



# Participant Handbook

Customised courses under PMKVY (210 hours)

Sector

**Logistics**

Sub sector

**Land Transportation**

Occupation

**Documentation and Reporting**

Reference ID: LSC/Q1123, Version 1.0

**NSQF Level 3**



**Documentation Specialist -  
Transportation**

**This book is sponsored by**

Logistics Sector Skill Council

Logistics Sector Skill Council Contact Details:

Address: No. 480 A, 7th floor Khivraj Complex 2,

Anna Salai, Nandanam, Chennai – 600 035

Email: reena@lsc-india.com

Phone: 044 4851 4605

Under Creative Commons License: CC-BY -SA



This license lets others remix, tweak, and build upon your work even for commercial purposes, as long as they credit you and license their new creations under the identical terms. This license is often compared to “copyleft” free and open-source software licenses. All new works based on yours will carry the same license, so any derivatives will also allow commercial use. This is the license used by Wikipedia and is recommended for materials that would benefit from incorporating content from Wikipedia and similarly licensed projects.





**Shri Narendra Modi**  
Prime Minister of India

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



## Certificate

### COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LOGISTICS SECTOR SKILL COUNCIL**

for the

### SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Documentation Specialist - Transportation'** QP No. **'LSC/Q1123  
NSQF Level 3'**

Date of Issuance: 19/01/2023

Valid up to: 19/07/2023

*\*Valid up to the next review date of the Qualification Pack  
'Valid up to' date mentioned above (whichever is earlier)*

Authorised Signatory  
(Logistics Sector Skill Council of  
India)

## Acknowledgements

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



## About this book

This Participant Handbook is designed to facilitate training to the Documentation Specialist - Transportation Qualification Pack (QP). It provides learners with the necessary knowledge relating to major topics in documentation process, such as collecting documents, preparing documents, managing it with respect to meet the legal needs, knowledge on the various types of documents required at each stage, post day processes, audit on incoming documents, human resource management in a documentation environment. Its decision-making orientation provides a real-world approach focusing on large and small transportation players.

The book elaborates how Individuals in this position interact with truck drivers and organization by understanding consignment needs, legal needs, supporting documents and meeting the organization needs as a face of the organization in working cordially within the team.

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 documentation services.

The handbook is divided into 3 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on the educational, training and other criteria required to perform the job/role of a trainee associate.

### Key characteristics of this handbook:

- (i) It discusses the concept of documentation operations in an easy to learn manner.
- (ii) It presents concepts involved in documentation in the interactive and professional way.
- (iii) It gives the opportunity to learners to visualize themselves in a professional Documentation Specialist - Transportation set-up.

## Symbols Used



Key Learning Outcomes

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



Tips

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



Steps

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



Notes

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



Time

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



Unit Objectives

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

## Table of Content

S.No	Modules and Units	Page No
<b>1</b>	<b>Documents and its Requirements (LSC/N1120) (LSC/Q1123)</b>	<b>1</b>
	Unit 1.1 - Different types of documents required during transportation	3
	Unit 1.2 - Types of Documents used during Exports	10
	Unit 1.3 - Documents required during interstate transfer and General Parameters on Tax	11
<b>2</b>	<b>Procedure in Handling Documents (LSC/N1121) (LSC/Q1123)</b>	<b>35</b>
	Unit 2.1 - Steps involved in processing Documents	37
	Unit 2.2 - Inbound Consignment Process	44
	Unit 2.3 - Outbound Consignment Process	48
<b>3</b>	<b>Post Documentation Activities (LSC/N1122) (LSC/Q1123)</b>	<b>53</b>
	Unit 3.1 - Support during inspection	55
	Unit 3.2 - Reporting and Tracking the consignment	56
<b>4</b>	<b>Employability Skills-120 hours (DGT/VSQ/N0104)</b>	<b>69</b>

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

<https://eskillindia.org/NewEmployability>

Scan the QR code below to access the ebook









# 1. Documents and its Requirements

Unit 1.1 - Different types of Documents Required  
During Transportation

Unit 1.2 - Types of Documents Used During Exports

Unit 1.3 - Documents Required During Interstate  
Transfer and General Parameters on Tax



## Key Learning Outcomes

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

1. Explain the various types of documents
2. Describe each document and its requirements
3. Distinguish documents required for exports with other documents
4. Key out documents used for interstate movement of goods
5. Explain the importance of documents
6. Identify as which document to be used at what needs
7. Educate the Documents requirement at check posts and during inspection
8. Distinguish the different documents used during exports
9. Narrate the tax parameters

## Unit 1.1 - Different types of documents required during transportation

### Unit Objectives

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

1. Learn about the various documents
2. Explain as at what circumstances which documents to be used
3. Identify which document to be produced during each stages

### 1.1.1 Documents, its Requirements

What is a document?

A document is a written, printed, recorded or electronic means of information that acts as an evidence to serve as an official record.

Why is document required?

Documents are foolproof evidence, which acts as a source of information in order to justify any statement. In legal cases or during disputes, documents act as a proof of validation.

In logistics and transportation, these documents act as authenticated information that the goods are not produced against the law or non-harmful to the environment or a source of information on tax and for the collection of payment etc.

Documents to be carried by truck / by hand, when leaving outside premises has been tabulated below based on the goods traveling state. The general Documents required during truck transportation are

The documents inspection during trucking operation is done by

1. RTO Check post: Documents related to the truck, Permits, Road tax, Load requirements.
2. Police Check post: Driving offenses, Maintaining traffic safety, Law, and order.

Others those who are officially endorsed to check for documents of any truck with goods are

- Checking by Flying Squads of any agency
- Movement of essential commodities
- Miscellaneous checks by respective authorities

## 1.1.2 Commercial Invoice

An invoice is a commercial document which is non-negotiable issued by the seller to the buyer. It intimates a transaction, which includes a quantity of purchase, the price of goods, date, parties involved, unique invoice number, tax details, payment terms and agreed prices.

This is generally used during any transaction. It is termed as the final sale document where both buyer and seller have agreed upon mutual details.

Sender		Commercial Invoice					
ABC Co., Ltd. 1234 St. XYZ Building, 3rd Fl. Kota Arazaki TOKYO 100-0001 Japan (JP-001)							
Phone: 031234567 Fax: Tax ID/VAT Number:		Date: (1) 2014-09-15					
XXX Company John Doe 5TH Building 999 Ave. A BEIJING BEIJING China, People's Republic 100000		Invoice Number:					
Phone: 210999999 Fax: 987654321 Tax ID/VAT Number: VAT03210123		Shipment Reference: 1234567					
Exporter ID:		Exporter Code:					
		Other Remarks: (5) No commercial value Value for customs purpose only					
		Waybill Number: (6) 0221565863					
Full Description of Goods	Qty	Commodity Code	Unit Value	Subtotal Value	Unit Net Weight	Gross Weight	Country of Origin
(4) Hardwood Footcase Type A	5 Pieces		200	1,000	1.0	5.0	Japan
Hardwood Footcase Type B	2 Pieces		500	1,000	1.0	10.0	Japan
(7) Total Declared Value: 2,000 Total Line Items: 2 Payer of GST/VAT: VAT/GST 0123 Harm Comm. Code: Invoice Type: COM Reason for Export: Permanent Other Charges:		(8) Total Net Weight: 15.0 Total Gross Weight: 15.0 (9) Currency Code: JPY Terms Of Payment: (10) Terms of Trade: FCA					
(11) SIGNATURE I/We hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.							
2010 DHL International Ltd. All Rights Reserved. Terms and conditions							

Fig 1.1.1: Commercial Invoice

## 1.1.3 Performa Invoice

Performa invoice will also have the same format of the commercial invoice, but Performa invoice is a negotiable document.

This is also called as an estimated invoice sent by the seller to the buyer in advance to the shipment of goods with all specification mentioned includes the quantity, value, transport information. This document cannot be used to demand payment. This document shall undergo changes based on negotiation. It is a not a tax invoice.

### 1.1.4 LST / CST Forms

Local sales tax or LST is a number which is issued by the sales tax department for the sale of goods/ business inside the state by any seller. This would differ from state to state.

VAT is an indirect tax on consumption of goods. VAT is an additional tax levied by the state government to the seller, and it is mentioned in the invoice levied upon the services and products. VAT rates are not uniform for all products.

In the same invoice, for different commodities, different VAT's is applicable. VAT is different for input and output of items.

Description	Rate of VAT
Natural and unprocessed products, items which are legally barred from taxation or items having social implications	0%
Precious stones, precious and semi-precious metals, bullion, gold and silver ornaments	1%
Items of basic necessities, all agricultural and industrial outputs, capital goods and declared goods	4%
Luxury Goods	20%
All goods other than goods falling under aforesaid categories	13.5%

TAX INVOICE						
<b>Tally</b> National Traders 55, Anna Building G. S.T. Road, Gundy Chennai E-Mail: sales@nationaltraders.com		Invoice No 1	Dated 5-Apr-2011			
		Delivery Note DN/34	Mode/Terms of Payment			
		Supplier's Ref. S/01	Other Reference(s)			
Buyer Mareel Traders 14, 2nd Cross Ashok Nagar Chennai		Buyer's Order No S/01	Dated 4-Apr-2011			
		Despatch Document No. DDN/2541	Dated 5-Apr-2011			
		Despatched through LR Transports	Destination Ashok Nagar			
		Terms of Delivery				
Sl No	Description of Goods	WT%	Quantl	Rate	per	Amount
1	Gold Jewellery	1	4 Nos	22,500.00	Nos	90,000.00
2	G.I Pipes	2	70 Nos	400.00	Nos	28,000.00
3	Insulators	4	65 Nos	500.00	Nos	32,500.00
4	Vacuum Cleaners	12.5%	5 Nos	17,500.00	Nos	87,500.00
						2,38,000.00
Packing Charges						10,000.00
Output VAT @ 1%						902.78
Output VAT @ 2%						657.22
Output VAT @ 4%						1,480.56
Output VAT @ 12.5%						10,980.90
Total			144 Nos			₹ 2,52,021.46
Amount Chargeable (in words) <span style="float:right">E &amp; DE</span>						
INR Two Lakh Sixty Two Thousand Twenty One and						
Forty Six paise Only <span style="float:right">VAT @ Accessible Value VAT Amount</span>						
VAT Amount (in words) <span style="float:right">1% 80,277.78 802.78</span>						
INR Fourteen Thousand Twenty One and Forty Six <span style="float:right">2% 32,881.11 657.22</span>						
paise Only (₹ 14,021.46) <span style="float:right">4% 17,013.89 1,480.56</span>						
Total <span style="float:right">12.50% 87,047.22 10,980.90</span>						
Total <span style="float:right">2,48,000.00 14,021.46</span>						
Company's VAT TIN : 3325988745						
Company's CST No. : 3325988745						
Buyer's VAT TIN : 33259874547						
Buyer's CST No. : 33259874547						
Declaration We declare that this invoice shows the actual price of the goods described and that all particulars are true and correct.						For National Traders Authorized Signatory
This is a Computer Generated Invoice						

Fig 1.1.2: Tax Invoice

CST is the central sales taxes levied by the central government on any interstate transactions. In this condition, the buyer, and seller must be in two different states. CST varies with situations. It is dependent on the category of goods.

