

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Maintain, process and use customer information
Code	LOCUSM201B
Range	This unit of competency is applicable to all sea freight, air freight and express operators. Practitioners should be capable to maintain, process and use customer information properly.
Level	2
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Maintain, process and use customer information</p> <ul style="list-style-type: none"> • Know about information that the freight company comes into contact during operation, including customer contacts, their special needs, organisational structure, freight records, contract terms, freight rates concerned and customs information, etc. • Know about the relationship between shipper, carrier, consignor, consignee customs broker with respect to freight contract • Understand the roles of the following companies during the delivery: manufacturer, trading company, agent, freight forwarder, transporting company, customs house, wholesaler, retailer, bank, headquarters, branch, etc. • Know about solutions for recording, maintaining, processing, accessing and destroying information • Know the use of software to help processing customer information • Understand the impact of leakage and improper use of customer information on the company <p>2. Perform container stowage operation</p> <ul style="list-style-type: none"> • Record, maintain, process and amend all relevant customer information timely and properly • Master the reasonableness and legality of the use of relevant information • Classify information and data effectively according to specified requirements • Implement specified procedures to protect all information • Use software to process massive customer data effectively
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to maintain, process and use customer information safely and properly according to company's regulations and legal requirements; and • Master the reasonableness and legality of the use of relevant information under different circumstances with respect to relevant regulations and legal requirements
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