
CARD SERVICES WEBINAR SERIES

2010 Fall Education Calendar

Debit Card Training Webinars

Pass-Through Dispute and Fraud Webinar

Tuesday, August 17

2:00 p.m. - 4:00 p.m.

(Registration code: 2010-WEB-0817)

With dispute and fraud claims at a new level, it is very important that all credit unions understand the dispute & fraud processes and what the responsibilities are of the cardholder, credit union and FIS. During this webinar we will review the Visa/MasterCard and Network dispute/fraud process and provide you with key tools and resources to save you time and money.

Pass-Through Web Screens Webinar

Tuesday, October 26

9:30 a.m. - 11:30 a.m.

(Registration code: 2010-WEB-1026)

Do you struggle with knowing what screen to go to when performing maintenance or inquiries on your debit card accounts? Are you aware that you can view parameter information about your debit card program via the web screens? If you answered yes, this webinar is for you! We will be reviewing all of the Pass-Through web screens that are used for adding new accounts, performing maintenance and inquiries on debit cardholder accounts. In addition, we'll show where you can view information about your debit card program.

Pass-Through E-Reports Webinar

Thursday, November 18

2:00 p.m. - 4:00 p.m.

(Registration code: 2010-WEB- 1118)

Reports, reports what do we do with all of these reports? Your credit union receives daily, weekly, monthly & quarterly reports from FIS. Attend this webinar where you will learn how to read & interpret the reports received from FIS for managing your debit card program. (Reports used for settlement and balancing will not be reviewed during this webinar, but a reference guide regarding the settlement reports will be provided.)



Credit Card Training Webinars



Credit E-Reports Webinar

Thursday, August 12

9:30 a.m. - 11:30 a.m.

(Registration code: 2010-WEB-0812)

This informative webinar will take you through the various reports generated as a result of the operations of your credit card program. We will review, in detail, each report you receive, when you can expect it, its purpose and what you may wish to do with it when you receive it. We will also look to the participants to share their report processes. (Enhancement reports are not covered.)



Credit Dispute and Fraud Webinar

Tuesday, September 28

2:00 p.m. - 4:00 p.m.

(Registration code: 2010-WEB-0928)

This past year has certainly pushed our limits as accounts poured through the chargeback system. During this webinar we'll take a look at the chargeback process and its complexities. We'll show you how a few simple check points added to your daily routine will ease the burdens associated with chargebacks and include tips on how to save on monthly processing fees.

CardSource Navigation Webinar

Tuesday, October 5

9:30 a.m. - 11:30 a.m.

(Registration code: 2010-WEB-1005)

Are you a new CardSource user or can't find what you are looking for in CardSource? This session will provide a review of the various CardSource screens and what information can be found on them. In addition, we'll review how to locate basic information regarding your card program.

Collections, Bankruptcies, and Charge-offs Webinar

Thursday, November 4

2:00 p.m. - 4:00 p.m.

(Registration code: 2010-WEB-1104)

This webinar will provide you with the complete steps for blocking an account for bankruptcy and charging off an account as a bad debt or as an unrecoverable fraud case. You'll also learn what notices FIS can send to your cardholders on your credit union's behalf for delinquent accounts and review FIS' initiatives to assist with your compliance with the FACT Act.

Coming first quarter 2011... In-Person ClientLink Training

Look for details this fall.

REGISTRATION FORM

Card Services Webinar Series

(Fall, 2010)

\$75 per connection/credit union over \$20 million

\$55 per connection/credit union under \$20 million

Non member pricing: \$150 per connection/per credit union

Pricing is per connection – each computer is considered a connection. To register, please complete registration form in its entirety at least one week prior to webinar date.

Credit Union Name: _____

Attendee Name: _____

Title: _____ **Email Address:** _____

Phone Number: _____ **Contact Person:** _____

Please enroll the above credit union/attendee in the following Pass-Through/debit card training webinars:

Dispute & Fraud (2010-WEB-0817)

Web Screens (2010-WEB-1026)

E-Reports (2010-WEB-1118)

Please enroll the above credit union/attendee in the following credit card training webinars:

E-Reports (2010-WEB-0812)

Dispute & Fraud (2010-WEB-0928)

CardSource Navigation (2010-WEB-1005)

Collections, Bankruptcies & Charge-Offs (2010-WEB-1104)

Enclosed is a share draft/check in the amount of \$_____ payable to Pacul Services, Inc.

Debit Credit Union Corporate Account# _____ ABA# _____

in the amount of \$_____ Authorized Signature _____

Credit Card Account# _____ Expiration Date: _____

in the amount of \$_____ Authorized Signature _____

Registration confirmations will be emailed to attendees within one week of receipt. Registration information may be faxed to: 717-234-4463; or mailed to Pennsylvania Credit Union Association, 4309 N. Front St; Harrisburg, PA 17110. Payment must accompany registration. Faxed registrations require ACH or credit card information.

Cancellations received in writing at least five (5) days prior to the session will receive a refund equal to 50% of the registration fee. No refund will be granted for cancellations after that date. Substitutions are welcome. We reserve the right to cancel classes that do not meet a minimum number of attendees.



For Accounting Use Only

Chk, ACH or CC Processed by: _____ Date _____

Processed in TIMSS by: _____ Date _____

Confirmation Letter sent by: _____ Date _____

Registration confirmed by: _____ Date _____