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MINISTRY OF SKILL DEVELOPMENT
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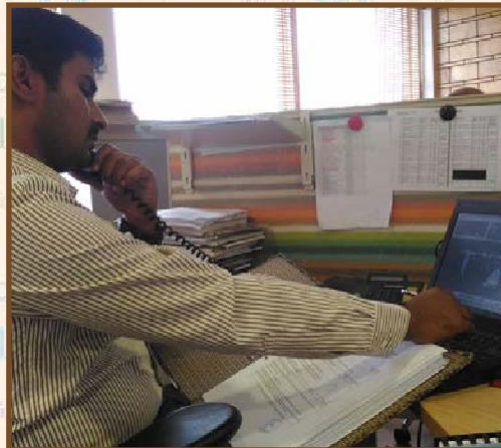
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Facilitator Guide

Customised courses under PMKVY (210 hours)



Sector
Logistics

Sub-Sector
Land Transportation

Occupation
Customer Support/Relations

Reference ID: **LSC/Q1201, Version 1.0**
NSQF Level 3

Cargo Booking Clerk

This book is sponsored by

Logistics Sector Skill Council

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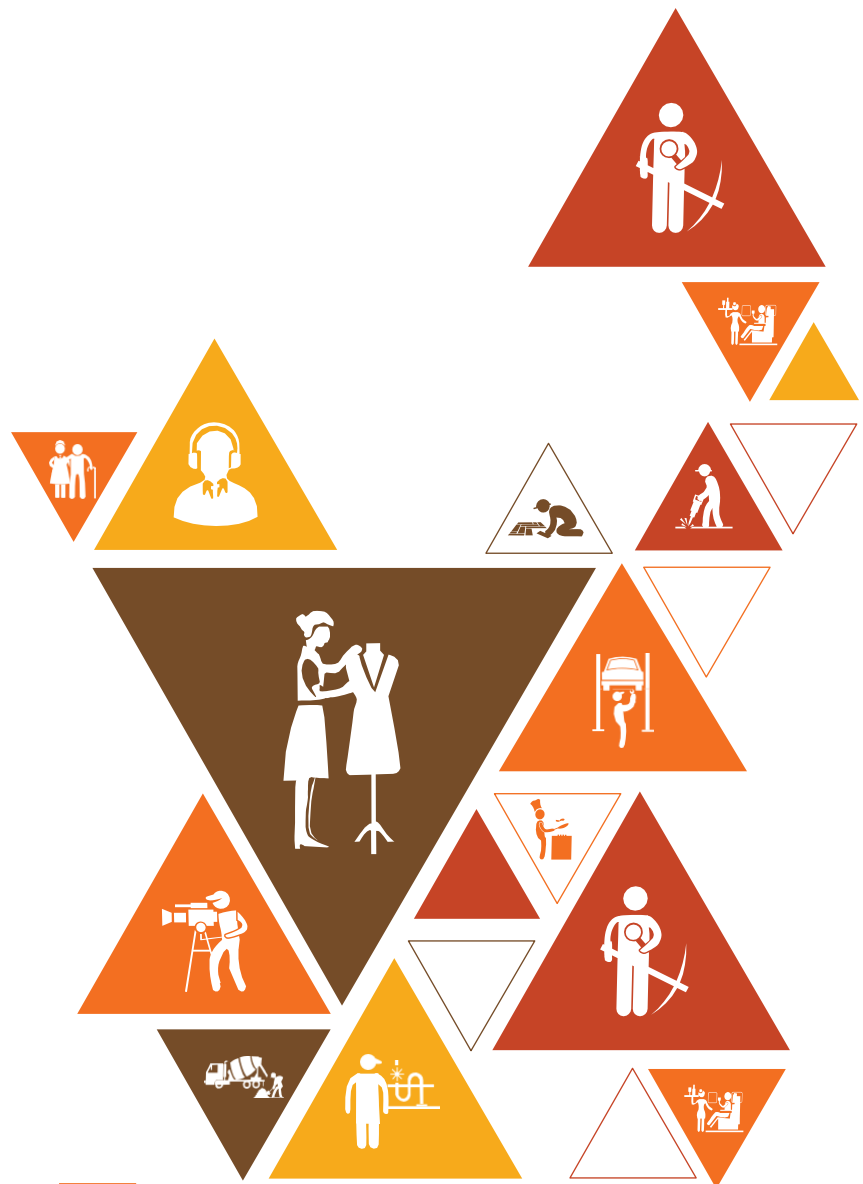
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Shri Narendra Modi
Prime Minister of India

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



Acknowledgements

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



About this Guide

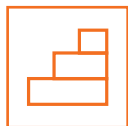
This Facilitator Guide is designed to enable training for the Cargo Booking Clerk Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Land Transportation.

The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion.

This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of Land Transportation.

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



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary




Role Play



Example

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1. Prepare for Booking

Unit 1.1 - Activities involved in Consignment Booking

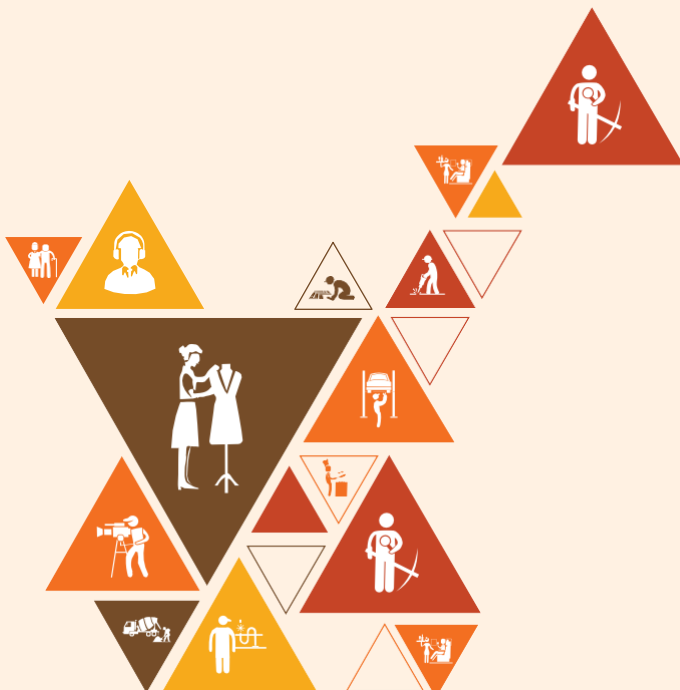
Unit 1.2 - Exposure to Related Documents and Information

Unit 1.3 - Inspecting the Status and Prioritization of Work

Unit 1.4 - Prepare Computer and Booking System

Unit 1.5 - Knowledge and Understanding of Company's Safety
Policies and Procedures

Unit 1.6 - Escalation Matrix for Reporting



LSC/N1117
(Part of - LSC/Q1201)

Key Learning Outcomes

At the end of this module participant will be able to:

1. Explain the importance of Booking a Consignment
2. Detailed explanation of Consignment Booking systems and related documents
3. Demonstrate how to priorities booking and inspection procedures
4. Get knowledge on different types of goods transported
5. Recognize the usage of Computers and other related systems in Consignment booking
6. Explain the records and security procedure to be followed in Booking a consignment
7. Narrate the common problems and solutions for consignment booking
8. Demonstrate the procedure for reporting structure in the organization
9. Get to know the various documents involved in the process
10. Recognize the interpretation of Lorry receipts and points to be noted in that

UNIT 1.1: Activities involved in Consignment Booking

Unit Objectives

At the end of this module participant will be able to:

1. Explain what a Consignment is
2. Importance of Consignment booking in managing Supply Chain
3. Describe about the importance of Consignment note

Explain

- The necessary documents and details required for tracking a consignment
- Explain what is a vehicle reporting list and from whom a consignment tracking executive might receive the list
- What is the use of a 'Truck number' and 'LR-Lorry Receipt' number in consignment tracking

Elaborate

- A Lorry receipt is a form used when a lorry full of goods are received from the supplier. These forms are usually used when any product/goods travel a long way in Lorries (trucks) to reach the destination/ supplier. These receipts also carry the details of the goods sent by a lorry and their insurance details so that if it lose, the supplier company can claim from the insurance company. These forms are signed by both buyer and supplier.
- Some of the other details in the Lorry Receipt challan are;
- The freight amount, plus any other charges to be paid
- Whether the freight is paid or to be paid or to be billed
- Whether the consignment is consigned to the consignee or selves
- Whether the consignment is insured by the owner or transporter
- Whether the cargo is for door delivery or to be cleared by the consignee from the transporter's warehouse

