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1. **Introduction to Card Issuing**

Card Issuing (CI) is a part of the ISIC Hub. CI allows users to print ISIC cards and register them in the Central Cardholder Data (CCDB). CI also lets you manage stock, view sales and stock reports and revalidate existing cards.

Card Issuing is divided into several sections:

- **Issue card** – this page is the core of CI. Here is where you enter the cardholder’s details into an order, save and print the card.
- **Card orders** – this section allows you to view existing card orders which you have created.
- **Stock** – all tasks related to card stock can be performed here.
- **Reports** – you can run reports regarding the status of stock at points of sale, the number of issued cards per point of sale by user, and others.
- **Import** – this is used for bulk adding card orders into Card Issuing to be printed.
- **Card info** – you can verify the status of any ISIC card using this tool
- **Settings** – this section allows you to view your assigned validity cycles, modify certain options of printing and custom fields, add new or edit points of sale and their users, and manage your frequently entered institutions.
2. Preparation

Before you can begin using Card Issuing, first contact ISIC Global Office IT Support (itsupport@isic.org). We must first set the system before you can use it. Some information is required from you:

- Which validity cycles are in use in your country per card type
- Which card types you sell in your country (e.g. ISIC, ITIC)
- If you use revalidation
- Whether you print using A4 label sheets, a label printer, or a digital card printer

Once we have received your email, we can begin the process of setting up your territory(ies) for Card Issuing.

2.1. Issuing cards in your territory(ies)

It is important for you to understand how card will be issued and printed by your office and any appointed offices and points of sale you choose to bring on board, because each office must be created in Card Issuing to allow them to managing their own stock and users.

![Figure 2 Example office setups](image)

From Figure 2 you can see that there are many possible situations. It is important that you keep your setup in mind when creating offices in Card Issuing.
3. Managing stock

‘Stock’ refers to the physical cards or ISIC (serial) numbers which an office has and will use to issue cards.

![Figure 3 Main stock menu](image)

### 3.1. Search stock

You can see all active stock on this page. You can filter by entering a card number, choosing an office, by part number (e.g. SM-700-015), or any other item by choosing a filter from the dropdown menu.

![Figure 4 Stock search](image)

### 3.2. Add stock

Before you can start issuing cards, there must first be available stock in the system. There are two ways to add stock.

#### 3.2.1. Import stock

On this screen you can see all card ranges which have been entered into CCDB by ISIC Global Office and assigned to you.

![Figure 5 Import stock screen](image)

To add the selected card range, click it, confirm the information shown on screen and then ‘Import stock’.
3.2.2. Create stock

If you cannot easily locate the card range, you can also add it manually by clicking ‘Create stock’. *This is the better option if you are just starting to use Card Issuing from another issuing application.*

![Create stock screen](image)

**Figure 6 Create stock screen**

Enter the start and end numbers of the card range, any additional information such as a helpful description, and click ‘Save’ to add it. You can also edit this information after creating it by clicking ‘Edit’.

3.3. Move stock

Stock is necessary for issuing cards. Moving stock to another office allows those users to then issue cards from that stock range. To move a stock range, click the ‘Stock start’ number of your desired stock to see Figure 7.

![Stock detail](image)

**Figure 7 Stock detail**

Click ‘Move’. Select the office to which you’d like to move the stock.
You can see a full history of stock changes by clicking ‘History’ on the left. This includes movements, splitting and merging.

### 3.4. Split stock

If you want to use only a portion of a stock range, you can split it into multiple pieces by clicking ‘Split stock’.
You can adjust the size of the two new stock ranges either by:

- using the slider
- typing the new size of the left stock

Click ‘Split’ to confirm.

<table>
<thead>
<tr>
<th>Status</th>
<th>Split</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child stock</td>
<td>700300234600-700300234699</td>
</tr>
<tr>
<td></td>
<td>700300234700-700300236599</td>
</tr>
</tbody>
</table>

*Figure 11 Newly split stock ranges*

In Figure 10, you can see that the original stock has the status ‘Split’ and that two new stock ranges have been created. They are ready to be moved, split further or used to issue cards.

