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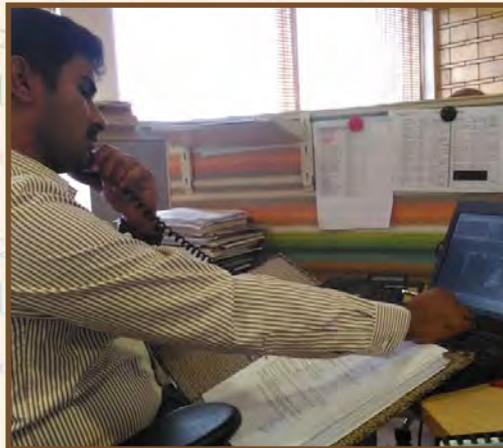


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Facilitator Guide



Sector
Logistics

Sub-Sector
Land Transportation

Occupation
Customer Support/Relations

Reference ID: : LSC/Q1120, Version 3.0
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Consignment Booking Assistant



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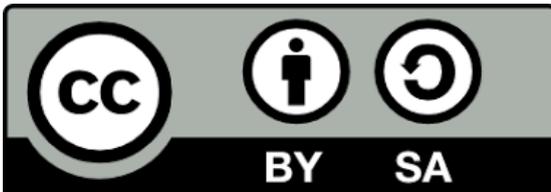
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Shri Narendra Modi
Prime Minister of India

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

Acknowledgements

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



About this Guide

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

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

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

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

Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play



Example

Table of Contents

S.No	Modules and Units	Page No
1.	Introduction	1
	Unit 1.1 – Icebreaker and Introduction to Supply Chain Management	3
	Unit 1.2 - About the Course	5
	Unit 1.3 - Importance of Warehouse in Supply Chain	6
	Unit 1.4 - Roles and Responsibilities of a Consignment Booking Executive	8
2.	Documents and its Requirements (LSC/N1117)	11
	Unit 2.1 - Different types of Documents Required During Transportation	13
3.	Prepare for Booking (LSC/N1117)	23
	Unit 3.1 - Activities involved in Consignment Booking	25
	Unit 3.2 - Exposure to Related Documents and Information	27
	Unit 3.3 - Inspecting the Status and Prioritization of Work	29
	Unit 3.4 - Prepare Computer and Booking System	30
	Unit 3.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	34
	Unit 3.6 - Escalation Matrix for Reporting	36
4.	Perform Consignment Booking (LSC/N1118)	45
	Unit 4.1 - Receive Customer Orders and Arrange Transportation	47
5.	Perform Post Booking Activities (LSC/N1129)	57
	Unit 5.1 - Update System Information	59
	Unit 5.2 - Reporting	62
6.	Safety, Security, Health and other Soft Skills (LSC/N1128)	67
	Unit 6.1 - Safety Instructions to be followed in Workplace	69
	Unit 6.2 - Vehicle Safety Procedures	73
	Unit 6.3 - Skills to Develop	78
7.	Annexures	87
	Annexure I: Training Delivery Plan	88
	Annexure II: Assessment Criteria	94
	Annexure III: QR Codes	98
8.	Employability Skills - 30 Hours (DGT/VSQ/N0101)	
	The book on New Employability Skills is available at the following location:	
	https://eskillindia.org/NewEmployability	
	Scan the QR code below to access the ebook	





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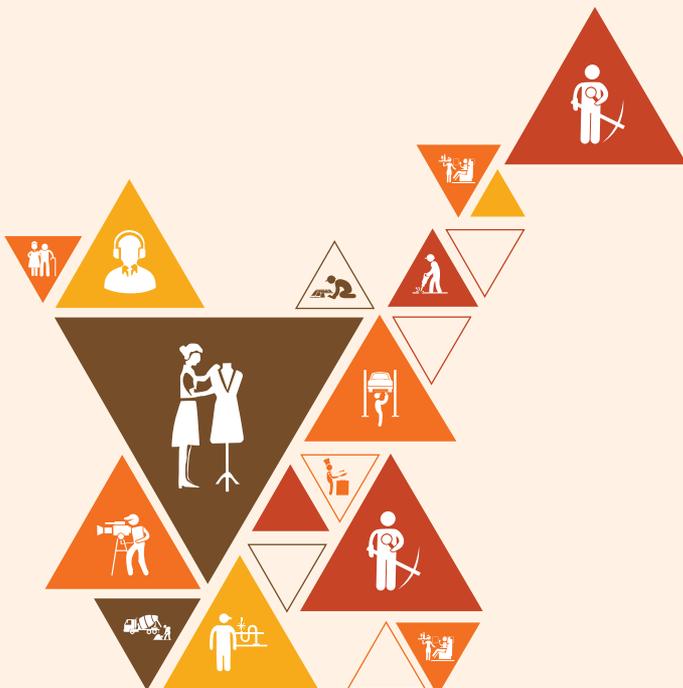
1. Introduction

Unit 1.1 – Icebreaker and Introduction to Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain

Unit 1.4 - Roles and Responsibilities of a Consignment Booking Executive



Key Learning Outcomes

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

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

UNIT 1.1: Icebreaker

Unit Objectives

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

1. Introduce each other
2. Build rapport with fellow students and the trainer
3. Create learning environment better
4. Relax and interact with fellow students more quickly

Resources to be Used

- Available objects such as a duster, pen, notebook etc.
- Teaching board
- Ball or any weightless object to pass

Do

- Make the students stand in a circle, close enough to the person each side of them that they can pass the parcel quickly.
- Say 'Stop' when the when students least expect it. The person who has the parcel at that time should get out.
- Those who get out should introduce themselves by providing their names and a little additional information such as favorite hobbies, likes, dislikes etc.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- Continue with rest of the participants till become last one
- Finish the task by clapping and ask them to sit next to one whom they do not know before

Say

- Thank the students for their participation.

Notes for Facilitation

- You could ask the students who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy students to provide information about themselves by prompting them with questions such as 'what do you enjoy doing the most', 'what is your favorite movie or book' etc.
- Motivate students by stating that they are going to achieve something big in their life
- Promote all the students in a much positive note and do not allow anybody to share any negative stories.

UNIT 1.2 : About the Course

Unit Objectives

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

1. Provide a basic idea of what they are going to learn during the training period.
2. Talk about their expectations and takeaway after the course completion
3. Think about their career progression
4. Evaluate their calendar and learning plan

Notes for Facilitation

- You could ask the students about the expectations from the course.
- Invite students to participate. List the expectations on the whiteboard.
- Give the students a brief overview of what all will be covered in the program.
- Provide information on what are they going to learn during the training period.
- Supply the time schedule about the learning they are going to cater periodically
- Inform about the discipline to be followed in the class, timings they have to maintain
- Share important dates, plan of visits, assessments, labs, practical classes and explain the calendar in detail as when and what is planned.

UNIT 1.3: Importance of Warehouse in Supply Chain

Unit Objectives

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

1. Discuss about various Inventory types and its importance
2. Explain the importance of a Warehouse in managing Supply Chain
3. Describe the various activities carried inside a warehouse
4. Explain the significance of policies and procedures

Say

- The definition of Supply Chain and Logistics Management
- The definition of Supply Chain and Logistics Management The movement of goods from supplier to the manufacturer to the customer is called as the supply chain flow (use the diagram for reference Fig 1.1)
- 3 basic flows of Supply Chain management- Product flow / Service Flow, Information Flow, Finance/Money Flow
- An example of a very simple supply chain for a single product, where raw material is procured from suppliers, transformed into finished goods in a single step, and then transported to distribution centers, and ultimately, customers. Example –Pen, where suppliers are plastic molding supplier (shell, cap, top and bottom lid), ink supplier, steel supplier (nib and ball). Manufacturer assembles the pen in right condition and quality. Customer is you and me.