3410229

DRIVER'S ACK. COPY

VRL LOGISTICS LTD

REGISTERED OFFICE: 5th BANGALURU ROAD, VRLUR, HUBBALLI - 581 007 (KARNATAKA) | TEL: 08302307500 / FAX: 08302307501 | E-MAIL: customer@vrl.com

Customer Care: HUBBALLI: 08302307500 / KARNATAKA: 08302307502 / TELANGANA: 08302307503 / ANDHRA: 08302307504 / KERALA: 08302307505

SERVICE CATEGORY: GOODS TRANSPORT AGENCY SERVICE | TEL NO.: 14472382223 | FAX NO.: 1447238223 | WWW.VRL.COM

From: HSR - HOSUR - 04344-276847,093442-02847 To: KRND - KAKINADA (AP) - 0894-2386030,093446-38884

Consignor: CARBORUNDUM UNIVERVAL LTD Consignee: INDO ASSAN MARINE Date: 30-04-2015

TIN: 3342000006 --* TIN-0 --*

D. Valet No.	Inv. No.	P.Code	A/C - GP
10441	642 325	10485	300

Packages	Description	A Wgt	Door, City
1	CB GRINDING WHEEL	15.00	
		C Wgt	
		40	
Booked By: 21753	LNNO: 111444131	Rate	0.00

DOOR DELIVERY / ETD : 30-04 20:45

Total: 300.00

Customer No: 12809254 SERVICE TAX PAYABLE BY: Consignor Consignee Transporter

BOOKED AT OWNER'S RISK (if booked on Door Delivery basis, Delivery at ground floor only)

Fig 3.1 - Lorry Receipt

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

Ask



- What are the details incorporated in the LR-Lorry Receipts
- Who is a Consignor
- Who is a Consignee
- Where one can find the delivery address in the Lorry Receipt
- How can we find, in which vehicle the consignment is coming

UNIT 1.2: Exposure to Related Documents and Information

Unit Objectives

At the end of this module participant will be able to:

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

Say

- Truck and road freight transportation contributes to more than 70% of the total goods transported domestically across India.
- Some of the key challenges faced by the freight transport industry are shortage of drivers which forces a single driver to drive the vehicle for more than 2000 to 2500 kilometers without any proper rest and focus. Considering the social responsibility and the care take towards the need for rest to the driver, leads to a huge delay in transporting the consignment
- Environmental issues are also equally considered parameter for the delays in consignments.
- Natural calamities like flood, cyclones, rainfall, earthquake etc will cause a huge challenge in transporting the goods.
- Traffic congestions are also a major challenge for the freight industry. Considering the growing economy and number of trucks operating in the industry makes traffic congestions in the national highways.
- It is the responsibility of a Consignment tracking executive to gather prior information on any challenges and environmental issues and it is the responsibility of the tracking executive to communicate to the freight transportation company or to the drivers to make aware of the situations in order to tackle them.

Explain

- Some of the challenges that one might face in transporting a consignment
- How to check details and track where the delay is for a consignment
- How to inform the truck drivers and the management about any predicted challenges to avoid delays in delivery

Notes for Facilitation

- You could ask the students to share some of the recent environmental issues like heavy rains in particular region, floods, cyclone which they heard that cause major transportation challenges
- Ask the students to come up with a list of natural climatic disasters in past 2years that causes transportation disruptions (example: Chennai flood in 2015, Gujarat protest in 2015, Bangalore Cauvery water issue in 2016, Chandigarh-Haryana riot in 2015 etc

UNIT 1.3: Inspecting the Status and Prioritization of Work

Unit Objectives

At the end of this module participant will be able to:

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

Explain

- How to check the status of the consignment with the help of provided tracking details
- How to get information from the previous shift tracking executive regarding the status of the incoming trucks
- How to update the consignment tracking status report for communication chain.

Demonstrate

- How to create a consignment status report with the help of all the necessary details
- How to prioritize the work in terms of truck allocation for loading and unloading based on the Urgencies

UNIT 1.4: Prepare Computer and Tracking System

Unit Objectives

At the end of this module participant will be able to:

1. Recognize the importance of computer systems in tracking
2. Get to know various tracking system available for consignment tracking
3. Explain the importance of required stationary and other details for tracking a consignment

Say

- Computer is an important tool used by the consignment tracking 'executive for tracking and tracing products and services. The individual in this position must be able to understand the basic working of a computer system, its technical details, operations and controls for an efficient work.
- A vehicle tracking system uses the automatic vehicle location in individual vehicles with software that collects these truck data for a comprehensive picture of vehicle locations. Modern vehicle tracking systems commonly use GPS – Global Positioning System technology for locating the vehicle. Vehicle information can be viewed on electronic maps via the Internet or specialized software.
- The status of the truck movement, parking details can be viewed using the tracking software in the computer system by the consignment tracking executive for information updates

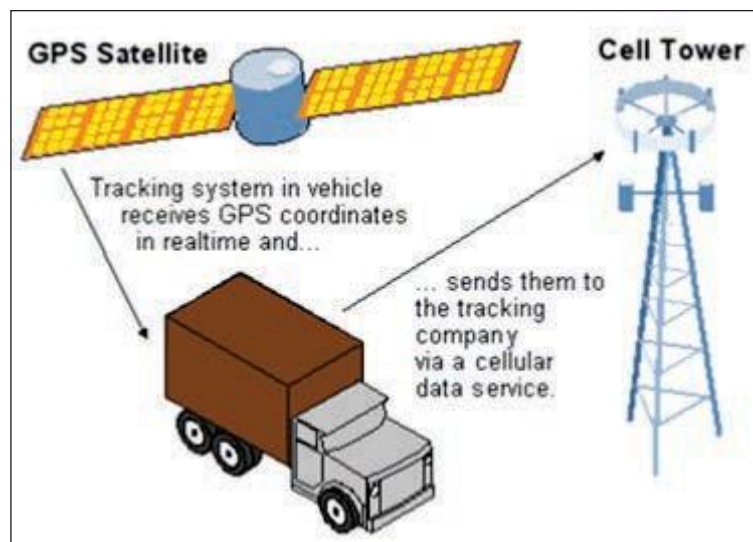


Fig 3.4 - GPS tracking System

Explain

- How to make ready the computer and other tracking system for days operations
- What is the GPS tracking system and how it works
- The outputs of the tracking device and how to collect and record information from the tracking devices
- The important stationary requirements for a consignment tracking executive
- The importance of having the complete contact details of the transporters, truck drivers, freight booking agents etc for a consignment tracking executive

Lab

- Give practical education to students for tracking a shipment
- Give practical demonstration to the students for a GPS tracking system

Notes for Facilitation

- You could show some videos for a GPS tracking system
- Ask the students to share some of their experience of using a GPS system in their day to day life
- You could make use of a simple GPS tracking system in the mobile phone and the journey origin destination address and show the output to the students
- The above can also depicted using Google maps and share the output to the students with various details

UNIT 1.4.1: Exposure to Document

Unit Objectives

At the end of this module participant will be able to:

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

Explain

- Explain the students about the different types of documents used by a consignment tracking executive
- What is a Bill of Lading and its importance
- What is an Airway bill
- What is a Commercial Invoice
- What is a Packing list
- What is a Certificate of Origin
- What is an Insurance document
- What is a Courier delivery slip
- What is a POD – Proof Of Delivery document

Say

- A bill of lading is a legal document between the shipper of goods and the carrier detailing the type, quantity and destination of the goods being carried. The bill of lading also serves as a receipt of shipment when the goods are delivered at the predetermined destination. This document must accompany the shipped goods, no matter the form of transportation, and must be signed by an authorized representative from the carrier, shipper and receiver.
- A commercial invoice is a document that specifies a transaction between a buyer and a seller.
- If goods or services were purchased on credit, the invoice usually specifies the terms of the deal, and provide information on the available methods of payment. An invoice is also known as a bill or sales invoice.

- A packing list is a document that includes details about the contents of a package. The packing list is intended to let transport agencies, government authorities and customers know the contents of the package. These details help each of these parties handle the package accordingly.
- A Certificate of Origin (CO) is an important international trade document attesting that goods in a particular export shipment are wholly obtained, produced, manufactured or processed in a particular country. COs also constitute a declaration by the exporter.

