

ON-DEMAND TRAINING: INTRODUCTION TO U.S. PAYMENTS

BENEFITS

- Gain online access to contemporary training materials to quickly and efficiently orient newcomers to the payments industry.
- 24X7x365 video-on-demand format enables total flexibility in trainee scheduling, consistent with today's work-from-home realities.
- Material is selected and presented by experts in each area who possess both big-picture viewpoints as well as hands-on operational experience.
- Customization for additional modules or live webinars with Q&A can be arranged on a project basis.

PAST EXPERIENCE (OUR SUCCESS STORIES)

Mercator has supported client training initiatives in many venues, such as:

- Education for management teams entering the U.S. payments market.
- New employee training for a major U.S. card network.
- Deep-dive topical training for another major card network on Internet of Things (IoT) Payments.

THE GROWING NEED FOR PAYMENTS TRAINING

The payments industry, broadly defined, continues on its growth path as a significant generator of revenue for financial institutions and their service providers. Despite historic mega-mergers and the worldwide pandemic, it remains an attractive target for investment professionals and business diversification for fintechs and other new market entrants, too. Such a dynamic environment ensures a strong flow of newcomers to the payments industry, as executives, business strategists, and entry level staff join the ranks of payments professionals.

Faced with the complexity, unique terminology, and rapid change endemic to the industry, newcomers to payments need an efficient way to develop their industry knowledge. Building on our decades of payments research, consulting, and training experience, Mercator Advisory Group is offering a new video-on-demand payments training program targeted at new industry professionals and other interested parties who "need to know."

Modular Curriculum

The core curriculum is offered in a series of eight modules, organized around the main product/business lines of the industry:

TRAINING MODULE	GENERAL CONTENTS
1. Introduction to course curriculum and overview of payment ecosystem in the US	<ul style="list-style-type: none"> • Structure of modules to come • Consumer and commercial payments, definitions and stakeholders • Card-based payments and other e-payment types • Emerging tech, regulatory and business trends
2. Credit and charge cards, alternative credit at point of sale	<ul style="list-style-type: none"> • Product definitions, market size, trends, core technologies • Transaction flows, issuer/acquirer/network/merchant roles • Competitive landscape • Main business models and economics • Current technology, risk management, and regulatory issues
3. Debit cards	
4. Prepaid cards and pay-before	
5. ACH, faster payments, and alternative payment products	
6. Commercial cards and B2B payment forms	<ul style="list-style-type: none"> • New Payment Forms, mobile, and contactless • Fraud, security trends & solutions: EMV, mobile identity • Emerging roles of AI, biometrics, analytics
7. Emerging technologies in payments	
8. Merchant services: Point of Sale, Ecommerce, M-commerce	

Course content is presented by Mercator's practice directors in each of these modules, ensuring that content will encompass both a factual description of operations as well as the business implications of industry trends and developments. Each presentation is recorded in a 30 to 45 minute video-on-demand segment, which trainees can access and stream on their own schedules.

DETAILS OF PROGRAM

Subscribers to this program gain 24X7X365 access to the library of eight “101-level” video training modules. The modules may be reviewed as a complete series for trainees seeking the most robust introduction to payments, or they may be used selectively to fill individual needs pertaining to specific content areas:

- Module 1 provides a brief course orientation, followed by an overview of the US payments industry and a high-level introduction to some of the contemporary issues driving the industry (e.g., growth in electronic payments, security, online order and pay, etc.).
- Modules 2 through 6 focus on the dominant payment forms that comprise the main business lines: credit, debit, prepaid and commercial as well as the automated clearing house, the movement toward faster payments, and alternative payment products.
- Module 7 looks at emerging technology issues that cut across the payment forms (e.g., fraud management, security, emerging payment types like Bitcoin, new technologies like machine learning, etc.).
- Module 8 examines the payments revolution occurring with merchants, as they deploy online and mobile payment technologies to support remote ordering, as well as modernizing the in-store payment environment.

Mercator is open to discuss the addition of custom modules to provide greater depth of coverage in any of these areas, or to focus on a specific subtopic of interest. On a project basis, Mercator can also conduct live webinars with the presenters, enabling live dialog and Q&A with the trainees.

Users will be able to download a copy of each module’s presentation pages for further review, too.

DELIVERABLES

- Access to video-on-demand library of eight payment training modules.
- Ability to support access for designated trainees, each on their own time schedule.
- Downloadable .pdf copy of presentation materials featured in each video.
- Ability to add training modules and/or live webinar presentations with Q&A on a custom project basis.

ABOUT US

Mercator Advisory Group is the trusted advisor for the payments industry globally, charting the course for sustained growth and profitability and delivering fact-based insights and advice.