

An overview of Academy on the Web courses

Courses fall into 1 of the 4 main pillars of knowledge. This list is regularly updated with the latest offerings. Please scroll down for a list of courses offered in the past year (quarterly basis).



Operational Efficiency

Introduction to Authorization	Mastercard Connect Overview
Introduction to Clearing *#	Mastercard Consolidated Billing System Overview
Introduction to Chargeback *	Quarterly Mastercard Reporting Overview
Introduction to Interchange *#	Global Registration Program
Mastercard Authorization Simulator *	Project Implementation
Mastercard Clearing Presentment Simulator	



Business Insights

Global Operations Bulletin Highlights *
Quarterly Release Update *
Successfully Mitigating Prepaid Card Risks *
2 Series BIN Updates
The Future View Series
Opportunities in the SME Segment
Building a Profitable Corporate T&E Portfolio



Products & Solutions

Masterpass
MDES Technical Overview
In Control for Commercial Payment #



Value-Added Services

Introduction to AOW *
Play Your Cards Right! *
Card Design Standards *
Stand-In Validation Services *
M/Chip Issuer and Acquirer EMV Migration Guide
Introduction to Card Based Rewards Program

* Courses are available in Japanese

Course is available in Mandarin

3rd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Business Insights

11 July (Tue) at 11:00 : Release 17.Q4 Overview

This live event will update our customers on release enhancements and corresponding changes to Mastercard's core system, Products and Services. (**English Live Event**)



Mandarin

13 July (Thu) at 15:00 : Global Operations Bulletin June in Mandarin

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Mandarin Live Event**)



Business Insights

19 July (Wed) at 14:00 : Global Operations Bulletin Highlight – July English

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**English Live Event**)



Mandarin

2 Aug (Wed) at 15:00 : Release 17.Q4 Overview in Mandarin

This live event will update our customers on release enhancements and corresponding changes to Mastercard's core system, Products and Services. This session is held in Mandarin. (**Mandarin Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

3rd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



3 August (Thu) at 15:00 : Introduction to Chargeback English

This live event guides you through how chargebacks may occur during the chargeback cycle and common disputes at the sage. (**English Live Event**)

4 August (Fri) at 15:00 : Global Operations Bulletin July Highlight in Japanese

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Japanese Live Event**)

8 August (Tue) at 15:00 : Release 17.Q4 Overview in Japanese

This live event will update our customers on release enhancements and corresponding changes to Mastercard's core system, Products and Services. This session is held in Japanese. (**Japanese Live Event**)

15 Aug (Tue) at 15:00 : Global Operations Bulletin July in Mandarin

This live event will update our customers on release enhancements and corresponding changes to Mastercard's core system, Products and Services. This session is held in Mandarin. (**Mandarin Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

3rd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



16 August (Wed) at 11:00 :Future View Series II – 5 Big Tips for Retail Banking English

This live event will cover Mastercard Labs' Future View returns for 2017 with an updated take on the future of Retail Banking. (**English Live Event**)



17 August (Thu) at 11:00 : Mandate of Combined Dynamic Data Authentication (CDA)Technology for Contact and Contactless Card Issuing English

This module will explain in detail of the offline CAM mechanism and highlights the importance of CDA.(**English Live Event**)



23 August (Wed) at 15:00 : Global Operations Bulletin Highlights – August English

This live event summarizes Global Operations Bulletin focusing on details of the announcement.(**English Live Event**)



24 August (Thu) at 15:00 : Global Operations Bulletin Highlight August in Japanese

This live event summarizes Global Operations Bulletin focusing on details of the announcement.(**Japanese Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

3rd Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Business Insights

13 September (Wed) at 15:00 : Introduction to Settlement English

This live event guides you through how settlement works and what types of settlement options are available to you. (**English Live Event**)



Product and
Solutions

21 September (Thu) at 11:00 : Testing with Mastercard English

Let's learn about Mastercard testing requirements as well as when you are required to perform testing. (**English Live Event**)



Business Insights

26 September (Tue) at 11:00 : Mastercard Debit Value Story English

TBD (**English Live Event**)



Business Insights

27 September (Wed) at 15:00 : Global Operations Bulletin Highlight – September English

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**English Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