Demonstrate

- Demonstrate the students how a Bill of Lading looks like and show them some sample Bill of Lading or a Transported bill and discuss various details contained in it.
- A Commercial invoice and explore the details in it
- A sample Packing list and discuss the details in it
- Demonstrate how the collected documents will be used by a consignment tracking executive to track a consignment

UNIT 1.5: Knowledge and Understanding Company's Safety Policies and Procedures

Unit Objectives

At the end of this module participant will be able to:

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

Say

- There are several health and safety issues to be concerned with if you are working in a warehouse and each member in a warehouse should be well trained and aware of the main topics covered in this area.
- Some of the common health and safety area which requires attentions are Fire safety, Hazardous substances, Manual handling, Staff training etc.
- The employees working in a logistics company or a warehouse should be well aware of the emergency contact details for quick decision making and approach in case of any accidents or major challenges
- Increase the awareness of the students in understanding the risk and safety parameters
- Standards are essential for understanding the current status of a process, for supporting continuous improvements and measuring improvements.
- It is not mandatory to standardize the work but the expected inputs, procedures and outputs must also be documented in detail.
- The documentation should be so clear than an outsider should be able to step into the process, understand the process and soon operate as fully functioning team member, making appropriate contributions to the process.
- The most important processes in a warehouse operations are documented with the help of Standard Operating Procedure and it is reviewed continuously for further improvements

Explain

- Explain the students the importance of fire and safety trainings in a logistics company or a warehouse
- Explain the students what are importance of wearing a hard hat helmets and other require
- PPE – Personal Protective Equipment while carrying out a warehouse operations
- The importance of the evacuation plan and the necessary procedures to be followed on during emergency time
- The list of points to check while receiving and accepting a consignment
- The importance of Work instructions given by the organization

Demonstrate

- Do's and Dont's in following Work instructions with suitable pictures and tables

Elaborate

- Take a walk through in any multi-national shop and observe the actions being taken to serve the customer. Rarely will you see someone with an open work instruction book reading about how his or her particular task is to be completed. The vast majority of shop employees know what it takes to ensure that a high-quality product arrives at the customer's dock on time. They have been instructed in specific tasks, and they follow those instructions.
- So what is the purpose of documented work instructions? Besides having them available for audit review, why do such documents exist? Work instructions are developed to guide workers in four key quality areas: training, reference, problem solving and continuous improvement.
- Each of these areas can be directly related to the Deming Cycle, a cycle that identifies fundamental quality planning as “Plan-Do-Check-Act.” It is important to establish (plan) the instructions that your people must execute. The references must then be effectively implemented (do) so they are accessible to personnel. Documentation must be verified (check) so the instructions assist your problem-solving methodology. Finally, it is important to use (act) what has been defined in order to continuously improve.

UNIT 1.6 : Escalation Matrix for Reporting

Unit Objectives

At the end of this module participant will be able to:

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

Explain

- Explain the importance of updating information across the communication chain and the necessary impact of deviating it.
- Explain the students the process reporting to the immediate supervisor or management about the status of the consignment tracking process
- The challenges that an individual working as a consignment tracking executive would come across in tracking operations

Say

- There are several reasons for a consignment to get delayed and some of them are as follows;
- Reasons for truck/freight delays
- Shortage in quantity received
- Transit damage during receiving
- Product mismatch etc

Demonstrate

- Ask a student to act as a Consignment tracking executive and another student as a Warehouse supervisor and demonstrate the process of escalating the challenges or problem identified during the tracking operation and how to rectify the problem.

UNIT 1.6.1 : Basic Transit Rules and Regulations

Unit Objectives

At the end of this module participant will be able to:

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

Say

- The Central Motor Vehicle rules states the basic safety codes and safety requirements to be followed in transportation of any materials through road transportation
- The professional working as a consignment tracking executive needs to have an in-depth knowledge of the product or commodity that is being transported and should adhere to the laws as dictated by the local and national authorities
- Presently there are 177 interstate check posts and 268 toll barriers on national highways across India.

Explain

- The basic transit rules for transporting goods between various states in India
- The mandatory documents required necessary for an interstate transport
- The necessary check list or steps to be carried out in a check post before passing the goods

Elaborate

- Every goods carriage carrying dangerous or hazardous goods shall display a distinct mark of the class label appropriate to the type of dangerous or hazardous goods, Every package containing dangerous or hazardous goods shall display the distinct class labels appropriate to the type of dangerous or hazardous goods, In the case of packages containing goods which represent more than one hazard, such packages shall display distinct labels to indicate the hazards, Every goods carriage carrying goods of dangerous or hazardous nature shall be fitted with a techno-graph, an instrument to record the lapse of running time of the motor vehicle; time speed maintained, acceleration and declaration etc., and a spark arrester.
- The goods carriage has a valid registration to carry the hazardous goods, the vehicle is equipped with necessary First-aid, Safety equipment and antidotes as may be necessary. The transporter or owner of the goods carriage has full and adequate information about the dangerous or hazardous goods being transported. The driver of the goods carriage is trained in handling the dangers posed during transport of such goods. Every consignor shall supply to the owner of the goods carriage full and adequate information about the dangerous or hazardous goods, being transported as to enable such owner and its driver.
- It shall be the responsibility of the owner or transporter to ensure the following, The goods carriage has valid registration and permit and is safe for the transportation of the said goods.
- The Vehicle is equipped with necessary First-Aid, Safety equipment, tool box and antidotes as may be necessary to contain any accident.
- It is the responsibility of the driver to keep all information provided to him in writing i.e., in the form TREM CARD (Transport Emergency Card). This is to be kept in the drivers cabin and is available at all times while hazardous material related to it is being transported.

UNIT 1.6.2 : Detailed Understanding of the Tracking Systems

Unit Objectives

At the end of this module participant will be able to:

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

Lab

- Give practical demonstration to a Manual tracking system – This could be demonstrated with a help of a consignment tracking number ordered through an e-commerce website (say Flipkart, Amazon, Snap deal etc.) and the contact details of the executive who will be delivering the product. You could give the contact to a student and ask them to get the status of the delivery / shipment and record the details updated by the executive.
- Give practical demonstration to the GPS tracking system
- Demonstrate how to track a truck or a fleet using the GPS tracking system and how to observe the details from the system.

Exercise

- Give assignment Ask the students collect various tracking system available with its advantage and disadvantage

UNIT 1.6.3 : Nature of Products Transported

Unit Objectives

At the end of this module participant will be able to:

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

Say


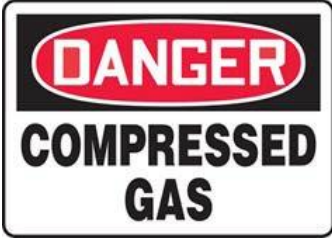
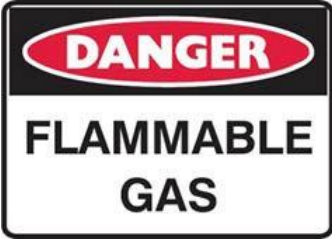
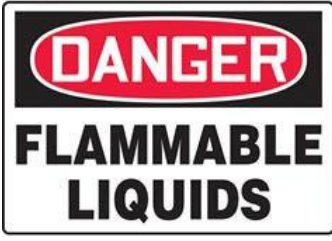


- The transportation of products through trucks following legal regulation involves a careful study and consideration of many factors like;
- Perishability: Products which are perishable in nature are distributed by employing a shorter channel of distribution so that goods could be delivered to the consumers without delay. Delay in distribution of these products will deteriorate their quality.
- Size and weight of product: Bulky and heavy products like coal and food grains etc. are directly distributed to the users involve heavy transportation costs. In order to minimize these costs a short and direct distribution channel is suitable.
- Standardization: Products of standard size and quality usually take longer time by adopting longer channel of distribution. For example, machine tools and automobile products which are of standard size reach the consumer through the wholesalers and retailers. Un-standardized articles take lesser time and pass through shorter channels of distribution.
- Technical Nature of Products: Industrial products which are highly technical in nature are usually distributed directly to the industrial users and take lesser time and adopt shorter channel of distribution. In this case after sales service and technical advice is provided by the manufacturer to the consumers. On the other hand, consumer products of technical nature are usually sold through wholesalers and retailers. In this manner longer channel of distribution is employed for their sales. After sales services are provided by the wholesalers and retailers. Examples of such products are televisions, scooters, refrigerators, etc.

Explain

- The basic transit rules for transporting goods between various states in India
- The mandatory documents required necessary for an interstate transport
- The necessary check list or steps to be carried out in a check post before passing the goods

Elaborate

- The different types of material classification given based on their nature of goods transported

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

Exercise

- What does this symbol tell you ?
- What does this symbol tell you ?
- What does this symbol tell you ?



