

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Sales & Marketing

Title	Process sales order
Code	108200L3
Description	Process business-to-business (B2B) sales orders for a fashion business. This applies to individuals who are required to process business clients' sales orders for a fashion business.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • understand order processing procedures and service standards of the organisation (e.g. confirming delivery date) • outline the common problems and errors in processing sales orders • understand how to follow established procedures to process business clients' orders and handle order-related problems <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • identify sales order requirements • confirm availability of products, prices, delivery date, and payment methods with the clients • obtain authorisation for the sales orders • finalise the transactions, handle procurement matters or send requirements to manufacturing • trace the sales order progress and keep clients informed of the status • perform daily administration of sales orders and handle client enquiries or complaints <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • provide accurate information to clients and uphold organisational order processing policies and standards • coordinate closely with related parties to ensure client satisfaction
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Processing B2B sales orders for a fashion business and following up different sales order processing problems in accordance with established procedures.
Remark	