



# BankWorld Money Vouchers Operations

BankWorld Money Vouchers provide additional functionality to the BankWorld ATM channel. This can be used by existing customers or non-customers of the bank. Money Vouchers allow funds to be dispensed either at an ATM, agent or bank branch to the recipient.

This course gives participants knowledge of the Money Voucher configuration and management.

## Benefits:

You will be able to understand the business scenarios in which Money Vouchers are used and perform the necessary day to day management and support tasks for Money Vouchers.



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)

## Duration:

1 day (classroom-based)

## Audience:

This course can be taken by anyone, but it is designed in particular for:

- ❖ Bank Card Operations staff
- ❖ Bank Business staff

## Location:

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



## Pre-requisites:

- ❖ *BankWorld ATM related Courses*

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

1. Understand the ways in which a Money Voucher can be purchased & redeemed
2. Understand the configuration setup of Money Vouchers
3. Understand how Money Vouchers can be managed & reported on

## Course Outline:

- ❖ Course Overview
- ❖ Review Purchase & Redeem Options
- ❖ Requirements for Money Vouchers
- ❖ Money Voucher Configurations
- ❖ BWAC Specific Configuration Settings
- ❖ Using Notification Strings
- ❖ Money Vouchers on SMS Channel
- ❖ Configurations Needed on ATM Channel
- ❖ Apply Fees for Money Vouchers
- ❖ Configuration & Use of Money Voucher Merchant
- ❖ Example of Money Voucher Purchase Options
- ❖ Examples of Money Voucher Redeem Options
- ❖ Money Voucher & Reporting
- ❖ Course Summary
- ❖ Course Exam

## Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., on USB key.

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