Team Activity

- As a team of 4 or 5 team members, ask them to track a real-time consignment on various websites or on ecommerce webpages and make a presentation

Summarize

- Summarize the tracking system and how it works
- Summarize the tracking analysis

Answers to the Exercise

- 1 . consignment
2. Lorry receipt
3. • VAT–Value Added Tax
 - TIN–Tax payers’ Identification Number
 - CST– Central Sales Tax
- 4 . commercial invoice
- 5 . Insurance Certificate
- 6 . This category includes those gases that at normal pressure and temperature, as a mixture of 13% or less with air, can ignite from a source of fire such as a spark.
- 7 . The receipt contains the Vehicle Number, Pickup address, delivery address, number of packages, material description, vehicle type, and date.

Notes



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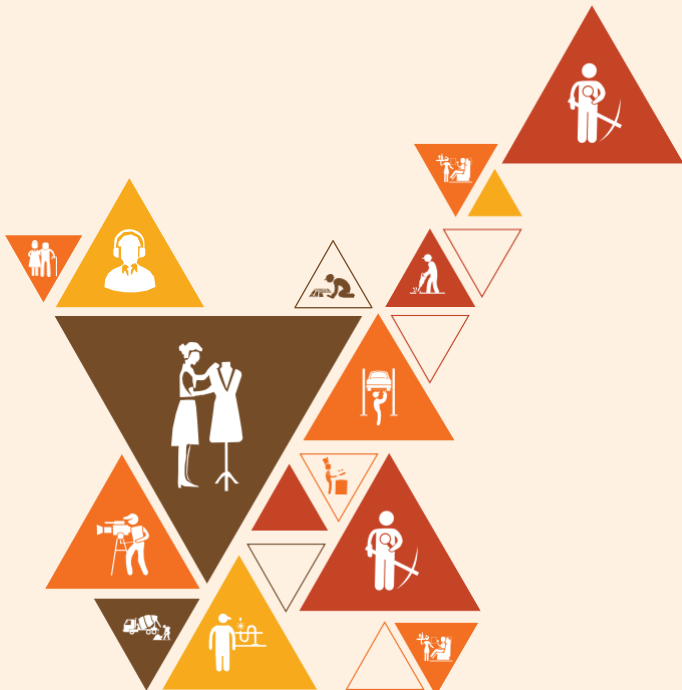
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Transforming the skill landscape



2. Perform Consignment Booking

Unit 2.1 - Receive Customer Orders and Arrange Transportation



LSC/N1118
(Part of - LSC/Q1201)

Key Learning Outcomes

At the end of this module the participant will be able to:

1. Discuss the booking process
2. Explain as how to consolidate orders received
3. Distinguish various loads and consolidate loads
4. Find the availability of trucks
5. Negotiate for prices
6. Convey to customers on availability or drop in trucks
7. Identify as how to markup cost
8. Explain as when to raise booking invoice
9. Explain the steps at the customer place
10. Identify the checks that are to be performed at the customer location

UNIT 2.1: Receive Customer Orders and Arrange Transportation

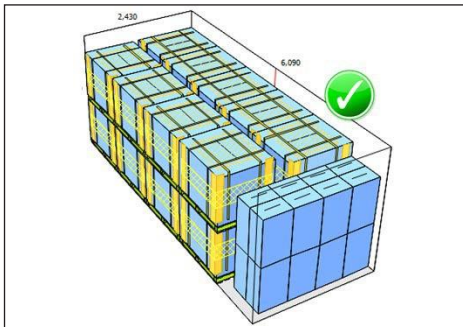
Unit Objectives

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

1. Explain the types of orders received
2. Describe the loading arrangements
3. Identify as how to finalize price and constraints to be looked for before finalizing
4. Evaluate and confirm the booking process

Steps

Steps: In Performing Consignment Booking



STEP 1: Collect Customer orders



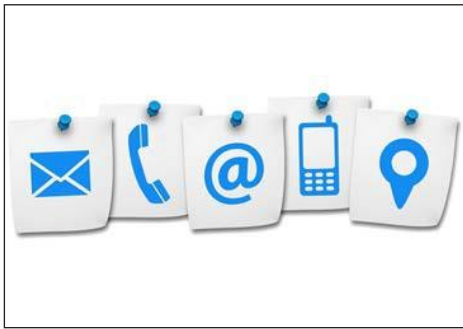
STEP 2: Check Loading arrangements



STEP 3: Determine the truck to be used



STEP 4: Cross check rates



STEP 5: Contact Transport Companies



STEP 6: Arrange Economical transport after receiving quotations



STEP 7: Confirm with Customer



STEP 7: Print Invoices



STEP 7: Reporting on non-availability & Drop orders

Elaborate

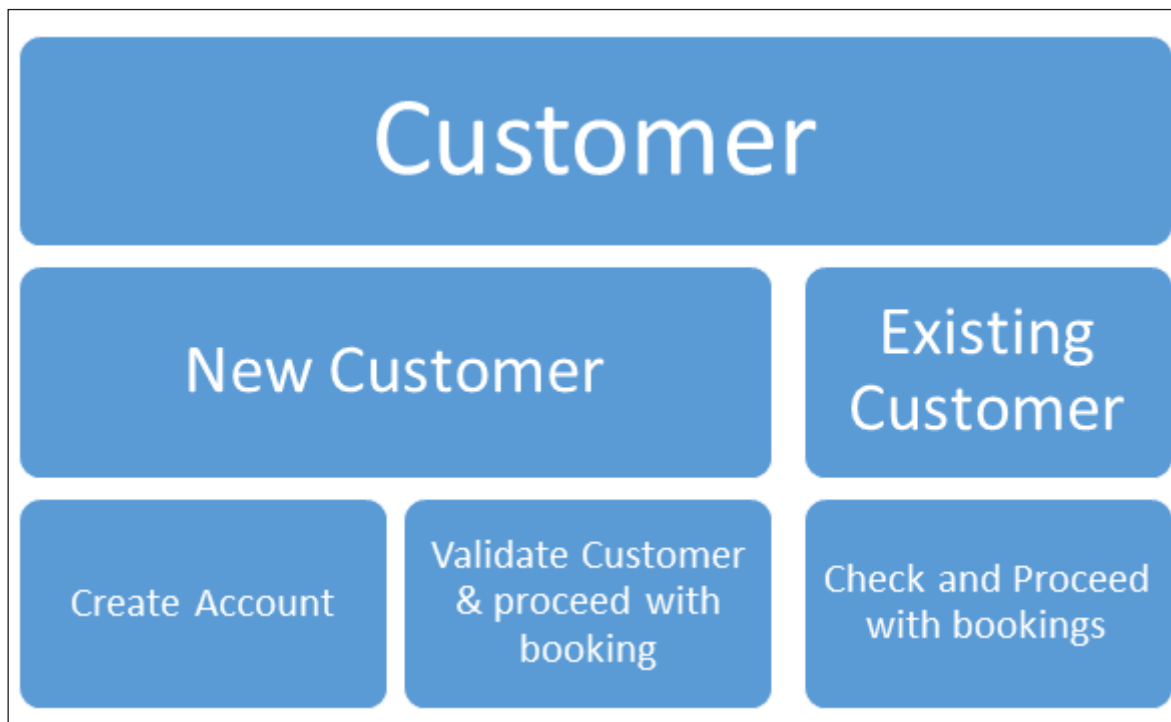
- Each of the steps that the consignment booking executive has to do
- The process, that has to be carried out in each of the steps.

Demonstrate

- How to check for lowest prices?
- Call few transport providers or courier companies and check the rates for moving a shipment from Location A to B

Explain

- The process of collecting customer orders and how to retrieve from the system
- What is loading arrangement?
- How to Plan the loading arrangement and decide vehicle type?
- The various types of customers



Ask

- The different types of trucks
- As how will they decide a truck type
- Which truck will they prefer for 500 bags of Cement?
- Which truck will they prefer for 5 fridges to move 50km distance?
- Which truck will they use for Car movement of 500kms?

Resources to be Used



- Computer
- Internet
- Mobile phone

Activity



- Call a transport company and ask for a quote
- Call a courier company and ask for price
- Email a transport company or courier for quote
- Look for prices in transport companies websites

Explain



Process for handling Loss and Damages

- Why is deadline important?
- What are the modes to contact the transport companies?
- How to decide which transport companies to decide and finalize?
- What is dependability of a transport company?

