



# Participant Handbook

Sector  
**Logistics**

Sub sector  
**Land Transportation**

Occupation  
**Customer Support/Relations**

Reference ID: **LSC/Q1121, Version 3.0**

**NSQF Level 3**



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## Consignment Tracking Executive

**This book is sponsored by**

Logistics Sector Skill Council

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**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LOGISTICS SECTOR SKILL COUNCIL**

for the

### SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Consignment Tracking Executive'** QP No. **'LSC/Q1121,V3.0 NSQF Level 3'**

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Authorised Signatory  
(Logistic Sector Skill Council of India)

## Acknowledgements

We thank the following organizations for endorsing the contents of this Participant Handbook, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



## About this book

This Participant Handbook is designed to facilitate training to the Consignment Tracking Executive Qualification Pack (QP). It provides learners with the necessary knowledge to major logistics and transportation topics, such as loading, unloading, receiving, packing and shipping, getting knowledge on tracking each consignment as it moves from origin to destination. Its decision-making orientation provides a real-world approach focusing on large and small logistics and/or transportation industry. The book elaborates how Individuals in this position to track consignment at regular intervals, co-ordinate with the truck drivers, transport companies and transport authorities to update real time information within the shop floor and in the warehouse for various manufacturing processes of an organisation. This handbook also provides the latest information on the consignment tracking. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of logistics movement. The handbook is divided into 4 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on the educational, training and other criteria required to perform the job/role of a Consignment tracking executive.

### Key characteristics of this handbook:

- (i) It discusses concept of logistics and transportation management skills in an easy to learn manner.
- (ii) It presents Consignment tracking operation concepts in interactive and professional way.
- (iii) It gives opportunity to learners to visualize themselves in a professional logistics/manufacturing set-up and Consignment tracking process.

## Symbols Used



Key Learning Outcomes

The key learning outcomes are listed at the beginning of each module. These outline the focus areas that the learners will cover in every module.



Tips

Wherever possible, tips are included in every module. They provide additional insight to learners on a particular topic being discussed.



Steps

These provide step-by-step instructions for a specific process.



Notes

Notes at the end of each module is a space for learners to list down their key points related to the topic.



Time

This refers to the time specified for the completion of each module. The time in number of hours is mentioned at the beginning of each module.



Unit Objectives

These are listed at the beginning of each unit under every module. They highlight the focus areas that the learners will cover in every unit.

## Table of Content

| S.No      | Modules and Units  | Page No   |
|-----------|--|-----------|
| <b>1.</b> | <b>Introduction</b>  | <b>1</b>  |
|           | Unit 1.1 - Supply Chain Management   | 3         |
|           | Unit 1.2 - About the Course  | 5         |
|           | Unit 1.3 - Importance of Warehouse in Supply Chain   | 7         |
|           | Unit 1.4 - Roles and Responsibilities of a Consignment Tracking Executive                    | 10        |
| <b>2.</b> | <b>Prepare for Tracking (LSC/N1123)</b>  | <b>13</b> |
|           | Unit 2.1 - Activities involved in Consignment Tracking                                       | 15        |
|           | Unit 2.2 - Exposure to Related Documents and Information                                     | 16        |
|           | Unit 2.3 - Checking out for Challenges in Transporting Consignment                           | 19        |
|           | Unit 2.4 - Inspecting the Status and Prioritization of Work                                  | 21        |
|           | Unit 2.5 - Prepare Computer and Tracking System  | 22        |
|           | Unit 2.6 - Exposure to Document  | 24        |
|           | Unit 2.7 - Knowledge and Understanding Company's Safety Policies and Procedures              | 28        |
|           | Unit 2.8 - Escalation Matrix for Reporting   | 36        |
|           | Unit 2.9 - Basic Transit Rules and Regulations   | 37        |
|           | Unit 2.10 - Detailed Understanding of the Tracking Systems                                   | 39        |
|           | Unit 2.11 - Nature of Products Transported   | 41        |
| <b>3.</b> | <b>Track Consignments (LSC/N1124)</b>  | <b>45</b> |
|           | Unit 3.1 - How to Monitor Status of Each Consignment   | 47        |
|           | Unit 3.2 - Tracking and Tracing of Consignments and Vehicles                                 | 49        |
|           | Unit 3.3 - Escalation Procedures and Updating Information on Tracking Consignment            | 52        |
| <b>4.</b> | <b>Perform Post Tracking Activities (LSC/N1125)</b>  | <b>57</b> |
|           | Unit 4.1 - Updating Consignment Information in the System                                    | 59        |
|           | Unit 4.2 - Basic Reporting Procedures  | 63        |
|           | Unit 4.3 - Carry Out End of Day Activities   | 64        |
| <b>5.</b> | <b>Maintain Health, Safety and Security Measures While Tracking Consignments (LSCN/1130)</b> | <b>67</b> |
|           | Unit 5.1 - Importance of Information Security Procedures                                     | 69        |
|           | Unit 5.2 - Maintaining Data Privacy in All Transactions                                      | 71        |
|           | Unit 5.3 - Reporting Structure on Breach of Protocols  | 73        |

**6. Employability Skills - 30 hours (DGT/VSQ/N0101)**

The book on New Employability Skills is available at the following location:

<https://eskillindia.org/NewEmployability>

Scan the QR code below to access the ebook









# 1. Introduction

Unit 1.1 - Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain

Unit 1.4 - Roles and Responsibilities of a Consignment  
Tracking Executive



## Key Learning Outcomes

**At the end of this module Participant will be able to:**

1. Discuss Supply Chain and Logistic Management
2. Explain the different types of Inventory and its importance
3. Discuss Warehousing industry and job opportunities in it
4. Define your job roles and responsibilities as a Consignment Tracking Executive
5. Explain the various operations in warehouse and their importance in the effective logistics
6. Identify the Expectations from a Consignment Tracking Executive in his/her job role
7. Describe the various functions / operations of the warehouse
8. Define the inbound and outbound activities
9. Explain the major activities that are performed inside a warehouse
10. Get a clarity on the main roles of a Consignment Tracking Executive

## UNIT 1.1 - Supply Chain Management

### Unit Objectives

At the end of this unit Participant will be able to:

1. Define Supply chain management
2. Define Logistics management
3. Explain the important flows in supply chain management

### 1.1.1 Supply Chain Management

Supply Chain Management envelops all activities starting from point of origin through point of consumption till End of Life of the Product or Service. It includes Planning and execution part of satisfying the customers' demand.

**Supply Chain definition:** The movement of materials as they flow from their source to the end customer. Supply Chain includes purchasing, manufacturing, warehousing, transportation, customer service, demand planning, supply planning and Supply Chain management. (Source: CII-IL, SCMpro-Module1)

Supply chain management is an integrating function with primary responsibility for linking major business functions and business processes within and across companies into a cohesive and high-performing business model. It includes all of the logistics management activities noted above, as well as manufacturing operations, and it drives coordination of processes and activities with and across marketing, sales, product design, finance, and information technology.

**Logistics management** is that part of supply chain management that plans, implements, and controls the efficient, effective forward and reverses flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. (Source: CSCMP)

Supply chain management essentially ensures three flows:

- a. Product flow / Service Flow
- b. Information flow
- c. Finance/money flow

Scan the QR code to watch the related videos



Supply Chain Management

<https://www.youtube.com/watch?v=VuZ9nvYNYCU>



Transportation in Supply Chain Management

<https://www.youtube.com/watch?v=800MVBm91s8>



Logistics Management

<https://www.youtube.com/watch?v=4-QU7WiVxh8>

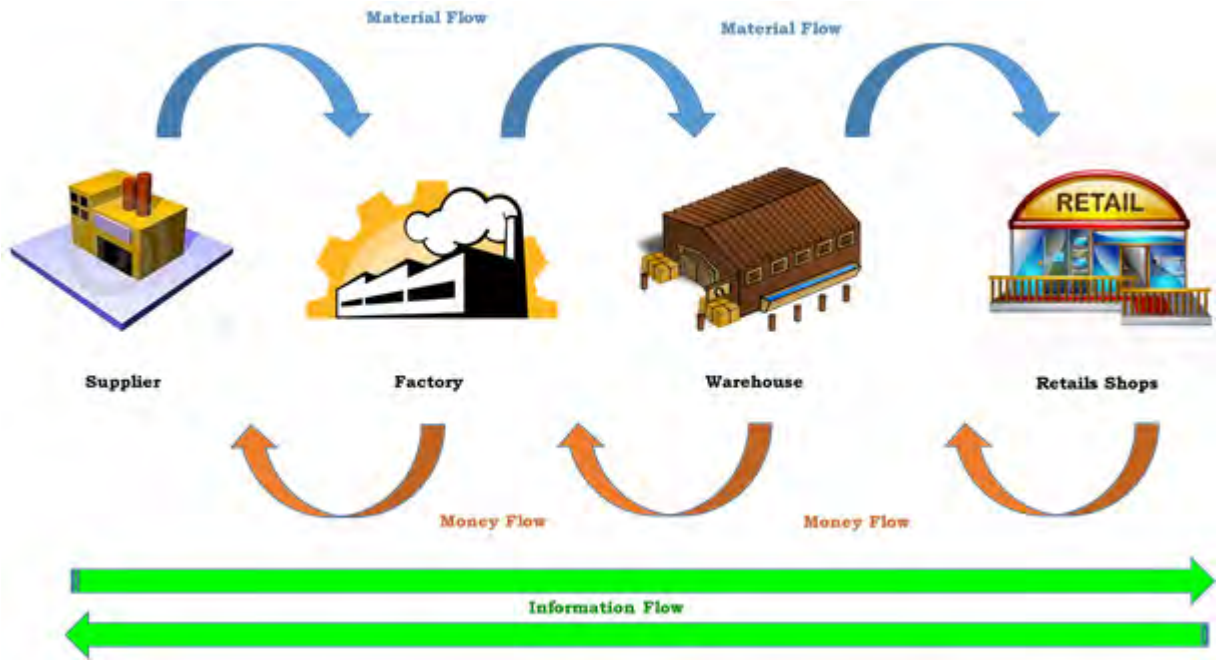


Fig 1.1.1: Supply chain management flows

The product flow is the movement of goods from supplier to customers and customer to manufacturer in case of any customer returns or service requirements.

The information flow covers updating the status of the delivery as well as sharing information between suppliers and manufacturers. Information flow is supposed to happen on a real time basis, without any distortion and delay to ensure demand is met with correct supplies. The information flow in the supply chain includes the market signaling amongst the supply chain members regarding end-user preferences.

The finance flow is the result of first two flows that encompasses credit terms, payment schedules and consignment and title ownership arrangements.

**Notes** 

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## UNIT 1.2 - About the Course

### Unit Objectives

At the end of this unit Participant will be able to:

- 1. Explain the importance of a Consignment Tracking Executive
- 2. Describe the organisation structure and reporting protocols
- 3. Elucidate the main objectives of this course

### 1.2.1 Consignment Tracking Executive

The Consignment tracking is a core logistics activity, one that cannot be entirely automated away-at least not in the near future. Logistics employee’s jobs are changing to incorporate more duties once associated with other logistics activities, especially purchasing, inventory control, and customer service. Specifically, a Consignment tracking executive needs detailed knowledge of operating tasks along with significant management skills.

In this course we’ll discuss the importance of logistics, consignment tracking and the skills and techniques you can use to ensure safe operation and incident prevention

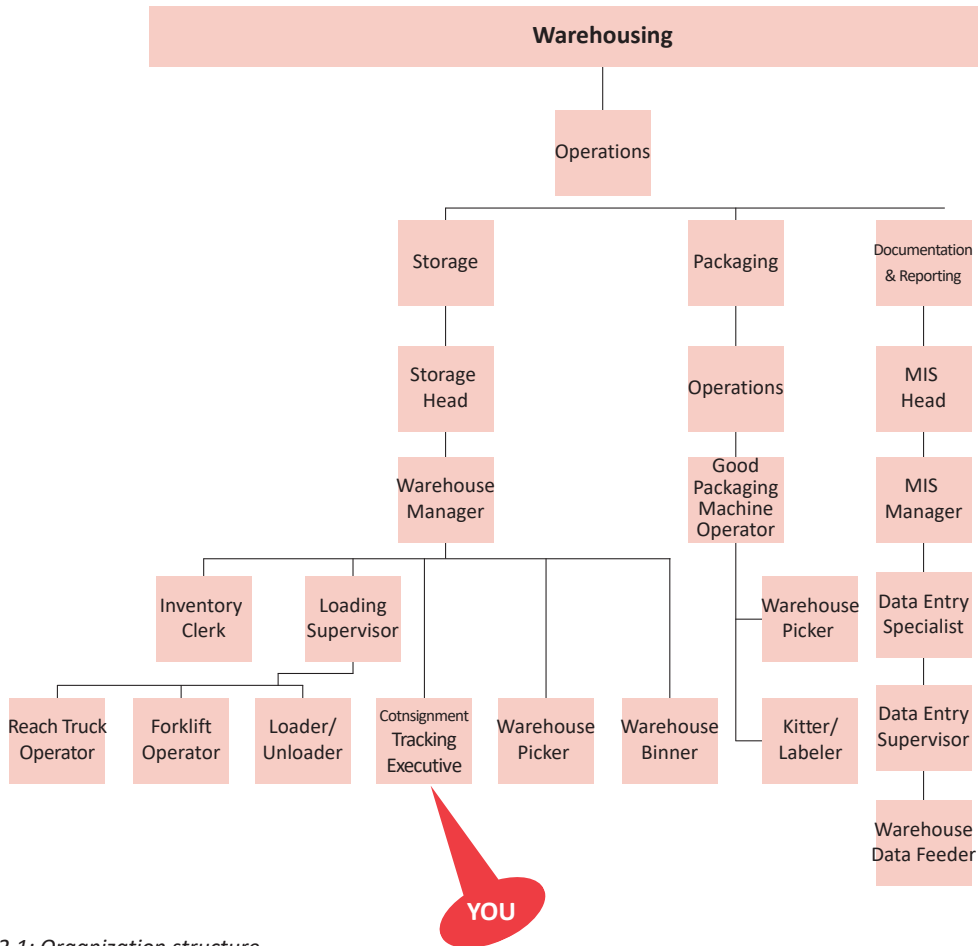


Chart 1.2.1: Organization structure



## UNIT 1.3 - Importance of Warehouse in Supply Chain

### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain the importance of a Warehouse in supply chain
2. Describe the various activities carried inside a warehouse
3. Explain the importance of different policies and procedures

### 1.3.1 Why we need a warehouse?

A Warehouse is a place used for storage or collecting of goods, so as to make things available as and when required. There can be different types of goods stored inside a warehouse such as FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc. Below mentioned figure depicts the different types of goods stored inside a Warehouse and its forms