Nature of Goods	Sale to Govt.on submission of 'D' Form	Sale to registered dealer for resale/use in manufacture on submission of 'C' Form	Sale in any other case
Declared Goods	4% or State Sales Tax(or VAT), whichever is lower	4% or State Sales Tax(or VAT), whichever is lower	2 * VAT rate
Other Goods	4% or State Sales Tax(or VAT), whichever is lower	4% or State Sales Tax(or VAT), whichever is lower	10% or State Sales Tax(or VAT), whichever is lower

### 1.1.5 TIN Series

The Tax Payer's Identification Number (TIN) is a new unique registration number that is used for identification of dealers registered under VAT. It consists of 11 digit numerals and will be unique throughout the country. First two characters will represent the State Code as used by the Union Ministry of Home Affairs. The set-up of the next nine characters may, however, be different in different States.

TIN is being used for identification of dealers in the same way like PAN is used for identification of assesses under Income Tax Act. All the dealers seeking for new registration under VAT or Central Sales Tax will be allotted new TIN as registration number, however, every State Commercial Tax Department have made provisions to issue new TIN to their existing dealers replacing old registration/ CST number.

TAX / RETAIL INVOICE				
INVOICE NUMBER : 88609C/13-14/31458		INVOICE DATE : 03-MAR-2014		
SELLER		BUYER		
DASHMESH FOOTWEAR BUILDING NUMBER 10194, OFFICE NUMBER 201,202,203, 2ND FLOOR, KAROL BAGH MALL, GURUDWARA ROAD NEAR BIKANERWALA, KAROL BAGH, CITY NEW DELHI / STATE DELHI PIN : 110005 COMPANY'S VAT TIN : 7280448652 COMPANY'S CST NO. : 7280448652				
DISPATCHED VIA ECOM EXPRESS		DISPATCH DOC. NO. (AWB)		
S.NO.	ITEM DESCRIPTION	QTY	RATE	AMOUNT
1	FOOT W STYLE EXCLUSIVE BLACK SLIP-ON SHOES (SIZE: 9)	1	499	499

Fig 1.1.3: Retail Invoice

### 1.1.6 Permit / Waybill Type

It is mandatory for the owner of a transport vehicle to obtain permit and use permit in accordance with the conditions of the permit granted or countersigned by the Regional or State Transport Authority.

Granting of permit is decided by the State Transport Authority (S.T.A. / Regional Transport Authority (R.T.A. Board as the case may be, keeping in view the overall public interest and advantages to the public, of the services likely to be provided, subject to compliance with the requisite condition and formalities.

Applications for permits are available in the office of the secretary S.T.A. and secretary R.T.A. The applicant must first apply for an allotment. After which the applicant can register the vehicle as a transport vehicle in the RTA/STA. Then only can permit be made. There are different categories of permit

The documents required for a truck driver in terms of validating the Permit are

- Registration Certificate of Vehicle
- Insurance certificate of Vehicle
- Proof of Payment of Tax for the Quarter
- Payment of Green tax wherever applicable
- Fitness certificate of Vehicle

### 1.1.7 Waybill

It is an official document issued by the carrier. These carriers are generally freight forwarders and trucking companies. The waybill will have the details of the consignor and consignee, the point of origin, destination and route. It is also called as house bill. The waybill number is unique and is used to track the shipment.



Fig 1.1.4: Waybill

Scan the QR code to watch the related videos



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

Bill of Lading

### 1.1.8 Entry Tax Forms

For certain states, entry tax is levied. It differs from states to states. Different forms like Form 41, Form F, Form 40, and Form 16 etc. are to be produced based on state requirements.

### 1.1.9 Octroi Forms

**Octroi** In modern usage, Octroi is a local tax collected by the state government or the city municipality on articles brought into a town for local use.

Levy of Octroi is based on the value, weight, length and number of articles and the basis of levy may vary from State to State or even between different local bodies within a State.

Octroi is currently applicable in the following states

- Gujarat

- Maharashtra
- Punjab

The different Octroi Forms include

- N- Form
- C &CC form
- A-B Forms
- R- Form
- X – Form
- Form 403

Based on the requirement and type of goods the document differs.

### 1.1.10 Transit Pass

These are passes which are collected by the truck drivers at the border check post confirming that the goods are passing through the state and not for sale in the particular state. Now, most of the states have made this passes online. So that the dealers themselves shall make this pass avoid errors. Usually, the last time to cross the check post will also be mentioned in the form to make sure that the transporter has left the state.

### 1.1.11 Packing List

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.

The general details include the quantities of items, the number of boxes / cartons, weight, quantity per package, invoice number, Sender and buyer address, Port information.



8/F, NO.68, Glod Road, Changning, Shanghai, China.  
Tel: +86-21-51870031 Mobile: 13370291663 www.globalkey.cn

#### **PACKING LIST**

To: Globalkey (USA) International trading Co., Ltd.  
No. 168, Finance Center, Newyork, U.S.  
Tel: +12356789 Fax: +12356789  
Attn: Mr. Lucky Wang

Invoice No.: INV001  
Invoice Date: Mar. 08, 2011  
PI/SC No.: PI110009

From Shanghai To AMSTERDAM

Item No.	Item Description	Total Qty	Qty Per Package	Package Qty & Unit	Package No.	Total N.W. (Kg)	Total G.W. (Kg)	Total Volume (m <sup>3</sup> )
GK0001	electronic scale	100	100	1 CTN	1#	180.00	200.00	40.881
SK0002	Shelf	200	100	2 CTN	2-3#	180.00	200.00	8.132
GK0003	House ware	300	10	30 CTN	4-33#	2700.00	3000.00	121.978
<b>Total</b>		<b>600</b>		<b>33</b>		<b>3,060.00</b>	<b>3,400.00</b>	<b>170.991</b>

Total Number of Package(s): 33 PACKAGES 上海环通外贸软件自动生成  
Total N.W.: 3060 Kgs www.globalkey.cn  
Total G.W.: 3400 Kgs Tel: 021-51870031  
Total Volume: 170.991 CBM Mobile: 13370291663  
Shipping Marks: N/M Men: woody.wang@lve.com

Fig 1.1.5: Packing List



## 1.1.12 Fitness Certificate

The registration of the vehicle is treated as valid only if the vehicle has a valid certificate of Fitness. In the case of Private vehicles, the fitness certificates are valid for 15 years and thereafter renewed at every 5 years. The fitness is checked and certified by the Registering Authority. In the case of Transport Vehicles, the fitness certificate is issued for a new vehicle for 2 years and subsequently renewed every year.



Fig 1.1.6: Fitness Certificate



Fig 1.1.7: Pollution Certificate

## 1.1.13 Insurance

The motor vehicle insurance certificate is a legal requirement as per the Motor Vehicle Act. It gives financial protection from accidental risk. It is very much dangerous and illegal to drive a motor vehicle without insurance. Driving on the road without proper insurance cover is serious offense under the Motor vehicles Act, so also is an act of irresponsibility, which everyone should avoid.

Type of motor vehicle insurance

**Third party policy:** This covers the risk or damages caused to the third person. Personal injuries and personal vehicle damages will not be covered by this policy. For two-wheeler vehicles, we can take this policy for a lifetime. For other vehicles, this policy has to be renewed annually. This is the cheapest available motor vehicle insurance policy. This policy can be renewed two months in advance of its expiry.

**Comprehensive policy:** This is the costly policy. It covers both personal and third party risk. We have to renew this policy annually, and it can be renewed two months in advance anywhere in India.

## Notes




---



---



---



---



---



---



---



---

## Unit 1.2 - Types of Documents Used During Exports

### Unit Objectives

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

1. Learn about the various documents used during exports
2. Narrate as at what circumstances which documents to be used
3. Identify which document to be produced during each stages

### 1.2.1 Export Documents

These are documents that are required during exports of goods. These will be additional documents required during the export process in addition to the above documents also and vary based on the type of goods and mode of transport.

These documents will be inspected by Bank, customs authority, and finance department and by import export supervisors

#### a. Bill of Lading

A bill of lading is a legal document between the shipper of a particular good and the carrier detailing the type, quantity, and destination of the good being carried. The bill of lading also serves as a receipt of shipment when the good is delivered to the predetermined destination.

#### b. Consular Invoice

Commercial invoice visaed (sighted, signed, and stamped by the consul of the importing country resident in the exporting country. It serves to exercise control over imports, and help prevent over- and under-invoicing.

#### c. Certificate of Origin

These are documented that certifies as a shipment's country of origin. Certificate of origin is commonly issued by a trade promotion office, or a chamber of commerce in the exporting country.

#### d. Inspection Certificate

A document certifying that merchandise (such as perishable goods was in good condition at the time of inspection, usually immediately prior to shipment. Pre-shipment inspection is a requirement for importation of goods into many developing countries.

#### e. Dock receipt and warehouse receipt

A receipt issued by a warehouse supervisor or port officer certifying that goods have been received by the shipping company.

#### f. Export License (when needed)

#### g. Bank details

Additional documents may be necessary based on the nature and the value of the shipment and on the particular rules of the destination country.

## Unit 1.3 - Documents Required During Interstate Transfer and General Parameters on Tax

### Unit Objectives

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

1. Learn about the various documents required during interstate transfer
2. Narrate as at what circumstances which documents to be used
3. Identify how many copies of each document to be produced
4. Gather information on tax parameters

### Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

The below table explains as what are the documents required in each state in India along with the truck at the check posts and during the inspection.