Demonstrate



- Calculate markup %
- How to calculate the profit and margin on a quotation received price
- How to finalize the final cost

Explain



- Why is it important to get an acknowledgement from the customer?
- What is negotiation
- That the negotiation should be a win-win strategy for both the customer and for the organization.
- The long term association needs
- The volume based business advantages consideration during negotiation
- That the offers and discounts to be announced to retain the customer and to get the hold of the customer
- As what are the other value added services that shall be provided

Notes for Facilitation



- You shall ask the students as how ill they begin the conversation with a new person
- You shall ask them as how will they get prepared for the conversation
- You shall ask, what will they do if they stuck with a point and if they do not remember some data during the talk

Say



- The conversation should be more positive and mood should be kept high during the conversation
- Do not bore the listener by saying repetitive things or by jumping around the conversation without a flow
- Always maintain a flow in the conversation
- Always talk about the success stories
- Listen to customer and understand his requirements

Elaborate

- The process of listening
- Once after the explanation or after the presentation, check with the client as whether they have any queries
- The customer will more positively ask the questions pertaining to similar business relevant to clients and process, its efficiency.
- Allow the customer to explain their consensus.
- If a customer seeks, some information to which you have no idea, kindly explain to the customer that, you will make a note of this question and you will discuss with your superiors and will reply them. Inform them a particular time limit within which they shall receive the answer.
- Make a note of all the things the customer says and should be able to recall the minutes of meeting.

Role Play

- Ask the students to perform an act on calling the customer, their mannerism and how do they start the conversation
- Correct the students during the conversation on do's and don'ts

Steps

Steps: In Performing Consignment Booking



STEP 1: Check for all road permit papers are available with Transport companies



STEP 2: Coordinate a time with customer and arrange pick up by the transport companies



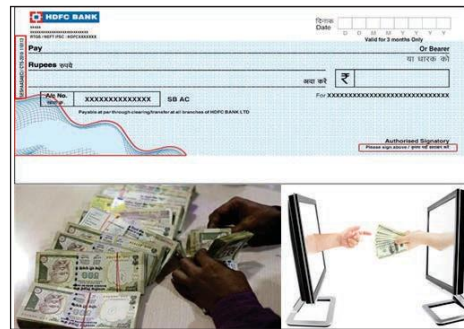
STEP 3: Inspect consignment for number of packages



STEP 4: Any discrepancy, try to resolve



STEP 5: Fill Lorry receipt and share 1 to Customer, 1 to truck driver and 3 to the department



STEP 6: Add to account the mode of payment
ving quotations



STEP 7: Move on to next customers

Explain



- The steps in coordinating the transport companies
- The checks that has to be performed by the booking executive before, while and during loading
- The coordination that has to be done by consignment booking executive.
- How to handle Payments
- When will you receive the payments from the customer and Invoice to be raised?
- What are the modes of payment shall be received

Exercise



1. What is consolidation of orders?
2. what are the means of receiving orders?
3. In what means of communication will you to understand the truck availability?
4. What is negotiation?
5. After confirmation from customer on price, what is the next step?
6. What is price markup?
7. How would you decide a truck size based on different types of goods of different customers?
8. Role play to perform negotiation task on checking prices and availability of trucks

Summarize



- Summarize the process of performing the consignment booking
- Summarize as how to determine the truck
- Sum up the steps in negotiating and identifying rates.
- Summarize quotations comparison and finalize rates
- Summarize as how to add profit and margin

Answers to the Exercise

- 1 . Order consolidation is when you send out several individual items from an order in a single shipment. When there are multiple orders going to the same shipping address, they are consolidated into the same shipment so they can be sent out together.
- 2 . Refer 2.1.1 in Participant handbook
- 3 . Refer 2.1.3 in Participant handbook
- 4 .A negotiation is a strategic discussion that resolves an issue in a way that both parties find acceptable. In a negotiation, each party tries to persuade the other to agree with his or her point of view. By negotiating, all involved parties try to avoid arguing but agree to reach some form of compromise.
- 5 . Once after confirmation, confirm on bookings to the transport provider and print booking invoice to each of the customer.
- 6 . Markup refers to the difference between the selling price of a good or service and its cost. It is expressed as a percentage above the cost. In other words, it is the premium over the total cost of the good or service that provides the seller with a profit.
- 7 . Refer 2.1.6 in Participant handbook
- 8 .Roleplay Activity

Notes



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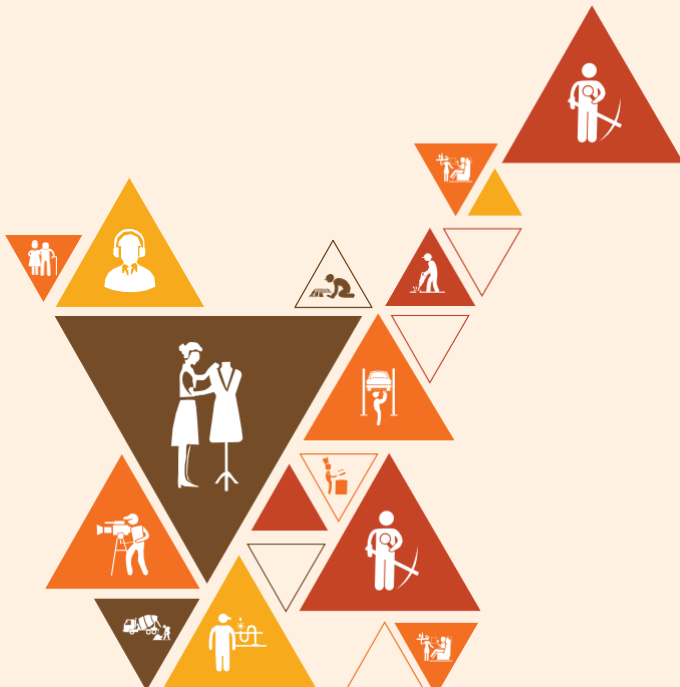
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3. Perform Post Booking Activities

Unit 3.1 - Update System Information

Unit 3.2 - Reporting



LSC/N1119
(Part of - LSC/Q1201)

Key Learning Outcomes

At the end of this module the participants will be able to:

1. Verify the system information and the actual orders processed
2. Evaluate the orders and process billing
3. Explain on tracking process
4. Explain LR copies and importance
5. Narrate the types of reports that are to be shared with the manager
6. Explain as how to address the issues faced on the day
7. Discover the reports to be produced
8. Evaluate as what kinds of market data to be collected
9. Establish as why to understand the competitors market value

UNIT 3.1: Update System Information

Unit Objectives

At the end of this module participant will be able to:

1. Verify the system information and the actual orders processed
2. Evaluate the orders and process billing
3. Explain on tracking process
4. Explain LR copies and importance

Elaborate

- Verifying and cross checking process

Activity

- Share with students with list of sheets for orders processed and computer information sheet.
- Below is the Computer Information sheet (Sample)

Date	Booking ID	# of Boxes	Customer details	From Location	To Location

- Below is the actual order processed Copies format(Sample)

Date	Transporter details	From Location	Pickup Time & Date	Destination Address	Number of Boxes loaded	Status of Consignment	Authorized & Verified Signatory

Explain



- As how to cross verify
- Easiest way to cross verify within small time
- What if there is any changes between the actual and listed?
- What are the details to be taken care while updating?

Say



- if there is any changes between the information, kindly update in the system.
- Update the system with the existing details of each order and with respective to the LR number. Also update if any changes that are to be updated.

Explain



- How to make ready the computer and other tracking system for days operations
- What is the GPS tracking system and how it works
- The outputs of the tracking device and how to collect and record information from the tracking devices
- The important stationary requirements for a consignment tracking executive
- The importance of having the complete contact details of the transporters, truck drivers, freight booking agents etc for a consignment tracking executive.

Lab



- Give practical education to students for tracking a shipment
- Give practical demonstration to the students for a GPS tracking system

Notes for Facilitation



- You could show some videos for a GPS tracking system
- Ask the students to share some of their experience of using a GPS system in their day to day life
- You could make use of a simple GPS tracking system in the mobile phone and the journey origin and destination address and show the output to the students
- The above can also depicted using Google maps and share the output to the students with various details



Fig 5.1 - GPS Tracking System

Explain



- When should we raise an invoice?
- What are the supporting documents to be checked and to be placed before invoicing
- What if the customer calls and checks for query on a particular invoice and how to validate it?
- Why is it important to keep a record of Lorry Receipts (LR Copy)

Activity



- Perform an activity to explain as how the customer will post a query against the invoice and how to handle a past data.

Tips



- The explanation should be provided with a price confirmation email of the customer, also the shipment sent reference number and the LR receipt of the transporter.

