



Participant Handbook

Customised courses under PMKVY (210 hours)

Sector
Logistics

Sub sector
Land Transportation

Occupation
Customer Support/Relations

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



Cargo Booking Clerk

This book is sponsored by

Logistics Sector Skill Council

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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: **'Cargo Booking clerk'** QP No. **'LSC/Q1201 NSQF Level 3'**

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(Logistics Sector Skill Council of India)

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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 Cargo Booking clerk Qualification Pack (QP). It provides learners with the necessary knowledge relating to major topics in booking of a consignment such as the operations involved in booking, paperwork to be prepared, the loading arrangements available, planning requirements for the LTL and FTL, vehicle audit, handling the customers on and off their presence, paper works required, post operations, human resource management in a warehouse environment. Its decision-making orientation provides a real-world approach focusing on large and small transportation companies.

The book elaborates how Individuals in this position interact with customers and by understanding Internal and external customer needs, performing booking on time and meeting the organization needs 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 transportation service.

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 booking operations in an easy to learn manner.
- (ii) It presents concepts in the interactive and professional way.
- (iii) It gives the opportunity to learners to visualize themselves in a professional booking 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
1.	Prepare for Booking (LSC/ N1117) (LSC/Q1201)	1
	Unit 1.1 - Activities involved in Consignment Booking	3
	Unit 1.2 - Exposure to Related Documents and Information	5
	Unit 1.3 - Inspecting the Status and Prioritization of Work	12
	Unit 1.4 - Prepare Computer and Booking System	13
	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	16
	Unit 1.6 - Escalation Matrix for Reporting	28
2.	Perform Consignment Booking (LSC/N1118) (LSC/Q1201)	31
	Unit 2.1 - Receive Customer Orders and Arrange Transportation	33
3.	Perform Post Booking Activities (LSC/N1119) (LSC/Q1201)	47
	Unit 3.1 - Update System Information	49
	Unit 3.2 - Reporting	54
4.	Employability Skills - 120 hours (DGT/VSQ/N0104)	65
	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. Prepare for Booking

Unit 1.1 - Activities involved in Consignment Booking

Unit 1.2 - Exposure to Related Documents and Information

Unit 1.3 - Inspecting the Status and Prioritization of Work

Unit 1.4 - Prepare Computer and Booking System

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

Unit 1.6 - Escalation Matrix for Reporting



Key Learning Outcomes



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

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

UNIT 1.1 - Activities involved in Consignment Booking

Unit Objectives

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

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

1.1.1 What is a consignment?

A consignment is the item or process of sending goods to a person/ warehouse/manufacturing plant or place to be stored or sold. The progress that is made by a shipping company in the effort to ensure that goods and products are delivered should be closely monitored. This is majorly done through Consignment tracking executive. The consignment tracking is done through a computer system or devices that locate the truck/containers as well as other means that are being used to transport the goods across the country and world wide. In the logistics business, there's more to delivering good service than getting the goods to your customer on time. In this digitized age, customers and clients increasingly demand knowledge of which stage of the delivery cycle their packages are in. Below are some key tips to ensure your tracking software is offering enough transparency.

1.1.2 What is Logistics Management?

Generally, when a person deposits the goods with any transporter for the purpose of transport to a given destination, the transporter issues the lorry receipt or consignment note to the person depositing the goods. The name of the consignee is mentioned on such note. The original copy of the lorry receipt is sent by the person depositing the goods i.e. consignor to the consignee to enable him to collect the goods from the transporter.

The use of a consignment note is not only compulsory, but also very useful. If properly used, the consignment note provides certainty of the correctness of detailed information, such as e.g. the consigner, the carrier, the consignee, the number of packages, the weight and the apparent condition of the goods, particular instructions, cash on delivery (COD), etc. All this makes the consignment an important piece of evidence!

The consignment note: the excellent piece of evidence -When accepting the goods for transport, the carrier puts his signature on the note, so making it a first class piece of evidence for the sender or the carrier in case of damage or loss. By using a consignment note the conditions of transport are firmly established.

Sample Consignment Note

Sr. No. _____ Date and time of dispatch of the consignment: _____

1. Name and address of the consignor: _____

(Manufacturer, dealer, distributor or importer)

2. Name and address of the consignee: _____

(Manufacturer, dealer, distributor or importer)

3. Description and quantity of the consignment: _____

Particulars of Substance(s)	No. of Packages	Quantity	
		Gross Weight	Net Weight

4. Mode of transport: _____

(Particulars of transporter, registration no. of vehicle)

5. Date and time of receipt by the consignee and his remarks: _____

Signature of the consignor and his remarks

UNIT 1.2 - Exposure to Related Documents and Information

Unit Objectives

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

1. Explain the importance of documents in the consignment booking
2. Get to know the various documents involved in the process
3. Recognize the interpretation of Lorry receipts and points to be noted in that
4. Narrate various important abbreviations

1.2.1 Related Documents and Information

The Consignment Booking executives are a vital part of the supply chain process. They must manage each and every consignment location, status of booking, delivery, reporting processes and procedure to make sure for on time pickup and delivery for both internal and external customers. The foremost important job of a Consignment Booking executive is to prepare for the day's work by collecting information list and relevant documents. These information may be collected from the immediate supervisor or from the transport manager. A sample consignment booking list that has to be booked for the day is given below for reference



Fig 1.2.1: Information

Transport Management System								Date
								3rd Feb.2016
Client Name	Booking date	From (Origin)	To (Destination)	Type of Load	No. of cartons	Gross wt	Volume wt	Client address
ABC Corp	03.02.2016	Chennai	Hyderabad	FTL	56	1800	1564	No#,1st Main Rd,X
Delta Corp	03.02.2016	Chennai	Mumbai	LTL	21	900	664	No#,2nd Main Rd,Y
PCYTrans	03.02.2016	Chennai	Tirupathi	LTL	33	760	524	No#,3rd Main Rd,P
HJIMfg	03.02.2016	Chennai	Kochi	LTL	40	562	326	No#,4th Main Rd,S
TWS Industries	03.02.2016	Chennai	Pondicheyr	FTL	60	1865	1629	No#,5th Main Rd,Q

Fig 1.2: Transport Management System

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

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

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

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

KISHOR TRANSPORT SERVICES PVT. LTD.
 The 173, 114, Chhatrapati Shivaji Maharaj Road, Chhatrapati Shivaji Maharaj, Coimbatore.
 Chhatrapati Shivaji Maharaj Road, Chhatrapati Shivaji Maharaj, Coimbatore.