Explain

- What is Inventory?
- Different types of Inventory
- How a final two wheeler is assembled with various inventory types
- The activities carried inside a warehouse

Ask

- Ask the students why booking a Consignment is important
- Ask the students what they understand from Consignment booking

Notes for Facilitation

- You could ask the students what they know about the Warehouse industry in India.
- Ask students about, what is their idea about Warehouse activities
- Give students some time to think about how the Warehouse industry has changed in the last ten years.
- Set the context and ask them to describe the industry trends in Warehouse industry.
- Identify the knowledge of students on the various types of Warehouse operations.

UNIT 1.4: Roles and Responsibilities of a Consignment Booking Assistant

Unit Objectives

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

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

Ask

- Ask the students why booking a Consignment is important
- Ask the students what they understand from Consignment booking

Say

- A Consignment is an arrangement in which goods are left in the possession of another party to sell. It may be of any product such as cloths, accessories, books, automotive products, e-commerce products, perishable goods etc.
- A Consignor or Carrier is a person or company that sells or transports goods for any person or company and that is responsible for any possible loss of the goods during transport.
- A Consignee is a person buys goods from a person or a company
- It does not mean that a Consignor sent a shipment will always deliver to the consignee on time, in full quantity as shipped and a guaranteed delivery.
- This means that if a shipment goes missing in a transit you have no idea as to where it is and proof of posting means just that it does not mean guaranteed delivery.
- Many people do not realize this and think that there parcel or a shipment will get to its destination safely and indeed the majority of the time it does, however if your parcel is late arriving at a client, it can then be critical to your business to find out where the parcel actually is.
- Failing to be able to do this could lose you a client very easily, particularly if it never turns up – being able to claim the cost of your parcel back could be inconsequential.
- This is where a consignment booking executive's role plays a crucial part.

Explain

The main roles of a Consignment booking executive are

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

Notes for Facilitation

- You could ask the students what they know about the Consignment booking and how it is done
- Ask some students to share their experience on booking a shipment in their personal life
- Ask them share the details that they will get during booking a consignment

Answers to the Exercise

- 1 . Supplier
2. Product ,quantity,condition,place ,time
3. Refer 1.4.1 in Participant handbook
- 4 . There can be different types of goods stored inside a warehouse such as FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc.
- 5 . Refer 1.1.2 in Participant handbook
- 6 . Refer 1.3.2 in Participant handbook

Key Learning Outcomes

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

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

UNIT 2.1: Different types of Documents Required during Transportation

Unit Objectives

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

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

Say

1. What is a Document?
 - A document is a written, printed, recorded or electronic means of information that acts as an evidence to serve as an official record.
2. Why is a document required?
 - Documents are foolproof evidence, which acts as a source of information in order to justify any statement. In legal cases or during disputes, documents act as a proof of validation.
3. Who inspects the document?
 - RTO Check post: Documents related to the truck, Permits, Road tax, Load requirements.
 - Police Check post: Driving offenses, Maintaining traffic safety, Law, and order.
4. Others those who are officially endorsed to check for documents of any truck with goods are
 - Checking by Flying Squads of any agency
 - Movement of essential commodities
 - Miscellaneous checks by respective authorities

Ask

- What are the types of documents that, the participants have handled
- Ask them the various types of documents they have handled or they have come across.

Elaborate



- Commercial Invoice
- Performa Invoice
- LST / CST Forms
- TIN Series
- Permit /Way bill
- Entry tax forms
- Octroi Forms
- Transit Pass
- Packing List
- Fitness Certificate
- Insurance

Explain



- The type of documents used in exports and imports
- Documents required during interstate transfer

Activity



- Show the students different types of documents available
- Ask the students to go through each document and explain their understanding
- Explain the
 - Learn about coding, labeling, reference number and barcodes
 - Inspect on the various labeling, its signs and symbols
 - Correspond with the pin code system
 - Explain as how to handle packages
 - Identify the packaging accessories and method of packing
 - Fill the details on an airway bill number

Do 

- Welcome the students and greet them. Revise the learnings what they had in their previous session. Check if they have any doubts.

Resources 

- A copy of blank airway bill /courier slip
- Computer, projector
- Different types of Labels
- Packaging accessories
- Carton box
- Any handling devices (if available) trolleys, cages, conveyor etc

2.1.1: Understandings on an Airway bill

Elaborate



- The students as how to fill the details in the courier slip
- The dos and don'ts while packaging
- Different types of labels

Notes for Facilitation



- You could ask the students as what should be filled in each column
- Invite students to answer each column
- Increase the awareness of the students in understanding by explaining the purpose of each column
- Give brief overview as what are the essential details, to be filled mandatory

Explain



- The students as how to fill the airway bill / courier slip

Ask



- Where is the airway bill number?
- Where should we enter the customer address?
- Where should we enter the senders address?
- Where should the customer sign?
- Where should the weight of package to be mentioned?

2.1.2: Understanding on Courier Tracking

Resources



- Computer
- Projector
- Internet connection
- Live Airway bill number

Say



- It important to understand the courier tracking and understand as how it works
- Customers, nowadays can track their parcel live, including location.

Practical



- Login to the courier website, enter the airway bill details and track
- Convey the students as how to track the courier
- Ask the students to do the same

Explain



- Each step shown in the detailed tracking summary
- The length of journey, time taken for the courier to pick up and reach the customer

2.1.3: Understanding on Packaging and labelling

Say

- Packaging plays an important role in courier industry indirectly
- Without noticing the label, moving a parcel may lead to big errors
- There are universal signs on labels
- Packaging is an art by which we handle the items inside the parcel, undamaged and in safe condition till it reaches the customer
- Multiple handling is done in between and hence proper packaging and labelling plays a very important to handle safe.

Ask

- The students to think about a situation, when they are carrying a package which got loose ends and all the parcel inside falls down and broken.
- Who is responsible for the broken items?
- Consider if the label is marked upside down and handling the parcel opposite, causes damages to the items inside. Now in this situation, whose fault is it?

Activity

- Arrange a list of labels across the table and ask the students to match the following
- Arrange the list of packing accessories and ask students to identify which type of packing material goes with what kind of materials.

Demonstrate

- Packing a box
- At which part of the box the labels are to be attached

Explain

- Different labels
- What is prohibited goods, its labels and its meaning
- The checks to be made after packing, to confirm the packing is good.

