

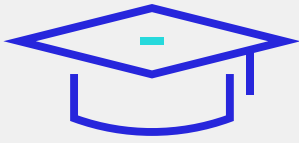


ACI[®] Training Academy[™]

2022 Course Catalog

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Introduction

ACI Worldwide powers digital payments for more than 7,000 organizations around the world. The ACI Training Academy™ empowers ACI's customers to fully leverage ACI's solutions.

The ACI Training Academy offers flexible, powerful training in multiple formats: self-paced eLearning, instructor-led courses and hands-on virtual training. Through a wide range of educational content and multiple learning formats, we're ready to empower your team to succeed.

ACI is committed to providing the highest standard of product and solution education via the ACI Training Academy. See the Appendix for a complete list of ACI solutions and products within each one.

Recognizing that every customer is different, ACI offers a blended approach to learning that includes instructor-led training and self-paced eLearning. The instructor-led training courses can be conducted at one of several ACI facility training centers or as a dedicated event at your location. Select courses can be facilitated remotely and include virtual, hands-on training labs.

ACI eLearning courses are available through ACI's Learning Management System and enable any user with internet access to search, register and access eLearning courses 24x7x365. Managers and administrators can create learning paths, view employee training records and generate valuable usage reports.

This catalog provides a description of the most common instructor-led and eLearning training courses. ACI courses are designed by our experts to include just the right mix of both theory and practical sessions, allowing students to work through real business scenarios and put their newly learned skills to use. This hands-on approach ensures that knowledge is retained and students are more productive upon their return to the workplace. Most ACI instructor-led training courses can be delivered on customer premises or at one of the ACI offices. When planning for education, we'll work with you to explore your organization's training needs, and propose appropriate courses and timetables to ensure that those needs are met.

ACI's experience has shown that a well trained team member is more productive, experiences fewer support calls and enjoys higher overall satisfaction with ACI technology. As a result, investing in well trained employees will enable your business to provide a much greater level of service to your customers, whether they are internal or external.



Our Training Experts Bring Real-World Perspective to Your Training Event

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 leveraged around the world.

Customized Agendas Are Tailored to Your Unique Needs

ACI's instructor-led courses have a well-rounded agenda to meet the needs of the learner, and many of these same standard courses can also be tailored to meet your unique business needs. If you need a tailored training experience, our team of training experts can consult with you to craft a unique experience, and our eLearning design experts can also create customized and specially designed eLearning for both your team and your customers. Customized learning content ensures your customers and employees learn in an environment similar to what they will use every day.

Whether it's standard training or a tailored delivery, we take a structured and customer-specific approach to the delivery of the education so that your team is able to maximize your investment in the training.

Virtual Training Keeps Your Business Moving Forward

We're ready to meet your training needs with expanded virtual delivery options. With thoroughly architected virtual classrooms, students continue to experience the same dedicated workstation environment as if in an ACI classroom. Many of ACI's instructor-led classes are now available for virtual delivery, and as blended virtual and self-paced options. Don't delay getting your team the essential skills to keep your business moving forward. Contact us for more information on getting virtual training scheduled for your team.

Course Materials

Product-specific materials will be supplied which may include documentation, training manuals, lab exercises and PowerPoint slides. For courses delivered at your location, materials are typically delivered electronically, and we encourage you to make printed copies available to your students attending the class.

Course Fees

All appropriate costs will be defined in the contract and will be based on the education being delivered and the course duration. Travel and living expenses are billed separately and are not included in the course fees for instructor-led training sessions conducted at remote locations (not at ACI). Customized courses may carry an additional fee if custom course development and/or unique material preparation is requested and needed.



Let me express EFTCorps' profound gratitude to your team, especially Rinske and Len. We had a very successful training session and I can say the entire three weeks was very productive. The most impressive thing is that we have a group of satisfied participants who have begun advocating for a second round for their colleagues who could not make it due to over subscription. I wish to say that we at EFTCorp look forward to running more of such programs not just for our customers, but for the entire Postilion user banks in Ghana and hopefully across our borders."

Francis Akumpule
EFT Ghana Limited

Scheduling

eLearning courses are available online 24/7/365 to all students with internet access. Scheduling the delivery of instructor-led training courses is discussed during the consultancy call and can be finalized either in the contracting phase or as a part of your overall project planning. ACI will work directly with you to ensure the training is timed to the greatest advantage of your learners.

Cancellations and No-Shows

Customers should notify ACI as soon as possible if training is to be cancelled/rescheduled. Customers will be responsible for any additional fees associated with cancellation or change of travel plans. In addition, any cancellation or reschedule request received within seven business days of scheduled training dates may result in a charge of up to a half day of training.

Some ACI classroom events become wait-listed. As a result, no-show student attendees who fail to cancel their enrollment outside of seven business days' notice may be charged up to one half of the course fee.



ACI® Payment Testing™ (ASSET™)

Who and What: Client training for the ASSET™ solution is delivered in a traditional classroom setting. Instructor-led training is a mixture of lecture and hands-on activities, with participants working with fully functioning training environments to complete skills-based labs. Sessions vary in length depending upon the course content selected.

Levels of Training: There are various classes available to support the learning needs of distinct audiences. Review the course offerings below for more information.

ASSET™ User Training

Description: This training course covers the functionality provided by the ASSET interface. During the course, students will learn about the components that make up an ASSET testing environment, executing tests, examining test results and generating reports from testing results. The ASSET scripting environment is covered at a high level.

Audience: All users of ASSET

Prerequisites: Basic understanding of payment systems and message concepts (e.g., ISO 8583)

Delivery Mode: Instructor-led training

Duration: 2 days

ASSET Developer Training

Description: This training course is for users who want to develop their own testing repositories and scripts, or understand advanced ASSET features in order to enhance scripts that are already available.

Audience: Developers, technicians or power users

Prerequisites: ASSET User Training, understanding of programming language concepts, Microsoft Excel and a technical background

Delivery Mode: Instructor-led training

Duration: 2 days

RECOMMENDED LEARNING PATHS

ASSET administrators and system users:

ASSET User Training

ASSET developers and technicians:

ASSET User Training

ASSET Developer Training

WHERE TRAINING CAN BE CONDUCTED

Courses are presented at ACI training facilities and on client premises; some course exceptions apply and are noted in the course notes above. Client premises would need to meet our venue requirements to ensure the success of the onsite training experience. Virtual training options are available. Please contact our learning services team for more information.



BASE24-eps[®] Training

Who and What: Client training for the BASE24-eps[®] solution is delivered in a traditional classroom setting.

Instructor-led training is a mixture of lecture and hands-on activities, with participants working with fully functioning training environments to complete skills-based labs. Sessions vary in length depending upon the course content selected.

Levels of Training: There are various classes available to support the learning needs of distinct audiences. Review the course offerings below for more information.