Offices: Mumbai, Chennai, Delhi, Bangalore, Rajpur, Taloja Yard, Pune Yard
 Phone Nos. (020) 26111111, (020) 26111111, (020) 26111111, (020) 26111111, (020) 26111111, (020) 26111111, (020) 26111111

Consigner: KISHOR TRANSPORT SERVICES PVT. LTD.
 To: Cochin
 Truck No.: TM/18/2008/8678
 Date: 16/03/09
 Consignee: Consignee Name
 Truck Kms: _____
 Driver: G. G. Dappa
 Challan No: 12466
 Shipment No: _____

Description of Goods						REMARKS
Date	Model	Chassis No./MV/KC No.	Invoice No.	Kms		
15/03/09	CINER	9003607	971326690			S. T. Permit No. 210
2						To be signed and stamped by the consignee of the goods and the transporter on the reverse of this receipt.
3						
4						
5						
6						
7						For Kishor Transport Services Pvt. Ltd.
8						
9						
10						Auth. Sign.

Vehicle damaged in Dampal
Total bags 9700

Person Liable for Service Tax

(1) Receiver goods hereby at CONTRACT RATE as stated above for carriage and the Consignment rate is agreed subject to the conditions of Service Contract.
 (2) The Consigner/Consignee declares that above particulars of this receipt are true and correct and the goods are consigned in the good of account and other details mentioned are in the possession of carrier and carrier is not responsible for the loss and contents of special material which may not be insured and accepted. This consignment is made through the agent who has full power and right to take the receipt and to transcribe the receipt in detail.

Fig 1.2.2: Sample Lorry Receipt

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

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

Four copies of invoice (1 original + 3 copies).

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

Important abbreviations:

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

1.2.2 Variety of Documents used by an Organisation

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

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

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

Bill Of Lading



100 N. Arlington Heights Rd. Suite 200
Arlington, IL 60110
Tel. 630-831-0260 Fax. 630-831-6792

Load Number	71296
BOL Number	
Ship Date	2013-06-28
Delivery Date	2013-06-28
P.O. Number	
Freight Charges	Prepaid

Shipper	Consignee
3rd Party Billing	Transportation Company

# of pieces	Description of the goods, marks, exceptions	Weight in LBS.	Type	NMFC	HM	Class
Total Pieces 0		Total Weight 0 LBS.	Emergency Response Phone			

Notes: How does this look ?	C.O.D. Amount: \$0.00
	C.O.D. Fee: Collect
	Declared Value: \$0.00
	If at consignee's risk, write or stamp here

Shipper	Carrier	Date	Number Of Pieces Received
Per	Per	Time	

Consignee Name	Date	Signature	Number Of Pieces Received

Fig 1.2.3: Sample Bill of Lading

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

Scan the QR code to watch the related videos



Bill of Lading

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

COMMERCIAL INVOICE				
Consignee: (Complete Name and Address)		Date:		
		Export Reference:		
		Country of Manufacture:		
		Other Remarks:		
Phone:				
Fax:				
Type of Packaging/Marks	Detailed Description of Goods	Qty.	Unit Value	Subtotal
Total Packages:			Total Weight:	Total Value:
<p>These commodities, technology or software were exported from the United States in accordance with the export administration regulations. Diversion contrary to U.S. law prohibited. I/we hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.</p>				
Signature: _____				
Title: _____				

Fig 1.5: Sample Commercial Invoice

Packing List, Weight List

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

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

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

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

Fig 1.6: Sample Packing list

Certificate of Origin

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

Insurance Documents

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

Scan the QR code to watch the related videos



Invoice & Packing List

<https://www.youtube.com/watch?v=nl6ENNxBJD4>

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

DD 37 (6-94)

Fig 1.7: Sample Insurance certificate

Courier Delivery Slip

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

Air Waybill

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

Road Waybill

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

Inland Waterways B/L

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

Postal Delivery Slip

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

UNIT 1.3 - Inspecting the Status and Prioritization of Work

Unit Objectives

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

1. Recognize the importance of status checking
2. Get to know the art of prioritizing
3. Explain the importance of status checking and prioritizing in on-timedelivery and Consignment Booking

1.3.1 Inspection

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

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

Transport Management System								Date	3rd Feb, 2016
Client Name	Booking date	From (Origin)	To (Destination)	Type of Load	No. of cartons	Gross wt	Volume wt	Client address	Remarks/Status
ABC Corp	03.02.2016	Chennai	Hyderabad	FTL	56	1800	1564	No#,1st Main Rd,X	Booked
Delta Corp	03.02.2016	Chennai	Mumbai	LTL	21	900	664	No#,2nd Main Rd,Y	Booked
PCYTrans	03.02.2016	Chennai	Tirupathi	LTL	33	760	524	No#,3rd Main Rd,P	Delay in client side
HJIMfg	03.02.2016	Chennai	Kochi	LTL	40	562	326	No#,4th Main Rd,S	Delay in client side
TWS Industries	03.02.2016	Chennai	Pondicheyr	FTL	60	1865	1629	No#,5th Main Rd,Q	Booked

Fig 1.8: Transport management system

Scan the QR code to watch the related videos



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

Transport management system

Notes

UNIT 1.4 - Prepare Computer and Booking System

Unit Objectives

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

1. Getting used to the computer systems
2. Explain the importance of computer systems in Consignment Booking
3. Describe about the various Consignment Booking systems available
4. Get to know about various stationary and contact details requirement

1.4.1 Consignment Booking

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

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



Fig 1.4.1: A Computer



Fig 1.4.2: Switch on the Computer



Fig 1.4.3: Login page

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



Fig 1.4.4: Booking system

Transport, Daily Parcel Services, Logistics Software

No ->	<input type="text" value="21242"/>	Date ->	<input type="text" value="D28/4/2002"/>						
Billing At Branch ->	<input type="text" value="BELOAJM"/>	Payment ->	<input type="text" value="TO PAY"/>						
Consignor Name ->	<input type="text" value="TAAJ TRADERS"/>	Destination							
Consignee Name ->	<input type="text" value="KORAN PAINTS & HARDWARE"/>	From ->	<input type="text" value="SAKINAJA"/>						
Party Billing Name ->	<input type="text" value="KORAN PAINTS & HARDWARE"/>	To ->	<input type="text" value="BELOAJM"/>						
Package Details									
No of Package ->	<input type="text" value="1"/>	Actual Weight ->	<input type="text" value="20"/>						
Particulars ->	<input type="text" value="ELECTRIC GOODS"/>	Charged Weight ->	<input type="text" value="20"/>						
Charge Type ->	<input type="text" value="FRED"/>	Total Amount ->	<input type="text" value="40"/>						
Rate ->	<input type="text" value="40"/>	Goods Value ->	<input type="text" value="0"/>						
Door Delivery ->	<input type="text" value="NONE"/>	Remark ->	<input type="text"/>						
Party Challan no ->	<input type="text"/>	N Form ->	<input type="text"/>						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Private Mark no Details</th> </tr> <tr> <th>Serial</th> <th>Private_Mark</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>		Private Mark no Details		Serial	Private_Mark			<input type="button" value="Add"/> <input type="button" value="Save"/> <input type="button" value="Close"/> <input type="button" value="Mark as Cancel"/>	
Private Mark no Details									
Serial	Private_Mark								

