

URGENT

BULLETIN



Bulletin ID: 683177

Topic Type: Issue

Ticket: N/A

Solutions: BASE2000, Payments One Credit (P1C), TBS - Credit

What you need to know

FIS® has identified that some payments may not be reflecting on cardholder accounts for payments made on **Jan. 15, 16 and 17, 2025**.

Steps FIS is taking

Our internal partners are actively resolving the issue and will backdate payments as needed. We expect the payments to be reflected after nightly batch processing on **Monday, Jan. 20**. We appreciate your patience and understanding as we address this matter.

Steps for you to take

Please notify your internal teams.

If your institution is impacted, please open a support ticket.

Questions? We can help!

If you have any questions regarding the content of this *Bulletin*, please enter a support ticket in the FIS Client Portal, contact us at **844.6 FIS NOW (844.634.7669)**, or use your normal support process. If calling, please use your Entity ID and IVR ID for security validation. To view your EID# and IVR ID, click on your username in the upper right corner of the FIS Client Portal landing page.

We'd love to hear from you! Please share your insights in our quick 3-question [survey](#).

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