

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	Provide freight forwarding services for special cargo to customers
Code	LOSACT302B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying special cargo handling procedures and related regulatory requirements to provide freight forwarding service and information to customers who move special cargo including frozen foods/goods, remains transportation
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Know about the special cargo service <ul style="list-style-type: none"> • Understand the operations requirement and procedure for handling special cargo of a logistics service providers • Understand the requirement of customer service • Understand the company's capability and availability of handling special cargo from carriers/ airlines/subcontractor • Clear and understand the customers' requirements, needs including temperature of storage and during journey, equipment, etc. • Know about the operation requirement and procedures of logistics service provider • Understand the service compliance and customer satisfaction importance to the company • Deal with other parties both internally and externally to work out logistics solution for the customer 2. Present the process of freight forwarding <ul style="list-style-type: none"> • Present the freight forwarding operational flow, SOP and KPI to customers • Elaborate the service scope of your solution on handling special cargo to customers • Handle the enquiry from special cargo customers • Discuss and ensure the existence of documents required for transportation of various types of goods to customers including Health department, food/beverage permit/license and handle transport documents 3. Follow-up with customers on sales progress <ul style="list-style-type: none"> • Maintain continuous liaison activities, where applicable, to assist in establishing future requirements • Special SOP/KPI from the appropriate personnel and recommend to customers for next stage liaison • Closely contact with corporate or key account customers on their freight needs to ensure customer satisfaction and 100% compliance of KPI • Establish mechanism and review for continuous product/service improvement purposes 4. Charges calculation for special cargo <ul style="list-style-type: none"> • Record all detailed information about the freight and charges structures to ensure the correctness and validation of them • Accurately check freight charges calculation formulae using are correct • Record freight charge discrepancies found and seek for clarification and correction • Closely monitor the charges validation and expiry date from subcontractors/ airline/carriers and customers' requirement

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

	<p>5. Quotation services</p> <ul style="list-style-type: none"> • Quote freight rates, validity, business terms and conditions of the freight services to customers • Provide quick response to the customers' queries from customers relating to quotations and information quoted • Quote as per the requirement of company's major customer and/or potential target customers <p>6. Freight service promotion for special cargo</p> <ul style="list-style-type: none"> • Monitor existing special cargo freight services • Actively participate in promotional activities like conference, trade fairs, industrial seminars, and follow up responses • Identify new target customers and provide company's introduction and service capability to them • Promote existing special cargo freight services to potential customers by using advertising programmes
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of identifying and confirming the needs of customers for special cargo quotation request; • Capable of formulating quotation accurately and providing information to meet customer's needs under reasonable time frame and accurately; • Capable of communicating with customers on the progress of freight management; and • Capable of promoting existing freight services of special cargo
Remark	