ATM TERMINAL DRIVING SERVICE OPERATIONS SUPPORT

Improve Monitoring. Increase Performance.

Operations Support tools from the Visa DPS ATM Terminal Driving Service may help you improve day-to-day ATM operations through better oversight, enhanced communications, remote capabilities, data access, and comprehensive reporting. From terminal functionality controls and remote electronic journals to robust monitoring and reporting, our Operations Support tools deliver the capabilities and insight you need to proactively address issues and enable smooth operations throughout your network.

SIMPLIFY ATM OPERATIONS

- **Gain greater visibility.** Access terminal transaction and operational information easily online and through regular reporting to maximize performance.
- **Improve service.** Reduce ATM downtime with proactive management and seamless data retrieval.
- **Quickly resolve issues.** Whether you have an ATM down or a customer inquiry, you can access immediate information to facilitate resolution.
- **Reduce risk.** Monitor equipment and transactions in real time, act on disputes immediately, and enable real-time settlement.
- **Enjoy immediate access.** Resolve issues quickly, without having to depend on information from the branch or a third-party service provider.
EFFICIENT OPERATIONAL TOOLS

Visa DPS Operations Support offers:

**Gasper ATM Monitoring**

Our automated Gasper\(^1\) ATM Monitoring delivers prompt notification and follow-up on trouble tickets, easy web-based oversight, and comprehensive reporting to keep you on top of what’s happening with your equipment.

- Automated notification of trouble tickets
- Escalation scripted per your unique specifications
- Notification via pager, phone, email, fax, or electronic interface to select service providers
- Daily ticket history and status code summary reports
- Five monthly reports, including service time analysis by content and object, contacts dispatched, and ATM uptime performance by time and percentage
- Web-based monitoring to review status, research problems, and manually open a ticket or add comments

**Remote Electronic Journal**

This web-based application enables real-time retrieval of transaction, administrative, and status information from your devices for reconciliation with host applications, reporting, and issue resolution.

- Real-time information from each device
- Online search functionality including filtering
- Transactions available online for 180 days
- Easy data integration into host applications
- Ability to print or export data

**Operational Commands**

This application used by Visa DPS Network Operations remotely sends reboot commands to your ATMs, as needed.

- Minimizes service calls to your ATMs
- Enhances ATM uptime
- Integrated with Gasper fast notification of reboot activity

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1 Gasper is an ATM monitoring product licensed by Visa.
Remote Key Distribution
Our automated Remote Key Distribution (RKD) system securely generates, stores, and downloads a unique, double-length Terminal Master Key (A-Key) to your ATMs to help lower costs and simplify complexity of ATM deployments and conversions.

Terminal Totals Manager (TTM)
This browser application facilitates viewing current and historical ATM totals and allows you to balance ATMs remotely.

- View current and historical settlement and suspense totals for one, multiple, or all ATMs
- Reduce expensive visits to the ATM by remotely adjusting cash positions and settling ATMs
- Search for data by terminal ID, location, placement, or vendor model
- Monitor administrative and settlement activities

Reporting
Our comprehensive set of standard and on-demand reports offers critical insight into your ATM business.

- Standardized daily and monthly reports for both terminal and cardholder activity
- Unique reports, including Foreign Terminal Usage Report and Currency Transaction Report
- Data available via Visa Data Manager, our data warehousing and analytics application
- Web-based tools allow for on-demand access to transaction detail and real-time ATM status and performance data

Learn more about Operations Support tools available with Visa DPS ATM Terminal Driving Service
For more information, please contact your Visa Account Executive or Visa DPS at 888-847-2242 or visit www.visadps.com.