

<b>UAN:</b>	M/502/8587
<b>Level:</b>	Level 2
<b>Credit value:</b>	2
<b>GLH:</b>	17
<b>Relationship to NOS:</b>	This unit is linked to Council for Administration Sales NOS: SLS83 Process customer orders and payments.
<b>Assessment requirements specified by a sector or regulatory body:</b>	This unit is endorsed by the Council for Administration, the standard setting organisation for business skills.
<b>Aim:</b>	For those assessment criteria which are performance related the most likely form of evidence is assessor observation.

<b>Learning outcome</b>
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The learner will:
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| 1. understand how to process and follow up sales orders |
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<b>Assessment criteria</b>
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The learner can:
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| 1.1 explain the importance of sales order processing                                  |
| 1.2 describe organisational processes for ordering products and/or services           |
| 1.3 describe different sources of information used to check customer credit           |
| 1.4 describe the different payment methods accepted by sales orientated organisations |
| 1.5 explain the role of the despatch function   |
| 1.6 describe service standards relating to sales order completion                     |
| 1.7 explain the importance of storing information securely.                           |

<b>Assessment Guidance</b>
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<b>Evidence may be supplied by:</b>
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| <ul style="list-style-type: none"> <li>• report</li> <li>• professional discussion</li> <li>• questioning</li> </ul> |
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<b>Learning outcome</b>
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The learner will:
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| 2. be able to process sales orders |
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<b>Assessment criteria</b>
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The learner can:

- 2.1 identify customer sales order requirements
- 2.2 check that the credit status of the customer meets organisational standards
- 2.3 confirm the availability of products and/or services to the customer
- 2.4 ensure that information given to the customer about delivery, timing and price is accurate
- 2.5 ensure that the sale is authorised following the organisation's procedures
- 2.6 finalise the transaction in accordance with organisational procedures
- 2.7 ensure that the customer is aware of the terms and conditions of sale
- 2.8 ensure that the customer's requirements are communicated to those responsible for fulfilling sales orders
- 2.9 identify who to go to when in need of support with sales order processing problem

#### **Assessment Guidance**

##### **Evidence may be supplied by:**

- observation
- witness testimony
- product
- questioning

#### **Learning outcome**

The learner will:

3. be able to follow up sales order processing

#### **Assessment criteria**

The learner can:

- 3.1 keep the customer informed of the sales order progress and any problems with the sale order
- 3.2 advise the customer of current discounts and special offers
- 3.3 check all information is stored securely

#### **Assessment Guidance**

##### **Evidence may be supplied by:**

- observation
- witness testimony
- product
- questioning