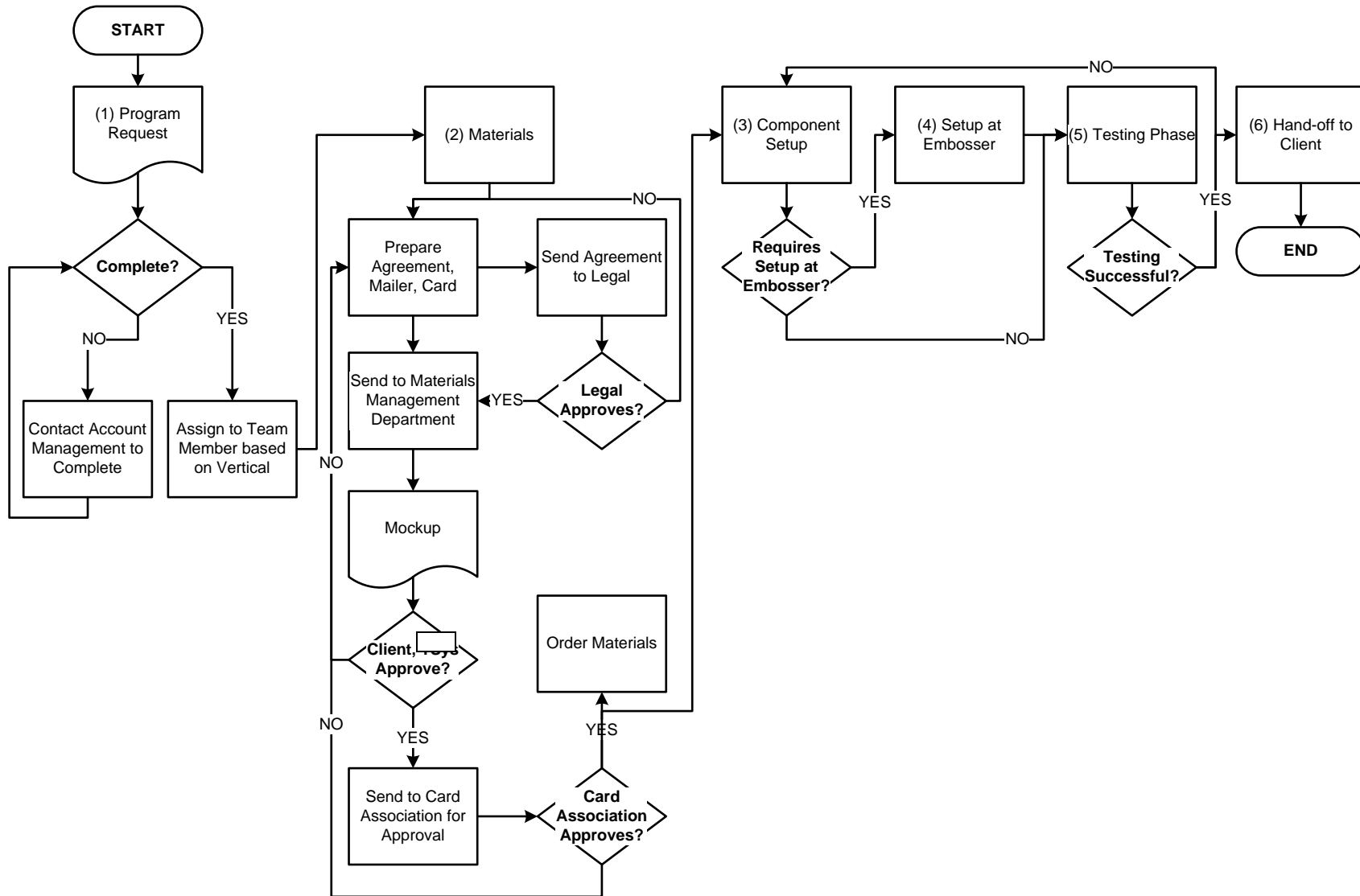


Production Support – Program Setup



Process Overview

Purpose

The purpose of this process is to set up a new, out-of-the box prepaid program for an existing customer. For any programs requiring development, including programs for new customers and custom programs for existing customers, Implementation performs the Program Setup process.

