

Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Implement e-commerce procedures for the logistics industry
2. Code	LOCUEL304A
3. Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to conduct different forms of e-commerce operation among relevant enterprises or units in the industry.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of e-commerce operation</p> <ul style="list-style-type: none"> ◆ Understand different types of e-commerce, including: <ul style="list-style-type: none"> • Business-to-customer e-commerce • Business-to-business e-commerce • Customer-to-customer e-commerce ◆ Understand the e-commerce relationship between the company and relevant units ◆ Understand which processes in the logistics operation are suitable to adopt e-commerce procedures ◆ Understand e-commerce procedures of the company, including: <ul style="list-style-type: none"> • Customer online and security • Customer data processing • Search management • Content and product/service catalogue management • Payment management • Workflow management • Special incident/ information notification

	<p>6.2 Implement e-commerce procedures among relevant units in the logistics industry</p> <ul style="list-style-type: none"> ◆ Understand the information technology adopted in e-commerce operation conducted between the company and relevant units ◆ Understand the legal responsibilities and risks faced by the company and units when conducting e-commerce operation ◆ Adopt suitable technologies to conduct e-commerce operation between the company and relevant units according to their e-commerce relationship ◆ Ensure that the rank of the personnel responsible for e-commerce operation has the authority to do so ◆ Conduct electronic data/document interchange according to the operational instructions of e-commerce ◆ Maintain supplementary records of e-commerce operation
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to adopt suitable technologies to conduct e-commerce operation between the company and individual unit according to their e-commerce relationship.</p>
8. Remarks	