2.1.4: Understanding on handling

Explain



- Why we need handling equipment's?
- The reason as why should we carry the package in an orderly fashion

Say



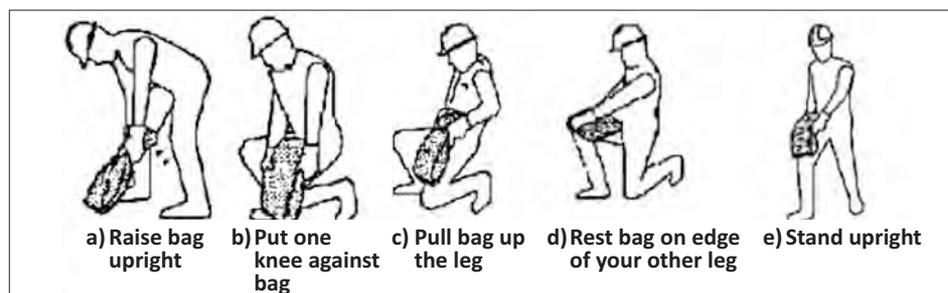
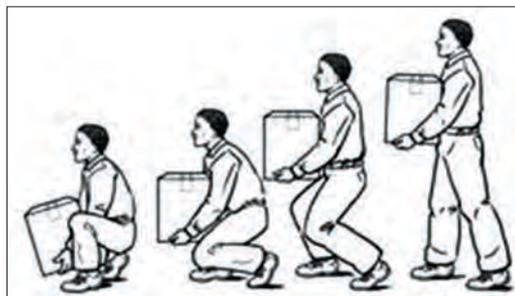
- Handling equipment's are those, which help us to lift or move the packages easily
- Manual, semi-automated and fully automated equipment's are used in the warehouses to handle goods handling
- Handling packages should be in right movement, else in few months, back pain and other health related issues may arise.

Demonstrate



- The steps in manual handling, step wise, as explained in the participant handbook and as reference image below
- Place a package in front and explain as how to lift, without affecting the backbone.
- Demonstrate to make understand that the students make sure that the load is handled on the arms and legs and pressure not on the bones

Because of the orthopedic pains and to avoid the pressure on bones, there has been a systematic way to handle goods. Handling of materials should be taken care. Lift heavy objects safely.





Reduce Package weight and Size



Activity

- Ask few students to perform lifting of a box from ground and place back to another location on the ground
- Monitor the body movement as how they lift and handle.

Summarize

- Summarize as how to fill airway bill details
- Summarize what is packaging, its accessories and different labels
- Sum up the process of handling and lifting a box
- Sum up the different types of handling equipment's

Answers to the Exercise

1. Commercial invoice is a legal document provided by a seller to a buyer in an international transaction. The document serves as a contract and proof of sales between the two parties. It details the number of goods sold, the prices and their value.
2. Octroi is currently applicable in the following states
 - Gujarat
 - Maharashtra
 - Punjab
3. Refer Unit 2.3 - Table in PH
4. Refer 2.1.10 in PH in Participant handbook
5. Refer 2.1.11 in PH in Participant handbook
6. The coding system shall be
 1. Numbers -123456789
 2. Alpha Numeric- C6578AWN98
 3. Barcodes- 2D and 3D barcodes
 4. RFID's
7. Refer 2.3.5 in Participant handbook
8. Refer 2.3.5 in Participant handbook
9. Refer 2.3.7 in Participant handbook
10. Refer 2.3.8 in Participant handbook
11. Student Activity
12. Student Activity

Notes



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3. Prepare for Booking

Unit 3.1 - Activities involved in Consignment Booking

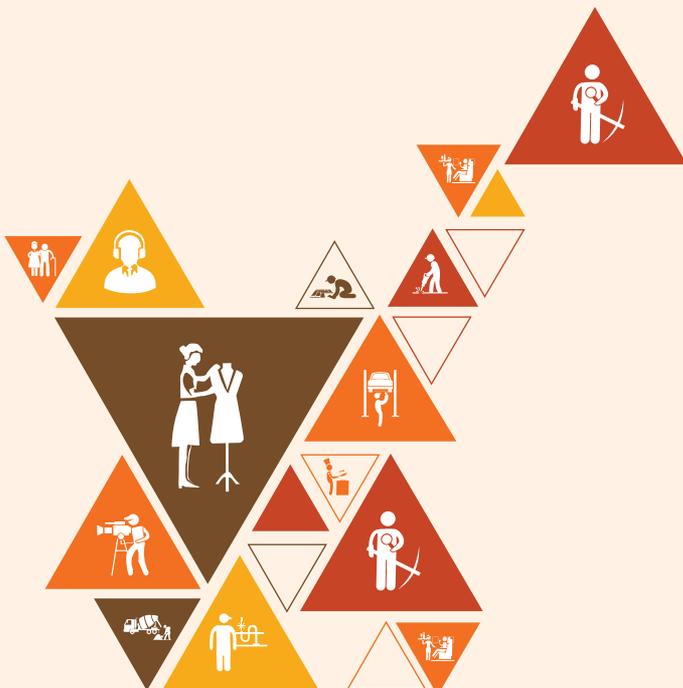
Unit 3.2 - Exposure to Related Documents and Information

Unit 3.3 - Inspecting the Status and Prioritization of Work

Unit 3.4 - Prepare Computer and Booking System

Unit 3.5 - Knowledge and Understanding of Company's Safety
Policies and Procedures

Unit 3.6 - Escalation Matrix for Reporting



LSC/N1117

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 3.1: Activities involved in Consignment Booking

Unit Objectives

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

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

Explain

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

Elaborate

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

UNIT 3.2: Checking out for Challenges in Transporting Consignment

Unit Objectives

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

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

Say

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

Explain

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

Notes for Facilitation

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

UNIT 3.3: Inspecting the Status and Prioritization of Work

Unit Objectives

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

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

Explain

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

Demonstrate

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

UNIT 3.4: Prepare Computer and Tracking System

Unit Objectives

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

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

Say

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

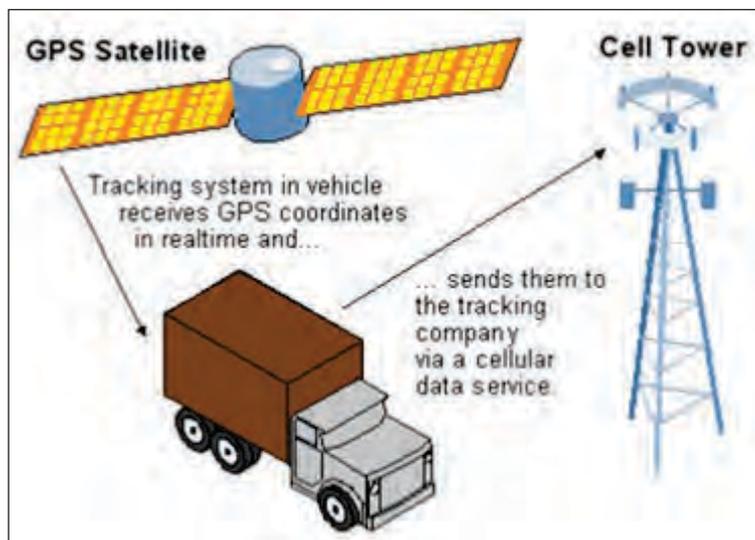


Fig 3.4 - GPS tracking System

Explain

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

Lab

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

Notes for Facilitation

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

UNIT 3.4.1: Exposure to Document

Unit Objectives

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

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

Explain

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

Say

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

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

Demonstrate

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

UNIT 3.5: Knowledge and Understanding Company's Safety Policies and Procedures

Unit Objectives

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

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

Say

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

Explain



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

Demonstrate



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

Elaborate



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

UNIT 3.6 : Escalation Matrix for Reporting

Unit Objectives

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

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

Explain

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

Say

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

Demonstrate

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

UNIT 3.6.1 : Basic Transit Rules and Regulations

Unit Objectives

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

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

Say

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

Explain

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

Elaborate



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

UNIT 3.6.2 : Detailed Understanding of the Tracking Systems

Unit Objectives

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

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

Lab

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

Exercise

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

UNIT 3.6.2 : Nature of Products Transported

Unit Objectives

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

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

Say

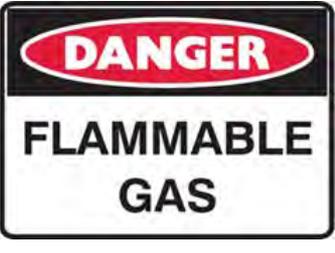
- The transportation of products through trucks following legal regulation involves a careful study and consideration of many factors like;
- Perishability: Products which are perishable in nature are distributed by employing a shorter channel of distribution so that goods could be delivered to the consumers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

