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# Facilitator Guide



Sector  
Logistics

Sub-Sector  
Courier & Mail Services

Occupation  
Ground Operations

Reference ID: LSC/Q3023, Version 3.0  
NSQF Level: 3

## Courier Delivery Executive



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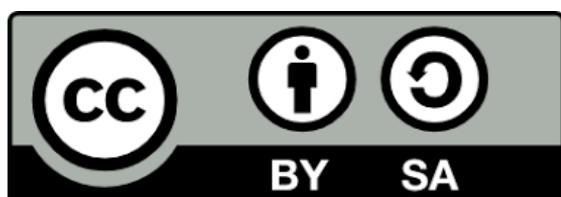
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**Shri Narendra Modi**  
Prime Minister of India

“ 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 Courier Delivery Executive Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in courier delivery.

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 courier service.

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

## Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play



Example

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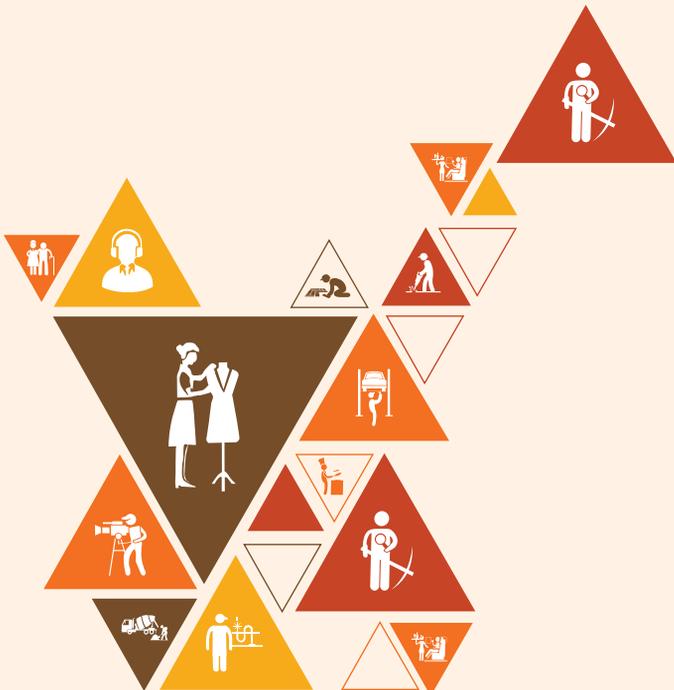
# 1. Introduction

Unit 1.1 - Icebreaker

Unit 1.2 - Objectives of the Program

Unit 1.3 - Courier Industry in India

Unit 1.4 - Career Progression



## Key Learning Outcomes

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

1. Build rapport with fellow participants of the program
2. Relax and interact with fellow students more quickly
3. Provide a basic idea of what they are going to learn during the training period.
4. Talk about their expectations and takeaway after the course completion
5. Discuss about the Supply chain management
6. Explain the growth of courier Industry
7. Identify your roles and responsibilities
8. Explore the reasons for the growth of the courier industry
9. Elaborate the available employment opportunities
10. Name some of the top companies providing the job opportunities in the field

## 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 : Objectives of 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 earn 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 in the next 30 days
- 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: Courier Industry in India

### Unit Objectives

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

1. Discuss about Supply Chain and Logistics Management
2. Discuss the evolution and growth of the courier industry in India
3. Identify the reasons for the growth of the courier industry
4. Talk about the hierarchy reporting structure

### Say

- 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 1.2)
- 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.
- The courier service definition
- The evolution of courier service, starting from pigeon, donkey's and horses to postmans
- The growth potential of courier industry is growing by 10-15% every year, \$110 billion logistics and supply chain industry. DHL, Blue Dart and Elbee are the major players contributing to 70% of industry's revenues.
- For example, if you need to send a courier, you simply visit the office of a courier company in your vicinity and tell them that you need to get a courier delivered. You are handed over a receipt; you make the payment and are glad that the job is done. But did you bother to enquire if the delivery could have been done without spending as much money as you did? Well, why would you, if you had no idea about the options in the first place? Just so you know, if you are not in too much of a hurry, send your package if you are comfortable with it getting delivered in 3 days instead of 1. The courier charges could be significantly lower!

