



LEARNING & LEADERSHIP DEVELOPMENT AT MONERIS

Where we've come from...

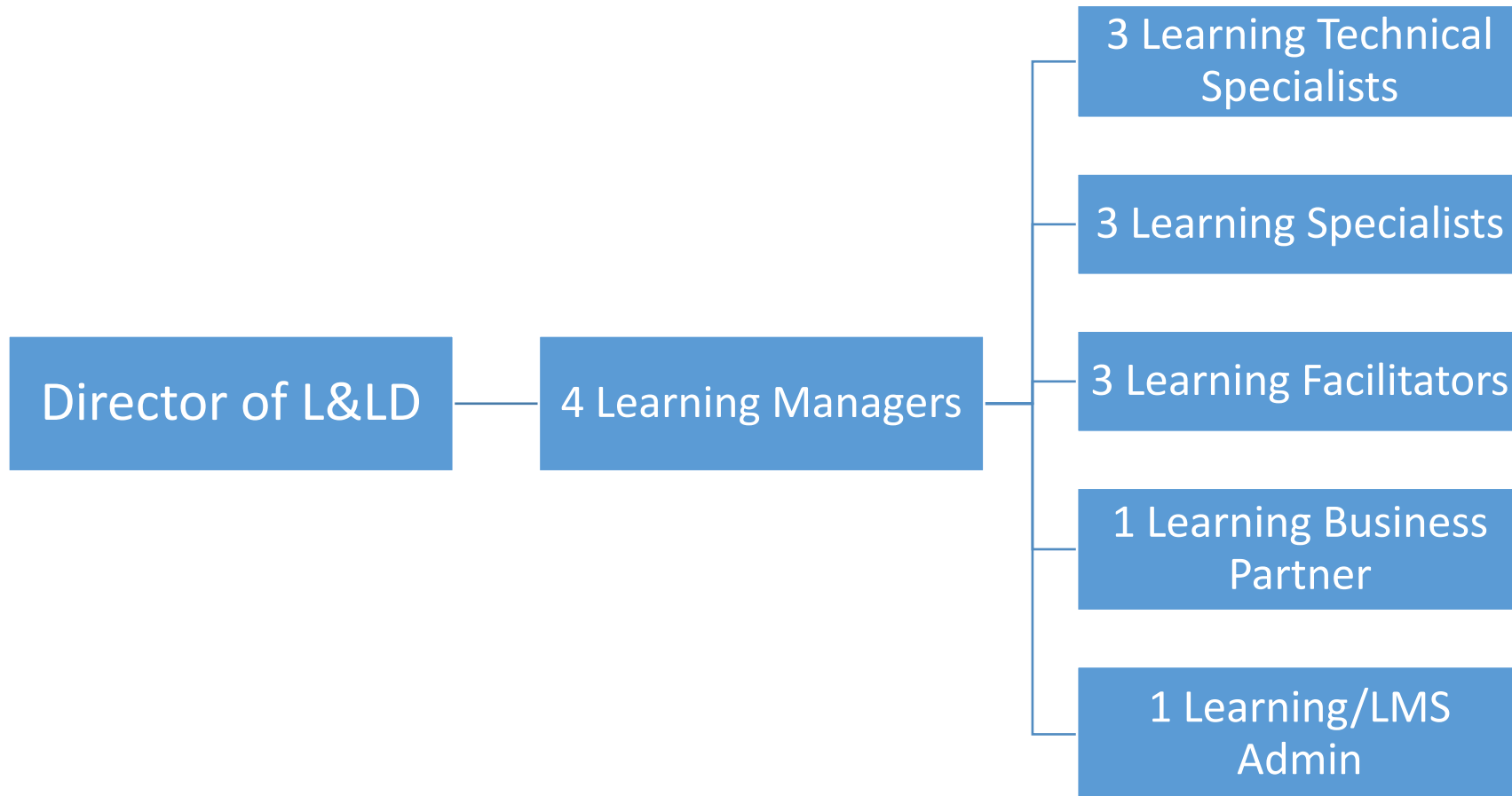
Where we're going!