BASE24-eps[®] for Administrators and Project Managers

Description: This eLearning course is geared to those that need to know how the BASE24-eps application works from a high level. The topics covered here provide a general understanding of the application, establishing the groundwork to sufficiently interact with those that know the application at a much deeper level or to prepare learners for additional BASE24-eps courses.

The course provides a high-level view of the BASE24-eps application, an introduction to the processing functions of the integrated server process and a discussion of the various processes that provide the necessary functions expected of a payment processing network. Additionally, it covers starting and navigating the ACI desktop.

It also covers ACI desktop help features and the BASE24-eps documentation.

Audience: BASE24-eps administrators and project managers

Prerequisites: Basic understanding of the consumer payments industry

Delivery Mode: eLearning

Duration: Approximately 2 hours

BASE24-eps for Security Administrators

Description: The Security Administrator course is designed for users who need to know how the BASE24-eps application functions at a high level, focusing primarily on user and transaction security functionality. The topics covered include the ACI desktop user interface, ACI desktop user security and a variety of transaction security concepts.



Upon completion, users will have an understanding of BASE24-eps user and transaction security, providing them with a solid foundation to learn more complex BASE24-eps topics and sufficiently interact with more experienced users.

Audience: BASE24-eps security administrators

Prerequisites: Basic understanding of the consumer payments industry

Delivery Mode: eLearning

Duration: Approximately 3 hours

BASE24-eps for System Operators

Description: The System Operators course is designed for users who need to know how the BASE24-eps application functions at a high level, introducing the processing functions of the integrated server process and a discussion of the various processes that provide the necessary functions expected of a payments processing network. Additionally, the course covers the ACI desktop, how to start the desktop client, and how to navigate the desktop and access help features. Upon completion, users will have an understanding of BASE24-eps user and transaction security, providing them with a solid foundation to learn more complex BASE24-eps topics and sufficiently interact with more experienced users.

Audience: BASE24-eps system operators

Prerequisites: Intermediate understanding of the BASE24-eps application and basic understanding of the consumer payments industry

Delivery Mode: eLearning and cyber labs

Duration: 3 hours eLearning; 2 hours cyber labs

BASE24-eps for System Technicians

Description: The System Technicians course is designed for users who need to know how the BASE24-eps application functions at a high level, introducing scripting fundamentals and various database configurations, such as routing, device and customer management. Journal configurations, such as perusal and query, are also included. Upon completion, users will have an understanding of how to best configure the BASE24-eps system to meet their needs, providing them with deeper knowledge to enable more technical interaction with the system.

Audience: BASE24-eps technical operators

Prerequisites: Basic understanding of the consumer payments industry

Delivery Mode: eLearning

Duration: Approximately 3 hours



BASE24® to BASE24-eps Migration Training

Description: This course is intended to provide learners with a high-level understanding of BASE24® migration strategies and methodologies to better prepare them for an upcoming or ongoing BASE24 to BASE24-eps migration project.

Audience: Anyone who would like a high-level overview of migrating from BASE24 to BASE24-eps

Delivery Mode: Instructor-led training or eLearning

Duration: Instructor-led: 2.5 hours; eLearning: 30 minutes

BASE24-eps Application Processing and Configuration Training

Description: This comprehensive course provides a detailed explanation of the concepts, features and functionality of the BASE24-eps payments engine from a standard practices perspective. Additionally, practical hands-on lab exercises are provided to reinforce theoretical knowledge with an understanding of how to deploy and implement configuration records in the system efficiently and effectively.

Audience: Anyone interested in the BASE24-eps product, transaction processing features or business logic as it relates to BASE24-eps, as well as those responsible for configuring and maintaining the BASE24-eps application

Prerequisites: Basic understanding of the consumer payments industry; BASE24-eps eLearning (optional)

Delivery Mode: Instructor-led training

Duration: 5 days

BASE24-eps Advanced Scripting Training

Description: Aimed at 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.

Audience: Anyone interested in BASE24-eps scripting functionality and how it applies to authorization and journal access

Prerequisites: BASE24-eps Application Processing and Configuration Training

Delivery Mode: Instructor-led training

Duration: 5 days

RECOMMENDED LEARNING PATHS

Administrators and project managers:

BASE24-eps for Administrators and Project Managers

BASE24-eps Application Processing and Configuration Training

BASE24-eps security administrators:

BASE24-eps for Security Administrators

BASE24-eps Application Processing and Configuration Training

BASE24-eps developers and technicians:

BASE24-eps for System Technicians

BASE24-eps Application Processing and Configuration Training

BASE24-eps Advanced Scripting Training

BASE24-eps Customization Training

BASE24-eps system operators:

BASE24-eps for System Operators

BASE24-eps Application Processing and Configuration Training

BASE24-eps Advanced Scripting Training

BASE24 Customization Training

Description: Aimed at developers and technicians, this course provides instruction for customizing BASE24-eps C++ components.

Audience: Anyone who is responsible for modifying existing code to create new functionality within BASE24-eps

Prerequisites: BASE24-eps Application Processing and Configuration Training, competence with object-oriented programming principles and C++ programming language

Delivery Mode: Instructor-led training

Duration: 3 days

BASE24-eps Installation Training

Description: This comprehensive course provides a detailed explanation of the entire BASE24-eps 3.0 installation procedure, from the pre-installation tasks through to the ACI desktop UI installation process and the initial post-installation system start-up. All installation examples are based on the Linux RHEL operating system and the PostgreSQL open source database.

Audience: Anyone interested in installing and implementing the BASE24-eps product and installing the ACI desktop user interface

Prerequisites: Basic understanding of the BASE24-eps payments engine

Delivery Mode: Virtual instructor-led training and eLearning

Duration: Virtual instructor-led training: 1 day via two 3-hour sessions; eLearning: 40 minutes

"I ONLY RECEIVED POSITIVE FEEDBACK ON THE TRAINING. I HAD SEVERAL COMMENTS THAT THIS WAS THE BEST TRAINING CLASS THEY HAD EVER ATTENDED."

Linda Moneymaker
Alaska Option Services Corp.

WHERE TRAINING CAN BE CONDUCTED

Courses are presented at ACI training facilities and on client premises. Client premises would need to meet our venue requirements to ensure the success of the onsite training experience. Virtual training options are available.

ACI Acquiring™ and ACI Issuing™ Training

Who and What: Client training for the ACI® Acquiring™ and ACI Issuing™ solutions is delivered in an eLearning format. It is designed for client project team members to fully explore and understand the features and functionality of the ACI Acquiring and ACI Issuing solutions, including the products ACI Acquirer™, ACI Issuer™ and ACI Interchange™.

Levels of Training: The available courses support the learning needs of the user according to the functional set of the ACI Acquirer, ACI Issuer and ACI Interchange products. Review the course offerings below for more information.

