



BankWorld Card Management Operations

This online course gives learners a start-to-finish look at card management operation. It explains the card production process for new and re-issued debit cards, debit card administration, and also covers the production and administration of prepaid cards.

Benefits:

After taking this course, you will be able to produce and re-issue debit cards and administer them efficiently for customers. You will also have a good understanding of prepaid cards and will be able to issue and administer them.

Having staff familiar with card production and administration will lead to a much smoother card operation function for the bank and may in turn lead to lower consultancy costs.



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.

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Duration:

2 hours (eLearning)

Audience:

- ❖ Bank staff involved in producing debit and/or prepaid cards for customers
- ❖ Operational staff who will be administering cards

Location:

As this course is an eLearning course, you can take the course anytime, anywhere.



Pre-requisites:

There are no specific pre-requisites required before taking this course.

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

1. Explain the card production process
2. List the equipment required to produce different types of cards
3. Navigate CardWorld Producer (CWP)
4. Produce a card for a new card customer
5. Print CWP production reports
6. View, print and clear CWP logs
7. Clear batches
8. Navigate the Card Management System (CMS)
9. Administer cards
10. Create a card re-issue batch
11. List the features of prepaid cards
12. Process a prepaid card issue batch
13. Administer prepaid cards

Course Outline:

- ❖ Introduction
- ❖ Card Production
- ❖ Card Production Examples
- ❖ CWP Administration
- ❖ Card Management
- ❖ Re-issuing Cards
- ❖ Prepaid Cards
- ❖ Producing Prepaid Cards
- ❖ Prepaid Card Admin & Maintenance
- ❖ Summary
- ❖ Course Quiz

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Materials:

This course is an eLearning course. There is a course glossary and several reference documents (in PDF format) linked to the course.