ABOUT MONERIS



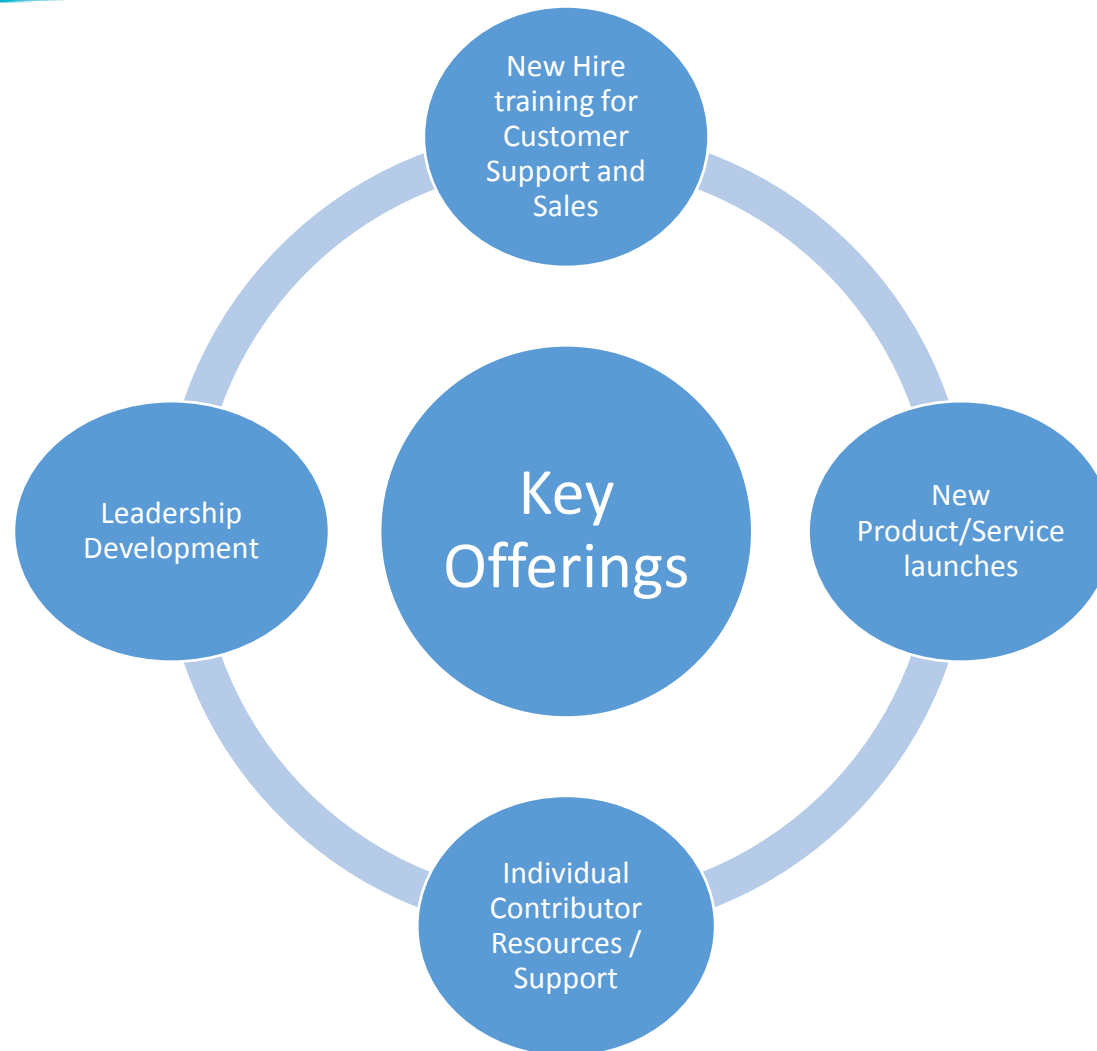
- Canada's largest payment processor
- We process more than 3 billion credit and debit card transactions a year, for over 350,000 merchant locations across North America
- Joint investment between RBC and BMO
- 2,000 employees across 5 North American offices

ABOUT OUR LEARNING & LEADERSHIP DEVELOPMENT TEAM



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To create unrivalled talent and leadership development solutions that empower our people to succeed, drive business results and exceed customer expectations, every day.



2015 STRATEGY FRAMEWORK



Create a
Centre of
Expertise



Create
Leadership
Development
Strategy



Identify Core
Programs



Increase
Digital
Technology

WHAT'S CHANGING?

Where we were...

- Limited client group (*focused on Contact Centres*)
- Heavy focus on ILT delivery
- No LMS
- Limited learner access to training materials outside of the classroom

Where we're going!

- Centre of Excellence supporting all of Moneris
- Blend of eLearning and ILT offerings
- LMS Implementation in progress
- Learners can access eLearning content when needed (JIT)

DIGITAL TECHNOLOGY EXAMPLES



[Sample Storyline](#)



Click on the PIN pad to find out more.



Feature

- 1. Key Pad
- 2. Contactless Tap Payments ✓
- 3. EMV Chip & PIN
- 4. Card Swipe
- 5. Micro USB Port



- The customer taps/ waves their card over the PIN pad's display screen.
- Purchases are limited to max of \$100 using this feature.

*Note the PIN pad's battery charge level should be at least 50% to ensure a successful tap

SKIP TO CHALLENGE

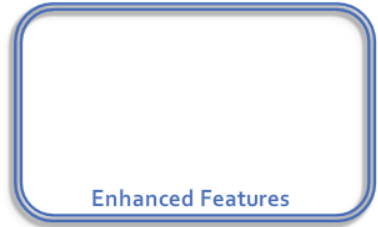


KNOWLEDGE CHECK

4

Drag and drop the features for each package in their respective bin:

- Enhanced Reporting
- Pre-designed Gift Cards
- Web Portal
- Enhanced Promo Gift Cards



* Merchants receive more features with the Enhanced package.

How Does A Loyalty Program Work?

As a loyalty program participant, you will need to do the following to get started:

- Get enrolled
- Process a loyalty transaction
- Redeem your points



Click each step for more information, then click the **Forward** button to continue.

WHERE ARE WE GOING?

Continue to partner with our Clients to offer the best solutions that address performance gaps and support needs.

LMS
Implementation

Mobile, micro-
learning, social
learning

Become a leader in the
industry, recognized
for award winning
training

CONTACT INFORMATION

Thank You!

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