

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Smart Logistics

Title	Design e-commerce procedures for the logistics industry
Code	LOCUEL401B
Range	This unit of competency is applicable to relevant logistics enterprises. Practitioners should be capable to optimise the workflow of e-commerce conducted among relevant enterprises or units in the industry.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master basic knowledge of e-commerce operation conducted among relevant enterprises or units in the industry and the strengths and weaknesses of different technologies</p> <ul style="list-style-type: none"> <li>• Possess the basic knowledge of e-commerce</li> <li>• Understand Big Data and its development</li> <li>• Understand Big Data, IoT, Artificial Intelligence and Blockchain, etc. and its development</li> <li>• Know about the legal requirements and obligation when handling e-commerce transaction with external parties</li> <li>• Understand the relationship between e-commerce and the operation of logistics enterprise</li> <li>• Understand the working relationship and flow of e-commerce among different enterprises or units</li> <li>• Understand the legal responsibilities and risks faced by different enterprises or units when conducting e-commerce operation</li> <li>• Understand trade compliance and relevant regulatory requirement and restrictions</li> <li>• Understand and identify the strengths and weaknesses of popular e-commerce technologies in the logistics industry, including: <ul style="list-style-type: none"> <li>○ Networking: infrastructure like the Internet, Intranet and Extranet</li> <li>○ Customer: data security, marketing, transaction and payment services</li> <li>○ Trading and enterprise partners: data exchange and safe transaction through the Internet or Intranet</li> <li>○ Staff of the enterprise: communicate and cooperate through the Internet or Intranet to complete relevant e-commerce operation</li> <li>○ IT professionals and users: establish, manage and operate the e-commerce system of the enterprise with appropriate software development tools</li> </ul> </li> <li>• Evaluate the pros and cons, costs, effectiveness and improvement of smart logistics</li> <li>• Analyse the risk and emergency plan for smart logistics</li> <li>• Plan and enhance the operation procedures of supply chain</li> <li>• Understand different service mode and types in order to offer high flexibilities service based on the customers' requirement</li> <li>• Understand the documentation requirement for different types of e-Commerce</li> <li>• Understand the countries requirement of e-Commerce trade</li> </ul> <p>2. Analyse and formulate electronic data flow among relevant units</p> <ul style="list-style-type: none"> <li>• Base on daily logistics operation to assess the relationship among different enterprises or units and the influence of different forms of e-commerce operation on the overall business of the enterprise</li> <li>• Base on the assessment to analyse the relationship between the demand for e-commerce among different enterprises or units and the existing e-commerce workflow</li> <li>• Base on the demand for e-commerce among different enterprises or units and relevant business partners' special requirements to assess different forms and technologies of e-</li> </ul>

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	<p>commerce operation so as to design the form and workflow of e-commerce for the enterprise</p> <ul style="list-style-type: none"> <li>• Establish KPI for improve service levels based on the current data</li> <li>• Covert current data into company information to analyse sales/ operations and the effectiveness of other related departments</li> <li>• Apply logistics technology for logistics, decision-making, data sharing, network planning, consumer forecast, inventory planning, intelligent data calculation and analysis, pattern recognition and decision-making assistance</li> <li>• Apply logistics technology like automation equipment and smart equipment</li> <li>• Analyse and ensure compliance of trade requirement about description, packing and cargo nature according to relevant regulatory requirement</li> <li>• Analyse shipment status data and suggest KPI options to the company and customers</li> <li>• Analyse and establish additional tracing the shipments status and report irregularities options to the company and customers.</li> <li>• Analyse e-payment options and procedure and new technology application to meet with the new market development</li> </ul> <p>3. Review e-commerce operating procedures</p> <ul style="list-style-type: none"> <li>• Review e-commerce operation procedures to ensure the effectiveness of information flow</li> <li>• Propose suggestions to improve the effectiveness and efficiency of data flow through new applications</li> <li>• Establish and review factors affecting e-commerce traffic</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to analyse the demand for e-commerce and design relevant e-commerce workflow according to the actual situation of the enterprise and relevant business partners' special requirements; and</li> <li>• Capable to use e-commerce to expand the enterprise's market share and extend its logistics operation to other areas.</li> </ul>
Remark	<p>This UoC is adopted from the Logistics UoCs LOCUEL401A and LOCUEL406A</p>