

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

Title	E-Commerce cargo transport arrangement
Code	LOSACT304B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of coordinating e-Commerce cargo transport arrangement and relevant regulatory requirement of handling e-Commerce cargo from and to target countries/region.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the international freight transport requirement of E-Commerce cargo including terms, obligation, liability, routing</p> <ul style="list-style-type: none"> • Possess the knowledge of the rules and regulations of E-Commerce cargo transaction including customs, documents, terms, obligation • Know the market practice and competitors' climates • Understand the company policy, system, tariff, existing procedures and key performance indicator of handling E-Commerce cargo <p>2. Compliance of customers' requirements</p> <ul style="list-style-type: none"> • Inform customers for the company service delivery of E-Commerce including goods restriction, packing of goods, country of origin/destination, and collection/delivery timescales, taxation, terms of shipment or any other requirement • Introduce customer service and cargo booking system to customer • Undertake to decide the most suitable routes and service selection with agreed charges <p>3. Organise freight transport</p> <ul style="list-style-type: none"> • Account registration with the company for new customer • Setup the tariff in the assigned account registration with customer details • Co-ordinate training of booking system usage to customers • Monitor shipment transaction as per agreed charges and service mode <p>4. Performance management authorities</p> <ul style="list-style-type: none"> • Ensure customers understand their accessibility of cargo visibility and their right • Obtain key performance indicator from the system captured and take measurement on the compliance • Report the deviation or any irregularity to the customers and the company • Provide contingency to the resolution of irregularity to the customers as per company's terms
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of possessing and handling E-Commerce cargo transaction; • Capable of introducing the company service coverage and standards of E-Commerce cargo transaction to the customer; and • Capable of organizing E-Commerce cargo transaction as per company guideline and terms
Remark	