ACI® Acquirer™ Overview Training

Description: This is our introductory-level course that provides an explanation of the basic features, functions and concepts of the ACI Acquirer product.

Audience: Client project team members interested in the ACI Acquirer product

Prerequisites: Basic understanding of the card and merchant management industry

Delivery Mode: eLearning

Duration: 1 hour

ACI Acquirer Transactions and Service Fees Training

Description: Provides an explanation of the transaction and service fees features, functions and concepts of the ACI Acquirer product, including configurable pricing, service charge and fee calculations, and merchant-level overrides.

Audience: Client project team members interested in the ACI Acquirer product

Prerequisites: ACI Acquirer Overview Training

Delivery Mode: eLearning

Duration: 1 hour



ACI Acquirer Merchant Management Training

Description: Provides an explanation of the merchant management features, functions and concepts of the ACI Acquirer product, including merchant agreement configuration, merchant models, merchant structures and agreement models.

Audience: Client project team members interested in the ACI Acquirer product

Prerequisites: ACI Acquirer Overview Training

Delivery Mode: eLearning

Duration: 1 hour

ACI Acquirer Settlement Training

Description: Provides an explanation of the settlement features, functions and concepts of the ACI Acquirer product, including settlement groups, billing options, frequency and time-zone processing.

Audience: Client project team members interested in the ACI Acquirer product

Prerequisites: ACI Acquirer Overview Training

Delivery Mode: eLearning

Duration: 1 hour

ACI Fast Start Acquiring Training

Description: Provides a comprehensive explanation of each component (e.g., BASE24-eps, ACI Acquirer, etc.) and the cloud-based package itself, including installation, configuration, integration, merchant onboarding and maintenance.

Audience: Client project team members interested in the ACI Fast Start Acquiring package

Prerequisites: Basic understanding of the card and merchant management industry

Delivery Mode: eLearning

Duration: 12 hours



ACI Interchange™ Overview Training

Description: This is our introductory-level course that provides an explanation of the basic features, functions and concepts of the ACI Interchange product.

Audience: Client project team members interested in the ACI Interchange product

Prerequisites: Basic understanding of the card and merchant management industry

Delivery Mode: eLearning

Duration: 1 hour

ACI Issuer™ Overview Training

Description: This is our introductory-level course that provides an explanation of the basic features, functions and concepts of the ACI Issuer product.

Audience: Client project team members interested in the ACI Issuer product

Prerequisites: Basic understanding of the card and merchant management industry

Delivery Mode: eLearning

Duration: 1 hour

ACI Issuer Account Management Training

Description: Provides an explanation of the account management features, functions and concepts of the ACI Issuer product, including processing rules, account structures and customer services.

Audience: Client project team members interested in the ACI Issuer product

Prerequisites: ACI Issuer Overview Training

Delivery Mode: eLearning

Duration: 1 hour



ACI Issuer Transaction Management Training

Description: Provides an explanation of the transaction management features, functions and concepts of the ACI Issuer product, including profiles, calculations, pricing, billing and statements.

Audience: Client project team members interested in the ACI Issuer product

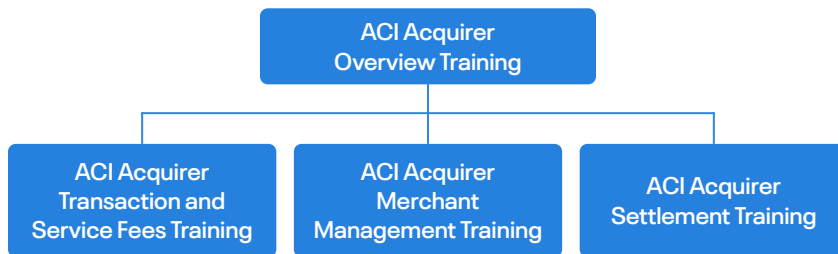
Prerequisites: ACI Issuer Overview Training

Delivery Mode: eLearning

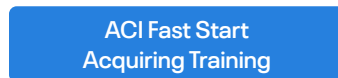
Duration: 1 hour

RECOMMENDED LEARNING PATHS

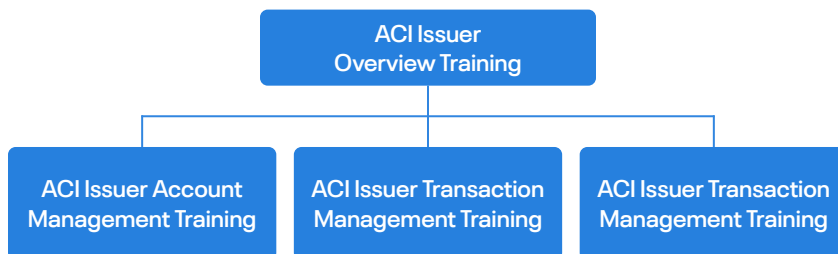
ACI Acquirer administrators and system technicians:



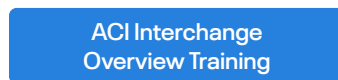
ACI Fast Start Acquiring administrators and system technicians:



ACI Issuer administrators and system technicians:



ACI Interchange administrators and system technicians:



We have received the instructor-led training from ACI for our two most recent implementations. In both instances the training was informative and thorough. We were especially impressed by the quality of the training material and the instructor's knowledge of our product. Introducing a new product to staff can be challenging. However, having ACI's assistance to train your staff will help to alleviate the stress that is often felt during a new product implementation."

Jill Spiller
Branch Operations Delivery
Channel Manager First Vice
President
First American Bank

WHERE TRAINING CAN BE CONDUCTED

Courses can be accessed 24/7/365 online via the ACI Training Academy Learning Management System.



ACI Money Transfer System™ Training

Who and What: Client training for the ACI Money Transfer System™ is instructor led training, delivered on the configured client system to create the highest synergy between the training content and the business-specific use case.

Levels of Training: The available courses are tailored based on the type of Money Transfer System implementation. Review the course offerings below for more information.

