

Specification of Competency Standards
for the Import and Export Industry
Unit of Competency

Functional Area - E-transaction Management

Title	Process e-commerce order transactions
Code	110997L3
Range	This unit of competency is applicable to practitioners in the import and export industry who are responsible for following established transaction procedures, tracking customer orders, and handling e-commerce transactions.
Level	3
Credit	5
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of e-commerce transactions and basic finance</p> <ul style="list-style-type: none"> • Understand the e-commerce transaction model of the enterprise • Understand the basic knowledge of local and cross-border transactions • Understand the operational processes and relevant regulations of local and cross-border transactions <p>2. Handle e-commerce order transactions</p> <ul style="list-style-type: none"> • Follow up on customer orders, confirm transactions and delivery arrangements • Execute payment settlement for e-commerce transactions • Use digital signature tools to encrypt transactions to ensure their security • Identify whether the transaction result is successful or unsuccessful
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of processing e-commerce orders, confirming transactions and delivery arrangements • Capable of completing e-commerce transaction procedures according to the enterprise's established transaction procedures and relevant regulations
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