

## Visa University Classes:

Here's a detailed list of day-to-day use cases for each class:

### 1. **\*\*Digital Payments Catalyst\*\***:

- Evaluate and integrate emerging payment solutions like contactless cards.
- Suggest improvements for customer experiences using digital wallets.

Cost: \$850 Duration: 8 hours

### 2. **\*\*Advanced Dispute Resolution\*\***:

- Address complex customer disputes involving chargebacks.
- Collaborate with banks to solve multi-party disputes effectively.

Cost: \$1200 Duration: 12 hours

### 3. **\*\*Introduction to Dispute Resolution\*\***:

- Handle basic transaction disputes with clients over incorrect charges.
- Use Visa policies to resolve minor complaints efficiently.

Cost: \$500 Duration: 6 hours

### 4. **\*\*Introduction to Payments Cybersecurity\*\***:

- Implement security protocols for online payment systems.
- Educate team members about phishing threats targeting card data.

Cost: \$800 Duration: 14 hours

5. **\*\*Visa First\*\***:

- Explain Visa products to partners and how they can use them in their business.
- Onboard new employees with Visa's operational processes.

Cost: Free Duration: 3 hours Mode: Video

6. **\*\*Introduction to Operations\*\***:

- Assist in the settlement of daily payments between acquiring and issuing banks.
- Track clearing timelines to ensure timely financial settlements.

Cost: \$1500 Duration: 20 hours Mode: Video

7. **\*\*Payments Management Lab\*\***:

- Design payment solutions for different merchant categories.
- Troubleshoot issues related to real-time payment operations.

Cost: \$1800 Duration: 20 hours Mode: Video

8. **\*\*Intermediate Dispute Resolution\*\***:

- Work on cases involving unauthorized transactions that require multi-layered investigations.

- Liaise with different banks and merchants to gather dispute evidence.

Cost: \$800 Duration: 8 hours Mode: In Presence

9. **\*\*Introduction to the Payments Landscape\*\***:

- Map out the journey of a payment from merchant to acquirer.
- Brief stakeholders on how changes in payment regulations impact the overall ecosystem.

Cost: \$800 Duration: 6 hours Mode: Video

10. **\*\*Introduction to Fraud\*\***:

- Detect red flags of fraudulent activity, such as mismatched customer details.
- Communicate fraud prevention techniques to frontline employees.

Cost: \$800 Duration: 6 hours Mode: Video

11. **\*\*Intermediate Operations: Clearing\*\***:

- Manage the reconciliation of cleared transactions.
- Develop strategies to optimize the clearing process, reducing settlement times.

Cost: \$500 Duration: 6 hours Mode: Video

12. **\*\*Introduction to Portfolio Management: Principles of Profitability\*\***:

- Evaluate the profitability of a merchant's portfolio and suggest cost-cutting measures.
- Identify underperforming areas of the portfolio and recommend improvements.

Cost: Free Duration: 4 hours Mode: In Presence

13. **\*\*Intermediate Portfolio Management: Adapting to Change\*\***:

- Adjust portfolio strategy based on shifts in customer behavior.
- Ensure profitability by adapting to sudden market disruptions, such as new regulations.

Cost: Free Duration: 4 hours Mode: Video

14. **\*\*Payments Fundamentals\*\***:

- Educate stakeholders on key payment industry components like interchange fees.
- Communicate with vendors about the roles of acquirers and issuers.

Cost: Free Duration: 6 hours

15. **\*\*Introduction to the Payments Landscape: Digital Trends\*\***:

- Assess the impact of blockchain on transaction times and customer trust.
- Propose new payment methods, like QR code payments, to improve user experience.

Cost: \$1200 Duration: 4 hours

16. **\*\*Payments Management Challenge\*\***:

- Develop a strategy for introducing a new payment solution in a competitive market.
- Practice managing risks involved in a simulated real-world payments scenario.

Cost: \$800 Duration: 2 hours

17. **\*\*Intermediate Operations: Settlement\*\***:

- Oversee the end-of-day fund movements to ensure that all transactions are settled.
- Troubleshoot issues that occur during the settlement process.

Cost: \$1200 Duration: 3 hours

18. **\*\*Intermediate Payments Cybersecurity\*\***:

- Conduct vulnerability assessments on digital payment systems.
- Develop and test incident response procedures for a potential cybersecurity breach.

Cost: \$1200 Duration: 6 hours