SOLUTION BRIEF

Adaptive Issuance Instant Financial Issuance Software



ENTRUST

SECURING A WORLD IN MOTION



Driving Customer Satisfaction

Entrust Adaptive Issuance Instant Financial Issuance Software is the world's best-selling solution for permanent, immediately activated, dual interface debit and credit cards. In minutes, consumers can leave a branch with a personalized card.

OVERVIEW

Industry-Leading Offering

Entrust's end-to-end solution has continuously evolved to delight customers.

- 7,500 unique financial institutions and over 30,000 individual branches and retail locations worldwide
- Features for a variety of issuance workflows
- Integration with more than 80 card management and card authorization systems
- Dual interface encoding instead of chip encoding

KEY FEATURES & BENEFITS

Aligned to Your Needs

Entrust Adaptive Issuance Instant Financial Issuance Software is designed to support your evolving issuance needs, whenever and wherever – whether it's for new accounts, emergency card replacement, low-volume re-issuance, or PIN services. It empowers you to compete in an instant access world where cardholders expect exceptional service and convenience.



Personalization Options

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

- Issue multiple payment branded cards from one multi-input hopper system
- Use background images from a pre-set gallery, or from an approved image provided by the cardholder
- Choose among a variety of encoding solutions, including magnetic stripe, and contact and contactless smart cards
- Select personalization options, including flat printing, embossing, indenting, and full-color graphics

Leverage Issuance System Integration

Integration with a broad range of Entrust issuance systems allows for secure and affordable issuance of multiple form factors. The following systems are supported:

Retransfer Printing

- Entrust Artista CR825 Instant Issuance System

Direct-to-card Printing

- Entrust CD820 Instant Issuance System
- Entrust Sigma DS4
- Entrust Sigma DS4-ES1

Embossing

- Entrust Artista CE875 Instant Issuance System
- Entrust CE870™ Instant Issuance System
- Entrust CE870™ Instant Issuance System – kiosk model
- Entrust CE870™ Instant Issuance System
- Entrust Sigma DS4
- Entrust Sigma DS4-ES1

A Complete Card Issuance Solution

Our solution supports dual interface (EMV and contactless) compliant applications including but not limited to:

- Built-in compliance for Visa and Mastercard instant issuance security recommendations
- 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™
- Support for PBOC 2.0 standard
- Audited PCI compliance
- End-to-end data encryption (AES, 3DES, and TLS/SSL with certificates)
- Enclosed and locked hopper and supplies
- Printers designed to be bolted down
- Password-protected access
- Support for seven languages

