

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Implement e-commerce procedures for the logistics industry
2. Code	LOCUEL308A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of conducting different forms of e-commerce operations among relevant companies or units in the industry.
4. Level	3
5. Credit	3 (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 operations 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 • Understand the information technology adopted in e-commerce operations conducted between the company and relevant units • Understand the legal responsibilities and risks faced by the company and units when conducting e-commerce operation <p>6.2 Implement e-commerce procedures among relevant units in the logistics industry</p> <ul style="list-style-type: none"> • Adopt suitable technologies to conduct e-commerce operations between the company and relevant units according to their e-commerce relationship • Ensure that the rank of the personnel responsible for e-commerce operations 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> <ul style="list-style-type: none"> • Capable of adopting suitable technologies to conduct e-commerce operations between the company and individual unit according to their e-commerce relationship
8. Remarks	This UoC is adapted from the Logistics UoC LOCUEL304A