Fig 1.3.1: Different types of inventory

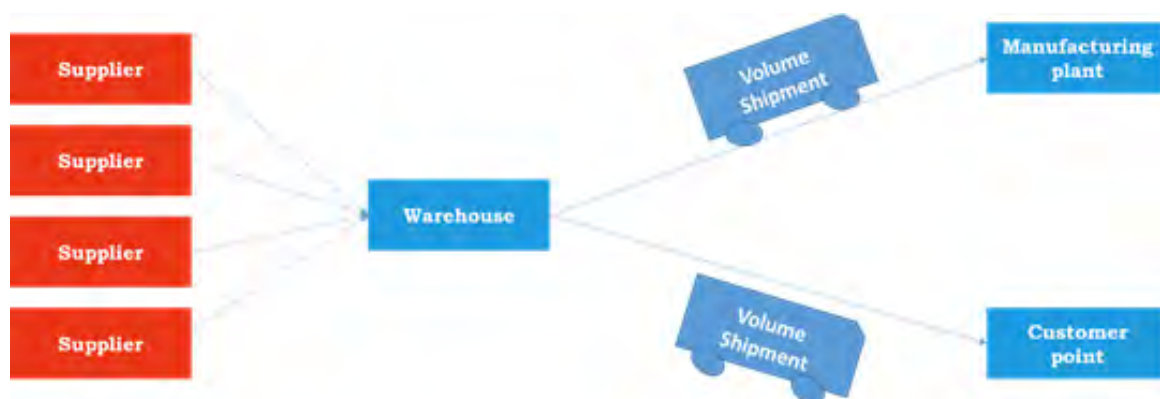


Fig 1.3.2: Transportation consolidation



Fig 1.3.3: Docking Services

## 1.3.2 Warehouse Activities

After goods are received and before goods are shipped, a series of internal warehouse activities take place to ensure an effective flow of inventories (goods) throughout the warehouse and to organize and maintain company inventories. The following list includes the activities found in most of the warehouses;

1. **Receiving** - Schedule Carrier, Unload Vehicle, Inspect for damage
2. **Putaway** - Identify Product, Identify Product Location, Move Products, Update Records
3. **Storage** - Storage location by popularity, size, cube etc, equipment storage
4. **Order Picking** - Information, Walk & Pick, Batch Picking
5. **Shipping** - Schedule Carrier, Load Vehicle, Bill of Loading, Record Update

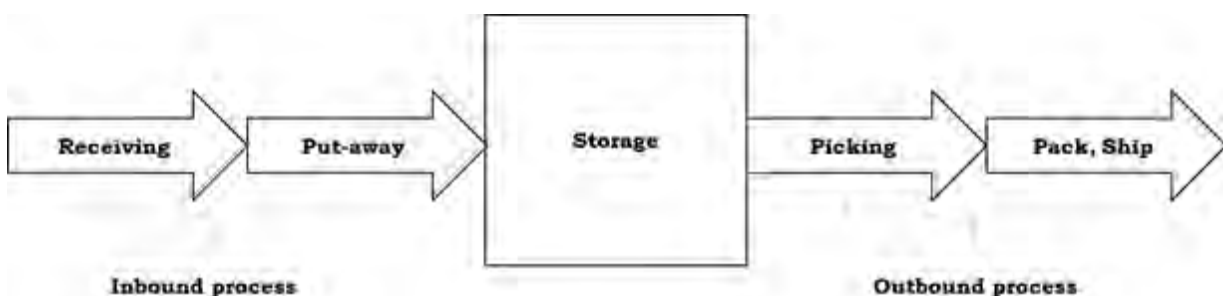


Fig 1.3.4: Warehouse Activities



### 1.3.3 Policies and Procedures

As an Inventory clerk an individual should know about the organization policies and procedure for smooth and same warehouse operations. The policies contain hard and fast rules and regulations that define the general conduct of the warehouse operation. Examples of the types of policies that organizations will define are as follows:

- Warehouse management policy and procedures guideline outline
- Health and Safety
- Human resources management
- Safety and Security mechanism
- Pest control
- Warehouse maintenance and cleaning
- Quality control
- Record keeping and reporting
- Reverse logistics – Return of goods and exit strategy in the event of downscaling or shutting down operations
- Disposal of obsolete and damaged goods.

The procedure documents defines step by step how the activities in the warehouse should be carried out and clearly defines the processes to be adopted. These can be adopted as 'best practice' to be followed inside the warehouse operations. The procedures provide visibility of the operations for Inventory clerk and beneficiaries. The procedures will normally provide the step by step guidance on how to manage each aspect of warehousing and may cover;

- Receiving and issuing of supplies
- Quality control or verification
- Storage of goods
- How to control stock movement (Inventory/stock control)
- Documentation flow
- How to detect and deal with stock losses
- How rejected material will be managed
- How to deal with unwanted material, obsolete and scrap, disposal

## UNIT 1.4 - Roles and Responsibilities of a Consignment Tracking Executive

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Describe the roles and responsibility of a Consignment Tracking Executive
2. Explain various work a Consignment Tracking Executive will carry inside a warehouse/industry

### 1.4.1 Main roles of a Consignment Tracking Executive

As a Consignment tracking executive, your main responsibilities will be Follow up on the location of consignments in real time and you would be involved in:

- Track each consignment as it moves from its origin to its destination
- Co-ordinate with Shipper Company engaged in packing and shipping merchandise
- Determine the transit time and follow-up accordingly
- Enter data into database
- Keep records of all goods shipped, received, and stored
- Ensure timely closure of all orders
- Obtain / generate shipment number and record data
- Notify consignees / consumer of the arrival of the package and arrange for delivery

## Notes



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## Summary



The basics of Supply chain management is discussed at the ground level and the importance of Logistics linkage in managing an efficient supply chain. Three main flows of supply chain management is clearly explained in this chapter. The participant will able to understand the main roles of the individual as a Consignment Tracking Executive with the set targets. This unit also discuss the necessity of a Warehouse and different activities carried inside the warehouse.

## Exercise



1. What are the three important flows in logistics management?
2. The \_\_\_\_\_ flows in both direction in logistics management?
3. A Forklift operator/Driver report to a \_\_\_\_\_?
4. What are the different types of goods stored inside a warehouse?
5. Order picking is an \_\_\_\_\_ process?
6. What are the main role of a Consignment Tracking Executive?





## 2. Prepare for Tracking

- Unit 2.1 - Activities involved in Consignment Tracking
- Unit 2.2 - Exposure to Related Documents and Information
- Unit 2.3 - Checking out for Challenges in Transporting Consignment
- Unit 2.4 - Inspecting the Status and Prioritization of Work
- Unit 2.5 - Prepare Computer and Tracking System
- Unit 2.6 - Exposure to Document
- Unit 2.7 - Knowledge and Understanding Company's Safety Policies and Procedures
- Unit 2.8 - Escalation Matrix for Reporting
- Unit 2.9 - Basic Transit Rules and Regulations
- Unit 2.10 - Detailed Understanding of the Tracking Systems
- Unit 2.11 - Nature of Products Transported



## Key Learning Outcomes

**At the end of this module Participant will be able to:**

1. Explain the importance of consignment tracking
2. Get clarified about the different types of goods and their classification
3. Define the importance of documents in the consignment tracking
4. Get knowledge on various important abbreviations
5. Explain the various challenges related to transportation
6. Recognize the overall picture of the freight transport industry
7. Categorize the importance of status checking
8. Explain the importance of computer systems in tracking
9. Get to know about the various tracking systems available
10. Recognize the different types of documents used in consignment tracking
11. Enhance knowledge about the various safety policies
12. Explain the various risks involved when deviated from the procedure
13. Get clarity on simple violations in the procedure and the reasons for that
14. Get details on the reporting structure and the various channels of communication
15. Explore about the infrastructure challenges related to freight movement by Road
16. Explain the regulations behind the movement of hazardous materials
17. Describe about the tracking system

# UNIT 2.1 - Activities Involved in Consignment Tracking

## Unit Objectives

At the end of this unit Participant will be able to:

- 1. Explain the definition for a consignment
- 2. Get introduced to consignment tracking
- 3. Explain the importance of consignment tracking
- 4. Describe about the importance and usage of computer systems in the consignment tracking

### 2.1.1 Introduction

What is a consignment?

A consignment is the item or process of sending goods to a person/ warehouse/ manufacturing plant or place to be stored or sold. The progress that is made by a shipping company in the effort to ensure that goods and products are delivered should be closely monitored. This is majorly done through Consignment tracking executive. The consignment tracking is done through a computer system or devices that locate the truck/containers as well as other means that are being used to transport the goods across the country and worldwide.

In the logistics business, there’s more to delivering good service than getting the goods to your customer on time. In this digitized age, customers and clients increasingly demand knowledge of which stage of the delivery cycle their packages are in. Below are some key tips to ensure your tracking software is offering enough transparency.

Scan the QR code to watch the related videos



Consignment

<https://www.youtube.com/watch?v=uZBHsieDpTg>

## Notes

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## UNIT 2.2 - Exposure to Related Documents and Information

### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain the definition for a consignment
2. Get introduced to consignment tracking
3. Explain the importance of consignment tracking
4. Describe about the importance and usage of computer systems in the consignment tracking

### 2.2.1 Consignment Tracking Executives

The Consignment Tracking executives are a vital part of the supply chain process. They must manage each and every consignment location, status of delivery, reporting processes and procedure to make sure for on time delivery for both internal and external customers. The foremost important job of a Consignment tracking executive is to prepare for the day's work by collecting information list and relevant documents.

These information may be collected from the immediate supervisor or from the transport manager. A sample trucks reporting list that has to be tracked for the day is given below for reference



Fig 2.2.1: Consignment Tracking executives

| Transport Management System |            |                |               |                  |              |                |          |           |                        | Date             |
|-----------------------------|------------|----------------|---------------|------------------|--------------|----------------|----------|-----------|------------------------|------------------|
| Invoice no.                 | Truck No.  | Reporting date | From (Origin) | To (Destination) | Type of Load | No. of cartons | Gross wt | Volume wt | Truck current location | Shipment status  |
| AX 157                      | MN01B4867  | 03.02.2016     | Bhiwandi      | Hyderabad        | FTL          | 56             | 1800     | 1564      | Arrived at plant       | Bay allotted     |
| BW897                       | KL 19D4791 | 03.02.2016     | Cochin        | Hyderabad        | LTL          | 21             | 900      | 664       | 30km from Hyd          | No Bay requested |
| VF429                       | PB11E8009  | 03.02.2016     | Haryana       | Hyderabad        | LTL          | 33             | 760      | 524       | 10km from Hyd          | No Bay requested |
| KE489                       | TN45Q2029  | 03.02.2016     | Chennai       | Hyderabad        | LTL          | 40             | 562      | 326       | 89km from Hyd          | No Bay requested |
| GU220                       | MH22P3122  | 03.02.2016     | Nagpur        | Hyderabad        | FTL          | 60             | 1865     | 1629      | Arrived at plant       | Document checked |

Table 2.1: Vehicle Reporting List



**Lorry Receipts (LR):** LR Stands for Lorry Receipt also called “Bilti” in Hindi. This receipt is either in 3 copies or 5 copies i.e. Consignee copy, Driver Copy, Consigner Copy and File Copy. This receipt is made by the Transporter once the material is loaded on the vehicle for Delivery. The receipt contains the Vehicle Number, Pickup address, delivery address, number of packages, material description, vehicle type, and date.

A Lorry receipt is a form used when a lorry full of goods are received from the supplier. These forms are usually used when any product/goods travel a long way in lorries (trucks) to reach the destination/supplier. These receipts also carry the details of the goods sent by a lorry and their insurance details so that if it lose, the supplier company can claim from the insurance company. These forms are signed by both buyer and supplier.

Some of the other details in the Lorry Receipt challan are;

- The freight amount, plus any other charges to be paid
- Whether the freight is paid or to be paid or to be billed
- Whether the consignment is consigned to the consignee or selves
- Whether the consignment is insured by the owner or transporter
- Whether the cargo is for door delivery or to be cleared by the consignee from the transporter’s warehouse

Fig 2.2.2: Sample Lorry Receipt

There are other important detail needs to be understand by the Consignment Tracking Executive in related to receiving a consignment. Following are the guidelines for completing regulatory formalities for moving the shipments (inbound & outbound) within India.

General Requirements: Any commercial shipment picked up for transit on our Ground/Air network should have:

- Four copies of invoice (1 original + 3 copies).
- TIN no. and the CST no. of the consignor and consignee are mandatory where applicable. Consignor and consignee are responsible to provide active TIN no
- Shipments consigned to individuals who do not have CST & TIN nos., a declaration from the consignee that the goods are not for sale and for personal consumption apart from other conditions as laid down in respective States VAT Regulations. In all states where VAT is implemented TIN number in place of LST No. is a must.

Important abbreviations:

- VAT - Value Added Tax
- TIN - Tax payers' Identification Number
- CST - Central Sales Tax
- LST - Local Sales Tax

For the details of the documents required by each interstate transport by road can be referred from the website [http://www.roadwaysindia.com/documents\\_required.php](http://www.roadwaysindia.com/documents_required.php) for further self-understanding and keep updation regularly.

**Ask** 

1. What are the details incorporated in the LR-Lorry Receipts

**Notes** 

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## UNIT 2.3 - Checking out for Challenges in Transporting Consignment

### Unit Objectives

At the end of this unit Participant will be able to:

1. Get to know various challenges related to transportation
2. Explain the overall picture of the freight transport industry
3. Recognize the importance of alternate or contingency planning
4. Explain the importance of staying in connection with the driver

### 2.3.1 Safe Delivery of Products

In most cases, freight companies are able to meet deadlines and provide the safe delivery of products. However, companies that are dependent upon the timely delivery of goods should be aware that there are circumstances and events that can hinder the trucking industry and prevent goods from being delivered as originally promised.



Fig 2.3.1: Lorry strikes



Fig 2.3.2: Consignment delays due to natural disasters (flood)



Of all of the events that can result in transportation delays, natural disasters tend to be the most disruptive to the freight industry. The natural disasters that have the most devastating impact on transporting consignment are floods, hurricanes, earthquakes etc. Each of these disasters produces hazardous road conditions that can seriously compromise the safety of truck drivers. In some cases, trucks become stuck in traffic due to poor driving conditions. In more severe cases, roads wash away or become completely impassible, resulting in the need for drivers to turn around or completely alter course.



Fig 2.3.3: Checking with driver for any challenges

It is the responsibility of the individual who is working as a consignment tracking executive to communicate with the respective transportation company or the truck driver to get the status of the consignment and plan accordingly.

