

Day 1 - American Express Network Overview & Merchant Handling

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

1. **Introduction to American Express Network** (1 hour)
 - Overview of the American Express network.
 - Key elements of transaction processing unique to American Express.
 2. **Merchant Operations** (1.5 hours)
 - Merchant onboarding processes and requirements.
 - Compliance standards for merchants within the AmEx network.
 3. **Break** - 15 minutes
 4. **Handling Merchant Transactions and Settlements** (1.5 hours)
 - Step-by-step process of merchant transactions.
 - Settlement procedures and timelines.
 - Error resolution and reconciliation for senior managers.
 5. **Lunch Break** - 1 hour
 6. **Customer Service Excellence for Senior Managers** (1.5 hours)
 - Senior-level approaches to customer service within AmEx operations.
 - Key strategies for handling escalations from merchants.
 7. **Break** - 15 minutes
 8. **Risk Management in Merchant Operations** (1.5 hours)
 - Identifying and mitigating risks in transactions.
 - Fraud detection and prevention in the network.
 9. **Q&A and Summary Discussion** (30 minutes)
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Day 2 - Strategic Initiatives, Compliance, and Process Improvement

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

1. **Advanced Compliance and Regulatory Guidelines** (1.5 hours)
 - Compliance frameworks for American Express network.
 - Global regulations affecting AmEx operations and merchant services.
2. **Break** - 15 minutes
3. **Process Improvement & Strategic Initiatives** (1.5 hours)

- Identifying improvement opportunities in transaction handling.
 - Strategic initiatives for enhancing the AmEx experience for merchants.
4. **Lunch Break** - 1 hour
 5. **Handling High-Level Escalations and Conflict Resolution** (1.5 hours)
 - Techniques for managing escalated cases with merchants.
 - Advanced conflict resolution skills for senior managers.
 6. **Break** - 15 minutes
 7. **Future Trends & Technology in Card Operations** (1.5 hours)
 - Emerging trends in card network operations.
 - Adopting new technology for merchant and network efficiency.
 8. **Wrap-up and Feedback Session** (30 minutes)
 - Recap of key takeaways.
 - Gathering feedback for continuous improvement.