Explain

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

Elaborate 

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

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

Exercise

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



Team Activity

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

Summarize

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

Answers to the Exercise

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

Key Learning Outcomes

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

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

UNIT 4.1: Receive Customer Orders and Arrange Transportation

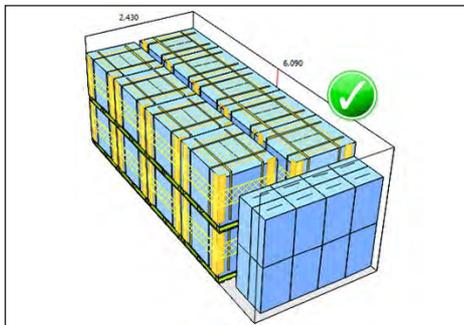
Unit Objectives

At the end of this unit, 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

Steps: In Performing Consignment Booking



STEP 1: Collect Customer orders



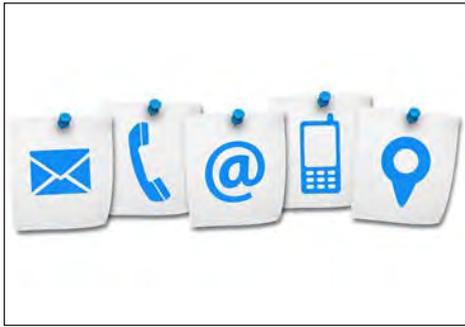
STEP 2: Check Loading arrangements



STEP 3: Determine the truck to be used



STEP 4: Cross check rates



STEP 5: Contact Transport Companies



STEP 6: Arrange Economical transport after receiving quotations



STEP 7: Confirm with Customer



STEP 7: Print Invoices



STEP 7: Reporting on non-availability & Drop orders

Elaborate

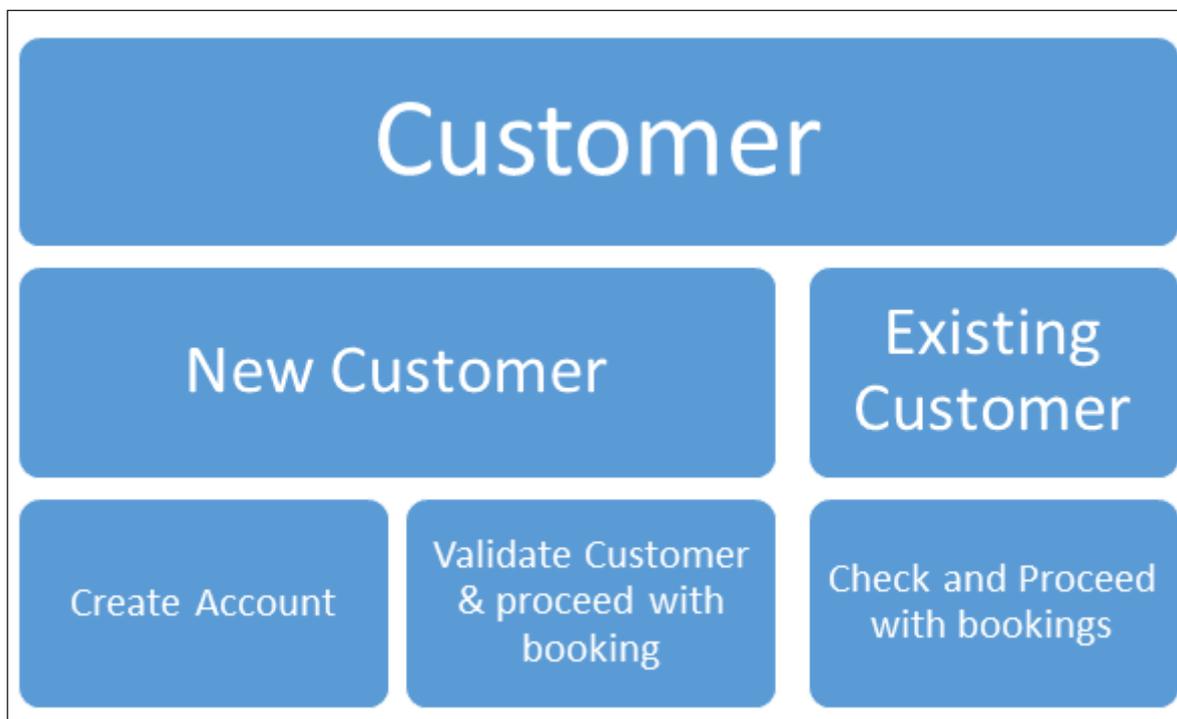
- Each of the steps that the consignment booking executive has to do
- The process, that has to be carried out in each of the steps.

Demonstrate

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

Explain

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



Ask

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

Resources to be Used

- Computer
- Internet
- Mobile phone

Activity

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

Explain

Process for handling Loss and Damages

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

Demonstrate

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

Explain



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

Notes for Facilitation



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

Say



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

Elaborate



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

Role Play



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

Steps



Steps: In Performing Consignment Booking



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



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



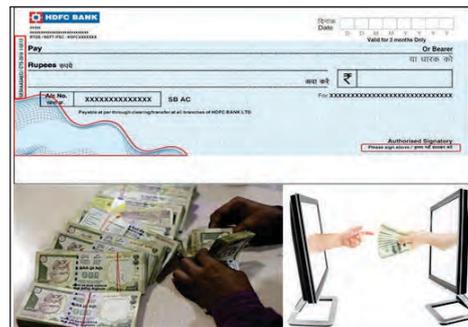
STEP 3: Inspect consignment for number of packages



STEP 4: Any discrepancy, try to resolve



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



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



STEP 7: Move on to next customers

Explain

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

Exercise

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

Summarize

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



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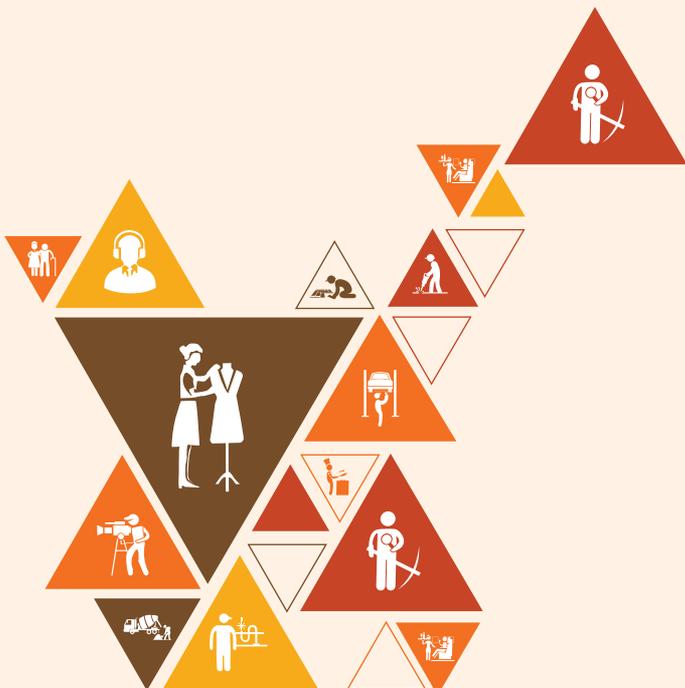
Transforming the skill landscape



