

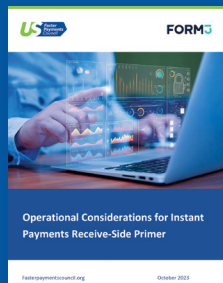
INSTANT PAYMENTS

Your Strategic Roadmap to Implementation Leveraging Educational Primers and Guidelines from the Faster Payments Council

The Faster Payments Council's Operational Considerations Work Group (OCWG) has developed **four core resources** to support financial institutions in implementing instant payments via the FedNow® Service and RTP® network. This infographic outlines the resources and explains how to use them effectively, depending on your Financial Institution's (FIs) implementation strategy and project phase.

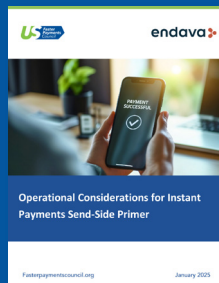


INSTANT PAYMENTS RESOURCES



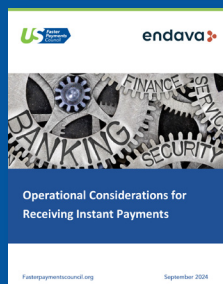
PRIMER: **Operational Considerations for Instant Payments Receive-Side Primer**

High-level introduction to receiving instant payments for FIs considering receive capabilities



PRIMER: **Operational Considerations for Instant Payments Send-Side Primer**

High-level introduction to sending instant payments for FIs considering send capabilities



GUIDELINE: **Operational Considerations for Receiving Instant Payments Guideline**

Detailed operational, technical, and compliance guidance for FIs actively planning or implementing receive capabilities



GUIDELINE: **Operational Considerations for Sending Instant Payments Guideline**

Detailed operational technical and compliance guidance, including routing, liquidity, fraud, and customer experience considerations for FIs actively planning or implementing send capabilities

HOW FIs CAN USE THE INSTANT PAYMENTS RESOURCES

1. Start with Primers

- Use the Receive and/or Send Primer to educate leadership, build shared understanding, and define strategy.

2. Choose your Scope

- Receive-Only: Start with the Receive Primer, then use the Receive Guideline as a roadmap.
- Receive + Send (Simultaneously or Sequentially): Leverage both Primers, then use both Guidelines to support execution across functions.

3. Apply Guidelines and Sections by Phase and Need

- Use Guidelines during planning to evaluate gaps.
- Use Guidelines during buildout to guide process design.
- Use Guidelines during implementation to shape testing and readiness.
- Use Guidelines post-launch to optimize and troubleshoot.

USING RESOURCES BEYOND IMPLEMENTATION

The Send and Receive Guidelines can support more than just initial implementation success. Also use them to ensure continued faster payments operational success and facilitate further faster payments growth and advancement. **Guidelines can be used throughout every faster payments implementation phase to:**

1



Strategize & Prepare - Pre-Implementation Planning

Objective:

Align vision, define minimal viable product scope, and prepare internal teams.

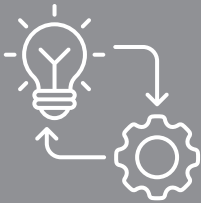
Key Sections of Guidelines to Support Objectives:

- *Send/Receive Flow, Interoperability, Network Participation* (Send & Receive: Ch. 1-2)
- *User Experience, Customer Awareness* (Send & Receive: Ch. 3)
- *Resilience, Operational Readiness* (Send & Receive: Ch. 6)

Decision Points Guidelines Can Satisfy:

- Which flows will we support (*Send, Receive, Both*)?
- What is the minimal viable product scope for each?
- How will transactions be routed and prioritized?

2



Build & Implement - Technology, Operations, and Vendor Integration

Objective:

Build technical capabilities, integrate vendors, and prepare operational workflows.

Key Sections of Guidelines to Support Objectives:

- *Liquidity, Reconciliation, Funds Availability* (Send & Receive: Ch. 4-5)
- *Fraud Mitigation, Risk & Fraud Considerations* (Send & Receive: Ch. 8)
- *Exception Handling* (Send & Receive: Ch. 10)

Decision Points Guidelines Can Satisfy:

- Are systems ready for 24x7x365 operations?
- Are liquidity and fraud strategies robust?
- How will exceptions be handled across rails?

