

Overview

This unit is about calculating the cost of parts and services 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.

Performance criteria

You must be able to:

1. identify the price of items accurately
2. resolve any problems in pricing parts and services promptly by using the **sources of information** at your disposal
3. calculate the total price of the transaction correctly
4. inform customers of the amount due clearly and accurately
5. confirm the cash amount given by your customer and the change you give them
6. verify the identity of account holders following your organisation's procedures prior to debiting their account
7. 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
8. inform the customer tactfully when authorisation for payment cannot be obtained for non-cash transactions
9. complete and process payment documentation accurately
10. store payments securely and protect them from theft
11. be courteous to customers at all times
12. balance the need to give attention to individual customers whilst ensuring that others are not left without attention

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. your organisation's systems and procedures for:
 - 1.1 authorising non-cash and credit account transaction
 - 1.2 verifying account holders
 - 1.3 calculating and taking payments
 - 1.4 booking purchases to customer accounts
 - 1.5 dealing with suspected fraud
2. the relevant rights, duties and responsibilities contained within current versions of consumer **legislation**
3. the features of any current parts and or services campaigns and promotions
4. the limits of your authority for processing payments
5. the limits of your authority for processing a refund
6. the limits of your authority for processing credit notes

Pricing

7. how to identify and check prices in your own **parts and services** operation
8. how to get information and advice to deal with pricing problems
9. how to identify current discounts and special offers (e.g. campaigns and promotions)

Handling payments and payment problems

10. how to keep cash and other payments safe and secure
11. how to check for and identify counterfeit payments
12. how to check for stolen cheques, credit cards, charge cards or debit cards
13. how to deal with customers offering suspect tender or non-cash payments
14. common methods of calculating payments, including the use of point of sale equipment and manual calculations
15. the types of payment you are able to receive and accept
16. the types of transactions errors that can occur and the consequences of failure to report errors

Customer Care

17. how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy

trading periods

18. the value and importance of customer service to effective trading operations

Process Payment Transactions in the Automotive Retail Environment

Scope/range

1. Payments include:
 - a. cash
 - b. non-cash

2. Payment documentation includes:
 - a. receipts and records
 - b. credit and charge card slips
 - c. credit account slips
 - d. cheques
 - e. records of electronic transfer

Glossary

Legislation:

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

Non-cash Payments:

Examples include cheques, account payments, credit and debit card payments and electronic transfer

Parts and services:

These are vehicle parts, any accessories and consumables. Services can be any associated with the retail motor industry

Sources of information:

Examples include parts and services pricing information, other colleagues and your line manager

Process Payment Transactions in the Automotive Retail Environment

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