



ACI education courses

February 2011

Contents

03 Introduction

Courses:

04 BASE24®

12 BASE24-eps®

16 ACI Commerce Gateway™

20 ACI Enterprise Banker™

26 ACI Issuer™

28 ACI Money Transfer System™

32 ACI Payment Testing (ASSET)™

34 ACI Payments Manager™

42 ACI Proactive Risk Manager™

44 ACI Retail Commerce Server™

Introduction

When an organization takes the decision to invest in ACI solutions it is typically a large and well considered commitment, based upon trust in the ACI vision and solutions, as well as ACI's proven track record in the payments industry.

In order to ensure that customers get the best possible experience from using its solutions, ACI is committed to providing the highest standard of product education. With decades of industry experience, ACI trainers are able to not only deliver specific course materials, but also call upon real-world scenarios to provide examples of how solutions have been successfully deployed around the world.

ACI courses usually include both theory and practical sessions to allow students to work through real business scenarios and put their newly learned skills to use. This hands-on approach ensures that the knowledge is retained and the student is more productive on their return to the workplace.

ACI education can be delivered either at customer premises or at one of the ACI offices around the world, although some of the more technical courses are only available at ACI offices due to the resource intensive nature of the practical exercises. When planning for education, one of ACI's skilled consultants will discuss the exact needs of the training and propose appropriate courses and timetables to ensure that those exact needs are met. ACI works with the customer to agree upon the delivery dates and schedule.

Our experience has shown that a well trained customer staff is both more productive and experiences fewer support calls, resulting in a much greater level of service to its own customers, be they internal or external.

Agendas

A consultancy call will take place between the customer and ACI in order to determine the agenda and scope of the education prior to the class taking place. This ensures the trainer has sufficient time to properly prepare for the class

and organize content and materials. It also allows for the provision of a structured and customer-specific approach to the delivery of the education so that the students are able to maximize the investment in the training.

Course materials

Product-specific materials will be supplied. This may include documentation, training manuals, lab exercises and PowerPoint slides. For courses delivered at customer premises, materials are typically delivered electronically. In this instance the customer is expected to produce hard copies of the slides for class presentation.

Course fees

All appropriate costs will be defined in the contract and will be based on the education being delivered and the agreed upon durations. Airfare and expenses will also be charged back to the customer in addition to the contracted hourly rate for the instructor's time. Customized courses will be charged back to the customer on a time and materials basis.

Scheduling

As part of the consultancy call to determine the education content, the schedule for delivery will be proposed. Once the contract is finalized, the exact dates for delivery will be determined and fixed.

Cancellations

If training is to be cancelled/rescheduled, the customer must notify ACI as soon as possible. Customers will be responsible for any additional fees associated with cancellation or movement of travel plans. In addition, any cancellation or reschedule request received within seven (7) business days of scheduled training dates will result in a charge of ½ day of training.

BASE24[®]



BASE24-atm Database

Duration

3 days

Prerequisites

- HP NonStop™ Concepts and Facilities
- BASE24 Overview

General description

The BASE24-atm Database module is designed to provide the student with the knowledge needed to set up and maintain the BASE24-atm database. The fields of each database file are discussed as well as any interrelationship that exists between fields. The students are given the opportunity to set up and test their own database. The course also looks at optional receipt configuration and surcharge configuration.

Who should attend

- EFT service and customer relations personnel
- Database management personnel
- Systems support staff - those responsible for setting up and maintaining the database

Module objectives

- Understand BASE24-atm terminology
- Understand the overall system design of BASE24-atm
- Identify major transaction processing components of BASE24-atm
- Understand BASE24 files, records and data fields and their interrelationships
- Perform online file maintenance to the database files
- Understand BASE24-atm sharing parameters and processing

BASE24-atm Cutover Processing

Duration

1 day

Prerequisites

BASE24 Overview

General description

The BASE24-atm Cutover Processing module provides a detailed look at the BASE24-atm business day and cutover cycle. The settlement initiator process, which is responsible for completing the daily cutover, is also covered in detail. The standard BASE24-atm reports are covered along with report file and transaction log file perusal methods.

Who should attend

- Balancing and settlement personnel
- Database management personnel
- Device control operators
- Systems support staff

Module objectives

- List the various participants in the BASE24-atm network
- Understand the BASE24 role in settlement processing
- Distinguish the main events that occur throughout the BASE24 business day
- Understand the various cutover methods
- Comprehend how cutover can be configured in BASE24
- Perform device control terminal balancing functions
- Understand the processing performed by the settlement initiator process
- Understand the types of reports produced by BASE24-atm
- Understand how BASE24-atm reports are produced
- Comprehend how reports are configured

BASE24-atm Transaction Processing

Duration

2 days

Prerequisites

- BASE24 Overview
- BASE24-atm Database

General description

The BASE24-atm Transaction Processing module focuses on how transactions flow through the various BASE24 processes. Topics include process initialization, BASE24 standard internal message types, network auditing, processing steps taken by each application process and transaction paths. This two-day course also covers the external message file configuration, the token file configuration and the LCONF file configuration.

Who should attend

- System managers
- Systems support staff
- System analysts
- System and application programmers

Module objectives

- List the BASE24 processes involved during transaction processing
- Understand the standard internal message and how it is used
- Identify message types and message formats
- Understand various BASE24 transaction components from request to response to completion
- Analyze a network audit
- Understand the LCONF file

BASE24-pos Database

Duration

3 days

Prerequisites

- HP NonStop Concepts and Facilities
- BASE24 Overview

General description

The BASE24-pos Database module is designed to provide students with the knowledge necessary to set up and maintain the BASE24-pos database. The fields in each database file are discussed in detail based on various configurations. Instruction and practice is provided for students interested in performing online file maintenance functions.

Who should attend

- EFT service and customer relations personnel
- Database management personnel
- Systems support staff

Module objectives

- Understand BASE24-pos terminology
- Understand the overall system design of BASE24-pos
- Identify the major transaction processing components of BASE24-pos
- Understand and be able to define the transactions supported by BASE24-pos
- Understand the three different draft capture options supported by BASE24-pos
- Identify the significant features of the different BASE24-pos device handlers
- Understand the BASE24 files, records and data fields and their interrelationships
- Perform online file maintenance to the BASE24-pos and database files

BASE24-pos Cutover Processing

Duration

1 day

Prerequisites

BASE24 Overview

General description

The BASE24-pos Cutover Processing module provides a detailed look at the BASE24-pos business day and cutover cycle as well as the settlement initiator process. The standard BASE24-pos reports are covered in detail along with POS report file and POS transaction log file perusal methods.

Who should attend

- Balancing and settlement personnel
- Database management personnel
- Device control operators
- Systems support staff

Module objectives

- List the various participants in the BASE24-pos network
- Understand the BASE24 role in settlement processing
- Identify the main events that occur throughout the BASE24 business day
- Understand the various types of cutover
- Understand how cutovers can be configured in BASE24
- Understand the processing performed by the settlement initiator process
- Understand the types of reports produced by BASE24-pos
- Understand how the BASE24 reports are produced
- Understand how reports are configured

BASE24-pos Transaction Processing

Duration

3 days

Prerequisites

- BASE24 Overview
- BASE24-pos Database

General description

The BASE24-pos Transaction Processing module focuses on how transactions flow through the various BASE24 processes. Topics include process initialization, BASE24 standard internal message types, network auditing, processing steps taken by each application process and transaction paths.

This course includes two labs giving the student a look at the external message file and the token file, and an exercise researching a network audit.

