



# POS Operations

BankWorld POS channel provides the bank with an effective integrated card solution for its customers. It sits between the POS terminals located at customer sites and the BankWorld system.

This course gives participants knowledge of how to manage the POS system.

This is a hands-on course that allows participants to practice some of the relevant tasks.

## Benefits:

You will be able to perform the necessary day to day management and monitoring of the POS system. Also update the POS system existing configuration to deal with changing business requirements.

Having staff trained in the correct management and use of the POS system will enable the bank to provide an efficient and timely service to its customers.



Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at [training@cr2.com](mailto:training@cr2.com).

[www.cr2.com](http://www.cr2.com)

## Duration:

2 days (classroom-based)

## Audience:

This course can be taken by anyone, but it is designed in particular for:

- ❖ Bank Operations staff
- ❖ Bank POS Operations staff

## Location:

CR2 offices in Dublin, Dubai and Amman. Can also be run onsite on request.



## Pre-requisites:

- ❖ *BankWorld Architectural Overview* eLearning course

**Objectives:** At the end of this course you will be able to:

1. Understand the POS channel in BankWorld
2. Understand the daily/weekly/monthly operational tasks on a POS system
3. Understand the POS reconciliation procedures
4. Overview of EFTPOS transaction processing (including fraud prevention and dealing with Merchant / Cardholder queries)

## Course Outline:

- ❖ Course Overview
- ❖ Discuss Generic POS Approach & Procedures
- ❖ Create Bank Specific POS Approach & Procedures
- ❖ Review POS Menu Structure
- ❖ Review POS Functionality
- ❖ Carry Out Daily Tasks
- ❖ Monitoring of POS System
- ❖ Adding New Terminals & Merchants
- ❖ Amending System Parameters
- ❖ Carry Out Weekly & Monthly Procedures
- ❖ Tracking Transactions
- ❖ Course Summary
- ❖ Course Exam

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## Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on USB key.