



Review Steps for you to Take

Bulletin ID: 330063

Topic Type: System Migration

Ticket: N/A

Solutions: TBS - Credit

What you need to know

This *Bulletin* applies to all clients in the **June 15, 2026**, TBS to P1C migration. Only clients that are in the **June 15** migration will receive this communication.

On **Feb. 4, 2026**, you received **Bulletin ID 189721**, titled “*TBS to P1C Migration Test Account Creation*,” informing you of the creation of test accounts. The *Bulletin* stated that test accounts will be visible in your reporting and asked you to remind your team that they are not fraud and should not be altered.

=====

This communication introduces upcoming, valuable training provided by FIS® for the TBS to Payments One Credit (P1C) Migration. P1C is a different platform than TBS, and clients will be using the ServiceView+ User Interface to complete card management activities on P1C. FIS migration training will educate your organization on how to use ServiceView+ and highlight the differences between TBS and P1C.

Steps FIS is taking

- FIS has developed a comprehensive Learning Plan that outlines the full TBS to P1C migration training curriculum. This plan is designed to help your

organization identify the appropriate courses for each team member based on their roles and responsibilities in supporting and managing your credit card program.

- All training courses will be delivered through FIS Academy, our Learning Management System. Training varieties include instructor-led virtual sessions as well as self-paced eLearning courses, all available through an open, self-enrollment process.
- Your organization has been established in FIS Academy with one designated Client Administrator. Client Administrators are authorized to add new users, update user information, reset passwords, and enroll users in training courses.
- To explore resources and learn more about FIS Academy, click [HERE](#).

Steps for you to take

- Download and review the attachment titled *Payments One Credit Migration Learning Plan 2026* and share with your team to prepare for training.
- Ensure that all of your users have access to the [TBS To P1C Migration Catalog](#).
- Start enrolling all users in the training courses relevant to their job role.
- eLearning opportunities begin **April 4, 2026**.
- Instructor-led training classes begin **May 4, 2026**.
- It is crucial to prepare your team and complete training sessions to ensure a smooth transition and successful migration.

Questions? We can help!

If you have any questions during your migration, please contact FIS at tbstop1c2026@fisglobal.com. We will have migration experts available to answer questions and to help with a successful migration.

Stay connected through the FIS® Client Portal
Advancing the way the world pays, banks and invests™



©2026 FIS and the FIS logo are trademarks or registered trademarks of FIS or its subsidiaries in the U.S. and/or other countries. Other parties' marks are the property of their respective owners.



Payments One Credit: Migration Learning Plan

FIS Learning Solutions

Migration Date: June 15, 2026



Contents

Introduction.....	3
Overview	3
Job Roles	3
Course List: Pre-Migration Training	4
<i>Migration Training – What’s New</i>	4
<i>P1C Service View Plus System Courses</i>	5
<i>Discretionary Courses</i>	5
Course Descriptions: Pre-Migration Training.....	6

Introduction

FIS is committed to offering your team a comprehensive training plan to prepare you for a successful migration. This plan encompasses self-directed e-learning courses and instructor-led virtual classes that will help your team perform their job duties using FIS products and services.

This learning plan was created with your migration in mind. This plan serves as your organization’s central repository for all your training and documentation needs. Your team can review guides, job aides, recorded training sessions, task simulations, review links to resources and more.

Overview

FIS is a leader in technology and services that help businesses and communities thrive by advancing commerce and the financial world. We are excited to help you transition from your existing credit solution to the Payments One Credit (P1C) platform.

FIS connects merchants, banks and consumers and leverages expertise and innovation to supply future-forward solutions and improve the overall experience of the consumer. To that end, the FIS Learning Solutions team has developed this comprehensive training resource to help you learn how to support your day-to-day operations with Payments One Credit (P1C).

Job Roles

Your institution may have staff members who perform different job roles and defined tasks to manage your Credit Card program as a team. To assist in your assignment of training courses, we have identified standardized job roles defined as follows:

Job Role	Responsibilities
Program Manager	Manages the overall success of the Credit Card program.
Card Specialist	Manages the day-to-day operations and has the credentials to maintain cardholder accounts and other program updates.
Customer Service	Works with credit card customers and has inquiry-only capabilities to answer cardholder questions.
Collections Reps	Reviews and/or manages the past due, delinquent, and charge-off credit card accounts.
Accounting Specialist	Manages the day-to-day settlement and balance activities of the credit card portfolio.