### Elaborate

- The hierarchy and reporting structure of the job role, as whom will be the student on job will be reporting to. (Refer the Chart 1- Organizational structure)
- The courier activities stepwise and the operations that will be carried in a courier office and warehouse

## Notes for Facilitation

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

## UNIT 1.4: Career Progression

### Unit Objectives

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

1. Explain the significance of the courier delivery executive
2. Identify the roles and responsibilities of the courier delivery executive
3. Elaborate the employment opportunities
4. Name some of the top companies providing the job opportunities for courier delivery

### Notes for Facilitation

- Almost all the companies are dependent nowadays on courier services
- Every household in urban India is nowadays somehow connected to the courier and ecommerce
- Evolution of ecommerce has created lots of job opportunities in courier industry
- Age group between 20 to 40 are the major customers depending on courier for their delivery of products
- Multinational companies and Indian organizations provide online shopping and on time delivery services, basically on the only hope on the courier
- Courier industry has become one of the backbone for the companies.

### Ask

- Ask the students the responsibilities of a Courier delivery executive
- Ask the students their job type
- What will be the nature of their job
- How many hours will they think they will be travelling
- What are the companies do they think, they will hire them
- To talk about their knowledge in courier industry
- The status of their driving license







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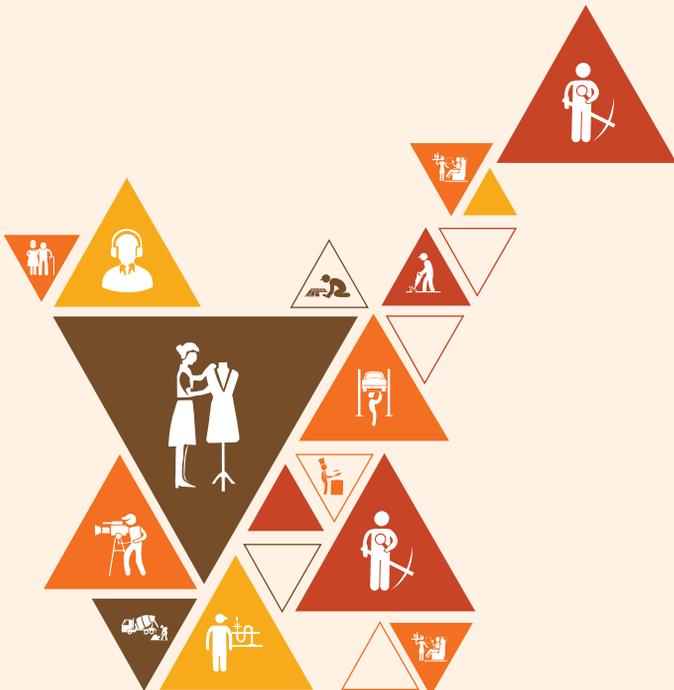


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## 2. Required Understandings

Unit 2.1 - Understanding required for the job role



LSC/N3001

## Key Learning Outcomes

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

1. Explore the organizational requirements
2. Describe coding system
3. Discover reference number
4. Distinguish labeling system
5. Key out pin codes
6. Explore barcodes
7. Identify primary security responsibility
8. Locate package / consignment through understanding coding system
9. Explain labels used on packages

## UNIT 2.1.1: Understanding Required on an Airway bill & Tracking

### Unit Objectives



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

1. Learn about coding, labeling, reference number and barcodes
2. Inspect on the various labeling, its signs and symbols
3. Correspond with the pin code system
4. Explain as how to handle packages
5. Identify the packaging accessories and method of packing
6. Fill the details on an airway bill number

### 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

## 2.1.2: 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

### 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?

## 2.1.3: Understanding on Packaging and labelling

### Notes for Facilitation



- 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
- The checks to be made after packing, to confirm the packing is good.