SR. No	State	Invoice Copies	LST/CST & Tin Req.	TIN Series	Permit / Waybill Type	Entry Tax Applicable	Octroi Applicable	Transit Pass Required	Other Information
1	Andaman Nicobar	2	YES	N/A	NOT REQUIRED	NO	NO	NO	
2	Andhra Pradesh	2	YES	28	ST form 10 required for incoming & outgoing material (Online)	NO	NO	YES	APGST/CST No. is must
3	Arunachal Pradesh	2	Only LST & CST	N/A	PERMIT REQUIRED	NO	NO	YES	The registration number is a must. On invoice Value 4 to 12% ST is applicable according to the product. TAX amount should be paid by DD only at the check post itself.
4	Assam	2	YES	18	Form No. 62	YES	NO	YES	PERMIT VALIDITY 90 DAYS.
5	Bihar	2	YES	10	FORM D-IX (Online)	NO	NO	YES	Way Bill & Transit Pass (Online)
6	Chandigarh	2	YES	4	NOT REQUIRED	NO	NO	NO	INCREASE LORRY MOVED VIA PUNJAB, TRANSIT PASS REQUIRED
7	Chhattisgarh	2	YES	22	NOT REQUIRED	NO	NO	NO	
8	Delhi	2	YES	7	NOT REQUIRED	NO	NO	NO	Value Added Tax (VAT) FORM T-2 Online generated required with Documents eff. 1st Oct'2012
9	Goa	2 INVOICE & 3 D.C	YES	30	NOT REQUIRED	NO	NO	NO	
10	Gujarat	2	YES	24	(E.WAYBILL) FORM 402 FOR OUTGOING & FORM 403 FOR INCOMING MATERIAL	NO	NO	NO	

11	Haryana	2	YES	6	FORM 38	NO	NO	NO	NO	INCASE VALUE OF MATERIAL IS LESS THAN RS. 25000/- PERMIT NOT REQUIRED
12	Himachal Pradesh	2	YES	N/A	FORM 26	YES	YES	NO	NO	TAX APPLICABLE FOR PLASTIC & STEEL GOODS AT CHECK POST 7% Oil & Lubricants, 5% Tax on Hydero Thermal Projects, Telecommunications. 4% Tax on Iron & Steel, Tobacco products.
13	Jammu Kashmir	2	YES	11	FORM - 65	YES	NO	NO	NO	1. Entry Tax is applicable @ 12.5% over the Total value. 2. Toll tax is applicable @ Rs. 45/- per Quintal. 3. Form 65 required in case of goods pertaining to ARMY.
14	Jharkhand	2	YES	20	(E.WAYBILL) JVAT 504G Validity Six Months	NO	NO	NO	NO	1. For incoming consignments form No. JVAT 504G. 2. For outgoing consignments form No. 504B. 3. For transport of inside Jharkhand form No. 504P. 4. For the consignments pertaining to new plant/factory at Jharkhand, then form No. JVAT 502G & JVAT 503G is a must
15	Karnataka	2	YES	29	E-Sugam (On Line Generated Form)	NO	NO	YES	YES	
16	Kerala	2	YES	32	FORM 16	NO	NO	NO	NO	Tally sheet has to submit to Check post.

17	Madhya Pradesh	2	YES	23	FORM 49 - IN for incoming & FORM 49 - OUT for outgoing TWO COPIES Online Generated	NO	NO	YES	1. MATERIALS FOR OTHER STATES M.P.FORM 85 REQUIRED 2. FOR HOUSEHOLD GOODS FORM 86 IS REQUIRED 3. COMPUTERISED MP FORM IS STARTED. TWO COPIES OF ORIGINAL FORM SHOULD BE TAKEN. SIGNATURE AND SEAL OF CONSIGNOR SHOULD BE OBTAINED ON THE FRONT SIDE AND REAR SIDE IS MUST
18	Maharashtra	2	YES	27		NO	YES	NO	VALUE OF MATERIAL IS MUST.
19	Manipur	2	YES		FORM 35 FOR SALEABLE & NON-SALEABLE GOODS	NO	NO	NO	FORM 37 FOR NON-COMMERCIAL GOODS
20	Meghalaya	2	YES		TWO COPIES OF FORM NO. 40 IS REQUIRED (CHECK POST COPY & CUSTOMER COPY)	NO	NO	NO	VALIDITY IS 90 DAYS
21	Mizoram	2	YES		TWO COPIES OF FORM NO.33 IS REQUIRED (CHECK POST COPY & CUSTOMER COPY)	NO	NO	NO	VALIDITY IS 90 DAYS
22	Nagaland	2	YES		UN- NUMBERED FORM IS REQUIRED (CHECKPOST COPY & CUSTOMER COPY)	NO	NO	NO	VALIDITY IS 30 DAYS
23	Orissa	2	YES	21	FORM 402 E- WAYBILL (Online)	YES	NO	YES	ENTRY TAX 2% ON OLD CLOTHS & SAREES BUT NOT ON READY MADE GARMENTS.
24	Pondicherry	2	YES		VAT-49	NO	YES	NO	

25	Punjab	2	YES	3	NOT REQUIRED	NO	NO	NO	NO	<p>Entry Tax for Incoming Goods. 12.5% - Cement, Ceramic Tiles, D.G.Sets, Lubricants, Marble &amp; Plywood. 8.8% - Diesel. 4% - Iron Scrap, Pig Iron, M.S.Billet, Iron Wire, M.S.Ingot, Atta,Vanaspati / Refined Oil,Transformers, D.O.C / Rice Bran &amp; Yarn. 2% - Furnace Oil. For Punjab State, the Sales Tax Forms should be attached by downloading through website <a href="http://www.pextax.com">www.pextax.com</a>. THE SATE SALES TAX FORM FOR THE CONSIGNMENTS BOOKED TO PUNJAB STATE TO BE ATTACHED BY DOWNLOADING IT THROUGH WEBSITE <a href="http://www.pextax.com">www.pextax.com</a>.</p>
26	Rajasthan	2	YES	8	VAT FORM 47A FOR INCOMING & FORM 49 FOR OUTGOING - ONLINE WAY BILL GENERATION	NO	NO	NO	NO	
27	Sikkim	2	YES		FORM - 25	NO	NO	NO	NO	

28	Tamilnadu	2	YES	3	NOT REQUIRED	NO	NO	YES	TRANSIT PASS: - Diesel Engines, Marbles, Raw Rubber, Refrigerators, Air-Conditioners, Air-Coolers, Water Coolers, Washing Machines, Alcoholiqors of all kinds for human consumption other than toddy and arrack, Foreign liquors, Kerosene & All types of plastic granules and plastic raw material.
29	Tripura	2	YES	16	FORM 26 FOR SALABLE GOODS. UN-NUMBERED IN WHITE FOR GOVT. PARTIES	NO	NO	NO	VALIDITY FOR FORM 26 IS 6 MONTHS.
30	Uttar Pradesh	2	YES	9	FORM 38 - E.WAYBILL(Online)	NO	NO	YES	Way Bill & Transit Pass (Online)
31	Uttarakhand	2	YES	5	FORM 16A-VAT	NO	NO	YES	Present series of the permit is UK/VAT/D/2010. Almost every year the series get changed
32	West Bengal	2	YES	19	FORM 50 W.B.E- Permit (Online)	YES	NO	YES	Transit pass required for other states. Tax invoice copy is a must for incoming material. There is a provision of waybill downloaded from the internet for the consignments pertaining to West Bengal.

1. Three copy of the original invoice is a must for all States.
2. Tin number is required for all states. Only U.P, Himachal Pradesh need not required Tin number
3. For all states consignee party, LST & CST number is most Essential



### 1.3.1 General Parameters on Tax Documents

Parameter	Under Indian VAT
Applicability	VAT on the intra-state sale of goods
	CST on the interstate sale of goods
	ST on the provision of services
Payable by	Person affecting sale for VAT and CST
	Person providing service for ST
Standard Rates	VAT @ 4%–15%
	CST at 2% or the VAT rate
	ST @ 12%
Levied and administered by	VAT by the state government
	CST levied by the Central Government and administered by the state government
	ST by the Central Government
Return	VAT and CST on a monthly/quarterly basis
	ST is bi-annual
Statutory Forms	Form C for inter-state concessional rate sale
	Form F for stock transfer
Road Permits / Waybills	Applicable in most states for both inbound and outbound movement of goods

### 1.3.2 Roadways Map of India



Fig 1.3.1: Roadways Map of India

### 1.3.3 Organizational Understanding

Each organization is different and their procedures are different. Hence as a Documentation Specialist - Transportation, the priority of jobs will be to understand the business & the products that the organization is involved in, their rules and procedures of doing an activity. The procedure required for each consignment will also vary. Hence getting familiar to the organization standards is essential. Once when the goods are out of the depot, till it reaches the customer, the Documentation Specialist - Transportation is responsible for all the information in the documents. Sometimes, missing or theft of documents or wrong information on the documents may lead to legal non-compliance. No unauthorized person should be allowed to view or handle any information or documents, computers or mobile devices and maintaining it would be a primary security responsibility.

### 1.3.4 Understanding of Coding System

In order to track and trace the location of the package/ consignment, the coding system is used. This system is used to identify the path of movement of goods. There are also coding systems used to understand the carriage type, location, type of goods inside package (chemical, medical products, etc).

The coding system shall be

1. Numbers -123456789
2. Alpha Numeric- C6578AWN98
3. Barcodes- 2D and 3D barcodes
4. RFID's

### 1.3.5 Understanding of Shipping Reference Number

It is a unique number provided by the courier company during booking. The receipt provided by the courier company on booking of the consignment will have this reference number. This will help the customer and shipper to track and understand the status, when entered on an online portal.

Airway Bill  
Number /  
Reference  
number

Fig 1.3.2: Way bill number of TNT

### 1.3.6 Understanding of Labeling

Labeling is a graphical communication with respect to the goods inside the packages and a key communication as how to handle the packages. It is a key skill and ability to understand and perform functions based on labeling. Labeling is a pictorial representation made visible on any package as a brief description about the properties of the goods inside the package.



Fig 1.3.3: Labels used on packages

### 1.3.7 Understanding of Pin Code

Postal Index Number which is also called as Pin code which is used to formally sort and deliver the mail. PIN Code is a 6 digit code of Post Office numbering used by India Post.

There are 9 PIN regions in the country. The first 8 are geographical regions and the digit 9 is reserved for the Army Postal Service. The first digit indicates one of the regions. The first 2 digits together indicate the sub region or one of the postal circles. The first 3 digits together indicate a sorting / revenue district. The last 3 digits refer to the delivery Post Office.

The fourth digit represents the route on which a Delivery office is located in the sorting district.

The last two digits represent the delivery office within the sorting district starting from 01

**The first digit of PIN indicates as below:**

First Digit	Region	States Covered
1	Northern	Delhi, Haryana, Punjab, Himachal Pradesh and Jammu & Kashmir
2	Northern	Uttar Pradesh and Uttaranchal
3	Western	Rajasthan and Gujarat
4	Western	Maharashtra, Madhya Pradesh and Chhattisgarh
5	Southern	Andhra Pradesh and Karnataka
6	Southern	Kerala and Tamil Nadu
7	Eastern	West Bengal, Orissa and North Eastern
8	Eastern	Bihar and Jharkhand
9	APS	Army Postal Service

Table 1.3.4: PIN Indicator



Fig 1.3.5: Delivery Location

**Notes** 

---

---

---

---

---

---

---

---

---

---

First 1/2 Digits of PIN	Postal Circle
11	Delhi
80 to 85	Bihar and Jharkhand
12 and 13	Haryana
14 to 15	Punjab
16	Chandigarh
17	Himachal Pradesh
18 to 19	Jammu and Kashmir
20 to 28	Uttar Pradesh and Uttarakhand
30 to 34	Rajasthan
36 to 39	Gujarat
40	Goa
40 to 44	Maharashtra
45 to 48	Madhya Pradesh
49	Chhattisgarh
50	Telangana

First 1/2 Digits of PIN	Postal Circle
51 to 53	Andhra Pradesh
56 to 59	Karnataka
60 to 64	Tamil Nadu
67 to 69	Kerala
682	Lakshadweep (Islands)
70 to 74	West Bengal
744	Andaman and Nicobar Islands
75 to 74	Odisha
78	Assam
79	Arunachal Pradesh
793, 794, 783123	Meghalaya
795	Manipur
796	Mizoram
799	Tripura

Table 1.2.2: PIN Indicator

This pin code numbers are used to sort and route the delivery /pickup of the packages or mail to the relevant branch office to perform delivery /pickup.

