

Specification of Competency Standards
for the Fashion
Unit of Competency.

Functional Area - Laundry Services

Title	Manage e-commerce order transactions
Code	111543L4
Range	Manage the daily operations of e-commerce order transactions to ensure transaction accuracy, operational efficiency, and customer satisfaction. This unit of competency applies to practitioners responsible for managing e-commerce order transaction operations and related system applications. Covers the utilisation of laundry automation systems to enhance production efficiency, optimise resource allocation and maintain operational continuity. This unit of competency applies to practitioners responsible for supervising, planning, and optimising the operation and management of automated laundry equipment.
Level	4
Credit	5 <i>(For Reference Only)</i>
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisation's e-commerce order transaction workflow and operational practice • understand the basic functions and operating principles of e-commerce order transaction systems • understand electronic payment methods and relevant security requirements • familiarise with customer service principles and common types of customer inquiries/issues • outline regulations and data protection requirements related to electronic transactions • apply common operational performance indicators (e.g. order accuracy, completion time, customer satisfaction) 2. Application and process Be able to • organise and perform procedures for processing and tracking orders through e-commerce platforms • supervise e-commerce transaction systems to ensure accurate updates of order status, reflect customer requests for cancellation or modification, and perform follow-up actions • supervise customer order processing workflows to confirm transactions including order confirmation, payment, and delivery arrangements • monitor payment settlements of e-commerce transactions to ensure security and compliance with regulatory requirements • implement data security measures to protect customer data and comply with relevant regulations • monitor transaction outcomes and take corrective measures for failed or abnormal transactions • conduct regular risk assessments to identify potential risks in the e-transaction process and take mitigation measures • collect and evaluate operational data (e.g. order accuracy, processing time) to evaluate and improve operational efficiency

	3. Exhibit professionalism Be able to • accurately execute and monitor e-commerce order transaction processes in accordance with established procedures and regulatory requirements • exercise proper judgment and take appropriate actions when handling order abnormalities or customer issues • effectively use data and operational information to support daily management decision-making
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Manage e-commerce order transactions to ensure orders are processed and completed within established timelines and accurately execute transactions and delivery arrangements. • Execute e-commerce transaction procedures in accordance with organisational policies and regulations, ensuring the security and compliance of e-payment and data processing workflows. • Monitor and analyse operational data (e.g. order accuracy, processing time) to improve operational efficiency.
Remark	