

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 collection and delivery services of banking items
Code	109165L3
Range	Provision of collection and delivery services of banking instruments for the enterprise banking clients. This applies to different banking items such as cash, cheque, invoices and trade documents from designated places (e.g. retail outlets) and instructions submitted through face to face, telephone or internet.
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"> • Understand the expectations and common business requirements of enterprise banking clients on the collection and delivery services offered by the bank; • Understand collection and delivery services' operations and the related products available in the market and; • Understand operational procedures of different collection and delivery services offered by the bank in order to carry out the job effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Communicate with clients to arrange for collecting documents based on bank instructions (e.g. collection frequency, service scope); • Communicate with clients to understand their needs (e.g. transaction pattern, volume, payment cycle) in order to determine the details of pick-up or delivery services (e.g. frequency, dates, volume) that can best match with their needs; • Arrange courier for pick-up and delivery services of cash, cheques and other banking documents from designated locations (e.g. retail outlets, clients' premises) according to clients' instructions; • Liaise with security firms in arranging cash collection services to ensure secured transportation as necessary; • Arrange for wholesale / retail lockbox services according to clients' needs in order to minimize the time of processing. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Handle the relevant transactions enquiries from clients promptly with accurate information; • Comply with regulatory requirements, professional ethics and internal guidelines of the bank during the course of service delivery; • Communicate with clients to understand their request and ensure their satisfaction.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of collection and delivery services on banking items to fulfil the requests of clients and in compliance with the bank's guidelines.
Remark	