

Specification of Competency Standards for the Retail Industry
Units of Competency for ‘Supply Chain Management’

1. Title	Implement e-commerce logistics operating procedures
2. Code	111310L4
3. 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.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of e-commerce logistics operation</p> <ul style="list-style-type: none"> ◆ Understand different types of e-commerce, such as: <ul style="list-style-type: none"> • E-commerce between company and consumer • 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: <ul style="list-style-type: none"> • 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 organisation and different units <p>6.2 Implement e-commerce logistics operating procedures</p> <ul style="list-style-type: none"> ◆ 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 <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ 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
7. Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> ◆ Use information technologies correctly to carry out different forms of e-commerce operation with individual units.
8. Remark	This UoC is adopted from 104975L4.