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Logistics Skills Council

# Participant Handbook

Sector
**Logistics**

Sub-Sector
**Courier & Mail Services**

Occupation
**Gateway Operation**

Reference ID: **LSC/Q3029, Version 3.0**
**NSQF Level 4**

**Shipment Classification Agent**

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Logistics Sector Skill Council

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> **If we have to move India towards**
> **development then Skill Development**
> **should be our mission.**

**Shri Narendra Modi**
Prime Minister of India

## Certificate

# CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

## LOGISTIC SECTOR SKILLS COUNCIL

for the

## SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Shipment Classification Agent'** QP No. **'LSC/Q3029,V3.0 NSQF Level 4'**

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Authorized Signatory
(Logistic Sector Skill Council of India)

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We thank the following organizations who have helped us in developing the content 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 Shipment Classification Agent Qualification Pack (QP). It provides the learners with the necessary knowledge of major Shipment activities such as Introduction to Shipment classification agent, Preparation for classification, Documentation of Inbound and Outbound Consignments, Shipment classification, Compliance to health, safety and security standards. The decision-making orientation provides the learners with a real-world approach focusing on both large and small Shipment industries.

The book elaborates how Individuals in these positions can manage general physical activities to prepare documentation of Shipment processing which includes Introduction to Shipment classification agent, Preparation for classification, Documentation of Inbound and Outbound Consignments, Shipment classification, Compliance to health, safety and security standards. The handbook is divided into Five NOSs. NOSs are National Occupational Standards which have been endorsed and agreed to by the Leaders of Industry for various roles. The NOSs are created on the educational, training, and other criteria required to perform the job/role of an Shipment Classification Agent.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

# Symbols Used

| Key Learning Outcomes | Summary | Unit Objectives | Tips | Notes | Exercise |
|---|---|---|---|---|---|

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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

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# 1. Introduction to Shipment Classification Agent

Unit 1.1 - Supply Chain and Logistics Management

Unit 1.2 - Sub-sectors of Logistics Industry

Unit 1.3 - About Courier & Mail Services and Documentation

Unit 1.4 - Roles of Shipment Classification Agent (SCA)

## Key Learning Outcomes 💡

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

1. Differentiate Supply Chain and Logistics Management.

2. Recognize the various sub-sectors and the opportunities in them.

3. Interpret Courier & Mail Services and documentation in it

4. Interpret your job role as Shipment Classification Agent (SCA)

# Unit 1.1 - Supply Chain and Logistics Management

## Unit Objectives

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

1. Interpret Supply Chain and Logistics Management

## 1.1.1 What is Logistics?

More broadly, the term logistics is used to describe the method of planning and moving resources, such as people, products, stocks, and equipment, from one location to another.

The army is where the term logistics first appeared to describe the distribution of supplies and equipment to field troops.

When you plan a military invasion, you are using logistics. The component of military operations that deals with the selection, allocation, upkeep, and replacement of equipment and personnel.



*Fig. 1.1.1. Logistics*



*Fig. 1.1.2. Logistics vs. Supply Chain*

**Logistics vs. Supply Chain Management**

Despite the fact that supply chain management and logistics are sometimes used interchangeably, they actually relate to two different process elements.

The term "logistics" describes activities that take place within a company, such as the acquisition and distribution of raw materials, the packaging, shipment, and transportation of goods to distributors.

Even so, supply chain management refers to a larger network of external businesses—suppliers, logistics service providers, call centres, warehouse providers, and others—working together to transfer products to customers.

Market logistics entail organising, carrying out, and managing the physical flow of raw materials and completed commodities from their source to its final use in order to satisfy customer needs while making a profit, according to Phillip Kotler."

Logistics management is crucial to supply chain management planning, as it helps to determine the efficiency and productivity of a company's top and bottom line.
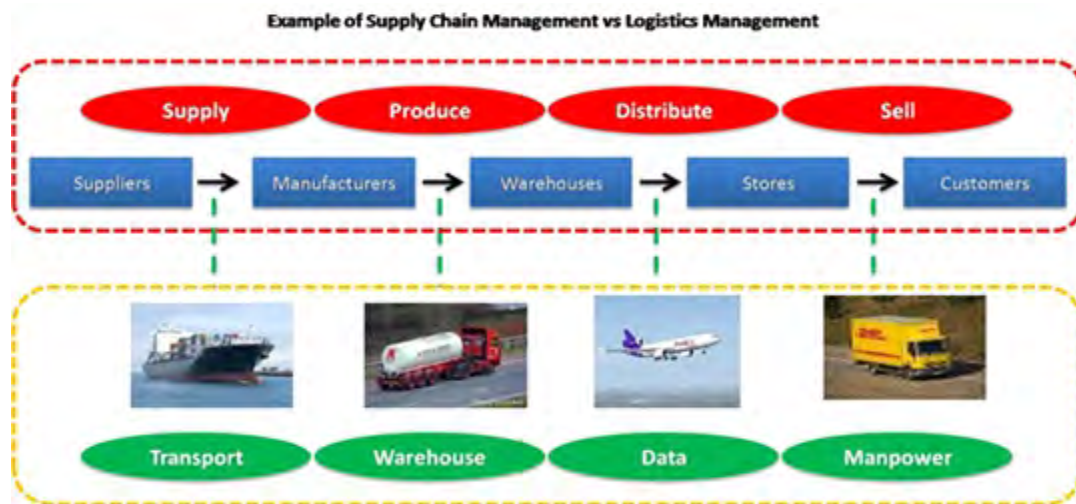


*Fig. 1.1.3. Examples of Supply Chain Management*

There are three different types of
I. Material flow
ii. Information/Data flow
iii. Money flow
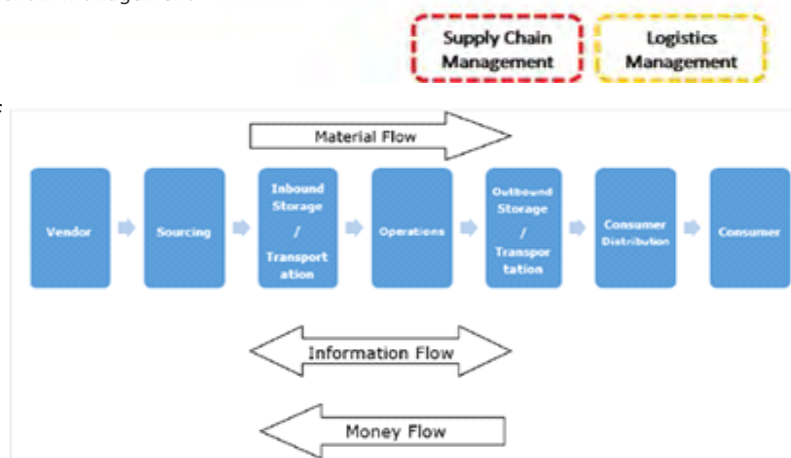


*Fig. 1.1.4. Different Types of Flow in Supply Chain Management*

Let's take a closer look at each of these flows and determine how well they work for Indian businesses.
1. **Material Flow:** Material flow is the orderly transfer of a product from the producer to the consumer. The many warehouses used by distributors, dealers, and retailers make this possible.

Our biggest obstacle is making sure that the merchandise moves promptly and uninterrupted through each link in the chain. The business will benefit more from it if it moves quickly because it will shorten the cash cycle.

The product may also move from the consumer to the manufacturer for any necessary repairs or to exchange for a defunct material. Finally, finished commodities are delivered from clients to their end users via various agencies. In this case, a procedure known as 3PL is in use. Additionally, there is internal flow within the client company.

**2. Information Flow:** The information/data flow from the customer side to the supplier includes the purchase order, the request for a quote, the monthly schedules, the requests for engineering changes, the quality complaints, and the supplier performance reports.

The information flow from the producer to the consumer consists of the company presentation, the offer, the confirmation of the purchase order, the reports on the actions taken in response to deviations, the shipment information, the inventory report, the invoicing, etc

The manufacturer and the consumer must communicate frequently for the supply chain to be successful. We frequently observe the participation of other parties in the information network, such as distributors, dealers, retailers, and logistic service providers

The information loop also includes a number of departments on both the production and consumer sides. It is important to highlight that for internal manufacturing, there are differences in the internal information exchange with the client.

**3. Money Flow:** The clients check the order for accuracy based on the invoice presented by the producer. If the claims are true, clients pay the appropriate producer directly. Debit notes used to transfer money from the producing side to the customers are also visible.

In other words, managing all three flows effectively and efficiently is crucial for achieving an efficient and successful supply chain. A supply chain manager has a difficult time determining which data is essential for making decisions. As a result, he or she would desire to be able to view all flows with a single button click.

**Example: Amazon**
Amazon is a US-based cloud computing and electronic commerce firm. They are the biggest internet-based retailer in the US, with its headquarters in Seattle, Washington. One of the first businesses to begin selling books online was Amazon. They currently provide a wide variety of goods, including music, video games, shoes, apparel, luggage, and many other things. Amazon offers nearly anything you can think of and their diversity in offers and items coupled with their consumer driven shopping and suggestions is a popular with customers. Since Amazon doesn't have physical stores, one of the reasons they can provide such a diverse range of goods is that they are not constrained by physical space. **Their supply chain starts with the lowest levels of inventory and progresses through order-specific logistics all the way to an excellent international distribution network for their goods. At the moment, Amazon can send around 10 million distinct items. Due of its diversity, it has an advantage over rivals and serves as the ideal illustration of what effective supply chain management is capable of.**


*Fig. 1.1.5. efficient supply chain management*

## 1.1.2 Importance of Logistics

While many small businesses focus on designing and producing their products to better fulfil consumer needs, the business will collapse if those products fall short of expectations. The main function of logistics is this.

Yet logistics also affects other market aspects too.

The firm can be more profitable the more effectively raw resources can be purchased, transported, and stored until they are required. The ability to coordinate resources to enable efficient material distribution and utilisation can make or ruin an enterprise.



*Fig. 1.1.6. efficient supply chain management*

Customer satisfaction might drop if products are not created and delivered in a timely way, which can have a detrimental effect on a company's profitability and long-term viability.

## Notes

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# Unit 1.2 - Sub-sectors of Logistics Industry

## Unit Objectives

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

1. Interpret above Sub-sectors of Logistics Industry
2. Identify various sub-sectors and the opportunities in them

## 1.2.1 Sub-Sectors of Logistics Industry

The deciding aspect has been in identifying the sub-sectors
A. Subsector employment potential
B. Validated skill gap in industry and
C. Projected sub-sector growth

The global logistics sector covers all aspects of the supply chain, including order processing, customer service, inventory management, and transportation. Storage, material handling, purchasing, packing, information distribution, and maintenance are further supply chain tasks.

1) **WAREHOUSING – STORAGE AND PACKAGING**

    The handling of incoming materials, maintaining inventories, and distributing and dispatching outgoing materials are all covered by the warehousing subsector. The sub-sector includes secondary transport packaging as a significant component.

    In India's top six cities—Ahmedabad, Kolkata, Bangalore, Chennai, Mumbai, and National Capital Region—there are over 60% of all modern warehouses (NCR). In eight key Indian cities, organised players' warehousing areas grew by 77% annually in 2017, reaching 46.2 million square feet in 2018.



*Fig. 1.2.1. efficient supply chain management*

    The biggest users of organised warehousing facilities in the nation include 3PL, e-Commerce, the manufacturing and retail sectors, the fast moving consumer durable (FMCD) and fast moving consumer goods (FMCG) industries. In 2018, the 3PL and e-Commerce firms among them continued to use structured warehouses the most.

    The Goods & Services Act's implementation and the industry's acquisition sf infrastructure status are expected to result in investments totaling close to INR 691 billion throughout the course of the following 4-5 years in India's warehousing and logistics industry. Developers and institutional investors have made

significant investments in the country's storage market, totaling more than 470 billion rupees (INR) as of May 2019, on average 19 billion rupees each deal.

Transport Corporation of India Ltd., Container Corporation of India Ltd., Gati Ltd., Mahindra Logistics Ltd., DHL Express (India) Pvt. Ltd., Spear Logistics Pvt. Ltd., and Jayem Warehousing Pvt. Ltd. are a few of the major companies active in the Indian warehousing business.

**Warehouse Job Titles:**

- Kitting Labelling
- Forklift Operator
- Warehouse Picker
- Warehouse Packer
- Warehouse - Kitting / Labeller
- Warehouse Binner
- Data Feeder – Warehouse
- Warehouse Associate
- Warehouse Supervisor
- Inventory Clerk
- Inventory & Materials Manager

- Warehouse Manager
- Reach Truck Operator
- Receiving Assistant
- Warehouse Quality Checker
- Loading Supervisor
- MHE Maintenance Technician
- Goods Packaging Machine Operator
- Warehouse Claims Coordinator
- Warehouse, Inventory and Transport Manager
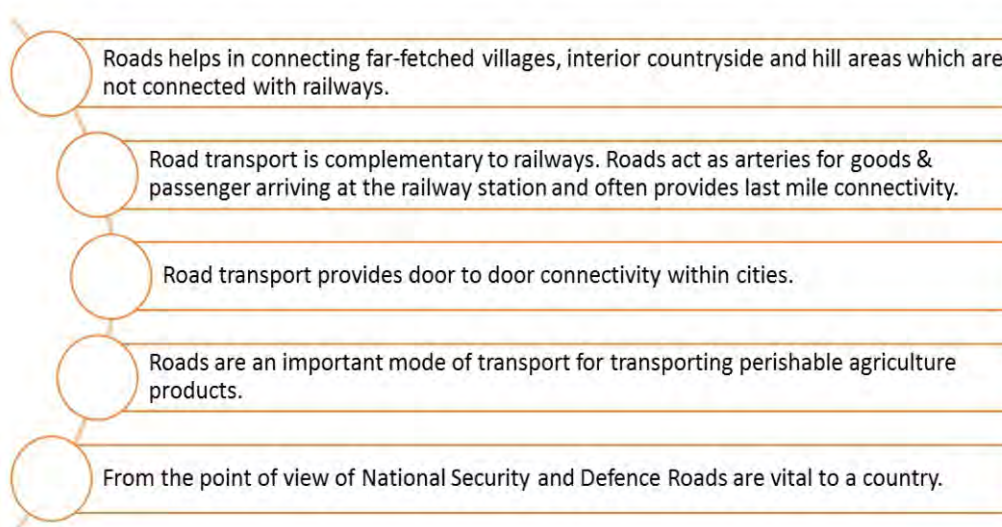- Material Handling Operator and Technician
- Warehouse Executive

## 2) LAND TRANSPORTATION

Compared to rail and water freight in India, land transport carriage makes up 60% of the modal mix. The coordination of the freight, transportation, and transportation network is consolidated under the transport subsector. Due to the lack of commercial vehicle drivers, particularly in the heavy vehicle sector, this will be a focal area for LSC.

*Fig. 1.2.2. Land Transport*

The backbone of the economy is the transportation system. It promotes trade, commerce, and industry growth. Transportation eliminates the barrier of geography and makes it easier to convey goods from producers to consumers. Additionally, it aids in eliminating geographical disparities.

Roads helps in connecting far-fetched villages, interior countryside and hill areas which are not connected with railways.

Road transport is complementary to railways. Roads act as arteries for goods & passenger arriving at the railway station and often provides last mile connectivity.

Road transport provides door to door connectivity within cities.

Roads are an important mode of transport for transporting perishable agriculture products.

From the point of view of National Security and Defence Roads are vital to a country.

**Land Transportation related Job Titles:**

- Commercial Vehicle Driver
- Loader/Unloader
- Transport Coordinator
- Transport Manager
- Land Transportation Supervisor
- Land Transportation Executive
- Land Transportation Associate
- Consignment Booking Assistant
- Consignment Tracking Executive
- Documentation Assistant

## 3) COURIER AND EXPRESS SERVICES

Time-sensitive shipments, numerous high-value shipments, and a sizeable portion of the segment in India's papers are handled by the courier and express industry. Due to the fact that many companies still offer E Commerce services, it is a subsector with a high employment rate.

**Courier & Mail Services related Job Titles:**



*Fig. 1.2.3. Courier & Express Services*

- Courier Delivery Executive
- Courier Pick-up Executive
- Mail Handler
- Courier Sorter
- Shipment Bagging Agent
- Lead Courier
- Shipment Classification Agent
- Clearance Support Agent
- Shipment Query Handler
- Delivery Management Cell Agent
- Courier Branch Sales Executive
- Courier Institutional Sales Executive
- Key Consignor Executive
- Courier Claims Processor
- Courier Associate
- Courier Executive
- Courier Supervisor
- Courier Manager

## 4) PORT TERMINALS, ICDs' AND CFS OPERATIONS

The Sagarmala project's emphasis on port facilities will considerably increase both the speed and volume of cargo movement. There will undoubtedly be additional Port user group rearrangement, and as the new projects get underway, multi-skilled certified people will be needed.

**Port terminals, ICDs' and CFS operations related Job Titles:**

- Cargo Surveyor
- Grab Ship Unloader Crane Operator
- Rail Mounted Quay Crane operator
- Signalman
- Stevedoring Labour
- Ship and yard planning supervisor
- CFS and ICD supervisor
- Cargo handler- manual
- Cargo equipment handler
- Cargo Surveyor



*Fig. 1.2.4. Port Terminals, ICDs' and CFS operations*

## 5) EXIM LOGISTICS - FREIGHT FORWARDING & CUSTOMS CLEARANCE

Logistics experts will need to be well-versed in the regulations of the export country since they will be in line with domestic rules and regulations. In a protectionist climate, Trade agreements would be implemented, and customs laws would be strictly followed. Freight forwarders must know carriage rules, foreign trade documents, etc., and apply their industry expertise to arrange cost-effective freight in a highly competitive

climate affected by currency changes worldwide. To make sure that applicants are capable of handling this complex work, broad-based vocational training would be required in addition to technical skill training.



*Fig. 1.2.5. EXIM Logistics - Freight Forwarding & Customs Clearance*

**EXIM logistics - freight forwarding & customs clearance related Job Titles:**

- Customs Clearance - Documentation Executive – Export
- Customs Clearance - Documentation Executive – Import
- Customs Clearance – Field Operation Executive – Export
- Customs Clearance – Field Operation Executive – Import
- Freight Forwarding - Documentation Executive – Export
- Freight Forwarding - Documentation Executive – Import
- EXIM – Executive
- EXIM – Manager
- EXIM – Supervisor

## 6) AIR CARGO OPERATIONS

With more regional connection, the flow of time-sensitive and valuable commodities will rise. The majority of Courier and Express organisations would make use of this regional connectivity to guarantee quicker and more dependable delivery schedules. More scattered workplaces will be required as a result, which will increase the demand for qualified local individuals to fill open positions.



*Fig. 1.2.6. Air Cargo Operations*

**Air Cargo related Job Titles:**

- Ground Operations Associate
- Pallet Maker
- Ramp Operation Associate

## 7) COLD CHAIN LOGISTICS SOLUTIONS

To prevent deterioration, agricultural products including post-harvest fruit must be stored in a controlled environment. Similar to how meat and fish must be properly prepared and transported in a refrigerator, humidity control is crucial. Many plants need to be updated, and personnel must receive training in both the technical aspects of the plant and its upkeep as well as the product.

**Cold Chain Solutions related Job Titles:**
- Cold Chain Manager
- Cold Chain Engineering Specialist
- Perishable Product Handling Specialist
- Cold Chain Process Management Specialist
- Refrigeration Equipment Maintenance Specialist
- Reefer Vehicle Operator
- Cold Chain Lead


*Fig. 1.2.6. Cold Chain Solutions*

### 8) E-COMMERCE

Ecommerce logistics refers to the operations involved in choosing, packing, and delivering orders placed online as well as managing inventory for an online store or marketplace. Ecommerce logistics begins with the movement of merchandise from the manufacturer and continues until it arrives at the final destination of the end customer. One of the most crucial elements of online trade logistics is fulfilment which comprises order fulfilment, inventory management, warehousing and storage, and order picking, packaging, and shipping.

**E-Commerce related Job Titles:**
- E-commerce Team Lead
- E-commerce Manager


*Fig. 1.2.7. E - Commerce*

### 9) INLAND WATERWAYS AND MARINE SERVICES

Inland waterways include rivers, canals, lakes, and backwaters, whereas marine channels include seas and oceans. While goods are typically moved by sea routes from one land mass to another, inland rivers are utilised to move cargo from one location inside a land mass to another.

- **Inland water ways**
    - It exists in the form of river, canals, back waters and lakes
    - It is mostly used to move commodities inside of a body of land from "one location to another."
    - "Generation" of "hydroelectric power" and navigation is possible in these waterway areas.
    - The majority of domestic trade in the nation takes place on inland waterways.


*Fig. 1.2.8. Inland Waterways & Marine Services*

- **Sea routes**
    - It exists in the form of sea, oceans.
    - Here, the goods are transported from "one land mass to another" through oceans and sea.
    - Readymade carriage ways for ships
    - Sea routes are widely used all over the world for international import and export and it is one of the important way of transport compared to air route.

**Inland Waterways and Marine Services related Job Titles:**
- Vessel Operator Grade 1 / 2 / 3


*Fig. 1.2.9. Sea routes*

## 10) SUPPLY CHAIN

A supply chain is a system of businesses, individuals, tasks, data, and resources used to provide a good or service to a customer. A supply chain is a collection of actions used to deliver a good or service to the consumer. The procedures entail transferring and converting raw resources into finished goods, transporting those goods, and giving them to the final consumer.



*Fig. 1.2.10. Cold Chain Solutions*

**Supply Chain related Job Titles:**
- Dispatcher
- Distribution Manager
- Distribution Supervisor

## 11) LIQUID LOGISTICS

The field of "supply chain for liquids" makes heavy use of liquid logistics, a specific subset of logistics that deals with liquid products. For discrete or unit products, standard logistics approaches are typically applied. Products that are liquids differ from discrete products in terms of logistics. Liquid product features that have an impact on logistics handling include:



*Fig. 1.2.11. Liquid Logistics*

- Liquids can be moved by flowing from a higher level to a lower level without the use of mechanical propulsion or manual labour.
- The flexibility in the design of storage systems and the use of "dead" space for storage is greatly increased by liquids' ability to conform to the shape of the container they are in.
- It is possible to automatically and continually determine the amount of liquid in a tank by measuring the level of the liquid as it has settled in the tank.
- Changes in a liquid's properties can be sensed and converted into measurements of the liquid's quality to provide indications.
- Using liquid logistics approaches, many security and safety issues are greatly diminished or eliminated. By immediately, almost instantly, and accurately measuring the movement and balance of a product along the supply-chain flow, devices like liquid level sensors and flow metres can be helpful in lowering security risk.
- Liquids may in some cases be "processed" well downstream from the original production facility, offering the opportunity for improved supply stream efficiencies along with greater flexibility as to the nature of the product at the point of final usage. As product movement through the process of supply stream is independent and controlled, the safety risk is decreasing.