Consignment Booking Order Data Entry Form

Fig 1.4.5: Sample Consignment Booking form

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



Fig 1.4.6: Office stationaries

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

S.No	Name	Designation	Company Name	Add1	Add2	Add3	City	Pincode	Tel No.	Fax No.	Mobile	Email ID	Website
1	Mr XXXXX	Transport Manager	XXXX	XXXX	XXXX	XXXX	Vapi	396 195	12345	12345	12345	abc@xyz.com	www.abcd.com
2	Mr XXXXX	Manager	XXXX	XXXX	XXXX	XXXX	Vapi	396 195	12345	12345	12345	abc@xyz.com	www.abcd.com
3	Mr XXXXX	Managing Director	XXXX	XXXX	XXXX	XXXX	Mumbai	400050	12345	12345	12345	abc@xyz.com	www.abcd.com
4	Mr XXXXX	Head of Commerical	XXXX	XXXX	XXXX	XXXX	Mumbai	400101	12345	12345	12345	abc@xyz.com	www.abcd.com
5	Mr XXXXX	Head- Supply Chain	XXXX	XXXX	XXXX	XXXX	Mumbai	400 018	12345	12345	12345	abc@xyz.com	www.abcd.com
6	Mr XXXXX	Head of Logistics	XXXX	XXXX	XXXX	XXXX	Mumbai	400023	12345	12345	12345	abc@xyz.com	www.abcd.com
7	Mr XXXXX	Logistics manager	XXXX	XXXX	XXXX	XXXX	Pune	4110 19	12345	12345	12345	abc@xyz.com	www.abcd.com
8	Mr XXXXX	CGM - Exports	XXXX	XXXX	XXXX	XXXX	Mumbai	400 021	12345	12345	12345	abc@xyz.com	www.abcd.com
9	Mr XXXXX	Head - Logistics	XXXX	XXXX	XXXX	XXXX	Mumbai	400001	12345	12345	12345	abc@xyz.com	www.abcd.com
10	Mr XXXXX	Manager	XXXX	XXXX	XXXX	XXXX	Mumbai	400 001	12345	12345	12345	abc@xyz.com	www.abcd.com

Fig 1.4.7: Truck company details

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

Fig 1.16: Check posts details

Notes



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

Unit Objectives

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

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

1.5.1 Consignment Booking Executive

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

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

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

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

1.5.2 Risk and impact of deviating procedure/work instructions

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

Here are some samples of Work Instructions;

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

Samples of Ineffective Work Instructions

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

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



A Person inspecting a Truck without wearing protective equipment

Fig 1.5.1: Without wearing protective equipment



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

Fig 1.5.2: wearing protective equipment




 Never carry a operation without your PPE
Personal Protective Equipment

Fig 1.5.3:caution



Never accept a freight in damaged condition

Fig 1.5.4:damaged freight

1.5.3 Safety and Security Procedures

The Consignment Booking executive should ensure Safety by;

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



Fig 1.5.5:how to maintain the environment

- Removal of garbage, debris, dirt, and oily materials that are a potential fire hazard. There should be enough trash cans inside and outside the warehouse for easy disposal of such items. Daily emptying of trash cans in covered outside bins
- To the extent possible, the warehouse is kept free of rodents and other pests to protect warehouse workers and stored commodities
- Prohibition of smoking in the warehouse, post no-smoking signs
- A clean washroom available to all staff and workers should be required to wash their hands before handling commodities, particularly if they are engaged in re-bagging activities

The Consignment Booking executive should ensure Security by;

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

Scan the QR code to watch the related videos



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

Safety Procedures



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

Transportation in Supply Chain Management



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

Consignment

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

Fig 1.5.6: Display of Emergency contact numbers

1.5.4 Knowledge of Prohibited and Restricted Goods to and from India

The individual in this role as a Consignment Booking Executive is the responsible person for the goods that are being booked and transported by any organization. Considering this aspect the individual in this role needs to understand the nature of the consignment that has been booked. Some of the goods that are being prohibited or restricted considering social, health, environment, wild life and security concerns and some of them are listed below

Narcotic drugs and psychotropic substance



Pornographic and obscene materials



Counterfeit and pirated goods and goods infringing any of the legally enforceable intellectual property rights



Antiquities



Arms and Ammunitions



1.5.5 Basic Transit Rules and Regulations

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

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

Transportation of goods of dangerous or hazardous nature.

- Every goods carriage carrying dangerous or hazardous goods shall display a distinct mark of the class label appropriate to the type of dangerous or hazardous goods.
- Every package containing dangerous or hazardous goods shall display the distinct class labels appropriate to the type of dangerous or hazardous goods.
- In the case of packages containing goods which represent more than one hazard, such packages shall display distinct labels to indicate the hazards.

- Every goods carriage carrying goods of dangerous or hazardous nature shall be fitted with a tachograph, an instrument to record the lapse of running time of the motor vehicle; time speed maintained, acceleration and deceleration etc., and a spark arrester.

The consignor has to ensure the following points

- The goods carriage has a valid registration to carry the hazardous goods.
- The vehicle is equipped with necessary First-aid, Safety equipment and antidotes as may be necessary.
- The transporter or owner of the goods carriage has full and adequate information about the dangerous or hazardous goods being transported.
- The driver of the goods carriage is trained in handling the dangers posed during transport of such goods.
- Every consignor shall supply to the owner of the goods carriage full and adequate information about the dangerous or hazardous goods, being transported as to enable such owner and its driver:
- To make aware of the safety rules for transportation of hazardous materials.
- To make aware of the risks created by such goods to health or safety of any person

Responsibility of the Transporter or Owner Of Goods Carriage

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

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







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

Responsibility Of The Driver

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

1.5.6 Nature of Product Transported

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

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

Several other specific recommendation areas of Consignment booking to discuss with all employees include

