



PREMIUM**TRUST** BANK LTD

VISA Credit/Debit Card Settlement

PTB/COPS/EBANKING/22/0001
Version 1.0



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Document Control Sheet


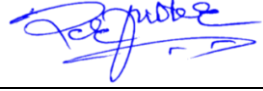
Version and Update History

Date	Document Version	Document Revision History	Document Author/Reviser
01-07-2022	1.0	Document creation	E-Banking Operations
01-07-2022	1.0	Document Review	Conduct & Compliance
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Reviewed by

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Tomisin Bodunde	Team Lead	1.0	 11.01.2023
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	Conduct & Compliance	1.0	

Approval

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Change Control

Change Clause/Frequency
The contents of this document are subject to change control on a twenty-four (24) months review cycle.

1. PURPOSE

This process manual is aimed at the refined procedures to which transactions are consummated in Ebanking operations as it pertinently affects the standard operating activities, performer, responsibility, timeline, and priority.

2. DEFINITIONS

This comprises of abbreviations and the full meanings.

- COPS- Central Operations
- GH- Group Head
- MICR: Magnetic Ink Character Recognition
- ATM- Automated Teller Machine
- POS- Point of Sale
- CBG- Corporate Banking Group
- CCMO- Conduct & Compliance Monitoring Officer
- NUBAN- Nigeria Uniform Bank Account Number
- CBA- Core banking Application
- CBN- Central Bank of Nigeria
- NOSTRO- Premium Trust Bank Account with other banks or Our Operating Account with other banks
- URL- Uniform Resource Locator

- RM- Relationship Manager
- EOD- End of Day
- FGN- Federal Government of Nigeria
- WHT- Withholding Tax
- VAT- Value Added Tax
- BVN- Bank Verification Number
- CEMP- Customer Experience Management Personnel
- CCMO- Conduct Compliance and Monitoring Officer

3. APPLICABILITY & SCOPE

The process manual takes effect immediately has been signed off and the scope covers all transactions captured in this process manual.

4. POLICY REQUIREMENTS

To ensure transactions are consummated according to the documented and signed off procedures as contained in the process manual.

Roles and Responsibilities – VISA Credit/Debit Card Settlement

s/n	Roles	Responsibility
1	TRANSACTION MATCHING	CARD SETTLEMENT OFFICER
2	FUNDING OF VISA NOSTRO ACCOUNT	CARD SETTLEMENT OFFICER
3	VISA SETTLEMENT	CARD SETTLEMENT OFFICER
4	VISA CHARGEBACK/DISPUTES, MERCHANDISE REFUNDS and FAILED TRANSACTIONS	CARD SETTLEMENT OFFICER

Business Process Flow Description:

No.	Action	Description	Responsibility	Time Taken
1	TRANSACTION MATCHING	<p>An officer downloads the daily cardholder's transaction reports for both credit and debit cards from the file server portal warehousing files sent by the processor MSCC/ISW.</p> <p>The report for debit cards is then compared and matched with CBA to establish differences due to currency exchange rate. Positive value is credited to P&L while Negative values are debited from customers' account. Insignificant values are expensed.</p> <p>Other exceptions are being further investigated and resolved accordingly.</p>	E-Banking Officer	45 minutes
1	FUNDING OF VISA CURRENT ACCOUNT WITH UBA NEW YORK	<ul style="list-style-type: none"> - Funding is done by crediting our VISA NOSTRO Account with UBA NEWYORK - Funding is based on daily VISA net settlement figures already debited to the statement. - Approved memo request is scanned and sent to Trade services and Treasury for processing. - Funding is done base on the volume of transactions that may have depleted our credit balance. <p>The purpose of funding is to make provision for the daily settlement figures debited by VISA.</p> <p>The daily minimum balance to be maintained in the Nostro Account is USD500,000.00</p>	E-Banking Officer	10 minutes
2	VISA Settlement - EMP			