
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

SFLWS29 - H2CX 04

SfL29 Process orders for customers

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

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

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

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Developed by Skills for Logistics

Version number 1

Date approved February 2010

Indicative review date September 2013

Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN NSfL29

Relevant occupations Environmental conservation; Transportation operations and maintenance; Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; General; Skilled Trades Occupations; Transport Drivers and Operatives; Elementary Goods Storage Occupations

Suite Warehousing and Storage

Key words Process, orders, demands, customers, clients