INDIVIDUAL COURSE · ONLINE · SELF-STUDY

Human Queue Training: Certified AI Agent Supervisor · Payments & Billing

Supervising AI agents: checking, approving, improving or denying an AI agent's proposals on payments, invoices and refunds.

Background	More and more companies let AI agents prepare billing tasks: refunds, invoices, subscriptions, payment links. A person has to decide which of these are really carried out. This course practises exactly that role.
Who it's for	Job seekers and people working in commercial and administrative roles, such as accounting, accounts receivable, billing, customer service, back office or e-commerce, who will work with AI agents or supervise them.
Requirements	Good reading skills in English, German or French. A computer or tablet with internet access, and an email address. No prior knowledge of AI or of any particular payment system needed.
Learning goals	Participants can • read and judge an AI agent's proposal: what exactly happens, for what amount, to whom and whether it can be undone; • decide, with reasons, between approving, the better option and denying; • spot typical traps: redirected invoices, false urgency, refunds with no basis, manipulated agents; • judge when to look closer, without blocking real work unnecessarily.
Content	3 levels, 14 modules, 71 scenarios: • **Level 1 · Standard (36 scenarios):** Refunds, disputes and fraud · Customers · Subscriptions · Invoices · Getting paid · Promotions • **Level 2 · Hard (20):** Charge a saved card · Billing-portal links · Products and prices · Dispute evidence files · Cancel immediately • **Level 3 · Super hard (15):** Money out · The keys to the account · Deleting anything
Method	Online only, self-study in a practice environment. An AI agent handles the billing for a company that participants name themselves; it makes proposals, they decide. Each decision gets immediate feedback: what the proposal really was, what a wrong decision would have cost and how the system behind it works. Practice scenarios modelled on Stripe.
Duration and period	About 3 hours at your own pace: training 2 to 2½ hours, exam 15 to 25 minutes. Period on the quote: 4 weeks from the course start, including the internal exam. It fits alongside the job search at any time.
Location and language	Online at humanqueue.com. English, German or French.
Exam	Internal and online, with no time limit: 20 new scenarios from a non-public pool of 40. Passed with at least 16 best decisions and at most one harmful wrong decision (a harmful proposal let through). A free retake is possible 24 hours after an attempt.
Certificate	humanqueue provider certificate: “Certified AI Agent Supervisor · Payments & Billing”, with a public verification page, a PDF and a LinkedIn entry. It doesn't expire. Not an accredited qualification.

Costs	Training, internal exam and learning materials: free. Certificate USD 29, only if the exam is passed; convert into Swiss francs for the application. Online course: the participant pays first (card, via Stripe) and receives the receipt by email. The same price applies to everyone.
Data protection	Sign-in with an email address, no password. The names participants choose for their practice company stay on their device. Someone taking this as an individual course doesn't join any organisation; the RAV sees nothing about their participation on humanqueue (the proof is the receipt and the certificate). With licences for RAV offices and public bodies, these see only group totals (from 5 people), never names or email addresses.
Information and quote	humanqueue.com/rav/en: quote for an application and a contact form. Also in German (humanqueue.com/rav) and French (humanqueue.com/rav/fr).

The practice scenarios use made-up companies, customers and data and are modelled on Stripe; humanqueue is not affiliated with or endorsed by Stripe. As of September 2026.