

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Import/Export Documentation

Title	Coordinate courier and express documents
Code	LOSAIE305B
Range	This unit of competency is applicable to logistics service providers and courier and express companies. Practitioners should be capable of handling courier and express documents.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand courier and express documents</p> <ul style="list-style-type: none"> • Understand the basic procedures and work flow of courier and express delivery and courier and express business • Understand the requirements for import and export documents in courier and express delivery and transactions • Understand the company's basic document requirements, policies and market requirements • Understand the requirements and procedures of the company system • Understand the consequences of non-compliance with procedures, insufficient/missing documents <p>2. C-ordinate courier and express documents</p> <ul style="list-style-type: none"> • Collect required export documents (such as commercial invoices, import/export licenses, import/export licenses) and refer to the delivery procedures and verify their validity and accuracy) • Clarify with customers regarding booking/order information to prevent any violations found in the document • Confirm the order and issue related documents, such as order confirmation and reference release • Monitor order status through relevant departments, such as delivery, flight departure, etc. • Compile report on irregular events, such as weight deviation, cargo packing problems, payment delays... and take corrective actions and report to the company • Issue related transportation documents, such as agent's waybill, invoice... • Check the customer to confirm receipt of the electronic document, and follow up the payment if there are credit conditions
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of handling courier and express documents; and • Capable of compiling report on irregular events like weight deviation, cargo packing issues, payment delay, and take corrective action and report to the company.
Remark	