Who should attend

- System managers
- Systems support staff
- System analysts
- System and application programmers

Module objectives

- List the BASE24 processes involved during transaction processing
- Understand the POS standard internal message and how it is used
- Identify the message types and message formats
- Distinguish between requests, reversals and completion messages
- Analyze a network audit



BASE24 Overview

Duration

2 days

Prerequisites

None

General description

The BASE24 Overview module provides the student with a general introduction to the BASE24 system for ATM and POS. Topics include system architecture and configuration, application process functions, database files, network utilities, naming conventions, business cycle and reports, system control and user security. This two-day class ends with a Pathway™ lab that familiarizes the student with system and file access.

Who should attend

- Management
- Supervisory personnel
- Marketing personnel
- Anyone wanting a general introduction to the BASE24 system

Module objectives

- Distinguish between the levels of HP NonStop and BASE24 system architecture
- Gain an understanding of how the BASE24 system is configured
- Understand system configuration flexibilities
- Understand available BASE24 authorization options
- Identify the main BASE24 software modules
- Understand the conventions used to name BASE24 components
- Comprehend the BASE24 user security features
- Access the BASE24 files and functions
- Gain general knowledge of the BASE24 files
- Understand BASE24 system control functions
- Gain a general understanding of the BASE24 business cycle and reports

BASE24 Environment

Duration

3 days

Prerequisites

- HP NonStop Concepts and Facilities
- Knowledge of the Edit or Tedit utility

General description

The BASE24 Environment module introduces the student to the features available with XPNET 3.1. The module provides extensive hands-on practice by allowing the student to configure an XPNET system using all the required files, utilities and commands. Emphasis is placed on designing the network using the most efficient configuration methods. Network expansion techniques are also covered.

Who should attend

- Operations managers
- System managers
- System analysts
- System and application programmers

Module objectives

- Understand the concepts of an XPNET system
- Be familiar with the basic HP NonStop system functions
- Identify the required XPNET system subvolumes
- Define the Pathway components
- Understand and use the NCPCOM utility
- Create an XPNET node using dynamic configuration commands
- Create an XPNET node using Obeyform commands
- Start up and shut down an XPNET system
- Explain the function of queue management
- Configure BASE24 routing
- Review LCONF functions
- Define the XNConf
- Explain the use of the configuration journal
- Define the steps required to audit a messageBASE24 Operator Training



BASE24 Transaction Security

Duration

2 days

Prerequisites

- BASE24 Overview or
- BASE24 Transaction Processing (ATM, POS)

General description

The BASE24 Transaction Security module is designed to provide the student with knowledge of PIN encryption processing, PIN verification processing, dynamic key management and card verification, along with the database settings available to implement various options. This course also covers BASE24 Automated Key Distribution System (AKDS) and SPDH Derived Unique Key per Transaction via Transaction Security Services (TSS). Students are provided a hands-on look at the user interface and navigation. An overview of user interface related terms, startup of the desktop environment and navigation through the windows and menus is covered. Also included is a discussion of the components that make up the user interface, as well as an overview of configuration information for each. User security for the user interface is covered and practiced. Additional features of appearance, online help and user auditing functions is shown.

Who should attend

- System managers
- Security administrators
- Security analysts
- Security auditors
- Database management personnel
- Security management personnel

Module objectives

- Describe the various forms of PIN verification
- Understand PIN encryption/decryption and the related files and parameters
- Understand TSS configuration in the BASE24 environment
- Understand AKDS concepts
- Understand the concepts of Derived Unique Key per Transaction
- Describe the components and processes of TSS
- Understand the startup procedures of the ACI desktop
- Log on and navigate through the BASE24 user interface
- Understand the appearance, navigation methods and online help available with the user interface

BASE24 Operator Training

Duration

2 days

Prerequisites

- HP NonStop Concepts and Facilities or
- A NonStop Himalaya operator course (K-series or S-series)

General description

The BASE24 Operator Training module provides the student with a comprehensive look at the functions of a system operator in an XPNET 3.1 environment.

Note: This course is not required if you have attended the BASE24 Environment module.

Who should attend

- Operations managers
- System managers
- System operators
- Systems support staff

Module objectives

- Identify the various components of an XPNET 3.1 system
- Understand the functions and features of an XPNET 3.1 system
- Use the XPNET operator interface to effectively monitor and control an XPNET system

BASE24 Refresh/Extract

Duration

½ day

Prerequisites

- BASE24 Overview or
- BASE24 Environment or
- BASE24 Operator Training

General description

The BASE24 Refresh/Extract module provides the student with a comprehensive look at the functions of a system operator in carrying out data refresh and extract procedures in an XPNET 3.1 environment.

Who should attend

- Operations supervisors
- System operators
- Host system personnel

Module objectives

- Explain the concepts of refresh and extract and the reasons for their use
- Demonstrate the configuration required for successful refreshes and extracts
- Demonstrate the procedures for running refresh and extract

XPNET 3.0 to 3.1 Differences

Duration

1 day

Prerequisites

BASE24 Environment

General description

The XPNET 3.0 to 3.1 Differences module is designed to provide the student with a review of the enhancements made for release 3.1 of the XPNET code. New features as well as retired features are covered in this module.

Who should attend

- Operations managers
- System managers
- System analysts
- System and application programmers

Module objectives

- Explain the user security enhancements
- Be familiar with the new ONCF commands
- Understand the RPCGEN utility and the RPConf file
- Understand the XNCGEN utility and the XNConf file
- Understand the LIVERIFY utility
- Understand the RELPROC utility
- Explain the function of queue management
- Define the routing enhancements
- Explain the use of the new destination object



BASE24-eps®



BASE24-eps Application Overview

Duration

2 days

Prerequisites

- Basic understanding of consumer e-payments industry
- Familiarity with object-oriented programming principles

General description

BASE24-eps Application Overview will provide an introductory-level explanation of the basic features, functions and concepts of the BASE24-eps product.

Who should attend

Anyone interested in the BASE24-eps product or planning on attending additional BASE24-eps courses

Module objectives

- Features and functions
- Implementations
- Architecture
- Transaction sequence
- Acquiring, routing and switching concepts
- Authorization concepts including scripting
- Journaling concepts including configuration, perusal and query
- Transaction security concepts
- User interface features including startup, logon, navigation and user security concepts
- Application processes
- System operations
- End of period processing concepts

BASE24-eps Application Configuration

Duration

3 days

Prerequisites

BASE24-eps Application Overview

General description

BASE24-eps Application Configuration provides a detailed explanation of the configuration features and basic concepts of the BASE24-eps product.

Who should attend

Anyone interested in the BASE24-eps product or responsible for configuring and maintaining the BASE24-eps application database

Module objectives

- Functions and interactions of components involved in transaction processing
- Application configuration via the ACI desktop
- Application configuration to include acquiring, determining the issuer, routing, authorizing and journal relationships between application configuration data elements
- Authorization configuration to include cards, accounts, limits, usages and preauthorization holds
- Transaction security configuration and processing



BASE24-eps Application Processing

Duration

3 days

Prerequisites

BASE24-eps Application Overview

General description

BASE24-eps Application Processing provides a detailed explanation of the transaction processing features, functions and concepts of the BASE24-eps product.

