



CardWorld Producer Operations

CardWorld Producer is the core component of CR2's self-service banking platform. It allows the bank to produce appropriate plastic cards to be used in various devices, such as ATM's and POS units.

This course gives participants an in-depth knowledge of how to perform the Channel Manager configurations that are required regardless of whatever channels are installed.

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

Benefits:

You will be able to perform the necessary CardWorld Producer configurations and understand the day to day production process.

Having staff trained in using CardWorld Producer will enable the bank to more effectively manage its card production process.



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.

www.cr2.com

Duration:

2 day (classroom-based)

Audience:

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

- ❖ Bank Card Operations staff

Location:

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



Pre-requisites:

- ❖ *BankWorld Architectural Overview* eLearning course

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

1. Understand the configuration requirements for CardWorld Producer
2. Understand the process of producing cards
3. Understand how to manage day to day card production process

Course Outline:

- ❖ Course Overview
- ❖ Discuss Installation Configuration Options
- ❖ Post-Installation Configuration
- ❖ Managing Users & Groups
- ❖ Managing Encryption
- ❖ Creating a Bank & IMD
- ❖ Explaining & Configuring Drivers
- ❖ Downloading Data from BankWorld
- ❖ Schedule Maintenance
- ❖ Using Layout Editor
- ❖ Card Production Stages
- ❖ Discuss EMV Production Flow
- ❖ Repeat Production Step
- ❖ Delete a Production Batch
- ❖ Using CardWorld Producer Event Log
- ❖ Using CardWorld Producer Production Reports
- ❖ Using the CardWorld Producer Audit Log
- ❖ Troubleshooting
- ❖ Discussion of Bank Procedures in Relation to Card Production
- ❖ Course Summary
- ❖ Course Exam

Materials:

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

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.

www.cr2.com