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# UNIT 2.4 - Inspecting the Status and Prioritization of Work

## Unit Objectives

At the end of this unit Participant will be able to:

1. Recognize the importance of status checking
2. Get to know the art of prioritizing
3. Explain the importance of status checking and prioritizing in on-time delivery and consignment tracking

### 2.4.1 Inspecting the Status and Prioritization of Work

It is very much important to co-ordinate with the team or with the previous shift consignment tracking executive to understand the status and priorities among the consignments for loading or unloading, expediting orders, route plans etc.

| Transport Management System |           |                |               |                  |              |                |          |           |                        |                                      |
|-----------------------------|-----------|----------------|---------------|------------------|--------------|----------------|----------|-----------|------------------------|--------------------------------------|
|                             |           |                |               |                  |              |                |          |           | Date                   | 2nd Feb, 2016                        |
|                             |           |                |               |                  |              |                |          |           | Report time            | 6:59 AM                              |
| Invoice no.                 | Truck No. | Reporting date | From (Origin) | To (Destination) | Type of Load | No. of cartons | Gross wt | Volume wt | Truck current location | Remarks                              |
| AX157                       | MN01B4867 | 03.02.2016     | Bhiwandi      | Hyderabad        | FTL          | 56             | 1800     | 1564      | Arrived at plant       | Late arrival - In Plant parking area |
| BW897                       | KL19D4791 | 03.02.2016     | Cochin        | Hyderabad        | LTL          | 21             | 900      | 664       | 30km from Hyd          | Morning 1st shift arrival            |
| VF429                       | PB11E8009 | 03.02.2016     | Haryana       | Hyderabad        | LTL          | 33             | 760      | 524       | 10km from Hyd          | Morning 1st shift arrival            |
| KE489                       | TN45Q2029 | 03.02.2016     | Chennai       | Hyderabad        | LTL          | 40             | 562      | 326       | 89km from Hyd          | Truck break down - ETA 17.30Hrs      |
| GU220                       | MH22P3122 | 03.02.2016     | Nagpur        | Hyderabad        | FTL          | 60             | 1865     | 1629      | Arrived at plant       | Late arrival - In Plant parking area |

Table 2.4.1: Consignment status report - Given by previous shift executive

This information will be very much helpful for the consignment tracking executive to prioritize his work and plan accordingly. Similarly it is the responsibility of the current shifts consignment tracking executive to produce the same type of report and hand over to the next shift tracking executive for proper communication chain.

## Notes

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## UNIT 2.5 - Prepare Computer and Tracking System

### Unit Objectives

At the end of this unit Participant will be able to:

1. Recognize the importance of status checking
2. Get to know the art of prioritizing
3. Explain the importance of status checking and prioritizing in on-time delivery and consignment tracking

### 2.5.1 Consignment Tracking

Consignment tracking goes beyond just receiving a shipment on schedule. When a delivery is critical for a production completion, it's not enough to make sure that it arrives to your delivery room or receiving bay in a timely manner; you also need to ensure that inbound accountable delivery and product reaches the intended person or department. There is nothing worse than knowing your package arrived to your location but you don't know where it is. Last mile delivery errors and delays negatively impact your business's productivity and are a source of unnecessary confusion.

**Computer systems:** Computer is an important tool used by the consignment tracking 'executive for tracking and tracing products and services. The individual in this position must be able to understand the basic working of a computer system, its technical details, operations and controls for an efficient work.



Fig 2.5.1: A Computer



Fig 2.5.2: Switch on the Computer



Fig 2.5.3: Login page

**Tracking systems:** Once entering into the systems using the login credentials given by the organisation, the next inspection is be done on the telephone lines, tracking devices and other systems for smooth operations.



Fig 2.5.4: Tracking system

**Stationary requirements:** As an individual working as a consignment tracking executive, you have to make sure that you have all the required stationary on hand to carry out a smooth operation. Some of the stationary like pens, paper, notepads etc to take down notes and other information quickly.



Fig 2.5.5: Office stationaries

**Contact details requirements:** Have the complete list with the required contact details of the trucking companies, check posts details, local authorities’ etc. details for ready easy references.

| S.No | Name     | Designation        | Company Name | Add 1 | Add2 | Add3 | City   | Pincode | Tel No. | Fax No. | Mobile | Email ID    | Website      |
|------|----------|--------------------|--------------|-------|------|------|--------|---------|---------|---------|--------|-------------|--------------|
| 1    | Mr XXXXX | Transport Manger   | XXXX         | XXXX  | XXXX | XXXX | Vapi   | 398 195 | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 2    | Mr XXXXX | Manager            | XXXX         | XXXX  | XXXX | XXXX | Vapi   | 398 195 | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 3    | Mr XXXXX | Managing Director  | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400050  | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 4    | Mr XXXXX | Head of Commerical | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400101  | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 5    | Mr XXXXX | Head- Supply Chain | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400 018 | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 6    | Mr XXXXX | Head of Logistics  | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400023  | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 7    | Mr XXXXX | Logistics manager  | XXXX         | XXXX  | XXXX | XXXX | Pune   | 411019  | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 8    | Mr XXXXX | CGM- Exports       | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400 021 | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 9    | Mr XXXXX | Head - Logistics   | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400001  | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |
| 10   | Mr XXXXX | Manqer             | XXXX         | XXXX  | XXXX | XXXX | Mumbai | 400 001 | 12345   | 12345   | 12345  | abc@xyz.com | www.abcd.com |

Table 2.3: Truck company details

| Check Post                         | Address  | Phone Number    |
|------------------------------------|--|-----------------|
| Ambarampalayam Checkpost           | The Motor Vehicles Inspector(Non-Tech), Transport Department, Ambarampalayam Checkpost, Divanasapur, Pollachi,                     | 04253 - 255200  |
| Bannari Checkpost                  | The Motor Vehicles Inspector(Non-Tech), i b i Transport epartment, Bannari Checkpost, Periyar Dist.                                | 04295 - 2243334 |
| Gopalapuram Checkpost              | The Motor Vehicles Inspector(Non-Tech), Transport Department, Mannur Post, Pollachi642 005. Gopalapuram Che ckpost, Coimbatore     | 04259 - 277479  |
| Hosur (Incoming ) Checkpost        | The Motor Vehicles Inspector(Non-Tech), i Transport Department, Hosur (Incoming ) Checkpost, Zuzu Vadi, Hosur-635 125.             | 04344 - 276222  |
| Hosur(Out going) Checkpost         | The Motor Vehicles Inspector(Non-Tech), h i i Transport Department, Hosur(Out going) Checkpost, ZuzuVadi, Hosur-635 126.           | 04344 - 278277  |
| K.G. Chavadi (Out-going) CheckPost | The Motor Vehicles Inspector(Non-Tech), h i i Transport Department, Thirumalayampalayam Post, K.G. Chavadi CheckPost. (Out-going). | 0422 - 2622505  |
| K.G.Chavadi (Incoming) Checkpost   | The Motor Vehicles Inspector(Non-Tech), i b i Transport Department, Thirumalayampalayam Post, K.G.Chavadi Checkpost. (Incoming)    | 0422 - 2622507  |
| Kaliakavilai Checkpost             | The Motor Vehicles Inspector(Non-Tech), i b i Transport Department, Kaliakavilai Checkpost, Kanniyakumari Dist.                    | 04651 - 260620  |

Table 2.5.6: Check posts details

## UNIT 2.6 - Exposure to Document

### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain the different types of documents used
2. Brief about the usage and importance of Bill of lading
3. Recognize and interpret commercial invoice, packing list and weight list
4. Get to know the importance of certificate of origin
5. Explain the importance of insurance and other documents like courier delivery slip, road waybill, postal delivery slip, Airway bill etc

### 2.5.1 Consignment Tracking

There are variety of documents used by an organisation for receiving and transporting goods. As a Consignment tracking executive the individual in this position needs to know about the types of documentation used and the importance of the same. Let us now discuss some of the documents used in a logistics company;

**Bill of Lading (B/L):** The bill of lading is a transportation document issued by the carrier, or by the carrier's authorized agent, for the consignment to be shipped. This document states the main shipping terms for the consignment. There Are Three Different Kinds of Bills of Lading

- The on-board bill of lading is issued after the consignment has been loaded onto the ship. It states the loading date and the name of the ship.
- The received-for-shipment bill of lading merely confirms that the carrier has received the goods designated for shipping.
- The through bill of lading covers the entire journey of the goods, whether they are transhipped or carried by different means of transport.

| Bill of Lading  |   |                         |   |      |                          |       |
|---|---|-------------------------|---|------|--------------------------|-------|
|                    |   |                         | Lead Number: 11298                          |      | B/L Number:              |       |
| 360 N. Arlington Heights, IL, Suite 180<br>Phone: 708-941-1111<br>Tel. 410-821-0336 Fax: 410-821-0392 |   |                         | Ship Date: 2015-06-23                       |      | B/L Date:                |       |
|   |   |                         | Carrier Date: 2015-06-23                    |      | F.O. Number:             |       |
|   |   |                         | Freight Charges: Prepaid                    |      |                          |       |
| Shipper:  |   |                         | Consignee:                                  |      |                          |       |
| 3rd Party Billing:  |   |                         | Transportation Company:                     |      |                          |       |
| # of pieces   | Description of the goods, marks, exceptions | Weight in LBS.          | Type  | NMFC | HM                       | Class |
|   |   |                         |   |      |                          |       |
|   |   |                         |   |      |                          |       |
| Total Pieces  |   | Total Weight<br>in LBS. |   |      | Emergency Response Phone |       |
| 0   |   |                         |   |      |                          |       |
| Notes:<br>How does this look ?  |   |                         | C.O.D. Amount: \$0.00                       |      |                          |       |
|   |   |                         | C.O.D. Fee: Collect.                        |      |                          |       |
|   |   |                         | Declared Value: \$0.00                      |      |                          |       |
|   |   |                         | If at consignee's risk, write or stamp here |      |                          |       |
| Shipper   | Carrier                                     | Date                    | Number of Pieces Received                   |      |                          |       |
| Per   | Per   | Time                    |   |      |                          |       |
| Consignee Name  | Date  | Signature               | Number of Pieces Received                   |      |                          |       |

Fig 2.6.1: Sample Bill of Lading



**Commercial Invoices:** The commercial invoice is the accounting document which shows the financial claim of the seller against the buyer. A customs invoice is often required in addition to a commercial invoice to document the value of the goods for import clearance.

**COMMERCIAL INVOICE**

Consignee: (Complete Name and Address) Date: \_\_\_\_\_

Export Reference: \_\_\_\_\_

Country of Manufacture: \_\_\_\_\_

Other Remarks: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

| Type of Packaging/Marks | Detailed Description of Goods | Qty. | Unit Value    | Subtotal     |
|-------------------------|-------------------------------|------|---------------|--------------|
|                         |                               |      |               |              |
|                         |                               |      |               |              |
|                         |                               |      |               |              |
| Total Packages:         |                               |      | Total Weight: | Total Value: |

These commodities, technology or software were exported from the United States in accordance with the export administration regulations. Diversion contrary to U.S. law prohibited. I/we hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Fig 2.6.2: Sample Commercial Invoice

**Packing List, Weight List**

The Packing List, which details the specific contents of each package. The details that are necessary include the package count and type, the dimensions and the weight of each package, the cubic measure, the marks and numbers of each package, product description, and a reference to the line item on the commercial invoice.

By adding details of the weight you can use a packing list as a weight list or weight certificate without any problem. Which details should be added to the packing list to use it as a weight list or weight certificate?

- Net Weight of the shipment
- Gross Weight of the shipment
- Weight of the each package (such as pallets/boxes/crates/drums, etc.)

Scan the QR code to watch the related videos



Invoice & Packing List

<https://www.youtube.com/watch?v=nl6ENNXBJD4>



Bill of Lading

<https://www.youtube.com/watch?v=reAjDV9j09g>

| PACKING LIST                |  |                                 |                                 |                            |                |                        |
|-----------------------------|--|---------------------------------|---------------------------------|----------------------------|----------------|------------------------|
| Exporter                    |  |                                 | Invoice No. & Date              |                            | Exporter's Ref |                        |
|                             |  |                                 | Buyer's Order No. & Date        |                            |                |                        |
|                             |  |                                 | Other Reference (s)             |                            |                |                        |
| Consignee                   |  |                                 | Buyer (if other than consignee) |                            |                |                        |
| Pre-Carriage by             |  | Place of Receipt by Pre-Carrier |                                 | Country of Origin of Goods |                | Country of Final Dest. |
| Vessel/Flight No            |  | Port of Loading                 |                                 | Port of Discharge          |                | Final Destination      |
| Marks & Code No.            |  | No. & Kind of Packages          |                                 | Description of Goods       |                | Total Qty              |
| Carton Nos.                 |  |                                 |                                 |                            |                |                        |
|                             |  |                                 |                                 |                            |                |                        |
|                             |  |                                 |                                 |                            |                |                        |
|                             |  |                                 |                                 |                            |                |                        |
| Total Net Weight (in Kgs)   |  |                                 |                                 |                            |                | for                    |
| Total Gross Weight (in Kgs) |  |                                 |                                 |                            |                |                        |
| CBM                         |  |                                 |                                 |                            |                |                        |
| Carton Measurement -        |  |                                 |                                 |                            |                |                        |

Fig 2.6.3: Sample Packing list

### Certificate of Origin

A certificate of origin is a document that confirms the origin of the goods. It may be issued by an official organization, such as a chamber of commerce, or by the beneficiary or the manufacturer (but always as per the terms and conditions of the L/C).