### 1.3.8 Barcodes

Barcode systems can track material through each step of the work and keep detailed records on each piece or batch. Using barcodes, you can track your parcel /consignment as where items are located and how many items are in transit. A basic inventory tracking system consists of software and a barcode scanner or mobile computer



Fig 1.3.6: 1D Barcode



Fig 1.3.7: 2D Barcode

## 1.3.9 Courier Tracking

**Courier Tracking in India** is the process through which we can get the right information about parcel situation that we had couriered. From here customers can acquire Steps to Locate Courier Online.

Courier is one of the best ways to send an item from one destination to another. Many courier companies are in India which promises to send the item with safety and at the right time. Companies are getting more technical day by day that helps in providing many easy to use facilities to the customers. One of those facilities is Courier Tracking in India.

Courier Tracking in India is the procedure all the way through which we can obtain the correct information about parcel location that we had couriered. When we send an item, the company designs a route or path to send this item to the desired destination in time. The item gets dispatched and received at the different locations during this journey. The Tracing System lets the customer to know that where the parcel had reached yet.

### Steps to Locate Courier Online

The courier companies update their tracking systems regularly. They keep the whole data of every parcel and through this data the company provides the actual information of the thing to the customer. It is so easy to track the current location of the parcel you just have to use the tracing number which was given to you at the time of booking. Follow the following simple steps:

- First of all you should visit the official website of the respective company.
- Select the link related to tracking system.
- Now a new page will open asking you for the tracing number of the couriers.

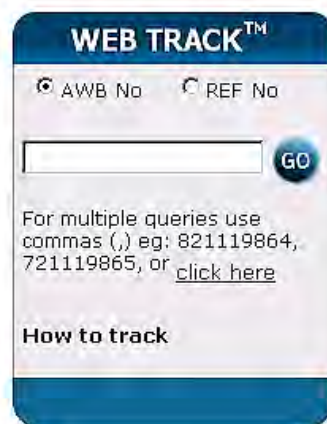


Fig 1.3.8: Tracking

### Track Shipments

Track your shipment(s) movements around the world at any time.

<p>By Shipment Number(s)</p> <p>To track multiple shipments, enter shipment numbers separated by a new line.</p> <input type="text"/> <p><b>Track</b></p>	<p>By Reference(s)</p> <p>- Select Reference ▼ = <input type="text"/></p> <p>Origin Country : - Select Country - ▼</p> <p>Between: Jun ▼ 11 ▼ 2016 ▼</p> <p>And: Jul ▼ 11 ▼ 2016 ▼</p> <p><b>Track</b></p>
---	--

Fig 1.3.9: Tracking

- You can obtain the Tracking Number from the postal receipt handed over to you at the time of booking.





Fig 1.3.10: Tracking Number

- Now fill the Tracking Number and some website ask to fill captcha , viewers are required to fill correct captcha and thereafter press on to the Go button.

#### Track Shipments

Track your shipment(s) movements around the world at any time.

<p>By Shipment Number(s)</p> <p>To track multiple shipments, enter shipment numbers separated by a new line.</p> <p><input type="text" value="Z20979409"/></p> <p><input type="button" value="Track"/></p>	<p>By Reference(s)</p> <p>- Select Reference ▾ = <input type="text"/></p> <p>Origin Country : - Select Country - ▾</p> <p>Between: Jun ▾ 11 ▾ 201€ ▾</p> <p>And: Jul ▾ 11 ▾ 201€ ▾</p> <p><input type="button" value="Track"/></p>
--	--

Fig 1.3.11: Track Number

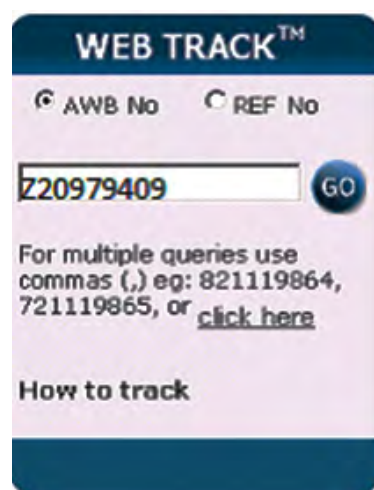


Fig 1.3.12: Web Track

- At last, you can acquire details of your items which were delivered

Status and Scans			
Location	Details	Date	Time *
<b>Waybill No :</b>			
Marathalli	Shipment Delivered	21-Aug-2014	11:00
Marathalli	Shipment Out For Delivery	21-Aug-2014	09:50
Marathalli	Delivery Attempted-Premises Closed	20-Aug-2014	11:40
Marathalli	Shipment Out For Delivery	20-Aug-2014	09:37
Marathalli	Delivery Attempted-Premises Closed	19-Aug-2014	11:10
Marathalli	Shipment Out For Delivery	19-Aug-2014	09:51
Marathalli	Delivery Attempted-Premises Closed	18-Aug-2014	14:00
Marathalli	Shipment Out For Delivery	18-Aug-2014	10:45
Marathalli	Delivery On Next Business Day	16-Aug-2014	16:12
Marathalli	Shipment Arrived	16-Aug-2014	15:59
Bangalore Hub	Shipment Further Connected	16-Aug-2014	15:03
Bangalore Hub	Shipment Arrived	16-Aug-2014	14:46
Bial Hub	Shipment Further Connected	16-Aug-2014	14:27
Bial Hub	Network Delay, Will Impact Delivery	16-Aug-2014	11:30
Bial Hub	Shipment Arrived	16-Aug-2014	09:19

Fig 1.3.13: Tracking Status

These are the simple steps through which you can track the exact position of the parcel you have couriered.

Below is a list of less common tracking points and what they mean.

**Missing pre-advice:** The parcel information has not yet been loaded onto online system. However, the parcel has entered and is still moving within the network.

**Order generated:** The parcel has been booked onto the system but has not yet been collected.

**'Sorted at national hub' or 'Hub trailer via sorter':** The parcel is being sorted at one of the National Hubs and will shortly be on its way to your local delivery depot.

**Receipt at depot:** The parcel is at either the collection or delivery depot, please check the tracking information.

**Misrouted at depot:** The parcel has been sent to the incorrect depot but will be re-routed. Please allow 48 hours for the parcel to reach your local courier.

**Manifested for delivery/ 'Manifested to courier' or 'Out for delivery':** The parcel has been assigned to the courier for delivery. It will typically be followed by a 'courier received' scan, once the courier is in receipt of the parcel.

**Courier received:** The parcel is with the courier for delivery

**Carried forward:** The courier has been unable to deliver the parcel but will re-attempt the next working day.

**Not delivered due to address query:** We have had a problem delivering your parcel, if you are the shipper of the parcel, please contact us, with contact details for the recipient. If you are the recipient of the parcel, please contact your shipper, they will be able to resolve this on your behalf.



## 1.3.10 Packaging and Labelling

Proper packaging and labelling is one of the most important things to do well when it comes to international couriering. To make it easy for you we've compiled some of the top tips when it comes to packaging and labelling shipments.

### Outer packaging

Using the right packaging for the job

Boxes are certainly an effective way to safely transport goods - but not all boxes are created equal. Always check before you pack.

- Use stable corrugated boxes with their flaps intact.
- Avoid boxes with structural weaknesses - holes, tears, well used etc.
- Ensure boxes are large enough to provide enough cushioning for item.
- Only use approved packaging for Dangerous Goods items.

### Internal packaging

Wrap it right

Don't let your items get rattled - use common sense when it comes to internal packaging to ensure everything stays safe and sound during transit.

- Bubble wrap, shredded paper, corrugated cardboard and polystyrene are the most ideal forms of internal packaging.
- Wrap all items individually, and make sure there's enough packing material between each item to avoid damage from items banging together in transit.
- Protect sharp edges with both tape and padding.
- Use 'fragile' stickers where necessary.
- Remember the 5/5 rule for fragile items: 5cm from the walls, base and top of the box and 5cm of cushioning around each individual item.



Fig 1.3.14: Packaging Accessories

Scan the QR code to watch the related videos



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

Packaging and Labelling

## Express packs

Tips for couriering with ePacks

Express packs are a quick and easy option for sending items.

- Prevent flat items creasing by placing them between two strong pieces of card.
- Heavier items should be securely wrapped in an inner bag or box in case the outer packaging becomes damaged.
- Always remember to fully seal your pack.
- You can never be too careful – include the destination address inside too.
- Recommend not exceeding a weight limit of 15kg.
- Dangerous goods must not be sent in ePacks.

## Maximum dimensions

Check the scales

The maximum weight acceptable varies generally and, for health and safety reasons, you'll need to put 'Caution Heavy Item' stickers on any item over 20kg. For heavier items, the weight should also be written on each box so everyone knows just what they're picking up before they do so.



Fig 1.3.15: Heavy Signage

## Seal securely

Keep it closed

To ensure packages and boxes don't come apart seal all openings. Again, this is common sense but many people rush through this process without thinking of the forces some items can put on their packaging.

- Boxes should be closed securely using two or three strips of packaging tape on both the top and bottom of the box.
- Make sure you use strong packing tape too (the sello tape from the dispenser on your desk won't quite cut it).
- The sort of packaging tape to use should be a minimum of 4cm in width



Fig 1.3.16: Seal the Box

### Address labelling

Avoid unnecessary returns

Across India there are many towns and streets with the same name, which can make delivery difficult if you don't have full address details. Always label your sending with a specific and complete address.

- Include a contact name and phone number (with the area code).
- Remember to always send the item to a physical address (Couriers don't deliver to PO Boxes).
- Avoid potential confusion by removing all old labels and stickers from used boxes.
- Include a full return address and phone number on the back of the box, in case it needs to be returned or the sender contacted.



