
Overview

This unit is about working out how much the customer needs to pay and taking payment from them. You are expected to be able to take other forms of payment as well as cash. You are expected to follow your own organisation's procedures and use the point of sale technology in your area of work. Another responsibility is to be both aware of, and able to deal with instances of potential fraud.

The unit is divided into three parts. The first part describes the two things you have to do. These are:

1. calculate the price of customers' purchases
2. process sales payments

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in the unit.

This unit is for people who process sales in sport and recreation facilities by working, for example, in a store or on reception.

SKAB223 (SQA Unit Code - FA4W 04)

Process payments for purchases

Performance criteria

You must be able to:

Calculate the price of customers' purchases

- P1 accurately identify the price of items
- P2 promptly resolve any problems in pricing goods
- P3 gain advice from relevant people if you cannot resolve problems with prices yourself
- P4 make correct calculations for purchases
- P5 make sure the purchase meets expected

You must be able to:

Process sales payments

- P6 clearly and accurately inform customers of the amount due
- P7 confirm the cash amount given by the customer and the change you give them
- P8 gain authorisation for accepting non-cash payments when the value of the item exceeds the limit you are able to authorise
- P9 tactfully inform the customer when authorisation for payment cannot be obtained for non cash transactions
- P10 accurately complete payment documentation
- P11 securely store payments and protecting them from theft
- P12 offer additional services to the customer where they are available
- P13 be courteous to customers at all times
- P14 give attention to individual customers whilst ensuring others are not left without attention

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Knowledge and understanding

You need to know and understand:

- K1 how to identify and check prices in your organisation
- K2 where to get information and advice to deal with pricing problems
- K3 how to identify any defects in products as they are being processed for sale
- K4 how to identify any current discounts and special offers
- K5 the way payments are calculated in your store
- K6 common methods of calculating payments including point of sale technology and physical calculations
- K7 how to keep cash and other payments safe and secure
- K8 the types of payment that you are able to receive
- K9 procedures for authorising non-cash transactions
- 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 relevant rights, duties and responsibilities relating to The Sale of Goods Act
- K14 organisational procedures for calculating and taking payments
- K15 organisational procedures for dealing with suspected fraud the value and importance of customer service to effective trading operations
- K16 how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods

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Additional Information

Scope/range related to performance criteria

1. **calculation**
 - 1.1. using point of sale technology
 - 1.2. physical (including calculator and long hand calculations)
2. **purchase**
 - 2.1. stock items
 - 2.2. special offers and discounts
3. **payment**
 - 3.1. cash
 - 3.2. cheques
 - 3.3. cards

Glossary

Discrepancies in items

When the item does not match its description or price

Gain authorisation

Getting the permission of a more senior colleague

Long hand calculations

Working out the total price on paper

Making calculations

Working out the total price

Payment documentation

Till receipts, records, credit and charge card slips

Point of sale technology

Usually the till

Problems with prices

Not knowing what the correct price is

Relevant people

Colleagues, managers or supervisors

Sources of information

This includes the written product or pricing information and other colleagues, managers or supervisors

Store

In this case could be the facilities reception service or shop

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Visually inspect

Checking the item by looking carefully at it

Links to other NOS

This unit links closely with SKAOSC31, SKAOSC32 and SKAOSC34.

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Process payments for purchases

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Suite Operational Services

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