



Australian Government

FNSACM311 Process and manage payments

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to process and allocate payments, including maintaining customer and payment details, addressing routine questions and issues about payments and actioning required adjustments.

The unit applies to those who may work as part of the finance or accounting team in organisations, or in customer facing roles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Account management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare customer payments	1.1 Determine customer requirements 1.2 Confirm information required to allocate payments with customer 1.3 Allocate bank receipts and customer payments to customer account according to organisational policies and procedures 1.4 Investigate where payment details provided do not match expected payments and rectify where required 1.5 Issue payment receipts according to organisational policies and procedures
2. Address routine enquiries and issues	2.1 Respond to customer payment, billing and account queries according to organisational policies and procedures 2.2 Investigate concerns about incorrect payment allocation 2.3 Update customer details as advised according to organisational

ELEMENT	PERFORMANCE CRITERIA
	policies and procedures
3. Action required adjustments	3.1 Apply discounts or late payment fees according to organisational policies and procedures, as required 3.2 Apply approved account, invoice or billing adjustments according to organisational policies and procedures as required 3.3 Escalate complex matters and customer complaints as required

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance

SKILL	DESCRIPTION
Numeracy	Accesses and checks numerical information embedded in a range of texts
Oral communication	- Uses listening and questioning techniques to confirm understanding of requirements - Uses clear, specific and culturally sensitive language to convey information - Follows accepted communication practices and protocols, adjusting personal communication style in response to the values, beliefs and cultural expectations of different customers
Reading	Interprets and analyses textual information
Writing	Updates details in computer systems
Planning and organising	Plans, organises and implements tasks according to organisational requirements
Technology	Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSACM301 Administer financial accounts.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>