5. Perform Post Booking Activities

Unit 5.1 - Update System Information

Unit 5.2 - Reporting



LSC/N1119

Key Learning Outcomes

At the end of this module the 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 5.1: Update System Information

Unit Objectives

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

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

Elaborate

- Verifying and cross checking process

Activity

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

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

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

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

Explain



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

Say



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

Explain



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

Lab



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

Notes for Facilitation



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

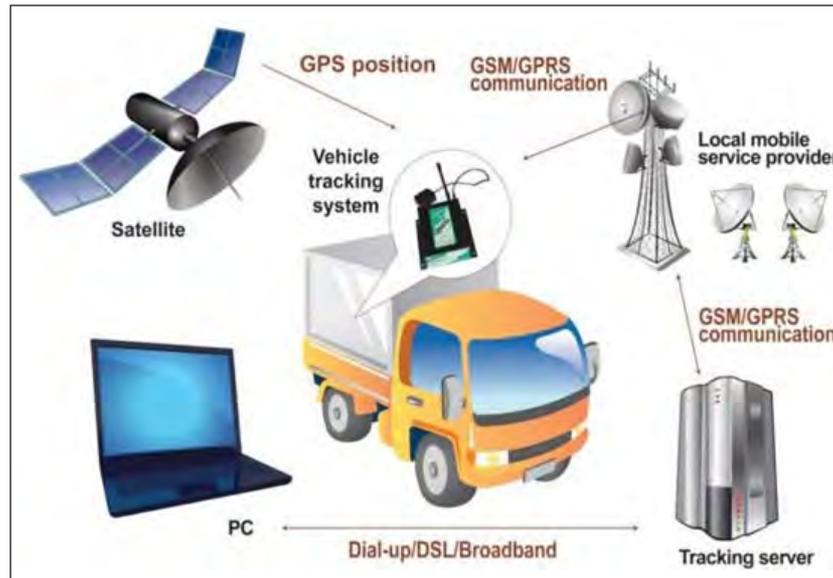


Fig 5.1 - GPS Tracking System

Explain



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

Activity



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

Tips



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

Activity



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

UNIT 5.2: Reporting

Unit Objectives

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

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

Explain

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

Exercise

Prepare a report on

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

Notes for Facilitation

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

Demonstrate

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

Explain



Process for handling Loss and Damages

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

Role Play



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

Summarize



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

Key Learning Outcomes

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

1. Identify the safety procedures
2. Explain the driver safety
3. Gain knowledge on skills to be developed
4. Learn the procedures for Evacuation in work environment
5. Describe the safety requirements in the work environment
6. Gain knowledge on vehicle parking procedures
7. Evaluate the safety requirements
8. Identify the skills that are to be developed for safe operations
9. Discover the importance of road signs and rules

UNIT 6.1: Safety Instructions to be Followed in Workplace

Unit Objectives

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

1. Explain health and safety standards
2. Describe standard operating procedures for safety
3. Identify safe operating procedures during the process

Explain

The safety aids and its uses



Safety Goggles



Safety Helmets



Safety Ear Plugs



Reflective Jackets



Safety Hand Gloves



First Aid Box & Safety Ring



Fig 6.1- Fire Extinguisher



Fig 6.2 - Safety Mask



Fig 6.3 - Personal Protective Equipment's

- PPE that should be provided to the HUB staff such as:
 - Gloves
 - Safety Shoes
 - Body Back Support
 - Face mask Etc
 - Motorcycle Personal Protective Equipment (PPE) Requirement
- PPE that should be provided to the motorbike delivery staff are:
 - Helmet with clear visor (Certified by ISI)
 - Covered Shoes
 - Reflective vest
 - Long Sleeve/Arm Cover
 - Long Pants
 - Face mask (optional)



Fig 6.4 - Two wheeler Driver PPE's

- Lorry Drivers & Attendants Requirement
- PPE that should be provided to the motorbike delivery staff are:
 - Safety Shoes
 - Reflective vest
 - Body Back Support (Load and unload process)
 - Face Mask (for dusty condition)

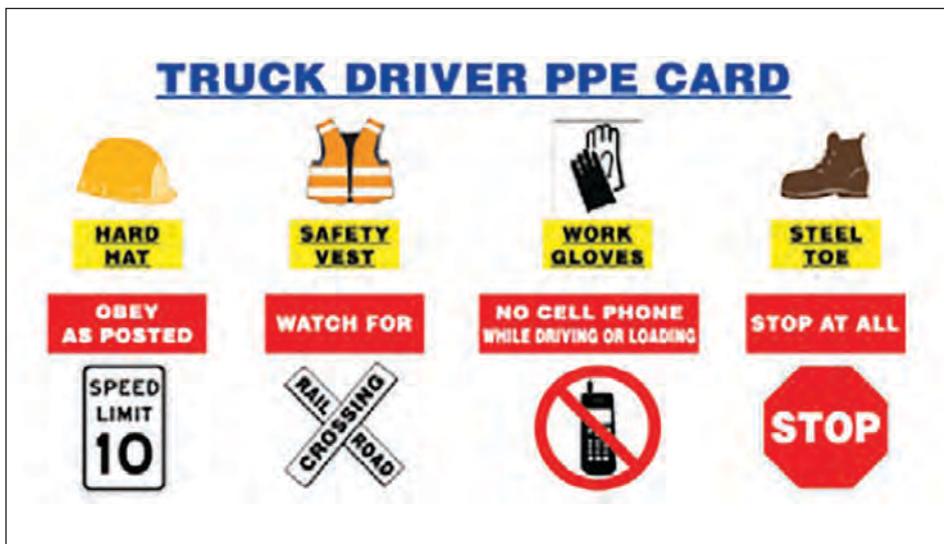


Fig 6.5 - Truck Driver PPE's

Say

A valid driver's license should be maintained and should be updated. Report unsafe conditions if found any during loading, unloading or during transit or during storage of packages. Companies follow 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.

Ask

- What are the PPE's required for a motorcycle driver
- What are the PPE's required for a van / truck driver
- When should one wear safety helmets?
 - While working in a warehouse where loads are stacked above head

UNIT 6.2: Vehicle Safety Procedures

Unit Objectives

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

1. Describe vehicle safety procedures
2. Explain parking instructions of vehicles
3. Describe package protection responsibility

Say

- What are the Vehicle Daily Checks to be performed

As per the organization requirements, the vehicle checks differs, but the macro observations will include

- Vehicle fault recording and reporting;
- Safety, maintenance and inspection plans;
- Safety inspection, maintenance and repair facilities;
- Maintenance record;
- Training and education for maintenance and safety inspection;
- Driver license; and
- Vehicle cleanliness.