### Insurance Documents

The freight Insurance Certificate is a document indicating the type and amount of insurance coverage in force on a particular shipment. It includes the name of the insurance company and conditions of coverage. The original copy of the freight Insurance Certificate is required in the filing of a claim. Copies of documents necessary to support an insurance claim include the insurance policy or certificate, bill of lading, invoice, packing list, and a survey report (usually prepared by a claims agent).

| CERTIFICATE OF INSURANCE   |  |   |   |                                   | ISSUE DATE   |
|--|--|---|---|-----------------------------------|--|
| PRODUCER<br><i>[Faded Signature]</i>   |  | THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. |   |                                   |  |
| INSURED<br><br><b>Not For Profit Groups</b>  |  | COMPANIES AFFORDING COVERAGE  |   |                                   |  |
|  |  | COMPANY LETTER  | A Carrier with at least B+ Best rating & VI Financial Size  |                                   |  |
|  |  | COMPANY LETTER  | B   |                                   |  |
|  |  | COMPANY LETTER  | C   |                                   |  |
|  |  | COMPANY LETTER  | D   |                                   |  |
|  |  | COMPANY LETTER  | E   |                                   |  |
| COVERAGES  |  |   |   |                                   |  |
| THIS IS TO CERTIFY THAT THE POLICIES LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. |  |   |   |                                   |  |
| CD LTR   | TYPE OF INSURANCE  | POLICY NUMBER   | POLICY EFFECTIVE DATE (MM/DD/YY)  | POLICY EXPIRATION DATE (MM/DD/YY) | LIMITS   |
| A  | <input checked="" type="checkbox"/> GENERAL LIABILITY<br><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR  | 12345   |   |                                   | GENERAL AGGREGATE \$ 1000000<br>PRODUCTS-COMP/OP AGG. \$ 100000<br>PERSONAL & ADV. INJURY \$ 100000<br>EACH OCCURRENCE \$ 100000<br>FIRE DAMAGE (Any one fact) \$ 50000<br>MED. EXPENSE (Any one person) \$ 5000 |
|  | AUTOMOBILE LIABILITY<br><input type="checkbox"/> ANY AUTO<br><input type="checkbox"/> ALL OWNED AUTOS<br><input type="checkbox"/> SCHEDULED AUTOS<br><input type="checkbox"/> HIRED AUTOS<br><input type="checkbox"/> NON-OWNED AUTOS<br><input type="checkbox"/> GARAGE LIABILITY<br><input type="checkbox"/> OTHER |   |   |                                   | COMBINED SINGLE LIMIT \$<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE \$   |
|  | EXCESS LIABILITY<br><input type="checkbox"/> UMBRELLA FORM<br><input type="checkbox"/> OTHER THAN UMBRELLA FORM  |   |   |                                   | EACH OCCURRENCE \$<br>AGGREGATE \$   |
| A  | WORKERS COMPENSATION AND EMPLOYERS LIABILITY   | 12345   |   |                                   | STATUTORY LIMITS<br>EACH ACCIDENT \$ 500000<br>DISEASE-POLICY LIMIT \$ 500000<br>DISEASE EACH EMPLOYEE \$ 500000   |
| A  | LIQUOR LIABILITY   | 12345   |   |                                   | \$ 1000000   |
| DESCRIPTION OF OPERATIONS, LOCATIONS, VEHICLES, SPECIAL ITEMS<br>The entities and individuals listed on Exhibit "A" are hereby collectively named as additional insureds with respects to the foregoing General Liability and Liquor Liability coverages.  |  |   |   |                                   |  |
| CERTIFICATE HOLDER<br><i>[Faded Signature]</i>   |  |   | CANCELLATION<br>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES. |                                   |  |
|  |  |   | AUTHORIZED REPRESENTATIVE   |                                   |  |

Fig 2.6.4: Sample Insurance certificate

**Courier Delivery Slip**

This certifies that goods have been accepted and forwarded by a courier service.

**Air Waybill**

An air waybill confirms the conclusion of a contract between carrier and consignor, and sets out the conditions with respect to handling, flight route and delivery of the goods.

**Road Waybill**

This certifies that a contract has been signed between the consignor and the carrier concerning the transportation of goods by road (by truck).

**Inland Waterways B/L**

This certifies that a contract has been signed between the consignor and the carrier concerning the transportation of goods by inland waterways.

**Postal Delivery Slip**

This certifies that goods have been accepted and forwarded by a postal service.

## UNIT 2.7 - Knowledge and Understanding Company's Safety Policies and Procedures

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Enhance knowledge about the various safety policies
2. Explain the various procedures followed in the warehouse
3. Describe the importance of various operations performed inside the warehouse
4. Recognize the various risks involved when deviated from the procedure
5. Get clarity on simple violations in the procedure and the reasons for that
6. Get an idea about ineffective work instructions
7. Explain the dos and donts about PPE
8. Get to know about the safety and security procedures to be followed
9. Describe the work place related safety issues that he/she has to follow
10. Get clarity on safety policies related to Forklift, Loading/unloading bay, Usage of Ladders and Fire evacuation

### 2.7.1 Consignment Tracking

As a Consignment Tracking Executive a person should know about the organization policies and procedure for smooth and safe warehouse operations. The policies contain hard and fast rules and regulations that define the general conduct of the warehouse operation. Examples of the types of policies that organizations will define are as follows:

- Warehouse management policy and procedures guideline outline
- Health and Safety
- Human resources management
- Safety and Security mechanism
- Pest control
- Warehouse maintenance and cleaning
- Quality control
- Record keeping and reporting
- Reverse logistics – Return of goods and exit strategy in the event of downscaling or shutting down operations
- Disposal of obsolete and damaged goods.

The procedure documents defines step by step how the activities in the warehouse should be carried out and clearly defines the processes to be adopted. These can be adopted as 'best practice' to be followed inside the warehouse operations. The procedures provide visibility of the operations for Warehouse supervisor and beneficiaries. The procedures will normally provide the step by step guidance on how to manage each aspect of warehousing and may cover;

- Receiving and issuing of supplies
- Quality control or verification
- Storage of goods
- How to control stock movement (stock control)
- Documentation flow
- How to detect and deal with stock losses
- How rejected material will be managed
- How to deal with unwanted material, obsolete and scrap, disposal

## 2.7.2 Risk and Impact of Deviating Procedure/Work Instructions

Work Instructions are the most basic tool used in every business or organization to help an employee follow a sequence of steps. Poor Work Instructions could result in returned product, loss of materials, customer complaints, or liability issues.

Here are some samples of Work Instructions

- Process step instruction
- Service steps
- Evacuation plan directions
- Process Checklists
- Safe assembly instruction
- Work standards
- Health instruction
- Safety instruction
- Work checklist
- Inspection instruction
- Labels
- Equipment maintenance
- Testing instructions
- Product specifications

### Samples of Ineffective Work Instructions

- An ineffective Work Instruction can result in non-conformances, losses of product and lost customers and revenue.
- An ineffective Work Instruction is confusing.
- It can have too much or too little information.
- A Work Instruction that gives an opportunity for many interpretations or multiple meanings will be implemented incorrectly.

Remember, once the training is completed, Work Instructions and procedures are what most employees depend on. There are many accidents recorded for not following defined procedures or work instructions in the workplace, some of them are as follows;



A Person inspecting a Truck without wearing protective equipment

*fig 2.7.1: without wearing protective equipment*



A Person inspecting a Truck with wearing protective equipment (safety harness)

*fig 2.7.2: inspecting with protective equipment*



**X** Never carry a operation without your PPE  
Personal Protective Equipment

fig 2.7.3: personal protective equipment



Never accept a freight in damaged condition

fig 2.7.4: damaged freight

## 2.7.3 Safety and Security Procedures

The Consignment tracking executive should ensure Safety by;

- Maintenance of clutter-free environment: driving areas inside the warehouse and its surroundings are free of boxes, materials, electric cords, tools, and equipment against which people may stumble and fall



Fig 2.7.5: Safety and Security Procedures

Removal of garbage, debris, dirt, and oily materials that are a potential fire hazard. There should be enough trash cans inside and outside the warehouse for easy disposal of such items. Daily emptying of trash cans in covered outside bins

- To the extent possible, the warehouse is kept free of rodents and other pests to protect warehouse workers and stored commodities
- Prohibition of smoking in the warehouse, post no-smoking signs
- A clean washroom available to all staff and workers should be required to wash their hands before handling commodities, particularly if they are engaged in re-bagging activities

The Consignment tracking executive should ensure Security by;

- The warehouse is provided with a first aid kit and that assigned employees have a basic knowledge of how to use it
- The warehouse is equipped with fire extinguishers as per the required standards. The warehouse is regularly visited by a safety inspector who provides a written report and that the inspector's recommendations are promptly addressed
- To the extent possible, each warehouse has multiple exits and that visible exit signs are posted in the warehouse in order for staff to recognize where they can exit in case of emergency
- Emergency phone numbers are posted and visible to all warehouse staff

Scan the QR code to watch the related videos



Safety Procedures

<https://www.youtube.com/watch?v=J3-5DPWQlj8>



| EMERGENCY CONTACT NUMBERS      |                              |
|--------------------------------|------------------------------|
| Police                         | 100                          |
| Nearest Police Station         | 0120-2677428                 |
| Ambulance                      | 102                          |
| Fire Station                   | 101                          |
| Hospital MMG District Hospital | 0120-2730038<br>0120-2856606 |
| Regional SCM Incharge          | 0120-2677428                 |
| CFA Owner                      | 0120-2677428                 |
| DC Incharge                    | 0120-2677428                 |
| DC Incharge-II                 | 0120-2677428                 |

Fig 2.7.6: Display of Emergency contact numbers

Several other specific recommendation areas of warehouse safety to discuss with all warehouse employees include;

**Loading/Unloading area:** Whether outside the warehouse or on the warehouse terrace/arcade, this is where all goods are delivered to or shipped. The warehouse floors must be carefully cleaned before and after each loading and unloading activity. When trucking operations are conducted inside the warehouse, the warehouse supervisor should ensure that the areas in contact with the truck's tires are immediately and thoroughly cleaned with disinfectants at the end of the day when delivery operations are over



Fig 2.7.7: Loading/ Unloading bay

**Forklift:** Although very few warehouses are equipped with forklifts, it is important to remember that only certified forklift operators should be allowed to use them. Scheduled maintenance and quick repairs of forklifts prevent fluid spills (fuel, oil, coolant, etc.) from contaminating the warehouse floor and stored goods.

**Stacks:** If commodities are improperly stacked, they may endanger warehouse staff. It is recommended that when removing bags from the stacks workers start from the top row first. When stacking materials, height limitations should be observed as much as possible depending on warehouse size and commodity quantities. It is important to follow the stacking recommendations that are printed on the packaging boxes.

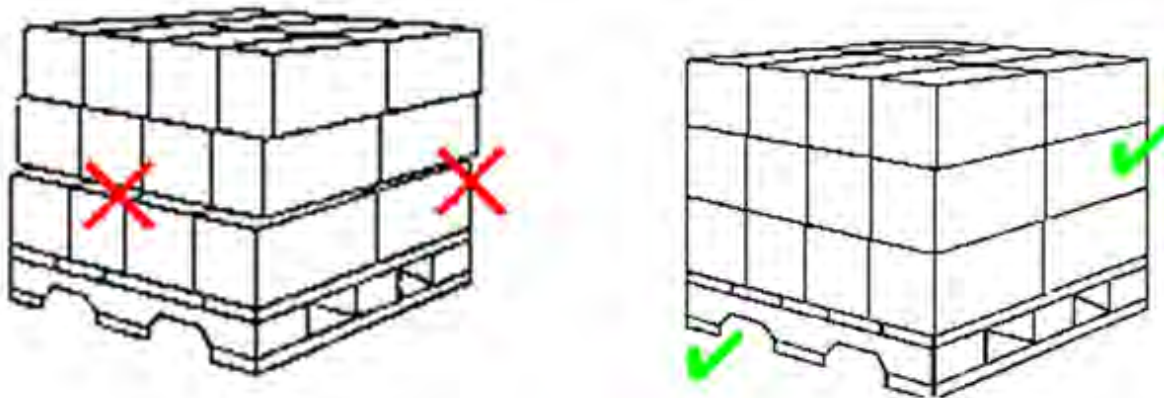


Fig 2.7.8: Stacking Procedure



Fig 2.7.9: Handling standards

**Falls, helmets, or hard hats:** Falling objects can injure staff. To mitigate effects of falling objects, it is recommended that employees be provided with hard hats and required to wear them during warehouse operations. Injuries to workers due to falling or slipping can be prevented if warehouse staff follows the housekeeping guidelines prescribed above.

**Ladders:** A warehouses must have ladders. Fiberglass ladders are stronger than metal (which are aluminum) and are therefore recommended. All ladders need to be inspected on a weekly basis and after they have been damaged. Metal ladders are susceptible to the same; wear as fiberglass. All types of ladders, whether wooden, metal, or fiberglass, should be checked frequently for possible defects resulting from extended wear and necessary repairs and/or replacements must be made.



Fig 2.7.10: Ladders for handling

**Evacuation plan and fire extinguishers:** The supervisor will make sure that all program staff with access to the warehouse should be familiar with the warehouse section of Safety and Security plan. The supervisor will ensure that warehouse personnel have read the warehouse evacuation plan and are trained in fire safety.

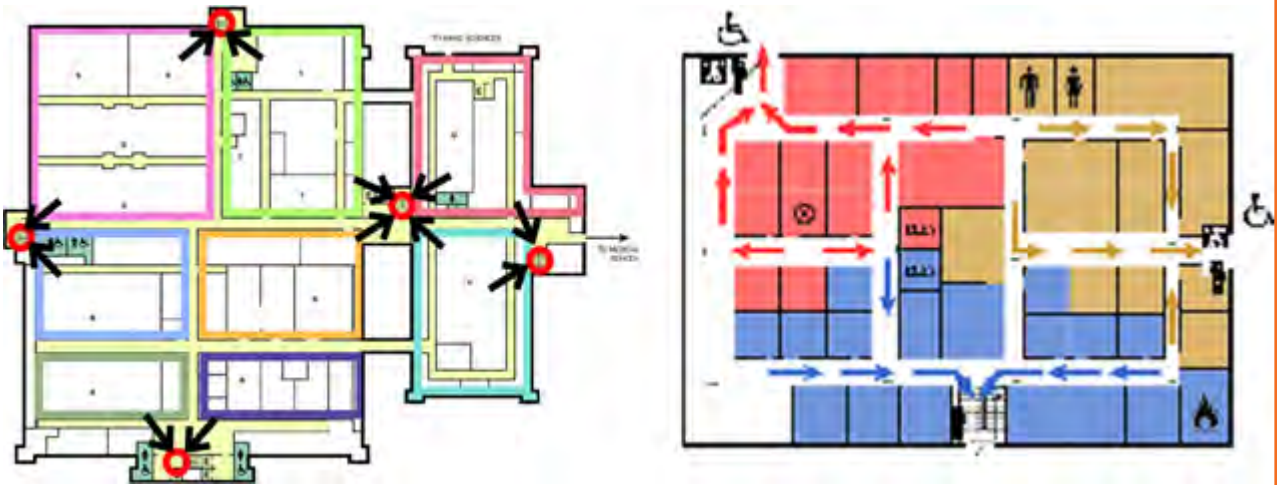


Fig 2.7.11: Evacuation plan

## UNIT 2.8 - Escalation Matrix for Reporting

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Get to know about the reporting structure
2. Explain the various channels of communication
3. Realize the escalation matrix in the organization structure
4. Explain the right way of escalating things to the right person in the structure

### 2.8.1 Exception Case

In case of any exception, communicate with the immediate supervisor / warehouse manager about the discrepancies for further actions.



*Fig 2.8.1: Escalation matrix for reporting*

There may be many reasons for exemption like;

- Reasons for truck/freight delays
- Shortage in quantity received
- Transit damage during receiving
- Product mismatch etc.

## UNIT 2.9 - Basic Transit Rules and Regulations

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Explain about the infrastructure challenges related to freight movement by Road
2. Brief the regulations behind the movement of hazardous materials
3. Describe the important points to be noted down by a consignor
4. Get clarified on the responsibilities of a transport owner and a driver

### 2.9.1 Basic Transit Rules and Regulations

Despite the extensive growth of the road network beginning in the 1950s, seamless freight flow across the country is hampered by institutional barriers (multiple checks during the course of transit) and quality of road infrastructure (less than one-fourth of national highway network is four-laned and above). Presently there are 177 interstate check posts and 268 toll barriers on national highways. A well-functioning freight transport system is vital for a competitive logistics sector. (Note: Given above data subject to change during the course of time)

The safety codes and safety requirements to be followed in transportation of hazardous materials are laid down in Central Motor Vehicles Rules.

