Unit Title:	**Processing sales orders**
OCR unit number:	17
Level:	2
Credit value:	2
Guided learning hours:	17
Unit reference number:	M/502/8587

Unit aim and purpose

This unit aims to develop the knowledge and skills required to process and follow up sales orders in line with organisational procedures.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand how to process and follow up sales orders	**The Learner can:** 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
2 Be able to process sales orders	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 problems

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Learning Outcomes	Assessment Criteria
3 Be able to follow up sales order processing	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

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ).

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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