Each of these points serves to distinguish liquid logistics from discrete item logistics methods. For businesses that create, process, move, or use liquid products, these sources of uniqueness could result in competitive advantages if properly planned for and managed.

**Liquid Logistics related Job Titles:**
- Tank Farm Associate
- Tank Farm Supervisor
- Tank Farm Manager
- Liquid Transport Operator

### 12) RAIL LOGISTICS

Rail freight transport is the practise of using railroads and trains to move cargo rather than people. A number of goods or freight cars waggons (International Union of Railways) pulled by one or more locomotives on a railway are referred to as a freight train, cargo train, or goods train. As part of the logistics chain, a freight train, cargo train, or goods train conveys cargo all the way to the desired location.

In specially constructed cars, trains may transport bulk materials, intermodal containers, general freight, or specialised freight. The economics and practises of rail freight differ by nation and region. In addition to being particularly sustainable, rail travel is also more expedient than freight and more affordable than air travel. However, it is not always feasible to make the entire trip by rail.



*Fig. 1.2.12. Cold Chain Solutions*

**Rail Logistics related Job Titles:**
- Executive-logistics Railway
- Forklift Operator
- Store Incharge

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# Unit 1.3 - About Courier & Mail Services and Documentation

## Unit Objectives 🎯

**At the end of this unit, participant will be able to:**
1. Identify various job roles in courier and mail services
2. Identify the documentation requirements in courier and mail services

## 1.3.1 Courier & Mail Services

Private businesses mostly offer courier services, and there is fierce rivalry on the market. They offer door-to-door pickup and delivery services on a national or worldwide scale since it is more practical for both the sender and the recipient.

Delivery of mail and letters is a service provided by Regular Mail. The government-run postal system sends these. The fee to send a parcel is fixed, and these postal services operate at a relatively slow pace.



*Fig. 1.3.1. Courier & Mail Services*

| Measures for Comparison | Courier | Regular Mail |
|---|---|---|
| Price | The price of the courier service can be adjusted and differs between businesses. | Regular mail has a set price because it has a fixed expense. |
| Effectiveness | The use of a courier is more effective. | Regular mail performs worse. |
| Speediness | The courier service operates quickly. | The Regular Mail travels at a sluggish pace. |
| Period Taken | Less time is needed for courier delivery. | The delivery time for regular mail is longer. |
| Trustworthy | It is more trustworthy. | It is less dependable. |
| Facility | Around the world. | Solely inside the same nation. |
| Packing | It is performed correctly and safely. | The product should be packaged by the person mailing the letter. |

*Table No. 1.3.1. Parameters of Comparison*

Similar to postal services, courier services make it easier to send messages and packages both domestically and abroad. However, the main distinction between courier services and postal services is that the latter are frequently run by private businesses. Typically, courier firms tout their quicker, more secure, and potentially higher-quality delivery services in their advertising.

Common courier services include:

- Same-Day Delivery, which is the same-day delivery of a package or document within a certain area.
- Delivery Time: A parcel or document is delivered a few hours (usually 1-4) after it is picked up.
- Bulky/Large Supplies: Transportation of bulky/large deliveries to industrial locations including warehouses and construction sites (such as industrial or construction materials).

Delivering mail, money orders, packages, letters, and other items has never been easier or more dependable than it is right now. Pigeons were once utilised for mail delivery.

Courier services offer a variety of services to their clients in an effort to draw in more customers. They provide shipment abroad.

The ordinary mail service, on the other hand, is unreliable. Because it takes a lot of time, delivers packages slowly, is less effective, and can only send packages within the country.

**Courier & Mail Services related Job Titles:**

- Courier Delivery Executive
- Courier Pick-up Executive
- Mail Handler
- Courier Sorter
- Shipment Bagging Agent
- Lead Courier
- Shipment Classification Agent
- Clearance Support Agent
- Shipment Query Handler

- Delivery Management Cell Agent
- Courier Branch Sales Executive
- Courier Institutional Sales Executive
- Key Consignor Executive
- Courier Claims Processor
- Courier Associate
- Courier Executive
- Courier Supervisor
- Courier Manager

**Key Differences between Speed Post and Courier**

| Basis for Comparison | Speed Post | Courier |
|---|---|---|
| Meaning | Speed Post is a high-speed postal service provided by the postal department, which provides on-time delivery of letters, parcels and important documents around the world. | Courier is a mail service, offered by a firm, which involves handling and shipping of packages, money, documents, etc. from one place to another. |
| Network Coverage | Across the world | Depends on the company's network |
| Company | India Post | Some popular companies are DTDC Express India Pvt Ltd, First Flight Courier Limited, Blue dart Express Limited etc. |
| Availability of service | 24×7 booking facility is available in all major cities. And in other cities, the service is available on business days. | The service is available throughout the year, including on Sundays. |
| Tracking status | Provided by the Speed Post | May or may not be provided by Courier Companies |
| Rate | One Rate across the nation considering the weight and distance | Different companies charge different rates, considering the weight and distance. |
| Speed | Fast | Comparatively Slow |

*Table No. 1.3.2. Key Differences between Speed Post and Courier*

**Document required for Courier and Cargo:**
India improved "Ease of Doing Business" by lowering the number of obligatory paperwork needed for each import and export of products to three.



*Fig. 1.3.2. Courier and Cargo*

**Mandatory Documents for Export & Import:**

| S. No. | Exports | Imports |
|--------|---------|---------|
| 1 | Bill of Lading/ Airway Bill | Bill of Lading/ Airway Bill |
| 2 | Commercial Invoice cum Packing List | Commercial Invoice cum Packing List |
| 3 | Shipping Bill/ Bill of Export | Bill of Entry |

*Table No. 1.3.3. Documents for Export & Import*

**Document List required for Sending International Courier and Cargo:**

- **Individual to Individual**
  - Performa Invoice (Value less than 24999 INR)
  - Sender KYC Indian
  - Sender ID Proof
- **Business to Business (Sample)**
  - Sample Invoice (Value less than 24999 INR)
  - Company KYC
- **Medicine (Individual) Declaration letter**
  - Medicine purchase bill
  - Doctor perception
  - Sender KYC
  - Receiver KYC
- **Medicine Company to Company (Sample)**
  - Sample Invoice (Value less than 24999 INR)
  - MSDS 16 Point
  - Lab Report/COA/Test Report
  - Non DG
  - KYC
  - GST Copy
  - Pan Copy

- **Liquid, Chemical, Powder (Sample)**
  - Sample Invoice (Value less than 24999 INR)
  - MSDS 16 Point
  - Lab Report/COA/Test Report
  - Non DG
  - KYC
  - GST Copy & Pan Copy
- **Food Item (Business to Business Sample)**
  - Sample Invoice (Value less than 24999 INR)
  - Python Certificate
  - Fumigation Certificate
  - KYC
- **DNA, Bio, Medical Lab Test Sample**
  - Declaration Letter from sender
  - Declaration letter from related department (Institute, hospital, organisation with stamp)
  - Sender KYC
- **Import Basic Documents (Sample)**
  - Sample Import Invoice
  - Importer KYC
  - If Company (IEC, GST & PAN)
- **Commercial Shipment**
  - Commercial Invoice
  - Packing List
  - Tax Invoice/LUT Bond
  - SLI
  - Anexur-A
  - SDF
  - Cenvat (IF drawback)
  - Item made of (If drawback)
  - KYC
  - AD Code (Must registered with related custom)
- **Medicine, Liquid, Chemical (Commercial)**
  - Commercial Invoice
  - Packing List
  - Tax Invoice/LUT Bond
  - MSDS
  - Lab Report/COA
  - Non DG
  - Drug List
  - Drug License
  - Batch Label
  - ADC NOC
  - SLI
  - Anexur-A
  - SDF
  - KYC
  - AD Code (Must registered with related custom)

- **Excess Baggage**
  - o  Invoice Packing List
  - o  Sender Indian Address Proof Copy
  - o  Sender ID Proof
  - o  Visa Copy
  - o  Passport Copy
  - o  Air Ticket
  - o  Job offer letter
  - o  Departure Certificate
- **Exhibitition Shipment**
  - o  Invoice
  - o  Packing List
  - o  Exchibitition Letter
  - o  KYC
  - o  AD Copy
- **Repair & Return (Re-Export)**
  - o  Original Bill of Entry
  - o  Original Import Invoice
  - o  GR Waiver (Bank NOC)
  - o  Chartered Engg.Certificate
  - o  Rest documents as per Sample or commercial

**AD (Authorized Dealer) Code Registration Process**

| | |
|---|---|
| AD Code Copy From Bank | Original on Bank Letter Head (Bank will mention satisfactory word in latter ) |
| IEC Copy | Photo Copy 2 Set |
| Bank Statement | 6 Month -2 Set (Certify by Bank with stamp) |
| Balance Sheet | 3 Year Complete set 2 Year |
| Company Registration certificate | 2 Set Photo Copy |
| Company Pan Card Copy | 2 Set Photo Copy |
| Authorized person | 2 Photo id proof. |
| AD Code Registration letter | 2Letter in the name of Indian custom for ad code Registration in air cargo. |
| Charges | Charges 4000 INR |

*Table No. 1.3.4. AD (Authorized Dealer) Code Registration Process*

## Notes

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# Unit 1.4 - Roles of Shipment Classification Agent (SCA)

## Unit Objectives

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

1. Interpret Shipment Classification
2. Perform your job role as Shipment Classification Agent (SCA)

## 1.4.1 Shipment Classification

A **shipment** is a quantity of a specific type of goods that is transported to another nation by ship, train, aeroplane, or other mode of transportation.

A **shipment** is just the total amount of products carried, or it can also refer to the act of transporting items using all available means of transportation.



*Fig. 1.4.1. Shipment Classification*

**Freight class codes:**

| Class Name | Cost | Notes, Examples | Weight Range Per Cubic Foot |
|---|---|---|---|
| Class 50 – Clean Freight | Lowest Cost | Fits on standard shrink-wrapped 4X4 pallet, very durable | over 50 lbs |
| Class 55 | | Bricks, cement, mortar, hardwood floor | 35-50 pounds |
| Class 60 | | Car accessories & car parts | 30-35 pounds |
| Class 65 | | Car accessories & car parts, bottled beverages, books in boxes | 22.5-30 pounds |
| Class 70 | | Car accessories & car parts, food items, automobile engines | 15 to 22.5 pounds |
| Class 77.5 | | Tires, bathroom fixtures | 13.5 to 15 pounds |
| Class 85 | | Crated machinery, cast iron stoves | 12-13.5 pounds |
| Class 92.5 | | Computers, monitors, refrigerators | 10.5-12 pounds |
| Class 100 | | boat covers, car covers, canvas, wine cases, caskets | 9-10.5 pounds |
| Class 110 | | cabinets, framed artwork, table saw | 8-9 pounds |
| Class 125 | | Small Household appliances | 7-8 pounds |
| Class 150 | | Auto sheet metal parts, bookcases, | 6-7 pounds |
| Class 175 | | Clothing, couches stuffed furniture | 5-6 pounds |
| Class 200 | | Auto sheet metal parts, aircraft parts, aluminum table, packaged mattresses, | 4-5 pounds |
| Class 250 | | Bamboo furniture, mattress and box spring, plasma TV | 3-4 pounds |
| Class 300 | | wood cabinets, tables, chairs setup, model | 2-3 pounds |
| Class 400 | | Deer antlers | 1-2 pounds |
| Class 500 – Low Density or High Value | Highest Cost | Bags of gold dust, ping pong balls | Less than 1 lbs |

*Table No. 1.4.1. Freight Class Code*

A freight forwarder is a business that helps people and businesses arrange the shipping of their goods. Occasionally, a freight forwarder will take on the role of the freight carrier, or they may decide to use a third-party carrier. Since freight forwarders serve as the intermediary between the shippers and the carriers, they may offer their clients special knowledge and support throughout the entire process, avoiding any logistical problems.

Customers may also be offered extra services by freight forwarders, such as suggestions for packing, help with paperwork, choices for insurance coverage, and custom clearing services for international delivery.

A **shipping agent** is a person or business that handles and transports commodities while simultaneously looking out for the interests of the consumers. A shipping agent will manage several different tasks while managing a customer's shipment, including crew transfers, trash declarations, customs clearance, and allocating cargo transportation.


*Fig. 1.4.2. Freight Forwarder services*

### Roles of Shipment Classification Agent (SCA)
Agents who classify shipments are frequently referred to as classification executives.

**Brief Job Description:**
The creation of the Bill of Entry/Shipping Bill and updating the system with pre-clearance papers fall under the purview of those in this position who work from corporate offices. They play a crucial role in the classification and documentation of shipments, making them an important member of the clearing team.

**Personal Attributes:**
The incumbent must be able to collaborate effectively with others to meet team objectives. The person must be able to prioritise tasks and complete them in the allotted time. The employee must be able to focus intensely for the duration of the shift.

**Roles & Responsibilities**

- **Prepare desk and documents**
    o  Ensure that stationery for taking notes, such as paper and pens, is available (if required).
    o  If you don't have any reference books or stationery, ask a coworker if they have any extras, or ask the administration team to send an office boy to a neighbouring bookstore where they can be found.
    o  Confirm possession of the most recent Harmonization System (hs) codes book that customs has approved.


*Fig. 1.4.3. Prepare Documents*

- **Prepare computer system**
  - turn on the computer and sign in with your work credentials.
  - run the categorising tasks' software on bootup.
  - If there are any problems with the programme booting, speak with a manager in the IT division for assistance.
  - Review the daily schedule and mark entries from the day before that are still outstanding.
  - accordingly, update status of the entry.


*Fig. 1.4.4. Computer System*

- **Classify incoming/outgoing goods**
  - verify the consignments that require pre-clearance.
  - ensure that the pre-clearance status and information pertaining to it is updated by the system.
  - examine the paperwork that the customs support agent has provided.
  - Request product details for the shipment.(if needed).
  - Make sure the classification support agent receives all customs-related paperwork.
  - Enter information from the document into the system based on the kind of consignment.


*Fig. 1.4.5. Incoming / Outgoing Goods*

- **Create Bill of Entry/Shipping Bill**
  - determine type of consignment.
  - classify HS code according to the type of consignment
  - Depending on the kind of consignment (form 4/5 or a SEZ/EOU bill of entry), prepare bills of entry or shipping bills.
  - maintain and update a checklist for import/export clearances
  - escalate high priority errors to the customs broker.
  - resolve amendments proposed by the customs broker.


*Fig. 1.4.6. Bill of Entry / Shipping Bill*

- **Reporting and documentation**
  - perform an extensive check for errors and pending work
  - communicate mailing errors to the customs team at the airport
  - communicate non-clearance errors to the network control team at the airport
  - report end-of-day pending work to the customs broker
  - execute all necessary actions given as solutions by the customs broker


*Fig. 1.4.7. Reporting and Documentation*

- **Logoff computer**
  - save all data, safely log off and switch off the computer.
  - dispose any unnecessary documents or papers
  - clean up the desk and leave the important/necessary documents locked in the desk draw
  - convey pending work to colleagues as they could help move it forward the next working day



*Fig. 1.4.8. Logoff Computer*

- **Maintain health, safety and security measures during all activities**
  - Comply with data safety regulations of the organization
  - Follow organization procedures with respect to security and confidentiality
  - Maintain clean work table area
  - Recognize and report unsafe conditions and practices



*Fig. 1.4.9. Health, Safety Activities*

# Tips

- Select the appropriate packaging: Try a few different box kinds and sizes that work best for the majority of your items. Consider using these as your "standard boxes" for the majority of your orders.

- Be very clear in your communication of your delivery terms and conditions. Keep in mind to update the FAQ page to reflect current events and any modifications during the busiest times. Remember to include material that could feel a little awkward, including information concerning significant delays.

- Verify the accuracy of the address information to avoid delays: Verify that the parcel's labels and markings are accurate. Here are some helpful tips for ensuring that barcodes and labels are accurate and securely adhered.

## Summary

In a normal "hard and tangible commodities" organisation, logistics is typically viewed as a differentiator that enables either a lower cost or a better value.

One of the most effective ways for businesses that produce goods and/or services to maximise their budget is through supply chain management (SCM). Logistics, which manages physical, informational, and human flows to optimise them and prevent needless resource waste, also plays a significant part in supply chains.

These strategic elements are commonly referred to as the 7 R's in the world of logistical management, ultimately ensuring that the right product is in the right quantity and right condition, and is in the right place, at the right time, to the right customer at the right price.

The three types of shipping—land, air, and sea—all contribute significantly to our economy. Each has advantages that the other form of transportation may not have. Expedited freight, intermodal, half truckload, less than truckload, and full truckload are the main shipping methods.

For all kinds of goods, the National Motor Freight Traffic Association (NMFTA) created a system of freight classification. A label for classifying commodities is the NMFC code. It lets shipping companies to assess the suitability of commodities by categorising them according to factors including perishability, handling difficulties, loading difficulties, and vehicle compatibility.

Freight classification is a type of product categorization unique to freight shipping. It relies on four factors that help determine cost: density, stowability, liability, and handling.

## Notes

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## Exercise

1) Is Logistics the Same as Supply Chain Management?
2) What is the future of warehousing?
3) What are the shipment categories?
4) What are the 7 R's of logistics?
5) What are the 4 main types of freight transportation?

Scan the QR code to watch the related videos

https://www.youtube.com/watch?v=lZPO5RclZEo
Supply Chain Management

https://www.youtube.com/watch?v=NuLzlZuQoLA
Sub sectors of logistics

# 2.Preparation for Classification

Unit 2.1 - Preparation of Desk and Documents

Unit 2.2 - Operating Computer and Using Software

LSC/N3018

## Key Learning Outcomes 💡

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

1. Recognize the various checks to be done to prepare desk and documents such as availability of stationary, latest HS codes etc.

2. Demonstrate the process of preparing computer before starting the work for the day

3. Use the protocol for booting up software

# Unit 2.1 - Preparation of Desk and Documents

## Unit Objectives 🎯

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

1. Identify the various checks to be done to prepare desk and documents such as availability of stationary, latest HS codes etc.
2. Interpret the various HS Codes

## 2.1.1 Preparing Desk and Documents

The term "stationery" refers to writing supplies that are produced commercially, such as cut paper, envelopes, tools for writing, continuous form paper, and other office supplies.

Materials to be written on by hand (like letter paper) or by machinery like computer printers are included in stationery.



*Fig. 2.1.1. Desk and Documents*

**Classifications of Stationery:**

- **Business Stationery:** Business card, letterhead, invoices, receipts
- **Desktop instruments:** hole punch, stapler and staples, tapes and tape dispensers,
- **Drawing instruments:** brushes, colour pencils, crayons, water colour,
- **Erasers**
- **Ink and toner:**
    - Dot matrix printer's ink ribbon
    - Inkjet cartridge
    - Laser printer toner
    - Photocopier toner
- **Filing and storage:**
    - Expandable file
    - File folder
    - Hanging file folder
    - Index cards and files
    - Two-pocket portfolios
- **Mailing and shipping supplies:**
    - Envelope
- **Paper and pad:**
    - Notebooks, wirebound notebook, writing pads, college ruled paper, wide-ruled paper,
    - Office paper: dot matrix paper, inkjet printer paper, laser printer paper, photocopy paper.
- **Writing instruments:** ballpoint pen, fountain pen, pencil, porous point pen, rollerball pen, highlighter pen

**Office supplies are often broken down by product category and intended purpose. Office supply items come in a wide variety of sizes, thicknesses, and types:**

- **Some examples of blank sheet paper include:** construction paper, photocopier and inkjet printer paper, and small notes, letter, and poster sizes.

- **Preprinted documents,** such as desk and wall calendars, time cards, tax reporting forms (1099, W-2), and "while you were out" pads;
- **Labels and adhesive paper,** such as address labels, post-it notes, file folder labels, and name tags;
- **Media:** flash drives, memory cards, and ink and toner cartridges;
- **Communication tools** including desk phones, mobile phones, and VOIP adapters; as well as ethernet cables, routers, and switches for networks;


*Fig. 2.1.2. Desk and Documents*

- **Paper that comes on a roll or reel,** such as adding machine tape, label tape, and thermal paper for fax machines;
  - Books (business, time management, and self-help), tax, business application, and game software, as well as desk accoutrements like a Newton's cradle;
  - Mechanical fasteners, such as staples, binder clips, and paper clips;
  - Chemical fasteners including glue, mucilage, duct tape, and transparent tape;
  - Consumables, which are typically quick nibbles like coffee, cookies, sweets, chips, pretzels, trail mixes, and other foods;
  - Cleaning supplies such as brooms, wastebaskets, recycling bins, mops, paper towels, toilet paper, air fresheners, and detergents;
  - Retailer supplies such price tags, timers, credit card readers, and cash registers;
  - Miniature devices like hole-punching tools, rubber stamps, numbering machines, staplers, and laminators;
  - Binders, envelopes, boxes, crates, shelves, folders, and desk organisers are examples of containers.
  - Notebooks, composition books, legal pads, and steno pads for writing;
  - Pens, pencils, watercolors, markers, correction fluid, correction tape, and erasers are examples of writing implements and corrections.
  - More expensive machinery, such as computers, printers, fax machines, and photocopiers;
  - Office equipment, including armoire desks, cubicles, rugs, anti-static mats, and filing cabinets.
  - Convenience foods and bottled water for the workplace

SCA should make sure that there is stationary available for taking notes, such as paper and pens (whenever required). Additionally, in the absence of reference materials or office supplies, the user can ask a coworker for a spare or ask the administration team to dispatch an office boy to a local bookshop where the necessary supplies are kept.

**Harmonization System (HS) Codes**

A system of names and numbers used to categorise traded goods is called the Harmonized Commodity Description and Coding System, or Harmonized System (HS) of tariff nomenclature.

It was created and is currently managed by the World Customs Organization (WCO), which was originally known as the Customs Co-operation Council and has over 200 member nations. The WCO is an autonomous intergovernmental organisation with headquarters in Brussels, Belgium.


*Fig. 2.1.3. Harmonization System*

An international phrase for categorising items is the HS code. The HS code of a product also determines the import tariffs, which aids in ensuring that customs officials in different nations are referring to the same item.

A six-digit code structure is used globally to classify and group various products and things that are exported. Some nations even go as far as to add an eight-digit code to further define.

If you export goods and are familiar with HS codes, you may quickly learn more about how to increase your sales abroad. Per way of illustration, consider trends in import volume and price levels by nation.

