



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Automotive Order and Payment Processing

Services / Wholesale and Retail

Unit Standard 259958 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills required to process automotive orders and payments accurately and efficiently. It covers the entire order-to-payment cycle, including order entry, verification, invoicing, and payment reconciliation, ensuring compliance with organisational policies and regulatory requirements. The course is designed to enhance operational efficiency and customer satisfaction in the automotive industry.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	259958
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply procedures for capturing and verifying automotive orders against customer requirements and stock availability.
- Implement payment processing methods including cash, credit, EFT, and finance approvals in accordance with organisational policies.
- Generate and verify invoices, credit notes, and payment receipts for automotive transactions.
- Reconcile payments received with orders and resolve discrepancies within the payment cycle.
- Demonstrate compliance with relevant legislation, including the Consumer Protection Act and financial regulations.
- Evaluate the order and payment process to identify improvements and reduce errors.

WHO SHOULD ATTEND

- This course is intended for administrative staff, sales consultants, and finance personnel working in automotive dealerships or related retail environments.
- It is also suitable for individuals seeking to develop specialised skills in automotive order and payment processing.

COURSE OUTLINE

Day 1: Introduction to Automotive Order and Payment Processing

- Overview of the automotive industry and sales process
- The order-to-delivery lifecycle
- Key documents: purchase orders, invoices, delivery notes
- Roles of sales, finance, and logistics departments
- Introduction to payment methods: cash, finance, lease
- Regulatory framework: Consumer Protection Act, FICA
- Data integrity and record-keeping basics
- Communication protocols with customers and dealers

Day 2: Order Processing Procedures and Systems

- Order entry workflow: customer details, vehicle specifications
- Order verification: credit checks, stock availability
- Vehicle identification numbers (VIN) and stock allocation
- Order management systems: navigation and data entry
- Order amendments: change requests, re-allocations
- Order cancellations: procedures and penalties
- Tracking order status: from order to delivery
- Escalation procedures for order discrepancies

Day 3: Payment Processing Methods and Reconciliation

- Payment methods: cash, EFT, credit/debit cards, finance, lease
- Payment processing steps: authorisation, capture, settlement
- Point-of-sale (POS) systems and payment gateways
- Invoicing and receipt generation
- Reconciliation: matching payments to invoices
- Handling deposits, part-payments, and refunds
- Identifying discrepancies: short payments, overpayments
- Reporting payment issues to finance department

Day 4: Compliance, Fraud Prevention, and Customer Service

- Consumer Protection Act: cooling-off periods, disclosure
- Financial Intelligence Centre Act (FICA): identity verification
- Anti-money laundering (AML) checks in payments
- Fraud indicators: unusual payment patterns, identity theft
- Customer service: handling payment disputes and order delays
- Record-keeping: filing and retention policies
- Data privacy: POPIA compliance
- Audit trails and reporting

Day 5: Integrated Workflow and Practical Application

- End-to-end process walkthrough: order entry to payment settlement
- Simulated scenarios: amendments, cancellations, refunds
- Troubleshooting: system errors, payment failures, stock issues
- Interdepartmental communication: sales, finance, logistics
- Performance metrics: order accuracy, payment turnaround

- Best practices for efficiency and compliance
- Review of key learning points
- Assessment preparation and course wrap-up

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 259958) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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