Explain

Process for handling Loss and Damages

- Considering the load safety is very essential in terms of loading the packages
- No vehicle should be loaded beyond its rated capacity or beyond the legal limit of gross weight for that vehicle.
- The driver is responsible for ensuring the load is secure and should give instructions on positioning of loads to lift truck drivers.



Fig 6.6- Correct way and wrong way of loading



Fig 6.7 - No mobile Phone while Driving



Fig 6.8 - Follow Traffic Rules



Fig 6.9 - Park only at Parking Spaces



Fig 6.10 - Improper Parking may lead to fine

- Security

Packages may carry the sensitive information of an organization or an individual and, therefore, protecting the packages is a prime responsibility.

- Do not share log in id and Password of email of software applications
- Do not keep the packages unattended
- Do not hand over packages to unauthorized people
- Handle all packages with utmost care in front of you

Elaborate

The types of risk that shall happen during the transport

- Traffic
- Verification/inspection by Police or government officials
- Breakdown of vehicle
- Flood
- Other delays

Explain

Process for handling Loss and Damages

- The safety driving procedures
 - DO's and Don'ts while driving
- Vehicle inspection process
 - Checklist to be viewed before commencing the vehicle
 - Precautions to be noted before starting the vehicle
- Steps on Accident reporting
- The situations of Emergency response plan
 - Accidents
 - Delays
 - Spillage of goods
 - Theft from vehicle
 - Damage to goods externally
 - Damage due to rain / flood / fire
 - Hazard indicators from goods

Activity

- Place traffic sign boards and ask the participants to explain the symbols, its meaning and understanding.

Say

The offences related to traffic and violations include the following but not limited to:

- Exceeding imposed speed limit;
- Causing death by reckless or dangerous driving;
- Reckless and dangerous driving;
- Careless and inconsiderate driving which includes inattentive driving;
- Driving under the influence of alcohol or drugs;
- Driving when he is aware of his disease or disability;
- Obstructing the road with the vehicle which includes parking in prohibited area;
- Driving the vehicle without the registered owner's consent; and
- Not stopping when being involved in an accident.

Explain

Process for handling Loss and Damages

- Security issues and related risk in not maintaining the security of documents
- The impact of not maintaining the security of the delivery items / documents /key information

Say

The offences related to traffic and violations include the following but not limited to:

- Do not share log in id and Password of email of software applications
- Do not keep the packages unattended
- Do not hand over packages to unauthorized people
- Handle all packages with utmost care in front of you
- Sharing of information to any unknown resources will lead to legal consequences.
- Do not share any confidential information will lead to imprisonment
- Inform students that they represent the organization and any information against the organization should not be shared anytime.

UNIT 6.3: Skills to Develop

Unit Objectives

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

1. Explain the skills required for a professional
2. Enhance problem solving skills
3. Initiate critical thinking skills
4. Improve communication skills
5. Learn computer skills

Say

- To be more productive, it is essential to plan and manage time
- Planning and organization make efficient use of your time at the office by keeping you focused from beginning to completion of a project.
- An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.
- What is planning? Action planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the work place. You need to plan your own tasks and time.

Explain

- What is attitude?
An attitude can be defined as a positive or negative evaluation of people, objects, event, activities, ideas, or just about anything in your environment.
- How can positive attitude bring harmony in work atmosphere?
Attitude determines your productivity. More positive you are, more productive you will be.

Notes for Facilitation

- Ask the students as what is time management?
- What is Problem solving?
- What is their idea about handling pressure situations as what will they do?

Say

- Ways to be more productive?
 - Help People
 - Avoid Complaining
 - Keep high energy
 - Build team works
 - Determine confidence
 - Solve problems
 - Do not react to emotions, make good decisions
- What is “Time Management?”

“Time management” refers to the way that you organize and plan how long you spend on specific activities.

 - Carry your schedule all the time
 - Plan your day and start your day
 - Schedule activities without interruptions
 - Block distractions and get disconnected from distractions
 - Example- Facebook, whatsapp etc

Explain

- Problem solving
 - A fundamental part of your role is finding ways to solve them. So, being a confident problem solver is really important to your success

There are four basic steps in solving a problem:

 - Defining the problem.
 - Generating alternatives
 - Evaluating and selecting alternatives
 - Implementing solutions
- Analytical Skills
 - Think and find ideas step by step
 - Break down any issues into simpler set of issues
 - Start thinking in multiple ways and find alternate reasons
- Decision Making
 - You have multiple choices before you decide

- So selecting the right one is a challenge
- Think about the positive and negative impacts before finalizing the decision
- Learn from past experiences, from your own mistakes and others mistakes
- Do not repeat any mistake for the second time
- Communication
 - It is very much required to communicate in a very professional etiquette.
 - Good staff communication is essential to business success.
 - Effective communication is a two-way street.
 - Communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information.
- Engaged Listener
 - Hearing is different from listening
 - While listening get connected and do not loose attention on the subject.
 - Focus fully on the speaker
 - Favor your right ear
 - Avoid interrupting or trying to redirect the conversation to your concerns
 - Show your interest in what's being said
 - Try to set aside judgment
 - Provide feedback

Activity

Process for handling Loss and Damages

- Security issues and related risk in not maintaining the security of documents
- The impact of not maintaining the security of the delivery items / documents /key information



Fig 6.9 - Non Verbal Expressions

Say

- Stay Calm under pressure
 - On the daily work environment, it will be hard to manage work, emotions, thought process and physical activities. Loosing yourselves will have fair chances. Hence to keep focused, it is always better to think and react by staying calm.
 - Decisions under pressure and in angry may not come right
 - Make a point and support your point by providing enough information.
 - Deliver words clearly, do not fumble
 - Clarify your statement and talk to the point
- Listening Skills
 - Listening is the ability to accurately receive and interpret messages in the communication process.
 - Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood - communication breaks down and the sender of the message can easily become frustrated or irritated.
 - Good listening skills also have benefits in our personal lives
 - Listening requires focus and attention

Explain



- Grooming is an essential requirement in today's work environment
- Any shabby appearance in these days represents organizational culture



Fig 6.10 - Grooming

Ask



- What is your knowledge on computer and its usage?
- Have they used any software or apps?
- Do the participants know as how to order online a mobile phone or order food?
- Understanding of candidates on ERP

Explain



- What is MS Excel, MS word, Outlook and PowerPoint?
- When and how to use

Demonstrate

- How to use Excel, Word, Outlook and PowerPoint
- As how to use each of the basic icons and tools
- As how to print

Elaborate

- Handheld devices
 - Its usages
 - Demonstrate with one if available
- Tracking devices
 - Devices which are helpful to track the vehicle
 - Example OLA / UBER or any taxi application
- GPS devices
 - Activate the location symbol of the mobile phone
 - Open Google maps
 - Identify the location you are present
- Barcode Scanners
 - Example – scanners in the retail supermarket at the till where billing is made

Explain

- The excel workbook
- The icons in excel
- Excel ribbon
- Menus
- Saving
- Printing
- Copy and Paste
- Filling Color
- Alignment
- Using Formulae's

Summary

- Explain Health and Safety requirements for the job role
- Describe Safety procedures and Security requirements, its importance
- Vehicle requirements, its inspection and Safety requirements
- Safe driving conditions and terms to understand
- Evaluating the responsibility of safety
- Requirements to follow parking instructions
- Initiating the skills enhancement and its requirements
- Requirements of communication skills and thinking skills
- Narrate the computer skills to be developed.