There are roughly 5,300 HS codes in use to identify export commodities that are subdivided into headings and subheadings. Additionally, they are divided into 21 divisions and 99 separate chapters.

The shipping code is divided into the three components shown below:
1) The first two digits identify the product roughly and point to the different chapters of the list (HS-2).
2) The next two digits in the code help to identify the product category in more detail (HS-4).
3) The final two digits within the code are extremely specific to the goods that are exported (HS-6).

Only a few nations still adhere to the outdated version of the 3 for the HS-6 level. Instead of using the new, updated Harmonized System, they use the outdated version.

**Indian Trade Clarification based on Harmonized System (ITC-HS)**
India introduced ITC-HS Codes for import-export transactions. Indian custom use an eight-digit ITC-HS Code to meet the needs of the domestic market.

**ITC-HS Codes Schedules:** There are two schedules for ITC-HS codes. ITC (HS) Import Schedule I and Schedule II both describe the rules and regulations pertaining to import and export policies, respectively. The ITC-HS code's Schedule I is broken down into 21 sections, and each section is further broken down into chapters. The schedule I contains 98 chapters in all. The chapters are further broken down into sub-headings, each of which lists a particular HS code. The ITC-HS code's Export Policy Schedule II has 97 chapters that include all the information on the rules pertaining to export policies.

**Governing Body of ITC (HS) Code:** The DGFT is responsible for any modifications, code creation, or addition of new codes to the ITC-HS Codes (Directorate General of Foreign Trade). As part of the continuous process towards perfection, tasks like commodity description, getting rid of outdated codes, adding new codes, changing product descriptions, etc., are occasionally undertaken.

**ITC Hs Code Major 21 Sections:**
- Animals & Animal Products
- Vegetable Products
- Animal Or Vegetable Fats
- Prepared Foodstuffs
- Mineral Products
- Chemical Products
- Plastics & Rubber
- Hides & Skins
- Wood & Wood Products
- Wood Pulp Products
- Wood Pulp Products
- Textiles & Textile Articles
- Footwear, Headgear
- Articles Of Stone, Plaster, Cement, Asbestos
- Pearls, Precious Or Semi-Precious Stones, Metals
- Base Metals & Articles Thereof
- Machinery & Mechanical Appliances
- Transportation Equipment
- Instruments – Measuring, Musical
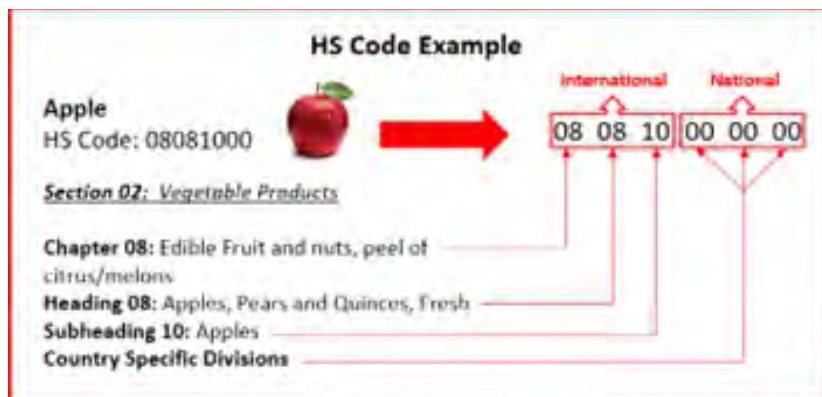- Arms & Ammunition
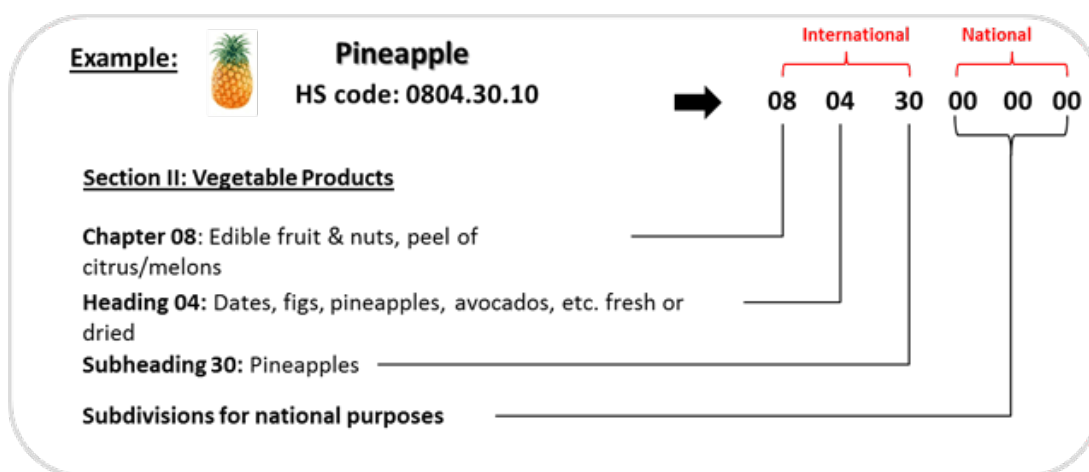- Miscellaneous
- Works Of Art

*Fig. 2.1.4. HS Code Example - 1*



*Fig. 2.1.5. HS Code Example - 2*

**HSN code stands for "Harmonized System of Nomenclature"**

- ✓ SECTION I - LIVE ANIMALS; ANIMAL PRODUCTS
- ✓ SECTION II - VEGETABLE PRODUCTS
- ✓ SECTION III - PREPARED EDIBLE FATS, ANIMAL OR VEGETABLE WAXES, ANIMAL OR VEGETABLE FATS AND OILS, AND THEIR BYPRODUCTS
- ✓ SECTION IV - BEVERAGES, SPIRITS, AND VINEGAR; PREPARE FOODS; TOBACCO AND MANUFACTURED TABACCO SUBSTITUTES;
- ✓ SECTION V - MINERAL PRODUCTS
- ✓ SECTION VI - PRODUCTS OF THE CHEMICALS OR ALLIED INDUSTRIES
- ✓ SECTION VII - PLASTICS AND ARTICLES THEREOF; RUBBER AND ARTICLES THEREOF
- ✓ SECTION VIII - RAW HIDES AND SKINS, LEATHER, FURS, AND ITEMS MADE OF THEM, AS WELL AS SADDLES AND HARNESSES, TRAVEL ACCESSORIES SUCH HANDBAGS AND SIMILAR CONTAINERS, AND ANIMAL GUT OBJECTS (OTHER THAN SILK-WORM GUT)
- ✓ SECTION IX - BASKETWARE AND WICKERWORK, WOOD AND ARTICLES OF WOOD, WOOD CHARCOAL, CORK AND ARTICLES OF CORK, MANUFACTURES OF STRAW, OF ESPARTO OR OF OTHER PLAITING MATERIALS.

- ✓ SECTION X - WOOD OR OTHER FIBROUS CELLULOSIC PULP; RECOVERED (WASTE AND SCRAP) PAPER OR PAPERBOARD; PAPER AND PAPERBOARD AND ARTICLES THEREOF
- ✓ SECTION XI - TEXTILE AND TEXTILE ARTICLES
- ✓ SECTION XII - WHIPS, RIDING-CROPS, WALKING-STICKS, SEAT-STICKS, UMBRELLAS, SUN UMBRELLAS, ARTICLES OF HUMAN HAIR, AND PARTS THEREOF; PREPARED FEATHERS AND ARTICLES MADE THEREWITH
- ✓ SECTION XIII - ARTICLES MADE OF STONE, PLASTER, CEMENT, ASBESTOS, MICA, OR OTHER MATERIALS; CERAMIC PRODUCTS; GLASS; AND GLASSWARE
- ✓ SECTION XIV - NATURAL OR SYNTHETIC PEARLS, PRECIOUS OR SEMI-PRECIOUS STONES, PRECIOUS METALS, METALS ALLOYED WITH PRECIOUS METALS, AND ARTICLES THEREOF; IMITATION JEWELLERY; COINS.
- ✓ SECTION XV - BASE METALS AND BASE METAL ARTIFACTS
- ✓ SECTION XVI - MACHINERY AND MECHANICAL APPLICATIONS; ELECTRICAL EQUIPMENT; PARTS THEREOF; SOUND RECORDERS AND REPRODUCERS, TELEVISION IMAGE AND SOUND RECORDERS AND REPRODUCERS, AND PARTS AND ACCESSORIES OF SUCH ARTICLE.
- ✓ SECTION XVII - VEHICLES, AIRCRAFT, VESSELS AND ASSOCIATED TRANSPORT EQUIPMENT
- ✓ SECTION XVIII - OPTICAL, PHOTOGRAPHIC, CINEMATOGRAPHIC, MEASURING, CHECKING, PRECISION, MEDICAL OR SURGICAL INSTRUMENTS AND APPARATUS; CLOCKS AND WATCHES; MUSICAL INSTRUMENTS; AND PARTS AND ACCESSORIES THEREOF
- ✓ SECTION XIX - ARMS AND AMMUNITION; PARTS AND ACCESSORIES THEREOF
- ✓ SECTION XX - MISCELLANEOUS MANUFACTURED ARTICLES
- ✓ SECTION XXI - WORKS OF ART, COLLECTORS' PIECES AND ANTIQUES



*Fig. 2.1.6. The Harmonized System at Work*

You can utilise a lookup tool in a foreign tariff database, such the Customs Info Database, to find out what the HS Code for your goods is in another country.

The HS code can be added to your product under the Info section of the Products page in your Supplier Center. The HS code is crucial for buyers when importing your products.

**The latest Harmonization System (HS) codes book that has been approved by customs should be owned, according to SCA.**

### Types of dangerous goods

Currently, 12,000 different chemicals, gases, solids, and liquids are classified as dangerous commodities. In order to make it easier to classify them, they are split up into 9 groups according to the following key feature:



Fig. 2.1.7. Dangerous Goods

- **Class 1 – Explosives**

    These substances can produce a huge explosion because they have the capacity to change the state of their molecules quickly from one state to another, typically from solid to gas.
    The further division of group 1 is as follows:
    o    Risk of mass explosions.
    o    Projection risk absent a massive explosion.
    o    Fire risk associated with blast wave or projectile risk.
    o    Minimal threat of explosion.
    o    Explosion risk is quite low.
    o    Exceptionally offensive articles..

- **Class 2 – Gases**

    Because these gases must be carried in a container under high pressure in order to minimise their volume, this type of cargo is now regarded as high risk.

    In the event that the products are discharged or explode, this pressure has the potential to do significant harm.

We can further divide gases into three subgroups within this group:
- o Flammable gases.
- o Non-flammable and non-toxic gases.
- o Dangerous gases

- **Class 3 – Flammable liquids**
  This group mostly consists of substances with a high burning potential, such gasoline or kerosene. These liquids are divided into subgroups in the same way as the previous two classes:
  - o Flammable liquids that pose no additional risks.
  - o Flammable corrosive liquids and toxic flammable liquids o Pesticides
  - o Corrosive, poisonous, and flammable liquids
  - o Flammable, desensitised explosive liquids

- **Class 4 – Flammable solids**
  These solid materials produce combustible gases when they come into contact with water. Additionally, we come across explosive and self-reacting items.
  Based on this, we classify them in 3 subclasses:
  - o explosive compounds that are desensitised, self-reactive, and flammable.
  - o Combustible substances that can ignite on their own.
  - o Solids that release combustible gases when they come into touch with water.

- **Class 5 – Oxidizing agents and organic peroxides**
  Materials in Class 5 have a high oxygen concentration and can mix with other risky items, including flammable or combustible liquids, to create a difficult-to-put-out conflagration.

  It's crucial to remember that this kind of merchandise shouldn't be moved or kept with other explosive or flammable materials.

  In class 5, there are two groups:
  - o Compounds that oxidise
  - o Organic peroxides

- **Class 6 – Toxic and infectious substances**
  In this example, Class 6 refers to chemicals and hazardous substances that pose a substantial risk to human health and the environment.

  The products from scientific investigations that contain harmful agents, viruses that cause diseases, and infections are also included in this class.

  The following divisions make up Class 6:
  - o Poisons made of chemicals and other toxic substances.
  - o Substances that are harmful because they contain pathogens.

- **Class 7 – Radioactive**
  These compounds fall within this category because they have unstable atoms and fluctuating molecular structures. Products like enriched Uranium, Plutonium, or Thorium fall under this category.

- **Class 8 – Corrosives**
  All chemical products with a high amount of alkaline or acid components belong to this group. They are compounds that can harm people right away when they come into contact with other things or the skin.

- **Class 9 – Miscellaneous dangerous goods**

  The dangerous items that pose a risk during storage and transportation but weren't categorised in any of the preceding classes are included in this final class.



*Fig. 2.1.8. Dangerous Goods Classification*

# Notes

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# Unit 2.2 - Operating Computer and Using Software

## Unit Objectives ⌖

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

1. Describe the process of preparing computer before starting the work for the day
2. Identify the protocol for booting up software

## 2.2.1 Operating a Computer

Learning to use a computer for the first time can be frightening, but it doesn't have to be. If you are familiar with the basics of computers, it will be simpler for you to get over your fear of them. Sitting down in front of a computer and using the keyboard and mouse is the easiest way to learn how to use one.

It will get simpler as you use the computer more. Before long, you'll be opening, saving, and closing files without giving them a second thought.



*Fig. 2.2.1. Operating a Computer*

**Step 1**

Get acquainted with the equipment. There will be a display on every computer. A screen is what is attached to the computer; a monitor is what is detached from the computer. All computers come equipped with a keyboard for data entry and a mouse or touch pad for navigation. Additionally, a shell that connects everything will be a part of computers. The majority of modern computers now contain an optical drive that can read DVDs or CDs and let you install software on your machine.

**Step 2**

Start the computer up. If Microsoft Windows is your operating system, the computer will immediately boot into it. Learn what each of the computer icons do when you quickly double-click on one of them by using the mouse to move the cursor across the screen. On the computer screen's lower left corner, click the "Start" button.



*Fig. 2.2.2. Power up the Computer*

**Step 3**

Explore the various sections of the computer. Take a close look under "Programs," which contains the majority of everything you can run on your computer. You can learn more about a software's capabilities by running it and then selecting "Help" from within the programme. Start your Internet exploration by launching "Internet Explorer" or "Google Chrome." This is your entryway to the information and the rest of the world.

**Booting-up Software**

The process of booting is how a computer powers on. A software command or a hardware event, like pressing a button, can start it. Some programmes must load software into memory before starting since a CPU's primary memory is empty when it is first turned on. A separate processor in the computer system, hardware, or firmware in the CPU may be used to do this.

Rebooting is another word for restarting a computer. Rebooting can be "soft" or "hard," depending on whether the power is cut during the process. On some PCs, a soft boot may optionally clear RAM to zero. Hardware, such as pressing a button, or software commands can start both hard and soft booting. When the functioning runtime system—typically the operating system and a few applications—is reached, booting is complete.

The method of waking up a computer from sleep does not need booting; nevertheless, waking it up from hibernation requires. Some embedded systems can operate operational applications that are stored in ROM when turned on and, at the very least, do not require a detectable boot phase to start working. Since every computer system is a state machine, restarting the system may be the only method to return it to its intended zero-state from an unanticipated, locked state.

A storage dump software for operating system problem diagnosis can also be loaded during the boot process in addition to an operating system or standalone utility.

When a computer is turned on, the booting process starts the operating system. The initial collection of tasks that the computer carries out when it is turned on is known as the boot sequence. Each and every computer has a boot process.
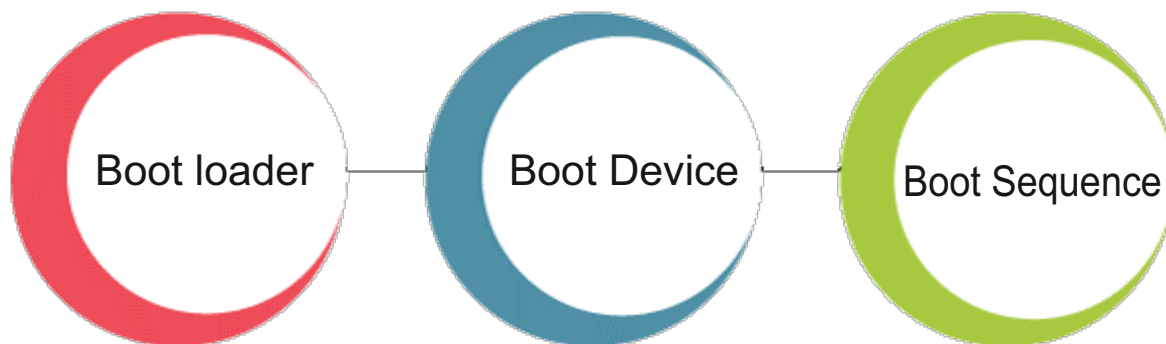


*Fig. 2.2.3. Booting-up Software*

A system boots up in what way?
- Every component of the system receives power and is initialised when the power button is pressed. The CPU needs to execute instructions after being initialised.
- The BIOS, a limited set of instructions, is being loaded from ROM.
- After the Power-On Self-Test (POST) has been completed successfully, the BIOS locates the bootable sequence from the CMOS.
- It locates the first bootable device based on the bootable sequence.
- The Master Boot Record, which is located in logical Sector 0, contains instructions that are loaded from the first bootable device.

- The information regarding the Boot Loader, which can load the Operating System, is contained in this collection of instructions.
- This boot loader information varies depending on the operating system; for instance, GRUB is the boot loader for Linux ( GRand Unified Bootloader).
- The operating system is subsequently loaded into memory by the boot loader.
- All crucial system files and drivers are then loaded into memory, and the operating system takes over.


*Fig. 2.2.4. Boot System*

The top five operating systems—Apple macOS, Microsoft Windows, Google's Android OS, Linux, and Apple iOS—receive most of the attention in the IT sector.

Businesses may manage the many steps in the production cycle, from receiving raw materials to sending finished goods to customers, with the aid of logistics management software.

The names Orderhive, Trackhive, Shipstation, Latitude Core WMS, ShippingEasy, and Stamps.com are among the best shipping software brands.


*Fig. 2.2.5. Logistics Management Softwares*

With the help of all these shipping tools, shippers can find the best prices, monitor the carrier's arrival time, and more.

**Set categories, flags, reminders, or colors**
**To Remind You:**
1) Decide which email message you want the reminder to be sent for.
2) Choose the Home > Follow Up > Add Reminder option.
3) Under Flag to, in the Custom box, choose Follow up or enter a description.
4) Tick the Reminder checkbox, input the time and date, and then hit OK.
5) The message will display an alarm-bell icon.
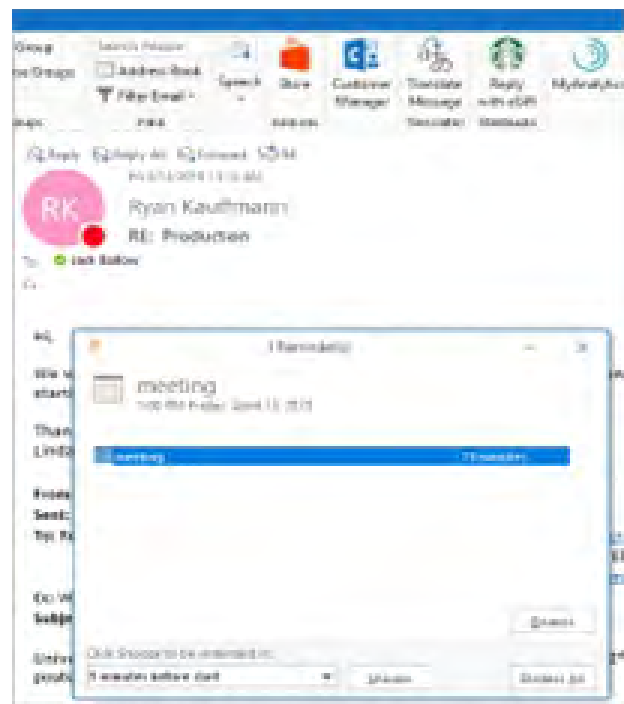6) To modify the reminder's time, choose Follow Up, add a reminder, adjust the time, and then choose OK.


*Fig. 2.2.6. Reminder Systems*

**Create Color Categories:**
1) Select Home > Categorize > All Categories.
2) Select a colour category in the Color Category box, then choose Rename to rename the category. Enter once you've entered a name that fits the chosen category.
3) From the Color drop-down menu, choose the desired colour to alter the category Color.
4) Select New, type a name, pick a colour, and click OK to establish a new colour category.
5) Click OK after you're finished using the Color Categories.



*Fig. 2.2.7. Colour Categories*

**Shipment Classification Agent should:**
- Start the computer and sign in using your company's credentials.
- The software that starts up when the categorising tasks are carried out.
- If there are any problems with the software booting, speak with a manager in the IT division for assistance.
- Review the daily schedule and mark any pending entries from the previous day.
- Update the entry's status.

**Difference between Bill of Lading and Bill of Entry:**
- **Bill of Lading (BL or BoL)**
  - A bill of lading is a document that the shipping line or corporation issues.
  - When the items are taken on board by the carrier (ship) for shipping purposes, this document is issued.
  - The information on a bill of lading, such as the container number, seal number, number of containers, port of origin and destination, consignee and buyer names and addresses, notify party names and addresses, IEC number, contact information, etc., aids in identifying the products on a ship.
  - Using the bill of lading number, we may follow our shipment on the website of the shipping company.
  - Mearsk, Cosco, One Line, and other shipping lines and businesses are examples.
  - It is a negotiable document that may be presented as evidence in court.

- **Bill of Entry (BE or BoE)**
  - Bill of Entry forms are submitted for each import shipment.
  - A Bill of Entry is created by the Customs Department and submitted by the customs broker on behalf of the importer.
  - It is primarily utilised by customs officers to classify imported items correctly, value them, and determine their appropriate duty rates.
  - Supporting documents for importation, such as the bill of lading, invoice, packing list, certificate of origin, IGM number, importer information, GST registration, IEC code, etc., are used to prepare it.
  - A bill of entry therefore demonstrates that the imported goods are billed and categorised for the purpose of duty assessment. Once the duty has been paid, the goods are released from customs.

