JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

# Foreign Exchange Client Order Handling Training Course

28 February – 4 March 2027
Muscat

**jupiterprime.uk**

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

# Foreign Exchange Client Order Handling Training Course

**Ref:** 2485_94153 **Date:** 28 February – 4 March 2027 **Location:** Muscat **Fees:** 5500 GBP

Foreign Exchange Client Order Handling is a 1-week training course for client sales and order desk staff who receive, quote and execute currency orders for corporate and institutional clients, and who leave with a client order handling procedure. Client trust now rests on transparent spreads, clear order terms and fair fills when markets move quickly. Jupiter Prime Training presents Foreign Exchange Client Order Handling as a discipline of process and conduct.

## Why Foreign Exchange Client Order Handling Matters Now

Three forces shape client currency orders today. Electronic channels let clients compare quotes in seconds, so markups and spreads face constant scrutiny. Supervisors and industry codes of conduct expect firms to disclose how orders are handled, how prices are formed and when a stop is triggered. A firm that handles orders well keeps client confidence and avoids complaints; one that handles them badly faces disputes over slippage, unexplained markups and damaged relationships. The course rests on recognised principles of fair treatment, disclosure and execution quality, described in general terms.

## Who Gains Most from Foreign Exchange Client Order Handling

- Client sales staff who quote currency prices and explain markups to corporate treasurers
- Order desk staff who accept, record and monitor resting limit and stop orders
- Relationship officers who agree order terms and margin arrangements with clients
- Middle-office staff who confirm fills, check timestamps and answer client queries
- Compliance and control staff who test order records against disclosed policy

A client sales unit gains most when its quoting, order and control staff attend together.

## Foreign Exchange Client Order Handling Capabilities

Participants turn spread policy and fill evidence into routines a supervisor can test.

- Calculate a client all-in rate from mid price, spread and markup — client pricing conversations
- Specify order instructions for limit, stop, take-profit and one-cancels-other orders — client order acceptance
- Apply margin call and close-out rules to leveraged client positions — credit and client protection
- Assess stop order triggers, slippage and gap fills — post-trade dispute handling
- Test fills against disclosed execution factors — execution quality evidence for supervisors
- Design a client order handling procedure — sales head and compliance sign-off

## Key Foreign Exchange Client Order Handling Terms

- Bid-offer spread — the difference between the price at which a provider buys and sells a currency pair at one moment.
- Markup — the amount a provider adds to its own price before quoting a client, which should be disclosed fairly.
- Stop order — an instruction to buy or sell once the market reaches a stated trigger level, often to limit losses.
- Slippage — the gap between the requested price of an order and the price at which it is actually filled.
- Margin call — a demand for extra collateral when losses on a leveraged position reduce cover below the agreed level.
- Execution quality — how well a fill meets the client's interest across price, cost, speed, likelihood and size.

## Foreign Exchange Client Order Handling Day by Day

### Day 1: The Client Currency Order Landscape

- Spot, Forward and Swap Products — Which Client Needs Each Serves
- Principal Versus Agency Roles — Disclosure of the Provider's Capacity
- Electronic and Voice Order Channels — Choosing Channel by Client Type
- Liquidity Across Trading Sessions — Timing Advice for Large Client Orders
- Client Classification Profiles — Matching Service Level to Client Knowledge

### Day 2: Quoting Spreads and Markups

- Mid Price and All-In Rate Calculation — Transparent Client Pricing
- Markup Grids by Client Segment — Consistent and Defensible Price Differences
- Request for Quote Handling — Firm Versus Indicative Price Commitments
- Last Look and Hold Time Disclosure — Client Understanding of Rejections
- Price Explanation Scripts — Answering Treasurer Questions on Cost

### Day 3: Order Types, Stops and Margin

- Limit and Take-Profit Orders — Client Instruction Wording and Validity
- Stop Loss Trigger Logic — Bid, Offer or Mid Trigger Choice
- One-Cancels-Other and Trailing Stops — Linking Orders Without Errors
- Margin Requirements and Leverage — Setting Client Collateral Cover
- Margin Call and Close-Out Sequence — Protecting Clients and the Provider

### Day 4: Conduct and Best Execution

- Execution Factors and Their Weighting — Evidence of Client Interest
- Pre-Hedging and Information Handling — Avoiding Misuse of Client Orders
- Order Book Timestamps and Audit Trails — Supporting Complaint Reviews
- Slippage and Gap Fill Reviews — Symmetric Treatment of Price Moves
- Conflicts of Interest Registers — Sales Incentives and Client Outcomes

## Day 5: Practising the Client Order Handling Procedure

- Corporate Importer Hedge Order Scenario — Applying Quote and Markup Rules
- Fund Manager Stop Order Scenario — Applying Trigger and Slippage Reviews
- Leveraged Client Margin Scenario — Applying Close-Out Sequence Steps
- Execution Quality Test Pack — Applying Factor Weighting to Sample Fills
- Client Order Handling Procedure Draft — Sales Head and Control Sign-Off

## Applying Foreign Exchange Client Order Handling After the Course

- Run a sample review of recent stop order fills against the trigger and slippage rules practised on Day 4.
- Rebuild the client markup grid by segment and agree its disclosure wording with compliance staff.

## Foreign Exchange Client Order Handling Questions FAQ

### What is Foreign Exchange Client Order Handling and why does it matter now?

It is the set of rules for quoting, accepting and filling client currency orders. It matters now because clients compare prices electronically and expect clear disclosure of spreads and stop triggers.

### Which roles gain most from Foreign Exchange Client Order Handling training?

Client sales, order desk, relationship and control staff gain most. You benefit if you quote prices, accept resting orders or check fills.

### How does Foreign Exchange Client Order Handling differ from a currency trading strategy course?

It focuses on serving client orders fairly, not on taking market positions. It covers spreads, order terms, margin rules and execution evidence.

### What do you bring back from Foreign Exchange Client Order Handling training?

You bring back a draft procedure for client orders. It sets out markup rules, stop trigger logic, margin steps and fill evidence.

## Foreign Exchange Client Order Handling: The Way Forward

The client order handling procedure first informs how markups are set and disclosed for each client segment. Sales heads, order desk staff and compliance reviewers use it to accept orders and settle disputes consistently. After its first use, the stop trigger and slippage rules deserve a second look, as fast markets show where client expectations and practice differ.