ACI Money Transfer System™ Overview

Description: This course focuses on a high-level overview of Money Transfer System. Attendees can expect a demonstration of the functions within Money Transfer System. This class is intended to provide a wholistic view of the capabilities of Money Transfer System. This class can also aid in the decision-making process on what functions within Money Transfer System to configure.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 2 days

ACI Money Transfer System for On-Demand Customers

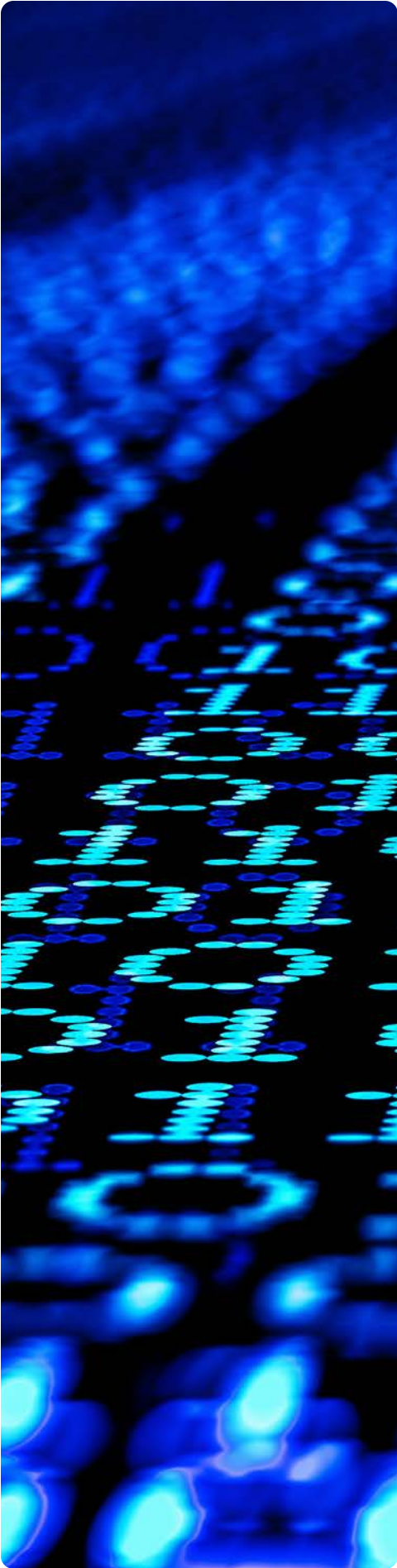
Description: This course focuses on the essential operational tasks specific to Money Transfer System on-demand implementations. Attendees can expect to receive training directly on their configured solution, creating a high-impact learning session unique to their business.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 5 days



Money Transfer System Training for On-Premise Systems

Description: This course focuses on the essential configuration and operational tasks specific to Money Transfer System implementations in a dedicated premise-based implementation. Attendees can expect to receive training directly on their configured solution, creating a high-impact learning session unique to their business.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 10 days

Money Transfer System Training for On-Premise Systems with SEPA

Description: This course is enhanced learning for Money Transfer System customers whose implementation is premise-based and whose configuration and operations must also take into consideration the Single Euro Payments Area (SEPA). Attendees can expect to receive training directly on their configured solution, creating a high-impact learning session unique to their business.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 14 days

Money Transfer System Upgrade

Description: This course is concisely focused on experienced users who are upgrading their system to the latest release. The course consolidates topics into those most useful for customers to understand changes and enhancements within the current version.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 3 days

RECOMMENDED LEARNING PATHS

The learning paths for Money Transfer System are based on the specific type of implementation as outlined in the course descriptions above.

Money Transfer System Remote Payments Initiation (RPI) Training

Description: This course provides an overview of RPI branch processing interface, the web-based interface to Money Transfer System, used by bank branches, to create outgoing payments to Money Transfer System and also inquire about payments processed by Money Transfer System. Upon completion, there is not only an understanding of using RPI, but also of replacing the typical phone connection between branch and money transfer.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 1 day

Money Transfer System Enhanced Sanctions (ESF) Training

Description: This course reviews the Money Transfer System Enhanced Sanctions (ESF) and includes "fuzzy logic" processing and database creation. ESF is designed to report in real time any sanctioned entity's transfers, such as from terrorists or sanctioned countries. It uses complex algorithms as detection devices.

Audience: Trainers, analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: Knowledge of the money transfer business

Delivery Mode: Instructor-led training

Duration: 2 days

WHERE TRAINING CAN BE CONDUCTED

Courses are presented onsite at the client location. Virtual training options are available.

ACI Secure eCommerce™ Gateway Training

Who and What: Client training for the ACI Secure eCommerce™ Gateway (formerly ACI PAY.ON®) is delivered in both instructor-led and virtual instructor-led formats, as well as via eLearning. Sessions vary in length depending upon the course content selected.

Levels of Training: The available course supports the learning needs of the user in relation to the product features and functionalities. Review the course offerings below for more information.

Introduction to ACI Secure eCommerce™ Gateway

Description: This basic training course covers the functionality provided by the ACI Secure eCommerce Gateway. During the course, students will learn about concepts, features and functionality of the gateway that will enable them to manage and perform tasks in the portal by using the available tools to configure, search, monitor and report.

Audience: All users of ACI Secure eCommerce Gateway, PSPs, ISOs, acquirers, ISVs, VARs and merchants

Prerequisites: None

Delivery Mode: Instructor-led training, virtual instructor-led training and eLearning

Duration: Instructor-led and virtual instructor-led: 2 hours; eLearning: 3 hours

ACI Secure eCommerce Gateway Risk Management

Description: The risk management course focuses on the description of the risk checks. Students will learn about the purpose of each risk check and how to configure them.

Audience: All users of ACI Secure eCommerce Gateway, PSPs, ISOs, acquirers, ISVs, VARs and merchants

Prerequisites: Introduction to ACI Secure eCommerce Gateway

Delivery Mode: Virtual instructor-led training

Duration: 2 hours

RECOMMENDED LEARNING PATHS

For all users, we recommend:

Introduction to ACI Secure eCommerce Gateway

ACI Secure eCommerce Gateway Risk Management

WHERE TRAINING CAN BE CONDUCTED

Courses can be accessed 24/7/365 online via the ACI Training Academy Learning Management System.



Postilion® Training

Who and What: Client training for the Postilion® solution is delivered in a traditional classroom setting at an ACI office, customer site, or virtually, and in many cases is also available as an onsite event. Instructor-led training combines valuable information with practical, relevant, hands-on activities with participants working in fully functioning training environments to complete skills-based labs.

Sessions vary in length depending upon the course content selected.

Levels of Training: The available courses supports the learning needs of the user according to their role in working with the Postilion solution. Review the course offerings below for more information.

Postilion® Portal for Customer Service

Description: This course equips participants to perform basic tasks using the portal, including viewing and managing card and customer records, finding transactions and managing portal users.

Audience: A financial institution's customer service representatives (CSRs) and similar personnel who are responsible for providing service to customers through the payments portal

Prerequisites: None

Delivery Mode: eLearning

Duration: Approximately 2 hours

Postilion EFT Overview

Description: This eLearning course intends to familiarize learners with the fundamental EFT terminology and concepts that are used throughout other Postilion training courses.

The module explains the process of point-of-sale and ATM transaction message flows and emphasizes the role that each entity plays during this process, and aims to provide an overview of the structure and format of transaction messages.

