

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 receivable collection transactions
Code	109209L3
Range	Processing the whole range of receivable collection services for enterprise banking clients. This applies to enterprise banking clients of different segments and instructions provided through different channels (e.g. face to face, internet, phone).
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 key features and operational procedures of the full suite of receivable collection transactions processed by the bank and apply the knowledge to process the transactions accurately; • Understand the standard operations requirements and process different receivable collection transactions in accordance with the bank's internal procedures and guidelines; • Recognize the characteristics of using different channels to process the transactions. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Take necessary actions to ensure all required documentation related to receivable collection transactions are submitted and compiled correctly; • Verify authenticity of information submitted by clients and request for further information if necessary; • Perform checking on checks collected and verify the information presented on the checks before deposited; • Process the cash or cheques collected to ensure the right amount is credited to clients' accounts (e.g. cash counting, cheques clearing, deposit); • Arrange customized lockbox collection services to reduce collection float. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Process different receivable collection transactions and handle clients' personal data in compliance with relevant regulations and code of conduct; • Make effort to ensure that compliance of established standards is met.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of receivable collection services to fulfil the requests of clients and in compliance with regulatory requirements and the bank's guidelines.
Remark	