US Faster Payments Council

More Than Money Movement: The Operational Power of Non-Value Messages



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It's 2:00 AM on Sunday. An instant payment has an issue. The payment rail is open, but your normal operations organization is not necessarily sitting together in an office. What happens next?

- Who sees the issue first?
- Is someone staffed 24/7 or is there an on-call model?
- What makes an issue urgent enough to require immediate action?
- Who owns the exception, and how does it get escalated?
- What information does that person need?



A payment has been received, but something raises a question and the receiving institution needs more information from the sending bank. Walk me through what happens.

- Where does the RFI land, and who is responsible for it?
- Does it automatically create a case? How is it connected to the original payment?
- How does the right internal team know they need to respond?
- What happens if the other institution does not respond? Is there an SLA?
- What happens at 5 RFIs a day vs. 500?



A customer calls and says, "I sent this payment to the wrong person. Get my money back." It is an instant payment. Now what?

- What can the bank actually do?
- What does customer service tell the customer?
- How does the request reach payments operations?
- What happens if they do not respond, or if the request is declined?
- How do you set customer expectations around an instant and irrevocable payment?



You launch instant payments and you are doing a few hundred transactions a day. Your operations team can handle exceptions manually. Fast-forward and you are doing 100,000. What breaks first?

- **RFI comes in** – automated or manual?
- **Reject** – automated or manual?
- **Return request** – automated or manual?
- **Potential Fraud** – automated or manual?
- **Exception requiring another institution** – what can actually be automated?

