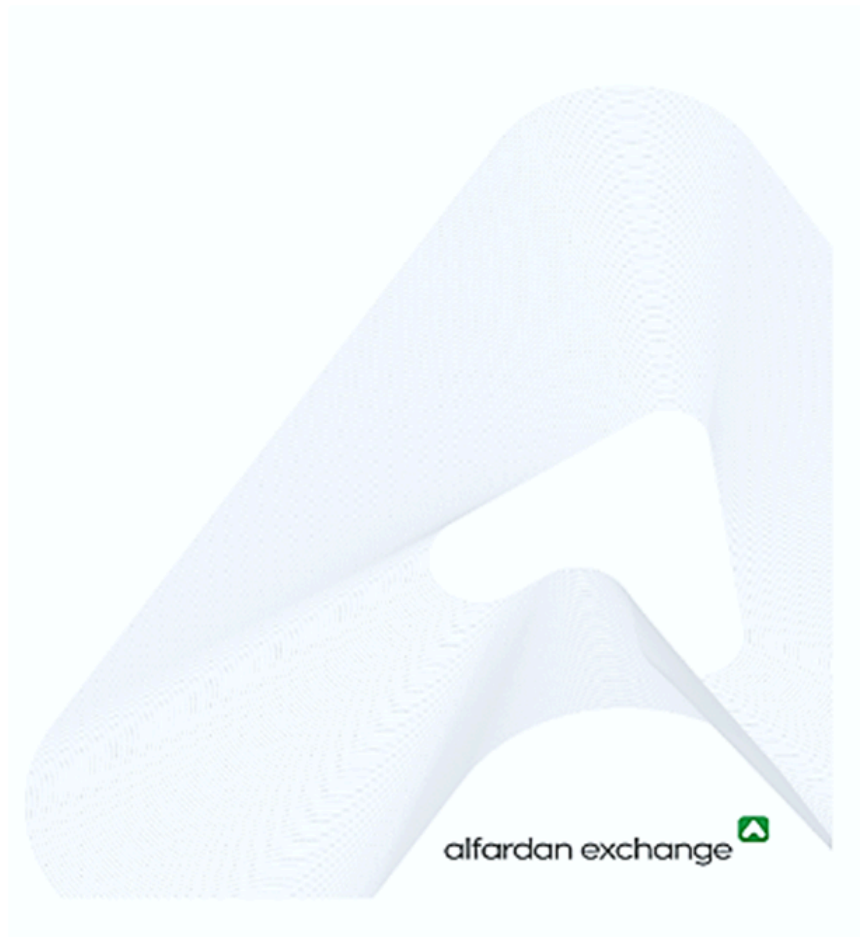


User Guide - Prepaid Card



Prepaid Card

This document will guide user

1. How to add new card
2. How to receive card from vender
3. How to block and unblock card
4. How to replace card
5. How to cancel card
6. How to top-up and withdraw
7. How to revert transaction by void transaction
8. how to add and close supplementary
9. How to close account

User Roles:

Branch Representative

Add New Card

1. Login with Branch User role, and navigate to Card Management and click on add new card

Card Management
Add New Card

ARIBA

ID Name AFEX ID Card holder ID Email ID Customer Type

CUSTOMER

Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
No records available.					

0 - 0 of 0 Items

Card Management

- Prepaid Cards
- Card Profile
- Add New Card
- Issue Card
- Topup
- Withdraw
- Void Transaction
- Block/Unblock Card
- Cancel Card
- Replace Card
- Close Supplementary Card

2. Search the customer by applying filter and click on record

Card Management
Add New Card

ARIBA

Phone EID Name AFEX ID Card holder ID Email ID INDIVIDUAL

SEARCH ADD CUSTOMER

Customers

EID	Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
2836118111	AALIA HASAN	bk435888@gmail.com	3111232888	-	No Card Created	0
283611822	SUBHAN RAHIM	bk435888@gmail.com	3111232888	-	No Card Created	1
28360823	ABDULREHMAN ALI	bk435888@gmail.com	3111232888	-	No Card Created	0

10 Rows per page 1 - 10 of 43 Items 1 2 3 4 5

3. Fill out the form and press Done button

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Card Management

Add New Card

ARIBA

▼

×

CLOSE

🖨️

PREPRINT RECEIPT

✓

DONE

AFEX Customer ID

35281

Customer Name

AALIA HASAN

EID 2836118111

Phone 3111232888

Email bk43688@gmail.com

New Card Details

Select card Type

☒ Classic
 ☐ Platinum

Select card Program

☒ Personalized
 ☐ Non Personalized

Emboss Name

AALIA HASAN

Please indicate your preferred card delivery location:

☒ AFX Branch
 ☐ Delivery Address

Select Branch

Head Office

Select Country*

United Arab Emirates

Select State*

Abu Dhabi

Select City*

Abu Dhabi

Address *

ALFARDAN CENTRE, GRAND HAMAD STREET P.O BOX # 339

Zip Code *

33900

Do you Want to Perform Initial Top-up for this Card?

