



# SparrowVISA Issuer Operations

This course is designed to explain how an Issuer bank interacts with VISA International Network.

## Benefits:

You will be able to understand the use of the Sparrow VISA Issuer system. This will equip the banks operations staff with the necessary daily, weekly and monthly procedures needed for the smooth operation of the VISA system. This will include managing of chargebacks, management of POS & ATM transactions, etc.

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

## Duration:

1 day (classroom-based)

## Audience:

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

- ❖ Bank Operations staff
- ❖ Bank Technical Support staff

## Location:

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

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)



## Pre-requisites:

- ❖ None

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

1. Ability to perform daily operational tasks for VISA Issuer system.
2. Understanding of BASE I authorisation and BASE II settlement equivalent SMS processes and Single Connect systems.
3. Dealing with incomplete transactions, Chargebacks, Re-presentments, etc.

## Course Outline:

- ❖ Introduction to Course.
- ❖ Issuer System Overview. Interactive session to develop schematic showing basic components of a VISA Issuer interface and the online & batch processing for ATM & POS uses. New terminology is highlighted and explained.
- ❖ Issuer Menu Demonstration & Practice. Hands-on experience of Issuer foreground menus, showing those related to the options above and identifying others for control, reconciliation and support.
- ❖ Daily Procedures. Explaining daily operations and batch procedures, with exercises to allow practical walk-through of example days.
- ❖ Weekly & Monthly Procedures. Explaining other important business and maintenance operations and exercises to allow practical walk-through of example options.
- ❖ Course Exam.

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## Materials:

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