

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Implement e-commerce logistics operating procedures
Code	104975L4
Range	This unit of competency (UoC) is applicable to staff of the logistics-related departments in the retail industry. It requires meticulous thinking and judgement. It covers the abilities to implement different e-commerce logistics operations effectively.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of e-commerce logistics operation <ul style="list-style-type: none"> • Understand different types of e-commerce, such as: <ul style="list-style-type: none"> • E-commerce between company and consumer • E-commerce among companies • Understand the e-commerce relationship between the organization and relevant units and the information technologies being used • Understand the limitations of e-commerce platform and the required data specifications • Know the retail e-commerce operating procedures of the organization, such as: <ul style="list-style-type: none"> • Customer data processing • Search management • Content and product / service catalogue management • Payment management • special incident / message notification • Understand the liabilities and risks of performing e-commerce operations between the organization and different units 2. Implement e-commerce logistics operating procedures <ul style="list-style-type: none"> • Use suitable technologies to perform e-commerce operations according to the e-commerce relationship between the organization and different units • Ensure the responsible staff are of the rank and level to perform the e-commerce operations • Perform electronic document/data interchange according to the instructions on e-commerce operations • Keep records of e-commerce operations • Report to the higher level promptly and accurately when a problem occurs, and make remedies 3. Exhibit professionalism <ul style="list-style-type: none"> • Avoid breaching the Personal Data (Privacy) Ordinance when implementing e-commerce logistics operating procedures • Prevent, in a professional manner, abuse of the e-commerce platform to carry out false / illegal acts
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Use suitable information technologies correctly to carry out different forms of e-commerce operation with individual units.
Remark	