

Specification of Competency Standards
for the Fashion
Unit of Competency.

Functional Area - Laundry Services

Title	Follow up e-commerce order transactions
Code	111641L2
Range	Follow established transaction procedures to monitor laundry e-commerce order status on online platforms and mobile applications and track customer order progress. This includes updating order status, liaising with logistics or courier companies to confirm pickup and delivery arrangements, and recording relevant shipment details. This unit of competency applies to practitioners responsible for following up on and supporting laundry e-commerce orders.
Level	2
Credit	3 <i>(For Reference Only)</i>
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the organisation's general laundry e-commerce order transaction and order follow up procedures • understand the basic classification of order statuses on online platforms and mobile applications (e.g. confirmed, processing, collected, in transit, completed) • overview the basic operations for updating order status and inputting delivery information in the order management system • overview an understanding of the basic collection and delivery procedures of logistics or delivery companies • interpret common shipment information (e.g. tracking numbers, collection times and delivery times) • understand common customer enquiries regarding order progress and the established response procedures 2. Application and process Be able to • according to established procedures, update order status through online platforms or the order management system • communicate with logistics or delivery companies to confirm collection and delivery status • record and update shipment information (e.g. tracking numbers, estimated collection times and delivery times) • verify shipment information provided by logistics or delivery companies and update system records according to established guidelines • respond to customer enquiries regarding order status and delivery progress according to established information

	3. Exhibit professionalism Be able to • complete the update of orders and related shipment information according to organisational guidelines, ensure information completeness and consistency with system records, and meet established timeliness requirements. • provide order progress information to customers through digital channels in a clear and courteous manner.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Follow up on laundry e-commerce order transactions according to established procedures, including updating order status, communicating with logistics or delivery companies, and handling related shipment information. • Respond to simple and direct customer enquiries regarding order progress and delivery arrangements according to order records and system information.
Remark	