Activity



1. Perform a role play for a satisfied client and an unsatisfied client responses and how do the students make a note of it
2. Ask students to group discuss on this conversation and to develop strategies as how to overcome the issues.

UNIT 3.2: Reporting

Unit Objectives

At the end of this module participant will be able to:

1. Understand the types of reports that are to be shared with the manager
2. Explain as how to address the issues faced on the day
3. Discover the reports to be produced
4. Evaluate as what kinds of market data to be collected

Explain

- How to update consignment information in the system
- How to report to management
- How to maintain and erase confidential data used during tracking a consignment
- How to save all data, safely log off and switch off the computer.
- How to dispose any unnecessary documents or papers.
- How to clean up the work area for shift handover

Exercise

Prepare a report on

- The delays in pickup
- Missed Pick up
- Cancelled orders
- Delayed Orders
- Completed orders
- Issues during negotiation
- Issues faced during handling client/ Transport company
- Situations faced while booking customer orders
- Plan deliveries for next day, which were missed for the day

Notes for Facilitation

- It is always good to keep the manager notified about the situation and progress of orders. It is wise to consider it as a backup source of information
- There is a risk involved in failing every action and hence get to understand the severity of the risk. Certain failures would be facing severe risk and disruption would cause the stoppage of line or production stoppage.
- As Cargo Booking Clerk, the risk will be in terms of legal compliance. This may lead to judicial impacts of turning it to be a case registered. This will not only spoil the business delay but also will cause an impression upon the customers and may create a total failure of the business.
- A set of instructions would be pre-defined to handle each kind of risk and standard procedures to handle issues will be made available by the organizations generally. The documentation assistance should learn the procedures and work instructions to avoid risk.
- At any point of risk, the information should be passed on to the senior management.

Demonstrate

- As how to prepare reports
- As how to prepare a report in Excel and show them as a chart
- The different reports that will be prepared could be
 1. Market Price for Full Truck Load
 2. Market Price for Less than Truck Load
 3. Number of cancellations
 4. Customer portfolio (on orders given, orders cancelled, Volume of orders)
 5. Reports on Orders

Explain



Process for handling Loss and Damages

- The common problem that will be faced during transport will be loss and damages. The loss may happen because of poor packing, poor material handling during loading and unloading, theft or misplacing.
- Damages will also be by improper handling of materials during transit.
- Every organization has a procedure in handling the loss and damages during inbound and outbound.
- Understand the organization policy by which you have to proceed in handling the issues.
- During loading, count the quantity and visually inspect the damages and make a note of it.
- Communicate to the supervisor about the damages and loss.
- Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.
- Report and communicate to the manager in charge and to the management immediately. Keep a track and history of issues.

Role Play



- How to deal with supervisor, who is very busy
- Reporting to supervisor on days activity at his desk
- What all points will the student share
- Share the feedback of the day

Summarize



- Explain the steps to be followed on the updating the system information
- What inspection are you supposed to do while cross verifying order processed and system information
- What are the reports that are to be submitted to the supervisor
- Sum up the reporting process with manager and reports to be prepared

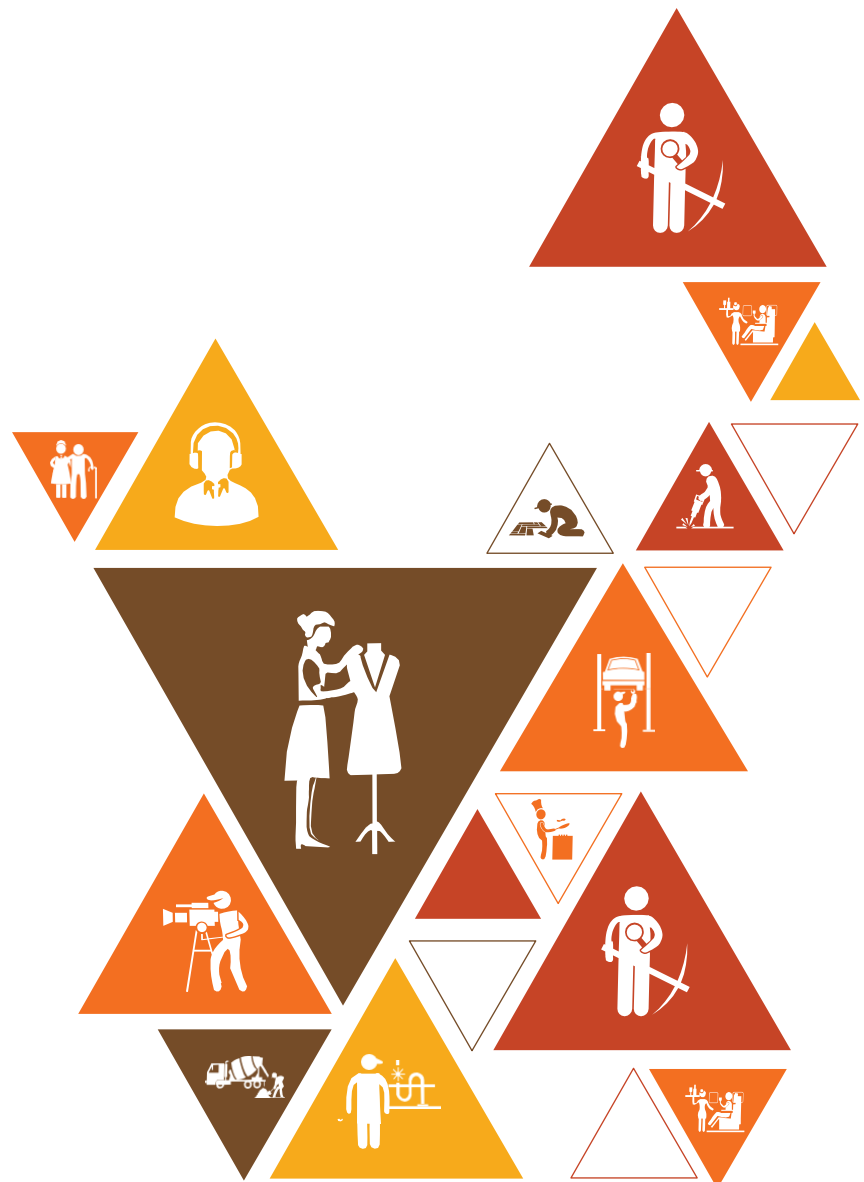
Answers to the Exercise



- 1 . Refer 3.2.1 in Participant handbook
- 2 . Refer 3.2.2 in Participant handbook
- 3 . Refer 3.1.4 in Participant handbook
- 4 .Refer 2.1.2 in PH
- 5 .A market analysis is a thorough assessment of a market within a specific industry. With this analysis, you will study the dynamics of your market, such as volume and value, potential customer segments, buying patterns, competition, and other important factors.
- 6 .Refer 3.2.2 in Participant handbook
- 7 .Refer 3.1.2 in Participant handbook
- 8 .Activity