#### **Transportation of goods of dangerous or hazardous nature.**

- Every goods carriage carrying dangerous or hazardous goods shall display a distinct mark of the class label appropriate to the type of dangerous or hazardous goods.
- Every package containing dangerous or hazardous goods shall display the distinct class labels appropriate to the type of dangerous or hazardous goods.
- In the case of packages containing goods which represent more than one hazard, such packages shall display distinct labels to indicate the hazards.
- Every goods carriage carrying goods of dangerous or hazardous nature shall be fitted with a tachograph, an instrument to record the lapse of running time of the motor vehicle; time speed maintained, acceleration and deceleration etc., and a spark arrester.

#### **The consignor has to ensure the following points**

- The goods carriage has a valid registration to carry the hazardous goods.
- The vehicle is equipped with necessary First-aid, Safety equipment and antidotes as may be necessary.
- The transporter or owner of the goods carriage has full and adequate information about the dangerous or hazardous goods being transported.
- The driver of the goods carriage is trained in handling the dangers posed during transport of such goods.
- Every consignor shall supply to the owner of the goods carriage full and adequate information about the dangerous or hazardous goods, being transported as to enable such owner and its driver

- To make aware of the safety rules for transportation of hazardous materials.
- To make aware of the risks created by such goods to health or safety of any person

**Responsibility Of The Transporter Or Owner Of Goods Carriage**

1. It shall be the responsibility of the owner or transporter to ensure the following

- The goods carriage has valid registration and permit and is safe for the transportation of the said goods.
  - The Vehicle is equipped with necessary First-Aid, Safety equipment, tool box and antidotes as may be necessary to contain any accident.
2. The owner or transporter should satisfy himself that the information given by the consignor is full and accurate.
3. The owner or transporter should ensure that the driver being deputed for transportation is trained to handle and transport such hazardous materials.
4. The owner of the goods carriage carrying dangerous or hazardous goods and the consignor of such goods shall lay down the route for each trip.
5. The owner of the goods carriage should ensure that the driver holds a driving Licence as per provisions of Rule 9 of the Central Motor Vehicle Rules.

As per Rule 9 the driver should have the ability to read and write at least one Indian language specified in VII Schedule of the Constitution and English language.

The driver should have successfully passed a course connected with the transport of hazardous goods.

**Responsibility Of The Driver**

It is the responsibility of the driver to keep all information provided to him in writing i.e., in the form TREM CARD (Transport Emergency Card). This is to be kept in the drivers cabin and is available at all times while hazardous material related to it is being transported.

Scan the QR code to watch the related videos



Hazardous Material Regulations

<https://www.youtube.com/watch?v=QKymXxmXe80>

**Notes**



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## UNIT 2.10 - Detailed Understanding of the Tracking Systems

### Unit Objectives

At the end of this unit Participant will be able to:

1. Detail apprehension about the tracking system
2. Explain the differences between Manual tracking and automated tracking
3. Realize the ease and comfortability in using GPS tracking

### 2.10.1 Tracking System

Despite the extensive growth of the road network beginning in the 1950s, seamless freight flow across Vehicle tracking can be an important money-saving tool for your small- or medium-sized business. If you have a fleet of trucks/vehicles, tracking may be able to help your fleet reduce idle times, improve routing operations, and better customer service. As a result, you may be able to lower overhead business costs and increase your bottom line. Tracking for your fleet vehicles allows you to run a smarter business overall.

There are commonly two types of tracking system followed in India;

**Manual tracking:** where the consignment tracking executive will manually call up the driver to get the status of his location, time to reach the destination etc.

**Automated tracking:** In automated tracking system the vehicle will be equipped with a tracker which will be communicating with the GPS (Global Positioning System) satellite to provide real-time information.

#### What is GPS tracking?

GPS tracking uses elements of both time and location to provide data points for the user. GPS, or Global Positioning System, is a satellite navigation system that receives data via satellites in space. GPS tracking can be used to track vehicles and a common use for GPS is for the user to set and receive live step-by-step directions.

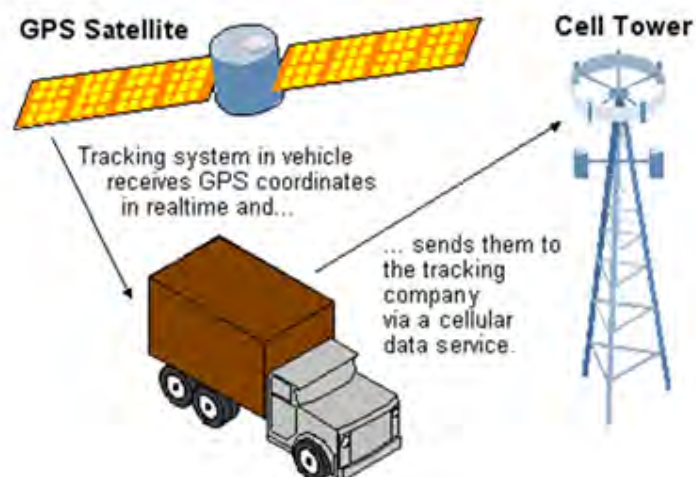


Fig 2.10.1: GPS based vehicle tracking systems

**GPS modem:** This device is the main component of vehicle tracking. This modem gets the coordinates from the satellite for each and every second. A GSM modem is a specialized type of modem which accepts a SIM card, and operates over a subscription to a mobile operator, just like a mobile phone.



Fig 2.10.2: GPS modem

**GPS tracking system outputs:**



Fig 2.10.3: GPS tracking system output

Scan the QR code to watch the related videos



GPS

[https://www.youtube.com/watch?v=wCcARVbL\\_Dk](https://www.youtube.com/watch?v=wCcARVbL_Dk)



Real Time Cargo Tracking & Monitoring

<https://www.youtube.com/watch?v=-4pFI8psSI0>



## UNIT 2.11 - Nature of Products Transported







### Unit Objectives

At the end of this unit Participant will be able to:

1. Get clarified about the different types of goods and their classification
2. Recognize the various types of dangerous goods that are transported
3. Explain appropriate handling instructions to the type of the goods.

### 2.11.1 Nature of Products Transported

The individual working as a Consignment tracking executive needs to get the knowledge in the nature of the products transported and the variance in their characteristics to avoid any challenges during the transportation of the materials. There are different types of material classification given based on their nature and some of them are given below for reference

|  |  |
|--|--|
| <p><b>Explosives:</b> This class contains articles, preparations, and substances such as ammunition, TNT, dynamite, nitrourea, fireworks.</p>  |   |
| <p><b>Gases:</b> This class contains compressed gases, liquefied gases, refrigerated liquefied gases, compressed gases, which when packed for transport, are dissolved into a solvent.</p>   |  |
| <p><b>Flammable gases:</b> This category includes those gases that at normal pressure and temperature, as a mixture of 13% or less with air, can ignite from a source of fire such as a spark.</p>                                 |  |
| <p><b>Flammable liquids:</b> A flammable liquid has the ability to give of, at normal temperatures, vapors which are flammable (e.g., benzene, kerosene, toluene, propanol and various organic solvents used in pesticides).</p>   |  |
| <p><b>Substances liable to spontaneous combustion:</b> Linseed oil (used in paints), copra, oily cotton waste, carbon and white phosphorus are examples of substances which can ignite spontaneously when in contact with air.</p> |  |
| <p><b>Toxic substances:</b> Substances in this class are liable either to cause death or serious injury, or to be harmful when swallowed or inhaled or by skin contact. Toxic substances can be gases, solids or liquids.</p>      |  |

Scan the QR code to watch the related videos



Dangerous Goods Handling

[https://www.youtube.com/watch?v=iEhtOuz\\_NQg](https://www.youtube.com/watch?v=iEhtOuz_NQg)

## Notes

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## Summary

The basics necessity for a consignment tracking and the activities involved in tracking a consignment is articulated in this unit. The tracking needs also drills down to various necessary documents that is required along with the consignment and its importance during transportation are explained briefly for better understanding. Tracking technologies like GPS, mobile devices are also explicated along with transit rules and regulations. The various nature of the products transported is discussed for getting an in-depth knowledge for the tracking executive. Safety is the most important aspect to be followed in transporting consignment, the necessary product safety importance is also discussed in this unit. Important aspects of shipping labels and handling instruction are also dealt for gathering in-depth knowledge on consignment. The unit clearly explain the reporting structure and procedures for damages and losses incurred during transit process. Various documents that might be necessary during the consignment tracking operations is explained in detail for better understanding. Importance of work instructions and sample dos and donts in following work instructions are given with pictures for clear understanding.

## Exercise

1. A \_\_\_\_\_ is the item or process of sending goods to a person/ warehouse/ manufacturing plant or place to be stored or sold?
2. The \_\_\_\_\_ is a form used when a lorry full of goods are received from the supplier?
3. Abbreviate VAT \_\_\_\_\_, TIN \_\_\_\_\_, CST \_\_\_\_\_?
4. The \_\_\_\_\_ is the accounting document which shows the financial claim of the seller against the buyer.
5. The freight \_\_\_\_\_ is a document indicating the type and amount of insurance coverage in force on a particular shipment.
6. Whose responsibility is to maintain Transport Emergency Card?



7. What does this symbol tell you \_\_\_\_\_ ?





## 3. Track Consignments

Unit 3.1 - How to Monitor Status of Each Consignment

Unit 3.2 - Tracking and Tracing of Consignments and Vehicles

Unit 3.3 - Escalation Procedures and Updating Information on  
Tracking Consignment



## Key Learning Outcomes

**At the end of this module Participant will be able to:**

1. Describe the role of consignment tracking executive in verifying the route plan of the truck
2. Explain the various activities involved in tracking a consignment
3. Explain the importance of truck routing and reporting
4. Recognize the importance of usage of GPS for enhanced tracking
5. Distinguish various uncontrollable reasons that causes delay in reporting at the destination
6. Describe about various challenges apart from road infrastructure in freight transportation
7. Describe various factors that affects the smooth movement of truck on road
8. Explain the importance of updating any information to the management
9. Explain about the various threats like accidents that causes serious damage.
10. Explain the importance of updating any information to the management
11. Brief about the importance of interpersonal skills in enhancing performance

## UNIT 3.1 - How to Monitor Status of Each Consignment

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Define the various activities involved in tracking a consignment
2. Recognize the role of consignment tracking executive in verifying the route plan of the truck
3. Explain the importance of truck routing and reporting
4. Identify the importance of usage of GPS for enhanced tracking

### 3.1.1 How to get Details from Lorry Receipt for Tracking Consignment

Lorry receipt forms are used when a lorry full of goods are received from the supplier. Some of the common detail that may be included in the Lorry receipts are given below the delivery cycle their packages are in. Below are some key tips to ensure your tracking software is offering enough transparency.

|                                |   |
|--------------------------------|---|
| <b>Details of the Supplier</b> | <ul style="list-style-type: none"> <li>• Name of the company</li> <li>• Postal address of the company</li> <li>• Contact person name</li> <li>• Contact number details</li> <li>• Email ID</li> <li>• Fax number</li> </ul>           |
| <b>Details of the goods</b>    | <ul style="list-style-type: none"> <li>• Type of the product</li> <li>• Quality of the product</li> <li>• Amount of the product</li> <li>• Product life cycle duration</li> <li>• Insurance details of the product</li> </ul>         |
| <b>Details of the Lorry</b>    | <ul style="list-style-type: none"> <li>• Name of the Lorry driver</li> <li>• Address of the driver</li> <li>• Driver's contact number</li> <li>• Driving License number of the Driver</li> <li>• Lorry Registration number</li> </ul> |

*Table 3.1.1: Various details*

With the help of the above details, the consignment tracking executive is able to track the goods/consignment transferred from the origin to the destination.

**Truck route plan:** What is the optimal set of routes for a fleet of vehicles to traverse in order to deliver to a given set of customers? Answering this question will give you a lot of savings in time and money spent per truck per trip. It is the responsibility of the consignment tracking executive to track the vehicle to check whether the truck is on the right route as specified in the system.

Imagine a consignment has to reach Bhopal from Gurgaon and the below mentioned figure shows there are two different routes for the truck to reach the destination. But it is the responsibility of the driver to drive the truck in the route as suggested by the system plan for optimized operations.



Fig 3.1.2: Truck routes

In case if the driver is going in a route which is not specified by the system, the consignment tracking executive needs to call the driver immediately and understand the reason for change in route. In case of any deviation, immediately inform the driver on right route and re-direct in the right way.

Importance of truck reporting time at the destination: This calculation will help you calculate your average speed when you have covered a certain distance over a certain time. This will help the consignment tracking executive to determine whether the truck has covered sufficient distance and would reach the destination on time, which helps in better planning.

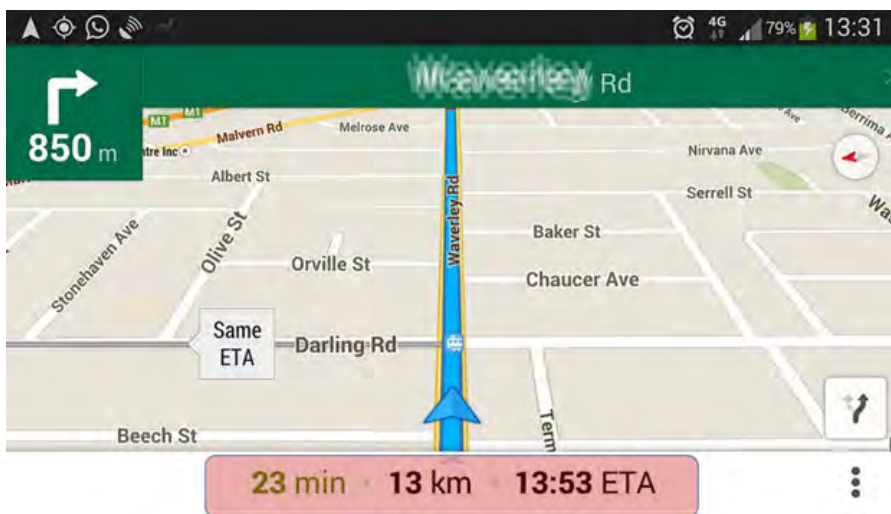


Fig 3.1.3: GPS tracking system showing Estimated Time of Arrival

## UNIT 3.2 - Tracking and Tracing of Consignments and Vehicles

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Describe about various challenges apart from road infrastructure in freight transportation
2. Explain the various uncontrollable reasons that causes delay in reporting at the destination
3. Recognize various threats like accidents that causes serious damage
4. Describe various factors that affects the smooth movement of truck on road

### 3.2.1 Identify the Challenges in Covering the Destination

There are many challenges faced by transporting the consignment across the country. Some of the common challenges faced by the truck driver are given below;

- Truck driver's safety and comfort
- Crucial issue regarding highway robberies of materials transported
- Natural disasters and calamities challenges
- Sudden transporters organisation strikes etc.