## Tips

- Shipping Bill should include:
  o General details of Exporter, Buyer, and the Custom agent.
  o Transportation and port of loading and discharge details.
  o Cargo details (gross and net weight, nature).
  o Invoice Details (number of the commercial invoice, nature of payment, the invoice value in both the currencies).
- Should be checked in bill of entry:
- The product's serial number, its description, and its unit code. number of packages and each one's volume or weight. Details of the products (details should be given separately for each class) heading for the customs duty, together with the year and notification of the exemption.
- Regardless of the mode of transportation—air, sea, or land—an exporter is not permitted to load products without first submitting a shipping bill. Unless the Commissioner or Principal Commissioner makes an exception and permits you to physically submit the Shipping Bill, it must be submitted electronically.
- The Bill of Entry or Shipping Bill alteration request is typically denied by the Deputy Commissioner, against which an appeal must be made to the Commissioner (Appeals), who consistently dismisses such appeals.
- Verify that all linked cables are connected properly as a simple first step if you're having difficulties with a particular piece of computer hardware, such as your keyboard or monitor. Launch the computer again. Restarting the computer is one of the finest options to try when all else fails.

## Summary

- The HS (Harmonized Commodity Description and Coding System) Code is a 6–10 digit number that is required for all international shipments. This number is used by customs to identify the products shipped across international borders.

- In India, you can search the DGFT website or several non-governmental portals for the ITC (HS) code list. In the US, you can look up the Harmonised Tariff Schedule on the ITC website.

- HS codes are recognized in 98% of world trade. There are six digits in an HS code. You use an HS code because it is a universal classification tool. Many governments add additional digits to the HS number to further distinguish products in certain categories.

- A shipping bill can be filed after the particular vessel/ship, etc., is granted with entry outwards that allows it to move out of the country. Once the bill is submitted, it is physically verified and the value of the goods intended for export are assessed by the customs authorities.

## Exercise

1) What are the roles of Courier and Mail Services in Logistics?
2) What is the first thing you should do when troubleshooting a computer problem?
3) What do you understand by BOE (Bills of Entry)?
4) Explain the HS Codes and importance of HS Code.
5) What do you understand by booting-up Software?

# Notes

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Scan the QR code to watch the related videos

https://www.youtube.com/watch?v=AiqbBYv9D7k
4 types of goods

https://www.youtube.com/watch?v=nBpoZOo9RfQ
Common pc issues with solutions

# 3. Perform Classification

Unit 3.1 - Classify Incoming/Outgoing Goods

Unit 3.2 - Preparing Bill of Entry

Unit 3.3 - Escalation Matrix

LSC/N3019

## Key Learning Outcomes 💡

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

1. Interpret the steps to be followed for shipment classification

2. Apply the process of identifying consignments that require preclearance

3. Interpret the HS codes of codes based on customs

4. Describe the different types of bill of entry such as form 4/5 or an SEZ/EOU bill of entry)

5. Identify the process of creating bill of entry based on consignment type

6. Interpret the escalation matrix for reporting deviation

# Unit 3.1 - Classify Incoming/Outgoing Goods

## Unit Objectives ⊚

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

1. Interpret the steps to be followed for shipment classification
2. Apply the process of identifying consignments that require preclearance

## 3.1.1 Inbound / Outbound Goods

The word "logistics" is derived from the French word "logistique." Its initial use as a military phrase described how soldiers were arranged, moved, and accommodated, as well as how their gear was stored.

Given how difficult it was to carry out these activities, every complex action or process was referred to as "logistics." This phrase was soon used to the buying, storage, and distributing of items on a commercial scale.

Nowadays, the coordination of tasks including dispatch, delivery, transport, and the storage of goods is typically referred to as logistics.

It is the procedure used to efficiently and successfully carry out the documenting, transport, storage, segregation, and labelling of commodities.

Especially at a time when 'customer is king' logistics is directed more towards meeting customer requirements in a timely and economical manner.

**Inbound Logistics**

Receiving goods is the process of inbound logistics. It includes the actual receipt, planning, checking, and stacking in the appropriate places that assist goods pickers in removing these items in accordance with established picking criteria.

The movement, transportation, and customs paperwork of the cargo from point of origin to point of destination may also fall under inbound logistics.

Any firm must have a reliable inbound logistics system to guarantee the steady flow of items into its warehouse.



*Fig. 3.1.1. Inbound Logistics*

Any firm must have a reliable inbound logistics system to guarantee the steady flow of items into its warehouse.

Raw materials that need to be processed or finished commodities that need to be delivered to customers after being purchased.

While some businesses integrate forecasting and the buy ordering process as part of their inbound logistics process, others approach it only from the standpoint of physically receiving and storing products in a warehouse.

**Outbound Logistics**

When you need to move your physical inventory from one place to another or when you have sales orders from clients, outbound logistics goes into effect.

It mostly entails selecting the products, packing and labelling them in accordance with legal regulations and customer specifications, and then transporting the products to their final destination after completing all necessary customs formalities.

Planning the proper kind of conveyance is part of outbound logistics, along with load and route planning, communicating with clients, customs, and other relevant government agencies as needed.
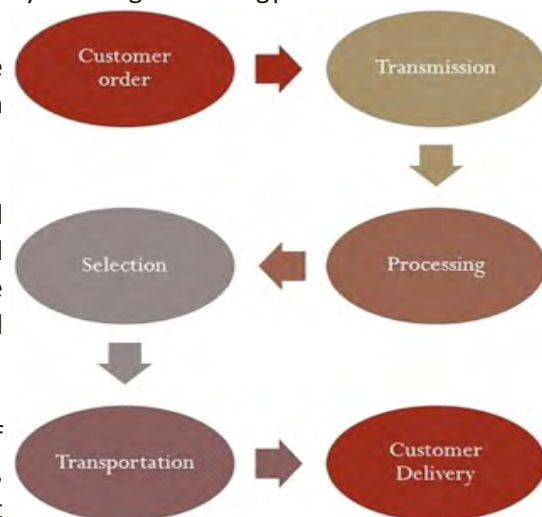
*Fig. 3.1.2. Outbound Logistics*

Outbound logistics also includes the function of sales order processing (SOP). It involves taking consumer orders, turning them into picking lists, and then billing.

Preparation of customs and transport documentation, etc. requires expertise as wrong calculations or incorrect classification of goods under the Harmonized Systems (HS) code may result in payment of the wrong customs duties or subsequent penalties, etc.

**Comparison between Inbound and Outbound Logistics:**

| ROOT FOR COMPARISON | INBOUND LOGISTICS | OUTBOUND LOGISTICS |
|---|---|---|
| Meaning | Inbound logistics refers to the flow of components and raw materials from suppliers to the manufacturing facility. | Outbound logistics refers to the transfer of finished goods from a supplier to a customer. |
| Related to | Procurement and material management. | Customer support and distribution methods. |
| Focuses on | Resources and raw materials are used within the manufacturing facility. | Movement of products or completed items from the business to the client. |
| Interaction | Between the vendor and the business. | Between a company and its clients. |

*Table No. 3.1.2. Comparison between Inbound and Outbound Logistics*

**Reverse Logistics:**

Supply chain management that sends goods back from buyers to sellers or producers is known as reverse logistics. Reverse logistics is needed for procedures like returns or recycling after a client receives a product.
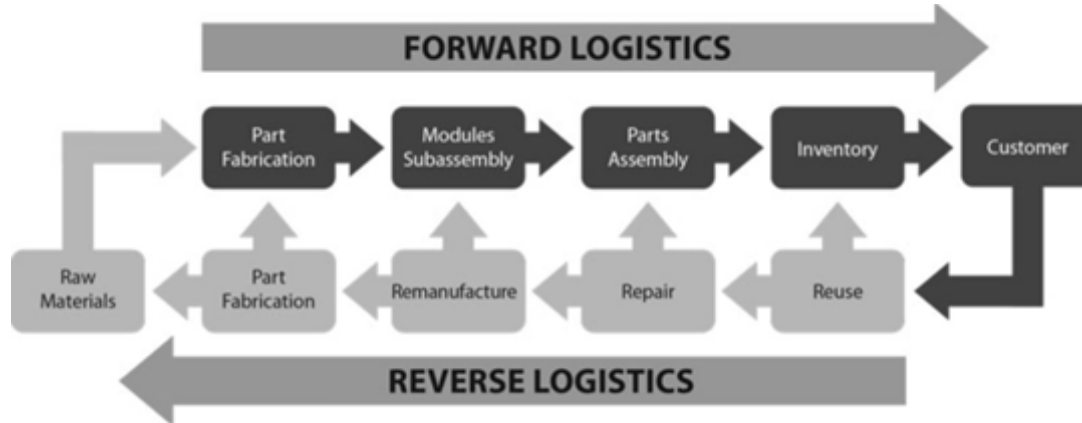


*Fig. 3.1.2. Reverse Logistics*

The five Rs of reverse logistics are returns, reselling, repairs, replacements, and recycling.
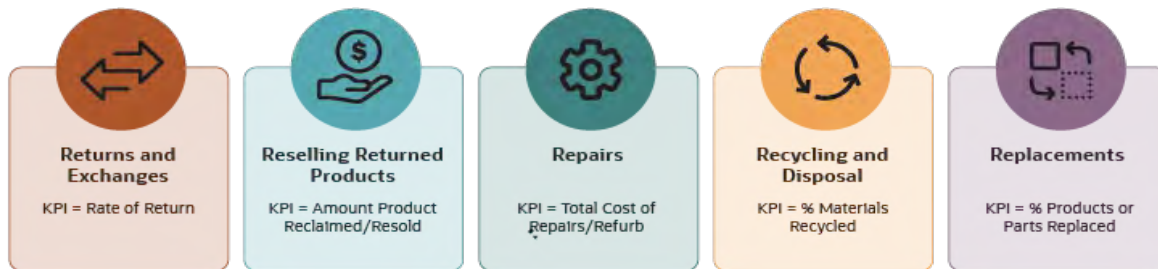


*Fig. 3.1.3. Measure Reverse Logistics*

You can find ways to recycle, reuse, or sell things that might otherwise wind up in a landfill with the use of reverse logistics. This increases your brand's reputation for social and environmental responsibility while also boosting your profit margins.

**Process of identifying Consignments that require Pre-clearance**

Any shipment travelling from one international location to another needs to be cleared via customs. Every nation has its own set of government-established laws, and shipping businesses and freight forwarders should be aware of this and keep track of any new customs-related laws to avoid skipping any necessary paperwork when engaging in international trade.

The paperwork needed for customs depends on the kind of shipment being made. Different customs laws apply depending on the country of origin and the country of final destination. However, there are a few basic documents that enterprises must follow while importing or exporting commodities.

| Shipping documents required for imports | Shipping documents required for exports |
|---|---|
| ✔ Commercial Invoice | ✔ Commercial Invoice |
| ✔ Bill of Lading | ✔ Bill of Lading |
| ✔ Arrival Notice | ✔ Packing List |
| ✔ Import Customs Declaration | ✔ Export Customs Declaration |
| ✔ Air or Raillway Bill | ✔ Air or Railway Bill |
| ✔ Import License | ✔ Commercial Invoice |
| ✔ Letter of Credit | ✔ Certificate of Origin |
| ✔ Importer Security Filing (local customs requirements) | ✔ Letter of Credit |
| | ✔ Certificates (production, vessel, phytosanitary) |

*Fig. 3.1.4. Shipping Documents*

**ProForma Invoice**

Similar to a purchase order, a proforma invoice is a document that details the goods being sold. It is generated through a recognised method, such as email, fax, phone, or in-person talk, in compliance with the terms and circumstances agreed upon between the parties. A buy order is issued before the sales transaction is finished.

**Customs packing list**

The parties involved in the procedure can contrast the items indicated on the pro-forma invoice with those specified on the customs packing list. The packing list, which is enclosed with international shipments, provides transportation companies with details on the shipment's contents.

**COO Certificate (Country of Origin)**

The exporter is the one who issues the COO certificate. It states that the manufactured and processed items being shipped were produced in the specified nation.

**Customs Invoice**

The customs invoice is a needed document for an export transaction. Because it contains information on the order, the specifics and description, the selling price, packaging, quantity, costs, weight, etc. of the products, any customs official will ask for a customs invoice. The customs import value at the destination port, as well as freight insurance, delivery conditions, payment, etc., are all determined using this information. This information will be compared against the order by the customs official to determine whether to approve the shipment or not.

**Shipping bill**

A shipping bill is a significant piece of paperwork that acts as a quantifiable record and is typically submitted online using specialised software (ICEGATE). The following documents are required by the exporter in order to acquire the shipping bill:

- Export license
- Indent
- Packing list
- Acceptance of contract
- Purchase order
- Letter of credit
- QC certificate
- Port trust document
- GR forms for shipment to all the countries
- Invoice

### Bill of lading

The carrier issues a bill of lading to the shipper, exporter, or supplier. It serves as proof of the agreement for the movement of the goods listed by the carrier. It comprises product information such as number, sort, and the address where the items are to be delivered and must be duly signed by an authorised representative from the shipper, carrier, and receiver.

The bill of lading is also regarded as the cargo receipt when it is presented to the customs office for clearance at the port of destination.

### Bill of sight

In cases where the recipient is unsure of the kind of goods being transported, a declaration is made to the customs agency by the supplier or exporter. Before paying duties, the recipient of the goods is allowed to inspect them thanks to the bill of sight document. The exporter must provide a letter allowing customs to clear the items along with the bill of sight.

### Letter of credit

The letter of credit is issued by the bank of the importer and states that the importer or consignee will honour paying the amount stated to complete the transaction to the exporter, consignor, or shipper.

### Bill of exchange

A bill of exchange can be drawn by banks or private parties and is comparable to a promissory note. With this alternative payment option, the importer must clear payments for the items they have received from the exporter either immediately or at a specific future date.

### Export license

A permit is given out by the Chief Controller of Exports and Imports, and a company can obtain an export licence from the licencing body. Any company engaged in import-export trade is required to have an export licence, which is given to customs in order to export cargo, but only to foreign countries and only once. Depending on the kind of exports, different licence information may apply.

### Warehouse receipt

When an ICD is involved, the warehouse receipt is required and is generated as soon as the exporter has paid all applicable export duties and freight charges.

### Health certificate

Only in cases when the food products are traded internationally are health certificates relevant. According to the certificate, the food in the shipment complies with all safety requirements and is suitable for eating. An approved governmental entity from which the cargo is shipped issues the health certificate.

Customs clearance is necessary for a consignment to successfully cross international waterways, and that necessitates the processing and submission of the aforementioned document. Although each country has its own set of laws and norms, these are some general ones that apply to practically all nations.

### Import and Export through Courier

Those courier companies that are registered with Customs are allowed to import and export via the courier mode. These delivery services are referred to as "Authorized Couriers." Aircraft carrying cargo or passengers typically transport the courier packages. Another transit method is employed in the case of clearance through Land Customs Stations (LCS).

They can both submit the courier import manifest. The option of courier clearance in manual mode is accessible at customs airports in Mumbai, Delhi, Chennai, Calcutta, Bangalore, Hyderabad, Ahmedabad, Jaipur, Cochin, Coimbatore, Trivandrum, and Land Customs Stations in Gojadanga and Petrapole. Airports in Delhi and Mumbai will soon be able to use the computerised customs clearing method for courier approvals.

**Categories of Goods Allowed Import through Courier**
All products can be imported using the courier mode, with the exception of a few categories. Certain items are excluded based on the fact that they must meet particular requirements under any other Act, rule, or regulation, such as testing samples, etc., on the advice of the competent authorities or experts prior to clearance. The review and clearance procedure might be time-consuming in some circumstances because of additional compliance requirements. These products are not eligible for this programme, which calls for quick customs clearance. Additionally, certain items cannot be handled by air terminals or LCS. The importation of the following types of items is not allowed using a courier service.

- Cargo that is precious and semi-precious.
- Creatures and plants.
- Perishables.
- Publications with maps showing India's borders incorrectly.
- Precious and semi-precious stones, as well as any kind of gold or silver.
- Products covered under export promotion programmes, such as the EOU Program.
- Items imported through courier in manual mode that weigh more than 70 kg.

On the other hand, there is no weight restriction for the electrical mode. Electronic mode clearance of products under the EOU Scheme is allowed.

**Goods Categories Allowed for Export through Courier**
Except for the following categories, all gods are allowed to be exported through courier.
- Products subject to export duties.
- Items shipped through export promotion programmes like Drawback, DEPB, DEEC, EPCG, etc.
- Items whose consignment value exceeds Rs. 25,000 and include a foreign exchange transaction (the limit of Rs. 25,000 does not apply when G.R. waiver or specific permission has been obtained from the RBI).

**Import and Export of Gems and Jewellery**
Gem and jewellery import is permitted through courier, including samples delivered by EOUs or SEZ entities. The export of cut and polished diamonds, jewels, and jewellery under any FTP plan from EOUs, SEZs, or DTA is also allowed, but only if the cost of each export consignment falls under this scheme is no higher than Rs. 20 lakhs.

**Procedure for Clearance of Import Goods**
The following categories are used to group the items that are imported via courier in order to speed up customs clearance.
- Documents that reference any message, information, or data written on paper, cards, or images that have no commercial value and are not subject to a duty or any import or export prohibitions or restrictions.

- Genuine commercial samples and prototypes of items that are provided without charge and have a value of no more than Rs. 50,000 for exports and Rs. 10,000 for imports, are not subject to any import or export prohibitions, and do not entail the transfer of foreign currency.
- Any genuine fit products for personal use with a value of no more than Rs. 10,000 for imports and Rs. 25,000 for exports that are not subject to any import or export prohibitions or restrictions that do not entail the transfer of foreign currency.
- Goods with a declared value up to Rs. 1,000,000 and commercial or dutiable goods with a declared value greater than Rs. 1,000,000

Under the Courier Regulations, various Customs declaration forms have been required for manual mode, and a streamlined Bill of Entry has been indicated for goods clearance. These items are subject to the same merit-based assessments for duty as other imported items, and exemption, when available, may be imported when it is claimed.

1) Documents courier Bill of Entry-III.
2) Courier Bill of Entry-IV for giveaways and sampling.
3) Courier Bill of Entry-V for shipments with a declared value of up to Rs. 1 lakh.

The Bill of Entry Requirements from 1976 must be followed while filing a standard Bill of Entry, according to the courier regulations for manual code. This comprises:

1) Imported items covered by the EOU Scheme.
2) Products imported through the DEPB, DEEC, and EPCG Schemes.
3) Goods that are imported against the licence that is provided under the Foreign Trade (Development and Regulation) Act, 1992.
4) Items imported by a connected party as specified by the 1988 Customs Valuation Rules
5) Items for which the relevant official submits a Bill of Entry.
6) Items with a declared worth of at least Rs. 1 lakh.

The forms required for filing customs declarations are as listed below, in accordance with the courier requirements for the electronic mode.
1) For Form B papers, the Courier Bill of Entry-XI (CBE-XI).
2) The Courier Bill of Entry-XII (CBE-XII), which is used for Form C freebies and samples.
3) For low-value dutiable consignments in Form D, the courier bill of entry (CBE-XII).
4) For import consignments, the Courier Bill of Entry-XIV for other dutiable consignments in Form E.

**Procedure for Clearance of Export Goods**
Prior to the departure of the flight or other mode of transportation, the Authorized Courier must file Courier Shipping Bills with the appropriate Customs officer at the airport or LCS for exporting goods. There are many forms that must be used for the export of documents and other items. The export products must be presented by the authorised courier to the appropriate officer for inspection, examination, and evaluation. A normal Shipping Bill as described in the Shipping Bill and Bill of Export Regulations of 1991 must be filed for specific export commodities. The Air Cargo Complex, the STP, the EOUs, or the EHTP process these Shipping Bills, and with Customs' approval, the products are then delivered to the courier service for further delivery. The goods for which this procedure applies are given below.

*Fig. 3.1.5. Documents required in Export Customs Clearance*

- Products from STPs, EOUs, and EHTP.
- Products exported under the DEEC, EPCG, DEPB, or drawback schemes.
- Products covered by the 1992 Foreign Trade (Development and Regulation) Act that call for an export authorization.

The forms for siling Customs declarations for export products are in accordance with the Courier Regulations for electronic mode.

- CSB-III for courier shipping of Form G documents.
- Form H courier shipping bill (CSB-IV) for the goods.

**Examination Standards for Courier-Transported Goods**
The import and export of courier shipments are covered by the examination standards listed below.
- All import and export shipments must be thoroughly screened using X-ray or other NIL techniques. You can utilise the X-ray equipment provided by Customs, or the airlines' or AAI's screening facilities, to do this screening. Additionally, given the right circumstances, the screening of many agencies can be merged to speed up the process and prevent duplication.
- A maximum of 10% of the total courier shipments may be physically examined, including export documentation, samples, presents, and export goods. 100% of the chosen shipments will be reviewed.
- Consignments will be chosen for physical inspection based on factors such as the type of the commodities, their value, weight, importer status, etc.
- The Commissioner of Customs has the authority to revoke the discretionary decision to randomly examine items based on specific criteria, such as the country of import or export or the type of the products as specified in the EDI system.
- If there is any specific intelligence or suspicions are raised during an X-ray of a cargo, Customs may analyse it.
- In the automated procedure, 'risk analysis' is used to identify the shipments that need to be examined.

**CENVAT Credit**

Anytime a consignee wants to claim CENVAT credit for the paid duty on imported goods, a regular Bill of Entry may be submitted. This is relevant to courier clearances conducted manually.

**Transhipment of Goods**

The Customs Act of 1962, the Goods Imported Regulation of 1995, and additional instructions apply to the transhipment of goods between two Customs stations. The consignments that are imported through the courier node may occasionally be moved to the cargo terminal of the same airport for clearing purposes. This transfer is comparable to the local movement of cargo within the same Customs station from one customs area to the next. The regional Commissioner of Customs has developed a local procedure that addresses this.

**Disposal of Uncleared Goods**

A process is shown in the courier regulations for both the manual and electronic modes for clearing uncleared items. When commodities are imported, customs must hold them and notify the authorised courier that they can be disposed of after 30 days have passed after the goods were specified. The Authorized Courier is responsible for paying the fees associated with storing and retaining such goods. A procedure comparable to that for imported items is prescribed for export goods. The main difference is that the Customs would grant permission if the products were not exported within 7 days of entering the Customs Area or within the extended period.

**Registration of Authorised Courier**

An individual who wishes to work as an Authorized Courier must register with the relevant Commissioner of Customs. According to the rules for the manual code, the registration is good for 10 years and can be extended for an additional 10 years if the courier's performance is up to par. Regulation for the electronic mode contains similar clauses, with the exception that the initial registration period is set at two years.

The applicant for registration must be in good financial standing and provide documentation showing that they own assets worth at least Rs. 25 lakhs, such as a certificate from a Scheduled Bank or other supporting documents. In addition, the applicant must sign a bond with a security deposit of Rs. 10 lakhs in order to register in Mumbai, Delhi, Calcutta, and Chennai. The security deposit at other airports and LCS is Rs. 5 Lakh. Cash, postal security, a bank guarantee, or a national savings certificate can be used as the security deposit. The applicant must consent to pay any duty, if any, that is not imposed or short-levied on any items that the Authorized Courier takes clearance of, along with any applicable interest, in order to be registered.

