

SfL223 SQA Unit Code (HA63 04)



Provide help to customers who need to return goods as part of multi-drop activities

Overview

What this standard is about

This standard is about providing help to customers who need to return goods in multi-drop activities. It deals with understanding the organisation's policies and procedures for dealing with returned goods, providing the customer with the required information clearly and accurately and arranging, with the customer, to receive the returned goods.

Who this standard is for

This standard is relevant to all drivers delivering as part of multi-drop activities and those who are responsible for goods vehicles within logistics organisations.

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Performance criteria

- You must be able to:*
- P1 provide information if a product is not available and offer an alternative if appropriate
 - P2 apologise for any mistake that appears to be the fault of the organisation
 - P3 check with the **customer** the reason for the return
 - P4 explain to the **customer** clearly, politely and accurately any action you take, within the limits of your authority, the organisation's policies and procedures and any legal requirements
 - P5 refer to an appropriate person any issue with the returned goods that falls outside your limit of authority
 - P6 check the condition of the goods to be returned
 - P7 arrange for the goods to be collected and returned to the organisation at a time suitable for the **customer**
 - P8 ensure that those receiving the goods within the organisation have all the required information
 - P9 obtain all relevant documentation from the **customer** as a record of the returned goods
 - P10 complete all documentation according to the **organisation's policies** and **procedures**

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Knowledge and understanding

You need to know and understand:

- K1 the **organisation's policies** and **procedures** for returned goods
- K2 the organisation's health, safety and security policy for dealing with returned goods
- K3 the **customer's legal rights** in relation to returned goods
- K4 the main reasons for **customers** returning goods
- K5 how to obtain information on the goods to be carried
- K6 how to communicate effectively with the **customers**
- K7 the **organisation's policy** and **procedures** for replacement goods
- K8 the limits of your authority when dealing with returned goods
- K9 who to refer to if the issue falls outside the limit of your authority
- K10 how to check the condition of the goods being returned
- K11 how to arrange for the goods to be returned
- K12 how to keep the **customer** informed throughout the process
- K13 how to inform the organisation the details of the goods being returned
- K14 how to ensure that all required documentation is completed accurately, according to the **organisation's policies** and **practices**
- K15 the consequences of incomplete information for the organisation and the **customer**

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Additional Information

Glossary

- **Policies and procedures:** the organisation's policies and procedures as they apply to customer service and returned goods
- **Health, safety and security:** as it applies to returned goods, the use of Personal Protective Equipment (PPE) high visibility vests, hard hats, protective clothing, eye protection, gloves, boots
- **Customer:** internal and external

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Relevant occupations Transportation operations and maintenance; Warehouse and Distribution; Managers in Distribution, Storage and Retail; General; Vehicle Trades; Transport Drivers and Operatives; Mobile Machine Drivers and Operatives; Transport Associate Professionals

Suite Driving goods vehicles for multi drop activities

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