Management Reporting and Administrative Tools

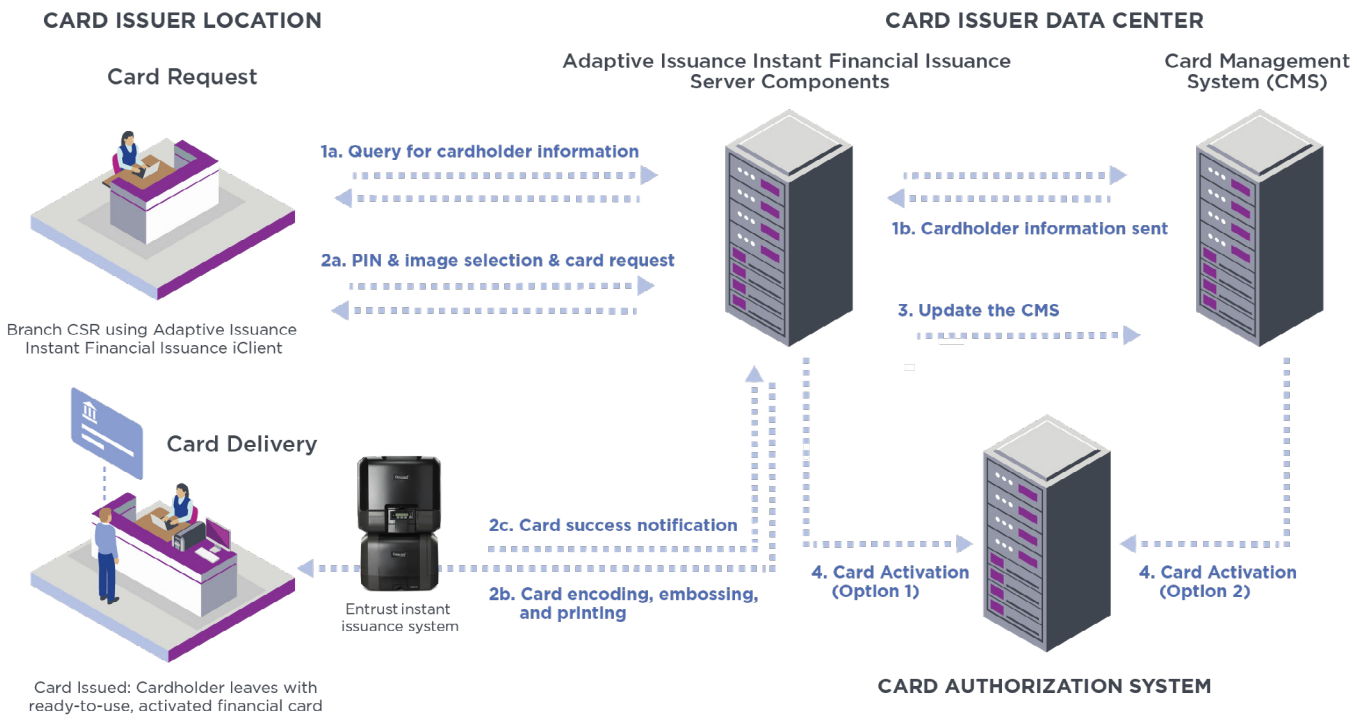
Entrust Adaptive Issuance Instant Financial Issuance Software offers a variety of options for creating, monitoring, and reporting on card issuance activities:

- Easily monitor and track production information, statistics of card types, and volume information at the branch or central level
- Inventory summary, balancing reports, and email notifications enable secure, effective cardstock management
- Set-up tools simplify creating user roles and assigning detailed system and feature privileges per role
- Activity reports improve security by auditing user and branch level activity
- Monitoring tools provide real-time device status as well as printer ribbon supply status information, allowing support staff to quickly identify and respond to reported issues

HOW IT WORKS

Instant Issuance Using Adaptive Issuance Instant Financial Issuance iClient Interface

With this option, issuers query the card management system (CMS) via the web-based Adaptive Issuance Instant Financial Issuance iClient user interface, receive cardholder information, and process the card issuance request. During implementation, Entrust performs the integration to the issuer's CMS.



Adaptive Issuance Instant Financial Issuance Software offers five primary workflow options to fit your program needs.

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 Adaptive Issuance Instant Financial Issuance Software functionality (embedded into their application). During implementation, the issuer or the CMS provider integrates the web-based Adaptive Issuance Instant Financial Issuance Software functionality using a software development kit (SDK). Adaptive Issuance Instant Financial Issuance Services operate behind the scenes and are transparent to the user.

Instant Issuance Using Adaptive Issuance Instant Financial Issuance Standard Client Interface

Adaptive Issuance Instant Financial Issuance 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 Adaptive Issuance Instant Financial Issuance Software before full CMS integration is complete. Issuers manually enter the cardholder's information using a web-based Adaptive Issuance Instant Financial Issuance Software user interface, process the card request, and update the CMS separately after the card is produced. With Standard Client, issuers have the ability to utilize an optional feature called PAN manager. This feature reserves a group of PANs within the CMS that Adaptive Issuance Instant Financial Issuance Software can manage and assign to a card record.

