



Performance Improvement Course Schedule

| January 2012 | | | | | | | February 2012 | | | | | | | March 2012 | | | | | | |
|--------------|----|----|----|----|----|----|---------------|----|----|----|----|----|----|------------|----|----|----|----|----|----|
| S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 29 | 30 | 31 | 1 | 2 | 3 | 4 | 26 | 27 | 28 | 29 | 1 | 2 | 3 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 | 26 | 27 | 28 | 29 | 1 | 2 | 3 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |

January 2012

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| ClientLink/TBS Issuer Reports web | 1/18 |
| eZDisclosure web | New! 1/19 |
| BASE2000 Service View Refresher classroom | 1/24-25 |
| eZCard Training web | New! 1/24 |
| Compromise Manager web | 1/25 |
| Chargeback Services web | 1/25 |
| BASE2000 Commercial View Refresher classroom | New! 1/26 |
| ClientLink Navigational Upgrade web | 1/26 |
| eZBusiness Card Management web | 1/26 |
| ClientLink Navigational Upgrade web | 1/31 |

February 2012

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|---|---------|
| BASE2000 Service View classroom | 2/6-8 |
| Full Service Accounting web | 2/8 |
| BASE2000 Commercial View classroom | 2/9 |
| BASE2000 Collector View classroom | 2/10 |
| Merchant Kickoff & Overview | 2/13 |
| Merchant Pricing Procedures | 2/14 |
| ClientLink classroom | 2/15-17 |
| Merchant Acct Boarding & Maint/Forms web | 2/15 |
| Chargeback Services web | 2/15 |
| Merchant Acct Boarding & Maint/MAS web | 2/16 |
| Merchant Reports & Special Forms | 2/17 |
| Compromise Manager web | 2/22 |
| ClientLink Navigational Upgrade web | 2/23 |
| eZBusiness Card Management web | 2/23 |
| ClientLink Navigational Upgrade web | 2/28 |
| BASE2000 Commercial Card web | 2/28 |
| Self-Administered Accounting & Settlement | 2/29 |

March 2012

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|--|---------|
| BASE2000 Collections web | 3/6 |
| Merchant Systems classroom | 3/7-8 |
| ClientLink Basics – New Accounts web | 3/13 |
| ClientLink Basics – Account Maintenance web | 3/14 |
| ClientLink Basics – Monetary Input web | 3/15 |
| Chargeback Services web | 3/15 |
| ClientLink /TBS Issuer Reports web | 3/21 |
| BASE2000 Service View Refresher classroom | 3/27-28 |
| BASE2000 Commercial View Refresher classroom | 3/29 |
| ClientLink Navigational Upgrade web | 3/27 |
| ClientLink Lost/Stolen/Fraud Disputes web | 3/28 |
| ClientLink Navigational Upgrade web | 3/29 |

New This Quarter!

Did you know?

Classroom training is held at St. Petersburg, FL and Brown Deer, WI.

Three new courses have been added this quarter. More will be added throughout the year.

If you have special training requests, contact ask.education@fisglobal.com.

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.