Notes







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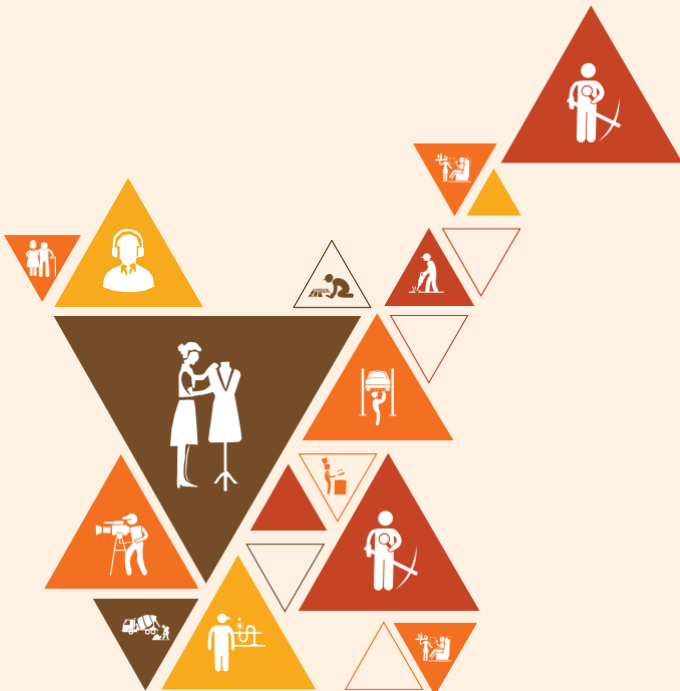
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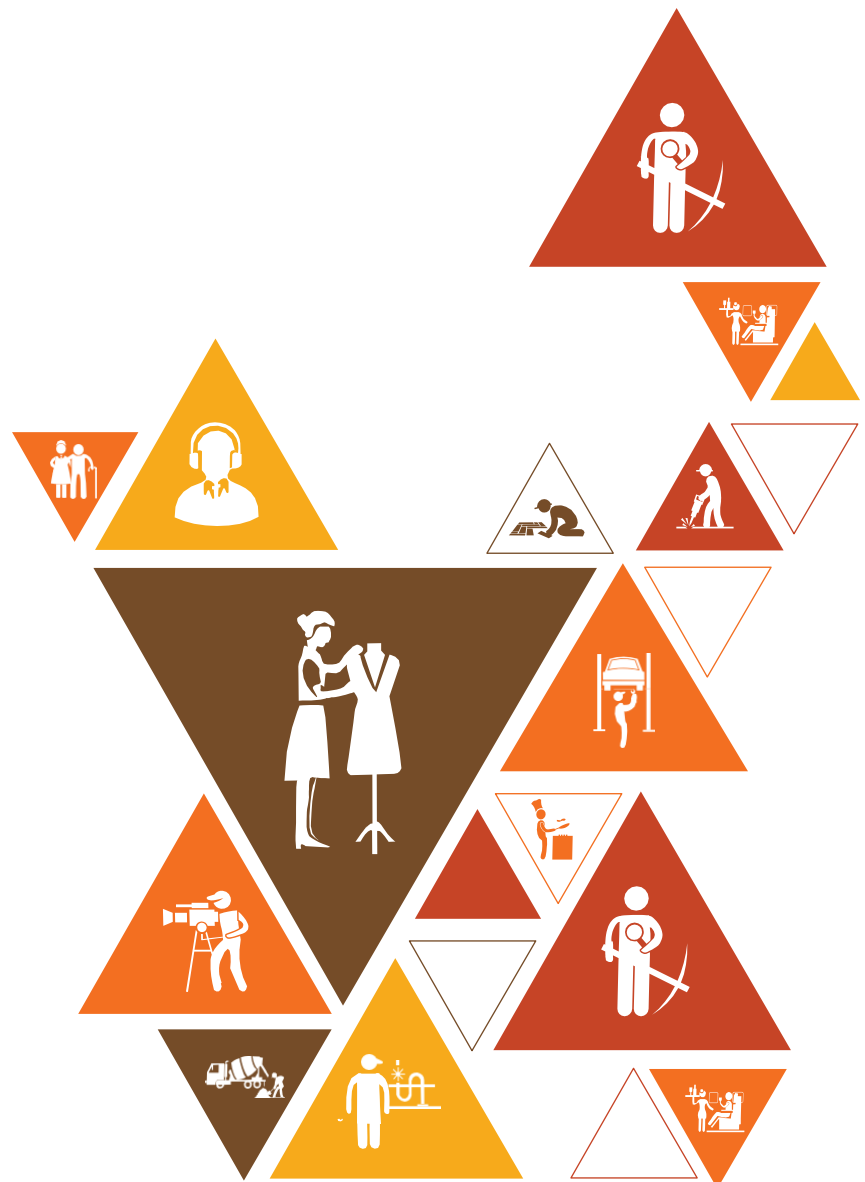
4. Employability Skills

Click the below unit for content

Unit 4.1 - Employability Skills - 120 hours



DGT/VSQ/N0104





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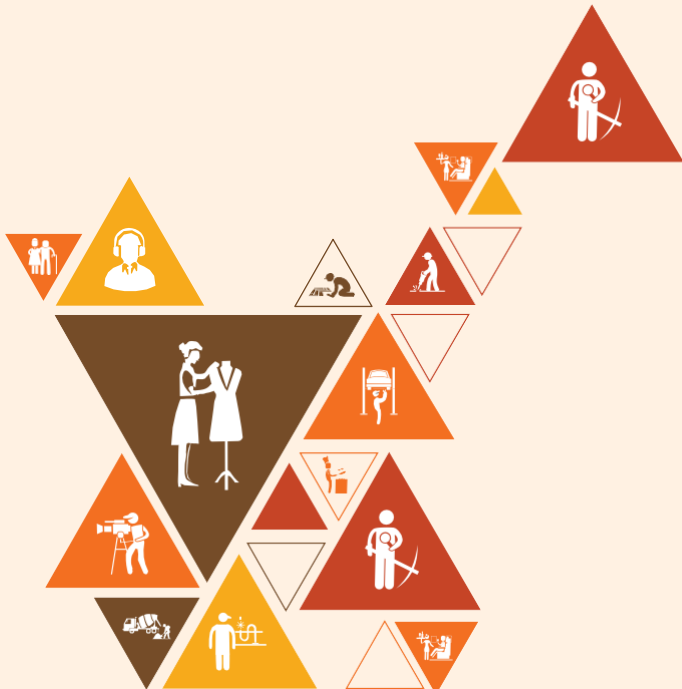


5. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes - Video links



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Certificate course in Cargo Booking Clerk		
Qualification Pack Name & Ref. ID	LSC/ Q1201 , Version1.0		
Version No.	1.0	Version Update Date	19/01/2023
Pre-requisites to Training (if any)	12 grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 2-year NTC OR 10th grade pass plus 1-year NTC plus 1 year NAC OR 8th pass plus 2-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ul style="list-style-type: none"> • Detail the various tasks to be performed while preparing for consignment booking • Demonstrate the process of consignment booking as per SOP • Perform consignment booking as per standard operating procedure • Perform the necessary tasks post booking 		

SI.NO.	Module	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration (Hrs)
1	Prepare for Booking	Activities involved in Consignment.	Explain the importance of consignment tracking	LSC/N1117 PC1,PC2, PC3,PC4, PC5,PC6, PC7,PC8, PC9, PC10,	Theory	Book, pen, duster etc. Projector Videos, Notes Sample related documents Sample transit documents Tracking systems, GPS devices Computer with Internet Connection Telephone	5 Hrs.
		Status checking	Categorize the importance of status checking		Practical		4 Hrs.
		Infrastructure challenges	Identify the infrastructure challenges related to freight movement by Road		Practical		6 Hrs.

2	Perform Consignment Booking	Steps in Consignment Booking	Discuss what are the steps involved in consignment booking process	LSC/N1118 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC17,PC18 KA11	Theory	Book, pen, duster etc. Projector/Slides/ Board/ Video Telephone Calculator Rate Card	7 Hrs.
		Consolidate orders	Explain as how to consolidate orders received		Theory		7 Hrs.
		Booking invoice	Explain how to raise booking invoice		Theory		6 Hrs.
		Consolidate loads	Distinguish between loads and consolidate loads		Practical		8 Hrs.
		Availability of trucks	Find the availability of Trucks loaded in inbound		Practical		8 Hrs.
		Conversation with customer	Convey to customers our availability for them		Practical		8 Hrs.
		Cost of markup	Identify the total cost of markup		Practical		8 Hrs.
		Customer location	Identify the checks that are to be performed at the customer location		Practical		8 Hrs.
3.	Perform Post Booking Activities	Processing orders	Verify the system information and the actual orders processed	LSC/N1119 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12 KB7,KB8 KA3, KA5, KA6	Theory	Book, pen, duster etc. Projector/ Slides/ Board/ Video Meeting table and Chair Reports Invoices Sample MS Excel in Computer	5 Hrs.
		Tracking process	Demonstrate the tracking process		Practical		6 Hrs.
		Escalation matrix	List out the deviations as per escalation matrix		Practical		4 Hrs.