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



Fig 1.5.7: Loading/ Unloading bay

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

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

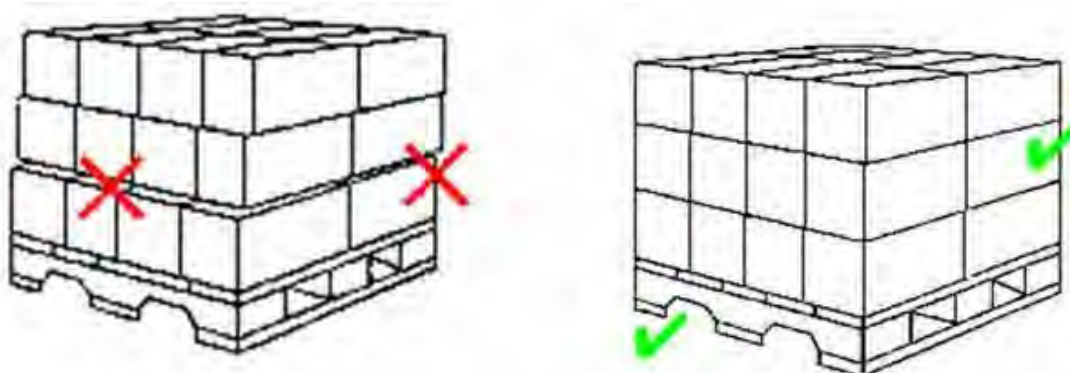


Fig 1.5.8: Stacking procedure



Fig 1.5.9: Handling standards

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

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



Fig 1.5.10: Ladders for handling

Scan the QR code to watch the related videos



<https://www.youtube.com/watch?v=QKymXmXe80>
Hazardous Material Regulations



<https://www.youtube.com/watch?v=kcM9u4heDVk>
PPE

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

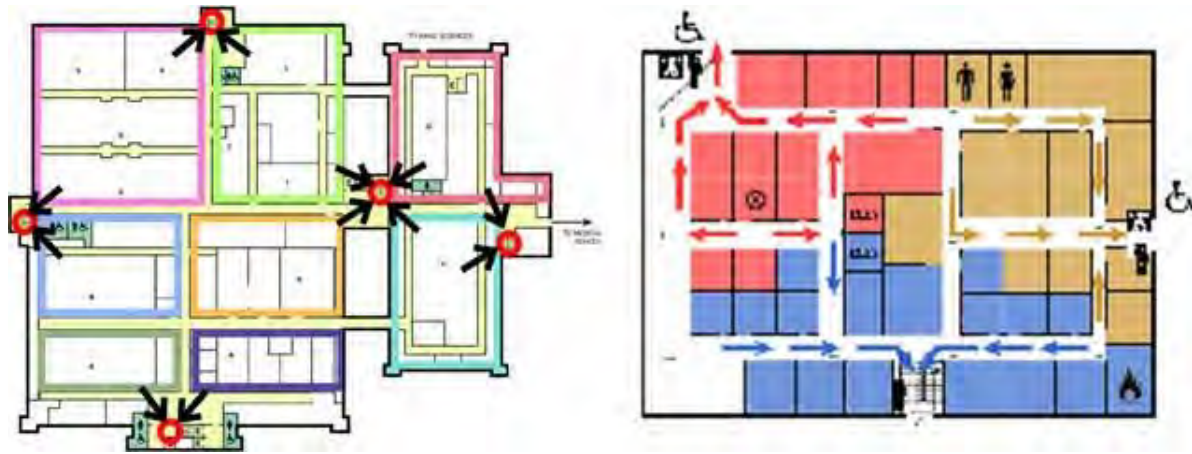


Fig 1.5.11: Evacuation plan

Notes



UNIT 1.6 - Escalation Matrix for Reporting

Unit Objectives

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

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

1.6.1 Escalating to Supervisor

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



Fig 1.6.1: Escalating to supervisor

There may be many reasons for exemption like;

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

Notes




Summary



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

Exercise



1. A _____ is the item or process of sending goods to a person/ warehouse/ manufacturing plant or place to be stored or sold?
2. The _____ is a form used when a lorry full of goods are received from the supplier?
3. Abbreviate VAT _____, TIN _____, CST _____?
4. The _____ is the accounting document which shows the financial claim of the seller against the buyer.
5. The freight _____ is a document indicating the type and amount of insurance coverage in force on a particular shipment.
6. What does this symbol tell you  ?
7. What are the details incorporated in the LR-Lorry Receipts





2. Perform Consignment Booking

Unit 2.1 - Receive Customer Orders and Arrange Transportation



Key Learning Outcomes



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

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

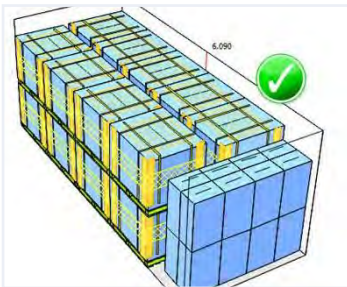
UNIT 2.1 - Receive Customer Orders and Arrange Transportation

Unit Objectives

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

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

Steps: In Performing Consignment Booking



STEP 1: Collect Customer orders



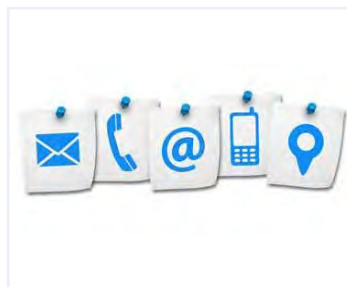
STEP 2: Check Loading arrangements



STEP 3: Determine the truck to be used



STEP 4: Cross Check rates



STEP 5: Contact Transport Companies



STEP 6: Arrange Economical transport after receiving quotations



STEP 7: Confirm with Customer



STEP 7: Print Invoices



STEP 7: Reporting on non-Availability & Drop in orders

2.1.1 Collect Customer Orders

At the start of the day, once after the set up of the workplace, try to sort out the incoming messages. The source of customer orders received could be by Email, from day planner, software notifications, by calls or by letters etc.

At the workplace, kindly note all the orders received for the day and arrange the orders. The orders received shall be in the system or shall be done manually. List out all the orders for the day.

	Date	Customer	P. Code	P. Name	Unit Qty	Unit Price	Total
5							
6							
7	1/1/2022	Anthony	I1	I-Phone	3	\$ 1,800	\$ 5,400
8	1/2/2022	Matthew	I1	I-Phone	4	\$ 1,800	\$ 7,200
9	1/3/2022	Daniel	V1	Vivo	1	\$ 900	\$ 900
10	1/4/2022	Christopher	S1	Samsung	3	\$ 1,200	\$ 3,600
11	1/5/2022	Charles	V1	Vivo	2	\$ 900	\$ 1,800
12	1/6/2022	Thomas	N1	Nokia	2	\$ 1,100	\$ 2,200
13	1/7/2022	Richard	I1	I-Phone	2	\$ 1,800	\$ 3,600
14	1/8/2022	David	S1	Samsung	3	\$ 1,200	\$ 3,600
15	1/9/2022	Michael	V1	Vivo	3	\$ 900	\$ 2,700
16	1/10/2022	Robert	S1	Samsung	1	\$ 1,200	\$ 1,200
17							

Fig 2.1.1: Receive Customer Orders

2.1.2 Check Loading Arrangements

After receiving the customer order, sort out the orders by following the questions below and plan accordingly.