Answers to the Exercise

- 1 . clean , hygiene
- 2 . No,because documents are mandatory
- 3 . Yes

Annexure I :Training Delivery Plan

Training Delivery Plan			
Program Name:	Certificate Course in Consignment Booking Assistant		
Qualification Pack Name & Ref. ID	LSC/ Q1120, Version3.0		
Version No.	3.0	Version Update Date	25/11/2021
Pre-requisites to Training (if any)	Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> Obtain Knowledge on Retail and Institutional Sales activities: General introduction to courier activities, and operations involved in the sales process such as preparing for the day, identifying potential clients, identifying the targets, checks to be performed during days operations, meeting and understanding clients requirements would be gained Getting Familiar with Customer Handling process: Awareness on various problems /issues while handling the company account and the issues customers faced with the services, handling customers by resolving their queries, planning for a long term relationship and maintaining the customer relationships Understand handling customer accounts and winning competitors: To ensure that the communication between peers is done right and conditions in handling customers in providing services and handling customer queries in right manner. Define and develop strategies to be implemented to win customer over the competitor. Cultured in workplace skills: Build on effective communication with customers, inter departments, sub-ordinates and super-ordinates for smooth running of courier activities, team building and time management Acquainted with Environmental/ Occupational Health & Safety: Get well versed with health and safety measures practiced in courier delivery, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance on Vehicle 		

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1	Introduction	Ice breaker	<ul style="list-style-type: none"> Introduce each other 		Group Activity: Passing the Parcel	Book, pen, duster etc.	T:8
		Describe Supply Chain and Logistics Management	<ul style="list-style-type: none"> Build rapport with fellow students and the facilitator 		Facilitator-led-discussion	Projector/Slides/ Board/ Video	T:2
		Organizational Structure	<ul style="list-style-type: none"> Describe Supply Chain and Logistics Management 			Carton Box	T:5

	Objective of course	<ul style="list-style-type: none"> • Describe Supply Chain and Logistics Management 			Layout of Warehouse	T:5
	About the Course	<ul style="list-style-type: none"> • Explain transportation industry and opportunities in it 				P:2
	Role of Consignment Booking Assistant	<ul style="list-style-type: none"> • Define your job roles and responsibilities 				P:2
	Functions of Consignment Booking Assistant	<ul style="list-style-type: none"> • Narrate the activities in warehouse 				P:2
	Employment opportunities	<ul style="list-style-type: none"> • Explain the importance of warehouse 				P:2
	Warehouse role in Supply Chain	<ul style="list-style-type: none"> • Describe the organizational structure in warehouse 				P:1
	Activities in Warehouse	<ul style="list-style-type: none"> • Describe about the employment opportunities in the warehouse 				P:1
	Warehouse Layout	<ul style="list-style-type: none"> • Describe the functions involved • Know the pre requisites of joining the industry 				

2	Preparation for Booking	Consignment booking problems	Discuss common problems and solutions for consignment booking	LSC/N1117 PC1,PC2, PC3,PC4, PC5,PC6, PC7,PC8, PC9, PC10, PC11,PC12, PC13,PC14,	Facilitator-led discussions	Book, pen, duster etc. Projector	T:8
		Usage of Computer	Demonstrate the usage of Computers and other related systems in Consignment booking	PC19, PC20, PC21 KB1, KB2, KB3,KB4, KB5,KB6 SA1, SA5 SB4,SB15, SB16	Videos Demonstration Skill Practice (Practicals)	Videos, Notes documents	P:8
		Activities involved in Consignment Booking	<ul style="list-style-type: none"> • Explain the importance of consignment tracking • Get clarified about the different types of goods and their classification 	KB1, KB2, KB3,KB4, KB5,KB6 SA1, SA5 SB4,SB15, SB16	Exercise	Tracking systems, GPS devices	T:8
		Exposure to Related Documents and Information	<ul style="list-style-type: none"> • Define the importance of documents in the consignment tracking 	PC15, PC16, PC17, PC18,		Computer with Internet Connection	T:4
		Practical demonstration on tracking a consignment				Telephone	P:8
		Checking out for Challenges in Transporting Consignment	<ul style="list-style-type: none"> • Get knowledge on various important abbreviations • Explain the various transportation challenges related to 			Sample related documents	P:8
		Practical demonstration on collecting related information				Sample transit	P:8
		Inspecting the Status and Prioritization of Work	<ul style="list-style-type: none"> • Recognize the overall picture of the freight transport industry 				P:8
		Practical demonstration on Tracking systems	<ul style="list-style-type: none"> • Categorize the importance of status checking 	LSC/N1118			P:8
		Knowledge and Understanding Company's Safety Policies and Procedures	<ul style="list-style-type: none"> • Explain the importance of computer systems in tracking 	LSC/N1119			P:8
Practical demonstration on Safety policies and procedures	<ul style="list-style-type: none"> • Get to know about the various tracking systems available 	LSC/N1128 KB1, KB2, KB3,KB4, KB5,KB6 SA1, SA5			P:8		

		Escalation Matrix for Reporting	<ul style="list-style-type: none"> Recognize the different types of documents used in consignment tracking 	SB4,SB15, SB16			P:4
		Basic Transit Rules and Regulations	<ul style="list-style-type: none"> Enhance knowledge about the various safety policies 				OJT:4
		Practical demonstration to collect transit rules and regulations	<ul style="list-style-type: none"> Explain the various risks involved when deviated from the procedure 				OJT:2
		Detailed Understanding of the Tracking Systems	<ul style="list-style-type: none"> Get clarity on simple violations in the procedure and the reasons for that Get details on the reporting structure and the various channels of communication Explore about the infrastructure challenges related to freight movement by Road Explain the regulations behind the movement of hazardous materials Describe about the tracking system 				OJT:2
							OJT:2
3	Perform Consignment Booking	Steps in Performing Consignment Booking	<ul style="list-style-type: none"> Discuss the booking process 	LSC/N1118	Facilitator-led-discussion	Book, pen, duster etc.	T:8
		Checking Loading arrangements	<ul style="list-style-type: none"> Explain as how to consolidate orders received 	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12,		Projector/Slides/ Board/ Video	T:8
		Determination of Truck	<ul style="list-style-type: none"> Distinguish various loads and consolidate loads 	PC13, PC14, PC15, PC16, PC17,PC18	Activity- Price mark up	Telephone	T:4
		Cross Check Rates	<ul style="list-style-type: none"> Find the availability of trucks 	KA11 SA2, SA4, SA5 SB2, SB3, SB4, SB5, SB6,SB7	Activity- Mannerism while talking to customer/Transport company	Calculator	P:8
		Activity - Cross Check rates	<ul style="list-style-type: none"> Negotiate for prices 	SB11, SB12, SB13, SB14	Activity - Negotiation on cost and Service	Rate Card	P:8
		Confirming the Truck	<ul style="list-style-type: none"> Convey to customers on availability or drop in trucks 		Activity - Cross Check rates		P:8
		Confirm with customer	<ul style="list-style-type: none"> Identify as how to markup cost 	LSC/N1117			P:8

