

Specification of Competency Standards
for the Logistics
Unit of Competency.

Functional Area - Smart Logistics

Title	Design e-commerce procedures for the logistics industry
Code	111040L4
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	4 (<i>Indicative Only</i>)
Competency	Performance Requirements 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 • Possess the basic knowledge of e-commerce • Understand Big Data and its development • Understand Big Data, IoT, Artificial Intelligence and Blockchain, etc. and its development • Know about the legal requirements and obligation when handling e-commerce transaction with external parties • Understand the relationship between e-commerce and the operation of logistics enterprise • Understand the working relationship and flow of e-commerce among different enterprises or units • Understand the legal responsibilities and risks faced by different enterprises or units when conducting e-commerce operation • Understand trade compliance and relevant regulatory requirement and restrictions • Understand and identify the strengths and weaknesses of popular e-commerce technologies in the logistics industry, including: ◦ Networking: infrastructure like the Internet, Intranet and Extranet ◦ Customer: data security, marketing, transaction and payment services ◦ Trading and enterprise partners: data exchange and safe transaction through the Internet or Intranet ◦ Staff of the enterprise: communicate and cooperate through the Internet or Intranet to complete relevant e-commerce operation ◦ IT professionals and users: establish, manage and operate the e-commerce system of the enterprise with appropriate software development tools • Evaluate the pros and cons, costs, effectiveness and improvement of smart logistics • Analyse the risk and emergency plan for smart logistics • Plan and enhance the operation procedures of supply chain • Understand different service mode and types in order to offer high flexibilities service based on the customers' requirement • Understand the documentation requirement for different types of e-Commerce • Understand the countries requirement of e-Commerce trade

	2. Analyse and formulate electronic data flow among relevant units • 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 • 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 • 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-commerce operation so as to design the form and workflow of e-commerce for the enterprise • Establish KPI for improve service levels based on the current data • Covert current data into company information to analyse sales/ operations and the effectiveness of other related departments • 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 • Apply logistics technology like automation equipment and smart equipment • Analyse and ensure compliance of trade requirement about description, packing and cargo nature according to relevant regulatory requirement • Analyse shipment status data and suggest KPI options to the company and customers • Analyse and establish additional tracing the shipments status and report irregularities options to the company and customers. • Analyse e-payment options and procedure and new technology application to meet with the new market development 3. Review e-commerce operating procedures • Review e-commerce operation procedures to ensure the effectiveness of information flow • Propose suggestions to improve the effectiveness and efficiency of data flow through new applications • Establish and review factors affecting e-commerce traffic
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • 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 • Capable to use e-commerce to expand the enterprise's market share and extend its logistics operation to other areas.
Remark	This UoC is adopted from the Logistics UoC LOCUEL401B. The QF credit is adjusted from 6 to 4.