

## Overview

This NOS sets out the skills, knowledge and understanding for processing orders for notes and coin, including the preparation required beforehand and making up the orders. Notes and coin could include foreign currency. In the context of processing orders for notes and coin, systems or documentation can be either manual or electronic.

This NOS is aimed at people involved with cash processing.

Prepare and make up orders for notes and coin

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## Performance criteria

*You must be able to:* **Prepare to make up orders of notes and coin**

1. collate all orders for notes and coin that require processing in accordance with company procedures
2. request the required value of notes and coin, for the total remittance required, in accordance with company procedures
3. check that the value of notes and coin received corresponds with order documentation
4. take appropriate and approved action in the event of a **discrepancy** with value received
5. enter information of value received onto company systems specified
6. complete relevant documentation with information that is accurate and which complies with company audit trail
7. maintain the security of notes and coin as specified in company procedures at all times
8. comply with relevant legislation, regulation and codes of practice at all times

### **Make up orders of notes and coin**

9. place notes and coin into appropriate packaging, in accordance with relevant industry standards
10. make up orders that are accurate, in accordance with customers' requests and within required timescales
11. enter required information relating to the order in accordance with company systems
12. follow company procedures for confirming that orders for notes and coin have been made up as expected, obtaining relevant signatures when required
13. seal packages of notes and coin in a way that ensures their integrity
14. complete accurate information that is relevant for delivery of packages of notes and coin
15. place made up orders of notes and coin into appropriate containers for onward delivery
16. transfer orders to relevant departments within your company for onward delivery
17. obtain relevant signatures, in the required format, when

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- transferring made up orders to relevant departments within your company
18. follow company end of day procedures when all orders have been processed
  19. take appropriate and approved action when discrepancies with orders are identified
  20. maintain the security of notes and coin as specified in company procedures at all times
  21. comply with relevant legislation, regulation and codes of practice at all times
  22. complete relevant documentation with information that is accurate and which complies with company audit trail
  23. maintain your own, and others', health and safety at all times when making up orders of notes and coin

## Knowledge and understanding

*You need to know and understand:* **Legal and company requirements**

1. current relevant legislation, regulations, codes of practice and guidelines relating to processing orders for notes and coin
2. company procedures and timescales for processing orders for notes and coin
3. company procedures for placing and receiving orders for notes and coin
4. company audit trail requirements and your responsibilities within that

### **Prepare to make up orders of notes and coin**

5. how to check the denominations of notes and coin required for customers' orders
6. what documentation you are required to complete and in what format, relating to orders for notes and coin
7. how to access and retrieve information relating to customers' orders

### **Make up orders of notes and coin**

8. which items of tools and equipment you are authorised and trained to use, which items are appropriate for the task, and how to use them safely and effectively
9. how to use a manual system if electronic systems and hardware are broken
10. how to calculate the denomination of notes and coin required for customers' orders
11. the different types of packaging that should be used for notes and coin
12. what information you are required to complete, and in what format, relating to orders for notes and coin, including delivery information
13. the procedures within your company for checking that orders have been made up correctly
14. how to seal packages of notes and coin in order to ensure their

integrity

15. where to place completed orders of notes and coin, prior to onward delivery
16. the arrangements for onward delivery of made up orders of notes and coin
17. the escalation procedures of your company when a **discrepancy** with made up orders is identified
18. how to maintain the security of orders at all times

## Glossary

In these National Occupational Standards:

**discrepancy:** a difference in the amount of notes, coin or valuables received against what is expected. For example, excess coin or cash, insufficient coin or cash, counterfeits or mutilated/damaged items

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