

Overview

This standard is about processing orders for customers in logistics operations. It involves identifying customers' order requirements and any problems with the order. It also involves processing the information that must be passed on to customers.

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.

Performance criteria

You must be able to:

1. obtain the relevant information on the **customer requirements** for their **storage items**
2. provide **customers** with **delivery information** regarding their **storage items**
3. identify the location of the **storage items** and confirm that they ****are accessible**, in order to progress delivery
4. identify the loading and transportation requirements for delivering the **storage items**
5. use equipment and the relevant handling techniques to manoeuvre the **storage items** in order to progress delivery
6. respond to enquiries from **customers** about the progress of the delivery of the **storage items**
7. identify and respond to any issues with progressing the **customer requirements**
8. inform **customers** if their delivery cannot be delivered within
9. the time originally agreed
10. store **customers'** details securely and maintain confidentiality in accordance with organisational and the relevant legal requirements
11. record the work undertaken according to organisational procedures and the relevant legal requirements
12. comply with organisational procedures and the relevant **environmental, legal, safety and operating requirements** relating to progressing ***the delivery of *customer's storage items**

Knowledge and understanding

You need to know and understand:

1. how to obtain information on the **customer requirements** for their **storage items**
2. the range of **customers** your organisation deals with
3. the relevant information required by the **colleagues** who will progress the delivery of **customer storage items**
4. how to identify the location of the **storage items** and confirm that they are accessible
5. the loading, transportation and **special** requirements for the type of **storage items** being delivered
6. the types of equipment and handling techniques required to manoeuvre the **storage items** and how to use these
7. the types of issues that may arise from stopping the progress of the delivery and the action to take to rectify this
8. how to respond to **customers** regarding the progress of the delivery of the **storage item**
9. the length of time it takes to fulfil **customer requirements** for their **storage items**, and what to do if the original timeframe cannot be achieved
10. how to store **customers'** personal and financial details securely, how to maintain ****confidentiality** and the requirements of data protection legislation
11. the information and recording systems used by the organisation and the requirements for maintaining records
12. the organisational procedures and the relevant **environmental, legal, safety and operating requirements** relating to progressing the delivery of **customer's storage items**

Glossary

1. **Customers:** internal, external
2. **Customer requirements:** delivery time, address, name, contact number, storage items
3. **Delivery information:** delivery time, progress
4. **Issues with progressing delivery:** payments, damaged storage items, transportation
5. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
6. **Special requirements:** delivery locations, times, addresses
7. **Environmental, legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working-time regulations, transport regulations
8. **Storage items:** furniture, personal items, business paperwork, office material, household items

SFLWS35



Progress the delivery of customers' storage items

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