Fig 1.3.17: Return Address

### 1.3.11 Prohibited Goods

Safety first (and second, and third)

Courier cannot deliver certain items such as some dangerous goods, animals, jewellery, cash, negotiable instruments (such as vouchers, bullion, coins, precious stones, antiques, original artworks or other valuables. If you need to send hazardous goods (such as paints, aerosols and batteries) you must follow Dangerous Goods policy before you accept it.

- Before you book a pick-up please get in touch with Courier Company to ensure you can transport your item through the network.
- Each item sent must have a correctly completed Dangerous Goods Declaration form and a DG ticket attached alongside the standard ticket.
- All Dangerous Goods items must be packaged in accordance with legislative requirements for the particular class of DG.
- You must also ensure that correct marking and labelling requirements are met for each Dangerous Goods item - consult the goods' manufacturer for further information.
- While you endeavour to have Dangerous Goods delivered as per the service standards this may not always be possible.



**ACIDS**



**BATTERIES**



**BLEACH**



**COMPRESSED GAS**



**EXPLOSIVES**



**FLAMMABLE LIQUIDS**



**IGNITABLE GAS**



**INCAPACITATING SPRAYS**



**MATCHES LIGHTERS**



**POISONS**



Fig 1.3.19: List of few Prohibited Goods

### 1.3.12 Manual Handling

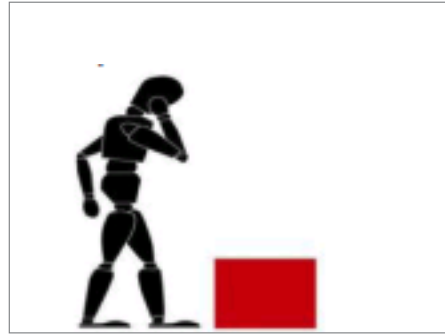
Manual handling is defined as any activity requiring the use of force exerted by a person in lifting, lowering, pushing, pulling, carrying, holding or restraining a person, animal or thing. In general, the term manual handling is defined as moving anything by using force. Manual handling tasks are identified as the main cause of back injury. Therefore, it is important that manual handling training is given to reduce the risk of injury, especially back injury.

Proper Manual Handling Techniques

## Steps: In Manual Handling



**STEP 1:** Plan the lift. Identify where the load should be transferred to and use appropriate handling devices, if available. Determine if the load can be transferred alone or if assistance is needed. Ensure that there is no obstruction along the way



**STEP 2:** Place the feet apart and ensure you are totally balanced. The load should be as close as possible to your body. Bend your knee and not the back. Keep the back straight



**STEP 3:** Get a firm grip. Always consider the type of gloves used since certain gloves will require extra gripping force. The recommended gloves for manual handling activities are power grip gloves



**STEP 4:** Do not jerk and avoid sudden movement. Lift gently and keep control of the load. Move the feet and do not twist your body when turning to sides



**STEP 5:** If precise positioning of the load is necessary, put it down first, and then adjust it according to a desired position.



**STEP 6:** Place It appropriately



### 1.3.4 Type of Trolleys & Manual Handling Tools

#### Roll Cages

Roll cages (also known as roll containers or roll pallets) are commonly used in warehousing, storage and distribution. Musculoskeletal and other injuries arise from:

- Pushing/pulling loaded roll cages, especially up slopes, over steps or on uneven floor surfaces;
- Trying to prevent roll cages overbalancing (and crush injuries where this was not successful);
- Repetitive loading and unloading of roll cages;
- Trapping hands while assembling/dismantling cages;
- Trapping hands and other parts of the body between the roll cage and a wall, side of vehicle etc;
- Feet being trapped under the castors; and
- Roll cages falling off lorries (e.g. from the tail lift) during loading and unloading, often causing the most serious injuries.



Fig 1.3.20: Trolley

#### Trolley

Employers need to select a suitable trolley designed for employees to use. Trolleys are designed to be used on level, even surfaces. If used on a gradient, there may be a risk of trolleys freewheeling out of control, causing injury to people. Trolleys should not be used on gradients unless a safe system of work is adopted to prevent such risks from occurring. Employers need to carry out a manual handling assessment on the use of trolleys and a system for inspection and maintenance of trolley

#### a) Platform truck



Fig 1.3.21: Platform truck

## Notes



---

---

---

---

---

---

---

---

---

---

## Practical



1. Identify the different types of Documents

## Exercise



1. What is commercial invoice
2. List down the states which has Octroi
3. What documents are required to enter Himachal Pradesh?
4. If the goods are travelling between two different states via an intermediate state then what document has to be produced at the intermediate state?
5. What is a packing list?
6. What are the different Coding Systems?
7. What is a Shipping Reference number?
8. Identify a Shipping reference number from a courier slip
9. What is Pincode?
10. What is barcode?
11. Place different label and students have to explain each label



## Notes



---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



## 2. Procedure in Handling Documents



Unit 2.1 - Steps involved in Processing Documents

Unit 2.2 - Inbound Consignment Process

Unit 2.3 - Outbound Consignment Process



## Key Learning Outcomes

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

1. Narrate as what are the steps involved in preparing documents
2. Identify the Do's and Don'ts while preparing documents
3. Process the inbound and outbound consignment process
4. Plan parameters and considerations before scheduling activities
5. Source out information's required for planning the day
6. Prioritize the activities for the day
7. Educate in identifying the right type of documents required
8. Explain the steps in inbound and outbound transportation movement
9. Inspect the documents and documents to be produced as acknowledgment

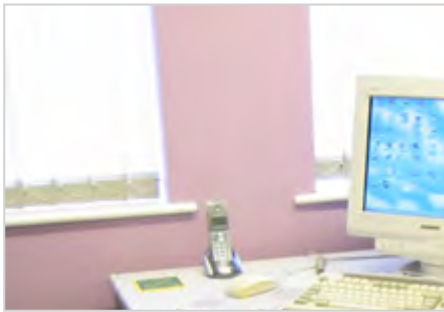
## Unit 2.1 - Steps Involved in Processing Documents

### Unit Objectives

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

1. Agree upon understandings required while preparing documents
2. Learn about process involved
3. Inspect on the various checklist required and reporting

### Steps: How to Process Documents



**STEP 1:** Check your table Everything is OK



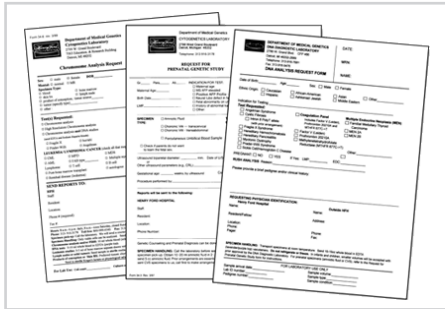
**STEP 2:** Get tasks from Transportation Manager



**STEP 3:** Prioritize based on time, availability of resources, customer and criticality



**STEP 4:** Understand legal requirements for each Consignment, each route, Product



**STEP 5:** Get ready with documents based on types of goods & its procedures



**STEP 6:** Fill Forms and inspection checklist



**STEP 7:** Use softwares & complete documentation procedure



**STEP 8:** Communicate with employees the instructions



**STEP 9:** Escalate to supervisor on issues



**STEP 10:** Complete the checklist and submit the documents

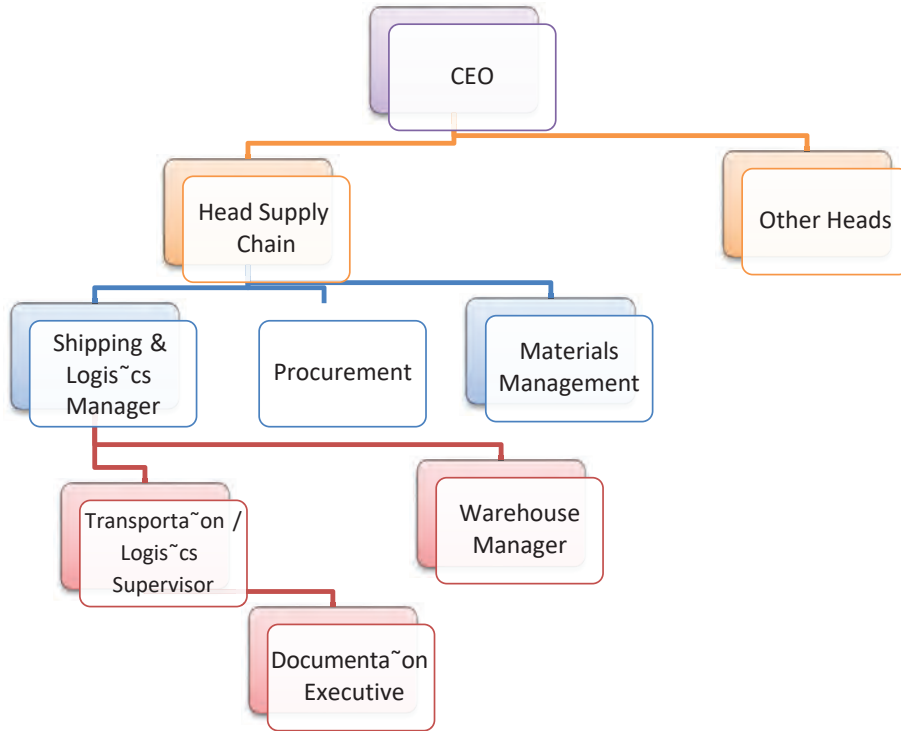


**STEP 11:** Prepare reports & submit to management



**STEP 12:** Help and support team members

### 2.1.1 Organizational Structure - Reporting



As a Documentation Specialist - Transportation, the job will be assigned by the Transportation Manager for the day based on the schedules of the shipments either inbound or Outbound. The transportation manager will be having the plan received from stores and production about the inbound and outbound shipments. Also, they will also be having a plan for the type of truck and load to be handled for each consignment.

At the start of the day, the Documentation Specialist - Transportation should maintain a precise checklist to understand what kind of requirements would be needed for the day.

To start with, the checking will begin with the list of stationary requirements for the day, which includes the pen, papers, printers, enough government documents & forms, software log in credentials, logos, seals, kits etc. If any item found to be missing make sure to put in place before the start of the day. Solve the problems if any before the start of the day.



Once found satisfactory, talk with the Transport manager and get the list of forecast plan of inbound and outbound consignments that are expected to reach the premises for the day. The transport manager will not only provide the overview of consignments but also data related to each consignment will be given. These data will be useful information for the Documentation Specialist - Transportation to prepare the documents.



Fig 2.1.1: Transport Manager and Documentation Specialist - Transportation

Scan the QR code to watch the related videos.



<https://www.youtube.com/watch?v=nv4QwsY0mBA>

Processing Document

The data will be either called as a delivery planning status or Delivery note number or Delivery pick list or shipment number code or PO Number or Load ID based on organizations. This will be the one information from where you begin with.

Then use your login id and password to enter into the computer software.

