Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Purchasing and Logistics Management

Title	Receive returned goods in distribution centres
Code	104961L2
Description	This unit of competency (UoC) is applicable to staff handling goods in retail distribution centres or warehouses. It covers the abilities to assess and handle returned goods in distribution centres or warehouses according to established guidelines and procedures, and ensure that the records of returned goods are correct.
Level	2
Credit	3 （For Reference Only）

Competency	Performance Requirements
	1. Knowledge of handling returned goods
	
	• Understand the policy and procedures of the organization on returned goods
	• Know how to handle the storage of problem goods according to the situation
	• Understand the documents for returning goods
	• Understand the inventory mechanism of the organization
	• Understand the infrastructure of distribution centre or warehouse
	• Understand the occupational safety and health guidelines of the organization
	2. Receive returned goods in distribution centres
	
	• Assess goods to determine the reasons for returning them, such as:
	    o Excess supply
	    o Wrong delivery
	    o Expired goods
	    o Goods damaged (e.g. infested) during transportation
	• Check the returned goods with the distribution record
	• Return the non-damaged goods to the warehouse for storage
	• Update the inventory record according to the organization's procedures
	• Save the documents for returning goods according to the organization's procedures
	• Record details of the problem goods, e.g. taking photos
	3. Exhibit professionalism
	
	• Follow related occupational safety and health regulations and guidelines to receive returned goods
	• Prevent any malpractice, such as theft, in a professional manner

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Follow the procedures of the organization to complete the task of receiving returned goods, and return the non-damaged goods to the warehouse for storage; and • Record information on returned goods correctly to reflect the real inventory situation.
Remark	