Who should attend

Anyone interested in the BASE24-eps product, transaction processing features or business logic as it relates to the BASE24-eps system

Module objectives

- Functions and interactions of components involved in transaction processing
- User interface to include components, features, functions, localization and user security
- Architecture of the ATM device handler and integrated server
- Scripting to include authoring, compilation and implementation
- Transaction security processing
- System operations
- End of period configuration and processing
- Journal perusal and query configuration and processing
- File partitioning configuration
- Full-file replacement and partial file refresh configuration and processing
- Acquirer (i.e., ATM device handler, POS channel manager and interface) configuration and processing tools and utilities (Metadata Manager and DALCI)

BASE24-eps Customization

Duration

5 days

General prerequisites

- BASE24-eps Application Overview
- BASE24-eps Application Processing
- Competence with object-oriented programming principles
- Competence with the C++ programming language

Platform-specific prerequisites (for UNIX® customization course)

Familiarity with UNIX® operating system

General description

The BASE24-eps Customization course provides instruction for customizing BASE24-eps C++ components. This course must be taught at an ACI location.

Who should attend

The course is designed to suit the training needs of ACI customers and internal staff. However, any technician tasked with customizing and maintaining the BASE24-eps application would benefit from attendance.

Module objectives

- Introduction to the BASE24-eps customization methodology
- Review of BASE24-eps components
- Review of object-oriented concepts and design patterns utilized in the BASE24-eps customization methodology
- Presentation on the component factory and the CSM factory
- Hands-on instruction and lab exercises are provided on the following topics:
 - Creating custom interfaces
 - Customizing authorization components
 - Creating a new transaction data element (TDE)
 - Creating new custom classes that implement new exported operators
 - Implementation of custom components using Common Development Environment (CDE)
 - Sample testing simulations
 - Developing scripts that utilize exported operators of custom components
 - Creating custom database tables using the Metaman utility
 - Accessing custom database tables using product foundation class data access layer components



BASE24-eps Scripting

Duration

5 days

Prerequisites

- ACI BASE24-eps Application Overview
- ACI BASE24-eps Application Processing
- ACI BASE24-eps Application Configuration

General description

This course is for developers and technicians who wish to develop their own scripts and/or understand advanced BASE24-eps scripting features in order to enhance scripts already available.

Content

- Scripting fundamentals
- Exported operators
- Script objects
- Script delivery document
- Journal perusal scripts
- Authorization scripts
- Pre-screening scripts
- Sequential routing scripts
- Impacting scripts
- Journal query scripts
- Script tracing
- Script troubleshooting

Who should attend

Anyone interested in BASE24-eps scripted functionality and how it applies to authorization and journal access.

Module objectives

- Become proficient in the use of BASE24-eps scripting language
- Be able to create, debug, compile and implement scripts
- Be able to customize vendor-supplied BASE24-eps scripts

BASE24-eps Supporting Applications Training

Duration

5 days

Prerequisites

Basic BASE24-eps and UNIX knowledge recommended

General description

BASE24-eps Supporting Applications Training course will provide a comprehensive explanation of the basic features, functions and components of the supporting applications that are commonly bundled with the BASE24-eps product in a UNIX environment. These applications include IBM®WebSphere®MQ, c-tree Server, ACI Communications Services™ (ICE-XS) and BASE24-eps Contingency (GoldenGate™).

Who should attend

Anyone interested in the maintenance, configuration and support of the applications listed above

Module objectives

- Platform overview
- WebSphere MQ configuration, operations and troubleshooting
- c-tree Server configuration, operations, monitoring, utilities and troubleshooting
- Communications Services installation, configuration, resources and troubleshooting
- Contingency overview, components, configuration and monitoring

ACI Commerce Gateway™



Commerce Gateway Merchant User

Duration

½ day

Prerequisites

None

General description

The Commerce Gateway Merchant User course provides a detailed overview of the Commerce Gateway system, including its features and architecture. ACI covers information that customer service individuals and merchant users need to know in order to access the system and troubleshoot issues for merchants and institutions.

Who should attend

- Customer support/service individuals
- Merchant system users
- Institution and merchant business employees
- System administrators
- IT system maintenance users

Note: This course is a prerequisite for other Commerce Gateway courses.

Module objectives

- Provide an overview of the Commerce Gateway system
- Define Commerce Gateway-specific terminology
- Explain how to view merchant accounts, terminals, orders, transactions, documentation and transactions
- Explain how to maintain user profiles
- Describe transaction types and how to view and work with transactions
- Identify troubleshooting issues
- Explain how to create and read reports
- Access and navigate the Commerce Gateway merchant site

Commerce Gateway System Admin User

Duration

½ day

Prerequisites

Commerce Gateway Merchant User

General description

The Commerce Gateway System Admin User class focuses on system configuration, including setting up merchants, terminals, institutions and items that are related to them. This class, unlike the Merchant User class that covers the Commerce Gateway merchant website, covers the Commerce Gateway main site in detail.

Who should attend

- Institution and merchant business employees
- System administrators
- IT system maintenance users

Note: This course is a prerequisite for the Commerce Gateway Technical Operations course.

Module objectives

- Provide additional detail on the three Commerce Gateway sites, the architecture of the system, reports and plug-ins
- Describe the features of the Commerce Gateway main website
- Explain how to configure and update merchants, terminals and institutions
- Explain how to configure and update merchant category codes, currency codes, brands, payment instruments, endpoint routing and other items
- Describe risk and how to manage risk in the Commerce Gateway system
- Provide an overview of the Commerce Gateway admin site
- Describe how to add new users, user roles, FAQs, news and merchant guidelines
- Access and navigate the Commerce Gateway main site

Commerce Gateway Technical Operations

Duration

2 days

Prerequisites

- Commerce Gateway Merchant User
- Commerce Gateway System Admin User

General description

The Commerce Gateway Technical Operations class is designed for IT professionals who are responsible for installing the system and maintaining it from a technical standpoint. This class describes the Commerce Gateway system in detail, including technology features, hardware, servers, databases, formatting of transactions, plugins, interfaces and security. It focuses on the Commerce Gateway admin website, rather than the merchant and main sites.

Who should attend

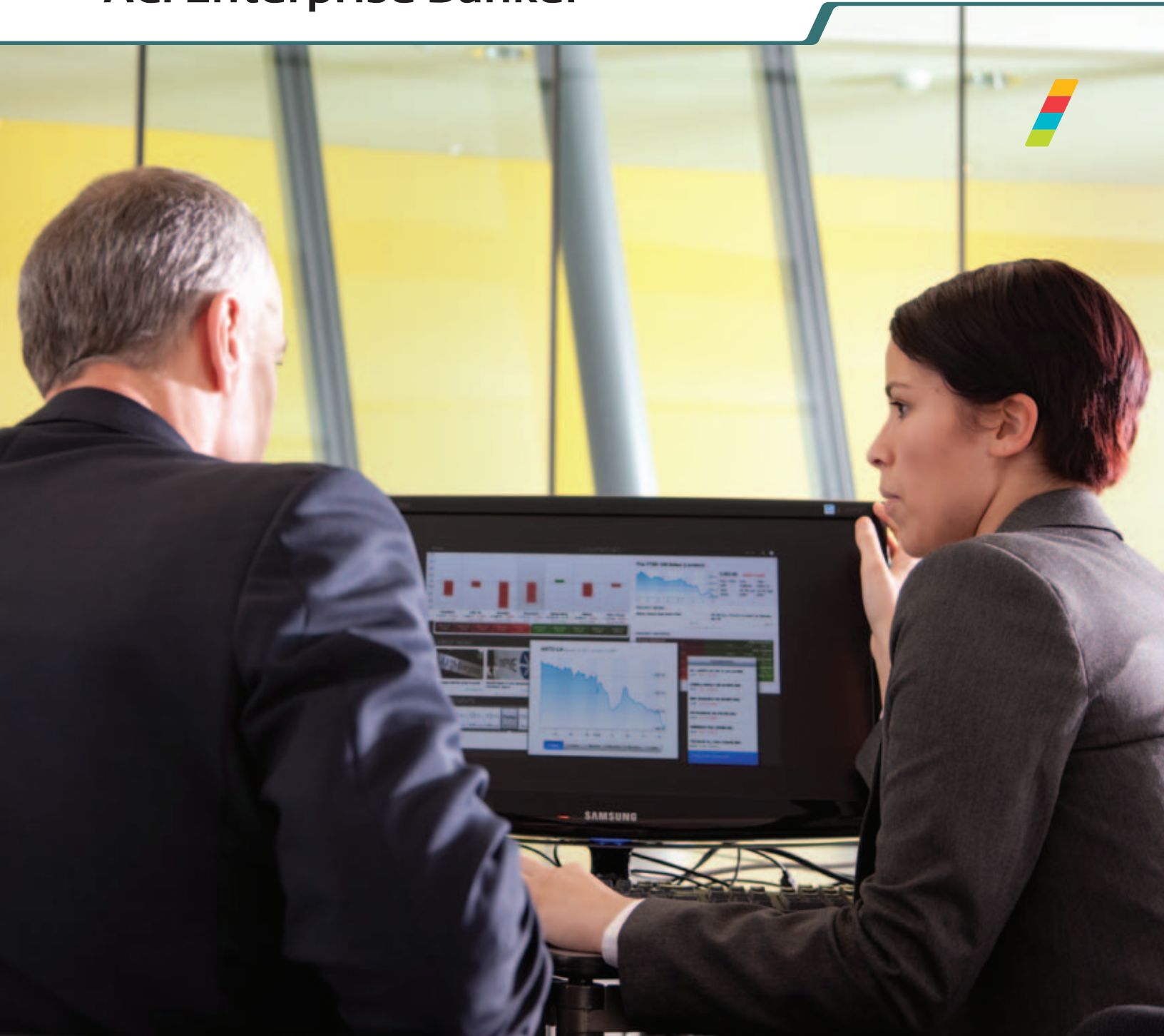
- System administrators
- IT system maintenance users

