Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.3 Cash Management and Account Transactions Processing)

Title	Process payment transactions
Code	109208L3
Range	Processing the whole range of payment services for enterprise clients. This applies to enterprise clients of different segments and their instructions provided in different channels (e.g. face to face, internet, phone).
Level	3
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand key features and operational procedures of the full suite of payments services offered by the bank and apply the knowledge to process the transaction accurately; • Understand the legal requirements and internal standards and process different transactions related to payment services according to regulatory requirements and the bank's internal procedures and guidelines; • Comprehend different payment methods and have a thorough understanding of the banking practice and a basic knowledge of law relating to the transactions; • Recognize the characteristics of using different channels to process the transactions. 2. Applications Be able to: • Take necessary actions to ensure all required documentation are submitted and compiled correctly; • Verify authenticity of information submitted by clients and request for further information if necessary; • Process stand-alone money transfer services or regularly scheduled payments; • Compute payments electronically / via check according to clients' instructions; • Issue checks for the clients and verify the information before payment; • Process stop payment services, or cancel or edit a scheduled payment; • Verify the payment amount, conduct the transaction and record the account transaction accurately; 3. Professional Behaviour and Attitude Be able to: • Compare check files submitted by the clients and ones presented for payment to detect fraudulent cases; • Process payment transactions and handle clients' personal data in compliance with the relevant regulations and code of conduct; • Verify all transactions processed to ensure that compliance of established standards is met.
Assessment Criteria	The integral outcome requirements of this UoC are: • Execution of payment services to fulfil the requests of clients and in compliance with regulatory requirements and the bank's guidelines.

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Remark	