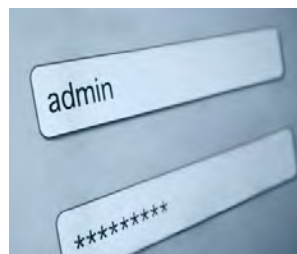


Fig 2.1.2: Username and Password

Once when entered into the computer software, type the data (delivery note number received from the transport manager into the system. The system reflects the associated information pertaining to the shipment. It would generally include, the Customer name in Full, the address of shipment, the name of commodity, item description, quantity, type of packages, the number of items, its weight, item code (if any, shipping method, etc.



Show All Details		Hide All Details											
PO	Supplier	Item	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity
Details	Number	Line	Shipment	Item	Description	Due Date	Ordered	Received	UOM	Quantity	Shipped	Location	LPN/I
<a href="#">+ Show</a>	12885-1	1	1		11 Description for Item 1	28-Aug-2006 00:00:00	10	0	Each		10	V1- New York City	
<a href="#">+ Show</a>	12857	1	1		Paper - requires 2- way match office supply item	28-Aug-2006 01:05:04	10	0	Each		10	V1- New York City	

Fig 2.1.3 Shipment List

From the total list of the days consignments, classify the list of the inbound activities and outbound activities. Try and understand the types of materials that will be leaving / coming into the factory premises and what kind of documents will be required based on its usage and destination should be made ready. Understand the weight, length, width, route and type of truck that is going to be used. Based on each scenario the codes and checklist will differ. Try and align the documents as a perfect kit.

Determine what mode of transportation is to be used and prepare the documents accordingly. Understand the legal requirements for each type of transportation.



Fig 2.1.4: Mode of Transport



Fig 2.1.5: Documentation Specialist - Transportation

Classify the priorities for the day and start to work with. The priorities may be defined either by customer type, based on schedules planned, based on expedites or based on emergencies.

Based on the mode of transportation and the type of goods, start to prepare the documents. Documentation Specialist - Transportation is not responsible for entering every detail of the document. Based on the information received from the finance and sales department, they cross-check the information against the purchase order, invoice, packing list, they start to prepare documents. The entry data will be limited to requirements needed in the document for transportation purpose only. Recording the physical /visual inspection of goods is one other key information to be captured. At some circumstances, electronic documentation has to be done. In such case, filing any form and submission would be done via the internet. Example – Transit Pass for certain states (Tamil Nadu) can be done online, and shall attach the receipt.

With an understanding of the number of copies to be printed, take print out of the copies of packing list, Invoice, Quality reports, Interstate forms, Permit forms of Trucks, Transit pass and any other required forms based on the destination.

Each transporter and freight forwarder may request a different format and copies of documents may vary. So, understanding of each of the transportation companies, the organization works with and their processes are important.

Based on the standard operating procedures, start to prepare the documents. Prepare the kit for each consignment, stamp, seal the documents wherever necessary and get it approved at all stages. Prepare the number of sets as different kits as per the requirement at customs / RTO check post / tax audit/ for inspection



Fig 2.1.6: Seals

Check the documents against the shipping checklist. Validate and keep it for future reference. The detail of destination is one more critical area where attention should be given. Because missing of it would delay the shipment process when it crosses the borders between the states. As discussed in the previous table, for each state, the requirements of documents vary. Based on which the kit of documents has to be prepared and to be given to the driver. So the Documentation Specialist - Transportation should be very much aware of what kind of documents will be required at which check posts based on goods.

SHIPPING CHECKLIST		FORM 420	
Shipping Company	Packing List No.	Date of Packing	Shipping Date
City		Destination City	
Material ID	Material Name	Material Description	
HSN Code		HSN Code	
State of Consignment		Destination State	
Shipping Details			
#	Quantity	Weight (KGS)	Consignment Status if any
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
Marketing - Purpose		Marketing - Category	
Marketing - Segment		Marketing - Channel	

Fig 2.1.7: Checklist

Pass on the documents to the required person in hand as sealed package, so that during carrying the documents should not fall away. Make sure the communication is clear and understood by the concerned driver so that the exact documents shall be produced at the respective authorities.



Fig 2.1.8: Unsealed Package

Prepare the reports for the day and submit to the management.

For all the tasks assigned and completed make sure you have recorded the day's work and report to the superiors.



Fig 2.1.9: Reports

If faced with any failures or on any issues, kindly report to the manager in charge immediately. The more delay you make may end up severe consequences, hence trying to notify your manager is very important as earlier as you knew it.



Fig 2.1.10: Informing Manager

## Unit 2.2 - Inbound Consignment Process

### Unit Objectives

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

1. Agree upon understandings required for inbound consignment process
2. Learn about various documents to be received during inbound operations
3. Inspecting the documents and documents to be produced as acknowledgement
4. Correspond with the issues faced

1. Obtain the delivery Planning Status of consignments scheduled for the day from the Transport department.

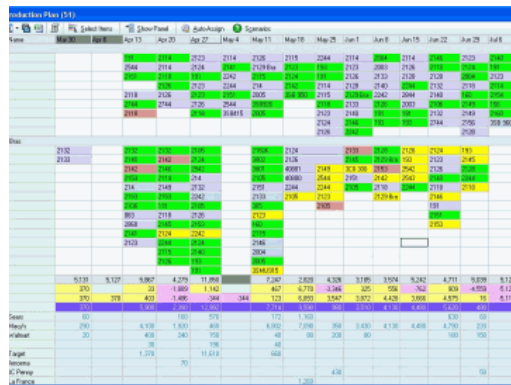


Fig 2.2.1: Delivery Chart

This chart will let you know the deliveries scheduled for the day. Based on which you shall make the resources ready for the day.

2. Obtain the gate entry document once when the truck enters.

Entry No.	Entry Date	Document No.	Doc Date
GRC/03007/10-11	24-JUN-10		

Fig 2.2.2: Incoming Gate Entry

This will be done by the security at your office premises, who verifies that the truck has arrived your premises and endorses either by seal or inputs details in the entry software.

3. Receive the documents		
	From the truck driver	From Hand / Courier
<b>Local Vendor</b>	Invoice (Vendor)	Gate Entry
	Gate Entry	Package
	Packing List	
	Octroi / tax forms	
	Insurance	
<b>Import</b>	Forwarding and Clearance Form of Shipping agent	Invoice
	Bill of Entry (first Page & Last Page)	Airway Bill
	Bill of Lading Copy	Duty Invoice
	Commercial Invoice	Bill of Entry
	Packing List	Customs Copy
	Insurance	



Fig 2.2.3: Receive the documents

#### 4. Perform Inward Check

- The Purchase order number against the invoice received?
  - i. Does it match?
  - ii. Check the quantity to be arrived
- Whether you have received materials in good condition?
- Whether you have received the quantity in full?
- Is the Package opened by Customs?
- Any damage in transit?
- Approved by quality?
- All documents have been received against the inbound checklist
- Whether all goods has been unloaded

## 5. Process Goods Received Note (GRN)

This record is an official confirmation that the goods have been received. Once this confirmation is made, it is sent to the finance department to proceed with payment.

**Goods Received Note Listing With Detail** User ID : ADMIN

Page 1 of 1

Doc No	Date	Code	Creditor Name	UOM	Qty	Unit Price	Disc.	Amount	Local Amount
LEARNING AUTOCOUNT SDN BHD (752004)									
GR-000002	22/09/2009	405-P001	FUTURE DREAM PHONE SDN BHD					250.00	250.00
1	ITEM A	ITEM A		PCS	1	3.00		25.00	25.00
2	ITEM B	ITEM B		PCS	1	1.00		21.00	21.00
3	BOX	BOX FINISHED ITEM		SET	3	68.00		204.00	204.00
GR-000003 12/10/2009 405-C001 SELCOM SDN BHD									
1	ITEM 123	NONA-ITEM 123		PCS	20	50.00		1,000.00	1,000.00
2	ITEM A	ITEM A		PCS	5	65.00		325.00	325.00
3	9990	SAMPLING 999-9990		PCS	2	1,740.00		3,480.00	3,480.00
Doc Count: 2								Total:	4,240.00
<b>Final Summary By Items</b>									
Item Code	UOM	Qty	Amount						
BOX	SET	3	204.00						
ITEM 123	PCS	20	1,000.00						
ITEM A	PCS	15	375.00						
ITEM B	PCS	2	21.00						
9990	PCS	2	3,740.00						
		Total:	36	4,240.00					
End of Report									
Report Criteria									
Filter Options: Cancelled Status: Show Uncancelled									

Fig 2.2.4: Records

Any issues over the received consignment should be shared with the vendor as well as the finance and Purchase departments.

The inspection during processing GRN's should be

- Name and address of the vendor
- Purchase Order number issued by the company and the Invoice of the Supplier
- Part Number, its quantity and Price

6. Release the truck by providing the acknowledgment on Goods received with signs required from concerned department. A copy of GRN to truck driver / Courier provider.

7. Produce all the documents received with the GRN to the Finance department

8. Prepare and maintain reports on the GRN issued, quality issues faced in inbound and status of pending issues.

The issues faced will be generally

- Shortage
- Excess
- Damage
- Wrong Consignment

9. Get damage receive forms, claim forms, forms for replacement of goods and share it with the concerned person of the vendor for processing.

10. Inform by email the Transport manager on the issues and completions

11. Maintain the Turnaround time (TAT)

- Generally, every consignment received should be released to the production or to stores in less than a day.
- Communicate effectively in case of errors
- Understand, analyze and measure the time delays, documents and issues.

**Notes**



---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**Exercise**



1. What is GRN?
2. What are the ways to find the inbound consignments allocated for the day?
3. What inspection to be done before signing the GRN?
4. To whom, the documents should be submitted, at the end of the day?

## Unit 2.3 - Outbound Consignment Process

### Unit Objectives

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

1. Agree upon understandings required for outbound consignment process
2. Learn about various documents to be prepared during outbound operations
3. Inspecting the documents and documents to be prepared and as how to prepare the documents
4. Correspond with the issues faced

Understand Customer Requirements and ensure, what is required is delivered. Meeting the customer requirements is the key to any business. Any formats or any procedure, if the customers ask the organization to follow, has to be followed. As a Documentation Specialist - Transportation, formulate the entire set of documents in the format the customer has requested. Each customer is different and their needs and requests will be different.

1. Obtain the Delivery list for the day from the Internal Sales department
2. Identify the number of shipments and modes of Shipment, which is either by
  - Local transport
    - i. Auto
    - ii. Truck
    - iii. Container
  - Interstate transport
    - i. Truck
    - ii. Container
- Courier
- Export



*Fig 2.3.1 Modes of Shipment.*

Scan the QR code to watch the related videos.