☒ YES
 ☐ NO

Attachments

DOCUMENT NAME	DOCUMENT	DESCRIPTION
Upload Preprint Receipt	<div>Drag and drop your documents here or</div> <div> <div>📎</div> <div>CHOOSE FILE</div> </div>	<div>Enter here</div>
Application Form	<div>Drag and drop your documents here or</div> <div> <div>📎</div> <div>CHOOSE FILE</div> </div>	<div>Enter here</div>

Initial Topup

Fund Source

Select Any One

Purpose

Select Any One

S.	Currency	Payable Amount	Topup Amount	Rate	Amount (AED)
1	Select	Enter Here	0.00	×	0.00
2	Select	Enter Here	0.00	×	0.00
3	Select	Enter Here	0.00	×	0.00
4	Select	Enter Here	0.00	×	0.00
5	Select	Enter Here	0.00	×	0.00

Charge Amount

☒ Deduct

AED

5.00

VAT

☒ Deduct

AED

5.00

0.00AED

4. On Receive Card page received cards are visible

Issue Card

5. On Issue Card page issued cards are visible

Card Management
Issue Card

ARIBA

Phone EID Name AFEX ID Card holder ID Email ID INDIVIDUAL

SEARCH ADD CUSTOMER

Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
BURHAN KHALID	burhan.khalid@techlogix.com	202402122011	2160709301311	Pending	1
BILAWAL ABBASI	202402122012@gmail.com	202402122012	2160761419258	Issued	1
SHAYAN ABID	202402122013@gmail.com	202402122013	2160510056260	Received	1
SYEDA SARA	2024012903001@gmail.com	2024012903001	2160258608892	Cancelled	1
SANA MALIK	202402122014@gmail.com	202402122014	2160600714372	Issued	1
MUBEEN RASHEED	bk435888@gmail.com	3111232888	2160655323210	Received	1
SHAMSHAD UMAR	202402142003@gmail.com	202402142003	2160459751194	Issued	2
AALIA HASAN	bk435888@gmail.com	3111232888	-	No Card Created	0

Card Management
Issue Card

ARIBA

Phone EID Name AFEX ID Card holder ID Email ID INDIVIDUAL

SEARCH ADD CUSTOMER

Customers

EID	Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
202402122011	BURHAN KHALID	burhan.khalid@techlogix.com	202402122011	2160709301311	Pending	1
202402122012	BILAWAL ABBASI	202402122012@gmail.com	202402122012	2160761419258	Issued	1
202402122013	SHAYAN ABID	202402122013@gmail.com	202402122013	2160510056260	Received	1
202401633001	SYEDA SARA	2024012903001@gmail.com	2024012903001	2160258608892	Cancelled	1
202402122014	SANA MALIK	202402122014@gmail.com	202402122014	2160600714372	Issued	1
2836118219	MUBEEN RASHEED	bk435888@gmail.com	3111232888	2160655323210	Received	1

