



# BankWorld ATM Daily & Regular Operational Tasks

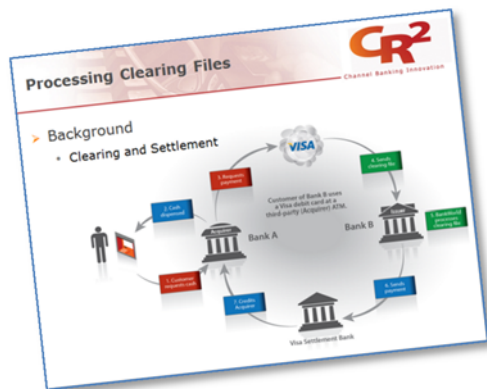
This course equips participants with sufficient confidence and in-depth knowledge of the ATM daily and regular BankWorld operational tasks to enable them to contribute effectively to the bank's operation.

This is a hands-on course that allows participants to practice some of the relevant tasks.

## Benefits:

You will be able to perform all of the daily and regular operations tasks that need to be carried out for an ATM system.

This knowledge will enable bank staff to operate the ATM system effectively and efficiently, and may also result in lower consultancy costs.



## Duration:

1 days (classroom-based)

## Audience:

This course is designed for the following audiences:

- ❖ Branch staff
- ❖ Card Centre staff
- ❖ Central server operations staff
- ❖ IT and Support staff



## Location:

CR2 offices in Dublin, Dubai and Amman. Can also be run onsite on request.

Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at [training@cr2.com](mailto:training@cr2.com).

[www.cr2.com](http://www.cr2.com)



## Pre-requisites:

- ❖ Basic card knowledge; understanding of terms such as 'ATM', 'card number', 'PIN', 'BIN' and 'back office'.
- ❖ Basic computer literacy; basic understanding of terminology such as 'program', 'file', and 'save'.
- ❖ Ideally, you should have already taken the *BankWorld Architectural Overview* eLearning course.
- ❖ You should have already attended the *BankWorld Channel Manager Operations* course.

**Objectives:** At the end of this course you will be able to:

1. Identify the BankWorld GUIs required for the various daily and regular tasks
2. Operate the BankWorld GUIs to complete the various daily and regular tasks
3. Look up and process problematic transactions (such as SAF) and suspect transactions as part of normal daily procedures
4. Process files received from external networks, such as clearing files and BIN files
5. Produce daily reports as specified by the bank, such as the daily ATM activity report, suspect transaction report, ATM uptime summary report, Visa Base I settlement and electronic log report
6. Check the system to identify problems, such as reconciliation failures and errors in the system event logs

## Course Outline:

- ❖ BankWorld ATM Overview
- ❖ Daily and Regular Tasks and GUIs
- ❖ Suspect Transaction Processing
- ❖ SAF Transactions Processing
- ❖ Processing Clearing Files
- ❖ Reports
- ❖ Reconciliation
- ❖ Updating BIN tables
- ❖ Checking System Events
- ❖ Other Daily/Regular Tasks
- ❖ Course Exam

## Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on Apple iPad<sup>1</sup> (or equivalent) or on USB key.

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<sup>1</sup> Apple iPad (or equivalent) only supplied if course is undertaken at a CR2 office location.