

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Implement goods delivery
Code	104960L2
Range	This unit of competency (UoC) is applicable to staff responsible for logistics in retail warehouses. It covers the abilities to correctly complete the delivery procedures for goods in routine, predictable and regular working environment according to the organization's procedures and guidelines.
Level	2
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of goods delivery <ul style="list-style-type: none"> • Possess specific knowledge in goods received or delivered, including: <ul style="list-style-type: none"> • Handling procedures for goods • Names of and materials for packaging generally used • Understand marks and labels • Name of origin /destination, country and code • Distinguish general goods, special goods and dangerous goods • Expiry date • Barcode readability • Understand the documents and records for delivery • Understand the basic procedures and charges for delivery 2. Arrange goods delivery <ul style="list-style-type: none"> • Schedule the flow of receiving goods to meet the warehouse operation requirements and to reduce suppliers' waiting time • Verify shipping order records • Observe visually to see if the goods are up to standard in appearance • Verify the identity of consignor/ consignee • Collect freight charges, storage charges and other related fees (if applicable) to be paid by the customer • Follow the procedures to check and receive the goods and documents, verify the marks and labels, and sign to acknowledge the receipt of goods • Communicate with the higher level and related parties for any special situations • Verify the information, quantity, document and carriage of goods with the other side to ensure they tally with the information on the document 3. Exhibit professionalism <ul style="list-style-type: none"> • Strictly follow the organization's procedures and guidelines to arrange the delivery of goods • Prevent any malpractice, such as theft, in a professional manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Follow the organization's procedures and guidelines to implement the delivery of goods; and • Check correctly to see if the information on the document tallies with the goods.
Remark	