If you want to split a stock into 3 parts, please use the following example. To break a stock of 6 cards into 2, 2, and 2:

1. Split the 6 card stock into pieces of 4 and 2.
2. Split the new 4 stock into pieces of 2 and 2.

Please note, stock can only be split if the size is two or more.

### 3.5. Archive stock

If all cards from an active stock range have been issued (using another application other than Card Issuing) or the remaining card stock is missing, you can hide a stock range by clicking the ‘Archive’ button seen in Figure 7.

To view archived stock, select the ‘Archived’ filter on the stock search page and choose ‘Yes’. The search will then only show which has been archived.

*Figure 12 Stock search*
4. Issuing and printing a card

4.1. Personal information

After your territory(ies) are set up by ISIC Global Office and when stock is in Card Issuing, you can begin issuing cards. The first screen shown is the Issue Card page.

Before entering any personal information, you must first choose the type of card you want to issue. Depending on your settings, you may see one or more of the following:

a) ISIC
b) ITIC
c) IYTC
d) Scholar

Proceed to enter the rest of the personal information.

Enter the required* personal information in Latin characters only. If your design of card also contains areas for alternative name spellings, please use these for other alphabets e.g. Cyrillic, Traditional Chinese, Hebrew, Arabic.

(* Name, institution)

The date of birth can be entered by manually typing or by selecting it using the date picker.

Enter the cardholder’s institution. Suggestions are given from past used and saved institutions. To save a commonly used institution name for future use, click Save button.

When using digital printing, upload a photo to be printed on the card.
4.2. Card information

The printed name of the cardholder is made using the first and last name information according to your office’s issuing settings. (See ‘Settings | Offices and users’ | ‘Issuing settings’). You can choose from the format choices seen in Figure 14.

You can also adjust the printed name.

Choose the stock you want to use. Select the first half of the ISIC card number from a dropdown box. This is filled when you have cards available in stock. If there are no cards in stock for the chosen card type (e.g. ITIC) you will see a message.

There are two types of stock:

- **Preprinted**
  The ISIC number is already printed on the card. You must type the remaining 6 numbers plus check letter.

- **Automatic**
  The ISIC number will be printed on the card during issuing. The number is chosen automatically from your chosen stock. Alternatively, you can type a number manually by clicking on the box ‘Automatically assigned’.

Select a validity period. If there are no validity periods, please contact your local ISIC office.

Click ‘Optional fields’ to enter further personal information.

There are two ways to continue:

- **Save and print** – recommended. Issues the card in CCDB and saves the order to be printed now or later.

- **Save only** – issue the card to the cardholder and print with another application (use only if you will not print this card in Card Issuing).

The card is now issued and sent to CCDB.
4.3. Printing the card

In the above example we show an automatic card being printed with a digital card printer. The printing profile ‘Default layout’ is chosen automatically by the part number linked with a card design. To override it (move or remove printed text) click ‘Settings’, ‘Printing Profiles’ and ‘Add printing profile’. See section 10 for more information.

You can change between printer types at the top of the page. Your choice of printer is remembered and will show on your next card order.

If your automatic cards have pre-printed card numbers, and Card Issuing prints the number mistakenly, you can change this by ticking the option Pre-printed when editing stock.

Depending on which web browser you are using, a printing window will show – the same used when printing any web page. Shown in Figure 16 is the print window for Google Chrome. Select your printer (in this case, the Zebra label printer) and press Print.

A note for users of Internet Explorer: please refer to the appendix ‘Setting up your printer’. By default, Internet Explorer prints headers, footers, and page number on all documents. This must be disabled.

Figure 16 Print window (Chrome)
You have printed a card, or have printed a label and attached it to a card. Was it successful? You can always press the Print button again to try another print. If it was unsuccessful, you can choose one of two options:

- **Return card to stock** – there were mistakes on the print, but the card number can be used again.
- **Void card for further usage** – (labels and pre-printed cards only) there were mistakes on the print and the card number cannot be used again. Clicking this option makes the card number unusable. To complete the card order you must use another card number.

If you accidentally clicked **Void card for further usage**, you can restore the card number to stock by going to the History page of the order. Click **Return card to stock** next to the card number.
5. Creating and editing an office

If you have appointed offices or points of sale to issue cards on your behalf, you can add these and their users to Issuing.