Card Profile

6. On Card Profile page, records with status "No card Created" appeared in the page

Card Management
View Card

IRFAN

Phone EID Name AFEX ID Card holder ID Email ID INDIVIDUAL

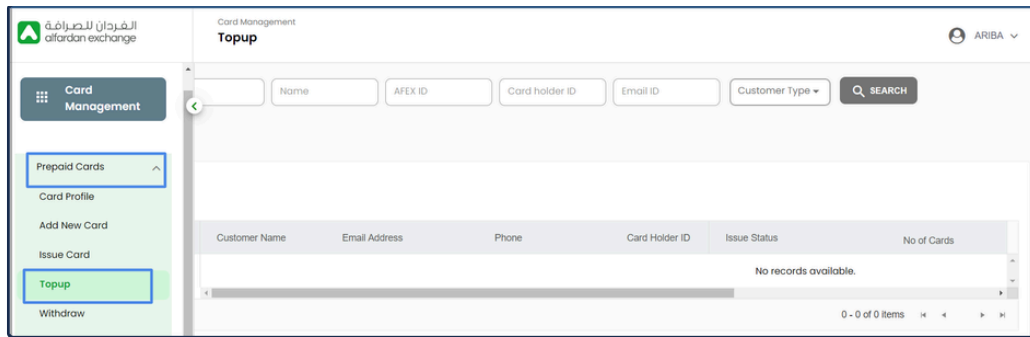
SEARCH ADD CUSTOMER

Customers

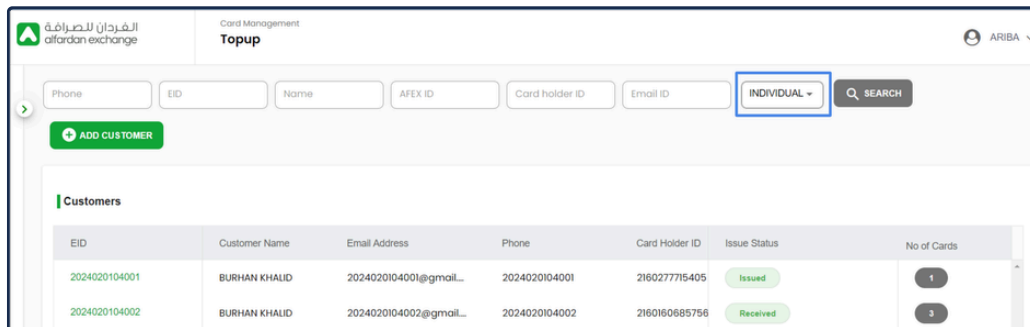
EID	Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
2836082	KHALID HUSSAIN	asdd@scsd.sdad	231232	-	No Card Created	0
2024012604001	BURHAN KHALID	2024012604001@gmail...	2024012604001	-	No Card Created	0
286082	BURHAN KHALID	asdd@scsd.sdad	23132	-	No Card Created	0

Card Topup

7. Click on Topup tab, search record by applying filter.



8. click on record, fill out the form and press Topup button



Card Management

Withdraw

phone

EID

Name

AFEX ID

Card holder ID

Email ID

INDIVIDUAL

SEARCH

ADD CUSTOMER

Customers

EID	Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
2024020104001	BURHAN KHALID	2024020104001@gmail...	2024020104001	2160277715405	Issued	1

10. Fill out the form and press Withdraw button

Card Management

Withdraw

CLOSE

PREPRINT RECEIPT

WITHDRAW

AFEX Customer ID

Customer Name

40011

BURHAN KHALID

EID 2024020104001

Phone 2024020104001

Email 2024020104001@gmail.com

Approaching daily Withdrawal limit, 20.00 transaction left today of Amount 50,000.00 AED

Withdraw Details

Currency	Payable Amount	Withdrawal Amount	Rate	Amount (AED)
AED	1	1.00	1	1.00
Select	Enter Here	0.00	0.00	0.00
Select	Enter Here	0.00	0.00	0.00
Select	Enter Here	0.00	0.00	0.00
Select	Enter Here	0.00	0.00	0.00

Charge Amount

Deduct

AED

5.00

VAT

Deduct

AED

0.10

1.00AED

Attachments

DOCUMENT NAME	DOCUMENT	DESCRIPTION
Upload Preprint Receipt	<div>Drag and drop your documents here or</div> <div>CHOOSE FILE</div>	Enter here

OTP

Enter OTP *

123123

SEND OTP

OTP Expires in 00:33 SECS

Recent Transactions

SHOW RECENT TRANSACTIONS

FTRN	Customer ID	Card Holder ID	Type	Currency...	Amount(s)	Al
No records available.						

