ISSUING | ACCOUNT MANAGEMENT | CARD PRODUCTION | TOKENIZATION

Comprehensive payment instrument issuance and management service intended for banks and other institutions. Supporting a wide range of classic and digital products. Managing product process flows and product accounts. Transaction authorisation and settlement. Loyalty programmes. Insurance products. Supporting personalisation and production processes of cards and other payment instruments.

Managing the full life cycle of payment instruments, including a wide range of card-type products supporting:

- Debit, credit, charge, multifunctional, prepaid, instant issue cards
- Gift and private label cards
- Virtual cards, single use cards, biometric cards
- Individual card layouts
- Managing PIN processing and data encryption
- Integration with HSM cryptographic devices
- Issuer EMV script processing
- Key management
- Implementations of recognised EMV and contactless standards

Tokenization (cards and IBANs):

- Apple Pay / Google Pay
- MDES/VTS
- Private tokenization services (payment and non-payment tokens)

Instalment & deferred payment:

- Available for all product types
- Decision during transaction (pay by instalment, pay later) or post transaction
- Merchant based instalment plans

Flexible definitions and management of product process flows:

- Defining multiple products using a single BIN, "issuer-BIN -product-target-customer" hierarchy
- Fee management (commissions, OIF, event based fees, service fees, fee suspension)
- Individual financial parameters for specific customers
- Robust interest and payment plans
- Agile billing periods (choosing and changing settlement and due dates & amounts on demand)
- Loyalty programmes
- Currency exchange, multi-currency products
- Overdue management
- Temporary/shared credit lines
- Insurance policy configuration and settlement
- Product upselling
- Comprehensive accounting support (automated, subsidiary analytical ledger system)

Flexible management of complex organisational structures (a multi-institution and multi-language environment)

User-friendly RESTful API platform

White-label mobile app

CLEARING AND SETTLEMENT | RECONCILIATION

Reconciliation and settlement of transactions between market players. Calculating commissions and fees (e.g. interchange fees and processing costs). Managing various interbank agreements and settlement process flows (bilateral agreements, national regulations, closed systems, international payment organizations). Settlement services in ATM, recyclers, POS, mobile-POS terminal networks and eCommerce.

Management of clearing files exchanged with payment organizations (e.g. VISA/Mastercard in the BASEII and IPM formats)

Always up to date with organisations' mandates

Comprehensive management of files exchanged between various market players

Management of return reports

Settlement of transactions processed by VISA and Mastercard

Automation of cost and fee calculation processes

Reporting on transactions and generating:
• reports on transactions divided into individual interfaces or BINs
• settlement reports
• clearing reports

Settlement services in terminal networks (ATM, recyclers, POS, mobile-POS, eCommerce):
• Settlements in a daily cycle or in other defined periods
• Supporting multiple currencies and time zones
• Supporting multiple transaction types (purchase, withdrawal, purchase return, top-up, etc.)
• Settlement of differences and deficits, including automated support of root cause identification
• Comprehensive accounting service of terminals (keeping subsidiary accounts of terminals, generating accounting vouchers, managing multiple accounting systems)

Reconciliation of ATM/recycler network:
• Analysing supplies, unloads, transactions
• Settlement of differences and analysing suspicious transactions
• Personalised reports

CLAIMS | CHARGEBACK PROCESSING

Complex system for claims processing. Claims processing for Issuer and Acquirer. Processing different types of claims. VISA and Mastercard integration. Reminders, notifications, supervising deadlines. Supporting document templates, storing documentation and keeping the whole history. Preparing accounting notes and recommended modes of conduct.

Full claim handling process:
- Supporting different types of claims (regarding transactions, fees, commissions, interest, client's queries, etc.)
- Integration with external systems (within the scope of claim registration, current status, end result)
- Claim team management (automatic assignation of claims, responsibility areas, distribution of tasks among teams, etc.)
- Proceedings required by payment organizations (VISA/Mastercard)
- Detailed transaction analysis
- Postings related to a claim
- Handling documents, attachments, keeping the history, etc.
- Making decisions

Postings:
- Credit and debit for the clients
- Supporting exchange gains and losses
- Automatic posting of chargebacks/disputes

VISA and Mastercard integration:
- Dedicated WebService for handling Chargeback/Dispute
- Support of the whole process (Chargeback/Dispute,
- Representment/Dispute Response, etc.)
- Possible connection with Ethoca/Verify (Rapid Dispute Resolution)
- Case Filling process support
- ntegrated handling of documents
- Watching deadlines and sending notifications about approaching deadlines in payment organizations
- Possibility to work without built-in set of transaction (data collected directly from VISA/Mastercard)

Reports and stats:
- Predefined set of reports
- Creating own reports
- Assigning stats parameters to claims and creating own stats on their basis
- On-time delivery and efficiency reports

PAYMENT SWITCH AND AUTHORISATION HOST

Solutions designed to support card transaction authorisation processes.