Course List: Pre-Migration Training

Your migration training courses are grouped into three categories to help guide the focus of your learning journey. These categories are outlined below: Migration Training – *What’s New*, P1C Service View Plus System Courses, and Discretionary Courses.

To access the training courses in FIS Academy, please follow this link:
[TBS to P1C Migration Course Catalog](#)

Migration Training – *What’s New*

Our Training Team is excited to share with you what’s new as part of your migration! These courses highlight many of the unique enhancements on your new card platform, Payments One Credit. We recommend starting with these courses to ensure a strong foundation of knowledge for a successful migration.

Course	Recommended Modality	Length	Job Role	Prerequisite
Payments One Credit (P1C) Migration Introduction	Instructor-Led Alternative: Self-Directed	60 Minutes	Program Manager Card Specialist	N/A
Payments One Credit (P1C) Service View Plus System Highlights	Instructor-Led Alternative: Self-Directed	90 Minutes	Program Manager Card Specialist	P1C Migration Introduction
Payments One Credit (P1C) Issuer Reports	Instructor-Led Alternative: Self-Directed	90 Minutes	Program Manager Senior Leadership	N/A
CardPro Connect Overview	Self-Directed Only	90 Minutes	Program Manager Card Specialist	N/A
Balance & Reconciliation: Prerequisite	Self-Directed Only	90 Minutes	Program Manager Accounting Specialist	N/A
Balance & Reconciliation: Report Examination	Instructor-Led Alternative: Self-Directed	90 Minutes	Program Manager Accounting Specialist	Balance & Reconciliation: Prerequisite <i>(required)</i>

[Continued on next page]

P1C Service View Plus System Courses

The courses outlined in this section are instrumental in understanding card processing on Payments One Credit.

Course	Recommended Modality	Length	Job Role	Prerequisite
Payments One Credit (P1C) Consumer New Accounts	Instructor-Led Alternative: Self-Directed	60 Minutes	Program Manager Card Specialist	N/A
Payments One Credit (P1C) Authorizations, Statements, & Billing	Instructor-Led Alternative: Self-Directed	60 Minutes	Program Manager Card Specialist Customer Service	N/A
Payments One Credit (P1C) Account Inquiry & Maintenance	Instructor-Led Alternative: Self-Directed	90 Minutes	Program Manager Card Specialist Customer Service	N/A
Payments One Credit (P1C) Account Delinquency	Instructor-Led Alternative: Self-Directed	60 Minutes	Program Manager Card Specialist Collections Reps	N/A
Payments One Credit (P1C) Monetary Entry	Instructor-Led Alternative: Self-Directed	60 Minutes	Program Manager Card Specialist Accounting Specialist	N/A
Payments One Credit (P1C) Commercial Cards <i>Note: Only for Small Business BIN Issuers</i>	Instructor-Led Alternative: Self-Directed	90 Minutes	Program Manager Card Specialist	P1C Consumer New Accounts

Discretionary Courses

Depending on your program, your institution may find value in reviewing these discretionary courses. These programs will require action in preparation for your migration; therefore, are presented as a refresher opportunity.

Course	Recommended Modality	Length	Job Role	Prerequisite
Payments One Credit (P1C) Collector View <i>Note: Only for users of Collector Link on TBS</i>	Instructor-Led Alternative: Self-Directed	60 Minutes	Program Manager Card Specialist Collections Reps	P1C Account Delinquency
eZDisclosure for Payments One Credit (P1C)	Self-Directed Only	60 Minutes	Program Manager Card Specialist	N/A

Course Descriptions: Pre-Migration Training

To access the training courses in FIS Academy, please follow this link:

[TBS to P1C Migration Course Catalog](#)

Payments One Credit (P1C) Migration Introduction

Welcome to Payments One Credit, P1C for short! As the formal introduction to your new Credit Processing Platform, this course provides a comprehensive timeline on your action items in the days before and after your migration. Participants will also learn new terminology to be used on the P1C user interface, Service View Plus. Finally, a review of the training schedule and helpful training resources are provided.