Rows per page

10

0 - 0 of 0 items

CHECK BALANCE

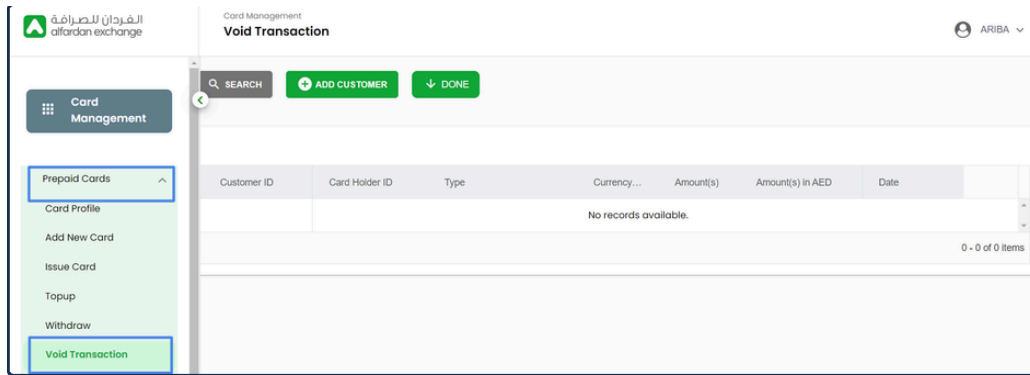
Existing Currency(s) in AED

PLATINUM-PERSONALIZED

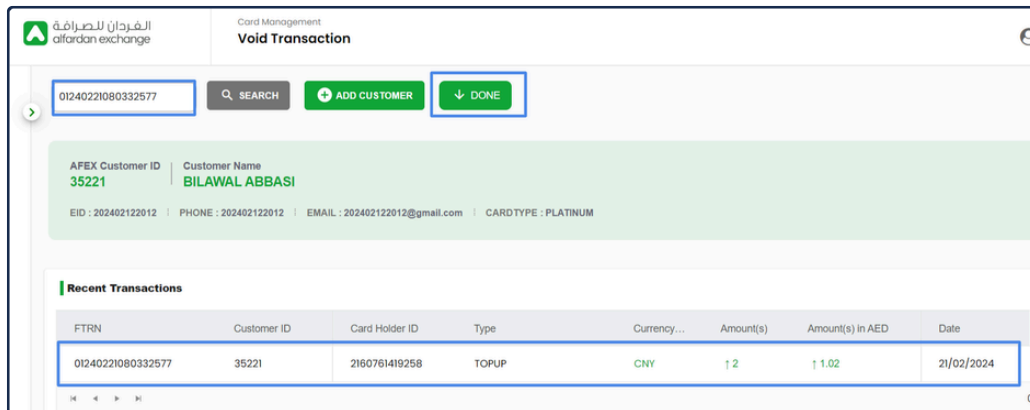
CRY	Amo...	Rate	AED
No records available.			

Void Transaction

11. In case to revert the transaction, click on void transaction tab

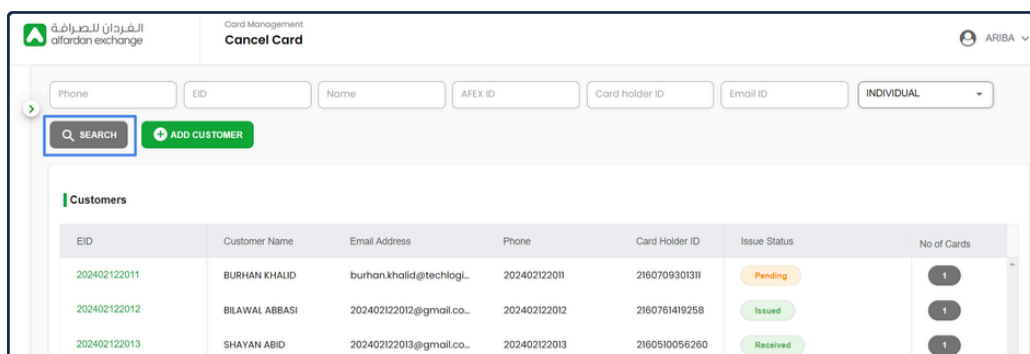
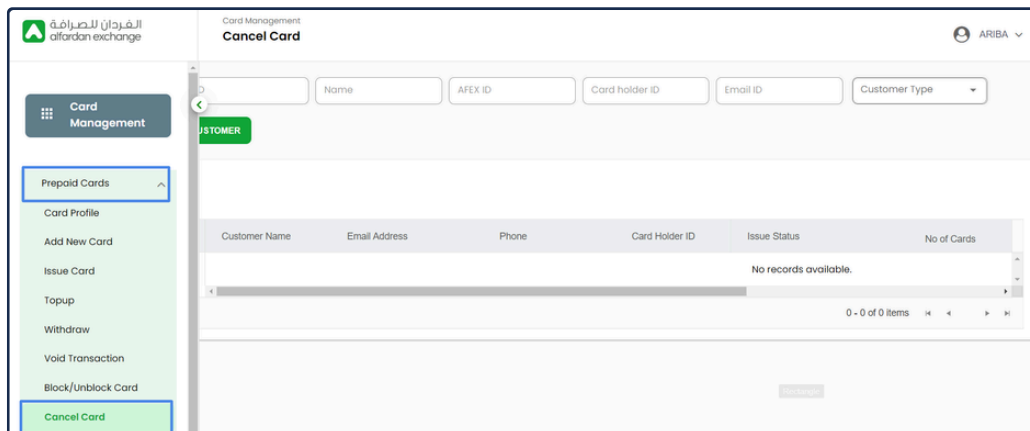