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



3. Collect internal documents required
  - Collect the packing list from Logistics department
  - Collect the Invoice from Finance department (with Seal and Sign)
  - ARE form, if in case of export
4. Prepare Documents

Local Transport	Interstate Transport
Packing List	Packing List
Commercial Invoice	Commercial Invoice
	Tax forms (Issued by the Finance department)
	Transit Pass Form
	Octroi forms
Courier	Export
Packing List	Commercial Invoice (with IE [Import/Export] code)
Commercial Invoice	Invoice in INR and USD (wherever applicable)
Declaration	Packing list
Tax forms (Issued by Finance department)	ARE forms (Application for Removal of Excisable Goods) if required
Receive the Airway Bill	Export License Documents
	Certificates of Origin
	Dangerous goods Certificate
	Inspection certificate

5. Inspect the Lorry / truck whether they have the current and valid road permit as they have the permission to travel to the destination.
6. Collect Lorry Receipt (LR) copy from Lorry driver, as an official confirmation that the goods have been loaded on the truck / lorry. Number of copies=5 copies

The image shows a Lorry Receipt (LR) form from 'Fleet Owner's & Transport Contractors'. The form includes the following details:

- Truck No.:** HP 66 5319
- Invoice No.:** 317
- Consignor's CET No.:** 0204050033
- Consignee's CET No.:** 0664282501
- From:** majibawal
- To:** HASANPUR
- Address of Delivery Office:** (blank)

The table below shows the goods being transported:

Description of Goods	Weight	Charge	Rate	Amount to Pay
ACSR PANTHER	8987			
CONDUCTOR	KM			

Additional charges listed on the right side of the form include:

- Freight
- Surcharge
- Insurance
- G.R. Charge
- Service Tax @ 5%
- Collection
- Handl

Fig 2.3.2: LR Copy

This is also called as Goods Consignment note.

7. Update the tracking system with the LR number to keep the customer updated about the status of the consignment.

Also, an update to the internal system regarding the load dispatched, destination, customer details with the LR number.



Fig 2.3.3: Tracking System

8. Check if other loads could be combined. Based on the destination, if any orders of other customers could be mixed, utilize the truck capacity. Always match and utilize the truck capacity to the fullest. Less than truckload (LTL) is expensive than Full truck load (FTL).
9. Validate all the documents with the outbound checklist, alongside verify whether the same goods have been loaded as mentioned in the invoice.
10. Talk to the driver about
  - the consignment
  - supporting documents placed
  - the route to the destination proposed route
  - transport regulations
  - formalities at the e-check post
  - Cash requirement at the journey
11. Get the signature from the driver that the goods have been loaded and acknowledging that the documents & cash have been received
12. Prepare MIS reports, Shipment Status reports, Pending Shipments
13. Prepare cost sheets against the driver and the journey performed
14. Follow up with the transport operator in terms of delays and issues.

## Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Summary

In this chapter, the procedure to handle documents have been briefly explained step wise. The documentation processes involved in inbound and outbound consignment are explained. It also discusses on the process and procedures involved at each step of the inbound and outbound activities.

## Practical

1. Create a situation on an inbound and outbound truck movement and inspect for documentation

## Exercise

1. What is GRN?
2. What are the ways to find the inbound consignments allocated for the day?
3. What inspection to be done before signing the GRN?
4. To whom, the documents should be submitted, at the end of the day?





## 3. Post Documentation Activities

Unit 3.1 - Support During Inspection

Unit 3.2 - Reporting and Tracking the Consignment



## Key Learning Outcomes



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

1. Identify as how to handle situations during vehicle inspection
2. Explain the reporting procedures
3. Knowledge on tracking the consignment
4. Evaluate the procedure in handling risk situations
5. Narrate the kind of support required during vehicle inspection at the check post
6. Distinguish between the main documents and auxiliary documents required during the vehicle movement
7. Explain the situations when the driver requires assistance
8. Describe as how to perform on-line tracking and off-line tracking of vehicle
9. Explain the reporting situations and situations of escalations
10. Explain the various risk factors involved during vehicle movement

## Unit 3.1 - Support During Inspection

### Unit Objectives

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

1. Explain as how to handle situations when inspection is done
2. Help out drivers offline
3. Produce supporting documents
4. Narrate the vehicle activities

When vehicle is on route and when they are stopped for inspection, the driver goes clueless.

Drivers get into clueless situations when they are asked about the details regarding the goods or documents at the check post.

Check all the documents and understand if there are any issues in formulating the document, if found so try to understand the reason for it and resolve.

Supporting the request of the driver is one of the most critical jobs of the Documentation Specialist - Transportation.

- Attend the phone call of driver if in case any queries in documentation while checking by officials or by Police
- Understand the problem in detail
- Explain the driver as how to handle the situation
  - i. Ask the driver to provide what document to be produced under which type of questions
  - ii. Help to provide what to produce as per the authority requirement
- If driver fails, try to communicate with the authority over telephone and explain in detail about the consignment and other related questions
- Escalate the issues to the manager if required.



Fig 3.1.1: Inspection

## Unit 3.2 - Reporting and Tracking the Consignment

### Unit Objectives

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

1. Identify as what are the reports to be produced
2. Explain the reporting procedures
3. Knowledge on procedure to handle loss and damages
4. Procedures for tracking

Update the system and prepare the reports based on the consignment. Below is the reference on what types of reports has to be produced at each stage.

- Inbound
  - i. GRN
  - ii. Pass information to vendor
- Outbound
  - i. LR / GC number
  - ii. In tracking system enter the details of LR
  - iii. Pass consignment details to customer

Prepare Reports

- Inbound
  - i. Daily GRN data
  - ii. Documents submitted to Finance
  - iii. Status of GRN
  - iv. Issues Report (Shortage, excess and Damage)
- Outbound
  - i. MIS
  - ii. Shipment Status
  - iii. Pending Shipment report
  - iv. Issues



- Daily Reports
  - i. Manpower and absenteeism
  - ii. Executed tasks and timely report
  - iii. Performance report
  - iv. TAT report
  - v. Goals achieved and Target met report

Based on the requirements, the reporting shall be made as detailed one or a simple one. Generally, whenever a report shared with the management should be simple one, in terms of charts and graphs.

On reporting to any specific problem, the report should be more detailed.



Fig 3.2.1: Charts and Graphs

### 3.2.1 Procedure for 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. Damages will 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 Inbound, count the quantity and visually inspect the damages and make a note of it.

Communicate to the supplier about the damages and loss. Keep a copy of acknowledgment and share the actual received with stores and finance department.

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 and measure it.

Scan the QR code to watch the related videos.



<https://www.youtube.com/watch?v=nI6ENNXBJD4>

Loss and Damages

### 3.2.2 Understanding Tracking of Consignment

As and when the consignment moves through the supply chain, the package gets scanned at each location. Everytime the scan is made, the status of the consignment at the location is updated on the system and makes the tracking easy. When the airway bill number is entered into the system, the system fetches out the location of the consignment.

Below is an image on the barcode scanner scanning barcode and a shipment status at location.



Fig 3.2.2: Barcode Scanning

The below image is tracking record at each step in the movement of the consignment.

Waybill No :	Reference No :
Pickup Date	13 October 2014
From	Mumbai
To	Thiruvalla
Status	SHIPMENT DELIVERED
Date of Delivery	20 October 2014
Time of Delivery	16:20
Recipient	

Status and Scans			
Location	Details	Date	Time *
Waybill No :			
Thiruvalla	Shipment Delivered	20-Oct-2014	16:20
Thiruvalla	Shipment Arrived	20-Oct-2014	16:12
Thiruvalla	Shipment Out For Delivery	20-Oct-2014	16:12
Kottayam	Shipment Further Connected	18-Oct-2014	18:27
Kottayam	Shipment Arrived	18-Oct-2014	15:29
Kochin Hub	Shipment Further Connected	18-Oct-2014	04:27
Kochin Hub	Network Delay, Will Impact Delivery	17-Oct-2014	19:24
Kochin Hub	Shipment Arrived	17-Oct-2014	12:33
Chennai Airport Hub	Contact Customer Service	15-Oct-2014	01:39
Mumbai Hub	Shipment Further Connected	14-Oct-2014	17:01
Mumbai Hub	Shipment Arrived	14-Oct-2014	15:04
Mumbai Etail Warehou	Shipment Further Connected	14-Oct-2014	11:16
Mumbai Etail Warehou	Shipment Arrived	13-Oct-2014	22:35

\* - 24 Hr Format

Fig 3.2.3: Tracking Status

### 3.2.3 Maintain the Proper Protocol

Every organization has a standard operating procedure (SOP) for each activity and even though you have a simple way of doing, it is very mandatory to always follow the Standard operating Procedures. There should be no deviation in following the SOP's. Hence, always understand the SOP's of the process. There will be a different SOP for inbound and outbound activities. Based on the SOP's the way of preparation of documents will be varying. The knowledge of preparation of documents should align with the procedure of the organization.

### 3.2.4 Risk

#### Risk Definition

A risk is something that we as individuals live with on a day-to-day basis. People are constantly making decisions based on risks. A risk is the combination of the likelihood and severity of a specified hazardous event occurring. In mathematical terms, a risk can be calculated by the equation:

$$\text{Risk} = \text{Likelihood} \times \text{Severity}$$



Fig 3.2.4: Risk Management

Where, Likelihood is an event likely to occur within the specific period or in specific circumstances  
Severity is an outcome from an event such as severity of injury or health of people, or damage to property, or damage to environment, or any combination of the elements caused by the event.

### 3.2.5 Risk Management

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 Documentation Specialist - Transportation, 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.

Update the Transport Manager / Logistics Manager as and when the problem arises

- Inform on delayed Deliveries
- Issues faced by trucks-en-route
- Missed deliveries
- Documentation issues
- Cases of Damages, theft, losses, shortage and excess
- Capture reasons of any incident and response taken which is not aligned to day to day activities
- Any risk creating factors
- Any unsafe working conditions and practices
- Report any deviations from standard protocols



*Fig 3.2.5: Updating to Manager*

Training and changes in thinking patterns

The employer shall identify and provide sufficient training associated with safety and health to all workers to ensure sufficient understanding, knowledge and skills. It would enable workers to perform their work in a safe manner.

The training provided shall include:

- a) Training of a technically skilled nature such as defensive driving, emergency response, vehicle operational, handling of apparatus and substance, and other fit and proper training; and
- b) Mind training such as conducting motivation seminars, campaigns, positive thinking and other appropriate trainings.

### 3.2.6 Dealing with Supervisors

Here are some suggested ways to overcome the overwhelming effect of having excessively ambitious and annoying managers in your work life.



*Fig 3.2.6: Deal with Supervisor*

Your relationship with your boss is in many ways similar to your relationship with a spouse or significant other - each person depends upon the other for encouragement, guidance, and support. You spend many hours together, day in, day out, perhaps for years. And most certainly, each of you can work the other's last nerve.

