

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Sales, Marketing and Customer Services

Title	Prepare express package pick-up schedule
Code	LOAFSM304B
Range	This unit of competency is applicable to express companies. Practitioners should be capable to compile pick-up schedule and inform customers the pick-up time, formats and methods.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of express package pick-up schedule</p> <ul style="list-style-type: none"> <li>• Understand the concepts of express package pick-up schedule and function</li> <li>• Understand the operation time of relevant countries' customs, freight stations and container terminals</li> <li>• Understand the flight time required from the place of origin to freight station</li> <li>• Understand apron processing time, customs clearance time and efficiency of the place of origin, transit airport and destination</li> <li>• Understand the estimated departure time and arrival time from the place of origin to other countries</li> <li>• Understand the required time to have express package delivered to the receiver after customs clearance</li> </ul> <p>2. Prepare express package pick-up schedule</p> <ul style="list-style-type: none"> <li>• Prepare express package pick-up schedule for customers according to the company's business strategy and sales approach</li> <li>• Determine express package pick-up time and delivery time by calculating each city's express time</li> <li>• List out the final pick-up time and guaranteed delivery time for each destination in tabulated form</li> <li>• Put together areas in the same region with similar pick-up times</li> <li>• Put suitable remarks on those requiring special arrangement and extra delivery services</li> <li>• Use diagrams, sentences, and different fonts, font sizes and colors to indicate clearly the pick-up times in different places</li> <li>• Change the schedule following the company's instruction</li> </ul>
Assessment Criteria	<p>This integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> <li>• Capable to effectively prepare pick-up schedule so as to enhance the pick-up efficiency.</li> </ul>
Remark	