

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Process Orders for Customers in Logistics Operations
Unique Reference Number:	Y/506/0241
Level:	Level 2
Credit Value:	3
Minimum GLH:	10

## 2 Learning Outcomes and Criteria

<b>Learning Outcome (The Learner will):</b>	<b>Assessment Criterion (The Learner can):</b>
1. Know how to prepare for the processing of orders to customers in logistics operations.	1.1 Explain the relevant organisational policies and procedures for processing orders for customers in logistical operations, that relate to: (a) Health, safety and security (b) Personal Protective Equipment (c) Environmental factors (d) Special requirements (e) Stock control and ordering systems (f) The importance of confidentiality.
	1.2 Describe different types of customer.
	1.3 Explain the information required for processing customer orders.
	1.4 Identify problems that can occur when processing orders for customers.
	1.5 Explain appropriate action when dealing with identified problems.
2. Be able to process orders for customers in logistics operations.	2.1 Obtain information to process orders for customers.
	2.2 Provide customers with the correct delivery information.

2.3 Pass on orders and invoicing information to the appropriate people.

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2.4 Demonstrate how to deal with enquiries relating to the processing of orders.

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2.5 Communicate effectively with different types of customers.

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2.6 Store customers' details securely and in accordance with organisational policies and procedures.