

AmEx Operations: Merchant Settlements & Fraud Risk

2 Days

DURATION

9

MODULES

19

TOPICS

LEARNING OBJECTIVES

- Explain the American Express network and transaction processing
- Describe merchant onboarding processes and compliance standards
- Apply settlement and reconciliation steps to merchant transactions
- Identify risks and detect fraud within merchant operations
- Assess global regulations affecting AmEx compliance
- Plan process improvements for merchant handling
- Apply conflict resolution techniques to high-level merchant escalations
- Evaluate emerging trends and technology in card network operations

9 Modules, 19 Topics

DAY 1**American Express Network Overview & Merchant Handling**

Deep dive into network operations, transaction processing, and high-level customer handling processes.

01**1 hour****Introduction to American Express Network****TOPICS**

- Overview of the American Express network
- Key elements of transaction processing unique to American Express

02**1.5 hours****Merchant Operations****TOPICS**

- Merchant onboarding processes and requirements
- Compliance standards for merchants within the AmEx network

04**1.5 hours****Handling Merchant Transactions and Settlements****TOPICS**

- Step-by-step process of merchant transactions
- Settlement procedures and timelines
- Error resolution and reconciliation for senior managers

06**1.5 hours****Customer Service Excellence for Senior Managers****TOPICS**

- Senior-level approaches to customer service within AmEx operations
- Key strategies for handling escalations from merchants

08**1.5 hours**

Risk Management in Merchant Operations

TOPICS

- Identifying and mitigating risks in transactions
- Fraud detection and prevention in the network

DAY 2

Strategic Initiatives, Compliance, and Process Improvement

Strategic insights, advanced compliance, and continuous improvement in merchant handling.

01**1.5 hours**

Advanced Compliance and Regulatory Guidelines

TOPICS

- Compliance frameworks for American Express network
- Global regulations affecting AmEx operations and merchant services

03**1.5 hours**

Process Improvement & Strategic Initiatives

TOPICS

- Identifying improvement opportunities in transaction handling
- Strategic initiatives for enhancing the AmEx experience for merchants

05**1.5 hours**

Handling High-Level Escalations and Conflict Resolution

TOPICS

- Techniques for managing escalated cases with merchants
- Advanced conflict resolution skills for senior managers

07**1.5 hours**

Future Trends & Technology in Card Operations

TOPICS

- Emerging trends in card network operations
- Adopting new technology for merchant and network efficiency

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

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Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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