It is important to create offices. You can assign different printers, validities, stock, permissions and limit access to certain features. If you simply create them as users in your own office, they can see your orders and modify your issuing settings which may be different to their settings. For example, one office may use a label printer whereas you use a digital card printer.

5.1. Office settings

To add or modify an office, click ‘Settings’ and then ‘Offices and users’.

Your office and any existing offices can be seen on this search page.

To edit one, click its name.

To add a new office, click ‘Add new office’.
There are three steps to create an office. Office settings, issuing settings, persons.

Fill in the required information indicated. If desired, fill in the optional contact-related information.

To control the permissions of the new office, tick or untick any of the items shown in Figure 19b.

- **Can revalidate cards** – Enables the ‘Revalidation’ tab. This option is only available by contacting ISIC Global Office.
- **Can add and edit offices** – Allows ‘Manager’ users to add other offices under this one. *This essential makes this new office an ‘AO’.*
- **Can add new stock** – Allows ‘Manager’ users to add stock to Card Issuing. The standard procedure is for the main ISIC office in each territory to add stock and then move it to any other offices.
- **Can edit stock** – Allows ‘Manager’ users to change stock range including size, description, and part number.
- **Can split stock** – Allows ‘Manager’ users to break a stock range into smaller parts.
- **Can merge stock** – Allows ‘Manager’ users to merge sequential stock ranges.

Click Save and you are taken to step 2.
5.2. Issuing settings

By default, a new office will have the same issuing settings (printer type, available card types and validities) as your own office.

You can change any option to suit the office.

- **Status** – This turns issuing and printing cards for this office off and on.
- **Issuing type** – there are two options:
  - **Local** - cards are issued and printed at this office
  - **Remote** - cards are issued at this office but are printed at the parent office.
- **Printing type** – select one or more of three types of printing:
  - **Label** - Cardholder data is printed onto a PDL (label) and then applied to the plastic card. The ISIC card number and photo are never printed onto labels. This is done with label printers such as the Zebra TLP2842 Plus.
  - **Digital** – Cardholder data is printed directly onto the plastic card along with the photo and ISIC card number if necessary.
  - **Sheet** – Same as Label, but using an A4 sheet of labels on a desktop printer.
• **Printed name format** – Change how the cardholder’s name is printed by selecting one of many popular name formats.

• **Card types** – Select one or more of the types of card that the office can issue.

• **Custom fields** – You can enter additional fields if you want to record extra data when making a card order, such as localised names, social security numbers, and membership numbers. You can print this data on cards by creating a custom printing profile but please note that this data will not show on the virtual ID.

• **Validities** – An office may only be allowed to print using certain validity cycles. Here you can set which ones are available to the office.

### 5.3. Adding persons

After adding an office, you must add persons to it so that it can be used to issue cards. An office does not have a password. Without persons (users) you cannot log in.

Add person

Field marked with * are compulsory

Manager

Manager

Card issuer

Card verifier

Enter all required information. Make sure the email address is correct – the person’s username and password will be sent to this address.

Choose a person *Type* for the user. The type determines what level of access they are given.

- **Manager** persons can view detailed reports, verify cards, add and move stock, create and delete users.
- **Card Issuer** is limited to verifying and issuing cards, viewing available stock, and viewing personal reports.
- **Card verifier** provides only access to the ‘*Card info*’ tab. Persons with this type cannot issue cards.

If you leave the password field blank, one will be automatically generated.

You can also add users later. To return here, go to Settings | Offices and users | Persons.

If a person forgets their password, they can recover it by clicking ‘Forgot your password?’ on the login screen. Alternatively, you can manually enter a new password here.
6. Revalidating cards

Some ISIC territories use revalidation stickers. These are used to extend the validity of an issued card. If you want to use revalidation stickers in your territory, please contact ISIC Global Office.

You can revalidate a card in two ways:

**Revalidation button in an existing card order**

**Revalidations menu item**

If you want to revalidate a card which you did not print in Card Issuing, you can enter the card number, seen in Figure 23.

Clicking the ‘Revalidate’ button in a card order will prefill the card number and take you to Figure 24.

