



CARDPRO CONNECT

Overview and FAQs

Connect to drive card activation, usage, and loyalty

CardPro Connect is a web-based application for card production, personalization, and fulfillment that goes beyond being just a reporting tool. Self-sufficiency, responsive cardholder servicing and streamlined card program management is achieved through a simple to use interface that pushes your critical data to the forefront.

CardPro Connect Delivers Efficiency & Empowerment

- Responsive cardholder servicing with our real-time account lookup feature that allows you to confirm, control, and track your card order
- Fast analysis of your card issuance trends with dashboard data visualizations enable you to drive future strategies with internal stakeholders
- Easy management of your program inventory levels with inventory notifications while your institution creates its next card design
- Simple replenishment of instant issue cardstock at any of your branches with our online ordering process



Enroll today to create a better cardholder experience and drive operational efficiency by managing your card programs in real-time.

Frequently Asked Questions

What is CardPro Connect?

CardPro Connect is a web-based application for card production, personalization, and fulfillment. With this new application, you now have quick and easy access to all your critical card issuance data which will empower you to create a great cardholder experience and simplify the management of your card programs.

When is CardPro Connect available?

Now! FIS will implement your institution on CardPro Connect within two weeks of completing the order form.

Who would use CardPro Connect at my institution?

CardPro Connect would be utilized by any stakeholders responsible for cardholder servicing or card operations. Common users: Card operations, anyone cardholder-facing, cardholder services, call centers, finance, marketing, and executive management

How can my team and I learn more about CardPro Connect once we are enrolled?

Getting up to speed on CardPro Connect will be made simple through eLearning modules (video training) and a quick start FAQ, which will be provided during the enrollment process. Additionally, there is a robust Help feature that will get your questions answered fast. Should you have any other questions, please reach out to your CardPro client service representative.

Is CardPro Connect a consumer-facing application?

No. However, the real-time order tracking information can be accessed to provide responsive and real-time cardholder service. Additionally, notifications will quickly notify you of issues in order processing that may impact your cardholder, allowing for proactive cardholder servicing.

Is Single Sign-On, IP Filtering, and Range IP Filtering available/supported?

Yes. Single Sign-On to the FIS Portal is included in the cost. Custom interface integration for Single Sign-On and IP Filtering and Range IP Filtering is per quote.

"The difference from VAM to CardPro Connect is like night and day. I love the Dashboard and the search field on the home screen. The way I can customize/sort my reports sure helps with my inventory management." – Sharon Walker, Debit & Prepaid Card Operations Manager, BMO

"Love the new site! The upgrades give you quick access to the information you need. The Dashboard has great graphs on volume trends and easy access to inventory and production numbers. The online training videos and help are great. A HUGE improvement from the old site. Thank you!" – Marla Rader, Electronic Banking Administrator, Superior National Bank & Trust