But, as in a marriage, you're in the relationship for better or for worse. Fortunately, you can adopt some strategies that will lead to more of the better and less of the worse.

In his upcoming book *The Power of a Positive Attitude: Discovering the Key to Success*, Roger Fritz writes: "Nobody, but nobody is more important to your job satisfaction and happiness, your progress and development on the job than your boss. Some people are lucky to be assigned to a boss who is a good leader, teacher, and mentor, while others may work for one who is the opposite. No matter who the fastest give you as a supervisor, you can make the most of it by studying your boss's goals, style, and work habits and then tailoring your actions accordingly."

Here, from Fritz's book, are some basic guidelines that will help you develop coping strategies for dealing more effectively with your supervisor.

#### 3.2.6.1 The Dos



*Fig 3.2.7: Supervisor*

- DO watch the example of the people who get along with your boss. They, after all, have learned how to cope. Try to learn from them and follow their example.
- DO consider that you may be partly responsible for your poor relationship with your supervisor. Remember it takes two to tango. And while you can't change your boss, you can change how you behave, so take responsibility and take action to make positive change happen.
- DO try to make your employer's job easier by offering to take responsibility for those tasks that he or she may dislike doing.
- DO keep track of your boss's mood swings. Observe the times of day and days of week when he or she is in the most receptive frame of mind.
- DO tell the boss how you feel about her treatment of you. Don't hide your feelings. Wait until he or she has cooled down to discuss how you feel, and then talk calmly and, of course, in private.
- DO monitor your progress. If you are not having the success you desire, reevaluate the way you are dealing with your supervisor and take another track if necessary. Be patient. Don't expect it all to happen at once.

### 3.2.6.2 The Don'ts

- DON'T dispute your employer's authority, even if you disagree with his or her judgment in a particular situation.



*Fig 3.2.8: Dont*

- DON'T take criticism as a personal attack. Even if your boss is out of line, it will help to distinguish between your job, which may be bearable, and your boss, who may not be.
- DON'T put yourself in a position to be criticized by seeking the boss's approval when it isn't required. Do some things, and tell him or her about them later.
- DON'T malign your boss by gossiping behind his or her back. Be loyal!
- DON'T go over the boss's head unless it is absolutely critical, such as an emergency or crisis situation. Violating the chain of command almost always causes more problems than it solves.
- And, above all, DON'T lose your self-respect. If your coping strategies have failed and a transfer is impossible, do what you have to do to keep your self-esteem, even if it means finding a new job and a new boss.



### 3.2.7 Dealing with Mean Colleagues

When a colleague is mean to you, it can be hard to know how to respond. Some people are tempted to let aggressive behavior slide in the hopes that the person will stop. Others find themselves fighting back. When you're being treated poorly by a coworker how can you change the dynamic? And if the behavior persists or worsens, how do you know when you're dealing with a true bully?



Fig 3.2.9: Deal with Mean Colleagues

**What the Experts Say:** “When it comes to bad behavior at work, there’s a broad spectrum,” with outright bullies on one end and people who are simply rude on the other, says Michele Woodward, an executive coach and host of HBR’s recent webinar: “Bullies, Jerks, and Other Annoyances: Identify and Defuse the Difficult People at Work.” You may not know which end of the spectrum you’re dealing with until you actually address the behavior. If it’s a bully, it can be difficult — if not impossible — to get the person to change, says Gary Namie, the founder of the Workplace Bullying Institute and author of *The Bully at Work*. But in most cases, you can — and should — take action. “Know that you have a solution, you’re not powerless,” says Woodward. Here are some tactics to consider when dealing with an aggressive colleague.

**Understand why:** The first step is to understand what’s causing the behavior. Research from Nathanael Fast, an Executive professor at the University of Southern California’s Marshall School of Business, proves a commonly held idea: People act out when their ego is threatened. “We often see powerful people behave aggressively toward less powerful people when their competence is questioned,” he says. Namie agrees: “People who are skilled and well-liked are the most frequent targets precisely because they pose a threat.” So it may help to stroke the aggressor’s ego. Fast explains: “In our study, we saw that if the subordinate offered gratitude to the boss, it wiped out the effect,” he says. Even a small gesture, such as ending an email with “Thanks so much for your help” or complimenting the person on something you genuinely admire, can help.



Fig 3.2.10: Understand why

**Look at what you're doing:** These situations also require introspection. "It's very easy to say, 'Oh, that person is a jerk,'" Woodward says. But perhaps you work in a highly competitive culture or one that doesn't prioritize politeness. Consider whether you might be misinterpreting the behavior or overreacting to it or whether you've unknowingly contributed to the problem. Have you in any way caused the person to feel threatened or to see you as disloyal? Self-evaluation can be tough so get a second opinion from someone you trust, who will tell you the truth, not just what you want to hear. Don't put too much of the blame on yourself, however. "It's important to balance not being threatening with not being a doormat, which just invites more aggression," Fast says. Namie agrees: "Targets regularly assume it's their fault," when it's not.



Fig 3.2.11: Look at you

**Stand up for yourself:** Don't be afraid to call out the bad behavior when it happens. "I believe very strongly in making immediate corrections," says Woodward. "If someone calls you 'Honey' in a meeting, say right then: 'I don't like being called that. Please use my name,'" she says. If you're uncomfortable with an immediate, public response, Woodward advises saying something as soon as you're able. After the meeting, you could say, "I didn't like being called 'Honey.' It demeans me." Show that there is no reward for treating you that way. "The message should be: don't mess with me, it won't be worth your effort," Namie says.

**Enlist help:** "Everybody should have alliances at work - peers and people above and below, who can be your advocates and champions," says Woodward. Talk to those supporters and see what they can do to help, whether it's simply confirming your perspective or speaking on your behalf. Of course, you may need to escalate the situation to someone more senior or to HR. But before that, "you owe it to the relationship to try to solve it informally," says Woodward.



Fig 3.2.12: Enlist Help



**Demonstrate the cost to the business:** If you do need to take formal action, start with your boss (assuming he isn't the aggressor). But you may need to take the issue higher up the hierarchy. When you have someone's ear, Namie recommends, focusing the conversation on how the person's behavior is hurting the business. "Talk about how it's affecting morale and performance," says Fast. Personal pleas rarely work and too often degenerate into he said-she said type arguments. "Don't tell a story of emotional wounds," Namie advises. "Make an argument that the person is costing the organization money."

**Know the limitations:** When none of the above works you have to consider: Is this uncivil, mean behavior or am I being bullied? If you are in an abusive situation (not just a tough one), Namie and Woodward agree that chances of change are low. "The only time I've seen a bully change is when they are publicly fired. The sanctions don't work," says Woodward. Instead, you need to take action to protect yourself. Of course, in an ideal world, senior leaders would immediately fire people who are toxic to a workplace. But both Namie and Woodward agree that rarely happens. "Even though the statistics are clear on the impact on morale, retention, performance, it's very hard for organizations to take action," Woodward says. If you're in an abusive situation at work, the most tenable solution may be to leave - if that's a possibility.



Fig 3.2.13: Know the Limitations

### Principles to Remember

#### Do:

- Know that most people act aggressively at work because they feel threatened
- Ask yourself whether you're being overly sensitive or misinterpreting the situation
- Call out the inappropriate behavior in the moment

#### Don't:

- Take the blame - many bullies pick targets that are highly skilled and well-liked.
- Escalate the situation until you've tried to solve it informally and with the help of your allies
- Suffer unnecessarily - if the situation persists and you can leave, do it

## Notes



---

---

---

---

---

---

## Summary



The post-delivery activities were discussed in this chapter. Once the delivery executive reaches back to the office, the activities to be performed at the depot were explained. The reports to be produced and communicating to the supervisor about the days activities were also explained.

## Exercise



1. What are the documents that will be given along with undelivered packages?
2. What are the bills that will be submitted for reimbursement?
3. List the reasons for damaged packages
4. What are the stationery that will be submitted in return?
5. What will you do if you find a package box is damaged?
6. What will you do if vehicle has a leakage?
7. What are the bills that will be submitted for reimbursement?
8. Prepare a vehicle checklist while returning the vehicle (two-wheeler and Van)
9. Role-play as reporting the delays, undelivered status to a supervisor with reasons and give feedback of the day





## 4. Employability Skills



Click the below units for content

Unit 4.1 - Employability Skills 120 hours(part-1)

Unit 4.2 - Employability Skills 120 hours (part-2)



ES 120 hours(part1)



ES 120 hours(part2)



## Glossary

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

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

Classification of  
Warehouses Based on  
The Ownership and  
Usage

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

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

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

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

Consignment Inventory

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



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

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

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

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

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

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

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

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



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

# Notes



A large rectangular area with an orange border, containing 25 horizontal black lines for writing notes.

## Annexure – QR Codes

S. No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 1- Documents and its Requirements	Unit 1.1 - Different types of documents required during transportation	1.1.7 Waybill	<a href="https://www.youtube.com/watch?v=reAjDV9j09g">https://www.youtube.com/watch?v=reAjDV9j09g</a>	07	 Bill of Lading
2	Chapter 1- Documents and its Requirements	Unit 1.3 - Documents Required During Interstate Transfer and General Parameters on Tax	1.3.10 Packaging and Labelling	<a href="https://www.youtube.com/watch?v=J3-5DPWQlj8">https://www.youtube.com/watch?v=J3-5DPWQlj8</a>	25	 Packaging and Labelling
3	Chapter 2 - Documents and its Requirements	Unit 2.1 - Steps Involved in Processing Documents	2.1.1 Organizational Structure - Reporting	<a href="https://www.youtube.com/watch?v=nv4QwsY0mBA">https://www.youtube.com/watch?v=nv4QwsY0mBA</a>	40	 Processing Document
4	Chapter 2 - Documents and its Requirements	Unit 2.3 - Documents required during interstate transfer and General Parameters on Tax	2.3.11 Prohibited Goods	<a href="https://www.youtube.com/watch?v=iEhtOuz_NQg">https://www.youtube.com/watch?v=iEhtOuz_NQg</a>	48	 Dangerous Goods Handling
5	Chapter 3- Post Documentation Activities	Unit 3.2 - Reporting and Tracking the Consignment	3.2.1 Procedure for Loss and Damages	<a href="https://www.youtube.com/watch?v=nl6ENNxBJD4">https://www.youtube.com/watch?v=nl6ENNxBJD4</a>	57	 Loss and Damages



**Skill India**

कौशल भारत - कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N·S·D·C  
National  
Skill Development  
Corporation

Transforming the skill landscape



**LSC**  
Logistics Skill Council

Address : No. 480 A, 7th floor Khivraj Complex 2,  
Anna Salai, Nandanam, Chennai – 600 035

Email : reena@lsc-india.com

Web : www.lsc-india.com

Phone : 044 4851 4605

CIN No. :

Price: ₹



978-1-111-22222-45-7