12. Search through FTRN and press Done button



Cancel Card

13. Click on cancel card search the record and click on it



14. Fill out the form and press Done button

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Card Management

Cancel Card

ARIBA

▼

CLOSE

PREPRINT RECEIPT

DONE

APEX Customer ID

35211

Customer Name

BURHAN KHALID

EID 202402122011 | Phone 202402122011 | Email burhan.khalid@techlogix.com

Reason of Cancellation

Enter Reason *

NO MORE USING

Attachments

DOCUMENT NAME	DOCUMENT	DESCRIPTION
Upload Preprint Receipt	<div>Drag and drop your documents here or</div> <div>CHOOSE FILE</div> <div>Enter here</div>	

Card Cancellation Charges

Card Cancellation Fees	50.00
Commission	5.00
VAT	10.00
Total Amount	65.00

Card Replacement

15. Click on Card Replacement search the record and click on it

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Card Management

Card Replacement

ARIBA

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Card Management

Prepaid Cards

Card Profile

Add New Card

Issue Card

Topup

Withdraw

Void Transaction

Block/Unblock Card

Cancel Card

Replace Card

Customer

Name

APEX ID

Card holder ID

Email ID

INDIVIDUAL

Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
BURHAN KHALID	burhan.khalid@techlogix.com	202402122011	2160709301311	Pending	1
BILAWAL ABBASI	202402122012@gmail.com	202402122012	2160761419258	Issued	1
SHAYAN ABID	202402122013@gmail.com	202402122013	2160510056260	Received	1
SYEDA SARA	2024012903001@gmail.com	2024012903001	216025860889	Cancelled	1
SANA MALIK	202402122014@gmail.com	202402122014	2160600714372	Issued	1
MUBEEN RASHEED	bk435888@gmail.com	3111232888	2160655323210	Received	1

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Card Management

Card Replacement

ARIBA

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Phone

EID

Name

APEX ID

Card holder ID

Email ID

INDIVIDUAL

SEARCH

ADD CUSTOMER

Customers

EID	Customer Name	Email Address	Phone	Card Holder ID	Issue Status	No of Cards
2024021505006	BURHAN KHALID	burhan.khalid@techlogix.com	2024021505006	2160063392361	Issued	1

16. Fill out the form and press Done button

[View Card](#)


Customer Information

AFEX Customer ID | Customer Name
40011 | BURHAN KHALID

EID 2024020104001 | Phone 2024020104001 | Email 2024020104001@gmail.com

Gender MALE	Date of Birth 28/05/1963	Country of Birth Colombo	Employer -
ID Type -	ID Issuer -	ID Issue Date 01/01/1970	ID Expiry Date 28/07/2030
Card Type PLATINUM	Card Kind TRAVELEZ	Card Program PERSONALIZED	Emboss Name BURHAN
Address 1 -	Address 2 -		

Representative

EID	First Name	Last Name	Relationship	Email Address	Issn
400102010241	ABBAS	QASIM	Organization	abc@example.com	
400102010202_	HAMZA	WAQAR	Organization	abc@example.com	
Rows per page: 10 1 - 2 of 2 items 1					

Supplementary Card(s)

NEW SUPPLEMENTARY

EID	Card Holder Id	Card Type	Card Program	Card Kind	Emboss Name
4001020120241	-	-	-	-	<div> <div>+</div> <div>Ad</div> </div>
40010201202...	-	-	-	-	<div> <div>+</div> <div>Cl</div> </div>

Rows per page

10

1 - 2 of 2 items

1

 Close Supplementary

Recent Transactions

[SHOW RECENT TRANSACTIONS](#)

FTRN	Customer ID	Card Holder ID	Type	Currency...	Amount(s)	Amount(s)
No records available.						
<div> <div>Rows per page</div> <div>10</div> <div>0 - 0 of 0 items</div> </div>						

CLOSE

CLOSE ACCOUNT

EID
202402122013

Customer Name
SHAYAN ABID

AFEX Customer ID : 35231 | Mobile : 202402122013 | Email : 202402122013@gmail.com

CHECK BALANCE
Account Balance

Reason of Closure

Enter Reason of Closure *

NOT USING