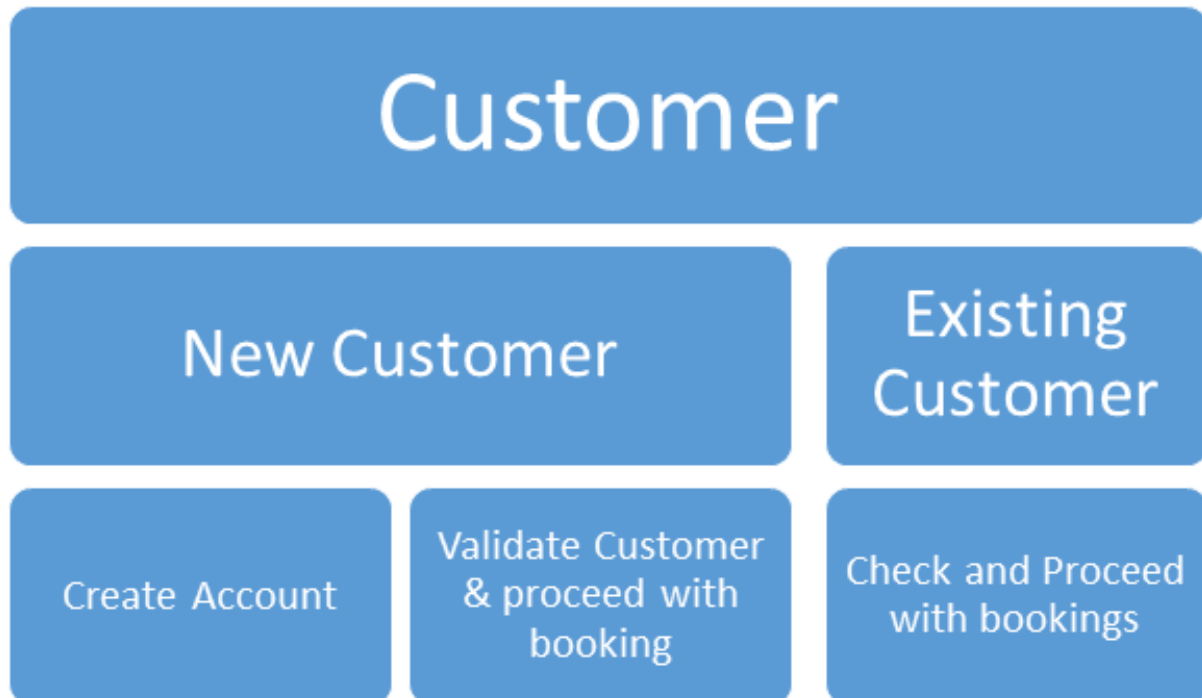
The general questions before sorting are

1. How many orders?
2. What are the types of goods?
3. How much space is required?
4. What are the destinations?
5. Where are the pickup locations?
6. When should the consignment be delivered? (Is an express delivery or normal delivery?)

Based on the types of data collected, the loading arrangements for the day shall be planned.

Tips

Types of Customers



2.1.3 Determine the Truck

Based on the number of goods and volume of goods to be carried, decided the truck type to be used. As a booking executive, the challenge come deciding the type of truck as the spending would be more in terms of selection of trucks. The more optimized way of selecting the truck would save cost directly and indirectly for the organization. The planning process should involve always in Full Truck Load (FTL). Having a Lesser than Truck Load (LTL), will lead to additional cost spending.

The planning and analyzing skills should be used widely in this step. Once after analyzing, the truck should be decided.

The segment of commercial vehicles in India are classified as

1. Mini Trucks (Small Commercial Vehicle)
2. Light Motor Vehicles - Transport (LMV- TR)
3. Heavy Motor Vehicle - HMV
4. Heavy Goods Motor Vehicle (HGMV)
5. Heavy Trailer
6. Heavy Transport Vehicle with Hazardous Material



Fig 2.1.2: Types of Truck

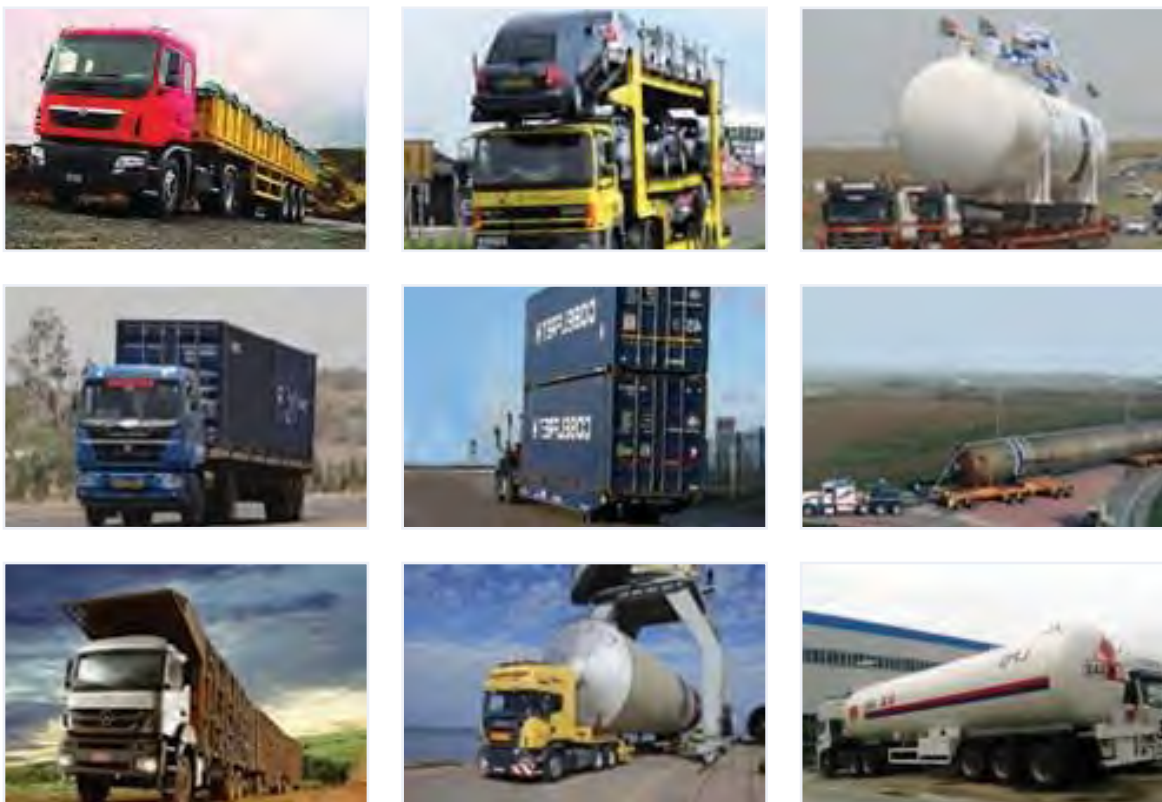


Fig 2.1.3: Different types of heavy trucks

2.1.4 Cross Check for Rates

Once after deciding what types of trucks shall be used, cross check for the best rates available from the database.

