

IST Issues New Suite of APIs to Power Real-Time End-To-End Card Issuance

Card personalization takes a step forward as IST unveils new APIs, enabling real-time card tracking to enhance user experiences worldwide

PAYMENT

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Since March 2025, IST has rolled out a new suite of APIs (Application Programming Interfaces) that modernize how issuers, IST personalization centers, and delivery systems interact—enabling every step of the card issuance process from order to delivery to be tracked in real-time across IST's global network of 32 service centers.

A Fully Connected Card Journey

The new APIs make real-time, 24/7 submission and reception of card requests possible. Once a card request is received by an IST service center for personalization, it moves through a fully transparent workflow: from instant order confirmation to real-time production tracking and automated delivery notification. Each update is available in real-time, giving customers full visibility into their card's journey at every step.

The new APIs allow for:

- Instant receipt of card requests
- Real-time delivery of order confirmations
- Continuous production status updates
- Automated, transparent delivery notifications

The end result is a faster, more reliable card issuance experience for issuers and their customers worldwide.

Solving the Limits of Flat-File Processing

Previously, the industry relied on flat-file transfers to exchange card production data, a model that met operational needs but was an outdated and slow process leading to delays. As banks, fintechs, and other partners began modernizing their systems, the demand for faster, more flexible, and secure data exchange grew.

IST's transition to API-based integration responds to these needs, ensuring seamless data flow between issuers' systems and the IST platform, and in turn, between those issuers and their own end users. Together, this new set of APIs powers the entire card issuance process, promoting efficiency and simplicity by automating workflows to significantly enhance responsiveness.

Built For a Customer-First Future

This simplified approach not only optimizes internal workflows but also improves the cardholder experience through faster, more transparent service delivery. Among IST's global customer base, large credit issuers in North America are already leveraging the new APIs to deliver these benefits to their customers.

IST remains focused on helping its clients deliver exceptional customer experiences. This API transformation reinforces that commitment by improving at scale both the operational efficiency behind the scenes and the quality-of-service customers feel directly.