

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Smart Logistics

Title	Design e-commerce procedures for the logistics industry
Code	LOCUEL401B
Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to optimise the workflow of e-commerce conducted among relevant enterprises or units in the industry.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master basic knowledge of e-commerce operation conducted among relevant enterprises or units in the industry and the strengths and weaknesses of different technologies</p> <ul style="list-style-type: none"> • Possess the basic knowledge of e-commerce • Understand Big Data and its development • Understand Big Data, IoT, Artificial Intelligence and Blockchain, etc. and its development • Know about the legal requirements and obligation when handling e-commerce transaction with external parties • Understand the relationship between e-commerce and the operation of logistics enterprise • Understand the working relationship and flow of e-commerce among different enterprises or units • Understand the legal responsibilities and risks faced by different enterprises or units when conducting e-commerce operation • Understand trade compliance and relevant regulatory requirement and restrictions • Understand and identify the strengths and weaknesses of popular e-commerce technologies in the logistics industry, including: <ul style="list-style-type: none"> ○ Networking: infrastructure like the Internet, Intranet and Extranet ○ Customer: data security, marketing, transaction and payment services ○ Trading and enterprise partners: data exchange and safe transaction through the Internet or Intranet ○ Staff of the enterprise: communicate and cooperate through the Internet or Intranet to complete relevant e-commerce operation ○ IT professionals and users: establish, manage and operate the e-commerce system of the enterprise with appropriate software development tools • Evaluate the pros and cons, costs, effectiveness and improvement of smart logistics • Analyse the risk and emergency plan for smart logistics • Plan and enhance the operation procedures of supply chain • Understand different service mode and types in order to offer high flexibilities service based on the customers' requirement • Understand the documentation requirement for different types of e-Commerce • Understand the countries requirement of e-Commerce trade <p>2. Analyse and formulate electronic data flow among relevant units</p> <ul style="list-style-type: none"> • Base on daily logistics operation to assess the relationship among different enterprises or units and the influence of different forms of e-commerce operation on the overall business of the enterprise • Base on the assessment to analyse the relationship between the demand for e-commerce among different enterprises or units and the existing e-commerce workflow • Base on the demand for e-commerce among different enterprises or units and relevant business partners' special requirements to assess different forms and technologies of e-

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	<p>commerce operation so as to design the form and workflow of e-commerce for the enterprise</p> <ul style="list-style-type: none"> • Establish KPI for improve service levels based on the current data • Covert current data into company information to analyse sales/ operations and the effectiveness of other related departments • Apply logistics technology for logistics, decision-making, data sharing, network planning, consumer forecast, inventory planning, intelligent data calculation and analysis, pattern recognition and decision-making assistance • Apply logistics technology like automation equipment and smart equipment • Analyse and ensure compliance of trade requirement about description, packing and cargo nature according to relevant regulatory requirement • Analyse shipment status data and suggest KPI options to the company and customers • Analyse and establish additional tracing the shipments status and report irregularities options to the company and customers. • Analyse e-payment options and procedure and new technology application to meet with the new market development <p>3. Review e-commerce operating procedures</p> <ul style="list-style-type: none"> • Review e-commerce operation procedures to ensure the effectiveness of information flow • Propose suggestions to improve the effectiveness and efficiency of data flow through new applications • Establish and review factors affecting e-commerce traffic
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to analyse the demand for e-commerce and design relevant e-commerce workflow according to the actual situation of the enterprise and relevant business partners' special requirements; and • Capable to use e-commerce to expand the enterprise's market share and extend its logistics operation to other areas.
Remark	<p>This UoC is adopted from the Logistics UoCs LOCUEL401A and LOCUEL406A</p>