Audience: Postilion system operators, administrators and technicians

Prerequisites: None

Delivery Mode: eLearning

Duration: Approximately 2 hours



Monitoring Postilion

Description: Monitoring Postilion focuses on consoles that operators will need to access to monitor the health of a Postilion installation.

The course consists of six modules that discuss the various Postilion products and their consoles and tabs that can be viewed in order to monitor the system, perform queries, view trace files, etc.

Audience: Operators and administrators

Prerequisites: Postilion EFT Overview or equivalent knowledge

Delivery Mode: eLearning

Duration: Approximately 2.5 to 3 hours

Postilion Basic Training

Description: This course equips participants with the knowledge to operate Postilion effectively. It provides a comprehensive overview of Postilion's functionality, focusing on tasks that operators and administrators are likely to perform regularly. The course can be tailored with elective modules as applicable.

Audience: System monitors, administrators, as well as configuration and development team members

Prerequisites: There are no formal prerequisites for this training, but a basic understanding of Windows and relational databases is assumed.

Delivery Mode: Instructor-led training

Duration: Generally 5 to 6 days depending on elective modules, which can be tailored to unique needs

Postilion Specialized Training: AtmApp

Description: This course explores how to use the AtmApp terminal-driving interface to perform ATM processing. The course provides an introduction to ATM-related concepts such as states, screens and downloads, and shows participants how to perform a basic configuration of AtmApp and troubleshoot operational problems.

Audience: Postilion administrators and configuration technicians responsible for adding or modifying ATM-related information

Prerequisites: Postilion Basic Training

Delivery Mode: Instructor-led training

Duration: 4 days



Postilion Specialized Training: PostCard

Description: The goal of this course is to equip participants with the knowledge to configure Postilion PostCard as part of an installation of an ACI payments system. The four modules detail how to configure PostCard to process transactions, perform stand-in and full authorization, various validation services, PIN and card verification, card production, including production of temporary and gift cards, and EMV services.

Audience: Postilion administrators and configuration technicians responsible for configuring a PostCard system to perform services to issuers

Prerequisites: Postilion Basic Training

Delivery Mode: Instructor-led training

Duration: 3 to 4 days depending on elective modules

Postilion Specialized Training: Realtime

Description: The goal of this course is to facilitate an understanding of the architecture and functionality of Postilion Realtime, and enable attendees to configure and operate the Realtime component of an ACI payments system.

Audience: Postilion administrators and configuration technicians responsible for configuring a Realtime system from scratch or performing extensive reconfiguration of an existing system

Prerequisites: Postilion Basic Training

Delivery Mode: Instructor-led training

Duration: 2 days

Postilion Settlement Training: ATM

Description: This course is intended to enable participants to configure the Office Settlement component for an ATM settlement environment. The course deals with issues such as configuring base settings, settlement entities, tax amounts, various fees, account information, billing rules and settlement rules. Sections also detail how to automate the settlement process, make settlement adjustments and clean out old settlement data.

Audience: Postilion administrators and configuration technicians responsible for configuring the Office Settlement component to perform ATM settlement from scratch, or performing extensive reconfiguration of an existing Office Settlement component configuration

Prerequisites: Postilion Basic Training

Delivery Mode: Instructor-led training

Duration: 2 days



Postilion Settlement Training: Merchant

Description: This course is intended to equip attendees to configure the Office Settlement component for a merchant settlement environment. The course deals with issues such as configuring base settings, settlement entities, tax amounts, fees, account information, billing rules and settlement rules.

Sections also detail how to automate the settlement process, make settlement adjustments and clean out old settlement data.

Audience: Postilion administrators and configuration technicians responsible for configuring the Office Settlement component and configuring it to perform merchant settlement from scratch, or performing extensive reconfiguration of an existing Office Settlement component configuration

Prerequisites: Postilion Basic Training

Delivery Mode: Instructor-led training

Duration: 2 days

Postilion Developer Training: Office

Description: This course is intended to introduce participants to the Office Software Development Kit (SDK) and some of the principal uses of Office, so that they are able to develop Office plug-ins for the Extract and Recon components.

Audience: Postilion developers who will be required to develop software, including plug-ins to integrate with Office

Prerequisites: Participants must be proficient in Java (strongly preferred) or C++, and be familiar with object-oriented programming. Participants must have sufficient knowledge of SQL to be able to write basic queries. Postilion Specialized Training: Realtime (preferred) or Postilion Basic Training

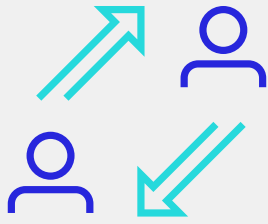
Delivery Mode: Instructor-led training

Duration: 4 days

Postilion Developer Training: Realtime

Description: This course is intended to introduce participants to the Realtime Software Development Kit (SDK) and some of the fundamentals of EFT so that they can write Realtime source and sink interfaces and node integration drivers. Participants also learn how to access the Realtime database using the SDK.

Audience: Postilion developers who will be required to develop software, including network source and sink interfaces to integrate with Realtime



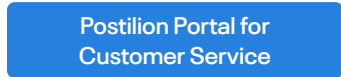
Prerequisites: Participants must be proficient in Java (strongly preferred) or C++, and be familiar with object-oriented programming. Participants must have sufficient knowledge of SQL to be able to write basic queries. Postilion Specialized Training: Realtime (preferred) or Postilion Basic Training

Delivery Mode: Instructor-led training

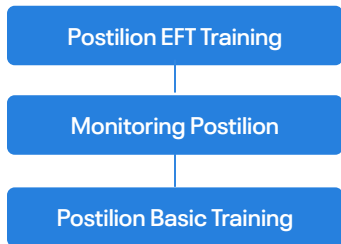
Duration: 5 days

RECOMMENDED LEARNING PATHS

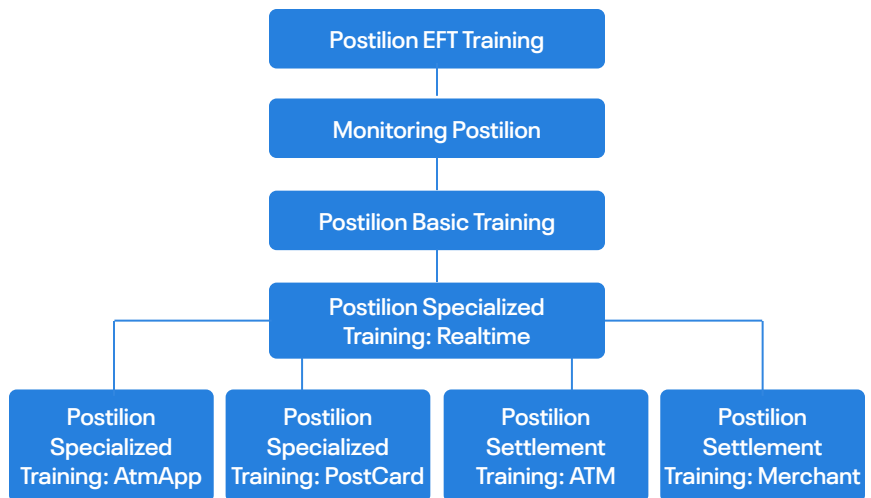
Postilion customer service representatives:



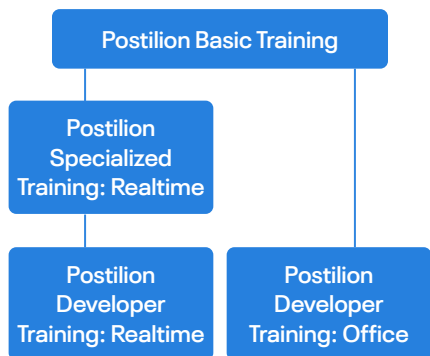
Postilion system monitors:



Postilion administrators and configuration technicians:



Postilion developers:



WHERE TRAINING CAN BE CONDUCTED

Courses are presented at ACI training facilities and on client premises. Client premises would need to meet our venue requirements to ensure the success of the onsite training experience. Virtual training options are available.

ACI Fraud Management™ for Banks Training

Who and What: Client training for the ACI Fraud Management™ for Banks solution (includes ACI Proactive Risk Manager™) is delivered in a traditional classroom setting. Instructor-led training is a mixture of lecture and hands-on activities, with participants working in fully functioning training environments to complete skills-based labs. Sessions vary in length depending upon the course content selected.

Levels of Training: The available course supports the learning needs of the user according to the default roles in ACI Fraud Management for Banks. Review the course offerings below for more information.

ACI Fraud Management™ for Banks User Training

Description: This ACI Fraud Management for Banks course provides a complete understanding of the tasks performed by an ACI Proactive Risk Manager user.

The course is designed to generically cover any action level utilized in a customer installation.

Audience: Analysts, team administrators, supervisors, root administrators and system administrators

Prerequisites: None

Delivery Mode: Instructor-led training

Duration: 3 days

“I REALLY ENJOYED THE ROLE PLAYING WE DID WITH DIFFERENT MEMBER SITUATIONS; THIS WAS NEAR THE END OF THE TRAINING. IT GAVE THE ATTENDEES GOOD PRACTICE ON HOW TO NAVIGATE THROUGH THE NEW SYSTEM TO ASSIST MEMBERS. JILL AND I BOTH TALKED ABOUT IT AND AGREED THAT IS WAS THOROUGH AND ENGAGING AND WAS NOT BORING AT ALL — THANKS TO YOUR EXCELLENCE.”

Kevin Gerber
National Contact Center Manager
Wings Financial Credit Union

RECOMMENDED LEARNING PATHS

There are structured frameworks that use a building-block approach to learning. Our blended model begins with an interactive classroom and progresses to more complex lab experiences. For all users, we recommend:

ACI Fraud Management for Banks Training

WHERE TRAINING CAN BE CONDUCTED

Courses are presented at ACI training facilities and on client premises; some course exceptions apply and are noted above. Client premises would need to meet our venue requirements to ensure the success of the onsite training experience. Virtual training options are available.

ACI Fraud Analytics™

Who and What: Client training for ACI Fraud Analytics™ (formerly ACI ReDī™) is available as eLearning. Modules will vary in length depending upon the course content.

Levels of Training: The available eLearning is designed to support the learning needs of anyone who would have the responsibility of leveraging the reporting capabilities of ACI Fraud Analytics.

ACI Fraud Analytics™ User Training

Description: In this curriculum, learn what ACI Fraud Analytics is and how it is used to gather and analyze data. Upon completion, you will have a thorough understanding of how to access ACI Fraud Analytics and use its tools, tabs and general functionality to successfully run reports.

Audience: Anyone who is interested in learning about the analytical capabilities and reporting features available in ACI Fraud Analytics

Prerequisites: None

Delivery Mode: eLearning

Duration: 2 hours

RECOMMENDED LEARNING PATHS

For all users, we recommend:

ACI Fraud Analytics
User Training

WHERE TRAINING CAN BE CONDUCTED

Courses can be accessed 24/7/365 online via the ACI Training Academy Learning Management System. Virtual training options are available.

ACI Fraud Management for Merchants

Who and What: Client training for ACI Fraud Management for Merchants (formerly ACI ReD Shield®) is delivered in an engaging virtual format. Virtual sessions will vary in length depending upon the course content.

Levels of Training: There are various classes available to support the learning needs of distinct audiences. Review the course offerings below for more information.

ACI Fraud Management for Merchants Control Center

Description: This course introduces the learner to the ACI Fraud Management for Merchants Control Center interface. It takes an up-close look at Users and Groups, Rule Manager, Feature Manager and List Manager.

Audience: ACI Fraud Management for Merchants users interested in the layout and system functionality of Control Center

Prerequisites: None

Delivery Mode: eLearning

Duration: 90 minutes

ACI Fraud Management for Merchants Overview Training

Description: In this course, participants will receive an introduction to the application dashboard, widgets and reports.

Audience: Anyone who is interested in learning about the application dashboard, transaction searching and details, customizing widgets and reporting capabilities

Prerequisites: None

Delivery Mode: Virtual instructor-led training

Duration: 2 hours



ACI Fraud Management for Merchants Users and Groups Training

Description: In this course, participants will learn how to configure groups and assign roles.

Audience: The Users and Groups course is designed to support administrators that need to manage ACI Fraud Management for Merchants users

Prerequisites: ACI Fraud Management for Merchants Overview Training

Delivery Mode: Virtual instructor-led training

Duration: 1 hour

ACI Fraud Management for Merchants Case Manager Training

Description: The Case Manager course focuses on the main tool that analysts use to work transactions.

Audience: Analysts who will leverage the tool to resolve transaction challenges and denials

Prerequisites: ACI Fraud Management for Merchants Users and Groups Training

Delivery Mode: Virtual instructor-led training

Duration: 1 hour

ACI Fraud Management for Merchants Rule Manager Training

Description: The Rule Manager course focuses on how to define, edit and deploy rules.

Audience: The Rule Manager course is designed to support the learning needs of those who need to understand how to define, edit and deploy rules.

Prerequisites: ACI Fraud Management for Merchants Users and Groups Training

Delivery Mode: Virtual instructor-led training

Duration: 2 hours

RECOMMENDED LEARNING PATHS

Administrators:

ACI Fraud Management for Merchants Control Center

ACI Fraud Management for Merchants Overview Training

ACI Fraud Management for Merchants Users and Groups Training

Analysts:

ACI Fraud Management for Merchants Control Center

ACI Fraud Management for Merchants Overview Training

ACI Fraud Management for Merchants Users and Groups Training

ACI Fraud Management for Merchants Case Manager Training

ACI Fraud Management for Merchants Rule Manager Training

WHERE TRAINING CAN BE CONDUCTED

Courses are presented through virtual delivery. eLearning courses can be accessed 24/7/365 online via the ACI Training Academy Learning Management System.