Time: 60 minutes

Payments One Credit (P1C) Service View Plus System Highlights

After completing the *Payments One Credit (P1C) – Migration Introduction* course, it's time to dive into your new user interface, Service View Plus. Our training team will walk you through the key system navigation points, identify differences from TBS to P1C, and help you avoid common mistakes made by new users. You won't want to miss this session!

Prerequisite: *Payments One Credit (P1C) – Migration Introduction*

Time: 90 minutes

Payments One Credit (P1C) Issuer Reports

Attend this module to learn about the information available through reports and how to leverage the data for your institution to manage your credit card program. Additionally, issuers of Small Business accounts will want to complete the later portion of this session to review key commercial card reports.

Time: 90 minutes

Card Pro Connect Overview

FIS is proud to provide our innovative solution for card plastic management, CardPro Connect, as a part of your migration!

CardPro Connect is a world-class online card management solution that will dramatically improve a client's operational efficiency. In this course you will learn how to:

- **Monitor Orders and Tracking:** Real-time order transparency and empowerment to confirm key dates and track all orders.
- **Perform Pulls:** You can request that a card or PIN be readdressed, destroyed, or expedited after you place your order, depending on the kind of pull request you make.
- **Inventory Monitoring:** Access key usage and reorder point information for all your critical card program materials.

Furthermore, CardPro Connect is provided at no additional cost to your institution!

Time: 90 minutes

Balance & Reconciliation: Prerequisite

This self-directed eLearning course benefits team members who are responsible for making General Ledger entries and balancing your Credit card portfolio. This course provides an introduction of the FIS settlement process including the P1C GL Chart of Accounts, reports used to make daily entries, and the reports used for research.

Time: 90 minutes

Balance & Reconciliation: Report Examination

Upon complete of the prerequisite course, team members who are responsible for making General Ledger entries and balancing your Credit card portfolio should attend this instructor-led course. This course focuses on using reporting from the prerequisite course to identify several scenarios that can impact balancing and reconciliation.

Prerequisite: *Balance and Reconciliation: Prerequisite*

Time: 90 minutes

Payments One Credit (P1C) Consumer New Accounts

Attend this module to learn the basics of establishing and auditing consumer new accounts. Additionally, highlights on reporting to Issuer's Clearinghouse will be reviewed.

Time: 60 minutes

Payments One Credit (P1C) Authorizations, Statements, & Billing

Attend this module for an in-depth look at the authorization process, cardholder statements, billing, and the related inquiry screens to learn how to research and answer cardholder statement and authorization questions.

Time: 60 minutes

Payments One Credit (P1C) Account Inquiry & Maintenance

Attend this module to learn how to use Payments One to research and answer cardholder questions and to add, delete and/or modify cardholder information. Also learn how to use a workflow to handle lost/stolen accounts and audit maintenance reports.

Time: 90 minutes

Payments One Credit (P1C) Account Delinquency

Members of your staff who are responsible for the day-to-day management of credit card collections should attend this module to learn navigation of the Payments One Credit system as it relates to collection accounts.

Time: 60 minutes

Payments One Credit (P1C) Monetary Entry

Attend this module to learn how to use Payments One to input and modify batches. Additionally, attendees will be introduced to the Online Reject Item System (ORIS) for correcting rejected transactions.

Time: 60 minutes

Payments One Credit (P1C) Commercial Cards

Specific to small business and commercial card issuers, this course will provide the knowledge to successfully add new small/business profiles to the Commercial View application. Attendees will also gain fundamental knowledge of commercial profile hierarchy and establishing billing accounts.

Prerequisite: *Payments One Credit (P1C) – Consumer New Accounts*

Note: *This course is only for Small Business BIN Issuers*

Time: 90 minutes

Payments One Credit (P1C) Collector View

Are you using the P1C collections queuing subsystem? This webinar provides an overview of how to use the P1C Collector View system for staff who are responsible for the day-to-day management of credit card collections.

Prerequisite: *Payments One Credit (P1C) – Account Delinquency*

Note: This course is only for institutions currently using CollectorLink on TBS

Time: 60 minutes

eZDisclosure for Payments One Credit (P1C)

Learn to use the FIS eZDisclosure product to create Card Agreements and Terms IDs. This course provides a comprehensive overview of the key features and tasks in eZDisclosure. It also demonstrates how eZDisclosure interfaces with Payments One Credit (P1C).

Time: 60 minutes