
Overview

This standard is about the promotion and sales of vehicle parts using a company website. It includes handling orders and payments made online and being aware of promotions that may be advertised on the website.

For this standard parts may be new, refurbished or recycled.

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Performance

criteria

- You must be able to:
- P1 access and process the orders placed by customers via the website
 - P2 check that the part being ordered is in stock and can be dispatched
 - P3 follow company procedures to order any non-stock vehicle part/s if required
 - P4 arrange a date, time and location for the delivery and fitting of the vehicle part that is suitable for both the customer and your organisation
 - P5 communicate effectively with the customer to answer any queries regarding the products shown online
 - P6 arrange a suitable time and date for the customer to collect the ordered vehicle part from the workplace if requested
 - P7 effectively process non-cash payments made online ensuring that the customer **has** paid the correct amount and the transaction **has** gone through
 - P8 accurately process a refund when necessary
 - P9 report any problems with the website or electronic ordering facility to an appropriate person
 - P10 navigate your way around the website to support customers when required
 - P11 keep track of customer orders and inform relevant people if there are any delays
 - P12 ensure your parts issue documentation and records are accurate, complete and passed promptly to the relevant person(s)

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 the current legislation, regulatory requirements and codes of practice for selling products online
- K2 how you will be alerted to new orders placed via the website
- K3 how to use the online ordering system effectively to process orders
- K4 how to use the stock control system within the workplace and how the information is linked to the customer facing website
- K5 the company systems and procedures for the ordering of non-stock parts
- K6 the potential difficulties customers may face when ordering online
- K7 the timescales and process for ordering non-stock parts
- K8 the company invoicing procedure to ensure that full payment has been made with records kept
- K9 the detail of any promotions, special offers or discount codes applied to the products sold online
- K10 the layout of the website and how to navigate round it to find information and support customers
- K11 how to accurately provide a refund when required
- K12 how to handle customer complaints
- K13 the importance of keeping customers informed of the progress of their order
- K14 the company procedure for reporting any issues arising with the online sales website
- K15 how to accurately complete documentation and records
- K16 the legal rights and obligations of retailers and customers**

**Additional
information**

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Glossary

Non-cash payments

Can include credit transfers, account payments, credit and debit card payments and phone/app payments

Non-stock parts

Items normally stocked but currently out of stock, special orders and brokered parts

Processing payment transactions

Includes the processing of inter-department balance transfers

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