The page (Figure 24) will then be filled with any information known in Card Issuing or in the global ISIC card database. If changes are needed (e.g. change of name, birth date is missing) click Edit.

Choose a new validity, enter the revalidation sticker number, and click ‘Revalidate’.
7. Setting up for printing

7.1. Zebra TLP2824 (Plus)

The instructions below are intended for use with the Zebra TLP2824 (Plus) printer but also have a high chance of compatibility with other label printers which use the same ISIC data labels. Please give us feedback on which settings work best for you and your printer.

In order to correctly set up the printer for use in all browsers, you must enable "Always use driver settings" in the Print Properties under the Printer Settings tab (see below). If this option is ticked, you should not need to change anything in Firefox, Edge or Chrome browsers.

The following setting must be used for proper use of printing area on Zebra TLP 2824:
7.2. **Web browser settings**

7.2.1. **Internet Explorer**

For printing in Internet Explorer/Edge, you need to set the following settings under Settings icon -> Print -> Page setup, removing the margins and header/footer elements:

![Internet Explorer Print Settings](image)

7.2.2. **Firefox**

You may also have to remove the header and footer elements in Firefox. See below for an example of the settings found in Settings icon | Print | Page Setup:

![Firefox Print Settings](image)
7.2.3. Edge

Microsoft’s Edge browser works in a similar way to Chrome with its printing options. If the settings in Printing Options and Printing Preferences are correct, changing anything on this print window is not required (it will not have any effect).
8. Creating custom printing profiles

In some cases, label or card printers are misaligned, meaning that printed items don’t match up to where they should on the media. If this happens, a printing profile can be overridden by creating a new profile - ‘Settings’, ‘Printing Profiles’ and ‘Add printing profile’.

Enter a name for the profile and where it’s for a label or digital card printing.

Check the print layout dimensions and make sure it matches your chosen media – click the “i” buttons to see the default sizes.

Finally, enter the part number of the design you’re using. You can usually find this on the rear side of the card. Click the ‘Override placeholder positions’ checkbox to start customising the layout of data fields.

Figure 25 Custom printing profile

Entering a part number is optional. If you do not enter a part number, the printing profile can be used for all cards.
9. Importing new card orders

Entering more than one order at once is done by using a spreadsheet import functionality. One such use case for this is visiting a school campus and returning back to the office with a list of names and details. These can readily be imported into Card Issuing by using a spreadsheet.

If you use custom fields, such as Student ID, you can add additional columns to pre-fill this data. If your custom field is called Student ID, add the column cv:Student ID. Please take care when typing the custom field names; they must match exactly.

This also applies to digital card printing; you can attach a zip file containing images and upload it at the same time. Please keep in mind that the filenames must match the entries in the spreadsheet.

The orders, if successfully imported, are found on the Card Order Search page in the Ordered status with this icon.

The Order detail screen of imported orders is different. You are given two options.

If the order was a mistake, you can Cancel it. At the bottom of the page you can click Edit to modify any details of the order before proceeding.

Prepare to print continues the process. In this step you choose a card number and validity. You can edit information on this page before clicking Save and print.

If the design of the chosen card number has any custom fields they will appear underneath.

From this point, the printing process will look familiar, as seen in 4.3 Printing the card.
10. Importing new card orders via web service

New card orders can also be imported into Card Issuing via web service technology. This means that if customers can order cards on your website, their data can be inserted directly into Card Issuing upon completing their order.

A web service is a method of communication between two computers. In this case, between your website and ISIC Hub. Implementing web services requires a high level of technical knowledge – if you would like to use it, please forward the following information to your IT team.

There are two base URLs used with this API:

- **Staging/testing** environment: [https://staging-api.isic.org/](https://staging-api.isic.org/). This should be used when testing your integration.
- **Production/live** environment: [https://api.isic.org/](https://api.isic.org/). When you are done with developing and testing, just switch over the base URL.

Usage of web services is restricted for authorised users only. This is done using HTTP BASIC authentication. Managers can create a username and password specifically for the web service.