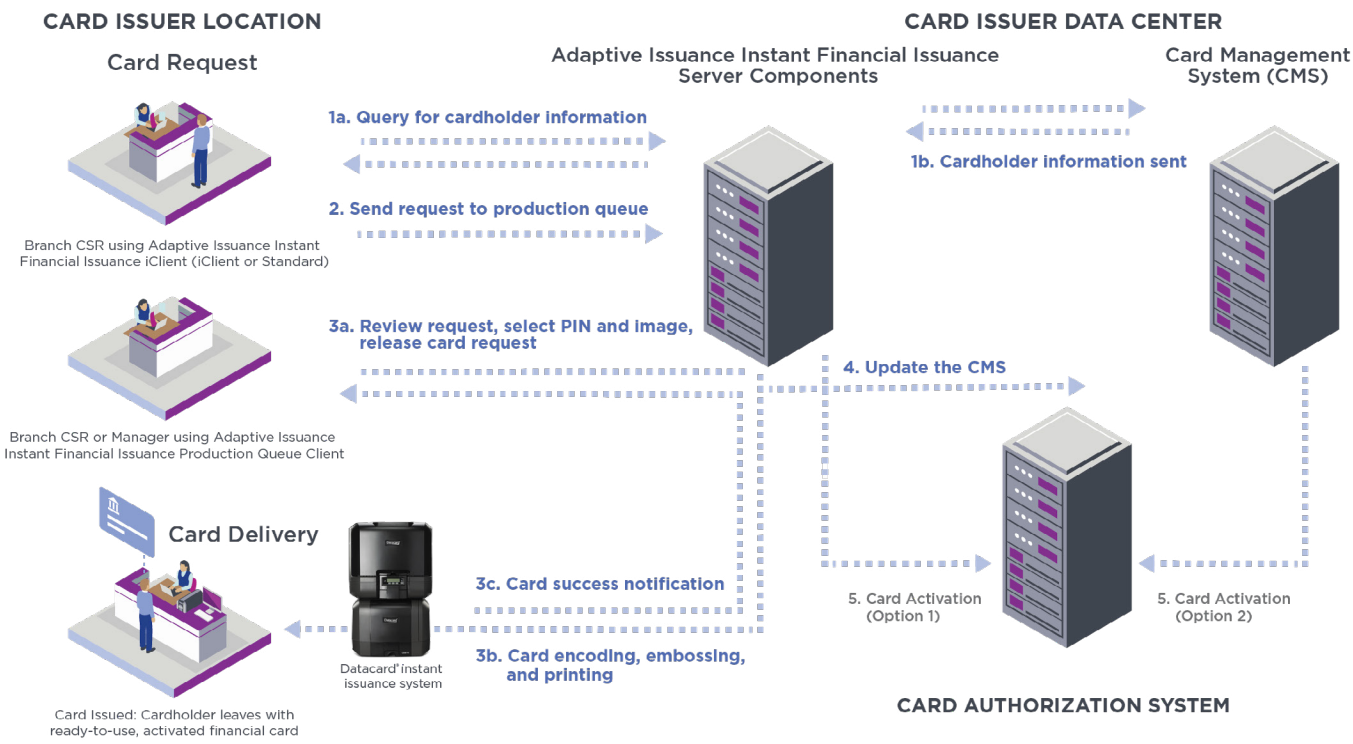
PIN Solutions

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

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

Supported PIN Peripherals

- Ingenico iPP320 PIN Pad
- DATACARD® SuperC.A.T® III Encoder
- VeriFone PINpad 1000SE



Queued Issuance Using Adaptive Issuance Instant Financial Issuance Production Queue Client Interface

Adaptive Issuance Instant Financial Issuance 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 requires additional personalization, such as background image and/or PIN selection

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

Issuance Using Adaptive Issuance Instant Financial Issuance Batch Client Interface

Adaptive Issuance Instant Financial Issuance 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 Adaptive Issuance Instant Financial Issuance Batch Input Client is utilized to import a file and produce cards on-demand.

ABOUT ENTRUST

Entrust fights fraud and cyber threats with identity-centric security that protects people, devices, and data. Our comprehensive solutions help organizations secure every step of the identity lifecycle, from verifying identity at onboarding to securing connections and fighting fraud in everyday transactions. Ongoing monitoring supports compliance and safeguards keys, secrets, and certificates. With a foundation of identity-centric security, our customers can transact and grow with confidence. Entrust has a global partner network and supports customers in over 150 countries.

For more information, visit www.entrust.com.

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