LUKULU TOWN COUNCIL

DATE:..... February 2025

1. Introduction

This training program is designed to equip revenue collectors with the necessary knowledge and skills to effectively operate the Verifone Mobile POS system. The training will ensure that all participants gain hands-on experience in using the system for efficient revenue collection and reporting.

2. Training Details

- **Training Location:** Council Chamber
- **Date of Training:** ……February 2025
- **Duration:** 4 hours
- **Objective:** To provide revenue collectors with practical skills to operate the Verifone Mobile POS system efficiently.

3. Training Modules

The training program includes the following key modules:

3.1 Printer Hardware Training

- Understanding the components and functions of the Verifone Mobile POS system.
- Basic troubleshooting and maintenance.

3.2 Processing Transactions & Issuing Receipts

- Step-by-step guidance on initiating and completing transactions.
- Issuing receipts accurately and efficiently.

3.3 Making & Uploading Bank Deposit Slips

- Detailed instructions on creating and uploading bank deposit slips.
- Ensuring accurate documentation and reporting.

3.4 Requesting a Reversal

- Proper procedures for initiating and submitting reversal requests.
- Compliance with council policies on transaction reversals.

3.5 Viewing the Daily Collection Summary

- Accessing and interpreting daily collection summaries.
- Utilizing reports for reconciliation and auditing purposes.

3.6 Login & Logout Procedures

- Secure login and logout practices.
- Maintaining system integrity and user accountability.

4. Expected Training Outcomes

Upon completion of the training, all revenue collectors should be able to:

- **Demonstrate Competency:** Successfully complete practical tasks related to the training modules.
- **Show Understanding:** Assessments and feedback should indicate a strong grasp of system functionalities.
- **Apply Skills Confidently:** Participants should feel prepared to use the system in their daily revenue collection duties.

5. Attendance & Participation

A complete list of attendees is attached to this program. All participants are expected to engage actively in the training sessions and demonstrate their understanding through practical exercises.

6. Recommendations & Next Steps

- **Ongoing Monitoring & Support:** Continuous evaluation to identify areas needing further training or assistance.
- **Refresher Training:** Periodic sessions to reinforce knowledge and introduce system updates.
- **Feedback Mechanism:** Establishing a channel for revenue collectors to report challenges and suggest improvements.

7. Conclusion

This training program aims to ensure that all revenue collectors are well-equipped to operate the Verifone Mobile POS system efficiently. Through practical engagement and continuous learning, the team will enhance revenue collection processes and maintain high operational standards.