It is the responsibility of the consignment tracking executive to find out the challenges in case of any route changes or any other changes in paperwork for any consignment in the system and note it down to inform the driver. Identify and note down any truck that has reported any issues or delays in the system.

Sometime the consignment tracking executive needs to call up the drivers



Fig 3.2.1: Truck drivers waiting due to roadblock, traffic etc



**In addition to the Road Network below challenges make it difficult to keep truck on road:**

- Harassment by law/police: Subject to constant hassles and harassment from the police, administration etc regarding permits, licenses etc
- Low Freight Rates: With unorganized sector and high vehicle population, to keep truck running, continuous business is must. This results into acquiring business at low prices at times, below cost.
- Increasing Fuel cost: Fuel constitutes major element in the total expense and with every increase on fuel prices, margins are eroded.
- High cost of truck down time, means need of effective maintenance and management

**Understanding the cause and nature of delays or problems:**

The consignment tracking executive needs to follow up with the truck driver every seconds in order to keep track of the goods till it reaches the destination. Understand the reasons for the delays or problems from the driver and adopt accordingly for further required actions.



*Fig 3.2.2: Few common delay (Flat tyre, Oil problem etc.)*

If the reason is a normal reason like tyre puncture, fuel stops etc. then find out the reasons from the driver when the journey would resume and note it down accordingly. In case of any technical issues which the driver would not able to handle, arrange to have the nearest technical service providers to provide assistances to bring back the truck for normal operations.



*Fig 3.2.3: Technicians attending technical problem*

If there are any other serious red alert reasons like documentations problems or accidents during the course of transportation, escalate it to the transport coordinator or the transport manager for immediate actions.



Fig 3.2.4: Accidents



Fig 3.2.5: Trucks in check post for documentation issues

Notes



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## UNIT 3.3 - Escalation Procedures and Updating Information on Tracking Consignment

### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain the importance of updating any information to the management
2. Describe how knowledge sharing enhances the decision making process to facilitate on-time delivery
3. Recognize the working style as per the need of the hour
4. Realize the importance of interpersonal skills in enhancing performance

### 3.3.1 Updating Information to the Management

Customer tracking executive is the individual who is in close contact with the truck driver who is transporting the consignment. After collecting various information on the trip status, now it is necessary to update the collected information to the management to put them on alert. This could avoid sudden production stoppage, false commitment given to the customers etc.



Fig 3.3.1: Consignment tracking executive reporting to management on delays

| Transport Management System |           |                |               |                  |              |                |          |           |                        |                                       |
|-----------------------------|-----------|----------------|---------------|------------------|--------------|----------------|----------|-----------|------------------------|---------------------------------------|
|                             |           |                |               |                  |              |                |          |           | Date                   | 2nd Feb, 2016                         |
|                             |           |                |               |                  |              |                |          |           | Report time            | 6:59 AM                               |
| Invoice no.                 | Truck No. | Reporting date | From (Origin) | To (Destination) | Type of Load | No. of cartons | Gross wt | Volume wt | Truck current location | Remarks                               |
| AX 157                      | MN01B4867 | 03.02.2016     | Bhiwandi      | Hyderabad        | FTL          | 56             | 1800     | 1564      | Pune                   | Documentation problem, ETA 04.02.2016 |
| BW897                       | KL19D4791 | 03.02.2016     | Cochin        | Hyderabad        | LTL          | 21             | 900      | 664       | 110km from Hyd         | Tyre Puncture, ETA 15.00 hrs          |
| VF 429                      | PB11E8009 | 03.02.2016     | Haryana       | Hyderabad        | LTL          | 33             | 760      | 524       | 40km from Hyd          | Breakdown, ETA 17.00 hrs              |
| KE 489                      | TN45Q2029 | 03.02.2016     | Chennai       | Hyderabad        | LTL          | 40             | 562      | 326       | 89km from Hyd          | Technical breakdown - 05.02.2016      |
| GU220                       | MH22P3122 | 03.02.2016     | Nagpur        | Hyderabad        | FTL          | 60             | 1865     | 1629      | 50km from Hyd          | Traffic in checkpost, ETA 11.00 hrs   |

Table 3.3.1: Report on delays and ETA

**Knowledge sharing and experience:** Knowledge sharing is a critical component of knowledge management. Knowledge sharing is the process by which individuals exchange tacit and explicit knowledge in order to create new knowledge. It is the responsibility of the consignment tracking executive to share his/her experiences in tracking and may provide guidance to juniors and peers on how to overcome the situations. This could be an eye opener for the juniors and peers to handle the situations.



Fig 3.3.2: Sharing experience with the peer groups

**Interpersonal skills:** A Consignment tracking executive needs to gear up himself for achieving the targets and goals set by an organization. He needs to adjust according to volume, capacity and manpower during peak and non-peak hours. Below mentioned sports example depicts the way how a consignment tracking executive should react/work during peak and non-peak hours



Tracking during Peak hour



Tracking during Normal hour



Tracking during Non-Peak hour

Fig 3.3.3: Workload flexibility

## Notes

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## Summary

The documents incorporated along with the consignment and the details which are necessary to the Consignment tracking executive for tracking the consignment are articulated in this unit. Common challenges in consignment tracking and the necessary pre-checking process are explained with examples. Recognized the necessary records and the information to be updated on the tracking.

## Exercise

1. What are details you can get from a Lorry Receipt?
2. What is the importance of truck reporting time?
3. What is the importance of updating information in the transport management system?





## 4. Perform Post Tracking Activities

Unit 4.1 - Updating Consignment Information in the System

Unit 4.2 - Basic Reporting Procedures

Unit 4.3 - Carry Out End of Day Activities



## Key Learning Outcomes

**At the end of this module Participant will be able to:**

1. Perform the update the information system
2. Explain the escalation procedure to be followed in case of Non-responsiveness from the truck
3. Explain the closing procedures to be followed in tracking
4. Describe the importance of using Transport management system
5. Recognize the reporting structures and procedures for delayed delivery
6. Get idea about generating Post-delivery report.
7. Describe various duties to be performed at the end of the day
8. Explain the consequences in case of non-compliance in handing-over reports



## UNIT 4.1 - Updating Consignment Information in the System

### Unit Objectives

At the end of this unit Participant will be able to:

1. Perform the update the information system
2. Explain the importance of updating ETA in the system
3. Describe the escalation procedure to be followed in case of Non-responsiveness from the truck
4. Recognize the closing procedures to be followed in tracking

### 4.1.1 How to Update Consignment Information in the System

It is necessary to update the collected information from the various source about the consignment to the system for further process.

**Updating current location:** The first thing comes to input the location of each consignment, reasons for delays if any and other issues in the records

| Transport Management System |           |                |               |                  |              |                |          |           |                        |                                       |
|-----------------------------|-----------|----------------|---------------|------------------|--------------|----------------|----------|-----------|------------------------|---------------------------------------|
|                             |           |                |               |                  |              |                |          |           | Date                   | 2nd Feb.2016                          |
|                             |           |                |               |                  |              |                |          |           | Report time            | 6:59 AM                               |
| Invoice no.                 | Truck No. | Reporting date | From (Origin) | To (Destination) | Type of Load | No. of cartons | Gross wt | Volume wt | Truck current location | Remarks                               |
| AX 157                      | MN01B4867 | 03.02.2016     | Bhiwandi      | Hyderabad        | FTL          | 56             | 1800     | 1564      | Pune                   | Documentation problem, ETA 04.02.2016 |
| BW897                       | KL19D4791 | 03.02.2016     | Cochin        | Hyderabad        | LTL          | 21             | 900      | 664       | 110km from Hyd         | Tyre Puncture, ETA 15.00 hrs          |
| VF429                       | PB11E8009 | 03.02.2016     | Haryana       | Hyderabad        | LTL          | 33             | 760      | 524       | 40km from Hyd          | Breakdown, ETA 17.00 hrs              |
| KE489                       | TN45Q2029 | 03.02.2016     | Chennai       | Hyderabad        | LTL          | 40             | 562      | 326       | 89km from Hyd          | Technical break down - 05.02.2016     |
| GU220                       | MH22P3122 | 03.02.2016     | Nagpur        | Hyderabad        | FTL          | 60             | 1865     | 1629      | 50km from Hyd          | Traffic in checkpost, ETA 11.00 hrs   |

Table 4.1: Updating Current location

**Updating ETA-Estimated Time of Arrival:** Based on the progress, update the expected time of arrival in the system;

| Transport Management System |           |                |               |                  |              |                |          |           |                        |                                       |
|-----------------------------|-----------|----------------|---------------|------------------|--------------|----------------|----------|-----------|------------------------|---------------------------------------|
|                             |           |                |               |                  |              |                |          |           | Date                   | 2nd Feb.2016                          |
|                             |           |                |               |                  |              |                |          |           | Report time            | 6:59 AM                               |
| Invoice no.                 | Truck No. | Reporting date | From (Origin) | To (Destination) | Type of Load | No. of cartons | Gross wt | Volume wt | Truck current location | Remarks                               |
| AX 157                      | MN01B4867 | 03.02.2016     | Bhiwandi      | Hyderabad        | FTL          | 56             | 1800     | 1564      | Pune                   | Documentation problem, ETA 04.02.2016 |
| BW897                       | KL19D4791 | 03.02.2016     | Cochin        | Hyderabad        | LTL          | 21             | 900      | 664       | 110km from Hyd         | Tyre Puncture, ETA 15.00 hrs          |
| VF429                       | PB11E8009 | 03.02.2016     | Haryana       | Hyderabad        | LTL          | 33             | 760      | 524       | 40km from Hyd          | Breakdown, ETA 17.00 hrs              |
| KE489                       | TN45Q2029 | 03.02.2016     | Chennai       | Hyderabad        | LTL          | 40             | 562      | 326       | 89km from Hyd          | Technical break down - 05.02.2016     |
| GU220                       | MH22P3122 | 03.02.2016     | Nagpur        | Hyderabad        | FTL          | 60             | 1865     | 1629      | 50km from Hyd          | Traffic in checkpost, ETA 11.00 hrs   |

Table 4.1.1: Updating ETA

Ensuring on time technical support: On road vehicle assistance is a professional service offering that assures timely help by qualified automobile mechanics reaching out to motorists in case of a vehicle breakdown on road, anywhere. The wide-range of services that one can benefit from is listed below

- Service for Flat Tyre
- Flat Battery – Jump Start Service
- Repair on the spot
- Spare Key Retrieval / Service for Keys Locked Inside
- Emergency Towing Assistance In case of Break-down, In case of an Accident etc.



Fig 4.1.1: Consignment tracking executive sending Technical support and resuming breakdown truck

**Checking for resuming the trip:** The consignment tracking executive needs to call up the driver and ensure whether the problem has been resolved and that the journey has resumed. This will give a breath for the consignment tracking executive and can expect the consignment to reach the destination at the earliest.

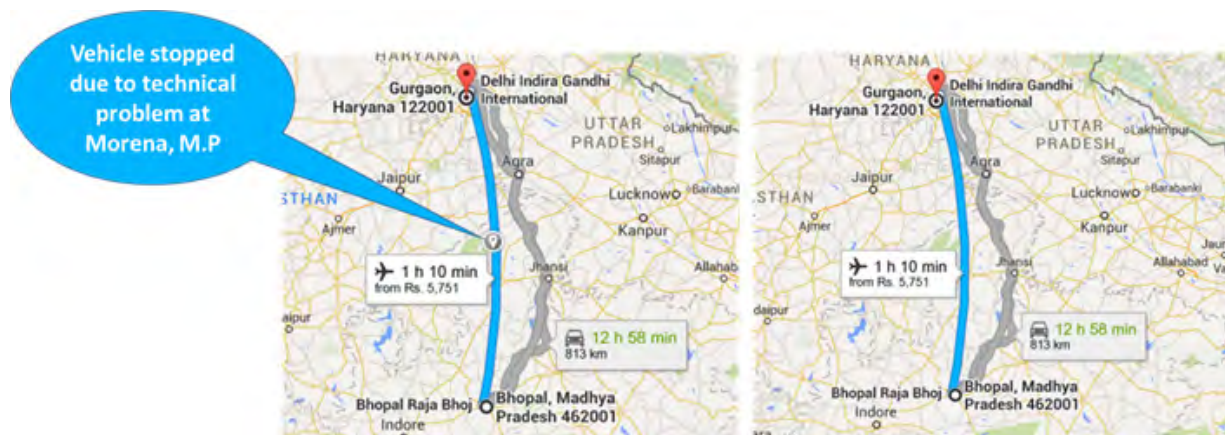


Fig 4.1.2: Tracking vehicle route

**Escalation procedure on un-responsive trucks:** There are many cases in India that the truck might go off your tracking system or sometimes the driver will become unreachable making challenges in consignment tracking system.



Fig 4.1.3: Common reasons for unresponsive truck

In those cases if any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority for further actions or follow ups.



Fig 4.1.4: Consignment tracking executive escalating to management on unresponsive truck

**End of order tracking:** Once the consignment has reached the destination, close the order tracking with appropriate notes and reports and close the entire consignment order number in the system.

## Tracking Results

To track your consignment please enter any combination of up to 25 DTDC tracking numbers, separated by comma:

Select Number:  AWB/ Consignment Number  Reference Number

Enter Number:

### Detailed Result

[- Back to Summary](#)

| Tracking No.: C63385363                         |   | Reference No.:                    |
|---|---|-----------------------------------|
| Shipment Dates                                  |   |                                   |
| <b>Origin:</b><br>VELACHERY - PHOENIX - CHENNAI | <b>Booking Date</b><br>Friday, October, 16, 2015  | <b>Status</b><br><b>DELIVERED</b> |
| <b>Destination:</b><br>CHANDIGARH               | <b>Status Date</b><br>Tue, Oct, 20, 2015 12:00 PM |                                   |

Fig 4.1.5: Closing the tracking activity

## Demonstrate

How to track a consignment with the help of the tracking number and elaborate the details received from the result.

