Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Purchasing and Logistics Management

Title	Implement e-commerce logistics operating procedures
Code	104975L4
Description	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	Performance Requirements
	1. Knowledge of e-commerce logistics operation
	
	• Understand different types of e-commerce, such as:
	    ○ 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:
	    ○ 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
	
	• 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
	
	• 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	The integrated outcome requirements of this UoC are the abilities to: • Use suitable information technologies correctly to carry out different forms of e-commerce operation with individual units.
Remark	