



## Web Seminar and Teleseminar Recordings

Did you miss the “live” presentation?

### Web Seminars

A live web seminar is a presentation you participate in using your computer and a telephone. SHAZAM offers recordings of several web seminars on CD in a .wmv format including the Question and Answer session(s).

**Choose from the following titles and train your entire staff for only \$100 each!**



**Debit Card Fraud:** SHAZAM offers SHAZAM*Chek* card issuers many fraud prevention and detection services including card activation, neural networks, address verification, and expiration date validation. This web seminar will give you information to help arm yourself with the knowledge necessary to help prevent, identify, and recover fraud losses for you organization.



**SHAZAM Access:** Looking for more help with SHAZAM Access? Check out this recorded web seminar to see a demonstration of the many features available in SHAZAM Access. Topics include ordering cards, maintaining your plastics database, establishing and updating withdrawal limits, searching for near real-time transactions, initiating electronic adjustments, hot-carding cards.



**SHAZAM Access Files:** This popular recorded web seminar explains everything you need to know about sending and receiving files online using SHAZAM Access and your PC.



**Settlement Process and Reports:** SHAZAM Issuers and Acquirers receive settlement and related reports daily—understanding it all is the key to effectively managing your EFT program. This web seminar includes a detailed description of the SSR100, SSR105, SSR110, SSR114, SSR120, SSR122, SSR130, and SSR131 reports.

### Teleseminars

A live teleseminar is a presentation you participate in using your telephone. SHAZAM offers recordings of several teleseminars in a CD audio (.cda) format along with a copy of the presentation handouts.

**Choose from the following titles and train your entire staff for only \$50 each, or, buy all five recordings for \$150—a \$100 savings!**



**SHAZAM Report Updates:** Are you a CAS financial institution that has converted to SHAZAM's HP system? Are you a card issuer on the SHAZAM Network? Are you enrolled in SHAZAM Easy PIN or SHAZAM's Card Activation service? If you answered yes to any or all of these questions then you are receiving new daily and monthly SHAZAM Settlement reports. Purchase this teleseminar recording and learn what information can be found on these new reports, how to read the reports, and where to go to download them.



**SHAZAM*Chek* Reports:** Reports like the SSR080 and SCD020 may already be familiar if you issue SHAZAM*Chek* cards. But did you know there are many other reports you may receive that are just as important to your debit card operations? From plastics records to chargebacks, from lost/stolen cards to prefunding, the variety of these reports can be overwhelming. This teleseminar will help you learn how to read, interpret, and understand the content of these reports including the SSR080, SCD020, JCD010, JCD020, PLA050, PLA300, SCD010, SET044, SET045, and SET060.



**SHAZAM Automated Adjustments:** Processing sight drafts and research request forms for PIN-based transactions are a thing of the past. With the rollout of the new Internet-based SHAZAM Access, the process for initiating PIN-based adjustments just became easier! Learn how the new process works and benefits you.



**Chargebacks:** Does your financial institution issue Debit MasterCard® or Visa Check® cards? Understanding the dispute and chargeback process for signature-based transactions is an important part of your program. This telephone seminar will provide you an overview of the chargeback cycle. From retrieval requests to arbitration, time frames and documentation, we will provide you the information you need to know to process your chargebacks.



**Lost and Stolen Cards:** Help protect your organization from a potential financial loss as a result of lost or stolen cards. Knowing the difference between hot-carding versus deleting a card record could save your institution money. Listen to this informative seminar on Lost and Stolen cards and learn how!

Recording titles will be added as new topics are offered.

Check the box next to each recording you want to order. Sales tax will be added to orders in some states and the total charge will appear on your SHAZAM Monthly Switch Bill. Please allow 2 weeks for delivery. Call the Training Department at (800) 537-5427 with questions.

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