

Electronic Payments Operations Excellence Course

16 – 20 May 2027
Muscat

AGILE LEADERS
Training Center

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Ref: 429_134734 **Date:** 16 – 20 May 2027 **Location:** Muscat **Fees:** 5700 Euro

Overview

Electronic Payments Operations Excellence Course is a one-week professional course for banking operations, payments, digital transformation, service ownership, and operational excellence teams, who leave with a Payment Operations Improvement Roadmap. Participants map electronic payment operations, strengthen straight-through processing and payment reconciliation, control operational exceptions, coordinate incidents, and improve service resilience and customer experience. Agile Leaders Training Center delivers this payment operations excellence course.

Who Should Attend

- Teams responsible for electronic payment processing and settlement operations
- Functions responsible for digital channel service performance
- Leaders responsible for payment operations transformation
- Teams responsible for reconciliation and exception investigation
- Specialists responsible for service controls and operational improvement

The course assumes participants work with payment processes or service operations and leaves out coding, broad fintech ecosystem strategy, and regulation-only coverage.

Departments and Industries

The course supports functions that operate, control, and improve payment services across sectors.

- Banking, payments, and financial services operations
- Retail and e-commerce payment teams
- Technology and shared-service operations
- Telecommunications and digital service providers
- Finance, treasury, risk, and customer service departments

Learning Objectives

By the end of this course, participants will be able to:

- Analyze an end-to-end electronic payment value chain
- Apply straight-through processing controls to digital channel flows
- Build payment reconciliation and settlement control routines
- Diagnose operational exceptions and recurring failure causes
- Evaluate capacity, service performance, and operational resilience

- Prioritize a payment operations improvement roadmap

Course Agenda

Day 1: Payment Value Chain and Controls

- Electronic Payment Value-Chain Map
- Digital Channel-to-Ledger Process Map
- Payment Message and Data Quality Checklist
- Payment Operations Responsibility Matrix
- Service Control Point Register

Day 2: Automated Processing and Reconciliation

- Straight-Through Processing Flow
- Payment Validation Rule Set
- Matching and Reconciliation Matrix
- Settlement Position Control Sheet
- Processing Capacity and Cutoff Plan

Day 3: Exceptions and Investigations

- Operational Exception Classification Model
- Payment Investigation Workflow
- Repair and Resubmission Control
- Customer Query and Payment Status Protocol
- Root-Cause and Recurrence Log

Day 4: Performance and Resilience

- Payment Operations KPI Dashboard
- Service-Level and Backlog Control Board
- Payment Incident Coordination Playbook
- Continuity and Recovery Scenario Map
- Operational Risk and Control Register

Day 5: Payment Operations Improvement Practice

- Exercise: Payment Flow Control Review
- Exercise: Reconciliation Break Analysis
- Exercise: Exception Root-Cause Challenge
- Exercise: Resilience and Capacity Review
- Capstone Payment Operations Improvement Roadmap

Practical Exercises

The course includes the following suggested activities:

- Suggested activity: trace a payment from digital channel initiation through ledger posting and settlement
- Suggested activity: investigate unmatched transactions using a reconciliation matrix and exception log
- Suggested activity: test incident roles, service controls, and recovery priorities against a disruption scenario
- Suggested activity: convert performance findings into a sequenced improvement roadmap

Frequently Asked Questions

Who suits the Electronic Payments Operations Excellence Course?

It suits teams responsible for payment processing, digital channels, reconciliation, service ownership, transformation, and operational improvement, and assumes practical exposure to payment processes or service operations.

How does electronic payments operations excellence differ from fintech strategy?

Electronic payments operations excellence improves processing, reconciliation, exception control, capacity, and resilience, while fintech strategy addresses broader business models, partnerships, technologies, and market choices.

How does straight-through processing improve electronic payment operations?

Straight-through processing reduces manual intervention by applying consistent validation, routing, matching, and posting rules while directing failed transactions into controlled exception workflows.

What controls support payment reconciliation and settlement?

Payment reconciliation and settlement use source-to-ledger matching, control totals, position checks, ownership rules, aging measures, and documented investigation and resolution paths.

What is the main electronic payments operations output?

The main output is a Payment Operations Improvement Roadmap linking process gaps, control priorities, service measures, resilience actions, owners, and implementation sequencing.

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Conclusion

Participants take back a Payment Operations Improvement Roadmap and supporting control artifacts. These products turn fragmented processing, reconciliation, exception, and service evidence into prioritized operational actions. They also clarify ownership, measures, resilience priorities, and the sequence for improving payment performance and customer experience.