Based on the destination and the routes, the rates may vary. Check the rates from the existing database from the quotation and past travel assignments.



Fig 2.1.4: Verify Old Prices

Cross check with multiple orders in the past to understand the regular pricing that has been spent on a particular route and consignment type. If there is a new route, check with the transport providers.

2.1.5 Contact Transport Companies

Send the route options and information regarding the shipment to multiple transport companies and ask for quotation. Check whether the transport companies have trucks to meet the requirements.

It is very important to collect information from reliable transport companies who has a good track record. Even though certain transport companies may provide a cheapest quote the service reliability may not be good in terms of handling carriage and maintaining time disciplinary.

Contact the transport companies and Collect the quotations from multiple transport companies.

The contact shall be made either by

- Email
- Call
- Message
- Posting in Forum /Community
- Posting in Website
- Contacting transport websites

There should be deadline for receiving quotes, generally in hours. Once when the quote is made the companies has to respond in within few hours, so that the arrangements shall be made.



Fig 2.1.5: Contact



Fig 2.1.6: Deadline

2.1.6 Arrange Economical Transport After Receiving Quotations

The arrangements should be made on major three factors

1. Availability of truck



Fig 2.1.7: Trucks availability

2. Cost quotation (Lowest)



Fig 2.1.8: Lowest Price

3. Reliability of the Transport provider



Fig 2.1.9: Reliable

Other factors should also be considered like

- Dependability and time taken for the journey,
- knowledge of the driver on the routes,
- Manageability in handling situations
- Condition of the truck
- Weather Conditions
- Route options etc

After receiving the availability, quotations and based on the reliability, confirm the transport provider to hold the booking.

If the actual requirement is not available, check for the next immediate economical option.



Fig 2.1.10: Next Option

Check for the option and hold the booking of the next option immediately.

As the transport companies may have other orders also, it is very necessary to promise only the confirming orders or booking should be done with a minimum guarantee. Cancelling the order may spoil the reputation of the organization you work for and also a loss of business for the transport provider. Hence always confirm them with a scheduled time and guarantee to confirm and report on time, if you are not taking the order.

LTL Booking



Fig 2.1.11: LTL Load

Less than truck load should be avoided generally. While making LTL booking, try the options of combining 2 or more orders for the same shipment or multiple shipment. Consider for choices of clubbing orders on the same route.

The rates should be negotiated for the LTL, rather than paying for the full truck load. Also look in for options on rates to be paid based on routes.

2.1.7 Confirm with Customer

Once after identifying and holding the truck, recalculate the price for customer.

Add the markups (add additional costs)

$$\text{Markup \%} = \frac{\text{Selling Price} - \text{Cost}}{\text{Selling Price}} * 100$$

The general costs that are considered are

- Overheads
- Profit

After adding the markup cost share the quotation to the customer.



Fig 2.1.12: Share Quotation

If the customer tend to negotiate, check for the prices and confirm the customer on prices.



Fig 2.1.13: Negotiation

Once when the customer confirms the prices and take a confirmation on it as an email or acknowledgement.

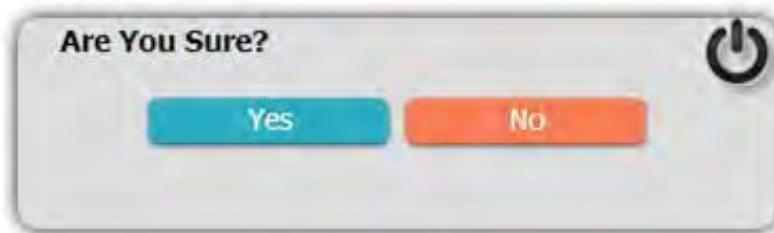


Fig 2.1.14: conform

2.1.8 Print Invoices

Once after confirmation, confirm on bookings to the transport provider and print booking invoice to each of the customer.

An invoice is a commercial document issued by a seller to a buyer, relating to a sale transaction and indicating the products, quantities, and agreed prices for products or services the seller had provided the buyer. Payment terms are usually stated on the invoice.



Fig 2.1.15: Print Invoices

For future reference each customer the record on the following details has to be maintained.

1. Address of Pick up
2. Address of Destination
3. Transport company details
4. Amount agreed
5. Invoice raised amount
6. Driver details
7. Contact number of Customer & transport company
8. Payment follow up date
9. Goods description
10. Load/space details etc

2.1.9 Reporting on non-Availability & Drop in Orders

It would be a regular scenario of drop in orders or non-availability of the truck. More precise planning and managing the situation is very essential during circumstances as either the Customer will go away or the transport company would hesitate to take future orders.



Fig 2.1.16: Pressured Situation

During that cases, it is the responsibility of the booking executive to manage and overcome situation and to win both hands. It is very essential to handle both the sides in much polite and friendly way.

It is essential to report to the transportation managers on time before it is too late if there is no trucks available to meet customer requirements. May be there would be a second chance that the transport manager shall look in for his/ her known contacts to find out the other sources of transportation.

If there is a drop in order from the client, call up the transport company and explain the inability to carry out the order.

2.1.10 Coordinate with Customer and Transport companies



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



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



STEP 3: Inspect consignment for number of packages



STEP 4: Any discrepancy, try to resolve



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



STEP 6: Add to account the mode of payment/viving quotations



STEP 7: Move on to next customers

Notes



Summary



In this chapter, the process of consolidating orders from various customers and arranging the shipment has been discussed. The key idea on finding trucks based on sizes and negotiation on prices are elaborated. The key elements to consider before booking and to maintain a full truck load are detailed. The steps involved at the customer location has been briefly explained.

Exercise



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

Scan the QR code to watch the related videos



https://www.youtube.com/watch?v=wCcARVbL_Dk

GPS



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

Supply Chain Management





3. Perform Post Booking Activities

Unit 3.1 - Update System Information

Unit 3.2 - Reporting



Key Learning Outcomes



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

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

UNIT 3.1 - Update System Information

Unit Objectives

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

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

3.1.1 Verify System Information and Order Processed

After completing the shipping process, from the client locations, carry all the relevant documents and reach the office.