Module objectives

- Describe the features of the Commerce Gateway admin website
- Describe the technological features of Commerce Gateway and how these features work in the Commerce Gateway environment
- Explain how Commerce Gateway acquires, formats and routes transactions
- Explain how to use and/or configure tools, languages, connections, processes and listeners
- Identify plug-in types and raw interfaces that are used
- Define specifics of security used, including SSL, database encryption, firewalls and trace configuration
- Explain system level configuration on the Commerce Gateway admin site
- Describe technical maintenance and fixing of technical issues
- Access and navigate the Commerce Gateway admin site



ACI Enterprise Banker™



Enterprise Banker Train the Trainer Product Training

Duration

This varies based on each customer's specific needs. Some sample class times follow:

- ACH or Wire: 2 days
- ACH and Wire: 3 days
- Full Payments and Reporting: 4 days
- Check Services: 2 days
- Full Suite: 6 days

Prerequisites

It is helpful to have a working knowledge of online banking and Enterprise Banker.

General description

Normally presented on the customer's test system, this class includes a full range of Enterprise Banker client and customer functionality and is conducted with a combination of lecture, hands-on activities and supervised exercises.

- Customer setup and administration performed by internal system users
- Complete walkthrough of all customer UI cash management and administration capabilities (e.g., processing, reporting, etc.)
- Discussions regarding unique processing requirements

Content

- Presentation and review of each licensed Enterprise Banker product
- Review fields, edits and other significant components of applicable screens
- Discuss relative importance of product/function and interrelationships in Enterprise Banker
- Review workflows and compare to current processing
- Use lab and review exercises to practice newly acquired skills

Who should attend

This course is designed to meet the requirements of the cash management managers and supervisors, as well as the testing and training staff.

Module objectives

- Provide working knowledge of Enterprise Banker based on products licensed by the customer
- Prepare foundation for system and customer users to create internal procedures
- Present baseline information that can be utilized by customer personnel to create test plans and scripts, as well as internal training materials

Glossary of terms

- **Payments and Reporting:** ACH, Wire and Reporting (Information and Special)
- **Check Services:** Positive/Stop Pay, Real-Time Transaction/Balance Inquiry/Dashboard and Account/ Loan Transfers
- **Full Suite:** Payments and Reporting and Check Services

Enterprise Banker Refresher Training

Duration

This will vary based on each customer's specific needs. Some examples of refresher classes available are:

- ACH Refresher: 3-hour WebEx
- Wire Refresher: 3-hour WebEx
- Reporting Refresher: 2-hour WebEx
- Payments and Reporting Refresher: 2-day onsite class
- Check Services Refresher: 4-hour WebEx
- Full Suite Refresher: 3-day onsite class

Prerequisites

It is helpful to have a working knowledge of online banking and Enterprise Banker.

General description

This class is most beneficial when presented at the customer site on their test or pre-production system, but is also available via WebEx. It is specific to the customer's training and education requirements. Some options for refresher training include: someone back from a leave of absence, a review prior to production cutover or a post-conversion assessment of user skill sets.

Content

As in Enterprise Banker Train the Trainer, the content will vary by customer based on product licensed and specific educational needs. The focus of the class will be more hands-on exercises and review to give attendees a second chance to fine-tune their skills. A portion of the class is also reserved for troubleshooting.

Who should attend

This class can be designed based on the audience: cash managers, supervisors, clerks, support staff, QA testers and customer users.

Module objectives

- Revive knowledge of the Enterprise Banker system based on products licensed by the customer
- Enhance existing knowledge of Enterprise Banker by delving more deeply into product functionality

Glossary of terms

- **Payments and Reporting:** ACH, Wire and Reporting (Information and Special)
- **Check Services:** Positive/Stop Pay, Real-Time Transaction/Balance Inquiry
- **Full Suite:** Payments and Reporting and Check Services

Enterprise Banker Upgrade Training

Duration

This is dependent on content and the extent of functionality changes. Upgrade training for a single product such as ACH or Wire might be a 4-hour session. Upgrade training for multiple products would increase the duration of the class and will be determined when the class requirements are addressed.

Prerequisites

It is helpful to have a working knowledge of Enterprise Banker.

General description

Presented at the customer site or via WebEx, this class will vary from customer to customer based on upgrade requirements. It can be customized to meet each customer's specific educational needs. It can be combined with Enterprise Banker Refresher Training if a more comprehensive class is desired.

Content

As in the Enterprise Banker Train the Trainer Product Training, the content will vary by customer, based on product licensed and specific educational needs. The focus of the class will be more hands-on exercises and review to give attendees a second chance to fine-tune their skills.

Who should attend

This course can be designed based on the audience: cash managers, supervisors, clerks, support staff, QA testers and customer users.

Module objectives

- Detail functionality changes from the customer's current version of Enterprise Banker to the version on which the customer will be upgrading
- Prepare the foundation on which the customer and its end-users can create internal procedures and test plans

Enterprise Banker Customer/End-User Training

Duration

This is dependent on content. Single product training, such as ACH or Wire, would normally be a 3-hour session. Multiple products would increase the duration of the class and will be determined when the class requirements are addressed.

Prerequisites

It is helpful to have a basic knowledge of computer and web navigation, as well as online banking.

General description

This course can be customized to include customer-specific screens and procedural information. Depending on the training requirements, this class can be presented at the customer site, but is normally presented via WebEx. ACI will work with the customer to confirm the agenda, training outline and training materials.

Notes:

- It is beneficial to have a customer representative present during the training to ensure that details presented are accurate and fall within the customer-specific requirements and procedures.
- This course could be presented prior to a customer's conversion to Enterprise Banker or as a Refresher once the customer has become more familiar with Enterprise Banker.

