DATACARD® CARDWIZARD® ISSUANCE SOFTWARE

CARDWIZARD®
ISSUANCE SOFTWARE

A COMPLETE CARD ISSUANCE SOLUTION

- Supports EMV® compliant payment applications including but not limited to:
  - VISA: VSDC, payWave
  - MasterCard: M/Chip, MICA, Maestro
  - American Express: AEIPS
  - China Union Pay: PBOC
  - Discover: Diners Club International, PULSE: D-PAS
  - JCB: J/Smart™ smart card solution

- Support for PBOC 2.0 standard

- Built-in compliance for VISA and MasterCard instant issuance security recommendations

- Audited PCI compliance

- End-to-end encryption for proven security

- Custom card personalization and backgrounds

- Complete PIN selection and re-PIN capabilities

- Management reporting and administrative tools

- Support for seven languages
  - Arabic
  - English
  - French
  - German
  - Portuguese
  - Simplified Chinese
  - Spanish

Drive revenue in your credit, debit or ATM card program *instantly*

Datacard® CardWizard® issuance software is the world's best-selling instant issuance solution for debit and credit cards. In minutes, consumers can leave a branch or store location with a personalized, permanent and activated card.

- **Proven and robust.** CardWizard software has been continuously refined to meet customer requirements for over 15 years. It has delivered measurable results in more than 7,000 financial and retail locations worldwide.

- **Tightly integrated.** CardWizard software is integrated with more than 30 card management and card authorization systems, streamlining the issuance process and making implementation fast and efficient.

- **Personalization flexibility.** Integration with a broad range of Datacard® issuance systems allows for secure and affordable issuance of multiple form factors, including embossed cards, flat cards, contact and contactless smart cards.

- **EMV® compliant solution.** Designed to meet the needs of any smart card program, CardWizard software empowers card issuers to build cost-effective smart card personalization into their issuance environments. It utilizes industry leading data preparation and personalization solutions — Datacard® Affina® Issuance Management software and Datacard® Syntera® Customization Suite Hosted Smart card software.

- **Highly scalable.** CardWizard software is designed to scale to accommodate program changes and meet the volume requirements of the world's largest financial institutions or retailers.

CARDWIZARD®
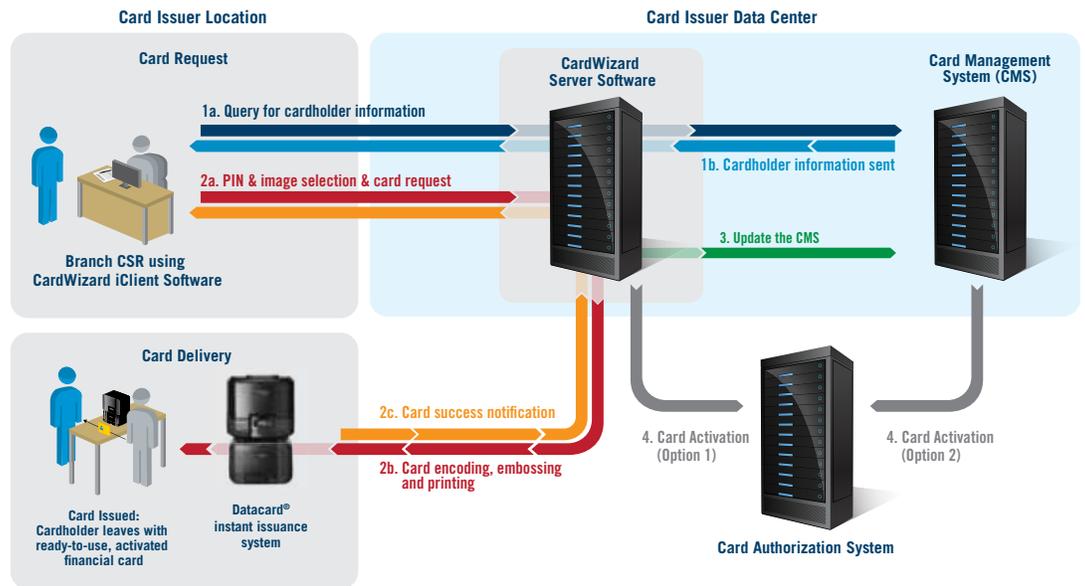### ISSUANCE SOFTWARE

DatacardGroup

CARDWIZARD SOFTWARE ISSUANCE FLEXIBILITY

CardWizard software is designed to support your evolving issuance needs, whenever and wherever your business demands — whether it's new accounts, emergency card replacement, low-volume re-issuance or PIN services. CardWizard software is designed to support a variety of issuance workflows empowering you to compete in an instant access world where cardholders expect exceptional service and convenience.