## Notes

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## UNIT 4.2 - Basic Reporting Procedures

### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain the importance of using Transport management system
2. Explain the reporting structures and procedures for delayed delivery
3. Get idea about generating Post-delivery report

### 4.2.1 Reporting Structures and Procedures

Once after updating the consignment information in the system, it is important to inform the transport manage about the delays, issues with authorities for appropriate action. In continuation with this the management will take appropriate actions with the Transport Company or coordinators to ensure that this will never repeat in the near future.

| Transport Management System |                        |            |                     |               |                  |                       |                      |                    |
|-----------------------------|------------------------|------------|---------------------|---------------|------------------|-----------------------|----------------------|--------------------|
|                             |                        |            |                     |               |                  |                       | Date                 | 2nd Feb.2016       |
|                             |                        |            |                     |               |                  |                       | Report time          | 6:59 AM            |
| Invoice no.                 | Transport company name | Truck No.  | Actual request date | From (Origin) | To (Destination) | Actual reporting date | No. of days in delay | Reason for delay   |
| AX 157                      | ABC corp               | MN01B4867  | 11.01.2016          | Bhiwandi      | Hyderabad        | 01.02.2016            | 20                   | Technical problem  |
| BW897                       | CMT trans              | KL 19D4791 | 23.01.2016          | Cochin        | Hyderabad        | 01.02.2016            | 7                    | Flood in kerala    |
| VF429                       | VKD trans              | PB11E8009  | 23.01.2016          | Haryana       | Hyderabad        | 01.02.2016            | 7                    | Break down         |
| KE489                       | FEE trans              | TN45Q2029  | 25.01.2016          | Chennai       | Hyderabad        | 01.02.2016            | 6                    | Flood in Tamilnadu |
| GU220                       | Kal trans              | MH22P3122  | 28.01.2016          | Naqpur        | Hyderabad        | 01.02.2016            | 2                    | Break down         |

Fig 4.2.1: Reporting procedure

Sometimes the consignment tracking executive would face problems in contacting drivers or might face challenges to track a particular consignment during the shift. In such cases the consignment tracking executive needs to report to the immediate supervisor or manager on the challenges for quick actions.

Collide all the information collected during a course of time and prepare a report which were troublesome routes, reasons for delays etc. to report to the management and have a preparedness plan to tackle such challenges.

Scan the QR code to watch the related videos



Transport management system

<https://www.youtube.com/watch?v=o6Dq3ZGmsdA>

## UNIT 4.3 - Carry Out End of Day Activities

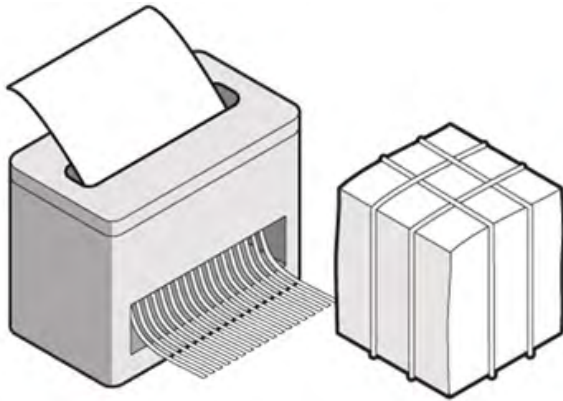
### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain various duties to be performed at the end of the day
2. Identify the role of consignment tracking executive in terms of documentation
3. Recognize the consequences in case of non-compliance in handing-over reports

### 4.3.1 Carry Out End of Day Activities

Once the work has been completed, save all the necessary data in the computer, safely log off and switch of the computer. Dispose all the necessary documents or paper to avoid any confusions and to maintain company confidentiality.



*Fig 4.3.1: Proper disposal of confidential data*



Cleanup the work area for shift handover and brief the relieving consignment executive about the important happening of the shift and the work to be done in the next shift.



*Fig 4.3.2: Handing over responsibilities to next shift tracking executive*

**Notes**



Handwritten notes area with multiple horizontal lines for writing.

**Summary**



The necessary important information that a consignment tracking executive needs to update in the system, usage of the updated information in logistics management is briefed in this unit. The various reporting structure and procedures in consignment tracking is also explained with examples. The importance of handing over the responsibility to next shift tracking executive is utmost importance of information flow in managing the supply chain.

**Exercise**



- 1. What is the importance of updating current location of the truck?
- 2. ETA stands for \_\_\_\_\_?
- 3. In case of unresponsive truck, what is the next procedure to be followed?





## 5. Maintain Health, Safety and Security Measures While Tracking Consignments



- Unit 5.1 - Importance of Information Security Procedures
- Unit 5.2 - Maintaining Data Privacy in All Transactions
- Unit 5.3 - Reporting Structure on Breach of Protocols



## Key Learning Outcomes

**At the end of this module Participant will be able to:**

1. Explain the importance of information security
2. Explain the various procedures to be followed for information security
3. Brief about the necessity for personal information security;
4. Describe the various types of personal information
5. Recognize the consequences that may happen due to unsafe information security conditions
6. Explain the reporting structure in breach of protocols
7. Identify the data breach and ways of overcoming it
8. Describe the security measures to overcome data breach

## UNIT 5.1 - Importance of Information Security Procedures

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Explain the importance of information security
2. Explain various procedures to be followed for information security
3. Recognize the adverse effects due to information insecurity

### 5.1.1 Importance of Information Security Procedures

Since the consignment tracking executive is the individual who deals with huge amount of company's confidential data, contact details of other company, transaction details etc. it is very much important for a person to maintain information security by following operational procedures given as per the company policy.

#### **Process/Procedures Requirements for Protecting Confidential Data:**

**Dedicated Devices:** Any device that holds confidential data, regardless of the duration of retention, must be used exclusively for those tasks that require access to the confidential data. All other activities, including workplace productivity tasks like checking e-mail, must occur on a separate device. Personal use of the dedicated device, no matter how brief, is not allowed.

**Device Management:** Any device that holds confidential data, regardless of the duration of retention, must be fully managed by the company IT management service. If a staff member must hold administrative privileges on a device or if the device is used in some testing scenarios, then the device cannot be used to hold or to access systems that hold confidential data.

**Encryption:** Any device that holds confidential data, regardless of the duration of retention, must employ whole-disk encryption. For devices that regularly store confidential data, the use of encrypted containers or folders that are only mounted when necessary is recommended. Encryption technologies and key recovery processes must be approved by the management and the IT Security Office.

**Network and Remote Access:** If the device operates on the Wi-Fi network, use of the networks is required to encrypt confidential data in transit. If a staff member must access a remote device that houses confidential data from an off-campus location, use of the service is required to encrypt the data in transit.



Fig 5.1.1: Dos and Don'ts in accessing information

**Screen-locks:** Any device that displays confidential data, regardless of whether the data is resident on the device or presented on the device by a remote system, must use a screen saver. The screen saver must be configured to lock after an idle-period of no more than 15 minutes, and, must require a password to unlock.

**Scans for Confidential Data:** Any device that displays confidential data, regardless of whether the data is resident on the device or only presented on the device by a remote system, must be scanned weekly with Identity Finder.

**Staff Participation in Awareness, Attestation and Device Reviews:** All staff members who work with confidential data, or systems that contain confidential data, must participate in semi-annual awareness training and complete an annual attestation. Random, unannounced device reviews will be conducted to assess organizational compliance with the requirements above.

**Notes** 

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## UNIT 5.2 - Maintaining Data Privacy in All Transactions

### Unit Objectives

**At the end of this unit Participant will be able to:**

1. Describe about the necessity for personal information security
2. Explain the various types of personal information
3. Describe about the consequences that may happen due to unsafe information security conditions

### 5.2.1 Importance of Information Security Procedures

Maintaining data privacy is the level of confidence that we are giving to our internal and external customers for using their data. The Privacy Note describes the types of personal information we collect about the vendors, Transport Company, how we may use the information and with whom we may share it.

The policy also describes the measures we take to safeguard the personal information. In addition, how to

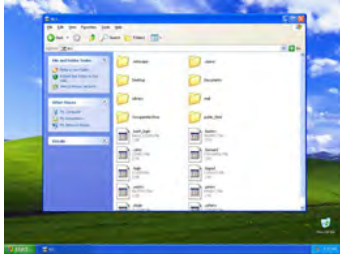


- (i) access or change the personal information we maintain about the company,
- (ii) withdraw consent you previously provided to us
- (iii) refrain from sending you certain communications

**The types of personal information that may obtain include:**

- Individual and business contact information (such as name, company name, physical address, email address and telephone or fax number)
- Shipping information such as;
- Shipping-related contact details like the shipper's, and consignee's and/or neighbour's name, physical address, email address and telephone number
- Signature for proof of delivery
- Account number
- Information that enables us to verify an individual's identity Names, email addresses and telephone numbers of others to whom we are asked to send information
- Social media handles, content and other data posted on our official social media pages or elsewhere on the Internet (such as other public locations), and information (such as email address and other information you allow to be shared) we obtain through UPS-related social media apps, tools, widgets and plug-ins (including third-party login services such as "Login with Facebook")

- The geographic location of your mobile device if you use certain features of our apps
- Payment information (including payment card details or online payment services number and invoicing address) and financial information (such as bank account numbers)
- Tax identification number in circumstances in which you request products or services for which this information is required, or in connection with certain promotions or prize draws

**Unsafe conditions and practices:** It is responsibility of the Consignment tracking executive to identify and report unsafe conditions and practices followed in maintaining data security. Some of common unsafe working conditions followed are given below for reference;

|  |  |
|--|--|
| <p>Never forget to lock your computer screen when you are away from the system</p>         |   |
| <p>Do not allow to use data storage device like pen drives, cd etc. in working systems</p> |  |
| <p>Never disclose your password to anyone</p>  |  |

## Ask

1. What are the Dos and Donts in maintaining data and documents security?

## UNIT 5.3 - Reporting Structure on Breach of Protocols

### Unit Objectives

At the end of this unit Participant will be able to:

1. Explain the reporting structure in breach of protocols
2. Get knowledge on data breach and ways of overcoming it
3. Recognize the security measures to overcome data breach

### 5.3.1 Reporting Structure on Breach of Protocols

A data breach is a security incident in which sensitive, protected or confidential data is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so. This may include incidents such as theft or loss of digital media such as computer tapes, hard drives, or laptop computers containing such media upon which such information is stored unencrypted, posting such information on the world wide web or on a computer otherwise accessible from the Internet without proper information security precautions, transfer of such information to a system which is not completely open but is not appropriately or formally accredited for security at the approved level, such as unencrypted e-mail, or transfer of such information to the information systems of a possibly hostile agency, such as a competing corporation or a foreign nation, where it may be exposed to more intensive decryption techniques.



Fig 5.3.1: Indicative picture of data breach

Once the individual working as a consignment tracking executive come across any sort of safety or security breach means, immediately the following were the questions strikes his/her mind;

- What constitutes a “breach?”
- Whom should I contact in the event that printed information is involved in a breach of security?
- Whom should I contact in the event that electronic information is involved in a breach or an electronic device is lost/stolen?
- Whom should I contact in the event of a physical theft?
- What happens after I initially report a breach?

### Recommended Practices to overcome data breaches

- Ensure proper physical security of electronic and physical restricted data wherever it lives.
- Lock down workstations and laptops as a deterrent.
- Secure your area, files and portable equipment before leaving them unattended.
- Don't leave papers, computers or other electronic devices visible in an empty car or house.
- Shred sensitive paper records before disposing of them.
- Don't leave sensitive information lying around unprotected, including on printers, fax machines, copiers, or in storage.
- Laptops should be secured at all times. Keep it with you or lock it up securely before you step away -- and make sure it is locked to or in something permanent.
- Use extra security measures for portable devices (including laptop computers) and portable electronic media containing sensitive or critical info:
  - Encryption
  - Extra physical security
  - Even portable devices and media with encrypted PII must have strict physical security.
  - Securely delete personal identity information (PII) and other restricted data when it is no longer needed for business purposes. Minimizing the amount of sensitive data stored reduces risk in the case of theft.
  - Use good, cryptic passwords that are difficult to guess, and keep them secure
  - Never share or reveal your passwords, even to people or organizations you trust
  - Use different passwords for accounts that provide access to restricted data than for your less-sensitive accounts.
  - Use different passwords for work and non-work accounts.
  - Change initial and temporary passwords, and password resets, as soon as possible whenever possible. These tend to be less secure.







## Glossary

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| <p>Advance Shipping Notice (ASN)</p>                 | <p>A document sent by a supplier to a customer to indicate when an order will be shipped. ASNs are usually transmitted electronically.</p>   |
| <p>Advanced Planning and Scheduling System (APS)</p> | <p>A type of software that uses mathematical models and related techniques to find optimal solutions to complex production and supply problems.</p>  |
| <p>Airway Bill</p>                                   | <p>A document that accompanies goods shipped by an international courier to provide detailed information about the shipment and allow it to be tracked. The air waybill has multiple copies so that each party involved in the shipment can document it.</p>   |
| <p>Available to Promise (ATP)</p>                    | <p>The inventory status of a product that is currently on hand and available for immediate shipment.</p>   |
| <p>Backhaul</p>                                      | <p>A shipment that moves in the opposite direction along a route just taken by a vehicle in making a delivery, allowing it to make use of its hauling capacity on the return trip.</p>   |
| <p>Bill of Lading</p>                                | <p>A document listing all the goods contained within a shipment and stating the terms governing its transportation. A bill of lading is a legal document between the shipper of a particular good and the carrier detailing the type, quantity and destination of the good being carried. The bill of lading also serves as a receipt of shipment when the good is delivered to the predetermined destination.</p> |
| <p>Bill of Materials (BOM)</p>                       | <p>A listing of the parts and materials that become part of a finished product, organized in a hierarchical structure that reflects their components, subassemblies or intermediate forms.</p>   |

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| <p>Bullwhip Effect</p>                                       | <p>An alternative name for demand amplification</p>  |
| <p>Carrier</p>   | <p>A company that specializes in transporting goods.</p>   |
| <p>Carrying Cost</p>   | <p>The cost of holding goods in stock. Expressed usually as a percentage of the inventory value and includes cost of capital, warehousing, depreciation, insurance, taxation, obsolescence, and shrinkage. Also called inventory cost or holding cost.</p> |
| <p>Cartons</p>   | <p>Cartons are not standardized unit but may generally refer to a rectangular box that weighs around 2kgs to 22kgs. It is palletizable, conveyable and generally can be handled by one person.</p>   |
| <p>Classification of Warehouses Based on Customer Groups</p> | <p>Retail Distribution center: This warehouse supplies product to the retail stores. A typical order may comprise hundreds of items and the warehouse might serve hundreds of stores as the flow of product is huge</p>                                    |
|  | <p>Service parts distribution center: It is the most challenging one among all the other facilities to manage. They hold spare parts for expensive capital equipment like automobiles, aerospace, medical equipment etc.</p>                               |
|  | <p>3PL (Third Party Logistics) warehouse: A company may outsource its warehousing operations to a third party or such warehouses that may help them in saving a percentage of warehousing cost, which likely to occur if it is done on their own.</p>      |

Classification of  
Warehouses Based on  
The Ownership and  
Usage

Private warehouses: Such warehouses are owned and managed by the firm for storing the items that they produce. Generally companies would concentrate more on such storage facilities and so it would be a highly secured environment.

Public warehouse: These warehouses are owned and managed by private parties (individual or a partnership firm). To start such warehouses, a license from government is required. It would be relatively an economical option to store goods.

Government warehouse: These warehouses are owned and managed by Government of a state or country. In India we have CWC (Central Warehousing Corporation), SWC (State Warehousing Corporation), FCI (Food Corporation of India) etc. Both Government and private firms can use this warehouses for storing their goods

Bonded warehouses: These warehouses are owned, managed and controlled by government as well as private agencies. Bonded warehouses are used to store imported goods for which import duty is yet to be paid. In case of imported goods the importers are not allowed to take away the goods from the place till such duty is paid. These warehouses are generally owned by dock authorities and found near the ports.

