1. Title	Manage online inventory
2. Code	105097L3
3. Range	This unit of competency (UoC) is applicable to staff responsible for website operation in the retail industry. It requires meticulous analysis and judgement. It covers the abilities to use retail inventory management and computer network knowledge according to the established inventory management policies of the organization to manage its online inventory properly in order to assist the organization's retail business development.
4. Level	3
5. Credit	6 (for reference only)

6. Competency	Performance Requirements
	
	6.1 Knowledge of online inventory
	
	    ♦ Master basic knowledge of inventory management, e.g.:
	       • Corporate strategies and procedures for handling inventory
	       • Inventory location and planning of the organization
	       • General inventory management and warehousing
	       • Use and control of relevant inventory system software
	    ♦ Understand additional knowledge and techniques for managing online inventory, e.g.:
	       • E-commerce and relevant terms
	       • Online inventory management models commonly used, e.g.:
	          - Traditional inventory model
	          - E-commerce model
	          - Vendor managed inventory（VMI）
	          - Customer managed inventory（CMI）
	          - Drop Shipping
	       • Virtual warehousing
	       • Electronic data interchange（EDI）
	       • Computing and network operation techniques
	    ♦ Understand the regulation on e-commerce and website as stipulated by the government's ordinances
	
	6.2 Manage online inventory
	
	    ♦ Negotiate with relevant staff on inventory (including online inventory) requirements
	    ♦ Assist in choosing among the online inventory management models by comparing their advantages and disadvantages as well as their applicability to the organization's retail business
	    ♦ Assess the available online inventory management models and their cost and technological requirements
	    ♦ Assist in building the online inventory management model finally selected
	    ♦ Carry out daily online inventory management duties, e.g.:
	       • Monitor online inventory data
	       • Check and update the online inventory catalogue continuously
	       • Monitor and handle the orders of goods and futures:
	          - Fulfil the order requirements
	          - Confirm delivery time

	- Handle emergency situations
	 • Re-order with online automation according to the pre-set inventory quantity
	 • Consider factors affecting the consumption of goods, e.g. sales promotion, season, price, etc.
	 • Carry out EDI with relevant units according to the security procedures of the selected online inventory management model
	 • Ensure that ordinances, regulations and rules related to e-commerce are executed, e.g.:
	   - Copyright Ordinance
	   - Personal Data (Privacy) Ordinance
	   - Ordinances related to intellectual property rights protection
	 ♦ Monitor the performance of contractor if the online inventory management is outsourced
	
	 6.3 Exhibit professionalism
	
	 ♦ Manage online inventory properly in strict conformity with the organization's inventory management policies
	 ♦ Ensure that the benefit of customers, the organization and other stakeholders has been taken into account during online inventory management
	 ♦ Prevent in a rigorously manner any abuse of power or corrupt conduct by means of online inventory management

7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: (i) Apply retail inventory management and computer network knowledge to manage the organization's online inventory properly according to its inventory management policies; and (ii) Assist the organization to develop its retail business with proper online inventory management.
8. Remark	