CardWizard software offers five primary workflow options to fit your program needs.

Card Issuer Location

Card Issuer Data Center

Card Request

CardWizard Server Software

Card Management System (CMS)

1a. Query for cardholder information

1b. Cardholder information sent

2a. PIN & image selection & card request

3. Update the CMS

Branch CSR using CardWizard iClient Software

Card Delivery

2c. Card success notification

2b. Card encoding, embossing and printing

4. Card Activation (Option 1)

4. Card Activation (Option 2)

Card Issued: Cardholder leaves with ready-to-use, activated financial card

Datacard® instant issuance system

Card Authorization System

Instant Issuance using CardWizard iClient Software

With this option, issuers query the card management system (CMS) via the iClient user interface, receive cardholder information and process the card issuance request. During implementation, Datacard Group performs the integration to the issuer's CMS.

Instant Issuance using Issuer's User Interface

With this option, issuers query the CMS using their existing user interface, select the cardholder information and process the card issuance request using the CardWizard software functionality (embedded into their application). During implementation, the issuer or the CMS provider integrates to CardWizard server software using a software development kit (SDK). CardWizard software services operate behind the scenes and are transparent to the user.
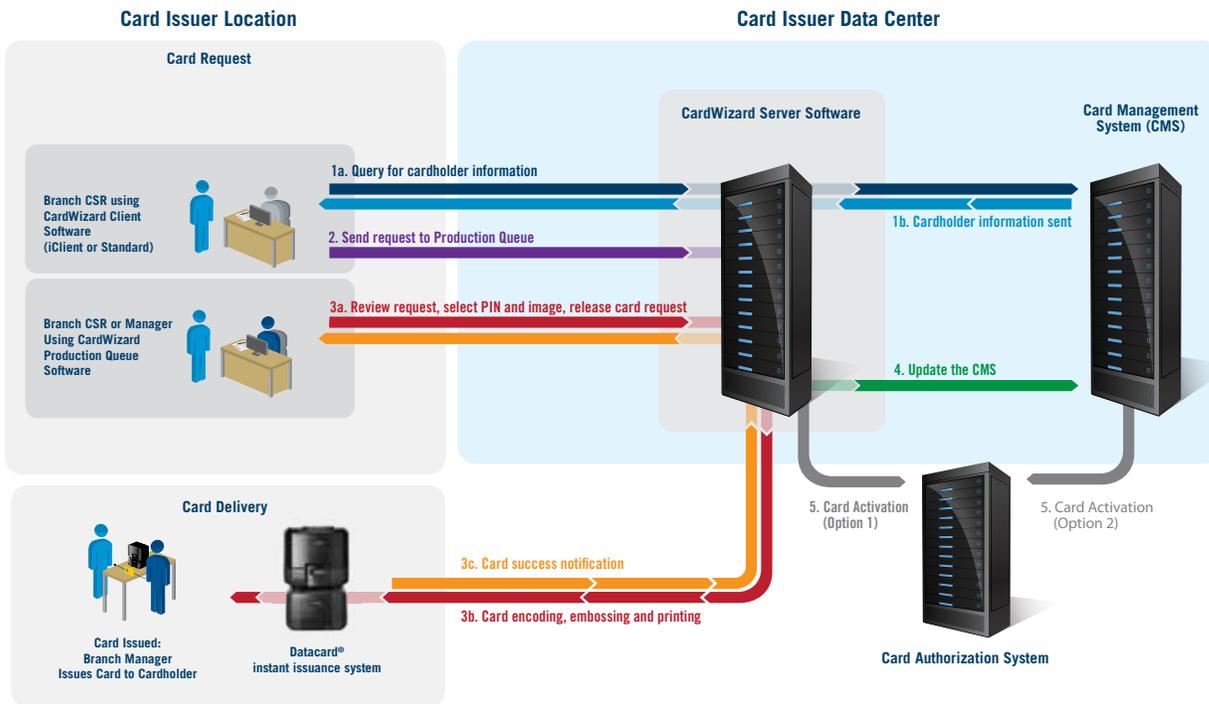
Instant Issuance using CardWizard Standard Client Software

CardWizard software also offers a non-CMS integrated option (Standard Client). This solution is ideal for issuers with low card volumes or issuers who choose to pilot CardWizard software before full CMS integration is complete. Issuers manually enter the cardholder's information using a CardWizard user interface, process the card request and update the CMS separately after the card is produced.

