

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Supply Chain Management

Title	Receive returned goods in distribution centres
Code	111301L2
Range	This unit of competency (UoC) is applicable to staff handling goods in retail distribution centres or warehouses. Practitioners have the ability to 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	<p>Performance Requirements</p> <p>1. Understand the knowledge of handling returned goods</p> <ul style="list-style-type: none"> • Understand the policy and procedures of the organisation 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 organisation • Understand the infrastructure of distribution centre or warehouse • Understand the occupational safety and health guidelines of the organisation <p>2. Receive returned goods in distribution centres</p> <ul style="list-style-type: none"> • Assess goods to determine the reasons for returning them, such as: <ul style="list-style-type: none"> ○ Excess supply ○ Wrong delivery ○ Expired goods ○ 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 organisation's procedures • Save the documents for returning goods according to the organisation's procedures • Record details of the problem goods, e.g. taking photos <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow related occupational safety and health regulations and guidelines to receive returned 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 procedures of the organisation 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	This UoC is adopted from 104961L2.