

# SparrowVisa Issuer Operations



## Duration: 1 day

Staff attending this course will learn how an Issuer interacts with the VISA Network and how to operate the SparrowVisa Issuer system to control these interactions.

## Course Objectives

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

## Delegate Audience

**Bank Managerial Staff:** Responsible for business planning of services to Cardholders. Planning information for current systems enhancement and new systems installation. Service level measurement, customer loyalty, auditing, future expansion.

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

**Bank I.T. Staff:** Interests as per bank operations staff 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.

**Issuer System Overview:** Interactive session to develop schematic showing basic components of a VISA Issuer interface and the online and batch processes for ATM and 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:** Lesson explaining daily operations and batch procedures, with 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 Acquirer Operations.
- Sparrow Operations.
- POS Operations.