3



Go-Live & Early Operations - Launch, Compliance, and Monitoring

Objective:

Support launch teams, manage compliance, and measure performance.

Key Sections of Guidelines to Support Objectives:

- *Compliance - KYC, AML, Customer Protections* (Send & Receive Ch. 9)
- *Performance Monitoring, SLA Tracking, Reporting* (Send & Receive: Ch. 11)

Decision Points Guidelines Can Satisfy:

- Are all teams trained on use cases?
- Are KPIs tracked post-launch?
- Are communications clear to customers?
- What's next in terms of innovation or expansion?

4



Optimize & Evolve - Post-Go-Live Review and Expansion

Objective:

Refine operations and explore innovation.

Key Sections of Guidelines to Support Objectives:

- Revisit Send & Receive Chapters Quarterly
- Use Sections for Checklists, Audits, Retrospectives

Decision Points Guidelines Can Satisfy:

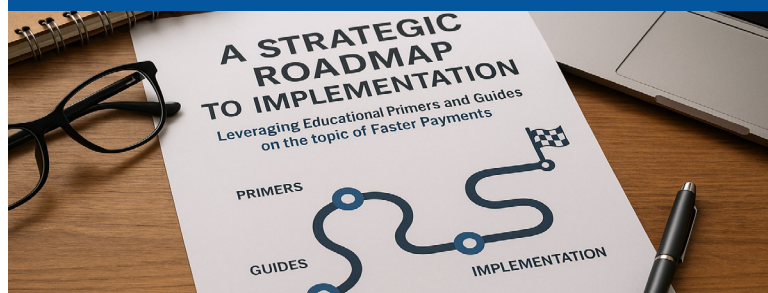
- What do internal feedback and data reveal?
- Where can automation/workflows be improved?
- What's next in terms of innovation or expansion?

HOW IMPLEMENTATION TEAMS CAN USE THE INSTANT PAYMENTS RESOURCES

TEAM	RECOMMENDED	PURPOSE
Executive/Strategy	Receive Primer, Send Primer	Understand scope, investment needs, and timing
Product Owners	All documents (<i>Primers + Guidelines</i>)	Design offerings, features, and roadmaps
Operations	Receive Guideline, Send Guideline	Align internal processes with new real-time standards
Technology	Guidelines (<i>technical, routing sections</i>)	Integrate with payment networks and core systems
Risk & Compliance	Guidelines (<i>fraud, KYC/AML, exception handling sections</i>)	Mitigate risk and ensure regulatory alignment
Training & CX	Guidelines (<i>staffing, UI, customer education sections</i>)	Train teams and build customer-facing processes
Accounting / Finance	Guidelines (<i>liquidity management section</i>)	Prepare for demands of managing liquidity 24x7

ADDITIONAL TIPS FOR SUCCESSFUL INSTANT PAYMENTS IMPLEMENTATION

- Use the table of contents in each Guideline to identify relevant areas for your team.
- Schedule cross-functional sessions using Primer sections as discussion starters.
- Incorporate lessons from Guidelines into playbooks, policies, and project plans.
- Assign resource 'owners' across departments to ensure ongoing alignment and updates.
- Reference the [RTP® network](#) and [FedNow® service](#) rules and operating circulars for a full understanding of requirements



ABOUT THE OPERATIONAL CONSIDERATIONS WORK GROUP (OCWG)

The OCWG provides financial institutions with guideposts to effectively manage operational change that instant and immediate payments have on bank operations. For support or if you are interested in joining this Work Group, please email memberservices@fasterpaymentscouncil.org.

For more information, visit:
FasterPaymentsCouncil.org/Work-Groups

ABOUT THE U.S. FASTER PAYMENTS COUNCIL (FPC)

The FPC is an industry-led membership organization whose vision is a world-class payment system where Americans can safely and securely pay anyone, anywhere, at any time and with near-immediate funds availability. By design, the FPC encourages a diverse range of perspectives and is open to all stakeholders in the U.S. payment system. Guided by principles of fairness, inclusiveness, flexibility and transparency, the FPC uses collaborative, problem-solving approaches to resolve the issues that are inhibiting broad faster payments adoption in this country.

For more information, please visit
FasterPaymentsCouncil.org