Content

The content will vary based on services to which the customer is entitled. For example:

- **ACH:** Database Maintenance, Batch Processing and Batch Reporting
- **Wire:** Template Management, Payments Processing, Reporting and Wire Activity



- **Basic Online Banking Services:** Dashboard, Real-Time Inquiries, Stop Payments, Account and Loan Transfers, Positive Pay, Online Statements
- **Payment Processing Services:** This would include a quick overview of Basic Online Banking Services, ACH and Wire Processing, and Batch Reports.

Who should attend

This class would be open to any Enterprise Banker customer users.

Module objectives

- Provide ACI customer's end-users a working knowledge of the Enterprise Banker functionality
- Prepare users for day to day operations and responsibilities, as well as present procedures set by their financial institution

Enterprise Banker Training for Sales and Marketing

Duration

The timing of this class depends on content. A high-level session would take 4 hours. A more customized class with some possible role play or hands-on exercises could take up to a full day. ACI will work with the customer to decide on the most beneficial venue for the class.

Prerequisites

It is helpful to have a working knowledge of online banking and Enterprise Banker.

General description

Participants will be exposed to the Enterprise Banker products and services being implemented by the customer, both conceptually and via demonstration. Subjects include approaches to selling and marketing Enterprise Banker, frequently asked questions, overview of all security features and up-to-date information about the online banking marketplace.

Content

- Products, services and functionality being implemented
- Customer end-user technical requirements
- Security features and entitlements
- Benefits for the customer and client
- Recent market information
- Demonstration of the Enterprise Banker products (via a demo or customer system)

Who should attend

This class is designed for the customer's sales and marketing team, as well as branch managers. It can be presented prior to initial rollout and/or whenever new team members have been hired, or new products are being offered.

Module objectives

Provide the customer's sales and marketing team and branch managers with information pertinent to Enterprise Banker, and to assist in the support of internal and external sales

Glossary of terms

- **Payments and Reporting:** ACH, Wire and Reporting (Information and Special)
- **Check Services:** Positive/Stop Pay, Real-Time Transaction/Balance Inquiry/Dashboard and Account/Loan Transfers
- **Full Suite:** Payments and Reporting and Check Services

Enterprise Banker Multifactor Authentication (MFA) Training

Duration

Training could take up to 4 hours.

Prerequisites

It is helpful to have an understanding of security and tokens. It is also helpful to have a working knowledge of Enterprise Banker.

General description

Normally presented via WebEx using the Enterprise Banker training system, this financial institution-specific class includes a full range of Enterprise Banker customer and end-user MFA functionality.

- Hard vs. soft tokens
- Customer setup requirements as related to tokens
- Walkthrough of customer experience: downloading/activating tokens, as well as using tokens to release wires and/or batches
- Walkthrough of VIP Manager, the back-office tool used by financial institutions to manage tokens and assist end customers with possible token issues

Who should attend

This course is designed to meet the requirements of compliance or other personnel supporting the multifactor authentication initiative.

Module objectives

- Provide working knowledge of MFA/token processing for both financial institutions as well as end customer users
- Present background which assists financial institutions with the creation of test plans, procedures and internal training materials
- Prepare a foundation for the creation of end-customer communications

Enterprise Banker Adaptive Authentication (AA) Training

Duration

Training could take up to 4 hours.

Prerequisites

It is helpful to have a basic knowledge of computer and web navigation, as well as online banking.

General description

Normally presented via WebEx using the Enterprise Banker training system, this financial institution-specific class includes a full range of Enterprise Banker customer and end-user AA functionality.

- Customer setup requirements as related to adaptive authentication
- Walkthrough of customer experience
 - Logging in for first time and “registering”
 - “Challenged” logins
 - Users getting locked out of Enterprise Banker
- Walkthrough of the AA back office used by financial institution users to monitor possible fraudulent activity
 - Managing cases
 - Setting rules
 - Viewing reports
 - Supporting end-customer users

Who should attend

This course is designed to meet the requirements of compliance or other personnel supporting the adaptive authentication initiative.

Module objectives

- Provide working knowledge of adaptive authentication components
- Provide tools which will assist financial institutions with the creation of test plans, procedures and internal training materials
- Prepare a foundation for the creation of end-customer communications

ACI Issuer™



ACI Issuer Overview

Duration

1 day

Prerequisites

None

General description

The ACI Issuer Overview class covers the features of the ACI Issuer product and introduces participants to the product's functionality, including account management, plastic management and customer management.

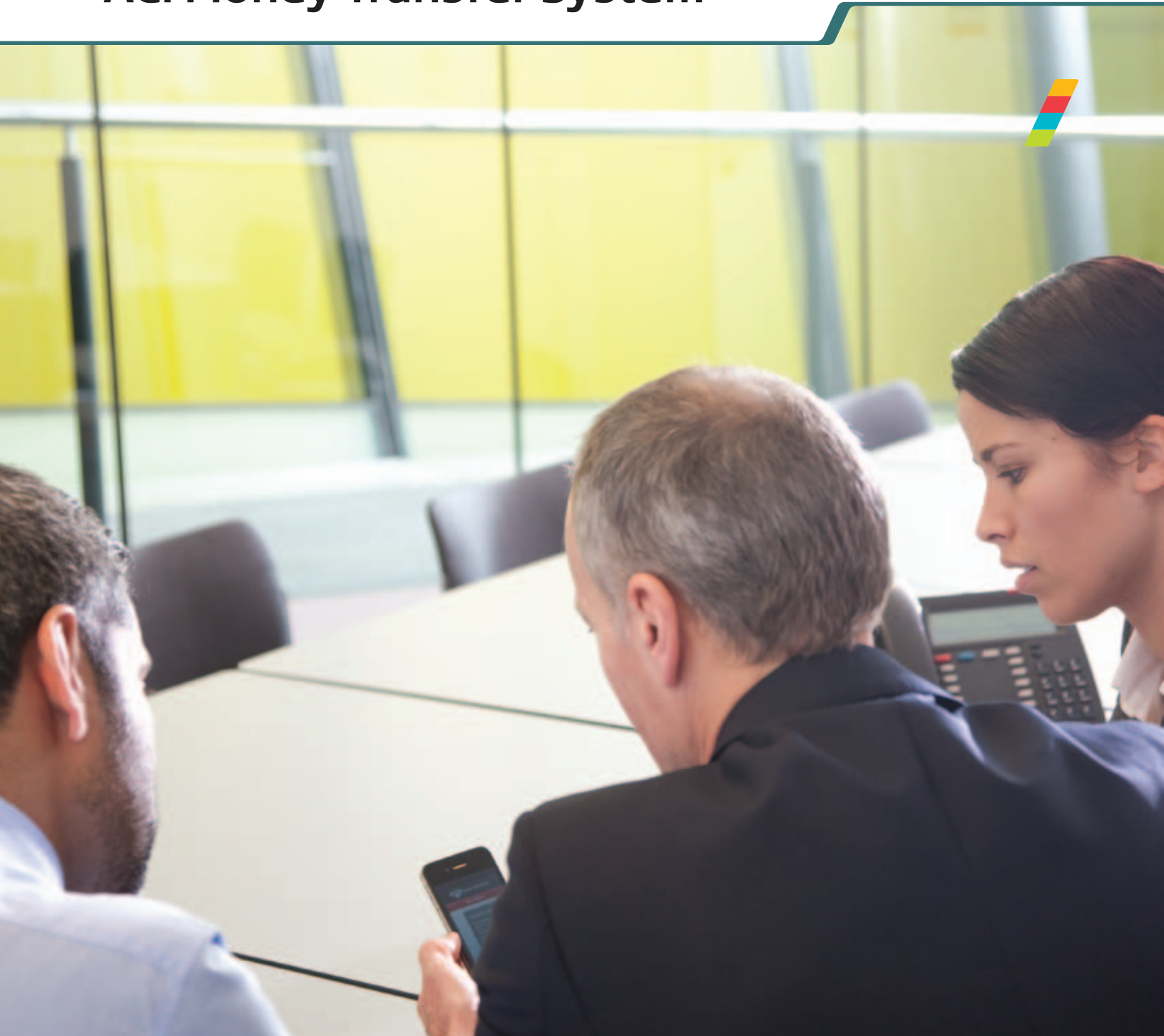
Who should attend

This course is designed to give an overview of the ACI Issuer product for all users and roles within the corporation.

