Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Supply Chain Management

Title	Implement e-commerce logistics operating procedures
Code	111310L4
Range	This unit of competency (UoC) is applicable to staff of the logistics-related departments in the retail industry. Practitioners have the ability to implement different e-commerce logistics operations effectively.
Level	4
Credit	6 （For Reference Only）

Competency	Performance Requirements
	1. Understand the knowledge of e-commerce logistics operation
	
	• Understand different types of e-commerce, such as:
	   o E-commerce between company and consumer
	   o E-commerce among companies
	• Understand the e-commerce relationship between the organisation 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 organisation, such as:
	   o Customer data processing
	   o Search management
	   o Content and product / service catalogue management
	   o Payment management
	   o special incident / message notification
	• Understand the liabilities and risks of performing e-commerce operations between the organisation 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 organisation 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 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 abuse of the e-commerce platform to carry out false / illegal acts

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Use information technologies correctly to carry out different forms of e-commerce operation with individual units.
Remark	This UoC is adopted from 104975L4.