

BankWorld-CardWorld Operations – Course Overview



Total Duration: 10 days

BW ATM Client & Distributor Operations (3 days)

BW ATM Client Operations Procedures: Staff attending this course will gain an understanding of the transactions and operations performed by an ATM when processing a customer card. The staff will also learn the procedures to maintain maximum availability and service from the ATM.

Installation of ATM Client: How to install a Client ATM, including Windows XP Professional SP1 OEM Edition, MDAC, IE 6, ATM Vendor XFS, any 3rd party software (if applicable) and BW ATM Client.

Distributor Management and Remote Operations: How to use BW ATM Distributor to control the remote downloading of advertising, ad-hoc messages and software updates to specific ATMs or groups of ATMs. The configuring and usage of Upload file control for diagnostics. Backups and locating trace log files BW ATM Client. Important business and maintenance operations and exercises to allow practical walk-through of example options.

Delegate Audience

Bank Cash Staff: Cash replenishment, receipt/journal paper, printer ribbons, etc.

Bank Operations Staff: Hardware errors, ATM availability/service levels, auditing, staff responsible for BW ATM Client system, etc.

Bank I.T. Staff: Procedures, customer screen software, disaster recovery, CR2 reporting procedures.

BankWorld ATM Server Operations (5 days)

BankWorld ATM Controller: Staff will learn to use the BW ATM Manager GUI to organise the ATM network into a hierarchy by geographical region (using maps/graphics) or location type (i.e., branch/shopping center/airport/casino...), etc., and to monitor and control the real-time status of the ATMs, both individually and in groups, to amend the ATM services offered, etc.

They will also learn to use the BW ATM Configuration GUI to control/configure Daily Reconciliation, Maintenance (i.e., setup/amend details of Acquirers, Issuers, card acceptance rules, branches, currencies, exchange rates/rules, commissions, etc.) and System Operations such as Electronic log printing, start/stop of BW ATM Controller, system diagnostics, security access control, password change, etc.

BankWorld ATM Gateway: Learning online Network status control and monitoring, processing of batch settlement and clearing files, Reconciliation, Transaction management, Transaction Control (Manual Posting, Reversals, Adjustments, Chargebacks, etc.) plus IT Administration (i.e., user administration, Gateway configuration and management, etc.) and production of Management Information Reports.

CW Issuer Debit: Training divided by functional area; Operational Administration (Card product configuration, operating Batch Processing control system), IT Administration (Core configuration, User administration, housekeeping, Report management, Database Management and Product control) and for all staff to be involved on a daily basis with dealing with customer queries and account administration.



BW Channel Manager: Staff will learn the daily control, the monitoring capabilities and the reconciliation functionality of the BankWorld Channel Manager. The transaction flow, from the input channels to the back office host system(s) for transaction authorization, will be described together with systems automatic and manual options for controlling, and reporting, this data. The functionality of the built-in Integration Manager and Back Office Interface Server (BOIS) will also be learned.

Delegate Audience

Bank Business & Operations Staff: Responsible for daily business operations (Computer expert/non-expert).

D.P. Management Staff: Responsible for Business planning, ATM availability and service level measurement, transaction history, auditing, future expansion.

Bank I.T. Staff: Interests as per bank staff plus BankWorld parameters, debugging procedures, disaster recovery, CR2 reporting procedures.

CardWorld Producer Operations (2 days)

System installation and configuration: How to install, configure CW Producer. How to modify the system, add Banks and IMDs, change the layout of cards and/or PIN Mailers, etc. Staff attending this course will gain an understanding of card purpose and benefits.

Live card production: How to run CW Producer on a day-to-day basis. Ability to produce cards and PIN Mailers in an efficient and secure manner. Practice in "New" and "Re-Issue" card cycles. Explanation of required Bank procedures with practical examples and simple test problems.

Delegate Audience

Bank Business & Card Production Staff: Responsible for card and PIN Mailer issuing/re-issuing/maintenance operations (Computer expert/non-expert).

D.P. Management Staff: Responsible for Business planning, procedures and service level measurement, auditing, future expansion.

Bank I.T. Staff: Interests as per bank staff plus BankWorld-CardWorld parameters, debugging procedures, disaster recovery, CR2 reporting procedures.