4.	Employability Skills	Introduction to Employability Skills	<ul style="list-style-type: none"> Describe the importance of Employability Skills Prepare a note on different industries, trends, required skills 	DGT/VSQ/N0104	Team Activity: Round of Interactive discussion	White-board and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations.	T: 2:00 P: 1:00
		Constitutional Values: Citizenship	<ul style="list-style-type: none"> Detail the principles of the constitution of India Identify the various environmentally sustainable practices 	DGT/VSQ/N0104			T: 2:00 P: 1:00
		Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> Discuss relevant 21st century skills required for employment Practice critical thinking and decision making skills 	DGT/VSQ/N0104			T: 2:00 P: 3:00
		Basic Skills	<ul style="list-style-type: none"> Read English text with appropriate articulation Practice basic English words, sentences and punctuation Demonstrate active listening and reading skills 	DGT/VSQ/N0104			Team Activity: Role play, video session
			Entrepreneurship	<ul style="list-style-type: none"> Describe the types of entrepreneurship and enterprises Describe the 4Ps of Marketing- Product, Price, Place and Promotion and apply them as per requirement Create a sample business plan, for the selected business 			

		<p>Communication Skills</p> <ul style="list-style-type: none"> • Explain the importance of communication at workplace • Demonstrate effective communication strategies • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette 	DGT/VSQ/N0104			T: 2:00 P: 8:00
		<p>Essential Digital Skills</p> <ul style="list-style-type: none"> • Detail the use and features of various MS Office tools, like MS Word, MS Excel, MS PowerPoint, etc. • Demonstrate how to operate digital devices • Create an e-mail id and follow e-mail etiquette to exchange e-mails • Describe the role of digital technology in day-to-day life and the workplace 	DGT/VSQ/N0104			T: 6:00 P: 14:00
		<p>Diversity and Inclusion</p> <ul style="list-style-type: none"> • Explain the need of diversity at workplace • Identify the various PwD policies applicable at workplace • Discuss the significance of the POSH Act 	DGT/VSQ/N0104	Team Activity: Round of Interactive discussion		T: 1:00 P: 4:00
		<p>Financial and Legal Literacy</p> <ul style="list-style-type: none"> • Discuss various financial institutions, products, and services • Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions 	DGT/VSQ/N0104			T: 1:00 P: 9:00

		<p>Career Development and Goal Setting</p> <ul style="list-style-type: none"> • Identify well-defined short- and long-term goals • Explain how to build a career pathway • Conduct job market research • Discuss how to set career goals. 	DGT/VSQ/ N0104			T: 2:00 P: 2:00	
		<p>Customer Service</p> <ul style="list-style-type: none"> • Identify types of customers and how to deal with them • Identify methods to get customer feedback and how to implement them • Explain various tools used to collect customer feedback • Discuss the significance of maintaining hygiene and dressing appropriately 	DGT/VSQ/ N0104	Team Activity: Role play, video session		T: 2:00 P: 8:00	
		<p>Apprenticeships and Jobs</p> <ul style="list-style-type: none"> • Practice personal grooming strategies • Illustrate the use of online platforms for job hunting • Detail the concept of Apprenticeship • Demonstrate how to enroll for Apprenticeship programs. • Draft a professional Curriculum Vitae (CV) • Role play a mock interview 	DGT/VSQ/ N0104			T: 2:00 P: 13:00	
	Total Duration						210 Hours

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Cargo Booking Clerk	
Job Role	Cargo Booking Clerk
Qualification Pack	LSC/Q1201
Sector Skill Council	Logistic Sector Skill Council of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4.	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles & 50% for NSQF level 1 to 3 job roles.
5.	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack







ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	Total Marks	Out Of	MARKS ALLOCATION	
				Theory	Skills Practical
1. LSC/N1117 (Prepare for Booking)	PC1. Obtain the work schedule, the list of clients to be visited for the day and the sequence from the transport manager.	100	10	2	8
	PC2. Obtain the consignment details for each client and the booking checklist from the transport manager.		15	3	12
	PC3. Find out if which are the first time clients and the account balance, credit limit details for long term clients.		10	2	8
	PC4. Understand priorities or special conditions (if any) among the consignments.		10	2	8
	PC5. Switch on the computer and login using company credentials.		15	3	12





2.LSC/N1118 (Perform Consignment Booking)	PC6. Check and ensure that the computer and the logistics software are working well without any issues.		10	2	8
	PC7. Ensure there is sufficient stationery like paper, pens, lorry receipts (LR), etc.		10	2	8
	PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.		10	2	8
	PC9. Have any issues/problems solved before starting work.		10	2	8
		Total	100	20	80
	PC1. Receive customer orders through email or through telephone calls.	100	8	2	6
	PC2. Ask and input the details regarding the goods in the consignment, payment method, pick up address, destination and date when the consignment must be delivered, etc. in the system.		4	1	3
	PC3. For new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.		4	1	3
	PC4. Based on these details, determine the type of truck needed and whether a Full Truck Load (FTL) or Less than Truck Load (LTL) is needed.		8	2	6
	PC5. If FTL is to be used, find out the market rates depending on the destination and the load.		8	2	6
	PC6. Select the most economical options and contact the transport companies to check if they have any truck available to meet the requirement.		4	1	3
	PC7. If trucks are available, hold a booking or else contact the provider of the next most economical option, check for availability and hold a booking.		8	2	6
	PC8. If LTL is to be used, find out the fixed market rate depending on the destination and the load.		4	1	3
	PC9. Contact transport companies, check for availability and hold a booking.		8	2	6
	PC10. Add the company's mark up and provide the quote to the customer.		4	1	3
	PC11. Receive approval from the customer and confirm the bookings.		4	1	3
	PC12. Print booking invoices with consignment details for each customer.		4	1	3

	PC13. Escalate to transport manager if there are no available truck companies to meet the customer deadlines.		4	1	3
	PC14. If the order needs to be dropped, call up the client at the earliest and explain inability to carry out the order.		4	1	3
	PC15. Coordinate with the customer and the transport companies to fix up a time to pick up the consignment.		4	1	3
	PC16. Go to the client location at the agreed time, count and verify the consignment with the booking invoice.		4	1	3
	PC17. If there are any discrepancies, have them resolved with the customer.		4	1	3
	PC18. Fill out the Lorry Receipt (LR), hand over one copy to the customer, one copy to the truck driver and retain 3 copies for the department.		4	1	3
	PC19. Depending on the mode of payment, add it to the account or receive the agreed percentage of the cost as advance.		4	1	3
	PC20. Visit other customers at the agreed times, check the goods and complete the documentation.		4	1	3
		Total	100	25	75
3. LSC/N1119 (Perform Post Booking Activities)	PC1. Return to office after visiting all the clients and refresh the computer system.	100	12	2	10
	PC2. Verify existing details about each order and with the respective LR and update any changes as required in the system.		12	2	10
	PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive.		7	2	5
	PC4. Send information pertaining to the documentation clerk so that billing invoices can be raised for each customer order.		7	2	5
	PC5. File the LR copies for records purposes according to company policies.		12	2	10
	PC6. Inform the transport manager about any delays in picking up of consignments, missed pick ups by the transport providers or cancelled orders.		12	2	10
	PC7. Report any issues faced in negotiation with transport companies regarding prices or any other issue while booking customer orders.		6	1	5

	PC8. Prepare reports on the trend in market price of FTL, LTL, reasons for cancelling or being unable to take up a customer order, etc.		8	3	5
	PC9. Save all data, safely log off and switch off the computer.		6	1	5
	PC10. Dispose any unnecessary documentation and forms.		6	1	5
	PC11. Visually inspect the work area to ensure that it is clean.		6	1	5
	PC12. Check to ensure that the computer is off and that the work area is ready for the next work day.		6	1	5
		Total	100	20	80

Annexure III : QR Codes - Video links

S. No	Chapter No	Unit No	Topic Name	URL	QR code
1	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.2 - Exposure to Related Documents and Information	1.2.2 Variety of Documents used by an Organisation	https://www.youtube.com/watch?v=reAjDV9j09g	 Bill of Lading
2	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.2 - Exposure to Related Documents and Information	1.2.2 Variety of Documents used by an Organisation	https://www.youtube.com/watch?v=nl6ENNxBJD4	 Invoice & Packing List
3	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.3 - Inspecting the Status and Prioritization of work	1.3.1 Inspection	https://www.youtube.com/watch?v=o6Dq3ZGmsdA	 Transport management system
4	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=J3-5DPWQlj8	 Safety Procedures
5	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=800MVBm91s8	 Transportation in Supply Chain Management
6	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=uZBHSieDpTg	 Consignment

7	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=kcM9u4heDVk	 PPE
8	Chapter 1 - Prepare for Booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.6 Nature of Product Transported	https://www.youtube.com/watch?v=QKymXxmXe80	 Hazardous Material Regulations
9	Chapter 2- Perform Consignment Booking (LSC/N1118)	UNIT 2.1 - Receive Customer Orders and Arrange Transportation	2.1.10 Coordinate with Customer and Transport companies	https://www.youtube.com/watch?v=wCcARVbL_Dk	 GPS
10	Chapter 2- Perform Consignment Booking (LSC/N1118)	UNIT 2.1 - Receive Customer Orders and Arrange Transportation	2.1.10 Coordinate with Customer and Transport companies	https://www.youtube.com/watch?v=VuZ9nvyNYCU	 Supply Chain Management



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