

POS Operations



Duration: 2 days

How to run POS on a day-to-day basis. How to modify the system; add Merchants/POS terminals/Fee Groups, etc. Staff attending this course will gain an understanding of online and offline EFTPOS for local debit cards and International credit/debit cards (VISA/MasterCard, etc). Explanation of required Bank procedures with practical examples and simple problems.

Course Objectives

- Ability to perform daily/weekly/monthly operational tasks on a POS system.
- Overview of EFTPOS transaction processing (including fraud prevention, and dealing with Merchant/Cardholder queries).
- Understanding of POS reconciliation procedures.
- Confidence in POS installation.

Delegate Audience

Bank Business & Operations Staff.

POS Operations Staff: Computer expert/non-expert.

Customer Service/Management Staff: Business oriented, Customer service enhancement, auditing, future expansion.

Bank I.T. Staff: Interests as per bank staff plus POS terminal configuration/testing, debugging procedures, disaster recovery, CR2 reporting procedures.

Pre-requisites

- Basic computer literacy; understanding of terms such as "program, file, comms line, boot, backup, memory, disk."

Course Outline

Introduction: Introduction of instructor/delegates, course objectives and general timetable of course.

POS System Overview: Interactive session to develop schematic of generic POS system and basic daily processes. Modifying schematic for bank-specific requirements and infrastructure.

POS Menu Demonstration/Practice: Hands-on experience of POS menus, picking out some of daily options identified above, and grouping menu items by purpose.

Daily Procedures: Lesson explaining daily online and batch operations and exercises to allow practical walk-through and monitoring of example days.

System Maintenance: Demonstration and practical exercises in amending a working system to reflect changing business requirements (adding new terminals or merchants, amending parameters, tracking transactions, etc.)

Weekly and Monthly Procedures: Lesson explaining other important business and maintenance operations and exercises to allow practical walk-through of example options (may include "manual" or "download" configuration of POS terminals as an option).

Course Review

Action Plans and Course Evaluation.

Suggested Follow-on Courses

- Visa BI/BII Acquirer Operations.
- CardWorld Acquirer Operations.