		Activity- Price mark up Steps in coordinating customer and transport companies	<ul style="list-style-type: none"> • Explain as when to raise booking invoice • Explain the steps at the customer place • Identify the checks that are to be performed at the customer location 	LSC/N1119 LSC/N1128 KA11 SA2, SA4, SA5 SB2, SB3, SB4, SB5, SB6,SB7 SB11, SB12, SB13, SB14			P:8 P:8 P:4 OJT:5 OJT:5
4	Perform Post Booking Activities	<p>Verifying Actual and processed orders Cross Verifying</p> <p>Tracking the shipment</p> <p>Billing Invoices Reporting</p> <p>Activity-Reporting</p> <p>Demonstrate Reports making Activity - Prepare reports Dealing with supervisors</p>	<ul style="list-style-type: none"> • Verify the system information and the actual orders processed • Evaluate the orders and process billing • Explain on tracking process • Explain LR copies and importance • Narrate the types of reports that are to be shared with the manager • Explain as how to address the issues faced on the day • Discover the reports to be produced • Evaluate as what kinds of market data to be collected • Establish as why to understand the competitors market value 	LSC/N1119 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12 KB7,KB8 KA3, KA5, KA6 SA3,SA6, SA7,SA8 SB1, SB8, SB9, SB14 LSC/N1117 LSC/N1118 LSC/N1128 KB7,KB8 KA3, KA5, KA6 SA3,SA6, SB1, SB8, SB9, SB14	Facilitator-led-discussion Activity-Call discussion as contacting leads Role Play- Notifying the team	Book, pen, duster etc. Projector/Slides/ Board/ Video Meeting table and Chair Reports Invoices Sample MS Excel in Computer	T:8 T:8 T:4 P:8 P:8 P:8 P:6 OJT:5 OJT:5
5	Maintain Health, Safety and Security measures during shipment delivery	<p>Workplace safety</p> <p>Motorcycle & Vehicle Safety Requirement</p> <p>Vehicle Safety Procedure</p>	<ul style="list-style-type: none"> • Identify the safety procedure's • Narrate the driver safety • Gain knowledge on skills to be developed 	LSC/N1128 PC1, PC2, PC3, PC4, PC5 KA2, KA3, KA4, KA5, KB2, SA4, SA6, SB9, SB11	Facilitator-led-discussion Demonstration-PPE's and Safety Equipment description Demonstration-Traffic Signs	PPE's Traffic Signages Computer with MS office	T:8 T:8 T:4

	Traffic Rules-Activity	<ul style="list-style-type: none"> • Learn the procedures for Evacuation in work environment 		Demonstration-Computer Handling	Book, pen, duster etc.	P:5
	Security on Information	<ul style="list-style-type: none"> • Explain the safety requirements in the work environment 	LSC/N1117		Projector/Slides/Board/ Video	P:5
	Professional Skills	<ul style="list-style-type: none"> • Gain knowledge on vehicle parking procedure's 	LSC/N1118			P:5
	Communication Skill - Activity	<ul style="list-style-type: none"> • Evaluate the safety requirements 	LSC/N1119			P:5
	Computer Skills	<ul style="list-style-type: none"> • Describe the skills that are to be developed for safe operations 	KA2, KA3, KA4, KA5, KB2, SA4, SA6, SB9, SB11			P:5
	Computer Skills- Activity	<ul style="list-style-type: none"> • Discover the importance of road signs and rules 				P:5

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Consignment Booking Assistant	
Job Role	Consignment Booking Assistant
Qualification Pack	LSC/Q1120
Sector Skill Council	Logistic Sector Skill Council of India

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

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

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

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

	PC8. Prepare reports on the trend in market price of FTL, LTL, reasons for cancelling or being unable to take up a customer order, etc.		8	3	5
	PC9. Save all data, safely log off and switch off the computer.		6	1	5
	PC10. Dispose any unnecessary documentation and forms.		6	1	5
	PC11. Visually inspect the work area to ensure that it is clean.		6	1	5
	PC12. Check to ensure that the computer is off and that the work area is ready for the next work day.		6	1	5
		Total	100	20	80
4. LSC/N1128 (Maintain Health, Safety and Security Measures while booking consignments)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	100	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when visiting customers and checking goods.		10	3	7
	PC3. Follow organization procedures with respect to documentation.		10	3	7
	PC4. Recognize and report unsafe conditions and practices.		10	3	7
	PC5. Adhere to security regulations of the company		10	3	7
	PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC7. Identify reasons for occurrence of incident		10	3	7
	PC8. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC9. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC10. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
		Total	100	30	70

Annexure III – QR Codes

S. No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 1 - Introduction	1.1 - Supply Chain Management	1.1.1 What is Supply Chain Management?	https://www.youtube.com/watch?v=VuZ9nvyNYCU	3	 Supply Chain Management
2	Chapter 1 - Introduction	Unit 1.1 - Supply Chain Management	1.1.2 What is Logistics Management?	https://www.youtube.com/watch?v=4QU7WiVxh8	3	 Logistics Management
3	Chapter 1 - Introduction	Unit 1.1 - Supply Chain Management	1.1.1 What is Supply Chain Management?	https://www.youtube.com/watch?v=800MVBm91s8	3	 Transportation in Supply Chain Management
4	Chapter 1 - Introduction	Unit 1.3 - Importance of Warehouse in Supply Chain	1.3.8 Activities in Consignment Movement	https://www.youtube.com/watch?v=uZBHSieDpTg	22	 Consignment
5	Chapter 2 - Documents and its Requirements (LSC/N1117)	UNIT 2.3 - Documents Required During Interstate Transfer and General Parameters on Tax	2.3.11 Prohibited Goods	https://www.youtube.com/watch?v=iEhtOuz_NQg	59	 Dangerous Goods Handling
6	Chapter 3 - Prepare for Booking (LSC/ N1117)	3.2 - Exposure to Related Documents and Information	3.2.2 Variety of Documents used by an Organisation	https://www.youtube.com/watch?v=reAjDV9j09g	69	 Bill of Lading

7	Chapter 3 - Prepare for Booking (LSC/ N1117)	Unit 3.2 - Exposure to Related Documents and Information	3.2.2 Variety of Documents used by an Organisation	https://www.youtube.com/watch?v=nl6ENNXBJD4	71	 Invoice & Packing List
8	Chapter 3 - Prepare for Booking (LSC/ N1117)	Unit 3.3 - Inspecting the Status and Prioritization of Work	3.3.1 Inspection	https://www.youtube.com/watch?v=o6Dq3ZGmsdA	73	 Transport management system
9	Chapter 3 - Prepare for Booking (LSC/ N1117)	Unit 3.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	3.5.3 Safety and Security Procedures	https://www.youtube.com/watch?v=J3-5DPWQlj8	81	 Safety Procedures
10	Chapter 3 - Prepare for Booking (LSC/ N1117)	Unit 3.5 - Knowledge and Understanding of Company's Safety Policies and Procedures	3.5.6 Nature of Product Transported	https://www.youtube.com/watch?v=QKymXxmXe80	87	 Hazardous Material Regulations
11	Chapter 6 - Safety, Security, Health and other Soft Skills (LSC/N1128)	UNIT 6.1 - Safety Instructions to be Followed in Workplace	6.1.2 Personal Protective Equipment (PPE)	https://www.youtube.com/watch?v=kcM9u4heDVk	130	 PPE
12	Chapter 6 - Safety, Security, Health and other Soft Skills (LSC/N1128)	Unit 6.3 - Skills to Develop	6.3.26 Computer Skills	https://www.youtube.com/watch?v=wCcARVbLDk	179	 GPS



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