Steps

This process contains the following steps:

- Step 1 – Program Request
- Step 2 – Materials
- Step 3 – Component Setup
- Step 4 – Embosser Setup
- Step 5 – Testing
- Step 6 – Hand-off to Client

Interfaces with Other Processes

The Production Support – Program Setup process interfaces with the following processes:

- Account Management
- Materials Management
- Legal

Participants

The following individuals and groups participate in this process:

- [Name], Associate Director, Business Systems/Production Support
- [Name], Client Services Manager
- Assigned Production Support team member
- Accounts Management
- Materials Management
- Card Association
- Legal
- Client

Data Sources

All of the information required to setup the program should be included on the Program Request form. The assigned Production Support team member enters the program setup information into the Corporate Administration Portal (CAP).

Issues

None.

Step 1 – Program Request

Overview

A client requests a new program through Account Management. [Name] or [Name] reviews the Program Request (PRS) form to ensure that all required information is included and assigns the request to a Production Support team member based on the vertical (corporate, unbanked, consumer, healthcare).

Participants

This step has the following participants:

- [Name], Associate Director, Business Systems/Production Support
- [Name], Sr. Client Services Manager
- Assigned Production Support team member

Input

Production Support receives a PRS form from Account Management.

Output

Program request is assigned to a production support member based on the vertical (corporate, unbanked, consumer, healthcare).

Standard of Performance

None.

Timeframe

Less than one day.

Interface with Other Processes

This step interfaces with the following processes:

- Account Management

Data Sources

None.

Issues

None.

Step 2 – Materials

Overview

The client and [Name] finalize designs for the card, mailer, and card agreement. Legal reviews the agreement to ensure that it meets card association requirements. Materials Management creates a mockup of the designs. [Name] and the client approve the mockup. [Name] sends the mockups to the card association for approval. When the card association approves the mockups, [Name] orders the materials.

Participants

This step has the following participants:

- Assigned Production Support team member
- Legal
- Materials Management
- Client
- Card Association

Input

Program request is assigned to a Production Support team member.

Output

Order materials from the embosser.

Standard of Performance

None.

Timeframe

Materials are generally ready within 6-8 weeks of association approval.

Interface with Other Processes

This step interfaces with the following processes:

- Legal
- Materials Management

Data Sources

None.

Issues

Should this step be handled by Account Management since it involves direct communications with the client?

Step 3 – Component Setup

Overview

The assigned team member sets up the program components in the Corporate Administration Portal (CAP) web interface. The team member completes setup for the following components:

- Corporate Program Setup
- Card Materials
- Card Issuance
- Program Issuance
- Fee Setup
- Authorization Control
- Batch Setup
- API Logon
- Portal Customization
- Access Management

Participants

This step has the following participants:

- Assigned Production Support team member

Input

The card association approves the materials mockups.

Output

The assigned team completes the setup in CAP.

Standard of Performance

None.

Timeframe

1-2 days.

Interface with Other Processes

None.

Data Sources

The assigned team member completes component setup through the Corporate Administration Portal (CAP).

Issues

None.

Step 4 – Embosser Setup

Overview

Depending on the embosser used to create the materials for the program, additional setup may be required. The assigned Production Support team member completes the additional forms required by the embosser.

Participants

This step has the following participants:

- Assigned Production Support team member

Input

Component setup is completed in CAP.

Output

The Production Support team member completes the additional forms listed for each of the following embossers:

- [Name]
- [Name]

Standard of Performance

None.

Timeframe

5-10 business days, can be rushed if necessary.

Interface with Other Processes

None.

Data Sources

None.

Issues

None.

Step 5 – Testing

Overview

The assigned Production Support team member tests the setup of the program, using test cards, running test transactions, and checking materials from the embosser.

Participants

This step has the following participants:

- Assigned Production Support team member

Input

Notification from Materials Management that materials have arrived at the embosser.

Output

Testing is completed.

Standard of Performance

The program must be working.

Timeframe

5 days.

Interface with Other Processes

This step interfaces with the following processes:

- Materials Management

Data Sources

None.

Issues

None.

Step 6 – Hand-off to Client

Overview

Production support notifies the client that program setup is complete.

Participants

This step has the following participants:

- Assigned Production Support team member

Input

Completion of testing phase.

Output

Notification of the client, usually through email.

Standard of Performance

None.

Timeframe

Less than one day.

Interface with Other Processes

None.

Data Sources

None.

Issues

None.

Interviews

<i>Participants</i>	<i>Date</i>
[Name], Associate Director, Business Systems/Production Support [Name], Sr. Client Services Manager	