

**SKILLS FRAMEWORK FOR RETAIL  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Supply Chain and Logistics Management					
<b>TSC</b>	Order Fulfilment and Returns Processing					
<b>TSC Description</b>	Develop order fulfilment guidelines and execute order fulfilment activities in accordance with service level agreements					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b> <b>RET-SCL-2002-1.1</b>	<b>Level 3</b> <b>RET-SCL-3002-1.1</b>	<b>Level 4</b> <b>RET-SCL-4002-1.1</b>	<b>Level 5</b> <b>RET-SCL-5002-1.1</b>	<b>Level 6</b>
		Execute order fulfilment activities and check delivery documentation for accuracy and follow requirements	Supervise order fulfilment activities	Develop, revise and monitor order fulfilment guidelines with be competitive with the industry standards and in accordance to defined customer experience	Drive order fulfilment strategies, policies and guidelines and determine the impact of transportation delivery to the overall effective logistics service provision based on organisational procedures	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Processes for order tracking</li> <li>Procedures for order entries, administration and shipping</li> <li>Types of order tracking processes</li> <li>Regulations pertaining to custom duties and taxation</li> <li>Requirements of import and/or export activities</li> </ul>	<ul style="list-style-type: none"> <li>Processes for order tracking</li> <li>Procedures for order entries, administration and shipping</li> <li>Types of order tracking processes</li> <li>Regulations pertaining to custom duties and taxation</li> <li>Requirements of import and/or export activities</li> </ul>	<ul style="list-style-type: none"> <li>Supply chain management policies and processes</li> <li>Warehousing operations</li> <li>Types of order fulfilment technologies</li> <li>Processes for order tracking</li> <li>Inventory management</li> <li>Regulations pertaining to custom duties and taxation</li> <li>Requirements of import and/or export activities</li> <li>Procedures for order entries, administration and shipping</li> <li>Types of order tracking processes</li> </ul>	<ul style="list-style-type: none"> <li>Principles and methods of moving goods by air, rail, sea or road including the relative costs and benefits</li> <li>Duty of product care requirements</li> <li>Courier delivery operations frameworks</li> <li>Impact of transportation delivery to the overall supply chain and logistics framework</li> <li>Methods to improve delivery operations</li> <li>Emerging trends and technology in delivery operations</li> <li>Distribution strategies</li> <li>Delivery management strategies</li> </ul>	
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Process online transaction order lists for store collection and/or deliveries</li> <li>Carry out picking and packing activities for orders for store collection</li> <li>Organise and pack products</li> <li>Communicate with customers for collection</li> <li>Process order receipts and/or customer</li> </ul>	<ul style="list-style-type: none"> <li>Monitor order fulfilment for store collection and/or deliveries</li> <li>Check packaging to ensure the security, integrity, maintenance and breakage avoidance of delivered goods</li> <li>Check accuracy of picking and packing, order lists, order receipts, customer acknowledgement and/or</li> </ul>	<ul style="list-style-type: none"> <li>Develop order fulfilment processes for store collection, local and overseas deliveries</li> <li>Oversee the order fulfilment processes</li> <li>Ensure order fulfilment is processed in accordance with the organisation's service standards</li> <li>Manage third-party logistics partners and delivery activities</li> </ul>	<ul style="list-style-type: none"> <li>Develop order fulfilment strategies, policies and guidelines</li> <li>Evaluate the impact of last mile delivery to the organisation's supply chain and logistics objectives and strategies</li> <li>Evaluate and recommend the use of technology and other emerging trends in last mile delivery</li> <li>Direct negotiations with</li> </ul>	

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		<p>acknowledgement upon collection</p> <ul style="list-style-type: none"> <li>• Use service recovery procedures to respond to service challenges</li> <li>• Process product returns and/or exchanges by customers</li> <li>• Update order management and inventory systems</li> </ul>	<p>product returns documentation</p> <ul style="list-style-type: none"> <li>• Process customer requests for changes in order fulfilment of online transactions</li> <li>• Handle customer feedbacks on order fulfilment</li> <li>• Monitor inventory levels to ensure no out-stock situation</li> <li>• Implement re-ordering of stocks processes with internal stakeholders</li> <li>• Collate order fulfilment data and inventory levels for reporting to management</li> </ul>	<ul style="list-style-type: none"> <li>• Develop processes for re-ordering of stocks with internal stakeholders</li> <li>• Review performance of third-party logistics partners and last mile delivery efficiencies against organisation's business strategies</li> </ul>	<p>third-party logistics partners for execution of last mile delivery</p> <ul style="list-style-type: none"> <li>• Define performance metrics for last mile delivery</li> <li>• Evaluate performance of third-party logistics partners and last mile delivery efficiencies against organisation's business strategies</li> </ul>	
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