

**Unit ID: 782**

**Domain**

**SAVINGS BANK OPERATIONS**

**Title:**

**Sort, verify and process customer  
cheques, vouchers and reports as part of  
postal banking operations**

**Level: 3**

**Credits: 12**

### **Purpose**

This unit standard specifies the competency required to sort, verify and process customer cheques, vouchers and reports as part of postal banking operations. It includes examining cheques and vouchers for technical integrity; redeeming or depositing cheques into customer account; issuing counter or bank cheques; jogging and dispatching cheques and vouchers; processing cheques, vouchers and reports; and placing stop payment notices on customer cheques. This unit standard is intended for those who work in savings bank operations in postal services.

### **Special Notes**

1. Entry information

Prerequisite:

- Unit 737 *Follow safety and security work procedures in a postal services environment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which postal operations are carried out.
3. Cheques include but are not limited to: customer cheques; vouchers; Magnetic Ink Character Recognition (MICR) vouchers.
4. Regulations and legislation relevant to this unit standard include the following:
  - Namibia Post and Telecommunications Establishment Act, No. 17 of 1992
  - Financial Intelligence Act, No. 3 of 2007
  - Namibian Financial Services Charter (NFSC)
  - Credit Agreements Act 75 of 1980
  - South African Reserve Bank Act 90 of 1989
  - Bank of Namibia Act 15 of 1997
  - Bills of Exchange Act
  - Stamp Duty Act, No. 77 of 1968
  - Namibia Labour Act, No 11 of 2007
  - Social Security Act, Act no. 34 of 1994
  - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

## **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Examine cheques and vouchers for technical integrity**

#### **Range**

Completeness includes but is not limited to: correct preparation; date stamp; authentication; validity; value of the cheque; compliance with terms of the Bills of Exchange Act.

Compliance includes but is not limited to: date correct; amount clearly and correctly stated; crossings and endorsements in compliance with legislation.

Irregularities may include but are not limited to: beneficiary details; unauthorised amendments; possibly fraudulent cheques drawn on specific accounts.

Unauthorised amendments include but are not limited to: beneficiary details; dates; signature; amounts.

Annotation and initialling includes but is not limited to: cancelling signature; answering properly on irregular cheque.

#### **Performance Criteria**

- 1.1 Cheques are obtained and prepared for checking in line with bank procedures.
- 1.2 Cheques are checked for completeness and compliance in line with bank requirements.
- 1.3 Signature of cheque is verified in line with bank procedures.
- 1.4 Details on cheque are checked for possible irregularities in line with bank guidelines.
- 1.5 Relevant bank branches are notified of any irregularities found in line with bank requirements.
- 1.6 Queries are followed up, attended to in a timely manner that promotes customer service, and resolved in line with bank procedures.
- 1.7 Any unresolved queries are referred to supervisor or manager in line with bank procedures
- 1.8 Verified cheques are annotated and initialled in line with bank procedures.

## **Element 2: Redeem or deposit cheque into customer account**

### **Range**

Authorisation includes but is not limited to: corporate resolution; signature card.

### **Performance Criteria**

- 2.1 Cheque and deposit slip are received from customer.
- 2.2 Cheque is examined for soundness in line with bank procedures.
- 2.3 Customer name, identification, authorisation and account number are verified in line with bank procedures.
- 2.4 Proper endorsement, date and amount are checked in line with bank procedures.
- 2.5 Cheque is checked for any alterations in line with bank procedures.
- 2.6 Availability of funds in customer account is verified if applicable in line with bank procedures.
- 2.7 Transaction is run on teller terminal and receipt and cash-out ticket printed in line with bank procedures.
- 2.8 Amount is verified on computer and customer preference in currency confirmed in line with bank procedures.
- 2.9 Currency is removed from cash drawer, counted and handed to customer or denominations entered into computer in line with customer requirements and bank procedures.
- 2.10 Cheque, cash-out ticket and deposit slip are placed in cash drawer or work bin for customer or to be batched later in line with bank procedures.

## **Element 3: Issue counter or bank cheque**

### **Range**

Verification of cheque from customer includes but is not limited to: verifying amount on computer and placing currency in drawer; examining cheque and verifying funds availability; verifying authorised signatures from corporate resolution or signature card.

Preparation of bank cheque includes but is not limited to: payee details; amount; account to be debited.

Entries may include but are not limited to: bank cheque credit; customer debit; commission credit.

### **Performance Criteria**

- 3.1 Customer requirements for counter cheque are established in line bank procedures.
- 3.2 Currency or verified cheque is received from customer for amount of counter or bank cheque requested plus any service charges, if applicable, in line with bank procedures.
- 3.3 Cheque received from customer is verified in line with bank procedures.
- 3.4 Counter or bank official cheque is typed or information entered into computer to be printed in line with bank procedures.

- 3.5 Transaction is processed on terminal in line with bank procedures.
- 3.6 Counter or bank cheque is submitted for authorisation signature in line with bank procedures.
- 3.7 Counter or bank cheque is handed to customer together with copy in line with bank procedures.
- 3.8 General ledger tickets are prepared in line with bank procedures.
- 3.9 Cash-in ticket or cheque, general ledger tickets and copy of counter or bank cheque are placed in work bin in line with bank procedures.

#### **Element 4: Jog and dispatch cheques and vouchers**

##### **Range**

Jogging includes but is not limited to: making sure cheques and vouchers do not get stuck together.

##### **Performance Criteria**

- 4.1 Cheques and vouchers are placed in start section of the jogger machine and jogged in line with machine operating and bank procedures.
- 4.2 Machine is operated in line with manufacturer's guidelines and bank procedures.
- 4.3 Any rejected cheques are removed from machine at the end of the run and ticked off against the report, in line with machine operating and bank procedures.
- 4.4 Jogged cheques are sorted into dispatch boxes in line with bank procedures.
- 4.5 Dispatch boxes are forwarded to appropriate departments in line with bank procedures.

#### **Element 5: Process cheques, vouchers and reports**

##### **Range**

Further processing may include but is not limited to: stop payments; special clearance; Foreign Exchange (Forex) requirements.

##### **Performance Criteria**

- 5.1 Cheques that require further processing are sent to relevant departments in line with bank procedures.
- 5.2 Copies or original cheques, vouchers and reports are passed on for inclusion in statements or are filed in line with stipulated bank procedures.
- 5.3 Cheques are sorted in line with status message in line with bank procedures.
- 5.4 Incorrectly drawn cheques and vouchers are returned in line with bank procedures.
- 5.5 Unpaid, late unpaid and rejected cheques are listed in a report, collected from the bulk file department and processed in line with bank procedures.
- 5.6 Relevant data relating to unpaid, late unpaid and rejected cheques is captured in line with bank procedures.

5.7 Relevant branch is notified of the reason why cheque is rejected in line with bank procedures.

**Element 6: Place stop payment on customer cheque**

**Performance Criteria**

- 6.1 Cheque information is received from customer in line with company procedures.
- 6.2 Customer account is accessed on computer and examined to verify that cheque has not cleared from account in line with company procedures.
- 6.3 Stop payment form is completed and signed by customer in line with company procedures.
- 6.4 Stop payment information is entered into appropriate system on computer and placed in appropriate file in line with company procedures.
- 6.5 Fee is collected from customer and processed in line with company procedures.
- 6.6 Proof of payment is completed as required and placed in work bin in line with company procedures.

**Registration Data**

<b>Subfield:</b>	Postal Services
<b>Date first registered:</b>	
<b>Date this version registered:</b>	
<b>Anticipated review:</b>	
<b>Body responsible for review:</b>	Namibia Training Authority