3rd Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



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Japanese

**28 September (Thu) at 15:00 : Global Operations Bulletin Highlight –
September in Japanese**

This live event summarizes Global Operations Bulletin focusing on details of
the announcement. This live session is held in Japanese. (**Japanese Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

2nd Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Japanese



Mandarin



Mandarin



Business Insights

5 April (Wed) at 11:00 : M/Chip Migration Guide in Japanese

This module is designed to help Issuer and Acquirer to understand the M/Chip program and Mastercard Chip Implementation Process. (**Japanese Live Event**)

6 April (Thu) at 15:00 : Implementing Project in Mandarin

This live event will guide you through the steps of the implementation process with Mastercard. (**Mandarin Live Event**)

12 April (Wed) at 15:00 : Introduction to Clearing in Mandarin

This event is designed to provide you with an overview of GCMS. It would take you through each stage of clearing cycle and provides an easy to understand BSA which allow you to define specific requirements on a bilateral and multilateral basis. (**Mandarin Live Event**)

20 April (Thu) at 15:00 : Global Operations Bulletin Highlight –April English

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**English Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

2nd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

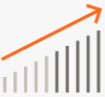
Mandarin Live Event



Japanese

21 April (Fri) at 15:00 : Global Operations Bulletin Highlight in Japanese

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Japanese Live Event**)



Value-Added
Services

26 April (Wed) at 11:00 : Issuer Guide on Card Personalization Validations (CPV) English

This session is designed specifically for those who are involved in Card Personalization Validation (CPV) process. It starts with the comprehensive overview of CPV process and then walks you through the key decisions you need to consider. (**English Live Event**)



Mandarin

26 April (Wed) at 15:00 : Global Operations Bulletin March Highlight in Mandarin

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Mandarin Live Event**)



Mandarin

27 April (Thu) at 15:00 : Card Design Standards in Mandarin

This live event covers the card design features that must be present on all cards as well as the card design approval requirements. (**Mandarin Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

2nd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Product and Solutions



Product and Solutions



Business Insights

3 May (Wed) at 11:00 : Working with Automated Parameter Worksheet English

This live event go through details of APW used for the customer implementation projects. (**English Live Event**)

4 May (Thu) at 11:00 : In Control for Commercial Payments Part I English

Working with In Control for Commercial Payments – Part I Creating Purchase Request educates issuers on how to configure the In Control Platform and on board their customers onto In Control. (**English Live Event**)

9 May (Tue) at 15:00 : In Control for Commercial Payments Part II English

Working with In Control for Commercial Payments – Part II Configuring Companies. This live event covers how to configure companies, manage users and maintain cards and tolerance. (**English Live Event**)

11 May (Thu) at 9:00 : Global Collection Only Program English

This event will guide you through the Global Collection Only (GCO) mandate and program. You will be able to have a full understanding of the GCO mandate and the GCO program and have clarity on how to report data to Mastercard. (**English Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

2nd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Business Insights

17 May (Wed) at 15:00 : Global Operations Bulletin Highlight – May English

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**English Live Event**)



Japanese

18 May (Thu) at 15:00 : Global Operations Bulletin Highlight – May in Japanese

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Japanese Live Event**)



Business Insights

31 May (Wed) at 15:00 : Introduction to Interchange in Mandarin

Understand Interchange and how it affects you. (**Mandarin Live Event**)



Business Insights

8 June (Thu) at 11:00 : Global Safety and Security Roadmap English

Mastercard announced Global Safety and Security Standards Roadmap in Global Security Bulletin No. 10, 18 October 2016. This live session will cover the important safety & security mandates announced by Mastercard. The session will also cover the compliance dates, and implementation considerations for the customers. (**English Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

2nd Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Mandarin

13 June (Tue) at 15:00 : Global Operations Bulletin May Highlight in Mandarin

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Mandarin Live Event**)



Product and Solutions

14 June (Wed) at 15:00 : Smart Data Overview English

This live session focuses on very high level overview of Smart Data. (**English Live Event**)



Business Insights

21 June (Wed) at 15:00 : Global Operations Bulletin Highlight – June English

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**English Live Event**)



Japanese

22 June (Thu) at 15:00 : Global Operations Bulletin Highlight –June in Japanese

This live event summarizes Global Operations Bulletin focusing on details of the announcement. (**Japanese Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

