
Overview

This standard is about the calculation of the cost of parts and processing both cash and other forms of payment, including credit and debit card payments, account payments and credit transfers. 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.

For this standard parts may be new, refurbished or recycled.

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Performance

criteria

- You must be able to:
- P1 accurately identify the price of items
 - P2 promptly resolve any problems in pricing parts by using the sources of information at your disposal
 - P3 correctly calculate the total price of the transaction
 - P4 clearly and accurately inform customers of the amount due
 - P5 confirm the cash amount given by your customer and the change you give them, if relevant
 - P6 securely 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 in a suitable manner when authorisation for payment cannot be obtained for non-cash transactions
 - P9 clearly and accurately complete and process all documentation required
 - P10 store payments securely and protect them from theft
 - P11 ensure you are 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

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to processing payment transactions
- K2 how to identify and check prices in your own parts operation
- K3 how to get information and advice to deal with pricing problems
- K4 how to identify current discounts and special offers (e.g. campaigns and promotions)
- K5 how to keep cash, other payments and customer data safe and secure
- K6 how to check for and identify counterfeit payments
- K7 how to check for stolen credit cards, charge cards or debit cards
- K8 how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods
- K9 how to deal with customers when authorisation cannot be obtained for their non-cash payments
- K10 common methods of calculating payments, including the use of point of sale equipment and manual calculations
- K11 acceptable methods of payment and the payment process, including customer credit checks, in line with legal requirements
- K12 your organisation's systems and procedures for:
 - K12.1 authorising non-cash
 - K12.2 verifying account holders and booking purchases to customer accounts
 - K12.3 calculating and taking payments
 - K12.4 dealing with suspected fraud
 - K12.5 completing and processing documentation
- K13 the value and importance of customer service to effective trading operations
- K14 the limits of your authority for processing payments
- K15 the types of transaction errors that can occur and the consequences of failure to report errors

Additional information

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Glossary**Parts**

These are motor vehicle parts (new, refurbished or recycled), any accessories and consumables

Sources of information

- Parts lists and other relevant parts information stored on manual or computerised parts information systems, including parts identification systems, parts location systems, parts ordering systems.
- Customer feedback, staff comments, records and reports, your own observations

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