

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

Functional Area - 1. General Enterprise Banking Service Delivery  
(Key Function – 1.2 Delivery of Cash Management Services)

Title	Provide services on account receivable management
Code	109164L3
Range	Provision of account receivable services covering enterprise banking account transaction locally and/ or cross border (e.g. receivable collection from debtors, service fees) and via different channels (e.g. auto-pay, e-banking, branch, bulk cheque, bulk cash, etc.).
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate basic understanding in the full suite of account receivable services of the bank by performing the tasks which fulfil work requirements and expectations;</li> <li>• Understand operational procedures of different account receivable services offered by the bank in order to carry out the job effectively.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Arrange for account receivable services (e.g. membership fees, bills, premiums) according to clients' instructions (e.g. specified amount, designated dates, channels);</li> <li>• Handle account receivable from debtors according to instructions of clients;</li> <li>• Arrange for automation of bulk receivable transactions;</li> <li>• Process cash / cheques deposit according to bank's procedures;</li> <li>• Inform clients about the pricing for the transaction;</li> <li>• Inform clients upon receipt of the funds and handle their enquiries;</li> <li>• Provide detailed receivables information and tracking of collection data.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Comply with regulatory requirements, professional ethics and internal guidelines of the bank during the course of service delivery;</li> <li>• Communicate with clients to understand their request and ensure their satisfaction;</li> <li>• Perform work duties related to receivable collection proactively and follow up with affected parties including co-workers, business partners and clients.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Execution of account receivable services to fulfil the requests of clients and in compliance with the bank's guidelines.</li> </ul>
Remark	