

NOS VF49 – Process Payment Transactions in the Vehicle Sales Environment

UNIT OVERVIEW

This unit is about calculating the cost of a vehicle and processing not only cash payments but other forms of payment too, including account payments. You are expected to be able to use the relevant point of sale equipment and be aware of and able to deal with, instances of potential fraud.

ESSENTIAL KNOWLEDGE

You need to know and understand:

Legislative and organisational requirements and procedures

- K1. your organisation's systems and procedures for:
 - authorising non-cash and credit account transactions
 - verifying account holders
 - calculating and taking payments
 - booking purchases to customer accounts
 - dealing with suspected fraud
- K2. the relevant rights, duties and responsibilities contained within current versions of consumer legislation.
- K3. the features of any current campaigns and promotions.
- K4. the limits of your authority for processing payments
- K5. the implications and liabilities of the Money Laundering legislations

Pricing

- K6. how to identify and check prices in your own operation.
- K7. how to get information and advice to deal with pricing problems.
- K8. how to identify current discounts and special offers (e.g. campaigns and promotions).

Handling payments and payment problems

- K9. how to keep cash and other payments safe and secure.
- K10. how to check for and identify counterfeit payments.
- K11. how to check for stolen cheques, credit cards, charge cards or debit cards.
- K12. how to deal with customers offering suspect tender or non-cash payments.
- K13. Common methods of calculating payments, including the use of point of sale equipment and manual calculations.
- K14. the types and amounts of payment you are able to receive and accept.
- K15. the types of transactions errors that can occur and the consequences of failure to report errors.

Customer Care

- K16 how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods.
- K17 the value and importance of customer service to effective trading operations.

PERFORMANCE OBJECTIVES

To be competent you must:

- P1. identify the price of items accurately.
- P2. resolve any problems in pricing promptly by using the sources of information at your disposal.
- P3. calculate the total price of the transaction correctly.
- P4. inform customers of the amount due clearly and accurately.
- P5. confirm the cash amount given by your customer and the change you give them.
- P6. verify the identity of account holders following your organisation's procedures prior to debiting their account.
- P7. gain authorisation for accepting **non-cash payments** and processing account debits when the value of the order exceeds the limit you are able to authorise.
- P8. inform the customer tactfully when authorisation for payment cannot be obtained for non-cash transactions.
- P9. complete and process **payment documentation** accurately.
- P10. store payments securely and protect them from theft.
- P11. be courteous to customers at all times.
- P12. balance the need to give attention to individual customers whilst ensuring that others are not left without attention.

KEY WORDS AND PHRASES

Legislation:

Current, relevant legal requirements governing the sale of goods, trade descriptions and consumer protection.

Non-cash Payments:

Examples include cheques, account payments, credit and debit card payments.

Sources of information:

Examples include vehicles, pricing information, other colleagues and your line manager.

SCOPE OF THIS UNIT:

1. **Payments** are:
- cash
 - non-cash

2. Payment documentation covers:

- receipts and records
- credit and charge card slips
- credit account slips
- cheques
- BACS Payments
- Telegraphic Transfers