A COMPLETE RANGE OF CARD ISSUANCE SYSTEMS AND PERSONALIZATION OPTIONS

Our portfolio of personalization devices gives you the flexibility to start with the cardstock of your choice and end with the type of card you want to issue. CardWizard software is integrated with a full range of Datacard® issuance systems that can produce embossed or flat cards with your choice of magnetic stripe encoding, chip encoding, indent printing and more.

FLORAL SERVICES

€50 GIFT CARD

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FINANCIAL

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Card Issuer Location

Card Request

Branch CSR using CardWizard Client Software (iClient or Standard)

1a. Query for cardholder information

2. Send request to Production Queue

Branch CSR or Manager Using CardWizard Production Queue Software

3a. Review request, select PIN and image, release card request

Card Delivery

3c. Card success notification

3b. Card encoding, embossing and printing

Card Issued: Branch Manager Issues Card to Cardholder

Datacard® instant issuance system

Card Issuer Data Center

CardWizard Server Software

Card Management System (CMS)

1b. Cardholder information sent

4. Update the CMS

5. Card Activation (Option 1)

5. Card Activation (Option 2)

Card Authorization System

Queued Issuance using CardWizard Production Queue Client Software

CardWizard software supports issuance requests that can be stored and released when necessary. This is ideal when:

• Requests require review and approval

• Requests are received by an issuer's application from a call center, new account desk or website that require additional personalization, such as background image and/or PIN selection

In either case, the Production Queue receives the card issuance request and holds it until a customer service representative or manager initiates card issuance.

Batch Issuance using CardWizard Batch Client Software

CardWizard software supports batch issuance, which is ideal for card issuers printing cards in batches, rather than individually. This enables financial institutions to run low-volume batch production for new card issuance, lost or stolen re-issuance, or expired card re-issuance processes. The Batch Input Client is utilized to import a file and produce cards on-demand.

SUPPORTED ISSUANCE SYSTEMS

• Embossing/Direct-to-card Printing
  - Datacard® CE870™ instant issuance system
• Retransfer Printing
  - Datacard® CR500™ instant issuance system
  - Datacard® FCP 20/20 financial card printer
• Direct-to-card Printing
  - Datacard® FP65*i*™ financial card printer
• Embossing
  - Datacard® CE870™ instant issuance system
  - Datacard® 150i desktop card personalization system
  - Datacard® SE48™ card issuance system
  - Datacard® 280P & 295 card personalization systems
  - Datacard® DC315GX-FR card issuance system

PERSONALIZATION OPTIONS & SECURITY

• Issue multiple payment branded cards from one multi-input hopper system
• Improve customer satisfaction with full-color background images from a pre-set gallery, or from an approved image provided by the cardholder
• Choose among a variety of encoding solutions now and for the future
  - Magnetic stripe
  - Contact and contactless smart cards
• Choose among a variety of personalization options — individually or in combination
  - Flat printing, embossing, indenting (front & rear) and full-color graphics printing
• Maintain VISA and MasterCard instant issuance security standards
  - End-to-end data encryption (AES, 3DES and SSL with certificates)
  - Enclosed and locked hopper and supplies
  - Printers designed to be bolted down
  - Password-protected access

DATACARD® CARDWIZARD® ISSUANCE SOFTWARE

PIN SOLUTIONS

For a complete end-to-end solution, CardWizard software is integrated with a full range of PIN pads and encoders for:

- New PIN selection
- Re-PIN
- PIN change
- PIN transfer
- Pre-PIN

SUPPORTED PIN PERIPHERALS

- Hypercom P1310/1320 PIN Pads
- Ingenico iPP320 PIN Pad
- Datacard® SuperC.A.T® II Encoder
- Genovation Numeric Keypad

Ingenico iPP320 PIN Pad

SuperC.A.T II Encoder

MANAGEMENT REPORTING & ADMINISTRATIVE TOOLS

CardWizard software offers a wide variety of setup, production, and administrative reporting options. These features allow issuers to create, monitor and report on card issuance activities based on their requirements.

Production Reporting. Production statistics and duplicate card reports make it easy for authorized users to monitor and track production information, statistics of card types and volume information at the branch or central level.

Card Stock Management. Inventory summary and balancing reports monitor and manage card stock securely and effectively. The solution provides the ability to post card stock activities (courier to vault, vault to branch, rejected cards, produced cards, etc.) and automatically reduces stock when cards are issued.

User Set-up and Monitoring. Intuitive set-up tools allow issuers to create user roles as well as assign detailed system and feature privileges per role. In addition, activity reports improve security by auditing user and branch level activity.

System Monitoring. Monitoring tools are available to network support staff that provide real-time device status information. These tools, along with detailed log files, allow support staff to quickly identify and respond to reported issues and attempt remote restarts when necessary. In addition, users receive real-time card production status throughout the card production process.

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