A licenced courier who has registered at a single customs station is allowed to conduct business at more than one airport or LCS, provided that they give notice in the format required. At every airport and LCS, meanwhile, a separate bind and security must be provided.

Existing Authorized Couriers who have registered or conducted business in accordance with Regulation 12 of the Courier Imports and Exports Regulations, 1998 at locations where the automated clearance facilities become operational will be eligible to file declarations in accordance with the electronic mode without the need for a new appointment or notification, provided that they also satisfy any additional conditions or requirements set forth in the courier Regulations for the applicable jurisdiction. As a result, after becoming registered as an Authorized Courier, a person may submit declarations using either of the two methods, provided that they also comply with all other regulations that apply.

**Obligation of Authorised Courier**

The Authorized Courier is required to fulfil a number of duties. Below are some of the most significant requirements.

- Submit declarations for the clearance of goods that have been imported or exported through an individual who has successfully completed the exam required by Regulations 8 or 19 of the Customs House Agents Licensing Regulations, 2004, and through individuals who are duly authorised under Section 146 of the Act.
- Advises his clients to abide by the Customs Act's 1962 provisions as well as any rules or regulations created in accordance with the Act.
- Using trustworthy, independent, and authentic papers, data, or information, verify the origin and accuracy of the Importer Exporter Code (IEC), the client's identity, and the client's operation at the declared address.
- Excise should take care when providing information to Customs regarding the clearance of products for import or export.
- Not withholding from the Assessing Officer any information pertaining to the assessment and clearance of import and export of the goods, and refraining from attempting to use threats, false allegations, coercion, or other coercive methods to influence the behaviour of any Customs officers.
- Keeps the records and accounts required by Customs, and complies with all notices, rules, regulations, and orders issued in accordance with the Act.

The requirement on the authorised courier to confirm the antecedents, to classify the client and the working of the client in the declared address by using trustworthy, independent, authentic documents, data, or information is based on the rise in crimes that involve a variety of modus operandi, such as fraud and duty evasion by false IEC holders, etc. detailed instructions on the list of papers that need to be validated and that the client or customer must provide. The client or the customer must, however, provide any two of the required documents to the authorised courier. There is no requirement that the client or consumer give a photo to the authorised courier.

Fig. 3.1.6. Courier Service

**Outsourcing / Sub-letting**

A provision in the Handling of Cargo in Customs Areas Regulation 2009 states that any components of the door-to-door supply chain that the Authorized Courier wishes to sublet or outsource must first have prior approval from Customs. Since an Authorised Courier is defined as a person that transports goods internationally for export and import on a door-to-door basis and is registered on behalf of the Jurisdictional Commissioner, this is necessary.

The main justification for extending expedited clearance options is that Authorised Couriers have adequate, globally applicable, verifiable, secure work processes that are backed by a thorough IT infrastructure for knowledge and information management. Such businesses have their own internal safeguards to protect against the usage of the expedited supply chain by dishonest individuals. Therefore, any unauthorised subletting or supply chain may negate the whole goal of the expedited clearance facility. To ensure compliance, the Commissioners of Customs must assess the amenities offered to the Authorized Couriers hired under their supervision. Any subleasing or outsourcing during this time must be carefully considered to ensure that it does not conflict with the goal of the expedited clearing facility.

**De-Registration and Forfeiture of the Security**

The Commissioner has the authority to revoke an Authorised Courier's registration, and his security may be cited for misbehaviour or failing to adhere to the bond's terms and restrictions. Only after giving the Authorised Courier a notice, giving him a chance to respond in writing, and giving him the chance to be heard in the matter, can registration be revoked. The Commissioner of Customs may suspend the registration if more investigation is required to substantiate, prima facie, the charges against the Authorized Courier. Within 60 days after receiving the contested order, an authorised courier may, by commissioner's order, make representations to the chief commissioner.

## Notes

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# Unit 3.2 - Preparing Bill of Entry

## Unit Objectives ⊚

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

1. Describe the types of bill of entry such as form 4/5 or an SEZ/EOU bill of entry)
2. Interpret the process of creating bill of entry based on consignment type

## 3.2.1 Bill of Entry

The kind of paperwork needed for customs clearance typically varies depending on the kind of cargo being sent. Additionally, it could change based on the cargo's country of origin and final destination. As a general rule, however, most enterprises must adhere to a set of general documents while importing or exporting commodities.

**List of Documents required for Exports Customs Clearance:**
- ✓ ProForma Invoice
- ✓ Customs Packing List
- ✓ Country of Origin or COO Certificate
- ✓ Commercial Invoice
- ✓ Shipping Bill
- ✓ Bill of Lading or Airway Bill
- ✓ Bill of Sight
- ✓ Letter of Credit
- ✓ Bill of Exchange
- ✓ Export License
- ✓ Warehouse Receipt
- ✓ Health Certificates

**List of Documents required for Imports Customs Clearance:**
- ✓ Bill of Entry
- ✓ Commercial Invoice
- ✓ Bill of Lading or Airway Bill
- ✓ Import License
- ✓ Certificate of Insurance
- ✓ Letter of Credit or LC
- ✓ Technical Write-up or Literature (Only required for specific goods)
- ✓ Industrial License (for specific goods)
- ✓ Test Report (If any)
- ✓ RCMC Registration cum Membership Certificate
- ✓ GATT/DGFT declaration
- ✓ DEEC/DEPB/ECGC License for duty benefits

**The Bill of Entry (BOE) is a legal document that importers use to have the shipment cleared by customs.**

A BOE requires careful documentation, information sharing, and time-consuming creation and verification. Therefore, in order to run a profitable firm, importers and exporters need to be familiar with a BOE.

Products must go through legal formalities when they enter an exporting nation. The legal documentation that importers or customs clearing agencies must submit in order to get the imported goods is known as the BOE.

A crucial step in the customs clearance process is the BOE, which enables the government to keep track of the flow of goods and services into and out of the nation.

**Importance of Bill of Entry**
Individual enterprises and a nation's overall economic health are impacted by trade. Keeping this in mind, government organisations utilise the BOE to monitor the flow of merchandise across the border of their country and create better macroeconomic policies. Because of its significance, it is required that an international trader file a BOE for every commodity they bring into the nation.

In the export-import process, a BOE has legal significance. It serves as a crucial document on which customs permit cargo clearance is based, ensuring total transparency between private companies and the government. Additionally, using this document, importers can submit duty credit claims following the clearance of goods, if applicable. Additionally, the BOE acts as a crucial record for auditing or inspection needs.

**Types of Bill of Entry**
The Central Board of Indirect Taxes and Customs has classified the BOE into three categories based on the nature and purpose of imported goods. Three different forms-- Form I, Form II, and Form III are each designated for various types of bills.

   i.  **BOE for house consumption:** The color white indicates the BOE for house consumption under section 46 of The Customs Act, 1962. This BOE is issued for goods imported by an individual for personal or business consumption.
   ii. **BOE for warehousing:** Sections 46 and 60 of The Customs Act, 1962, allots the color buff (light brownish yellow) to this type of BOE. Also known as a bond BOE, this document must be filed if the importer doesn't intend to furnish import duty at the exact time of import. Instead, the importer can hold off their products in storage until he/she clears the dues.
   iii. **BOE for Ex-Bond Goods:** The Customs Act, 1962, indicates the BOE for ex-bond goods with the color green. This document is used when the importer wants the clearance of warehoused goods for home consumption.

**Who needs to issue a Bill of Entry?**
A BOE can be issued for bond clearing or personal use. The importer can claim Input Tax Credit (ITC) on the items only post the issuance of the BOE from the following entities:-
   •  Companies that import items from other countries.
   •  Enterprises that sell goods purchased from Special Economic Zones within India.

Once the BOE is submitted, a customs officer inspects the items, and the importer pays taxes, including GST, IGST, and customs duty. The importer can then seek ITC compensation cess for GST and IGST. However, they cannot claim compensation for customs duty.

**What does the BOE include?**
The BOE format is simple. Here are some important details that it includes:-
   •  Port code and license number

- Importer's name and address
- Customs house agent code
- Import-Export Code (IEC)
- Country of origin and its code
- Country of consignment and its code
- Port of shipment
- Vessel name
- All the critical information about the goods being imported (e.g., monetary value and description of goods)

The BOE also contains information about the IGST, GST, and customs duties paid by the importer. Additionally, the invoice will be divided into two pieces for the signatures of the importer and the customs agent. Only when both parties sign it is the bill valid.

**Who will prepare the BOE?**
As was already said, the BOE is a formal and official document that an importer or customs broker submits to the customs department in order to release the goods from customs.

**How to file a BOE?**
Although there is a physical offline way to submit a BOE, online forms are gradually taking the place of paper-based paperwork, saving users from additional headaches with government authorities. The process of filing a BOE has gotten more easier as a result of customs offices opening online platforms and gateways for shipping service providers. In general, there are two approaches to guarantee a quick filing process:-

- Using the EDI system for Indian Customs
- Via a server owned by a customs agent

**EDI portal**
After submitting the BOE, importers and customs house agents (CHAs) can use an electronic data interchange (EDI) gateway. The BOE along with all the other necessary paperwork can be electronically submitted by visiting the EDI website, becoming a certified importer, and registering.
For importers who are new to the world of international trade and have not yet developed a relationship with reliable logistics service providers, this platform is very useful.

**Customs house agent's server**

Indian Customs Electronic Gateway (ICE GATE), an online programme that has been set up, enables CHAs to perform their tasks through the portal.

A CHA can register for access to the application by providing the necessary data, such as their licence number. Experienced importers may profit from their proficiency in effectively performing the procedures related with filing a BOE because they are skilled in filing these invoices online.

**Documents required for filing a BOE**
In order to submit a BOE to customs, importers need a variety of documentation. They must deliver duplicate copies, photocopies, and a draught of the BOE of all pertinent documents. For further processing, the BOE must include the Goods and Services Tax Identification Number (GSTIN).

The following is a list of all the information that a BOE must contain::-

- The licence number and port code.
- Address and name of the importer

- Customs house agent code
- Import-Export Code (IEC)
- Importer's name and address (if the importer is a registered taxpayer, their address automatically appears)
- Vessel name
- Port of shipment
- Country of origin and its code
- Country of consignment and code only if it is different from the country of origin
- The date of issuance on the bill of lading
- Specifics about the commodities and their monetary worth

**Packages and quantity**
- The number of packages, their weight or volume;
- The serial number, the product's description, and the product unit code
- Product specs
- Customs tariff heading, including notification of exemption and year (details to be provided separately for each class)

**Customs duty**
- The type of duty code;
- The assessable value of the commodities;
- Additional costs, such as landing and handling fees, if applicable;
- The basic rate and total amount of the customs duty levied;
- Special Additional Duty;
- The amount, rate, and total additional duty;
- Additional duty Central Excise Tariff (CET) based on exemption notification and year;

**IGST**
- The total amount of duty (assessable value, customs duty, and additional charges) in words and the total number of containers in words.
- The GST code, IGST rate, and IGST amount.
- Notification of exemption for receiving relief from the GST compensation cess;
- Exemption notice for requesting an IGST exemption

**Additional documents**
Besides the documents mentioned above, customs may also request the following papers depending on the nature and kind of import:-
- An original, signed shipping invoice.
- Packing list
- The Bill of lading
- A bank draught or letter of credit.
- Insurance documentation.
- A business licence.
- The declaration of the importer or the authorised CHA.

These are the documents that are most frequently asked for. However, if the customs service finds any discrepancies when reviewing the documents, they may request more documentation. All paperwork provided to customs must be accurate and authentic, according to the importer and the CHA.

**Sample BOE**
Here is an example of an ex-bond clearance BOE:-



*Table No. 3.2.1. Sample BOE*

**Difference between a BOE and a Shipping bill:**
When transferring goods across the border, traders must submit the BOE and a shipping bill. There is, however, one key distinction between the two. When bringing products into a country, an importer files a BOE, and when sending things abroad, an exporter files a shipping bill. Furthermore, since a shipping bill is for exporting goods rather than importing them, it does not call for any IGST information.

**About form 4/5 or an SEZ/EOU**
**Key differences between the Special Economic Zone (SEZ) units, Export Oriented Units (EOU) and Domestic Tariff Area (DTA) units:**

Although there are some variations between the two, both EOUs and SEZs were established to aid in trade. If a location satisfies the requirements of the plan, an EOU may be established there. However, a SEZ is a specially designated area that is regarded as being outside the purview of customs and as such, a foreign territory. In this approach, any agreement formed between a SEZ and a DTA is seen as an export, whereas any agreement between an EOU and a DTA is regarded as an export. Compared to deals from EOUs to DTAs, deals from SEZs to DTAs are more common.

There is broad control over the real development of commodities to and from SEZs because the area is clearly demarcated; however, the same cannot be stated for EOUs. In terms of taxability, whereas an EOU is required to pay a fee that it can subsequently guarantee as a reduction, a SEZ-based.

An SEZ is a predetermined, separately designated, obligation-free area that, in order to facilitate commerce, is thought of as existing beyond the purview of Indian customs. Even the GST system, which was primarily designed to promote exports, continues to support SEZ firms by extending due benefits for their authorised responsibilities. An SEZ must adhere to two different compliance arrangements. At first, compliances have to be made with indirect tax rules as well as those governed by the SEZ Act of 2005, such as the accommodation of periodic advancement reports. The last will now be changed in accordance with the GST law, while the first is likely to continue with little change.

Below is the table that includes information on EOU Vs SEZ:

| Economic Oriented Unit (EOU) | Special Economic Zone (SEZ) |
| --- | --- |
| For EOU, a minimum investment in building, equipment, and plant is Rs. 100 lakhs. Before the start of commercial manufacturing, this should happen. | For SEZ (Special Economic Zone) there is no such restriction. |
| For the clearance of imported consignments for EOU, there is a Fast Track Clearance Scheme (FTCS). | For SEZ units, export and import customs clearance is achieved within the zone itself. |
| Purchase-related Central Sales Tax (CST) is reimbursable (but not local tax). | The supplier does not have to pay CST (Central Sales Tax) for SEZ units. |
| It can be set up anywhere in India. In other words, it is not bound by the location or any boundaries across India. | In SEZ, units can be set up only at the designated sites. |
| Upon payment of the relevant customs duties, all DTA clearances are permitted (IGST, Cess, etc.). The importer or SEZ unit must file the bill of entry (on behalf of the importer) | On payment of the relevant GST, all DTA clearances are accepted. Furthermore, the benefit of BCD exemption received on imported inputs utilized in the production of completed goods cleared in DTA must be forfeited or paid along with interest. Only a tax invoice needs to be generated. |

*Table No. 3.2.2. Information on EOU Vs SEZ*

## Customs Clearance Process

### Initial steps in customs clearance process

- **Self-assessment:** You will need to determine the duty on the exported goods on your own as an exporter. When submitting the shipping bill for self-assessment, you must precisely report the classification, rate of duty, value of the commodities, and claim the exemption notification. The commercial invoice, packing list, consular invoice, certificate of origin, insurance certificate, etc. are all documents created at this stage.



*Fig. 3.2.1. Customs Clearance Process*

- **Shipping Bill:** The Indian Customs EDI System (ICES) or non-EDI mode, depending on whether the port is EDI or non-EDI, is used to generate the shipping bill. It is filed with the required supporting documents and in the format that is specified. The steps involved in creating the shipping bill have been thoroughly discussed in their own section.

- **Risk Management System:** The customs department's Risk Management System (RMS) processes self-assessed shipping bills. The appropriate officer, who may also examine and test the products, shall verify such shipping bills after completion to confirm the accuracy of classification, value, duty rate, exemption, etc. Thus, the RMS will process shipping bills after they have been submitted electronically in the ICES through a service centre or ICEGATE before deciding what to do next. The shipment bills will either be examined or verified, or both, or the Let Export Order will be provided (LEO). By receiving prior consent from the jurisdictional Commissioner of Customs or an officer not below the rank of Extra/Joint Commissioner of Customs, the concerned officer may conduct the additional assessment even in the absence of the RMS red signal.

- **Post Clearance Audit:** Notably, following the implementation of the RMS, a Post Clearance Audit (PCA) of the shipping bill has been introduced. This aims to increase compliance rates and cut down on cargo dwell time for Indian exports.



*Fig. 3.2.2. Post Clearance Audit*

**Final steps in customs clearance process upon arrival of goods at the dock**

- **Checklist:** The custodian must sign off on the quantity of the goods on the checklist's reverse side when the goods arrive at the pier. The exporter/CHA sends the customs officer this endorsed checklist, along with original copies of the invoice, packing list, and other applicable papers, when the items are received at the dock area.

- **Verification**: The customs officer checks the received items and changes the information in the system. A marked electronic copy of the shipment bill is also given to the dock appraiser along with the original paperwork that was previously filed.

- **Examination:** A customs officer is given the responsibility of examination by the dock appraiser. As was previously mentioned, the customs can examine every export shipment up to 100% of the time without following the RMS examination guidelines. The same holds true for perishable cargo.

- **Sampling:** A representative sample from the shipment may be taken and tested, or checked for visual inspection, description, valuation, etc. based on the orders of the appropriate officer.

- **Let Export Order:** When customs is pleased with the verification and inspection of the shipment, they will issue a Let Export Order (LEO) to the exporter. The LEO process is covered in full in a separate section.

- **Loading:** The customs preventive officer ensures preventative supervision for the stuffing or loading of the container cargo and stamps "Shipped on Board" on the exporter's copy of the shipping bill.

- **Export General Manifest: :** Before leaving, the shipping lines/agents must deliver an Export General Manifest (EGM) to customs broken down by shipment bill. Both manually and electronically submitted EGMs are accepted.

- **Duty Drawback:** At this time, the incidence of customs duties on used inputs is the main limitation of duty drawback. It is claimed by submitting the shipping bill in the required manner. The specified documentation as outlined in the 2017 Drawback Rules must be submitted with the drawback claim. In the event of any deficiencies, the claim may be returned, but the shipment is not halted as a result.

Other documents produced during the customs clearance procedure include the inspection certification, dock receipt and warehouse receipt, destination control statement, bill of lading, etc. in addition to those stated in the various subheads.

**Shipping Bill Forms**



*Table No. 3.2.3. Shipping Bill Forms - 1*

SHIPPING BILL FOR EXPORT OF DUTY FREE GOODS                    Original

| Exporter | Invoice No. & Date | SB No. & Date |
| | AR4/AR4A No. & Date | |
| | Q/Cert No. & Date | Import-Export Code No. |
| Consignee | | RBI Code No. |
| | Export Trade Control | If export under: Deferred Credit [ ] Joint Ventures [ ] Rupee Credit......[ ] Others...................[ ] RBI's Approval/Cir. No. & Date |
| Custom House Agent     LIC No. | | |
| | | Type of shipment: Outright Sale [ ] Consignment Export [ ] |
| Pre-Carriage by | Place of Receipt by Pre-Carrier | |
| Vessel/Flight No. | Rotation No. | Others (Specify) [ ] |
| | Port of Loading | Nature of Contract : CIF [ ]/CFR [ ]/FOB [ ] Others (Specify)          [ ] |
| Port of Discharge | Country of Destination | Exchange Rate U/S 14 of CA | Currency of Invoice |

| S. No. | Marks & Nos. | No. & Kind of Pkgs. Container Nos. | Statistical Code & Description of Goods | Quantity | Value FOB |
|---|---|---|---|---|---|
| | Net Weight | | | | |
| | Gross Weight | | | | |

Total FOB Value in words

| Analysis of Export Value | Currency | Amount | Full export value OR where not ascertainable, the value which exporter expects to receive on the sale of goods. |
| FOB Value | | | |
| Freight | | | |
| Insurance | Rate | | Currency...................... |
| Commission | | | Amount.......................... |
| Discount | | | |
| Other Deductions | | | |

| Sl. No. | Export Tariff No. | Assessable Value under Sec. 14 | DUTY | | CESS | | Total Duty & Cess | Duty payment particulars |
|---|---|---|---|---|---|---|---|---|
| | | | Rate | Amount | Rate | Amount | | |
| | | | | | | | | |

| Total Duty/Cess Amount in words:Rupees | Collection Stamp |

Declaration:
I/We declare that all particulars given herein are true and correct.
I/We also attach the declaration(s) under clause No.(s)...........................
Public Notice No................... dated......................          Signature & Date

*Table No. 3.2.4. Shipping Bill Forms - 2*

**FORM - E**
[see Regulation 5(3)]

**COURIER BILL OF ENTRY – XIV (CBE-XIV) FOR DUTIABLE GOODS
(ELECTRONIC FILING)**

| Courier Registration Number (1) | Name and address of the Authorized Courier (2) | | |
|---|---|---|---|
| PARTICULARS OF CUSTOM HOUSE AGENT (3) | | | |
| Licence Number (i) | Name (ii) | | Address (iii) |
| PARTICULARS OF IMPORTER (4) | | | |
| IEC Code (i) | IEC Branch Code (ii) | Name (iii) | Address (iv) |
| Category of Importer ( Govt. Depts, Govt. Untertakings, Diplomatic/UN, others) (v) | If others, please specify (vi) | Type of Importer (100 % EOU or not, please specify) (vii) | |
| Authorised dealer code of the Bank (5) | Category of the Bill of Entry (Home Consumption, Warehouse,Ex-Bond) (6) | Bill of Entry Number and date (7) | Class Code (CC) ( New, Split, Post, Part) (8) |
| Type of Bill of Entry ( Normal, Prior, Advance) (9) | High Sea sale (10) | | |
| Seller particulars in case of High Sea sale (11) | | | |
| IEC Code (A) | IEC Branch Code (B) | Name (C) | Address (D) |
| Use of the first proviso under section 46(1), Customs Act,1962: (12) | Special Requests (13) | Reason in case of extension of Time Limit is Requested (14) | Airlines (15) |
| Flight Number (16) | Airport of Arrival (17) | | Date of Arrival (18) |
| Airport of Shipment (19) | Country of Origin (if same for all goods of the consignment, otherwise declare item-wise) (20) | | Country of Consignment (21) |
| IGM details (22) | MAWB No. (23) | MAWB date (24) | HAWB No. (25) |
| IGM No. (A) | Date of entry Inward (B) | | CRN No., if applicable. (A) |
| HAWB date (26) | Marks & Numbers | Number of Packages | Type of Packages | Unit of measure for gross weight |

*Table No. 3.2.5. Courier Bill of Entry*

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# Unit 3.3 - Escalation Matrix

## Unit Objectives 🎯

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

1. Interpret the escalation matrix for reporting deviation

## 3.3.1 Escalation Matrix for Reporting Deviation

A Standard Operating Procedure is a series of written guidelines that outlines the exact steps that must be done to carry out a regular task correctly. To ensure that the firm maintains consistency and complies with industry norms and business standards, SOPs should be adhered to exactly the same way each time.