ACI Universal Online Banker™ Training

Who and What: Training for the ACI Universal Online Banker™ solution takes learning to a whole new level: the extended enterprise. Our custom-designed suite of eLearning allows banking customers to adopt the Universal Online Banker solution quickly and without hassle. Our eLearning designers collaborate extensively throughout the planning and implementation of Universal Online Banker to ensure their end users have comprehensive training available.

Levels of Training: The custom content will be unique according to the functional modules of the Universal Online Banker product implemented in conjunction with the project phase. Review the details below for more information.

Universal Online Banking Customized eLearning Content

Description: Uniquely developed for each customer implementing the Universal Online Banker solution, an ACI course developer will work with ACI's implementation services teams and the customer to create customized eLearning content to become part of the Universal Online Banker experience for banking consumers. Unique as a service offering, the intent of this customized eLearning is for banking marketplace consumers to learn how to use the bank's unique instance of the Universal Online Banker solution.

Audience: Extended enterprise banking customers in the marketplace who wish to use online banking offered by their banking institution

Prerequisites: None

Delivery Mode: eLearning

Duration: Varies based on the customized content



UP[®] Framework[™] Training

Who and What: Client training for UP[®] Framework[™] is delivered in both instructor-led and eLearning format. It is designed for client project team members and support personnel to fully explore and understand the features and functionality of the UP Framework offering, including configuration and monitoring tools. The series provides a practical guide to the configuration of UP Framework.

To provide a hands-on experience, the practical modules include demonstrations of configurations being performed. Trainees are provided with detailed steps on how to perform these configurations themselves if they have access to a hosted training environment. The instructor-led training courses provide valuable reinforcement and practice of key skills for developers and technicians.

Levels of Training: The available courses include introductory, basic and advanced modules.

UP[®] Framework[™] Introduction Training

Description: Introduction training is intended for anyone who wants to recognize the features of UP Framework, its components and tools. Topics include a solutions overview, introduction to endpoints, introduction to sessions, introduction to entities, and introduction to monitoring and management, as well as an introduction to UP Framework cloud implementation.

Audience: System administrators, technicians and support team members

Prerequisites: There are no formal prerequisites for this training, but a basic understanding of payment systems and ISO 8583 and ISO 20022 message protocols is assumed.

Delivery Mode: eLearning

Duration: 4 hours

UP Framework Basic Training

Description: Basic training is aimed at a technical audience whose role is to configure and manage a running UP Framework environment. Topics include configuration management, configuring endpoint sessions and entities and monitoring an UP Framework system, as well as ACI's API manager capability.

Audience: UP Framework technicians

Prerequisites: UP Framework Introduction Training

Delivery Mode: eLearning

Duration: Approximately 16 hours



UP Framework Revision Training (Both Endpoints and Monitoring Modules)

Description: Revision Training is aimed at participants who have completed all requisite introduction and basic training modules and wish to proceed to one or more advanced training courses.

Each of the Revision Training modules consists of multiple graded questions, where each question is followed by a revision of the content covered in the question. There are two available modules depending on the advanced training needs of the learner: endpoint revision training and monitoring revision training.

Audience: UP Framework technicians, UP Framework developers

Prerequisites: UP Framework Basic Training

Delivery Mode: eLearning

Duration: Approximately 30 minutes

Configuring ISO 8583 Endpoints

Description: Designed for UP Framework developers who prefer an interactive, instructor-led course on designing endpoints, this course focuses on the skills needed to create ISO 8583 endpoints in UP Framework. Topics include building a universal endpoint, creating custom parameters, building meta configuration, building message and session protocols, configuring channels, and applying and testing the ISO 8583 endpoint configuration.

Audience: UP Framework developers

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module)

Delivery Mode: Instructor-led training

Duration: 2 days



Configuring File Load Endpoints

Description: Designed for UP Framework developers who prefer an interactive, instructor-led course on designing endpoints, this course focuses on the skills needed to create file load endpoints in UP Framework. Topics include building an entity model and entity, building a universal endpoint, building meta configuration, building message and session protocols, building file load configuration including configuring channels, and applying and testing the account file load.

Audience: UP Framework developers

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module)

Delivery Mode: Instructor-led training

Duration: 2 days

Configuring XML Endpoints

Description: Designed for UP Framework developers who prefer an interactive, instructor-led course on designing endpoints, this course focuses on the skills needed to create XML endpoints in UP Framework. Topics include building a universal endpoint, building meta configuration, building message and session protocols, configuring channels, and applying and testing the XML endpoint configuration.

Audience: UP Framework developers

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module)

Delivery Mode: Instructor-led training

Duration: 2 days

Configuring Sessions

Description: Designed for UP Framework developers who prefer an interactive, instructor-led course on configuring sessions, this course focuses on the skills needed to configure existing sessions and build new sessions in UP Framework. Topics include creating new response codes and field definitions in a session's vocabulary, building new session plans and session steps, adjusting the order in which steps are executed, configuring filters and conditional routing, adjusting timeouts and adding transaction logging.

Audience: UP Framework developers

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module)

Delivery Mode: Instructor-led training

Duration: 1 day



Troubleshooting with Tracing

Description: Designed for UP Framework technicians who want an immersive training session on troubleshooting, this instructor-led course teaches UP Framework technicians essential troubleshooting skills using tracing in UP Framework. Topics include understanding message tracing concepts and management, interpreting and using trace file contents for both ISO 8583 and XML-type messages for troubleshooting purposes, and other trace content such as session trace results with BSI framework and script tracing.

Audience: UP Framework technicians

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Monitoring module)

Delivery Mode: Instructor-led training

Duration: 1 day

Note: We recommend taking this course in tandem with the Troubleshooting with Logs course.

Installing UP Framework

Description: Designed for UP Framework technicians and installers that want hands-on training for installing UP Framework and immediate payments, this instructor-led course teaches technicians essential installation skills using an ACI lab system.

Audience: UP Framework technicians

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module)

Delivery Mode: Instructor-led training

Duration: 2 days

Installing and Configuring API Manager

Description: Designed for UP Framework technicians who prefer an interactive, instructor-led course on installing and configuring ACI's API manager capabilities. Topics include installing the API manager feature, provisioning of APIs and configuring the API provider, as well as onboarding the API consumer.

Audience: UP Framework technicians

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module)

Delivery Mode: Instructor-led training

Duration: 1 day

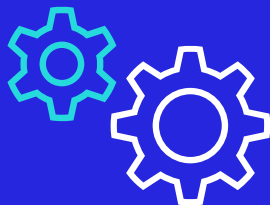
WHERE TRAINING CAN BE CONDUCTED

Courses are presented through virtual delivery.



