

# SparrowVisa Acquirer Operations



## Duration: 1 day

This course explains how an acquiring bank interacts with the VISA international Network and how to operate the SparrowVisa Acquirer system to control these interactions.

## Course Objectives

- Ability to perform daily operational tasks for VISA Acquirer system.
- Understanding of BASE I authorisation and BASE II settlement equivalent SMS processes and Single Connect system.
- Overview of card transaction processing (including fault identification, correcting and reporting).
- Processing BIN table updates.

## Delegate Audience

**Bank Managerial Staff:** Responsible for; business planning of card services, planning information for current systems enhancement, new systems installation.

**Bank Operations Staff:** Effects on existing systems, background information for customer queries, etc.

**Bank I.T. Staff:** As above plus outline of new hardware/software requirements and procedures implications.

## 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.

**Acquirer System Overview:** Interactive session to develop schematic showing basic components of a VISA Acquirer interface and basic processes for ATM use. New terminology is highlighted and explained.

**Acquirer Menu Demonstration/Practice:** Hands-on experience of Acquirer foreground menus, showing those related to the options above and identifying others for control, reconciliation and support.

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

**Weekly and Monthly Procedures:** Lesson explaining other important business and maintenance operations and exercises to allow practical walk-through of example options.

## Course Review

## Action Plans and Course Evaluation.

## Suggested Follow-on Courses

- SparrowVisa Issuer Operations.
- Sparrow Operations.
- POS Operations.