

Faster Payments User Experience

Work Group Charter

Mission & Scope

Accelerate the adoption of faster payments by enabling functional user experiences. We aim to mitigate inconsistent user experiences by encouraging stakeholders to collaborate more effectively to ensure that the evolving faster payments landscape remains accessible, efficient, ubiquitous, and scalable for all end users.

Objectives & Goals

- Promote consistent user experience standards and payment interface best practices. This work group will collaborate with established standards-setting bodies (such as ASC X9) to drive adoption, simplify integration, and ensure secure, inclusive access to faster payments.
- Equip participants of the faster payments ecosystem with guidance for implementing seamless, functional user experiences.
- Clarify roles and expectations between financial institutions, technology providers, and consumer-facing solutions in the faster payments ecosystem.
- Serve as a conduit to help participants in the faster payments ecosystem leverage tools, services, and technologies that foster a consistent, functional user experience.

Deliverables

The Work Group's output will be delivered through incremental industry resources, including webinars, research reports, short-form articles, blogs, infographics, and opinion pieces on the following:

- Support the development and implementation of UX frameworks to foster adoption and interoperability.
- Promote standards alignment and best practices for payment interfaces (APIs, aliases, tokenization, QR codes).
- Simplify UX across diverse payment use cases from merchant transactions to consumer bill pay.
- Develop faster payments end-to-end UX models that identify pain points and opportunities for seamless integration.
- Develop stakeholder education to improve industry understanding of consumer-facing aspects of faster payments.
- Identify and share best practices from successful faster payments use cases.
- Conduct gap analysis on faster payments UX and interface standards and recommend improvements.
- Develop UX functionality, in collaboration with the Fraud Work Group, to prevent or mitigate fraud and errors while ensuring a smooth payor experience.
- Define and develop the use of advanced capabilities (biometrics, behavioral analytics, AI) to enhance ease and security in UX and to ensure flows are efficient and user friendly for the payor.

Membership Criteria

Individuals with a strong background or interest in enhancing the user experience for faster payments. Prefer members that bring expertise from diverse areas such as user experience design, product and technology development, consumer-centric organizations, and fraud and risk management. We also seek broad representation across industry segments including financial institutions, business end-users, payment network operators, technology providers, and consumer groups.

The FPC is the industry's only membership organization solely focused on advancing, securing, and supporting adoption of ubiquitous faster payments.



fasterpaymentscouncil.org