ACI's real-time sdk training helped to provide me and my team with the required skill set needed to meet aggressive goals with our processing applications. The training was focused and effective, with hands-on coding exercises that fast tracked our understanding and allowed us to hit the ground running."

Fred Vanden
Bergh Software Engineer
Mercury Payment Systems



Open Banking API Request Processing

Description: Designed for UP Framework technicians who prefer an interactive, instructor-led course on configuring and testing API Request messages in ACI's API manager offering. Topics include API Request processing overview, onboarding and provisioning, testing API Request messages.

Audience: UP Framework technicians

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module), Installing and Configuring API Manager

Delivery Mode: Instructor-led training

Duration: 1 day

Open Banking API Monitoring and Troubleshooting

Description: Designed for UP Framework technicians who want an immersive training session on troubleshooting the open banking API. Topics include system and API consumer monitoring as well as troubleshooting the open banking API with logs and tracing.

Audience: UP Framework technicians

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Endpoints module), Installing and Configuring API Manager, Open Banking API Request Processing

Delivery Mode: Instructor-led training

Duration: 1 day

Troubleshooting with Logs

Description: Designed for UP Framework technicians who want an immersive training session on troubleshooting, this instructor-led course teaches UP Framework technicians essential troubleshooting skills using logs in UP Framework. Topics include determining the location of the various UP Framework log files, establishing which log files to use for various purposes and using the log file content for troubleshooting purposes.

Audience: UP Framework technicians

Prerequisites: UP Framework Basic Training, UP Framework Revision Training (Monitoring module)

Delivery Mode: Instructor-led training

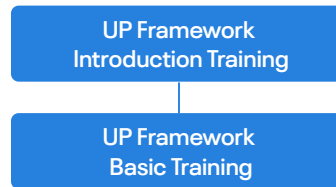
Duration: 1 day

Note: We recommend taking this course in tandem with the Troubleshooting with Tracing course.

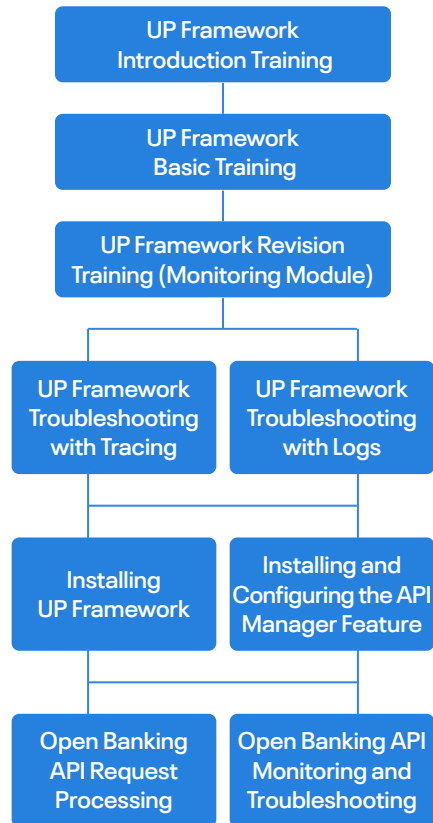


RECOMMENDED LEARNING PATHS

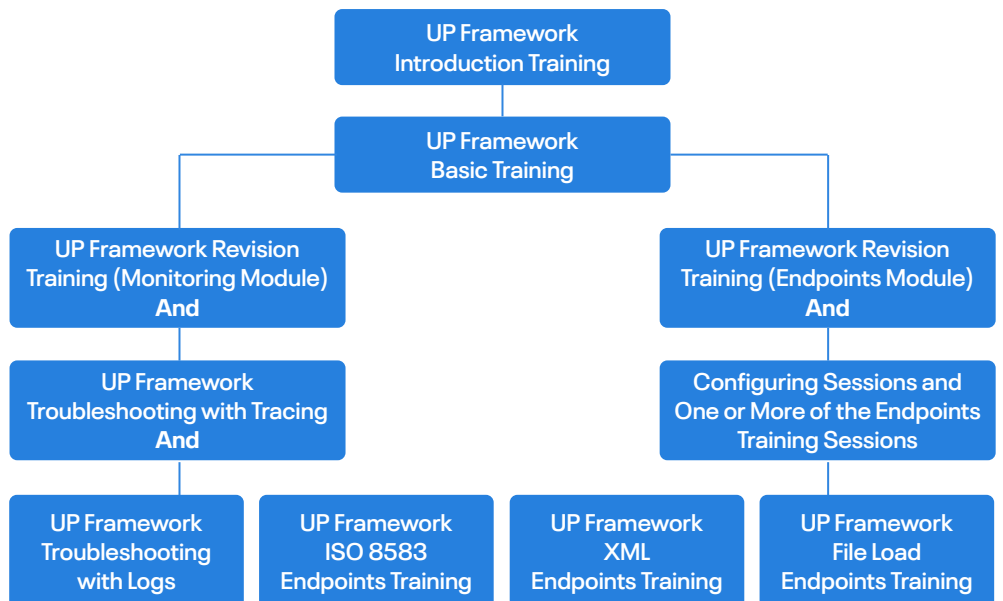
UP Framework administrators:



UP Framework technicians:



UP Framework developers:



WHERE TRAINING CAN BE CONDUCTED

UP Framework courses are available 24/7/365 via the ACI Training Academy Learning Management System. Instructor-led courses can be delivered at an ACI classroom or at your location. Virtual training options are available.

ACI High Value Real-Time Payments™ Training

Who and What: Client training for ACI High Value Real-Time Payments™ solution is delivered in eLearning format. It is designed for client project team members and support personnel to understand the features and functionality of the ACI High Value Real-Time Payments solution, including configuration and monitoring tools.

ACI High Value Real-Time Payments™ Operator Training

Description: This eLearning series is designed for ACI High Value Real-Time Payments system operators who need to perform daily tasks using the Control Center interface. The training presents ISO 20022 messaging standards and focuses on operator skills such as payment initiation, repair, verify, transaction inquiry and transaction processing. The training is intended for daily system operators of ACI High Value Real-Time Payments who are either new to the solution, new to the job function, or migrating their daily tasks from video or WebUI interfaces.

Audience: System administrators, technicians and support team members

Prerequisites: None

Delivery Mode: eLearning

Duration: Approximately 2 hours

RECOMMENDED LEARNING PATHS

System administrators, technicians and support team members:

ACI High Value Real-Time Payments Operator Training

WHERE TRAINING CAN BE CONDUCTED

Real-time payment courses are available 24/7/365 via the ACI Training Academy Learning Management System.



ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

LEARN MORE

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