The policies, methods, and standards provided by standard operating procedures are essential to the success of the business. They can help a company by decreasing errors, boosting productivity and profitability, fostering a safe workplace, and developing procedures for dealing with problems and overcoming barriers.

SOP rules may include the warehouse's opening and closing times, regular security checks, how items are moved to and from the warehouse, inventory control, how goods should be handled, how quickly shipments should be made, and staff hygiene procedures.



*Fig. 3.3.1. SOP  Specification*

**Process of Report Deviations as per Escalation Matrix**

When an employee is unable to address an incident on their own and must delegate the job to a more qualified or experienced employee, this is known as incident escalation.



*Fig. 3.3.2. Deviations as per Escalation Matrix*

How your company manages these handoffs is addressed by an escalation policy. It specifies who should be informed when an incident alert is received, to whom an incident should be escalated if the first responder is not available, and who should take over if and when the responder is unable to resolve the issue on their own. It also specifies how those handoffs should occur (through the service desk? directly between two technicians? via a tool for incident management?).

*Fig. 3.3.3. SOP  Escalation Matrix*

A matrix that specifies when escalation should occur and who should handle incidents at each escalation level is known as an escalation matrix.

The term is used across a number of industries. Basic Steps are:

- **Step 1 – Identify and Document Issues**
  - Shipment Classification Agent, team members or any other stakeholders can raise issues at any time. This can be via verbal dialogue or email.
  - Issues which cannot be immediately resolved within the project team must be entered onto an Issue/Decisions Log on the Teams site.
  - All issues are assigned an owner who is responsible to resolve and update the issue on a regular basis.
  - All issues are assigned a target resolution date.

- **Step 2 - Review of Issues**
  - Address open issues during the scheduled project/organizational meeting or as necessary.  Review and identify new issues for resolution since the last meeting.
  - Review open issues that have passed their targeted resolution date.  Monitor, review and address new or existing issues for possible escalation to the appropriate level.
  - Update discussions made regarding each issue in the Issues/Decisions Log.
  - The owner of the issue will document and report status of the issue within the project Teams site.
  - Issues will be updated weekly or as activities occur to ensure all stakeholders are aware of the progress and status of the issue.

- **Step 3 - Communication of Issues**
  - The Shipment Classification Agent will report on issues until they are closed.
  - The Shipment Classification Agent will share the status of the issues with the team members on a regular basis, as well as the Project Steering Committee.

- **Step 4 - Escalate Issues**
  - Determine whether or not the issue needs to be escalated according to the project's escalation path.

- o   Criteria for escalation include:
    - ▪ Issues that affect more than one project
    - ▪ Issues that, if left unresolved, may jeopardize a key milestone or deliverable
    - ▪ Issues of high priority that are not being resolved in a timely manner
- o   If escalation is considered necessary, update the Status (to Escalated) and the Resolution/Status Comments of the Issue within the Issues/Decisions Log
- o   Communicate to the originator and the person originally assigned to resolve the issue that it has been escalated.
- o   In the event an issue needs to be escalated, it will be escalated according to the following escalation path

- **Step 5 – Issue Resolution**
    - o   Once the issue has been resolved, communicate the resolution to the originator, issue owner and appropriate escalated levels.
    - o   Update the Issue/Decisions Log for the Issue, setting the Status (to closed), the Date Closed, Resolution Comments and note the variance between the Resolution Target Date and the actual Date Closed.



*Fig. 3.3.4. SOP  Issue Resolution*

# Tips

- For the purpose of availing import duty exemption from government agencies under specific goods, production of RCMC with customs authorities is one of the requirements for import clearance. In such cases importer needs to submit Registration Cum Membership Certificate along with import customs clearance documents.

- If importer avails any duty exemptions against imported goods under different schemes like DEEC/DEPB/ECGC etc., such license is produced along with other import clearance documents.

- As per the guidelines of Government of India, every importer needs to file GATT declaration and DGFT declaration along with other import customs clearance documents with customs. GATT declaration has to be filed by Importer as per the terms of General Agreement on Tariff and Trade.

- A COO certificate vouches that the goods being shipped were produced, manufactured and processed in a particular country. It includes an exporter declaration and an inspection certificate (by a state employee or relevant agency). Most countries demand a COO certificate for customs clearance.

# Tips

- Dangerous Goods Forms are required for goods considered dangerous by the International Maritime Organisation, such as flammable liquids, gases, corrosives and toxic substances.

- Several products from different countries around the world make their way into India every year. As a country, we import billions of products via various methods such as air, rail, and waterways. The Directorate General of Foreign Trade is the governing body for all the import-export activity that happens in India. The Importer Exporter Code (IEC) as laid down by the DGFT is used to legally sanction the purchase or sale of such items.

- Shipment Classification Agent should:
  - ✓ check the shipments that need pre-clearance.
  - ✓ guarantee that the system updates the pre-clearance status and all relevant data.
  - ✓ examine the paperwork that the customs support agent has provided.
  - ✓ ask for a product description of the shipment (if needed).
  - ✓ Ensure that the classification support agent receives all customs-related paperwork
  - ✓ based on the consignment type, enter information from the document into the system.
  - ✓ choose the consignment kind.
  - ✓ HS codes should be categorised based on the kind of consignment.
  - ✓ Produce shipping bills and bills of entry based on the kind of consignment (form 4/5 or a SEZ/EOU bill of entry).
  - ✓ keep a checklist for import/export clearances up to date.
  - ✓ alert the customs broker to urgent errors.
  - ✓ address adjustments the customs broker has suggested.

# Summary

Custom clearance services relate to all the paperwork required to promote increased exports and imports within the nation. The Customs Clearance Service is the activity involved in preparing and submitting papers. In this procedure, the client is in charge of customs inspection, assessment, duty payment, and receiving delivery of the cargo from customs when it has been cleared together with the necessary paperwork.

For all different kinds of manufacturing enterprises, Customs Clearance Services has delivered first-rate custom brokerage services. The market for international trade has a new opportunity, and the rules and specifications for importing goods are always evolving.

Export of Goods: The below following are documents for Export of Goods.
- Shipping Bill
- Commercial Invoice
- Packing List
- Bill of Lading
- Foreign Exchange Control Form (SDF)
- Terminal Handling Receipt
- Technical Standard Certificate

Import of Goods: The below following are documents for Import of Goods.
- Bill of Entry
- Commercial invoice
- Packing List
- Bill of Lading

## Summary

- Foreign Exchange Control Form (Form A-1)
- Terminal Handling Receipt
- Certified Engineer's Report
- Cargo Release Order
- Product manual
- Inspection report

Import Export Code (IEC): Since there are different goods imported from various nations, it becomes a challenge to have a proper set of documents in the import/export customs liberty methodology. Furthermore, different countries have their own laws, resulting in a variety of methods and customs for approving imports. Every item under import is ordered under a code number acknowledged internationally, which is called the IEC number. Notably, the IEC number today is your company's Permanent Account Number (PAN), although people who had applied for an IEC number earlier are allowed to use the old code since the IEC number is valid for life. There may be mutual import/export agreements between the legislatures of various nations. Imports and exports from such nations may have exceptions on documentation clearance.

## Notes

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## Exercise

1) What are the documents required for import clearance?
2) What are the documents required in export customs clearance?
3) What are the three steps of custom clearance?
4) What does the BOE include?
5) What do you interpret by SOP? And what is the need of Escalation Matrix?

Scan the QR code to watch the related videos

https://www.youtube.com/watch?v=aKGvfYxOT9w
Documents for Export Customs Clearance

https://www.youtube.com/watch?v=ucoFtdej6x0
SEZ, EOU and FTWZ

# 4. Post Classification Activities

Unit 4.1 - Reporting and Documentation

Unit 4.2 - Logging Off Computer

Unit 4.3 - Waste Disposal and Housekeeping

LSC/N3020

## Key Learning Outcomes 💡

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

1. Summarize the various checks to be performed post shipment classification

2. Identify the mailing and non-clearance errors

3. Interpret the process of reporting errors and to the customs team and network control team at the airport

4. Describe the various steps to be followed before logging off the computer at the end of the day

## Unit 4.1 - Reporting and Documentation

## Unit Objectives ⊚

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

1. Interpret about various checks to be performed post shipment classification
2. Describe the importance to identify mailing and non-clearance errors
3. Analyze the process of reporting errors and to the customs team and network control team at the airport

## 4.1.1 Post Shipment

A type of loan given by a financial institution to an exporter or seller in exchange for a shipment that has already been made is known as post shipment finance. This kind of export financing is given from the day the credit is extended following the shipment of the goods until the day the exporter receives the proceeds.

Post-shipment finance can be delivered using a number of instruments, such as:

✓ A letter of credit (LC)
✓ A trade loan
✓ Invoice factoring or receivables discounting

The post shipment finance can be classified as :

• Export Bills purchased/discounted.
• Export Bills negotiated
• Advance against export bills sent on collection basis.
• Advance against export on consignment basis
• Advance against undrawn balance on exports
• Advance against claims of Duty Drawback.



*Fig. 4.1.1. Post Shipment*

**Reporting and Documentation**

**Documentation** inspires trust in your company among current and potential customers as well as investors. Documentation narrates a company's history, including its beginnings, goals, and path to success.

In the context of logistics, documentation refers to the numerous papers related to or attached to items that need to be transported and/or transferred of ownership. This includes, but is not limited to, documents like bills of lading, commercial invoices, packing lists, and insurance certificates.

Those paperwork, records, or certificates required to accept delivery of a package or for a delivery to clear customs are known as shipping documents. These papers are required to bring a shipment into compliance with the laws of the nations it passes through.

*Fig. 4.1.2. Documentation*

**Shipping documents** are forms that are included with a shipment that specify the products being transported, their specifications, the customer, the mode of shipment, and the date the cargo was made. Bills of lading, packing lists, invoices, insurance documents, and air waybills are examples of shipping documents.

A shipping invoice is an accounting form that companies use to keep track of the goods that have been transported from a seller to a buyer. Every time a business sends a freight shipment of products, a legal document known as a shipping invoice, sometimes known as a bill of lading, is necessary.

Insurance documents are frequently part of the paperwork needed to ship freight. With the help of these documents, you can make a claim for your products in the event that they are lost, stolen, or damaged while on route to their final destination.

**Customs Documentation** includes any written or electronic customs declarations and other documentation that must be submitted during customs clearance in accordance with applicable laws.

Documentation serves to educate the recipient about the shipment, ease the flow of goods through the supply chain, and safeguard the rights of all parties. Documentation not only contributes significantly to the logistics process, but it is also essential to global trade.

*Fig. 4.1.3. Customs Documentation*

The Daily Shipment Report provides high-level visibility into shipment activity in the warehouse, on a daily basis, for a specified date range. This report provides daily information on new shipments awaiting shipping on that day, shipments shipped on that day, shipments pending from previous days, and shipments carried over to the next day.

The Shipments Report examines all shipments of orders. This report lists every order that satisfies your parameter requirements, along with the customer name and number, shipped products, shipped date, amount ordered and shipped, freight carrier, waybill number, order date, and number. It also lists each order's customer name and number. Additionally, this report publishes the amounts that were ordered, shipped, and the number of orders that satisfied your parameter requirements.

A shipping supervisor often has a wide range of duties, some of which may include:
- Making sure that all shipment supplies, such as boxes, labels, packing supplies, and postage metres, are on hand.
- Educating employees on safe shipping practises and techniques.
- Scheduling shipments, ensuring they are prepared for shipment, and ensuring they leave the dock on time.
- Working together with other company divisions to make sure that shipments adhere to legal standards.
- Keeping an eye on shipping prices to make sure they stay below set spending limits.
- Monitoring the progress of packages as they are shipped to make sure they get there on schedule.
- Interacting with clients to make sure they are happy with the shipping services offered by the business.

**Shipping errors** include, but are not limited to, product shortages, damage, picking errors, warehouse errors, overages, labelling errors, and ordering errors.

A clearance delay occurs when a cargo is delayed at customs or the border. For businesses who must send products for same-day delivery, this is not good.

Find out what you need to ship abroad by doing some research. Never underestimate the demands. The following is a list of typical mistakes people make when completing paperwork:


*Fig. 4.1.4. Shipping Error*

- The content's description is ambiguous. When writing the description, be sure to be precise and thorough.
- If you are sending computer parts, be sure to include those phrases as well as the component's serial number, model, and manufacturer.
- Incomplete shipment documentation Quantities, invoice pages, or values are absent.
- Incorrect product code.
- The invoice or description is not in English.
- A false quantity or value. Your cargo will be delayed if products are discounted to evade taxes or tariffs.
- Inadequate preparation of textile sample.

If the items are subject to duties or not, the cost of non-compliance varies according to severity, from negligence to gross negligence to intentional deception. Non-compliance has additional costs in addition to the apparent penalties:

- Delays and storage fees
- Failure to get your products to market
- Additional penalties
- Cost of returning or destroying goods

**Shipment Classification Agent should:**
- run a thorough check for mistakes and unfinished business.
- inform the airport customs staff of any mailing errors.
- inform the airport's network control staff of non-clearance mistakes.
- notify the customs broker of any outstanding work at day's conclusion.
- carry out all necessary steps outlined by the customs broker as solutions.

To defend the nation from external dangers, airport customs officers work in airports. They check bags for any suspicious things, look over passports and visas, compile reports and witness testimonies, and interview travellers to find out why they are entering the nation.

*Fig. 4.1.5. Customs Officers Requirement*

Customs officers need to be:

- skilled at communicating.
- able to relate to people from a range of cultures and backgrounds.
- polite, patient and helpful.
- firm when dealing with people.
- skilled at analysing information and solving problems.
- good at planning.
- responsible.
- observant, with an eye for detail.



*Fig. 4.1.6. Customs Documentation*

## Quarantine Area: An overview

You can store rejected products, prototypes, objects that have been stored for future review, etc. in the quarantine area.

a location connected to the shop floor or the goods-in area where stock is to be held while being investigated for quality (typically).

Quarantine is a "state of enforced isolation" that is used to separate and limit the movement of people. This portion of the warehouse is restricted to approved individuals only. The supervisor must ensure that the products are correctly separated in this space. Any object that has been incorrectly designated as a quarantined item must be set aside for additional inspection. Therefore, the binners (individuals who would move objects in this area) should put them in the proper location.



*Fig. 4.1.7. Quarantine Area*

Finally, he must make sure that quarantined items are disposed of in accordance with company policy by housekeeping staff.


*Fig. 4.1.8. Quarantine Holding Area*

**Check whether quarantine has been done properly:**
- Quarantine is a "state of enforced isolation" that is used to isolate and limit the movement of people.
- Only authorized persons are allowed to enter this area in the warehouse.
- Supervisor needs to make sure the goods are properly segregated in this area.
- If any item is wrongly marked as quarantined item, it needs to be kept aside for further check.
- Finally he needs to ensure disposal of quarantined items as per the company policy through housekeeping staff.

A quarantine is a "state of enforced isolation" that is used to isolate people and restrict their movement. When discussing people who may have been exposed to a communicable disease, for example, this is frequently used in reference to illness and disease.

**A quarantine area for keeping rejected goods, goods to be sent back or destroyed.**
Follow these steps:
- Segregation of items in the quarantine area
- Keep only quarantined items in the quarantine area
- Use binners move the wrongly quarantined items and store them
- Inventory tracking sheet updation
- Disposal of quarantined items through housekeeping staff

**Quarantine Stock:**
Inventory items separated for special or emergency use, and not available for sale or other requirements.

**If you found any item, which is wrongly quarantined then**
Release the inventory/SKU wrongly quarantined by removing option in Software or manually in register.

**Quarantine tag / Quarantine sticker:**

A warehousing inbound or outbound inspection or a warehousing inbound order line starting from a manufacturing order correspond with a quarantine ID. Additionally, one or more reports of non-conformance material can match a quarantine ID (NCMR). The originating order and, if relevant, the inspection are also included in the NCMR.

When managing quarantine inventory, you must choose the Process option for a quarantine ID or for the specified disposition line(s), and you must give a disposition, a cause code, and other data as necessary.



*Fig. 4.1.9. Quarantine Tag*

| Disposition | Disposition order/result | Description |
|---|---|---|
| Use As Is | Receipt procedure | LN generates a warehouse receipt. It automatically confirms and stores the receipt. After the receipt is validated, inbound advice is created, if locations apply.<br>The payable-to-supplier setting must not be active for the quarantine inventory to come from purchase orders or schedules. |
| - | Inbound advice | Without a receipt procedure, LN generates inbound advice to a pick or bulk location. If no locations match, the goods in inventory are unblocked.<br>This holds true for all products coming from all other order origins, independent of the payable-to-supplier setting, as well as items coming from purchase orders or buy schedules for which the payable to supplier method is engaged. |
| No Fault Found | The same as Use As Is | The same as Use As Is |
| Scrap | Adjustment order | Removes the items from the inventory. |
| Return to Vendor | Purchase return order | Returns the items to the supplier. |
| Rework (to Existing Specification) | Production order | Issues the items to the work center that rejected the items. |
| Rework (to New Specification) | Production order | The item's new ID code is specified by the user. The order sends the items back to the facility that turned down the first shipment. |
| Reclassify | Item transfer order | The item's new ID code is specified by the user. The new target item is kept in the same warehouse as the original order. You can specify a pick or bulk location if locations are relevant. |

*Table No. 4.1.1. Disposition & Description*

**Quarantine Register for Entry:**



*Fig. 4.1.1. Quarantine Register*

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# Unit 4.2 - Logging Off Computer

## Unit Objectives ⊚

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

1. Perform the various steps to be followed before logging off the computer at the end of the day

## 4.2.1 Log out Computer Operating System

You are signed into your operating system when using a computer. You are logged into a user account even though you didn't fill in your name or password. Logging out of your computer when not in use will prevent unauthorised individuals from accessing your confidential files and passwords.

Follow the instructions below for your operating system to log out. In the event that your mouse isn't functioning, the procedures provide keyboard shortcuts.
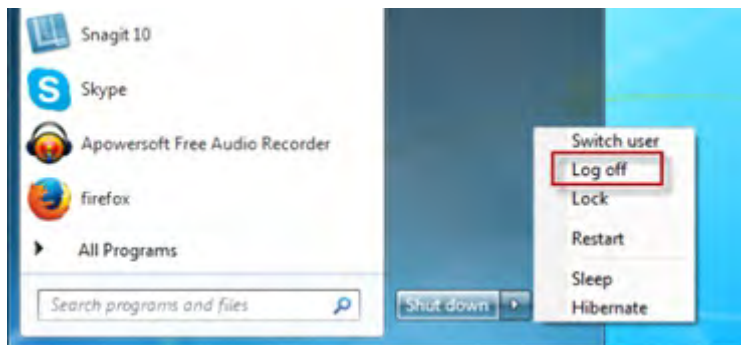


*Fig. 4.2.1. Log out Computer Operating System*

- **Step 1** is to click the taskbar's "Start" button.
- **Step 2** is to select "Log Off" from the Start Menu.
- **Step 3:** From the list of choices in the Logoff menu, select one. You have the option of quickly changing to a different user or completely logging out.
- **Step 4:** Switch users to switch between accounts without totally turning off the settings of the previous user. It is crucial to remember that in order to completely log off another user in order to shut down their applications, otherwise they will continue to run in the background..
- **Step 5:** Select "Log Off" to totally deactivate your settings and restore Windows to its default state. These user accounts are listed in this option.
- **Step 6:** To open the Task Manager, press Ctrl-Alt-Delete. You may access a number of other features for shutting down the computer and altering its status via the Task Manager (to "Standby" or "Hibernate," forexample). These choices are offered in the "Shut Down" drop-down menu.
- **Step 7:** To open the Task Manager, use a right-click on the taskbar. The Ctrl-Alt-Delete command is avoided by using this shortcut to the Task Manager.

Among the most popular ones are icons for your web browser and the Word, Excel, Access, and PowerPoint programmes from Microsoft Office (e.g., Google Chrome). Keep in mind that these icons are merely quick ways to launch certain applications.

All of the software, programmes, files, and processes on your computer must be closed, and the RAM must be freed, before you may shut it down. It's crucial to save all of your work before shutting down because your computer won't let you resume working on whatever you started before shutting down.

**The main distinction between Save and Save As is that whereas Save As enables you to save a new file or an existing file to a new location with the same or different name, Save allows you to update a previously saved file with new content.**

The more energy-efficient choice is to shut down your computer every night because even if you have set your computer to "sleep mode," the RAM and the storage of open files and programmes still draw electricity from the grid. Regular shutdowns may result in fewer transient problems for your system.

**Shipment Classification Agent should:**
- save all data, safely log off and switch off the computer.
- dispose any unnecessary documents or papers.
- clean up the desk and leave the important/necessary documents locked in the desk draw
- convey pending work to colleagues as they could help move it forward the next working day

Keep Them Off-Limits to Others in Your Office Until You Have Destroyed Any Potentially Confidential Documents. Having a lockable filing cabinet is a smart idea. Alternatively, if you have a lot of private documents, you should lock your office door to prevent unauthorised people from taking them and reading them.

Even before you take any action to destroy the documents, make sure they are stored out of the reach of any potential inquisitive eyes.

Hard copies of confidential papers can be properly and securely destroyed by shredding them. If you're "spring cleaning" your office and only need to shred a small number of documents, this works well.

Although it isn't always practicable, incinerating documents can also be an effective technique to eliminate them. On the other hand, this makes sure that your papers can never be rebuilt and viewed again.

When the materials are not in use or an employee leaves his or her workstation, a clean desk policy ensures that any critical documents, confidential letters, binders, books, etc. are taken off a desk and locked away. When attempting to lower the danger of security breaches, it is one of the best tactics to employ.

**When the products are not in use or a user leaves his or her workstation, a clean desk and clear screen policy is a crucial tool to make sure that all sensitive/confidential documents are taken out of an end user workspace and locked away.**


*Fig. 4.2.2. Computer Operating System*

**Notes**
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# Unit 4.3 - Waste Disposal and Housekeeping

## Unit Objectives ◎

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

1. Perform the disposing of Waste appropriately
2. Interpret the importance of housekeeping

## 4.3.1 Waste Disposal

**Waste disposal is the process of removing and getting rid of waste materials.**
Waste disposal can take many different forms, including throwing away, recycling, and destroying objects that are no longer useful.



