

MASTERING PAYMENTS SUPPORT

RESOLVE. EXPLAIN. DELIVER EXCELLENCE.



SUPPORT CUSTOMERS



PREVENT FRAUD



RESOLVE DISPUTES



ENSURE COMPLIANCE



DRIVE EXCELLENCE



COURSE OVERVIEW

This specialised online course is designed for customer service and support professionals looking to deepen their understanding of the digital and card payments landscape.

Participants will gain practical knowledge of how payments work—from transaction flows and merchant acquiring to fraud prevention, dispute resolution, and compliance.

Whether you support merchants, consumers, or partners, this course equips you with the tools to resolve issues efficiently, explain payment processes with confidence, and contribute meaningfully to operational excellence in your organisation.



TARGET AUDIENCE



Customer support agents and team leads in fintech, banking, e-commerce, or payment service providers.



Merchant support specialists and onboarding analysts.



Operations staff involved in dispute resolution, chargebacks, or settlements.



Anyone transitioning into a payments support or operations role.



VALUE PROPOSITION



Understand the full lifecycle of a card or online payment and the role of acquirers, issuers, and gateways.



Build confidence in handling customer and merchant inquiries about failed transactions, fees, chargebacks, and settlement delays.



Stay informed on the evolving regulatory and security landscape in digital payments.



Learn to communicate payment issues clearly and accurately to non-technical stakeholders.



Strengthen your professional profile in one of the most dynamic and fast-growing sectors in digital finance.

WHAT YOU WILL GAIN



PRACTICAL KNOWLEDGE

Deep understanding of payments processes and industry practices.



CONFIDENCE

Handle inquiries and issues with clarity and confidence.



PROTECT & COMPLY

Recognise risks, prevent fraud and ensure compliance.



CUSTOMER SATISFACTION

Deliver excellent support and build customer trust.



CAREER GROWTH

Advance your skills in the fast-growing digital payments industry.



100% ONLINE
Learn anytime, anywhere at your own pace.



PRACTICAL & RELEVANT
Real-world scenarios, case examples and practical exercises.



INTERACTIVE LEARNING
Engaging videos, quizzes and activities for better understanding.



PAYMENTS SUPPORT



FAST RESOLUTION



ACCURATE INFORMATION



HAPPY CUSTOMERS

COURSE MODULES



Module 1 The Payments Ecosystem and Industry Structure

- The Evolution of Payments
- Key Participants in the Payments Ecosystem
- The South African National Payment System
- Payments Ecosystems in Other African Markets
- Who Is Your Customer? The Role of Payments Support



Module 2 Payment Methods and Acceptance Technologies

- Card Payments
- Contactless Payments
- Mobile Wallets and Digital Payments
- Payment Acceptance Devices



Module 3 The Payment Transaction Lifecycle

- Transaction Initiation
- Authorisation Stage
- Clearing Stage
- Settlement Stage
- Reconciliation



Module 4 Payment Infrastructure and Connectivity

- Payment Switching Infrastructure
- Payment Gateways and Transaction Routing
- Terminal Connectivity
- System Monitoring and Infrastructure Health



Module 5 Merchant Services and Onboarding

- Merchant Onboarding Process
- Merchant Risk and Due Diligence
- Merchant Configuration and Payment Setup
- Supporting Merchant Operations



Module 6 Fraud, Risk and Payment Security

- Types of Payment Fraud
- Security Technologies
- Fraud Monitoring and Detection
- Incident Response and Case Handling



Module 7 Disputes, Refunds and Chargebacks

- Understanding Payment Disputes
- The Chargeback Lifecycle
- Refunds vs Chargebacks
- Supporting Merchants During Disputes



Module 8 Payments Compliance and Regulation

- Payments Regulation in South Africa
- Anti-Money Laundering and Financial Crime
- Data Protection and Privacy
- Compliance in Expanding Payment Platforms



Module 9 Delivering Professional Payments Support

- Managing Payment Incidents
- Communication During Payment Issues
- Escalation and Collaboration
- Continuous Improvement