Module objectives

- Describe the environments in which ACI Issuer operates
- Explain how ACI Issuer manages accounts, including interest accrual, fees, billing, statements, payments, letters, loans and disputes
- Explain ACI Issuer's plastic management facilities, including card, card number and PIN generation; activation; and issuing, reissuing and replacement processing
- Explain the association between accounts and plastics, including linked accounts, posting, settlement, statements, prepaid cards and multi-currency
- Describe transaction pricing processing, loyalty processing and authorization processing
- Describe reporting and security functions

ACI Money Transfer System™



Money Transfer System Train the Trainer

Duration

Scheduled as part of a training package for a new bank, this class is 15 days, presented in two or more modules.

Prerequisites

Knowledge of the money transfer business is desired.

General description

This class is usually presented in two phases. It includes the full range of online Money Transfer System operator functions, as well as discussions regarding the bank's unique processing requirements. An agenda is prepared and tailored to the bank's training environment. While using the Money Transfer System training manuals as a guide, this course is conducted using lecture and a variety of hands-on exercises. A product consultant from ACI also participates in this course. This course is held at the customer's site after initial delivery.

Content

- Review use of each Money Transfer System function
- Review fields, edits and other significant components
- Describe and use Command and Action options
- Define Money Transfer System terms unique/new to the individuals being trained
- Discuss the relative importance of a function and its relationship to other functions
- Review workflows and compare the bank's current processing to Money Transfer System
- Discuss creating new procedures to match Money Transfer System
- Use lab exercises to practice newly acquired skills

Who should attend

The course is designed to meet the requirements of money transfer supervisors and managers, as well as testing and training staff.

Module objectives

- Provide working knowledge of online functions within the Money Transfer System application
- Prepare a foundation on which users can create their own internal procedures
- Present baseline information that will be utilized by bank personnel to create test plans and scripts, as well as internal training materials

Training suggestions

Since this class is normally presented at the customer site, we recommend that the class size consist of no more than eight, with each person at their own PC.



System Manager

Duration

This course is presented only on-site at a bank that requests the training. The duration is 4 days for Part I, and Part II is a 1-day session.

Prerequisites

We recommend that the learner be familiar with AIX® or UNIX and directory structures and files.

General description

This course provides the bank's systems support with the following information:

- Maintaining Money Transfer System files, directories and configurations
- Supporting their bank's training and testing needs
- Diagnosing problems and receiving new code
- Supporting contingency procedures

Content

Part I

Lecture involving the Money Transfer System environment:

- Creating variables
- Creating processes
- Configuration files
- Start-of-day/End-of-day processing and interfaces
- Network interfaces
- Entia utilities
- Backup/recovery
- Release procedures and diagnostics
- Configuration, routing and flag options

Part II

- Relational gateway/end-of-day processing

Who should attend

Anyone actively involved in systems support of Money Transfer System. In a smaller installation, where day to day system management is handled in the money transfer department, a manager or supervisor with some systems responsibility may also wish to attend if familiar with AIX.

Module objectives

- Provide a thorough knowledge of the directories and files of Money Transfer System
- Prepare systems personnel with an understanding and purpose for the various Money Transfer System configuration files
- Expand on the initial Console Operator training for a new site
- Provide systems staff with an understanding of the Money Transfer System application components so they are effectively able to report, diagnose and troubleshoot issues encountered.



Console Operator Review

Duration

During installation

Prerequisites

General knowledge of AIX or UNIX is required.

General description

This informal class uses a new bank's test area and provides the console operator with basic skills needed to maintain Money Transfer System on a day to day basis. This includes start-of-day and end-of-day procedures, as well as monitoring the system for possible problems during the day.

Content

A review will be provided of site-specific commands found on the Money Transfer System application. Demonstrations of the use of these commands, particularly as they affect the specific site, will also be provided.

Error messages that may be encountered during Money Transfer System operation will be reviewed, including their descriptions and resolutions.

Who should attend

Money transfer console operators and their managers, any staff responsible for start-of-day or end-of-day processing, as well as system analysts

Module objectives

During initial install for a new Money Transfer System bank, there is a review by ACI technical support staff of possible error conditions, diagnostic tools and problem resolution. This enables the console operator to deal with initial contingencies that may develop prior to receiving the full System Manager course.

Training suggestions

Since this class is normally presented at the customer site, we recommend that the class size consist of no more than eight (8) people.

Ad-hoc courses/seminars

Examples

- OFAC
- New Release Overview
- Enhanced Treasury Workstation (ETW)
- Remote Payment and Initiation (RPI)

Content

These courses and seminars will be developed on an as-needed basis. The objectives, audience, method of training, fee, etc. will all be determined by the requirements of the course.

Payment Testing (ASSET)TM



ASSET™ User Training

Duration

2 days

Prerequisites

- Computer literate
- Familiar with payment systems
- Familiar with message concepts (e.g. ISO 8583)

General description

This training course is for users of ASSET™ who will not be modifying script content, although the course does touch on creating a basic script to ensure that the users are familiar with ASSET's scripting.

Who should attend

- Test analysts/engineers
- QA engineers
- Payment systems software engineers

Module objectives

- Proficient with the ASSET Command Environment (ACE)
- Create and configure tests, channels and message types
- Run existing applications and interpret output
- Understand stress and regression testing principles

ASSET Developer Course

Duration

3 days

Prerequisites

- ASSET User Training
- Understanding of programming language concepts
- Microsoft Excel
- Technical background

General description

This course is for developers, technicians or power users who wish to develop their own scripts or understand advanced ASSET features in order to enhance scripts already available.

Who should attend

- Developers
- Technicians
- Power users

Module objectives

- Proficient in the use of ASSET scripting language
- Able to create a complete testing environment
- Able to customize vendor-supplied ASSET scripts

ACI Payments Manager™



Payments Manager Account Management

Duration

1 day

Prerequisites

Payments Manager System Overview

General description

This instructor-led course provides a detailed overview of the Account Management module of Payments Manager. Topics include creating a customer database, associating funding accounts to customers and issuing transaction instruments. Customer service functions such as transaction instrument (TI) activation and status changes, TI reissue/replacement requests and generation of electronic warning bulletins (EWB) and issuer clearinghouse services (ICS) records also is covered. Additionally, the class views online statistics and reports.

Who should attend

- Operations staff
- Customer support
- Training managers

Module objectives

- Define account management-specific terminology
- Identify and explain the account management process and components
- Describe the role of the Account Management module in transaction instrument issuance and maintenance
- Generate, link and maintain funding account records
- Create embossing files for new, replacement and reissue transaction instruments
- Perform inquiries on transaction, customer TI and account activity
- Generate ICS and EWB records
- Generate the various account management-related reports and explain their purpose

Payments Manager Alerting

Duration

1/3 day

Prerequisites

- Payments Manager System Overview
- Payments Manager Transaction Warehouse

General description

The Alerting instructor-led course provides a detailed overview of the Alerting module that interacts with the transaction warehouse of Payments Manager. The course focuses on the features and use of the alerting functionality, discusses the creation of the business rules that generate the alerts and demonstrates how to subscribe to alerts and receive email notification of status changes. In addition, as time permits, students should be able to gain hands-on experience.

