

Maintain and deal with payments

Overview

This standard is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure.

When you have completed this standard you will have demonstrated your understanding of and your ability to:

- Maintain and deal with payments

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Performance criteria

You must be able to:

1. Ensure your payment point is working and that you have all the materials you need
2. Maintain the payment point and restock it when necessary
3. Enter / scan information into the payment point correctly
4. Tell the customer how much they have to pay
5. Acknowledge the customer's payment and validate it where necessary
6. Follow correct procedure for chip and pin and contactless transactions
7. Put the payment in the right place according to your organisation's procedures
8. Give correct change for cash transactions
9. Carry out transactions without delay and give relevant confirmation to the customer
10. Make the payment point contents available for authorised collection when asked to
11. Follow organisational procedures to sign off from / shut down payment point and conduct a handover at the end of a shift

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Knowledge and understanding

You need to know and understand:

1. Legal requirements for operating a payment point and taking payments from customers
2. Different types of payment equipment and processes used by an organisation and accepted methods of payment
3. Your organisation's security procedures for cash and other types of payments
4. How you should set up your payment point
5. How to get stocks of materials you need to set up and maintain the payment point
6. Why it is important to tell the customer about any delays and how you should do so
7. The types of problems that might happen with your payment point and how to deal with these
8. The procedure for changing the till / card machine roll
9. The correct procedures for handling payments
10. What you should do if there are errors in handling payments
11. The procedures for dealing with hand held payment devices
12. What procedure you must follow with regard to a payment that has been declined
13. What might happen if you do not report errors
14. The types of problems that may happen when you are taking payments and how to deal with these
15. The procedures for collecting the contents of the payment point, including who you should hand payments to
16. The procedures for signing off and handover at the end of a shift
17. What VAT is and how it is applied to the bill
18. How to handle tips in cash and via electronic payments

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Scope/range

1. Materials

- 1.1 cash float
- 1.2 cash equivalents
- 1.3 relevant stationery
- 1.4 till / card machine rolls
- 1.5 Handheld devices

2. Payments

- 2.1 cash
- 2.2 credit / debit cards
- 2.3 contactless e.g. cards / tablets / watches / mobile phones
- 2.4 cash equivalents

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Scope/range related to performance criteria **Authorised collection**

The correct person coming to pick up the payments from the till

Cash equivalents

For example, vouchers, discounts, currency cards

Payment point

A till, card machine, electronic (e.g. tablet / computer) or hand-held device

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