Fig 3.1.1: Different orders processed for different customer

Verify the system information provided by the customer during the placement of order and the order processed.

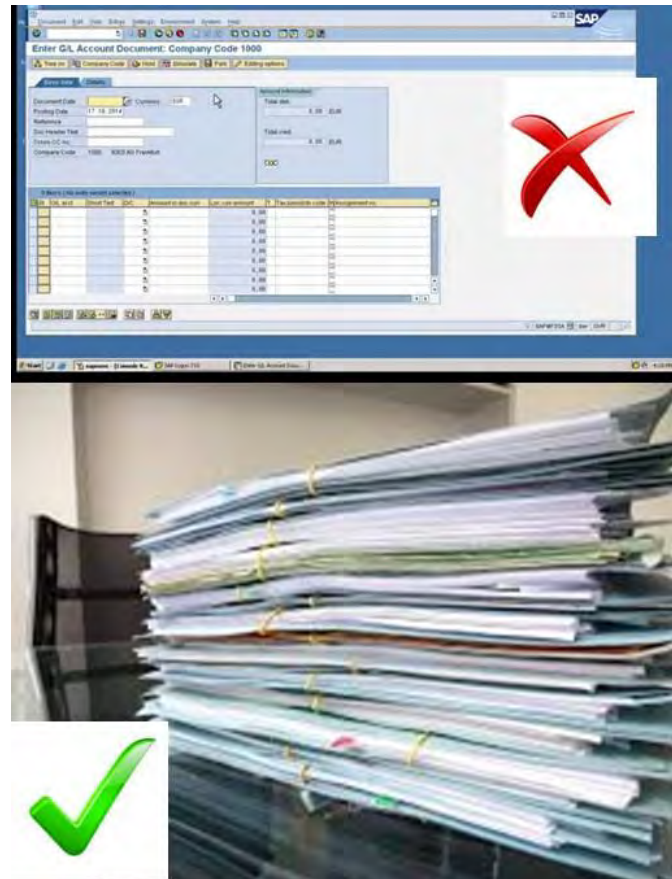


Fig 3.1.2: verify

If there is any changes between the information, kindly update in the system.

Update the system with the existing details of each order and with respect to the LR number. Also update if any changes that are to be updated.

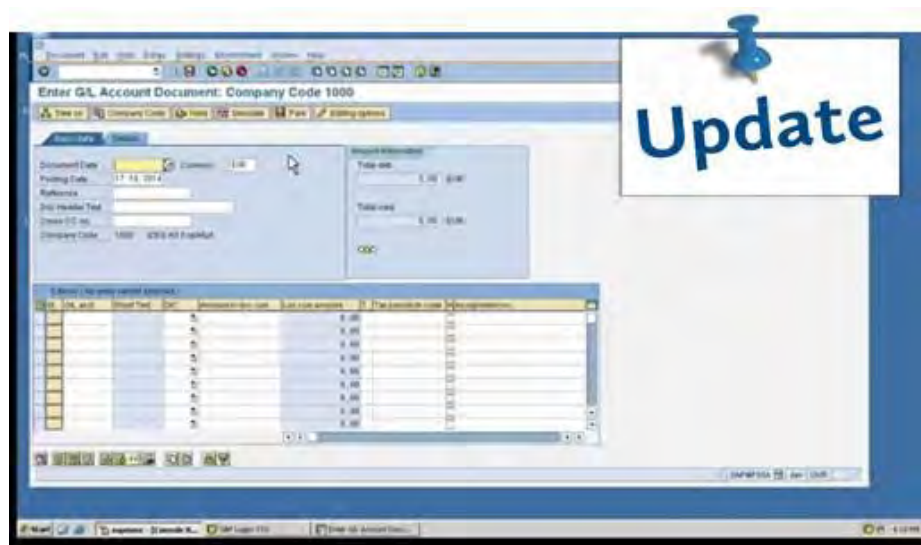


Fig 3.1.3: Update

3.1.2 Update Tracking Information

Based on the LR detail, update the system with the tracking details of the truck.



Fig 3.1.4: Tracking

Also, update the customer about their tracking number, so that the customer may get the live information on the consignment movement.

This information shall be uploaded on the system of the client using their provided log in details or as email, the tracking details to the consignment tracking executive.



Fig 3.1.5: GPS tracking system

The GPS system on the truck helps to track the consignment in real time basis. These information on how to track the consignment has to be passed on to the customers.

For transport providers with non-real time information should be shared their contact number of driver to the customer.

3.1.3 Billing Invoices

Once when the shipment is loaded and after uploading the LR details, the bills should be raised against the customer.



Fig 3.1.6: Billing Invoice

Create a separate report for all the invoices to be raised for each customer. Based on the actual details, on load and committed invoice rates, share the information to the documentation clerk to raise billing invoices to each customer.



Fig 3.1.7: Bill

This information has to be shared on daily basis and no pending invoices should be on hold at the end of the day.

3.1.4 File the LR Copies

As per the policies of companies, file LR copies and other documents pertaining to shipment for future purpose. In order to answer and to avoid legal dispute, it is essential to maintain the documents pertaining to shipment.

Certain companies maintain the LR details for more than 3 years just in case for reference.



Fig 3.1.8: File the copies

It is essential to main the documents safely, with care and protect it securely.

Respect the document

Report unsafe conditions in maintaining the documents and always keep protected in terms of location and vulnerability of safety.

The company follows standard operating procedure (SOP) for each of the processes. If in case there is an emergency or a situation arises, follow the SOP to solve the issue. Every organization has a plan of action in terms of occurrence of any kind of event. So, plan and work accordingly based on the plan.

There is a safety procedure for handling the documents with Do's and Don'ts in handling and security procedures in maintaining. Hence gathering relevant information on it is very important as per the organizations.

Notes



UNIT 3.2 - Reporting

Unit Objectives

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

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

3.2.1 Update the Transportation Manager

It is essential to keep in loop the transportation managers about the progress and constraints of the day to day activities.

Update the transportation Manager about

- The delays in pickup
- Missed Pick up
- Cancelled orders
- Delayed Orders
- Completed orders
- Issues during negotiation
- Issues faced during handling client/ Transport company
- Situations faced while booking customer orders

And other day to day happenings.

It is always good to keep the manager notified about the situation and progress of orders. It is wise to consider it as a backup source of information.



Fig 3.2.1: Reporting to Transportation Manager

There is a risk involved in failing every action and hence get to understand the severity of the risk. Certain failures would be facing severe risk and disruption would cause the stoppage of line or production stoppage.

As Cargo Booking Clerk, the risk will be in terms of legal compliance. This may lead to judicial impacts of turning it to be a case registered. This will not only spoil the business delay but also will cause an impression upon the customers and may create a total failure of the business.