*Fig. 4.3.1. Waste Disposal*

This all-encompassing strategy is built on the four R's: Reduce, Reuse, Recycle, and Recover.

The proper procedures are crucial for garbage disposal because they will assure less environmental harm.

The proper management of waste is crucial to both the long-term sustainability of the earth and the development of a certain country.

Poor waste management directly impacts numerous habitats and species as well as air pollution and climate change. Methane, a potent greenhouse gas linked to climate change, is released by landfills, which are the last resort in the waste hierarchy.

Reduced pollution of the air, water, land, and soil is the result of proper waste disposal.

Fig. 4.3.2. Waste Disposable appropriate Manner

**Importance of Housekeeping and Cleanliness at Workplace**

Industrial safety is directly related to workplace hygiene and cleanliness. The effectiveness with which these activities are administered reflects the organization's safety culture.

In addition to making the workplace safer, good housekeeping and cleanliness also greatly enhance the organization's reputation.



Fig. 4.3.3. Housekeeping and cleanliness at the workplace

These activities also:
  (i)   improve efficiency and productivity,
  (ii)  aids in keeping processes under proper control, and
  (iii) help sustain the product's quality There are a number of indicators that indicate inadequate housekeeping and cleanliness at the organization's workplace. Among these indications are: Some of these signs are:
  i.    cluttered and poorly arranged work areas,
  ii.   improper or hazardous material storage (such as materials stuffed in corners and overcrowded shelves etc.),
  iii.  dusty and dirty floors and work surfaces,
  iv.   surplus or obsolete items that are laying about on the shop floor,
  v.    blocked or cluttered aisles and exits,
  vi.   equipment and tools not being put back in their designated storage locations after use.
  vii.  Containers that are cracked and materials with damage.
  viii. stuffed garbage cans and containers.
  ix.   spills and leaks etc.

Employees are more likely to like their work when their workspace is neat, organised, and appealing. It promotes orderly working practises among employees. It lessens their tiredness. It encourages positive interactions between staff and management. It boosts morale, which is evident in the calibre of output and general effectiveness.

These efforts enhance the organization's reputation since visitors to the organisation have a positive perception of good housekeeping and cleanliness. Customers and other stakeholders of the company are more confident in the company since they observe that work is being done effectively in a tidy, inviting, and organised environment.

Both management and personnel are accountable for maintaining order and cleanliness. Periodic and last-minute cleanups are expensive, inefficient, and do not provide a better working atmosphere where staff can function well.

Good housekeeping and cleanliness normally results into:
- a more enjoyable place to work that is cleaner, safer, and better organised.
- better use of available floor space.
- a more organised, efficient workflow with a significant decrease in non-value added tasks.
- better tool and material inventory control.
- less handling to facilitate the flow of goods
- less material waste.
- improved equipment cleaning and maintenance practises that reduce breakdowns.
- Error minimization producing superior products.
- A secure working environment and reduced employee exposure to potentially dangerous substances (such as dusts, and vapours etc.),
- more hygienic working circumstances, which promote employees' health.
- an overall improvement in the workspace's appearance and atmosphere.
- an improvement in employee morale.

Poor housekeeping and cleanliness, on the contrary, creates workplace hazards which lead to various accident such as:
- slips, trips and falls,
- caught in-between objects,
- struck by falling objects,
- struck by moving objects,
- cut/stabbed by objects, and
- struck against objects.

Furthermore, poor housekeeping and cleanliness also create fire hazards which inevitably lead to increased fire risk.

**A crucial component of proper housekeeping and cleanliness practises is employee training. Employees must commit to memory the safest working practises for the items they utilise.**

They must also learn how to safeguard other workers by posting notices (such as "wet - slippery floor" etc.) and informing management of any unexpected circumstances.



*Fig. 4.3.4. Employees' training*

The key components that are typically incorporated into workplace housekeeping and cleanliness procedures are described below.

- **Dust and dirt removal –** Working in an unclean, dusty environment is bad for both the workers' respiratory systems as well as for the workplace as a whole. Additionally, if dust and debris are permitted to build up on surfaces, a slip hazard could result. Therefore, routinely sweeping the workplace to remove dust and grime is a crucial technique for maintaining cleanliness. Furthermore, it is forbidden to clean personnel' or equipment's surfaces with compressed air. Dust and dirt particles may become lodged in the eye or beneath the skin as a result of compressed air.

- **Employee facilities –** In order for employees to use them when necessary, adequate employee amenities, such as drinking water, washrooms, toilet blocks, and rest rooms, must be provided at the workplace. An essential component of these amenities is cleanliness at their location.

- **Flooring –** Regular floor cleaning is required, as well as immediate cleanup after spills of any kind. Accidents at work are frequently caused by unsanitary floors. Mats or some other sort of anti-slip flooring should be installed in areas like entranceway that cannot be regularly maintained. Additionally, it's critical to replace flooring that has been torn, worn, or damaged and creates a trip risk.

- **Lighting –** Accident risk is reduced by adequate lighting. To maintain the levels of light intensity at the workplace, it is important to make sure that broken light fixtures are fixed and dirty light fixtures are cleaned frequently.

- **Aisles and stairways –** It is forbidden to store anything in the aisles or stairways. Mirrors and warning signs can increase visibility around blind corners and aid in accident prevention. Maintaining appropriate illumination in stairways is also crucial. Additional staircases must have railings, ideally round rails for a secure grasp.

- **Spill control –** The best way to manage spills is to avoid them in the first place. It is crucial to do routine cleaning and maintenance on machinery and equipment. Additionally, using drip pans in potential spill areas is a smart preventative step. When accidents do happen, it's crucial to wipe them up right away. It is necessary to use the right cleaning solutions or absorbent materials while cleaning up a spill. The proper disposal of the waste materials must also be guaranteed.

- **Waste disposal –** The regular collection of the waste materials helps maintain a clean and orderly environment. Additionally, it enables the separation of materials headed for trash disposal facilities from those that can be recycled. Allowing debris to accumulate on the floor costs time and energy since it takes longer to clear it up. Containers for waste should be placed close to the source of the waste to encourage orderly disposal and facilitate collection. After collection, all recyclable garbage must be moved to the designated locations so that it can be delivered to the point of use or sold.

- **Tools and equipment –** Prior to usage, all tools and equipment must be inspected. Tools that are harmed or worn out must be removed from service right away. After use, tools must be cleaned and put back in their storage location.

- **Maintenance –** The upkeep of the machinery and the structures that house it is one of the most crucial components of proper housekeeping and cleanliness standards. This include maintaining machinery, equipment, and structures in a safe and functional state. There are cracked windows, faulty plumbing, cracked floor surfaces, and unclean walls, among other things, when a workplace appears to have been neglected. Accidents and changes to work procedures may result from these circumstances. A replacement programme is essential for replacing or mending damaged and broken objects as soon as possible.

- **Storage –** In order to maintain cleanliness and excellent housekeeping, things must be stored properly. All storage spaces must be prominently labelled. Hazardous materials such as those that are flammable, combustible, poisonous, and others must be stored in authorised containers in locations that are suitable for the various risks they provide. Aisles, staircases, exits, fire apparatus, eyewash stations, emergency showers, or first aid stations should not be blocked by the stored items. Additionally, it's critical that all containers have accurate labels. Strain injuries, chemical exposures, and fires all substantially decrease when items are maintained properly.

- **Clutter control –** Poor housekeeping habits are often to blame for cluttered workspaces. This kind of workplace can result in a number of problems, including ergonomics and injuries. It's critical to establish procedures for returning equipment, chemicals, cords, and containers to their proper storage locations after each usage. In a working environment, clutter poses a major hazard to safety in addition to being unsightly. If the standard doors and exit routes are obstructed, the risk to the staff members increases. As a result, all waste materials must be properly disposed of in the proper garbage containers in order to avoid trips and falls. For obvious reasons, obstructions should not be placed in aisles.

- **Individual workspace –** Each individual workspace should be maintained tidy and free of anything not required for work. Many workplace accidents take occurred right there in the worker's workspace. When doing general housekeeping and cleanliness inspections, this area is sometimes disregarded. It is vital to create a checklist that the staff will use to assess their workspace.
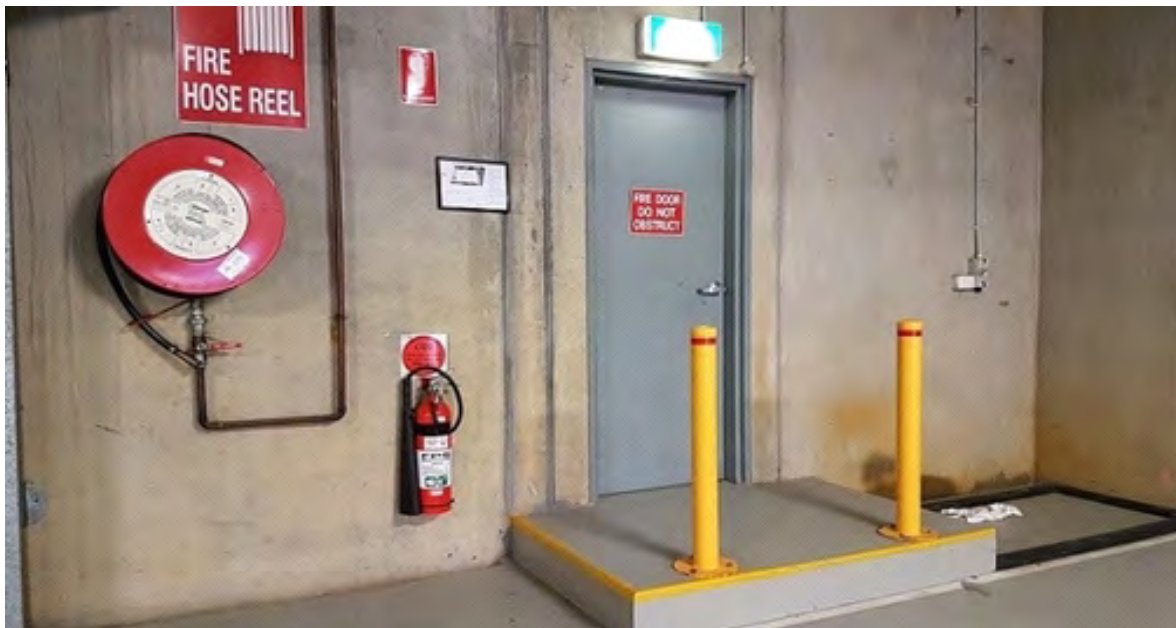


*Fig. 4.3.5. Individual Workspace*

Healthy housekeeping and cleanliness practises help the company not only keep the workplace tidy and clean, but also save a significant amount of money, which helps the company become more profitable.

*Fig. 4.3.6. Housekeeping & Cleanliness*

**Tips**

- Certificate of Origin also helps to avoid third party countries from routing imports through member countries and effecting third party exports to avoid duty, quantity or license restrictions.

- All ships must be equipped with facilities for managing wastes from toilets and urinals, hospital facilities and medical-care areas, and food refuse grinders. These facilities include treatment systems and/or safe holding tanks, properly equipped with pumps and piping.

- 5S stands for the 5 steps of this methodology: Sort, Set in Order, Shine, Standardize, Sustain. These steps involve going through everything in a space, deciding what's necessary and what isn't, putting things in order, cleaning, and setting up procedures for performing these tasks on a regular basis.

- The management concept of "5S" is promoted for good housekeeping practice in workplaces, which includes five complementary principles of "Organisation", "Neatness", "Cleanliness", "Standisation" and "Discipline".

**Summary**

In every field, it's important to minimize as much risk as possible. Documentation is a great tool in protecting against lawsuits and complaints. Documentation help ensure consent and expectations. It helps to tell the narrative for decisions made, and how yourself or the client responded to different situations.

So proper documentation helps you and your overseas buyer in handling your transactions in all means including time management, payment protection, claim on loss etc. In India, Foreign Exchange Management Act regulates the import export trade.

Log Off: Closes all your files and programs and logs you off from Windows without turning off the computer. Shutdown: Turns off the power to your computer.

# Summary

7 standards for housekeeping: 7S stands for sort, systematize, sweep, standardize, safety, self-discipline and sustain.

There are many good housekeeping practices that must be observed to maintain cleanliness. Some of these include sweeping and mopping floors, cleaning surfaces and equipment, and disposing of waste properly. In addition, it is important to keep the work area well-ventilated and free of clutter.

The best methods of safe disposal are segregation and composting. After segregating the waste and separating materials for reuse and recycling, the waste material should be disposed of. Care must be taken that waste disposal does not pollute the air, groundwater, surface water and land.

# Notes

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# Exercise

1) What is mean by import documentation?
2) What is the main reason of performing the 5S in housekeeping?
3) What are the best methods of disposing waste?
4) What is the role of documentation in international trade?
5) What does it mean to log out of your computer?

## Scan the QR code to watch the related videos



https://www.youtube.com/watch?v=zmKqOMRLUWM
Clearance delays



https://www.youtube.com/watch?v=TbqtX6TV8ZE
Computer applications



https://www.youtube.com/watch?v=usGee4E5c-Y
Waste Management

# 5. Maintain Health, Safety & Security Standards during Shipment Classification

Unit 5.1 - Health, Safety & Security in Workplace

Unit 5.2 - Importance of PPE

Unit 5.3 - Team Building and Stress Management

LSC/N3048

## Key Learning Outcomes 💡

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

1. Analyze health, safety and security norms to be followed during shipment classification

2. Interpret the importance of safety equipment including protective gear, helmets etc.

3. Apply the importance of following organizational procedures with respect to security and confidentiality

# Unit 5.1 - Health, Safety & Security in Workplace

## Unit Objectives ⊚

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

1. Demonstrate health, safety and security norms to be followed during shipment classification
2. Identify the importance of following organizational procedures with respect to security and confidentiality

## 5.1.1 Health and Safety Procedures

Working in warehouses can be dangerous. Warehouse dangers can cause workers to suffer severe injuries or even pass away.

Manufacturers, importers, exporters, retailers, wholesalers, transportation firms, and other enterprises store goods, raw materials, and other commodities in commercial buildings known as warehouses.



*Fig. 5.1.1. Site Safety Labels*

In a warehouse, tasks often involve manually loading and unloading a variety of supplies and products from trucks onto pallets (racks) and using forklifts.

The majority of accidents and fatalities can be avoided.

Workers must be safeguarded from any dangers in a warehouse by their employers.

*Fig. 5.1.2. Safety Measures*

Among the dangers to which employees may be subjected are:

**Storage and racking systems**

Pallet racks support huge loads that could collapse and seriously hurt or kill a worker. They are typically composed of steel.

Racking hazards include:
- partial or total failure/collapse of racking systems
- lift trucks colliding with racks, causing material to be displaced or causing potential damage to the racking itself
- material falling through the back of racks
- high floor vibration at forge shops, causing loads to crawl and fall off racks if improperly secured

**Loading and unloading areas**

In both indoor and outdoor shipping and receiving sections of the workplace, including loading docks, workers may be exposed to a variety of high-risk hazards. According to an assessment of the past ten years' worth of incidents, these dangers continue to cause major injuries and fatalities among employees. These fatalities have included workers being:

- stuck on loading docks between forklifts.
- wedged in between a vehicle or trailer and a loading pier.
- wedged between the trailer and the truck.
- being hit by or trampled on by a truck.
- being struck by objects that fell and weren't secured.
- hit by a dock plate that fell.

External trucking companies hired to deliver and carry loads can pose risks to workers in shipping and receiving locations. The truck drivers can be at risk if they are not familiar with the workplace. For example, there may be:

- many techniques and processes for securing automobiles against unintentional movement
- different levels of access to each workplace
- unique features involving the yard layout
- specialized dock levelling and dock locking systems
- lifting devices which drivers may not be trained to use

**Slips, trips and falls**

In Ontario, falls, trips, and slips are some of the most common accidents that result in missed work. Slips, trips, and falls account for nearly 20% of all lost-time injury claims made to the Workplace Safety and Insurance Board of Ontario.

Common hazards:
- slippery surfaces (e.g., oily or greasy)
- seasonal trip hazards (snow and ice)
- Wet or dry substance spills
- variations in pathway slopes and levels.
- unattended mats.
- dim lighting
- trash and stuff stacked on paths for pedestrians.
- cables that dangle in walkways.
- obstructing vision with smoke, steam, or dust.

**Manual handling**

Workers are at risk of back injury and muscular strains from lifting and moving heavy or bulky items of stock.

**Musculoskeletal injuries (MSIs):**

The most typical work-related injury is a sprain or strain, sometimes referred to as a musculoskeletal injury (MSI). These can result from overexertion or repetitive motion, such as working in an uncomfortable position or repeating the same actions (for example, scanning items at a checkout).

Your initial action can be to report to the first aid attendant or joint health and safety committee, depending on the policies of your organisation.

Safety Tips
- Avoid long periods of repetitive movement — rotate tasks, take micro-breaks, and change your position.
- Avoid awkward positions — use an adjustable chair or stool, adjust the work area height to a good working level for you, and arrange your tools and equipment to make things easy to reach.
- Wear low-heeled comfortable shoes.
- Avoid twisting your body — move your feet to change position.
- Ask your employer to consider replacing old or worn-out tools with tools designed to prevent MSIs.



*Fig. 5.1.3. Musculoskeletal injuries*

**Some general duties of workplace parties:**

In all provincially regulated workplaces, employers and other workplace parties must comply with the organization/warehouse policy and its regulations.

Workplace parties generally have the following responsibilities:

**Employers**
- teach employees on health and safety policies, measures, and procedures that are specific to the workplace and the task to be done; and instruct and supervise them in doing so.

- take all necessary precautions for the protection of the workers under the conditions.
- Ensure that all tools, supplies, and safety equipment are kept in good working order.
- Ensure that the tools, supplies, and safety measures required by the rules are available.
- creating and maintaining a programme to carry out a documented occupational health and safety policy that is prepared and reviewed at least once a year.
- display a copy of the OHSA at work.

**Supervisors**
- Ensure that employees follow the OHSA's rules.
- Ensure that employees are using or wearing any equipment, protective gear, or clothes that the employer requires.
- Inform employees of any possible or actual health or safety risks that the supervisor is aware of.
- if required, give workers written instructions on the precautions and processes to be followed to ensure their safety.
- Take all necessary precautions for the protection of workers that are reasonable under the circumstances.

**Workers**
- utilise or manage machinery safely.
- note any equipment flaws.
- perform work in accordance with the OHSA's rules.
- notify your employer or supervisor of any OHSA violations or known job dangers



Fig. 5.1.4. Safety Caution

Workforces should also be conscious aware of their rights under the Occupational Health and Safety Act (OHSA), including the ability to refuse dangerous work and the right to memorise any potential workplace risks.

Measuring the safety conditions in the warehouse can be made easier by using safety checklists. Every checklist is a fantastic place to start when addressing current safety risks and identifying potential workplace dangers.



Fig. 5.1.5. Workplace Safety

**Chain of Survival**

The phrase "chain of survival" describes a sequence of procedures that, when carried out correctly, lower the mortality rate related to cardiac arrest. The chain of survival is just as strong as its weakest link, just like any other chain.

Early access, early compression and resuscitation (CPR), early defibrillation, and early advanced cardiac life support are the four codependent links in the chain of survival.



*Fig. 5.1.6. Chain of Survival*

**Recognizing Medical Emergencies**

someone is experiencing a medical emergency, getting immediate medical attention can save their life. The warning signals of a medical emergency are discussed in this article along with preparation tips.
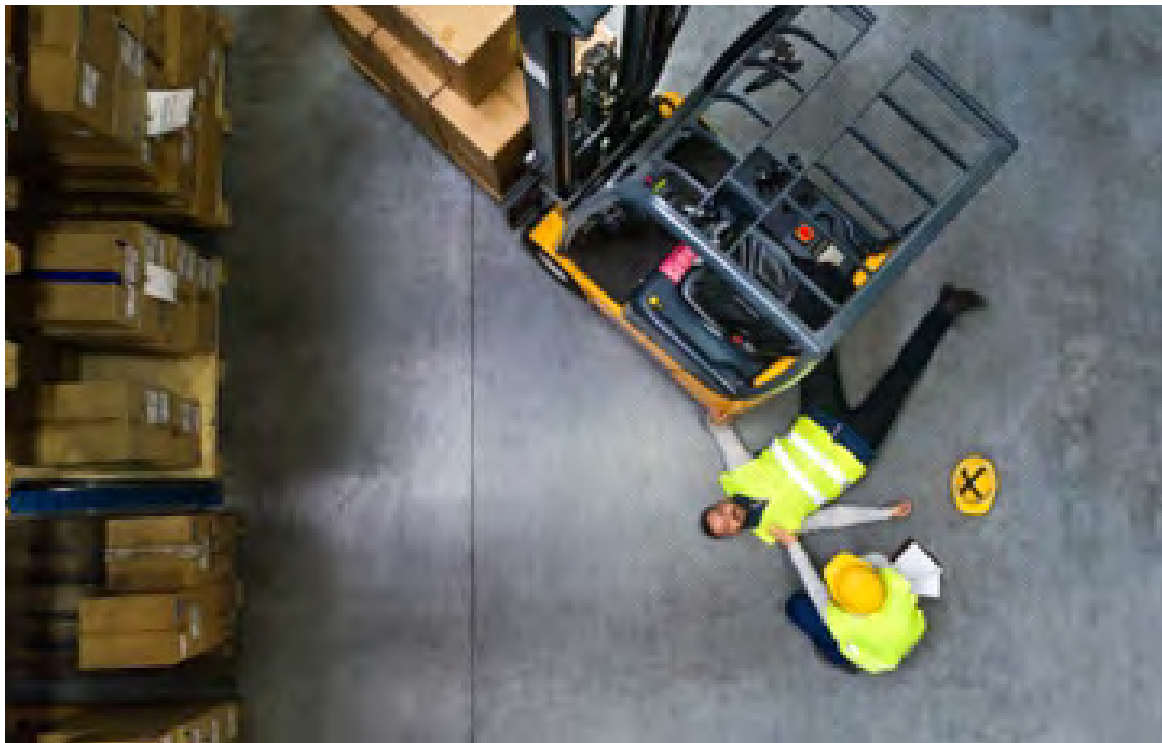


*Fig. 5.1.7. Medical Emergencies*

**Information**

The following are warning signs of a medical emergency:

- Uncontrollable bleeding
- Breathing difficulties (difficulty breathing, shortness of breath).
- Modification of emotional state (such as unusual behavior, confusion, difficulty arousing).
- Chest ache.
- Choking.
- Vomiting or coughing up blood.
- Loss of consciousness or fainting.
- The desire to kill oneself or others.
- A spinal or head injury
- Prolonged or severe vomiting.
- Sudden injury from a car accident, burns, smoke inhalation, or being on the verge of drowning in a deep or huge body of water.
- a wound or other wounds.
- An acute pain that can occur anywhere on the body.
- An abrupt feeling of weakness, blurriness, or dizziness.
- Taking anything toxic by mouth.
- Severe pressure or pain in the abdomen.

