

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

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| Title | Compile courier and express service charges schedule |
| Code | LOAFSM401B |
| Range | This unit of competency is applicable to courier and express companies. Practitioners should be capable to compile courier and express service charges schedule for the company and promote to customers effectively on the charges structure and methods. |
| Level | 4 |
| Credit | 6 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Possess the knowledge of courier and express charges</p> <ul style="list-style-type: none"> • Understand the concepts of simple courier and express service charges schedule • Understand the reasons for the establishment of a simple courier and express service charges schedule and cargo specifications • Understand the concepts and reasons of courier and express cargo zone charge • Understand the differences in shipping and delivery costs in different countries • Understand the company's operation policies, courier and express service charges standards and charging policies • Understand the relationship between delivery country, distance, weight and charges • Understand special arrangements for delivery country or terminal • Understand the reasons why some countries charge different fees in the same charging zone • Understand the company's policies on charges development, setting, modification and approval of pipelines and procedures • Understand the development method and mechanism of the market bulletin chart <p>2. Compile courier and express service charges schedule</p> <ul style="list-style-type: none"> • Prepare courier and express service charges schedules for customers as per the company's operations strategy and sales methods • Calculate the main charges by weight and location in a simple tabular form • Add appropriate notes for special arrangements and additional charges, etc. • Apply diagrams, words and sentences, fonts, sizes and colours, etc. to clearly indicate the content of the charges • Design the arrangement of the charges schedule • Adjust the content of the charges schedule according to the company's instructions • Develop a feedback mechanism and integrate information so that the company can formulate new pricing strategies • Record the trend and development of the express delivery fee market so that the company can formulate a future forecast of the competitive environment report |
| Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to compile an effective courier and express service charges schedule, and can clearly present all related courier and express service charges structures and method to the customers |
| Remark | This UoC is adopted from Logistics UoC LOAFSM301A. The QF level is adjusted from level 3 to level 4. |