Consignment Inventory

An inventory control practice in which a supplier maintains ownership of inventory on a customer's site until the inventory is sold, monitoring its level and replenishing it as needed.

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| <p>Consumer</p>         | <p>The individual or organization who acquires a product in order to use it for its intended purpose rather than reselling it to someone else. A consumer becomes ultimate customer.</p>   |
| <p>Cross Docking</p>    | <p>Products are moved directly from receiving docks to shipping docks, with no intermediate storage. Two steps could be skipped in cross docking: Put away and Picking. Also called as “X docking”</p>   |
| <p>Customer</p>         | <p>The individual or organization that purchases a product or service in a supply chain transaction.</p>   |
| <p>Cycle Count</p>      | <p>A cycle count is an inventory auditing procedure, which falls under inventory management, where a small subset of inventory, in a specific location, is counted on a specified day at specific frequencies.</p>   |
| <p>Cycle Stock</p>      | <p>The amount of inventory required to support the operations of a facility, with no reserve to cover unforeseen events. Refer: safety stock.</p>  |
| <p>Cycle Time</p>       | <p>This term is used to denote the interval between successive repetitions of a cyclical process, as in the cycle time of a machine or assembly line.</p>  |
| <p>Dependent Demand</p> | <p>Demand for item (called lower level or child item) that does not occur until there is a demand for another item (called higher level or parent item). Also, where demand for the higher level or parent item can be satisfied only if the lower level or child items are available.</p> |

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| Distribution Center (DC)                  | A storage facility in which goods may be staged, sorted, assembled, packaged, and/or stored temporarily as they pass through a particular segment of a supply chain. Distribution centers differ from warehouses primarily in the focus on facilitating distribution rather than holding inventory. |
| Distribution Network                      | The set of facilities and lanes that transports finished goods from a production facility to the downstream customers of that facility.   |
| Electronic Data Interchange (EDI)         | A set of protocols for transferring information regarding demand and supply over private electronic networks.   |
| Enterprise Resource Planning System (ERP) | A suite of software that combines tactical-level applications for production and distribution planning with execution systems for order management, inventory control, accounting, Finance, HR and related operations   |
| Fast Pick Area                            | The fast-pick area of a warehouse is used to fill orders for the most popular items in a facility. A forward pick area increases the pick density by concentrating a large number of SKU's within a small physical space.   |
| FIFO                                      | First In First Out : A type of inventory classification directs picking from the oldest inventory first   |
| Finished Goods (FG) Inventory             | The store of completed products on the output side of a production facility.  |
| Full Pallet                               | A pallet of goods that contains only a single kind of product.  |

|                                |   |
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| Full Truckload Shipment (FTL)  | A shipment of goods that consumes the capacity of a truck, requiring the truck to be dedicated to the shipment.   |
| Handling Marks                 | These are instructions given on the boxes for handling purposes at different stages during transportation starting from warehousing till delivery to the importer's destination.  |
| Independent Demand             | The demand for a product on the part of its end consumers. So named because it is the ultimate source of demand, and doesn't depend on a source of demand further down in the supply chain.   |
| Information Marks              | These convey additional information such as buyer's code number, quantity, dimensions and information for storage of the boxes. This information need not be given on the transport documents.  |
| Inter-Modal Transportation     | The practice of using more than one medium of transportation, such as rail and ship, within a single shipment.  |
| In-Transit Inventory           | Inventory that is currently in a transportation lane between two facilities.  |
| Inventory                      | Inventory is the raw materials, work-in-process goods and completely finished goods that are considered to be the portion of a business's assets that contain economic value that are ready or will be ready for sale   |
| Inventory Turnover Ratio (ITO) | A measure of how quickly inventory is used once it arrives at a facility, calculated as the annual sales of a product divided by its average inventory level. It can also be calculated as Cost of Goods Sold (COGS) divided by Aggregated average Inventory. |



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| Item Fill Rate                     | The percentage of line items, calculated across all orders, for which the full quantity of the requested product is available for immediate shipment. Percentage of customer or consumption orders satisfied from stock at hand. It is a measure of an inventory's ability to meet demand. Also called as demand satisfaction rate. |
| Just-In-Time Manufacturing (JIT)   | The practice of reducing inventory levels by scheduling materials to arrive just as they are needed in the production process.  |
| Less-Than-Truckload Shipment (LTL) | A shipment of goods that consumes only a fraction of the capacity of a truck, requiring that the truck be shared with other shipments.  |
| LIFO                               | Last In First Out: Opposite to FIFO   |
| LSP                                | LSP – Logistics Service Providers: Is a company that provides management over the flow of goods and materials between points of origin to end-use destination. The provider will often handle shipping, inventory, warehousing, packaging and security functions for shipments.   |
| Merge in Transit                   | A technique in which separate shipments are combined en route and delivered as a single unit  |
| MHE                                | Material Handling Equipment can be defined as the set of all pieces of equipment that make possible the physical movement within the warehouse. Example: Forklifts, Stackers, HOPT-Hand Operated Pallet Trucks, BOPT-Battery Operated Pallet Trucks etc.  |

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| Mixed Pallet           | A pallet of goods that contains two or more kinds of products.  |
| Mode of Transportation | The medium by which a vehicle moves products from one facility to another. The primary modes are truck, rail, boat, barge, airplane, and pipeline   |
| On-Time Delivery (OTD) | A measure of fulfillment effectiveness, calculated as the percentage of orders that arrive at the customer site within the agreed-upon time.  |
| Order Cost             | The fixed cost of placing an order, follow up, regardless of the quantities involved.   |
| Packing Slip           | A document enclosed with a shipment that lists the goods included in that shipment together with information about the origin, destination, and means of transport  |
| Pallet                 | A pallet is the structural foundation of a unit load which allows handling and storage efficiencies. A Pallet is the common unit of material stored in the warehouse as they are standardized to handled as a single unit. Generally in a warehouse there are large sizes of packaging called pallets which is a wooden or plastic base are generally used. |
| Perfect Order          | A measure of fulfillment effectiveness, calculated as the percentage of orders that ship complete, arrive on time, contain the correct goods, are free of damage, and have accurate paperwork.  |
| Periodic Review        | An inventory replenishment policy in which inventory is counted at fixed intervals and orders are placed whenever the current count falls below a set threshold.  |

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| PO – Purchase Order     | A purchase order (PO) is a commercial document issued by a buyer to a seller, indicating types, quantities agreed prices for products or services. This also includes the desired date on which the product or services is needed.                             |
| Primary Packaging       | The level of packaging that immediately encloses a product, such as a bottle, box, can, or blister pack.   |
| Raw Materials Inventory | The inventory of incoming materials maintained at a production facility for use in the production process.   |
| Reorder Point (ROP)     | The level or count at which the inventory for a particular product is replenished.   |
| Replenishment Lead Time | The interval between the time a company places an order for raw materials and the time it receives those materials.  |
| RFID                    | Radio-Frequency Identification is the use of radio waves to read and capture information stored on a tag attached to an object. A tag can be read from up to several feet away and does not need to be within direct line-of-sight of the reader to be tracked |
| RFID Scanner            | A radio frequency identification reader (RFID reader) is a device used to gather information from an RFID tag, which is used to track individual objects. Radio waves are used to transfer data from the tag to a reader                                       |
| Safety Stock            | The amount of inventory that must be maintained in order to handle fluctuations in supply and demand.  |

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| Secondary Packaging | The level of packaging that groups a standard number of primary packages together for convenience in handling, storage, and sales. The most common form of secondary packaging is the carton.  |
| Shipping Marks      | These contains all information that are required to do proper delivery at the right destination. These marking are as same as in the transport documents.  |
| Shrinkage           | The reduction in inventory that occurs through pilferage, misplacement, loss of moisture and related forms of attrition.   |
| SKU                 | A SKU-Stock Keeping Unit is the simplest form and smallest physical unit of a product handled by an organization   |
| Space Utilization   | Space utilization tells us how well we use the existing storage capacity, measuring the impact of our choices of material handling equipment, labor, methods, procedures and systems support.  |
| Stock-Out           | The situation in which there is not enough inventory on hand to fill a received order.   |
| Storage Facility    | A facility that exists primarily to hold goods in anticipation of future demand. Some storage facilities may also perform final assembly and packaging in order to move these operations closer to the end consumer as Value addition. |
| Supplier            | The organization that provides a product or service in a supply chain transaction.   |
| Supply Chain        | A network of facilities and transportation that transforms raw materials into finished products and delivers those products to consumers.  |

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| <p>Supply Chain Management (SCM)</p> | <p>The set of activities involved in designing, planning, and executing the flow of demand, supply, and cash across a supply chain.</p>   |
| <p>Trans-shipment</p>                | <p>A technique in which goods are shipped laterally within the same echelon of a distribution system, such as between warehouses or between retail stores.</p>  |
| <p>Types of Warehouses</p>           | <p>Raw Materials warehouses: This type of warehouse is used for storing the raw materials that are stored for used in the production process.</p>   |
|                                      | <p>Semi-finished or WIP-Work In Progress warehouses: The materials that have undergone some processes of production and will be processed further before reaching market are stored in these warehouses.</p>                                |
|                                      | <p>Finished goods warehouses: This is an ultimate warehouse that is used for serving the market demand. These warehouses are located strategically considering the market reachability and access to different modes of transportation.</p> |
|                                      | <p>Order fulfillment centers: This is actually one of the major roles of a warehouse, acting as a fulfillment center that is intended to meet the demand from its various customers.</p>  |
| <p>Unit of Measure or Quantity</p>   | <p>Unit of Measure is the criterion based on which you measure the quantity of the material. Unit of measure is a value for a physical size. Example 'Each', 'Centimeter', 'gram' etc</p>   |

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| Value Added Services (VAS)      | Value Added Services (VAS) is a common terminology used in Warehouse context which can be any service that a Warehouse provides to the clients in addition to performing traditional functions of a warehouse. VAS includes labelling, kitting, sorting, low level assemblies etc. |
| Vendor-Managed Inventory (VMI)  | An inventory control practice in which a supplier monitors and replenishes inventory on a customer’s site.   |
| Warehouse                       | A storage facility that holds controlled quantities of goods in a particular location within a supply chain.   |
| WMS                             | WMS-Warehouse Management System is a software application that supports the day-to-day operations in a warehouse.  |
| Work-In-Process Inventory (WIP) | Inventory currently being used in a production process or held for use within the production area. Includes all materials that have been removed from raw materials inventory but not yet deposited in finished goods inventory.   |

Notes








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## Annexure – QR Codes

| S. No | Chapter No.                      | Unit No.   | Topic Name                    | URL   | Page No. | QR Code (s)  |
|-------|----------------------------------|--|-------------------------------|---|----------|--|
| 1     | CHAPTER 1 - Introduction         | 1.1 - Supply Chain Management                          | 1.1.1 Supply Chain Management | <a href="https://www.youtube.com/watch?v=VuZ9nvYNYCU">https://www.youtube.com/watch?v=VuZ9nvYNYCU</a> | 3        | <br>Supply Chain Management                   |
| 2     | CHAPTER 1 - Introduction         | 1.1 - Supply Chain Management                          | 1.1.1 Supply Chain Management | <a href="https://www.youtube.com/watch?v=800MVBm91s8">https://www.youtube.com/watch?v=800MVBm91s8</a> | 3        | <br>Transportation in Supply Chain Management |
| 3     | CHAPTER 1 - Introduction         | 1.1 - Supply Chain Management                          | 1.1.1 Supply Chain Management | <a href="https://www.youtube.com/watch?v=4-QU7WiVxh8">https://www.youtube.com/watch?v=4-QU7WiVxh8</a> | 3        | <br>Logistics Management                    |
| 4     | CHAPTER 1 - Introduction         | UNIT 2.1 - Activities Involved in Consignment Tracking | 2.1.1 Introduction            | <a href="https://www.youtube.com/watch?v=uZBHSieDpTg">https://www.youtube.com/watch?v=uZBHSieDpTg</a> | 15       | <br>Consignment                             |
| 5     | CHAPTER 2 - Prepare for Tracking | UNIT 2.6 - Exposure to Document                        | 2.5.1 Consignment Tracking    | <a href="https://www.youtube.com/watch?v=nl6ENNxBJD4">https://www.youtube.com/watch?v=nl6ENNxBJD4</a> | 25       | <br>Invoice & Packing List                  |
| 6     | CHAPTER 2 - Prepare for Tracking | UNIT 2.6 - Exposure to Document                        | 2.5.1 Consignment Tracking    | <a href="https://www.youtube.com/watch?v=reAjDV9j09g">https://www.youtube.com/watch?v=reAjDV9j09g</a> | 25       | <br>Bill of Lading                          |



|    |   |  |   |   |    |  |
|----|---|--|---|---|----|--|
| 7  | CHAPTER 2 -<br>Prepare for Tracking             | UNIT 2.7 -<br>Knowledge and Understanding Company's Safety Policies and Procedures | 2.7.3 Safety and Security Procedures      | <a href="https://www.youtube.com/watch?v=J3-5DPWQJ8">https://www.youtube.com/watch?v=J3-5DPWQJ8</a>   | 32 | <br>Safety Procedures             |
| 8  | CHAPTER 2 -<br>Prepare for Tracking             | UNIT 2.10 -<br>Detailed Understanding of the Tracking Systems                      | 2.10.1 Tracking System                    | <a href="https://www.youtube.com/watch?v=wCcARVbL_Dk">https://www.youtube.com/watch?v=wCcARVbL_Dk</a> | 40 | <br>GPS                           |
| 9  | CHAPTER 2 -<br>Prepare for Tracking             | UNIT 2.10 -<br>Detailed Understanding of the Tracking Systems                      | 2.10.1 Tracking System                    | <a href="https://www.youtube.com/watch?v=-4pFI8psSIO">https://www.youtube.com/watch?v=-4pFI8psSIO</a> | 40 | <br>Real Time Cargo Monitoring    |
| 10 | CHAPTER 2 -<br>Prepare for Tracking             | UNIT 2.11 -<br>Nature of Products Transported                                      | 2.11.1 Nature of Products Transported     | <a href="https://www.youtube.com/watch?v=iEhtOuz_NQg">https://www.youtube.com/watch?v=iEhtOuz_NQg</a> | 42 | <br>Dangerous Goods Handling     |
| 11 | CHAPTER 4 -<br>Perform Post Tracking Activities | UNIT 4.2 - Basic Reporting Procedures  | 4.2.1 Reporting Structures and Procedures | <a href="https://www.youtube.com/watch?v=o6Dq3ZGmsdA">https://www.youtube.com/watch?v=o6Dq3ZGmsdA</a> | 63 | <br>Transport Management System |



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