Authorization of all card types (debit, credit, charge, multifunctional, prepaid, instant issue cards) and all transaction types:
- on automated teller machines and at points of sale
- in e-commerce / m-commerce, using
- biometric data, CNP, MO/TO
- on cash deposit machines
- in P2P transfers, bill payments
- mobile transaction

Full support for such technologies as:
- EMV, magnetic stripe
- Contactless smart cards (e.g. PayPass, PayWave)
- NFC

Secure connections and interfaces to:
- VISA, Mastercard
- Banks
- Acquirers
- Regional and national payment systems

EMV Script management:
- Script generation (automatic via system or manually)
- Script analysis and optimization
- Monitoring of script sending and execution integrity
- Script resending in case of delivery or execution failures
- Comprehensive script management by the operator

Limits management:
- offline/online limits
- AML limits
- Card/account limits
- STIP based on limit/account balance

FRAUD PREVENTION | RISK MANAGEMENT

Fraud Prevention and Risk Management modules are solutions that are used to monitor transactions from both Issuer and Acquirer side. These solutions are aimed at ensuring the security of transactions and preventing transaction fraud. Monitoring is carried out at the level of payment instruments (e.g. payment cards, mobile payments) and at the level of merchants and terminals (monitoring of locations and points of sale). We provide the support of our experts in the field of the development of monitoring options and the configuration of the functioning monitoring mechanisms.

Main functionalities:

Ability to define anti-fraud rules using a rich list of parameters (contains a large database of suspicious behaviour patterns)

Monitoring modes:

- manual (deciding that a particular transaction, payment instrument or device is suspicious)
- "near online" (basing on sets of predefined rules)
- online (ongoing authorization monitoring, taking part in the authorization process)
- Generating alerts on suspicious situations. Alerts can be analysed in an advanced manner by system users
- Advanced fraud scoring, e.g. computing the probability that a transaction is a fraud attempt
- Automation of actions taken by system operators
- Defining hot lists (positive and negative) of instruments and entities taken into account when monitoring suspicious situations
- Managing a team of operators (e.g. assigning alerts to system operators, effectiveness monitoring)

Fraud analysis and possible actions:

- An analysis of customer account details, contacting the customer
- Blocking the payment instrument / device
- Launching the customer monitoring process by entering the payment instrument or device in the hot list
- An analysis of operations completed using payment instruments or devices in a freely definable time interval
- Marking transactions as actual frauds
- Taking notes for alert purposes and recording them during problem analysis
- Changing the status of an analysed alert
- Classifying alerts – if identified as fraud, determining loss / savings amounts

Reporting:

- Manually generated and periodical reports
- Mandatory reporting to payment organizations

MERCHANT MANAGEMENT

Visiona offers full support for Merchant management. Our platform allows to define Acquirers/Customers, Merchants/Locations, Terminals and settlement profiles. Flexible configuration of price terms for Merchants is based on a complex Table of Fees and Commission that included event, transactional and periodic cost items.

Merchant Management System (MMS) is equipped with a wide range of external interfaces (file and on-line) which allow providing data to the MMS database as well as sending data to other systems involved in the process of POS terminal network support and management.
System has the ability to operate in multi-organization mode.

Key system functionalities:
- Acquirer/Merchant flexible configuration
- Support in the process of terminal installation/de-installation/replacement
- Support of physical and virtual (e-commerce) terminals
- Merchant fees & commission calculation
- Merchant settlement (file and on-line)
- Issuing Invoices for Merchants
- Merchant transaction statistics and reports

The System also stores all documents received or generated within the cooperation with Merchants. The MMS fulfils the role of a central repository of data regarding Merchants and POS terminals management.

ABOUT VISIONA

VISIONA provides scalable and innovative solutions for digital and omni-commerce payments. We are a trusted IT solutions partner in banking, financial and e-commerce ecosystems. Our team designs, develops and implements projects which meet the requirements of dynamically changing payment systems. Visiona's complete solutions suite covers the entire digital payment value chain as well as ensures international standards of security and compliance.

19 years on market

130 experts on board

30 mln cards in service

- We are one of few companies in the world with all 3-D Secure process components (ACS Directory Server, 3DS Server and 3DS SDK) certified by EMVCo.

- Our offer includes comprehensive fraud protection and authentication tools to make payment processes seamless and secure.

- We deploy, process and manage our solutions across an on-premise platform or cloud environment.

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ORACLE