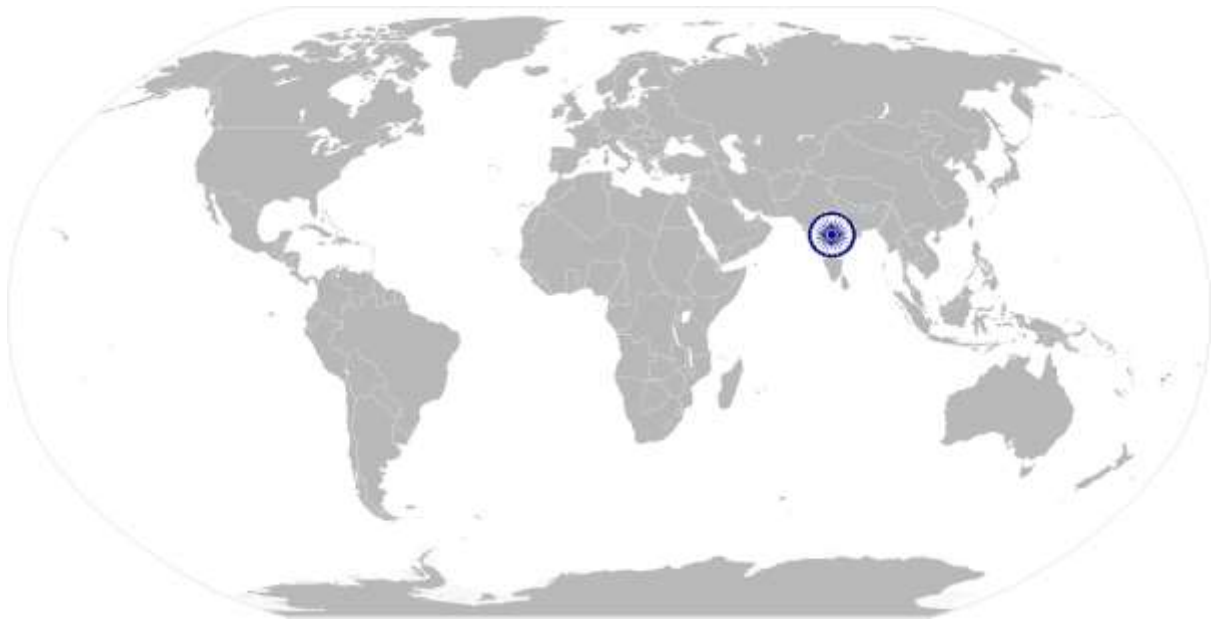


SSC/ N 1105

Collect payment from corporate clients

National Occupational Standard



Overview

This unit is about submitting invoices to corporate clients and making sure they pay these on time.

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Collect payment from corporate clients

Applicable NOS Unit

Unit Code	SSC/ N 1105
Unit Title (Task)	Collect payment from corporate clients
Description	This unit is about submitting invoices to corporate clients and making sure they pay these on time.
Scope	<p>This unit/task covers the following:</p> <p>Agreed method:</p> <ul style="list-style-type: none"> in person via registered post/courier electronically <p>Appropriate people:</p> <ul style="list-style-type: none"> line manager members of the delivery team members of the finance team
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. check accuracy of invoices for work carried out on projects</p> <p>PC2. submit invoices to clients on time and through the agreed method</p> <p>PC3. clarify relevant information on invoices in response to queries received from corporate clients</p> <p>PC4. pass queries outside your area of competence to appropriate people to resolve directly with corporate clients</p> <p>PC5. monitor approval and payment of invoices at milestones and due dates</p> <p>PC6. make courteous and authoritative requests to clients for timely approval and payment of invoices</p> <p>PC7. inform appropriate people of any delays in approval or payment of invoices and the reasons in line with organizational procedures</p> <p>PC8. file all documentation in a logical manner in line with organizational requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, processes and procedures for collecting and processing payments from corporate clients and your role in this</p> <p>KA2. standard procedures including method for requesting payments from corporate clients and the importance of following these</p> <p>KA3. different methods for processing invoices and how to use these</p> <p>KA4. relevant aspects of your organization's credit terms and where payments fall outside these terms</p> <p>KA5. various methods of payment used by corporate clients and documentation</p>