Who should attend

- Operations staff
- Customer support
- Training managers

Module objectives

- Identify the features and functionality of the Alerting module
- Define alerting-specific terminology
- Demonstrate an understanding of how to configure the various alerting parameters via the desktop client
- Create, change and delete alert conditions
- Configure alert subscriptions including email notification of alert status changes
- Utilize drill-down capabilities to locate alert details and view activity graphs on the browser client

Payments Manager Auto Reconciliation

Duration

⅓ day

Prerequisites

Payments Manager System Overview

General description

The Auto Reconciliation instructor-led course provides a detailed overview of the auto reconciliation functionality of Payments Manager. Topics include the discussion and configuration of auto recon parameters, qualifying (matching) criteria and auto recon reports. Additional topics include discrepancy review and adjustment.

Who should attend

- Settlement personnel
- Operations staff
- Customer support
- Training managers

Module objectives

- Describe the auto reconciliation process
- Explain how auto reconciliation relates to the Settlement module and the daily settlement process
- Define auto reconciliation-specific terminology
- Demonstrate an understanding of how to configure the conversion parameters
- Demonstrate an understanding of how to configure auto reconciliation-qualifying criteria
- Access and review auto reconciliation discrepancies
- Demonstrate how to create an auto reconciliation adjustment
- View the auto reconciliation-related reports and describe their purpose

Payments Manager Executive Analysis

Duration

⅓ day

Prerequisites

- Payments Manager System Overview
- Payments Manager Transaction Warehouse

General description

This instructor-led course provides a detailed overview of the Executive Analysis (EA) module that interacts with the transaction warehouse of Payments Manager. The class focuses on the features and configuration of the executive analysis functionality. Also, as time permits, students should be able to gain hands-on experience creating reports.

Who should attend

- Security manager
- Customer support
- Operations personnel
- Training managers

Module objectives

- Define the purpose of the EA module
- Describe the key features of EA
- Describe how to configure logical networks (LNs), financial institution identifiers (FIIDs), transaction codes, response codes, card BINs and terminals
- Describe how to configure transaction codes, response codes, card BINs and terminal groups at the FIID level
- Understand how distributed security administration influences the groups that are available for viewing and use
- Show how to use criteria and configuration options to locate summary data
- Explain how to generate multi-level reports in the browser client

Payments Manager Incidents Processing

Duration

1/3 day

Prerequisites

Payments Manager System Overview

General description

The Incidents Processing instructor-led course provides a detailed overview of the incidents processing functionality of Payments Manager. Topics include the discussion, configuration and creation of issuer and acquirer-generated MasterCard® and Visa exception transactions, including copy requests, chargebacks, second presentments, fraud reports, NRI reports and adjustments. Additional topics include dispute management and inquiry and incidents processing-related reports.

Who should attend

- Settlement personnel
- Operations staff and supervisors
- Customer support
- Training managers

Module objectives

- Define incidents processing-specific terminology
- Identify and explain the incidents process and components
- Describe the benefits of the dispute management and inquiry functionality
- Generate copy requests, chargebacks, fraud reports, second presentments, NRI reports and adjustments using data from existing transactions
- Generate copy requests, chargebacks, second presentments, fraud reports, NRI reports and adjustments when no existing transaction data is available
- Pull up processed incidents that have been reported as rejects by the association, make corrections and resubmit
- Perform searches of dispute transactions based on specific search criteria
- Describe how the Claims Manager module to Payments Manager interface enables you to pass adjustment transactions between the Claims Manager module and Payments Manager
- Generate the incidents processing-related reports and describe their purpose



Payments Manager Match and Hold

Duration

½ day

Prerequisites

Payments Manager System Overview

General description

The Match and Hold instructor-led course provides a detailed overview of the authorization match and hold functionality of Payments Manager. Topics include discussion and configuration of the match and hold parameters, including merchant category code types, day variance and amount variance. Additionally, the class will discuss ways a memo-post hold can be removed and will view all reports related to this functionality.

Who should attend

- Settlement personnel
- Operations staff
- Customer support
- Training managers

Module objectives

- Identify and explain the match and hold process and components
- Define the match and hold-specific terminology
- Demonstrate an understanding of how to configure the various match and hold parameters
- Identify the three different scenarios in which a hold can be removed using Payments Manager
- Define the two types of records written to the posting table and explain the purpose of each
- Generate all of the match and hold reports and describe the purpose of each

Payments Manager Monitoring

Duration

⅓ day

Prerequisites

- Payments Manager System Overview
- Payments Manager Transaction Warehouse

General description

The Monitoring instructor-led course provides a detailed overview of the Monitoring module that interacts with the transaction warehouse of Payments Manager. The class focuses on the features and use of the monitoring functionality. In addition, as time permits, students should be able to gain hands-on experience in the creation of charts, graphs and reports of network activity.

Who should attend

- Customer support
- Operations personnel
- Training managers

Module objectives

- Define monitoring-specific terminology
- Explain the features and functionality of monitoring
- Configure query parameters to return specific information
- List the different reports available for ATM, POS and EFT activity
- Utilize drill-down and customization capabilities to locate specific transactions and data



Payments Manager Settlement

Duration

1 day

Prerequisites

Payments Manager System Overview

General description

The Settlement instructor-led course provides a detailed overview of the Settlement module of Payments Manager. Topics addressed include an overview of the functions associated with validating and settling between account holders and EFT networks. The setup of configurable fee calculations, funds movement, cardholder posting and posting file settings is also covered, as well as online discrepancy review and adjustment processing. Additionally, the class will view and discuss reports related to this functionality.

Who should attend

- Settlement personnel
- Operations staff
- Customer support
- Training managers

Module objectives

- Identify and explain the daily settlement process and components
- Define settlement-specific terminology
- Configure the settlement conversion parameters so that transaction activity is converted into Payments Manager format
- Identify the purpose of the network sharing ID (NSI) and explain how it relates to the settlement process
- Configure the Settlement module to calculate funds movement entries
- Configure the Settlement module to calculate transaction, processor and cardholder fees
- Explain how adjustments affect the Settlement module and daily settlement totals
- Generate settlement reports and describe the purpose of each

Payments Manager System Overview

Duration

1 ½ days

Prerequisites

None

General description

The System Overview instructor-led course provides a detailed overview of the Payments Manager system. The architecture of the system, including an introduction to the application database, transaction warehouse and system modules, are discussed. Additional topics include security and auditing features, navigation of the desktop and PM browser, business unit set up and hierarchy, core system components and configuration, and reports.

Who should attend

- Management
- Supervisors
- Marketing staff
- Training managers
- Individuals who want an introduction to Payments Manager

Note: This course is a prerequisite for all other Payments Manager courses.

Module objectives

- Describe the Payments Manager system and components
- Define Payments Manager-specific terminology
- Identify the Payments Manager modules and describe the main features of each
- Explain the difference between the transaction warehouse database and the application database
- Access the Payments Manager software and navigate through the system
- Describe the purpose and hierarchical relationship of business units and business unit types
- Demonstrate an understanding of the setup and configuration of Payments Manager core components
- View the quarterly totaling and core reports

Payments Manager Transaction Warehouse

Duration

½ day

Prerequisites

Payments Manager System Overview

General description

The Transaction Warehouse instructor-led course provides an overview of the Transaction Warehouse component of Payments Manager. Topics include transaction search and drill-down capabilities, browser navigation, user customization and parameter-configuration.

