



Performance Improvement Course Schedule

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

April 2012

eZCard Web	4/3
Full Service Accounting Web	4/4
eZDisclosure Web	
LOS Web	4/5
ClientLink Card Program Features Web	
eZCard Web	4/10
eZBusiness Card Management Training Web	4/11
CollectorLink Web	
eZBusiness Expense Management Web	4/12
BASE DMS Visa Disputes Processing Web	4/17
Compromise Manager Web	4/18
ClientLink Classroom Training (STP)	4/18-20
BASE ServiceView Inquiry & Maint Web	4/23
BASE ServiceView New Account Web	4/24
ClientLink Navigational Upgrade Web	
BASE Monetary Input & Queuing Web	4/25
BASE Issuer Reports	4/26
ClientLink Navigational Upgrade Web	

May 2012

BASE Commercial Card Web	5/1
ClientLink Business Card Web	5/2
Merchant Kickoff & Overview Web	5/7
BASE ServiceView Refresher Classroom (STP)	5/8-9
Merchant Pricing Procedures	5/8
Merchant Acct Boarding & Maint (Forms) Web	5/9
Merchant Acct Boarding & Maint (MAS) Web	5/10
BASE Commercial Refresher Classroom (STP)	
Merchant Reports & Special Forms Web	5/11
ClientLink Basics – New Accounts Web	5/15
ClientLink Basics – Account Maint Web	5/16
Chargeback Services Web	
ClientLink Basics – Monetary Input Web	5/17
ClientLink Classroom Training (MLW)	5/21-23
ClientLink/TBS Issuer Reports Web	5/23
ClientLink L/S/F & Disputes Web	5/30
BASE Collections Web	5/31

June 2012

Compromise Manager Web	6/6
LOS Web	6/12
Chargeback Services Web	6/13
eZBusiness Card Management Training Web	6/14
eZBusiness Expense Management Web	6/15
Full Service Accounting Web	6/19
TBS DMS Visa Disputes Processing Web	6/20
BASE ServiceView Classroom Training (MLW)	6/25-27
BASE Commercial Classroom Training (MLW)	6/28
BASE Collector Classroom Training (MLW)	6/29

New This Quarter!

Did you know?

New eLearning courses are available including BASE2000 CommercialView and ClientLink. eLearning courses allow you to complete training at your own pace. Furthermore, when you enroll in an eLearning course, the course will be available to you for six months. You may review it as many times as you like throughout the six-month subscription period.

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.