SFLWS29 - SQA Code HD4C 04
SfL29 Process orders for customers

Overview

What this standard is about
This standard is about identifying customers order requirements and any problems with the order. It deals with the information which should be passed onto customers and how to record information.

Who this standard is for
This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding

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Performance criteria

You must be able to:

P1 obtain relevant information on the **customer requirements** for goods
P2 provide **customers** with the correct **delivery information**
P3 pass on orders and invoicing information to the appropriate people
P4 respond promptly to enquiries about the progress of the order
P5 inform **customers** promptly and politely if their orders cannot be delivered within the time originally agreed
P6 identify any **problems with processing orders**, and take the appropriate action to deal with them
P7 store customers' details securely and only show them to people who have a right to see them
P8 record work according to organisational procedures
P9 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to processing orders for customers

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Knowledge and understanding

You need to know and understand:

K1 how to obtain information on what **customers** want

K2 the different types of **customers** you will deal with

K3 stock control and ordering systems used in the organisation

K4 information required by the people who will fulfil the

K5 length of time for orders normally to be fulfilled, and what to do if it is not possible to fulfil an order in the usual time

K6 information required by the people who will issue the invoice

K7 importance of **customer** confidentiality, and how to store **customers**' personal and financial details securely, and who is entitled to see those details

K8 roles and responsibilities of different **colleagues**

K9 the relevant **legal, safety and operating requirements** relating to processing orders for customers

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Additional Information

Glossary

1. **Customers:** internal, external
2. **Customer requirements:** delivery time, address, name, contact number
3. **Delivery information:** delivery time, progress
4. **Problems with processing orders:** payments, stock quantities, damaged stock
5. **Colleagues:** permanent, temporary, agency staff
6. **legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	**IV's Signature**	**IV's Name**

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	**IV's Signature**	**IV's Name**

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	