Who should attend

- Supervisors
- Operations staff
- Customer support
- Training managers

Module objectives

- Define the purpose of the transaction warehouse
- Access the transaction warehouse browser and navigate through the system
- Define transaction warehouse-specific terminology
- Explain the features and functionality of the transaction warehouse
- Locate transaction data using the transaction search, MasterCard transaction search and Visa transaction search features
- Locate ATM terminal, POS terminal and retailer information using their respective search features
- Utilize drill-down capabilities to locate specific transactions and details
- Configure parameters to allow for normal or customized viewing of data

Payments Manager User Security Configuration

Duration

1/3 day

Prerequisites

Payments Manager System Overview or a good understanding of the Payments Manager application

General description

The User Security Configuration instructor-led course provides instruction and hands-on practice that enables personnel to establish and maintain the Payments Manager User Security (USEC) environment. Topics include the configuration and setup of the security parameters, distributed security administration functionality, security differences between the browser and desktop applications, and security implications for the user.

Who should attend

- Security managers
- Operations personnel

Note: Though this course is intended primarily for security administration personnel, it is suggested that at least one member of the daily operations team attend this class in order to provide assistance to the security manager during the development and setup of the security configuration details.

Module objectives

- Define user security-specific terminology
- Distinguish between the configuration of security parameters for the desktop client versus the browser client
- Explain the benefits of the distributed security administration (DSA) functionality and how it affects the creation of USEC parameters
- Maintain user profiles, including adding and deleting users from the system
- Configure the user security parameters for both the desktop and browser client applications
- Perform security maintenance functions including assigning passwords, expiring passwords, and changing user statuses



ACI Proactive Risk Manager™



Proactive Risk Manager

Duration

3 days

Prerequisites

None

General description

The Proactive Risk Manager course provides the students with a complete understanding of the administrative and configuration tasks performed by the analysts, supervisors, team administrators, system administrators and root administrators.

Some of the tasks include:

- Using the graphical interface
- Operational configuration
- Configuration of custom roles
- Viewing alerts
- Opening reviews
- Initiating an action
- Acting on alerts
- Generation of reports
- Other topics include an understanding of Proactive Risk Manager rules, categories and queues, and workflow process.

The course is designed to generically cover any action level (card, employee, merchant, terminal or universal account number (UAN)) utilized in a customer installation.

Who should attend

- Analysts
- Team administrators and supervisors
- Root administrators and system administrators

Module objectives

- Understand the Proactive Risk Manager components
- Create and establish categories, queues and workstations
- Perform alert processing based on the categories and queues established
- Configure and execute Proactive Risk Manager reports
- Complete exercises for each of the Proactive Risk Manager functions

ACI Retail Commerce Server™



Retail Commerce Server Accounts Receivable

Duration

½ day

Prerequisites

None

General description

The Retail Commerce Server Accounts Receivable class describes how Retail Commerce Server processes proprietary charge and other accounts receivable (AR) transactions. It covers configuring and maintaining AR accounts, cards, groups and purchase orders. Hands-on labs are part of this course.

Who should attend

- Retail Commerce Server users
- Technical staff

Module objectives

- Configure access groups, AR limit groups and response code priorities
- Access and maintain/update AR accounts, cards, purchase orders and PINs
- Search for and add AR transactions
- Define and create available AR reports

Retail Commerce Server Automated Response Unit (ARU)

Duration

¼ day

Prerequisites

None

General description

The Retail Commerce Server ARU class covers how to configure and use the customer telephone interface module of Retail Commerce Server. A hands-on lab is part of this course.

Who should attend

- Retail Commerce Server users
- Customer support
- Technical staff

Module objectives

- Describe the ARU module of Retail Commerce Server
- Start and stop the ARU
- Configure lines, voice files and voice phrases
- View and choose what to monitor in the performance monitor
- Access the system

Retail Commerce Server Check Authorization

Duration

½ day

Prerequisites

None

General description

The Retail Commerce Server Check Authorization class describes the steps Retail Commerce Server performs when authorizing a check. It covers configuring and updating required IDs, limits, limit groups, response code priorities and payroll accounts. Hands-on labs are part of this course.

Who should attend

- Retail Commerce Server users
- Customer support
- Technical staff

Module objectives

- Configure ID formats and store groups
- View, add, delete and update demographic questions and answers, and check limit groups, required IDs and response code priorities
- View, delete and unlink IDs
- View, add, delete and update negative IDs and positive payroll accounts
- Access the Retail Commerce Server system

Retail Commerce Server Core

Duration

1 day

Prerequisites

None

General description

The Retail Commerce Server Core class describes the core components of the Retail Commerce Server system, including its modules, features, architecture and UIs. It covers configuring the Retail Commerce Server core components, using the system and scheduling reports. Hands-on labs are part of this course.

Who should attend

- Retail Commerce Server users
- Customer support
- Technical staff

Module objectives

- Describe the features and general transaction processing structure of Retail Commerce Server
- Create, configure and maintain alerts, limits, card types, BINs, stores, store groups, terminals, user groups, users, member groups and report groups
- Schedule reports
- Navigate the Retail Commerce Server browser

Retail Commerce Server Operations

Duration

½ day

Prerequisites

None

General description

The Retail Commerce Server Operations class covers the elements necessary for Retail Commerce Server to operate. This includes the Retail Commerce Server servers, services, system monitor and log files. Hands-on labs are part of this course.

Who should attend

Retail Commerce Server technical staff

Module objectives

- Illustrate from an operational standpoint the Retail Commerce Server system
- Define the servers and services necessary for Retail Commerce Server to successfully function
- Identify data contained in log files
- Navigate and configure the components of the system monitor
- Troubleshoot Retail Commerce Server

Retail Commerce Server Value Card

Duration

½ day

Prerequisites

None

General description

The Retail Commerce Server Value Card class describes how Retail Commerce Server processes gift card and stored value card transactions and how Retail Commerce Server maintains value card accounts. It also covers defining and updating cards, organizations and orders. Hands-on labs are part of this course.

Who should attend

- Retail Commerce Server users
- Technical staff

Module objectives

- Configure card designs, configuration groups, discount groups, dormancy rules, limit groups and response priorities
- Add, fulfill and bill value card orders
- Add, update and delete cards
- Transfer cards and funds
- Add and update organizations
- View and add card transactions
- Create value card reports
- Navigate the Retail Commerce Server value card system



ACI Worldwide

Offices in principal cities throughout the world
www.aciworldwide.com

Americas +1 402 390 7600

Asia Pacific +65 6334 4843

Europe, Middle East, Africa +44 (0) 1923 816393

© Copyright ACI Worldwide, Inc. 2011

ACI, ACI Payment Systems, the ACI logo and all ACI product names are trademarks or registered trademarks of ACI Worldwide, Inc., or one of its subsidiaries, in the United States, other countries or both. Other parties' trademarks referenced are the property of their respective owners.

ABR4604 03-11

About ACI Worldwide

ACI Worldwide powers electronic payments for financial institutions, retailers and processors around the world with the broadest, most integrated suite of electronic payment software in the market. More than 90 billion times each year, ACI's solutions process consumer payments. On an average day, ACI software manages more than US\$12 trillion in wholesale payments. And for more than 150 payments organizations worldwide, ACI software ensures people and businesses don't fall victim to financial crime. We are trusted globally based on our unrivaled understanding of payments and related processes. We have a definitive vision of how electronic payment systems will look in the future and we have the knowledge, scale and resources to deliver it. Since 1975, ACI has provided software solutions to the world's innovators. We welcome the opportunity to do the same for you.