

**Unit of Competency**

**Functional Area: Information Technology**

Title	Manage online payment systems
Code	105095L3
Range	This unit of competency (UoC) is applicable to staff responsible for website operation in the retail industry. It covers the abilities to accept some responsibility and manage the organization's online payment system operation properly according to the established website design and payment procedures in order to assist the organization's retail business development.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of online payment system <ul style="list-style-type: none"> <li>• Understand functions supporting the organization's e-commerce and online payment platform, e.g.: <ul style="list-style-type: none"> <li>• Internet service provider (ISP) currently used</li> <li>• Security of the website server and search engine e.g. secure socket layer (SSL)</li> <li>• Firewall</li> <li>• Encryption technology</li> <li>• Gateway software</li> <li>• Secrecy solution</li> <li>• Online frauds control</li> <li>• Online authentication</li> <li>• Offshore transaction platform supervision and verification</li> <li>• Third-party verification arrangement for credit card</li> </ul> </li> <li>• Understand the characteristics and operational procedures of the organization's online payment system, e.g.: <ul style="list-style-type: none"> <li>• Security matters of online transactions</li> <li>• Accounting requirements for the online payment system</li> <li>• Relevant business processes</li> </ul> </li> <li>• Understand the government ordinances on e-commerce and website</li> </ul> </li> <li>2. Manage online payment systems <ul style="list-style-type: none"> <li>• Ensure that the online payment system operates properly according to the characteristics and procedures of the corporate website, e.g.: <ul style="list-style-type: none"> <li>• Arrange personnel to actually operate/monitor the online payment system</li> <li>• Provide the personnel with technological and other related training</li> <li>• Carry out relevant business processes according to corporate strategies and legal requirements</li> <li>• Implement established online transaction security procedures and agreements, e.g.: <ul style="list-style-type: none"> <li>• Verify the identity of the dealer</li> <li>• Check the validity, expiry date and credit limit of the customer's credit card</li> <li>• Prevent the use of fake credit cards and fraud transactions from happening</li> <li>• Reduce bad debts generated from the online payment system</li> </ul> </li> </ul> </li> <li>• Keep complete online transaction and payment records according to legal and accounting requirements</li> <li>• Monitor and review the online payment system, e.g.: <ul style="list-style-type: none"> <li>• Appropriately monitor the online payment system according to the requirements of the corporate policy, procedures and security, and respond to emergency situations</li> <li>• Collect customer feedback and complaints on usability of the online payment system</li> <li>• Collect staff opinions on usability and operation of the online payment system</li> <li>• Make comprehensive reports regularly and suggest feasible improvement measures to the higher level</li> </ul> </li> <li>• Regularly review the operation of the online payment system and suggest feasible improvement measures to the higher level</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Ensure in a rigorous manner that the operation of the online payment system complies with government ordinances</li> <li>• Prevent in a professional manner any abuse of power or corrupt conduct by means of online payment system management</li> </ul> </li> </ol>

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Information Technology

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Manage the online payment system operation according to the established website design and payment procedures of the organization; and</li><li>• Use the online payment system to assist the organization's retail business development.</li></ul>
Remark	