

Specification of Competency Standards
for the Fashion
Unit of Competency.

Functional Area - Laundry Services

Title	Process e-commerce order transactions
Code	111642L3
Range	According to established transaction procedures, handle e-commerce order transactions through online platforms and mobile applications, and track customer order progress. This Unit of Competency is applicable to personnel responsible for e-commerce order transactions.
Level	3
Credit	4 (<i>For Reference Only</i>)
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the different types of electronic transaction models adopted by the organisation • understand the causes of common transaction issues (e.g. payment failure and system delays) • understand how to process e-commerce order transactions and track orders • understand the organisation's order management system to update order status and handle cancellation or amendment requests • describe familiarity with electronic payment methods and procedures • state an understanding of the laundry services provided, including pricing, processing time, delivery methods and any online promotional offers • state an understanding of customers' common concerns and effective response methods (e.g. delays, payment issues and service enquiries) 2. Application and process Be able to • handle customer orders, confirm transactions and delivery arrangements, and verify the accuracy of order information • according to actual circumstances, adjust the order processing sequence or method within established procedures • perform payment settlement for e-commerce transactions and verify transaction records and payment status • decide whether a transaction is successful or unsuccessful and, when exceptions occur, select appropriate handling and follow up methods, then handle the matter appropriately or refer it to supervisors according to organisational guidelines. • communicate with customers through digital channels, and leverage system data tailored to various customer situations to support handling recommendations or responses

	3. Exhibit professionalism Be able to - effectively handle e-commerce order transactions and complete the relevant procedures within a reasonable timeframe - safely handle online payments - communicate clearly and efficiently with customers through digital channels - where system abnormalities occur, undertake initial handling and report to supervisors in a timely manner according to established reporting procedures and timelines
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: - Handle e-commerce orders, confirm transactions and delivery arrangements, and correctly input and update order information. - Complete e-commerce transaction processes according to the organisation's established transaction procedures.
Remark	Modified from the Import and Export Industry Specification of Competency Standards, E-commerce Enhancement Edition, Unit of Competency (UoC Code: 110997L3).