

**ETA University**  
**College of General Studies**  
***Introduction to Operations***

**Overview:** The *Introduction to Operations* class provides a basic overview of the functions and terminology within the back office operations of electronic processing. This class covers the general basics of risk, chargebacks, Interchange, customer support, Settlement and other general aspects of managing and monitoring the details of electronic processing operations.

**Course Outline**

- I. **Recap of Electronic Processing – “Day in the Life of a Transaction”**
  - Seven stages of processing
  
- II. **Overview of “Impacts to Operations”**
  - Primary areas of focus
    - risk
    - chargebacks
    - Interchange
    - settlement
    - customer support
  
- III. **Risk**
  - General categories of risk
  - Methods to mitigate losses.
  - Overview of reporting and parameter setting
  - Two types of risk
    - fraudulent activity
    - settlement risk
  - Overview or risk management tools for assessing and monitoring risk
  
- IV. **Chargebacks**
  - Terms and timeframes associated with the authorization process
  - Request for copy process
  - Timeframes and process for working and managing chargebacks
  - Authorization process
    - stand-in processing
    - voice back up
    - procedures for denials and pick-ups
  - Terminology/definitions and cycles
    - request for copy
    - various chargebacks
    - representments
    - arbitration
  - General guidelines for working a chargeback and its impact on the operations
  
- V. **Interchange**
  - Basic categories of Interchange
  - What happens within the transaction process
  - How downgrades occur
  - General make-up of interchange.
    - how interchange works
    - how the monies flow
    - general criteria for different rates
  - Interchange categories and criteria

## *Introduction to Operations Course Outline*

- Process of determining and editing Interchange and examples for downgrades
- ACTIVITY: Review worksheet to determine and calculate sample final rates

### **VI. Settlement**

- Reports needed to balance
- Options for payment to the merchant (including ACH)
- ACH
  - Clearing Houses
  - bank deposits
  - merchant statements
- Settlement reports
  - reports from Visa/MasterCard
  - internal risk reports and impact on operations

### **VII. Customer Support –**

- General customer support issues
  - technical support
  - frequently asked questions
  - tools for training and efficiency
- Customer support areas
  - staffing
  - efficiency tools
  - frequently asked questions
- Technical support
  - staffing
  - efficiency tools
  - frequently asked questions

VIII. Summary – A final recap of the topics covered along with those general areas for inclusion in the Technical and Sales and Marketing Introduction courses.

### **Participant Profile**

This course is appropriate for individuals with an understanding of the electronic payments industry and want to expand their general knowledge about back-office operations in the payments industry.