2nd Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Product and
Solutions

28 June (Wed) at 11:00 : New Mastercard security products and services English

This session will cover Mastercard Safety & Security solutions that reduce risk, improve performance, and enhance digital offerings of the customers. This session will cover product description, benefits & implementation requirements. (**English Live Event**)

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

1st Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Operational Efficiency

12 Jan at 09:00 : Global Registration Program – Third Party Process



Business Insights

24 Jan at 15:00 : Global Operations Bulletin Highlight – January in English



Japanese

25 Jan at 15:00 : Global Operations Bulletin Highlight – January in Japanese



Value-Added Services

8 Feb at 11:00 : M/Chip Issuer and Acquirer EMV Migration Guide



Mandarin

14 Feb at 15:00 : Working with In Control for Commercial Payments Part 1 in Mandarin

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

1st Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Mandarin

15 Feb at 15:00 : Working with In Control for Commercial Payments Part 2 in Mandarin



Mandarin

22 Feb at 15:00 : Quarterly Mastercard Report in Mandarin



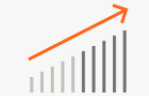
Business Insights

23 Feb at 15:00 : Global Operations Bulletin Highlight – February in English



Japanese

24 Feb at 15:00 : Global Operations Bulletin Highlight – February in Japanese



Value-Added Services

1 Mar at 11:00 : New Brand Mark and Updated Card Design Standards

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

1st Quarter 2017 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

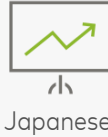
English Live Event

Japanese Live Event

Mandarin Live Event



2 Mar at 15:00 : Introduction to Card Based Rewards Program



7 Mar at 15:00 : Quarterly Mastercard Report in Japanese



9 Mar at 15:00 : Project Implementation



16 Mar at 15:00 : Global Operations Bulletin Highlight – March in English



17 Mar at 15:00 : Global Operations Bulletin Highlight – March in Japanese

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

1st Quarter 2017 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)



29 Mar at 11:00 : The Future View Series Part 2

English Live Event

Japanese Live Event

Mandarin Live Event

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

4th Quarter 2016 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Product and
Solutions

4 Oct at 15:00 : Masterpass on Wallets



Product and
Solutions

13 Oct at 15:00 : Smart Data Product Overview



Business Insights

17 Oct at 11:00 : Corporate T&E



Business Insights

19 Oct at 14:00 : Global Operations Bulletin Highlight – October in English



Japanese

20 Oct at 15:00 : Global Operations Bulletin Highlight – October in Japanese

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

4th Quarter 2016 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Operational Efficiency

2 Nov at 15:00 : Mastercard Clearing Presentment Simulator



Operational Efficiency

8 Nov at 15:00 : Introduction to Chargeback



Product and
Solutions

9 Nov at 15:00 : Masterpass Solutions



Business Insights

16 Nov at 15:00 : Global Operations Bulletin Highlight – November in English



Japanese

17 Nov at 15:00 : Global Operations Bulletin Highlight – November in Japanese

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

4th Quarter 2016 Live Events Schedule

Please note that indicated times are
Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Operational Efficiency

22 Nov at 15:00 : Introduction to Authorization



Japanese

24 Nov at 15:00 : Mastercard Clearing Presentment Simulator in Japanese



Product and
Solutions

29 Nov at 11:00 : MDES Technical Overview



Operational Efficiency

6 Dec at 15:00 : Smart Data Implementation Overview



Japanese

8 Dec at 15:00 : Introduction to Authorization in Japanese

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.

4th Quarter 2016 Live Events Schedule

Please note that indicated times are Singapore time (GMT +8)

English Live Event

Japanese Live Event

Mandarin Live Event



Business Insights

14 Dec at 15:00 : Global Operations Bulletin Highlight – December in English



Japanese

15 Dec at 15:00 : Global Operations Bulletin Highlight – December in Japanese



Business Insights

20 Dec at 11:00 : Quarterly Release Update (2017 Q2)



Japanese

27 Dec at 15:00 : Quarterly Release Update (2017 Q2) in Japanese

The schedule is subject to change. Please refer to the AOW website (www.mastercard.com/academy) for the latest live event schedule.