**BE PREPARED:**

- Prior to an emergency, find the closest emergency room's location and the quickest way there.
- Post emergency contact information near your home phone. Add the numbers to your mobile device as well. Children should also be aware of when and how to dial these numbers in your home. Included in this list are the phone numbers for the fire department, police department, poison control centre, ambulance centre, your doctor, as well as the numbers for local friends, relatives, and neighbours.
- Be aware of the hospital(s) where your doctor works and, if possible, go there in case of an emergency.
- If you have a chronic illness, wear an identification tag or check for one on someone who exhibits any of the listed symptoms.

**WHAT TO DO IF SOMEONE NEEDS HELP**:

- Call your local emergency number while remaining calm (such as 102).
- Start performing CPR (cardiopulmonary resuscitation) or rescue breathing, if appropriate.
- Until the ambulance arrives, place an unconscious or semiconscious person in the recovery position. However, if there has been or might have been a neck injury, DO NOT move the person.

When someone enters an emergency room, they are immediately evaluated. Conditions that endanger life or limb will be treated first. People with ailments that don't endanger their lives or limbs could have to wait.

**CALL YOUR LOCAL EMERGENCY NUMBER (SUCH AS 102) IF:**

- The patient's condition is critical (for example, the person is having a heart attack or severe allergic reaction).
- On the trip to the hospital, the patient's condition can worsen and endanger their life.
- Moving the victim could result in more damage (for example, in case of a neck injury or motor vehicle accident).
- The patient requires paramedics' expertise or machinery.
- Getting the patient to the hospital could be delayed due to traffic or distance

**Cardio-Pulmonary Resuscitation (CPR):**

When someone's breathing or heartbeat has stopped due to an emergency, such as a heart attack or a near-drowning, cardiopulmonary resuscitation (CPR) can save their life.

CPR in Adult
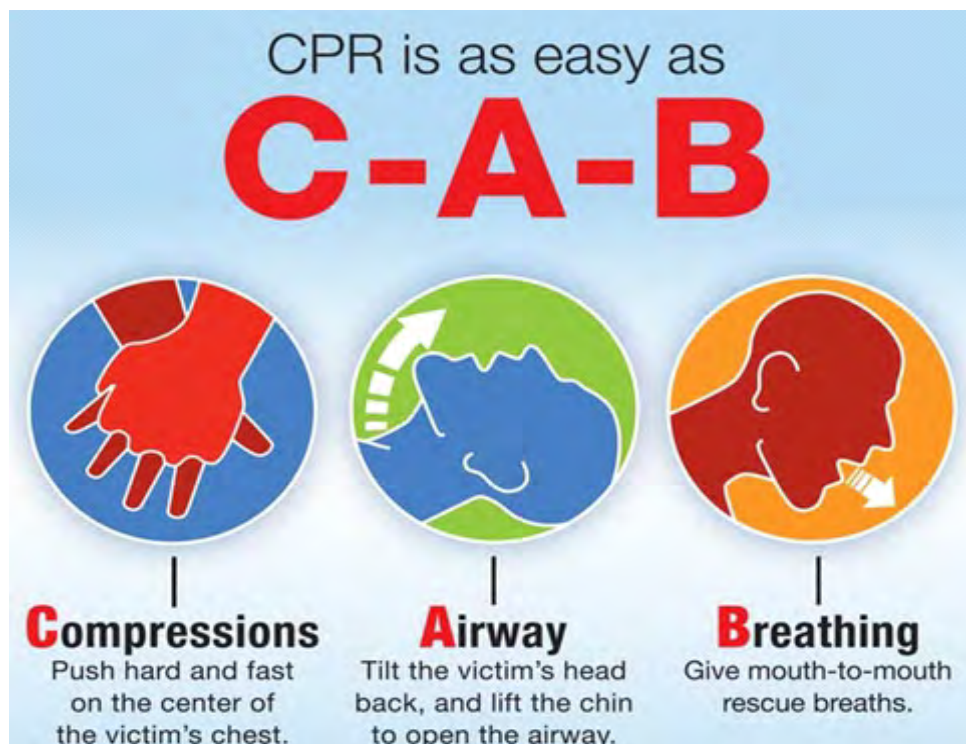


*Fig. 5.1.8. CPR in Adult*



*Fig. 5.1.9. CAB Label*

**First Aid**

Whether they are at home, at work, or at school, anyone can get sick or have an accident at any time. First aid refers to the interventions performed to help a sick or injured person within the first few minutes following the incident. First aid frequently helps people feel better, heal more quickly, and even saves lives. First aid can be beneficial in a variety of situations, including sprains, electric shocks, and heart attacks.

**Why learn first aid?**
- If you become familiar with the fundamentals of first aid, you might one day help a friend, coworker, or total stranger.
- First aid may involve a straightforward action, such as positioning a person so that they can breathe easily. If they have stopped breathing, it might require a more complex procedure, such as cardiopulmonary resuscitation (CPR).

**First Aid Kit:**

Think about getting a first aid kit from the store or building your own. It's crucial to keep one on hand around the house, in your car, and at work.

Common items found in a first aid kit are:
- Bandages, roller bandages and tape
- (Sterile) Gauze
- Antiseptic wipes and swabs
- Absorbent compresses
- Antibiotic cream
- Burn ointment
- Mask for breathing (rescue breathing/CPR)
- Chemical cold pack
- Eye shield and eye wash
- First aid reference guide that includes local phone numbers.

*Fig. 5.1.10. First Aid & Evacaution*

**Evacuation**

The only reasons for leaving a building due to earthquake are as follows:
- The building is on fire.
- There is structural damage to the building (for example, newly cracked or buckling walls).
- There is a gas leak.

*Fig. 5.1.11. Evacuation Label*

**Fire and Types of Extinguishers**

The Fire Triangle, Combustion Triangle, and "Fire Diamond" are straightforward models for interpreting the components of the majority of fires. Heat, fuel, and an oxidising agent—the three components a fire needs to start—are represented by the triangle.
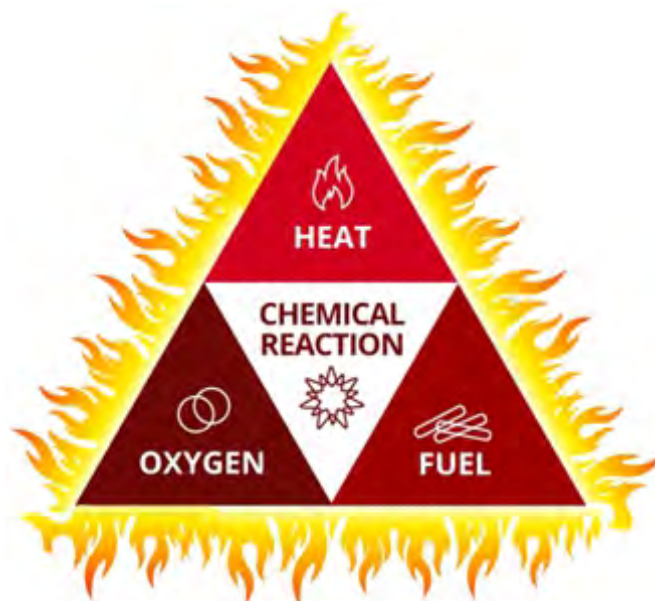
*Fig. 5.1.12. Chemical Reaction*

In order to properly extinguish a fire, you must be familiar with the three MOST common classes of fires, which are based on fuel type:

- Class A - Ordinary combustibles including wood, cloth, paper, rubber, and many plastics
- Class B - Flammable liquids (burn at room temperature) and combustible liquids (need heat to ignite) including gasoline, kerosene, and oil
- Class C - electrical fires

The MOST common types of extinguishers used in healthcare systems are:

- Pressurized dry chemical (ABC or BC)
- Carbon dioxide (Co2)

Note: Water-filled fire extinguishers may NOT be appropriate for use in some areas of a healthcare facility due to the presence of class B and C ignition sources.



*Fig. 5.1.13. Usage of Fire Extinguisher*

In order to stop a fire from spreading, fire extinguishers use a substance to reduce the heat of the flames, smother the fuel, or cut off the oxygen supply.

If used by a competent person, a portable fire extinguisher can swiftly put out a minor fire.

The six primary types of fire extinguishers are wet chemical, water, foam, $CO_2$, powder, and water mist. Each type of fire extinguisher is appropriate for a certain class of fire.



*Fig. 5.1.14. Knowledge of Fire Extinguisher*

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# Unit 5.2 - Importance of PPE

## Unit Objectives 🎯

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

1. Interpret importance of safety equipment including protective gear, helmets etc.
2. Describe the usage of safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments

## 5.2.1 PPE Importance in Warehouse

PPE stands for personal protective equipment. It includes any apparel or equipment that is intended to be worn by the employee to shield him or her from one or more threats that could endanger their health at work.

Operators of warehouses face dangerous situations on the job. Without PPE, individuals are considerably more vulnerable to dangers like falling heavy objects, corrosive liquid splashes on their skin, foreign objects in their eyes, and extended noise exposure. PPE is designed to safeguard the body's most vulnerable areas, specifically the head, hands, and eyes.



*Fig. 5.2.1. Safety Equipments*

**Head protection**
When an object is falling, helmets offer good protection. The many models and helmet styles (without a visor, with a long, medium, or short visor, etc.) are made to withstand punctures and flames while also absorbing impacts.

**Hand protection**
Given how easily fingers can be hurt, additional attention needs to be paid to hand care. Moving pallets and boxes may appear straightforward, but they can potentially cause serious cuts.

**Eye protection**
Given how easily fingers can be hurt, additional attention needs to be paid to hand care. Moving pallets and boxes may appear straightforward, but they can potentially cause serious cuts.

**Foot protection**
It is crucial to wear appropriate footwear. Not only does it shield users from falling objects, blows to the instep and heel, and stepping on sharp or pointy objects, but it also lessens fatigue and fends off illnesses brought on by prolonged standing.

**Hearing protection**
Working in a noisy environment can cause hearing loss, but it can also have less obvious negative effects on one's health. Operators must protect themselves with earmuffs, earplugs, or helmets with earmuffs that lower the noise level because warehouses are noisy places.

**High-visibility clothing**
Personal clothing is covered by or worn in place of protective clothing. In facilities where operators often come into contact with handling equipment or in warehouses with limited lighting, hi-vis clothing is a requirement.

**Protected operators = safe warehouse**

Accidents are a considerable risk in any warehouse. For starters, drivers of particular types of vehicles run the risk of colliding with other handling machinery or things, getting hurt, or having goods drop on them. Workers who commute on foot run the risk of getting harmed, stumbling, and falling.

It's imperative to implement the necessary safety precautions in addition to employing PPE to prevent these potential accidents. This covers things like operator training, warehouse signs, picking the appropriate kind of racking, and putting a technical inspection of the storage systems in place.



*Fig. 5.2.2. Safety Label*

**Proper Lifting Techniques**

Use the recommended manual handed lifting technique, which will help to keep you safe and balanced, whenever you are lifting anything:

• Set up a decent lifting position by bending your knees rather than your back. After that, you can lift and carry the weight using your stronger leg muscles to protect your back.

• You should always have your feet ready to lift yourself from a good, sturdy, and supporting basis.

• Always elevate your head first to maintain a straight neck because doing so will naturally straighten your back, allow you to verify that nothing has changed in your immediate surroundings, and, of course, allow you to see where you are heading.

• Lift your burden gradually and make an effort to prevent jarring motions. So, if anything is too heavy or you start to feel too much strain, you can stop what you're doing and lessen the weight before it seriously hurts you.

• As you lift, maintain the burden as near to your body as you can since the more apart it is kept, the more strain your lower back will experience.

*Fig. 5.2.3. Good Lifting Techniques*

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# Unit 5.3 - Team Building and Stress Management

## Unit Objectives ◎

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

1. Interpret How to Help Your Team in Managing Stress, Anxiety, and Burnout

## 5.3.1 Team Building

**Team building refers to the various activities undertaken to motivate the team members and increase the overall performance of the team.**

Let us go through some handy tips for a professional to be a good team member.

- **A professional shouldn't go into the office with a cloud of unfavourable thoughts.** People who are already angry about anything else often start arguments with their coworkers or other nearby folks. As soon as you enter the office, put your personal issues aside. Once at work, make an effort to maintain a cool, collected head. Adjust and be more flexible a little more. It is entirely OK to occasionally compromise. Adopt a positive outlook and refrain from blaming people all the time. Never react irrationally or backbite at work. Try to make your team members understand their errors without being unpleasant or harsh if you disagree with them on certain matters or believe they are mistaken in some way.

- **Only accept the duties if you are interested in doing so.** Refrain from taking on any role merely to acquire a job. You would have issues afterwards. Before accepting any role or responsibility, talk with your team manager about your skills, interests, and specialties. Be focused and crystal clear on your KRAs from the start. If you have a question, talk to your immediate superior rather than keeping it to yourself.



*Fig. 5.3.1. Team Building*

- **If you assist your team mates and work a little bit harder to cooperate, your performance won't be negatively impacted**
  Being helpful need not entail spilling all your business secrets to others, so use some discretion. When they need your guidance, give it, but be careful not to get in the way of their work too much. Give each other some room. Never peek at other people's computers. It's a poor practice.

- **A team member must refrain from using unethical tactics or dirty politics at work.** The ecology is ruined by it. A professional needs the guts to address his superiors face-to-face and explain his case. Never rely on rumours, and never make independent judgments.

- **A professional should get into the practise of setting reminders for the desired date and time in their planners and organisers at work.** Important dates are not forgotten, and the task is completed in the allotted amount of time. A desk calendar can be used for the same purpose and kept in front of the user at the desk. Establish your priorities and maintain your concentration. Your goal must be crystal clear. Keep in mind that you will only receive credit if you complete your work on time and without making any mistakes. Pay attention to your task. Avoid engaging in pointless conversations and activities.

- **One must be open and honest with his coworkers.** You need to be able to distinguish between information that should be shared and information that shouldn't. Don't keep any information shared by your mentor to yourself if it can be shared with others as well. Never attempt to manipulate the information and always share it as is.

- **Adopt a friendly attitude at work.** Do not merely regard your coworkers as colleagues. Since you spend the majority of your time at work, you can have friends there too. However, don't start disclosing too much personal information.

- **Be a good communicator.** Develop a professional demeanour at work. Never ever make negative remarks about somebody. Relying on textual forms of communication is advised. Acquire email writing skills. Add a cc to all the members who are involved. Be cautious when writing your topic line. Do not include "hi" in the subject line of emails to superiors.

- **One has to be disciplined at work.** Make sure you arrive at the office no later than 9.45 if your team meeting is at 10 a.m. Avoid arriving at work late. If the assignment is due on December 10 at 9 a.m., it must already arrive in your senior's mailbox on that day at 8:45 a.m. Avoid taking too many breaks.

- **Take care of your dressing also.** To make the desired impression, one must be well-groomed. If you look shabby, people won't take you seriously. You need to have polished shoes and clean nails. Don't wear bright colours to work.

- **A team member should be organized.** Use a dust bin rather than scattering paper debris around. Labels must be meticulously applied to each file and the documents must be appropriately filed. Keep the documents in the right location so that you can quickly access them when needed. Keep a notepad and a pen close at reach and use a pen stand. Do not write phone numbers or any other information on papers because you will eventually lose them. Place the visiting cards in the card folder, and make an effort to keep your workspace tidy.

### Stress Management

Stress management is a procedure that teaches people how to relax and take care of themselves while simultaneously teaching them how to deal with stress when it arises.

Recognizing your stress is the first step in managing it. Everybody experiences stress differently. You might experience mood swings, insomnia, headaches, or stomach discomfort.

These are the most typical stressors among the numerous ones cited by employees:

- Conflicts at work
- How managers, supervisors, or the business handle their staff

- Company policies
- Co-workers who don't do their fair share
- Unclear expectations
- Poor communication
- Not enough control over assignments
- Inadequate pay or benefits
- Urgent deadlines
- Too much work
- Long hours
- Time consumption
- Uncomfortable physical conditions
- Relationship conflicts
- Co-workers making careless mistakes
- Dealing with rude customers
- Lack of co-operation
- How the company treats co-workers

Many daily strategies can help you keep stress at bay:

- Try relaxing activities like yoga, tai chi, meditation, breathi techniques, and muscle relaxation. Programs can be found numerous gyms and community centres, online, through mob apps, and online.
- Treat your body well every day. Your body handles stre considerably better when you eat well, exercise, and get adequa sleep.
- Maintain a happy attitude and cultivate thankfulness by praising the great aspects of your day or life.



*Fig. 5.3.2. Stress Management*

- Recognize that there are things you cannot control. Try to find strategies to stop worrying about things you can't alter
- Acquire the ability to decline new obligations when you're too busy or under pressure.
- Maintain relationships with people who help you with practical matters, make you joyful, keep you calm, and offer emotional support..

## Tips

- Good safety regulations encourage both workers and employers to protect each other's well-being and financial health. It takes mutual effort to keep everyone safe and productive.
- The purpose of any team-building exercise is to build a stronger unit of employees. Team building has many benefits for businesses. It improves productivity, increases employee motivation, encourages collaboration and builds trust and respect among employees.
- The key elements to successful teamwork are trust, communication and effective leadership; a focus on common goals with a collective responsibility for success (or failure). However, without trust and communication the team will have difficulty functioning effectively.
- Job stress makes employees more prone to error, poor work performance, mental health issues, burnout, and conflict in the workplace. If job stress goes unaddressed, organizations pay the price in higher rates of turnover, disengagement, and absenteeism.
- Teams need to attend to three elements in order to be successful in their work: task, relationship, and process. Balancing and attending to these three can lead to high functioning, creative, successful teams.

# Summary

In order to reduce the danger to people's health and safety as well as that of the workplace, health and safety procedures are a collection of standardised activities that specify each step needed to complete a task safely. Every organisation has a health and safety procedure of some kind.

Some of the common PPE for warehouse workers can include: Hard hats. High visibility clothing. Safety goggles/glasses.

Helmets can reduce or minimize the impact of an accident. They are the most important protective gear in an environment where you know that a crash could happen. In the event of a crash or an accident, the head is more prone to get injured than any other body part.

PPE is worn to minimize and mitigate the risks and hazards associated with a wide variety of working conditions. Without proper PPE, workers are left exposed to significant risks of injury or illness. These injuries or illnesses may not present themselves immediately either.

A team-building activity offers a chance to get away from all that, giving the mind a rest from the worries as they enjoy the challenges of something new. That break can allow employees to return to their everyday life recharged and more able to deal with the pressures of work and life beyond.

Stress-management techniques include relaxation techniques, time-management skills, counseling or group therapy, exercise, and maintaining an overall healthy lifestyle.

# Notes

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# Exercise

1) What are the safety procedures in a warehouse?
2) What are fire safety rules?
3) What PPE is needed in a Logistics Industry?
4) What are the techniques of Stress Management?
5) What are the importance of teamwork?

## Scan the QR code to watch the related videos

https://www.youtube.com/watch?v=zmKqOMRLUWM
PPE

https://www.youtube.com/watch?v=Vw34RfrCOpQ
Personal Protection Equipment

https://www.youtube.com/watch?v=C0GtbGFQgtU
Stress Management

# Annexure – QR Codes

| S. No | Chapter No. | Unit No. | Topic Name | URL | Page No. | QR Code (s) |
|---|---|---|---|---|---|---|
| 1 | 1.Introduction to Shipment classification agent | Unit 1.1 - Supply Chain and Logistics Management | 1.1.1 What is Supply Chain Management? | https://www.youtube.com/watch?v=lZPO5RclZEo | 3 | Supply Chain Management |
| 2 | | Unit 1.2 - Sub-sectors of Logistics Industry | 1.2.1 Sub sectors of logistics | https://www.youtube.com/watch?v=NuLzlZuQoLA | 7 | Sub sectors of logistics |
| 3 | 2. Preparation for Classification | Unit 2.1 - Preparation of Desk and Documents | 2.1.1 The four types of goods | https://www.youtube.com/watch?v=AiqbBYv9D7k | 28 | 4 types of goods |
| 4 | | Unit 2.2 - Operating Computer and Using Software | 2.2.1 Computer issues with solutions | https://www.youtube.com/watch?v=nBpoZOo9RfQ | 37 | Common pc issues with solutions |
| 5 | 3. Perform Classification | Unit 3.1 - Classify Incoming/ Outgoing Goods | 3.1.1 12 Documents you require for Export Customs Clearance | https://www.youtube.com/watch?v=aKGvfYxOT9w | 46 | Documents for Export Customs Clearance |
| 6 | | Unit 3.2 - Preparing Bill of Entry | 3.2.1 Logistics Knowledge Series | https://www.youtube.com/watch?v=ucoFtdej6x0 | 57 | SEZ, EOU and FTWZ |

| 7 | 4.Post Classification Activities | Unit 4.1 - Reporting and Documentation | 4.1.1 Tips to Avoid the Common Errors Resulting to Clearance Delays | https://www.youtube.com/watch?v=zmKqOMRLUWM | 76 | Clearance delays |
|---|---|---|---|---|---|---|
| 8 | | Unit 4.2 - Logging Off Computer | 4.2.1 Logging off, shutting down and restarting a Windows computer | https://www.youtube.com/watch?v=TbqtX6TV8ZE | 84 | Computer applications |
| 9 | | Unit 4.3 - Waste Disposal and Housekeeping | 4.3.1 Waste management systems in a distribution center | https://www.youtube.com/watch?v=usGee4E5c-Y | 86 | Waste Management |
| 10 | 5.Maintain Health, Safety & Security Standards during Shipment Classification | Unit 5.1 - Health, Safety & Security in Workplace | 5.1.1 Personal Protection Equipment | https://www.youtube.com/watch?v=loQ9Dbsy2ag | 96 | PPE |
| 11 | | Unit 5.2 - Importance of PPE | 5.2.1What is PPE? | https://www.youtube.com/watch?v=Vw34RfrCOpQ | 107 | Personal Protection Equipment |
| 12 | | Unit 5.3 - Team Building and Stress Management | 5.3.1 7 Stress Management Techniques | https://www.youtube.com/watch?v=C0GtbGFQgtU | 110 | Stress Management |

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