**POST /oi/rest/1.0/cardOrders**

Places a new card order. The order is placed in 'Ordered' status.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>firstName</td>
<td>string</td>
<td>yes</td>
<td>Cardholder first name</td>
</tr>
<tr>
<td>lastName</td>
<td>string</td>
<td>yes</td>
<td>Cardholder last name</td>
</tr>
<tr>
<td>cardType</td>
<td>CardType</td>
<td>yes</td>
<td>ISIC, ITIC, IYTC, or SCHOLAR</td>
</tr>
<tr>
<td>dateOfBirth</td>
<td>string</td>
<td>yes</td>
<td>Date of birth in yyyy-mm-dd format</td>
</tr>
<tr>
<td>institutionName</td>
<td>string</td>
<td>yes</td>
<td>Name of institution</td>
</tr>
<tr>
<td>city</td>
<td>text</td>
<td>no</td>
<td>City name</td>
</tr>
<tr>
<td>address1</td>
<td>text</td>
<td>no</td>
<td>Street name, number</td>
</tr>
<tr>
<td>address2</td>
<td>text</td>
<td>no</td>
<td>Additional address information</td>
</tr>
<tr>
<td>postalCode</td>
<td>text</td>
<td>no</td>
<td>Postal code</td>
</tr>
<tr>
<td>gender</td>
<td>text</td>
<td>no</td>
<td>Gender, either M or F</td>
</tr>
<tr>
<td>phone</td>
<td>text</td>
<td>no</td>
<td>Phone number</td>
</tr>
<tr>
<td>organizationId</td>
<td>string</td>
<td>no</td>
<td>ID of the office to receive the order</td>
</tr>
<tr>
<td>customValues</td>
<td>CustomValue</td>
<td>no</td>
<td>Custom values (set in 'Issuing settings') See 5.2 for more information.</td>
</tr>
</tbody>
</table>

**POST** [http://staging-api.isic.org/oi/rest/1.0/cardOrders](http://staging-api.isic.org/oi/rest/1.0/cardOrders)

**Content-Type: application/xml**

```xml
<?xml version="1.0" encoding="UTF-8"?>
<cardOrder>
  <firstName>Joe Daniel</firstName>
  <lastName>Williams</lastName>
  <cardType>ISIC</cardType>
  <dateOfBirth>1998-03-21</dateOfBirth>
  <institutionName>Falsch Cooking Institute</institutionName>
  <city>Hong Kong</city>
</cardOrder>
```
<address>1313 Tonnochi Road</address>
<address>Wan Chai Market</address>
<postalCode>1234</postalCode>
<gender>M</gender>
<email>customer@studentshk.com</email>
<phone>+420 777 999 999</phone>
<organizationId>123123</organizationId>
<customValues>
  <customValue>
    <value>ジョーダニエルウィリアムズ</value>
    <identifier>Local name</identifier>
  </customValue>
  <customValue>
    <value>8645487575</value>
    <identifier>Frequent flyer number</identifier>
  </customValue>
</customValues>

An example successful response is: HTTP 201 Created
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<cardOrder>
  <cardOrderId>12322</cardOrderId>
</cardOrder>

You must save the cardOrderId if you wish to upload a photo to the order using the below request.

**PUT /oi/rest/1.0/cardOrders/{cardOrderId}/photo**
Attaches a photo to a card order.

**POST http://staging-api.isic.org/oi/rest/1.0/cardOrders/12322/photo**
Content-Type: image/jpeg
{photo in binary form}

The request body should contain the raw data of the photo. Accepted Content-Types are image/jpeg, image/png, image/gif.

An example successful response is: HTTP 200 OK
The orders, if successfully imported, are found on the Card Order Search page in the Ordered status with this icon. Please see 9 Importing new card orders for more information on processing the orders.
11. Managing your institutions

You can manage saved institutions here. Saved institutions will appear as suggestions on the ‘Issue card’ page. Adding a commonly used institution when issuing a card was described in section 4.1 Personal information.

Click an institution to edit it.

If the institution name is too long to print onto a card or label, enter a ‘Print name’. This will be used instead.
12. Credentials and contact details

The application has been developed by

![Orchitech Solutions Logo]

IT support and training are provided by ISIC Global Office.

Please contact:

- [itsupport@isic.org](mailto:itsupport@isic.org) – for IT-related issues, clarifications and training-related questions.