this virtual classroom session, we will introduce them to the resources available to them, provide a quick navigational introduction to Pass-Through Web, and help prepare them to become experts in Pass-Through processing.

Dates: Feb 7th 12:00 pm – 1:30 pm EST / May 17th 3:00 – 4:30 pm EST / June 26th 11:30 – 1:00 pm EST / October 25th 1:30-3:00 pm EST

Authorization Optimization

In the ever changing world of Debit and Credit Cards, join us to learn the number of ways to maximize your authorizations interface. Whether batch, online host, or a versatile pipeline used for a variety of things like file transmission, instant issuance, E-Report transmission and more – we have the information to help you identify ways to ensure your back office is configured for both back office and cost efficiency!

Dates: June 28th 1:30 – 3:00 pm EST / August 21st 3:00 – 4:30 pm EST / December 6th 11:30 – 1:00 pm EST

Settlement & Balancing

Gain a clearer picture of the authorization flow and how authorizations can impact daily settlement and balancing efforts. We will provide an overview of the basic settlement flow process, and our switch to network reconciliation process for PIN & ATM Debit transactions. Whether your institution is configured for five or seven day settlement, learn the tips and tools from the processor perspective and gain insight into some of the common areas where optimal core configuration is necessary to ensure balancing efficiency.

Dates: May 22nd 3:00-4:30 pm EST / November 29th 1:30 – 3:00 pm EST

Outsourcing Disputes & Your Role

This course provides an overview of the dispute flow and roles that both FIS and your institution play in resolving disputes and fraud cases for your cardholders. A review and navigational tour of the FIS Chargeback Portal is included, as well as the key reports your institution should be reviewing in order to monitor items for your provisional credit funds movement and settlement process.

Dates: Feb 21st 12:00 – 1:30 pm EST / August 16th 3:00 – 4:30 pm EST / October 30th 1:30 – 3:00 pm EST



Challenge Your Risk Strategy

Gain a clear picture of the Pass-Through Risk portfolio – packed with tools and configurations that help you challenge your current fraud strategy, and create a strategy for the future. An overview of configuration options is included, in addition to illustrations on where fraud trends are today, and how FIS can help you identify flash fraud situations using everyday tools within Pass Through Web and identify how your current fraud configuration is performing.

Dates: March 1st 12:00 – 1:30 pm EST / August 7th 3:00 – 4:30 pm EST / October 2nd 1:30 – 3:00 pm EST

Managing Mobile Alerts

Need to better understand what is involved with a Mobile Communications channel? Join us for an in-depth look at Pass-Through Mobile Alerts. Learn about the types of alerts that are available, and how to quickly and effectively research authorizations that trigger a mobile alert. We'll show you areas of 'must-have efficiency,' to ensure that mobile alerts are integrated into key elements of every day back office procedures to ensure cardholder satisfaction.

Dates: May 31st 1:30 – 3:00 pm EST / July 10th 3:00 – 4:30 pm EST / September 27th 12:00 – 1:30 pm EST

Pass-Through Web & Efficient Card Management

Whether you are a seasoned user of the Pass-Through Web tool, or just a beginner – our virtual tour will show you the tips and shortcuts embedded within the system. Ensure you know about each area of functionality, so that you can maximize your usage of the tool and gain access to the data that is within your fingertips with just the click of your mouse.

Dates: March 22nd 12:00 – 1:30 pm EST / May 8th 3:00 – 4:30 pm EST / October 11th 1:30-3:00 pm EST

Fraud eAlert Management

Fraud eAlerts are the new 'norm' for Pass-Through issuers. Join us to learn more about this new functionality and why it is a 'must' in your back office for 2012.

Dates: May 3rd 12:00 – 1:30 pm EST / July 12th 3:00 – 4:30 pm EST / September 4th 1:30 – 3:00 pm EST

Compromise Manager

This course is designed to provide an overview and navigational tour of the Compromise Manager product. Learn how it integrates with Pass-Through, and also the optional, complimentary configuration options that exist outside of the product for no additional cost!

Dates: March 29th 12:00 – 1:30 pm EST / September 13th 3:00 – 4:30 pm EST / November 20th 1:30 – 3:00 pm EST



The Card Issuance Process

An excellent foundational class geared with new employees, or management in mind. Learn the in's and out's of the card issuance process, while gaining a clearer picture of the card issuance timeline, as well as the channels of card issuance fulfillment supported.

Dates: March 20th 12:00 – 1:30 pm EST / August 2nd 3:00 – 4:30 pm EST / October 16th 1:30 – 3:00 pm EST

The Cardholder Masterfile

Join us for a closer look at the function of the cardholder masterfile. Learn ways to maximize your core configuration to ensure data integrity between systems, and also to ensure efficient purge and review processes are in place for both inactive, and reissuing accounts for card growth, and masterfile statistical reporting.

Dates: March 15th 12:00 – 1:30 pm EST / August 30th 3:00 – 4:30 pm EST / November 13th 1:30 – 3:00 pm EST

Statistical Reporting & Portfolio Analysis for Internal Credit & Signature/PIN Debit

This course will help you understand the system tools and resources that are available to assist you in measuring card program performance. Review the various statistical reports individually, and learn about ways to use the information within these reports to identify Average ticket, Average # of transactions per cardholder, and many more 'key' formulas for card performance analysis.

Dates: February 23rd 12:00 – 1:30 pm EST / June 7th 3:00 – 4:30 pm EST / November 8th 1:30 – 3:00 pm EST

This course is a great option for those issuers who elect not to enroll for Debit Insights, but rather manage the analysis of card performance manually.

5 Day vs. 7 Day Consolidated Settlement

This course will review the differences between the two settlement options.

Dates: April 10th 12:00 – 1:30 pm EST / July 24th 3:00 – 4:30 pm EST / September 20th 1:30 – 3:00 pm EST

In-House Disputes & Chargeback Management

Join us for an informative look at the Dispute management tools (DMS, WBAS or Data Navigator Web) and the key reports issuers must use to manage their internal disputes and exceptions process.

Dates: February 14th 12:00 – 1:30 pm EST / April 19th 3:00 – 4:30 pm EST / November 27th 1:30 – 3:00 pm EST



The Power of the Transaction Warehouse – PT Web

Learn the secrets to the Transaction Warehouse for both Authorized and Posted transaction history. We'll show you how to use the export feature, in addition to comparing authorizations for a variety of things like Enhanced Authorization Risk blocking, card portfolio performance, flash fraud analysis & more!

Dates: March 6th 12:00 – 1:30 pm EST / June 12th 3:00 – 4:30 pm EST / July 5th 11:30 – 1:00 EST / September 18th 1:30 – 3:00 pm EST

Interchange & Fee Program Indicators

In the wake of the Durbin Amendment, many issuers are looking for average interchange per transaction, common merchant segments and an overview of the interchange flow in an effort to increase card utilization & income per transaction. Join us for an informative session on the different merchant levels, a clearer understanding of Fee Program Indicators and why you should not ignore the value of cash-back at the Point of Sale (POS).

Dates: April 24th 12:00 – 1:30 pm EST / July 19th 3:00 – 4:30 pm EST / December 11th 1:30 – 3:00 pm EST

Contact Us

Please contact us at pt.training@fisglobal.com or Product Support at eftsp.productsupport@fisglobal.com for more information, or if you have questions regarding training courses, or the registration process. If you aren't sure which classes are best to attend, you may find it helpful to work with your Client Services Account Manager for recommendations.

Courses will be billed at month end to the main bank bin for your overall Pass-Through Card portfolio.