

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Supply Chain Management

Title	Implement goods delivery
Code	111300L2
Range	This unit of competency (UoC) is applicable to staff responsible for logistics in retail warehouses. Practitioners have the ability to complete the delivery procedures for goods according to the organisation's procedures and guidelines.
Level	2
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of goods delivery</p> <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 <p>2. Implement goods delivery</p> <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 <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow the organisation's procedures and guidelines to arrange the delivery of goods, ensuring no tolerance for any form of cheating and malpractice
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Follow the organisation's procedures and guidelines to implement the delivery of goods; and • Check if the information on the document tallies with the goods.
Remark	This UoC is adopted from 104960L2.