A set of instructions would be pre-defined to handle each kind of risk and standard procedures to handle issues will be made available by the organizations generally. The documentation assistance should learn the procedures and work instructions to avoid risk.

At any point of risk, the information should be passed on to the senior management.

3.2.2 Prepare Reports

Based on the trend in market, prepare reports on

- Market Price for Full Truck Load
- Market Price for Less than Truck Load
- Number of cancellations
- Customer portfolio (on orders given, orders cancelled, Volume of orders)
- Reports on Orders

Each organization has different types of reports and certain reports are to be submitted daily, weekly, monthly. Based on the requirements, the dashboard has to be updated and should be

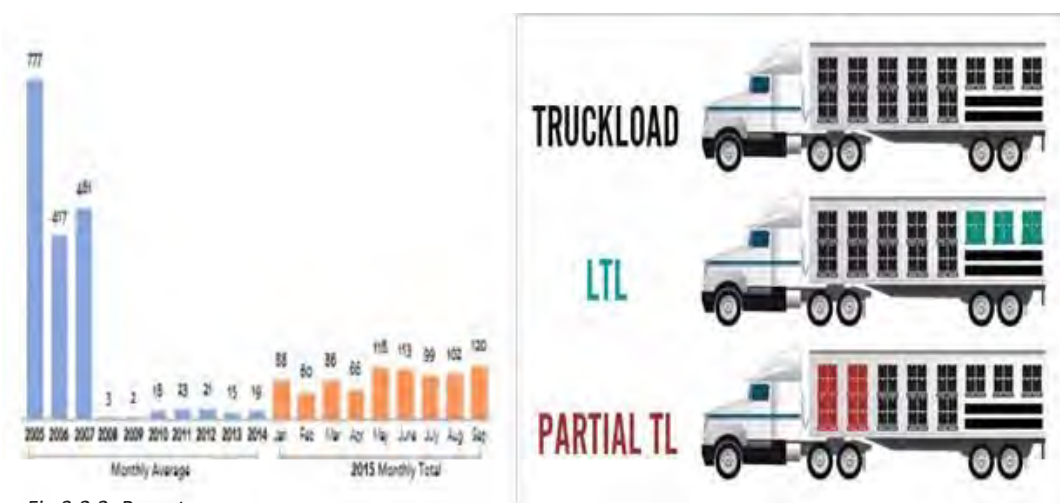


Fig 3.2.2: Reports

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 3.2.3: Graphs

3.2.3 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 or misplacing. Damages will also be by improper handling of materials during transit.

Every organization has a procedure in handling the loss and damages during inbound and outbound. Understand the organization policy by which you have to proceed in handling the issues.

During loading, count the quantity and visually inspect the damages and make a note of it.

Communicate to the supervisor about the damages and loss.

Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.

Report and communicate to the manager in charge and to the management immediately. Keep a track and history of issues.

3.2.4 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 loading and unloading activities. Based on the SOP's the way of handling the packages will be varying. The knowledge of handling packages should align with the procedure of the organization.

3.2.5 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.

3.2.6 Risk Management

There is a risk involved in every action and hence get to understand the severity of the risk. Certain failures would be severe and would cause huge loss.

As, 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 but also will cause a bad impression with 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 consignment booking executive 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 supervisor/ 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.

3.2.7 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.

3.2.7.1 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.

3.2.7.2 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.

3.2.8 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 assistant 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.

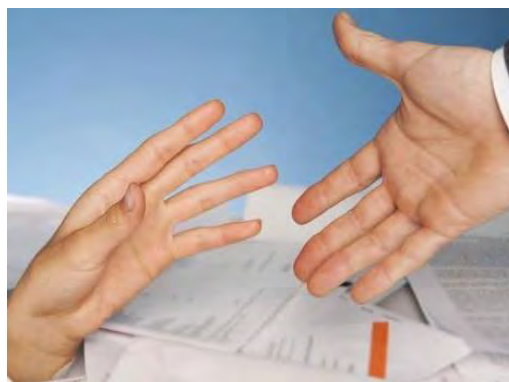


Fig 3.2.12: Enlist Help

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



In this chapter, the process of verifying the order processed and order received mismatch handling is discussed. Reporting to the manager on the issues faced on the day are elaborated. The reporting methodology and things that are to be captured for reviewing are discussed.

Exercise



1. Explain the issues that will be escalated to the manager
2. What kind of market analysis will you do?
3. What is a LR copy?
4. What are the ways to track a truck /consignment?
5. What is market analysis?
6. Manage to correct the days order received with the order executed
7. Update a truck's location
8. Perform a reporting situation and explain what are the issues that will be escalated to

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.

<p>Classification of Warehouses Based on The Ownership and Usage</p>	<p>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.</p>
	<p>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.</p>
	<p>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</p>
	<p>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.</p>
<p>Consignment Inventory</p>	<p>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.</p>

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



Lined area for taking notes, consisting of multiple horizontal lines within a rectangular border.

Annexure – QR Codes

S. No	Chapter No	Unit No	Topic Name	URL	Page No	QR code
1	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.2 - Exposure to Related Documents and Information	1.2.2 Variety of Documents used by an Organisation	https://www.youtube.com/watch?v=reAjDV9j09g	8	 Bill of Lading
2	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.2 - Exposure to Related Documents and Information	1.2.2 Variety of Documents used by an Organisation	https://www.youtube.com/watch?v=nl6ENNxBJD4	10	 Invoice & Packing List
3	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.3 - Inspecting the Status and Prioritization of work	1.3.1 Inspection	https://www.youtube.com/watch?v=o6Dq3ZGmsdA	12	 Transport management system
4	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=J3-5DPWQlj8	20	 Safety Procedures
5	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=800MVBm91s8	20	 Transportation in Supply Chain Management
6	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=uZBHsieDpTg	20	 Consignment

7	Chapter 1 – Prepare for booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=kcM9u4heDVk	26	 PPE
8	Chapter 1 - Prepare for Booking (LSC/N1117)	Unit 1.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	1.5.6 Nature of Product Transported	https://www.youtube.com/watch?v=QKymXxmXe80	26	 Hazardous Material Regulations
9	Chapter 2- Perform Consignment Booking (LSC/N1118)	UNIT 2.1 - Receive Customer Orders and Arrange Transportation	2.1.10 Coordinate with Customer and Transport companies	https://www.youtube.com/watch?v=wCcARVbL_Dk	45	 GPS
10	Chapter 2- Perform Consignment Booking (LSC/N1118)	UNIT 2.1 - Receive Customer Orders and Arrange Transportation	2.1.10 Coordinate with Customer and Transport companies	https://www.youtube.com/watch?v=VuZ9nvyNYCU	45	 Supply Chain Management



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