SSC/ N 1105

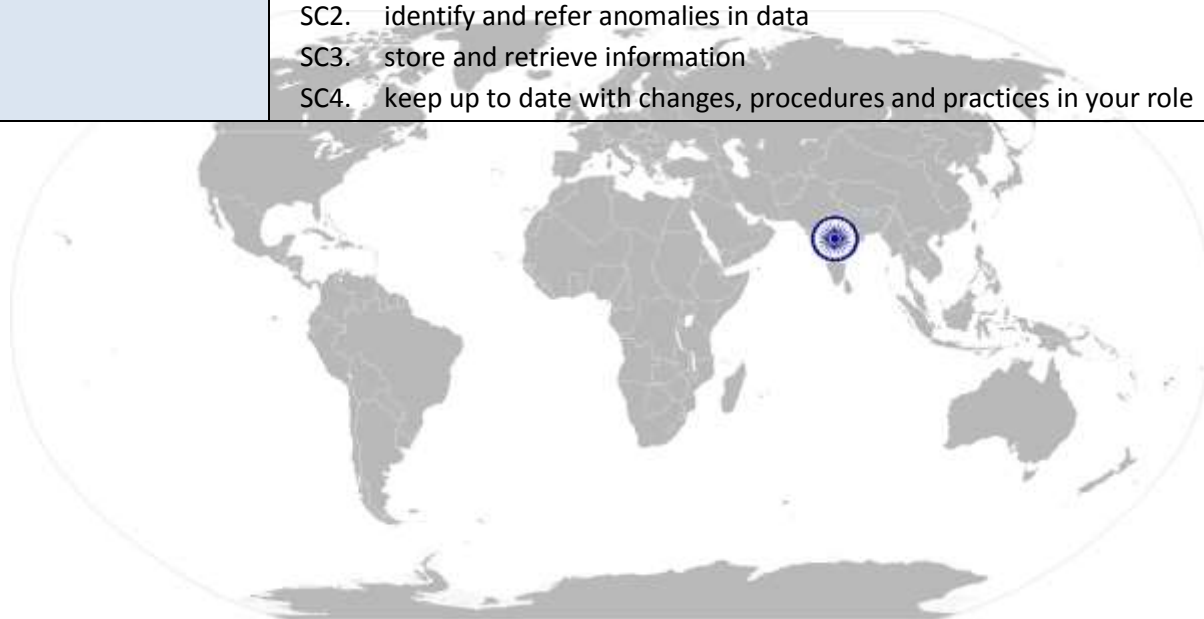
Collect payment from corporate clients

	<p>required to process these</p> <p>KA6. your organization's procedures for filing and retrieving payment information</p>
B. Technical Knowledge	<p>You need to know and understand:</p> <p>KB1. how to identify the contract/work order relevant to the invoice</p> <p>KB2. typical types of queries received regarding invoices and the standard ways in which to respond to these</p> <p>KB3. types of queries that should be dealt with by others and who to pass these to</p> <p>KB4. how to monitor approvals and payments of invoices</p> <p>KB5. how to deal with different types of non-payments and problems</p> <p>KB6. how to spot and fraudulent transactions and who to report these to</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>You need to know and understand how to:</p> <p>SA1. communicate with clients regarding in writing</p> <p>SA2. complete accurate, well written work with attention to detail</p>
	Reading Skills
	<p>You need to know and understand how to:</p> <p>SA3. read instructions, guidelines, procedures, rules and service level agreements</p>
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	<p>You need to know and understand how to:</p> <p>SA4. ask for clarification and advice from line managers</p> <p>SA5. communicate orally with clients and colleagues regarding queries</p>
	Decision Making
	<p>You need to know and understand how to:</p> <p>SB1. make decisions on suitable courses of action</p>
	Plan and Organize
	<p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p>
	Customer Centricity
	<p>You need to know and understand how to:</p> <p>SB3. check your own work meets customer requirements</p> <p>SB4. work effectively in a customer facing environment</p>
	Problem Solving
	<p>You need to know and understand how to:</p> <p>SB5. apply problem solving approaches in different situations</p>
	Analytical Thinking
<p>You need to know and understand how to:</p> <p>SB6. analyze data and activities</p>	
Critical Thinking	

SSC/ N 1105

Collect payment from corporate clients

	You need to know and understand how to: SB7. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to: SB8. check your work is complete and free from errors SB9. get your work checked by peers
	Team Working
	You need to know and understand how to: SB10. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. use information technology effectively, to input and/or extract data accurately SC2. identify and refer anomalies in data SC3. store and retrieve information SC4. keep up to date with changes, procedures and practices in your role



SSC/ N 1105
NOS Version Control

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NOS Code	SSC/ N 1105		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]		Version number	0.1
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	IT Services	Last reviewed on	31/03/2018
		Next review date	31/03/2019

