

Technical Writing, Wells Fargo

ATMWorld is an in-house application for Wells Fargo employees who maintain the ATM network.

ATM World User Guide
Introduction



Introducing ATM World

Welcome to ATM World. The ATM World system is the in-house project management and data tracking system for the Wells Fargo/Norwest RDS/Base 24 ATM network. Through ATM World you can manage and track projects related to existing ATMs, and install and deinstall in-store branches or kiosks.

The ATM network is the “world” you will be working in. Whether you’re working at the “project proponent” level as a local representative of Wells Fargo, or overseeing multiple projects as a Project Manager, ATM World will help you get it done easily, quickly and accurately.

Even a fairly simple project can have many details to keep track of. Each site worked at has about twenty separate bits of information belonging to it, such as address, Site ID, Site Name, MAC code, and so on. Each ATM attached to a site (and there can be several) has to have a unique ID, information on the surround, model, monitor and more. You can see that even a one-site, one-ATM project could get very complex, very fast, and ATM World will help you manage and track the data.

The friendly, colorful ATM World interface gives you access to all the information in an organized, intuitive format. For instance, on the project screen, you can see all the project information, see a list of all the contacts and sites attached to it, and attach or detach any item from there. Not only that, but the system will then prompt you to move the project on to the next approver or vendor and help you write and send a note making sure all parties have the updated information.

Definitions



Sites:

The site is the physical location where the project work takes place. A site needs to have a physical address, a zip code, a unique ID, and latitude and longitude. A site is anywhere there is an ATM: airports, post offices, supermarkets, theaters, amusement parks, and many others.

One site (e.g., a bank building) can have several ATMs. As long as they are all at the same address, they are part of the same site.

One site can be involved in more than one project. (For example, one project can be removing the ATMs and another can be installing an in-store branch with the same ATMs at the same grocer store.)

One project can cover more than one site. (For example, the project is to downgrade a geographic group of ATMs to cash-only.)

A new site is needed when you want to do work where no previous ATM activity has been performed. If you were installing ATMs or a branch at a grocery or branch that did not have them before, a new site would need to be created. An existing site would be where the ATMs were previously installed and only need routine maintenance. An example of an old site is one where the ATMs were deinstalled. We may return to a site and “re-use” the site ID and information.



ATMs:

The ATM is the *raison d'être* of the whole ATM World system. An ATM is a physical entity; therefore it can only be present at one site. An ATM has to have a site (has to belong somewhere), a unique ID, a serial number, a model (the type of machine it is), and a segment (describes what type of location the site is, such as an airport, a bar, or a college campus).

One ATM can also have several workscopes; it could have a whole series of work being done such as: install, upgrade the surround, ADA compliance, wait six months, remove it and build a branch.