### Say



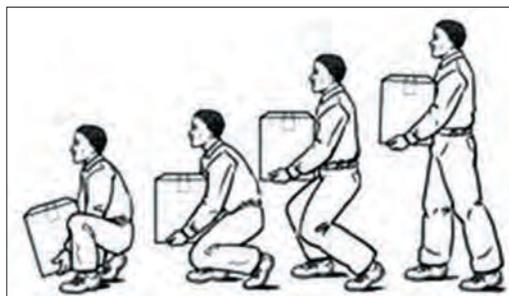
- Handling equipment's are those, which help us to lift or move the packages easily
- Manual, semi-automated and fully automated equipment's are used in the warehouses to handle goods handling
- Handling packages should be in right movement, else in few months, back pain and other health related issues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

### Demonstrate



- The steps in manual handling, step wise, as explained in the participant handbook 2.1.10 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.



a) Raise bag upright



b) Put one knee against bag



c) Pull bag up the leg



d) Rest bag on edge of your other leg



e) Stand upright



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 in PHB

- 1 . Refer 2.1.2
- 2 . Refer 2.1.3
- 3 . Refer 2.1.3
- 4 . Refer 2.1.5
- 5 . Refer 2.1.6







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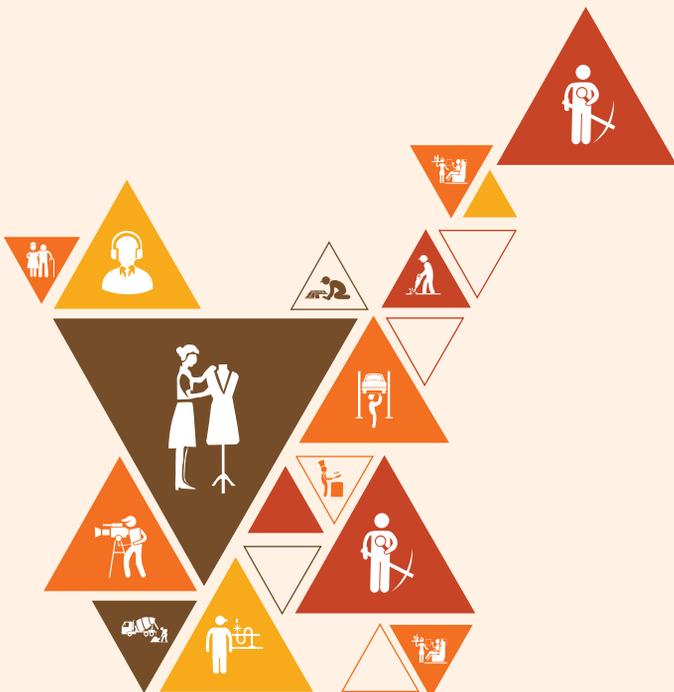
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# 3. Prepare for Shipment Delivery

Unit 3.1 - Preparing for Shipment Delivery

Unit 3.2 - Getting Ready for Shipment

Unit 3.3 - Loading Packages



LSC/N3001

## Key Learning Outcomes

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

1. Explore the run sheet
2. Identify the stationery requirements
3. Discover what is route plan
4. Describe about the handheld devices
5. Distinguish the loading procedure
6. Prepare the delivery
7. List out steps for shipment delivery
8. Explain system preparation of daily scheduling
9. Identify the process involved in physical inspection of packages to identify damages
10. Describe inspection process of vehicles
11. Examine loading processes of vehicles
12. Explain the usage of Material handling equipment

## Unit 3.1: Preparing for Shipment Delivery

### Unit Objectives



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

1. Explore the daily schedule and list of deliveries to be made
2. Realize the priorities among orders and deadlines
3. Interpret the optimal routing sequence
4. Prepare for delivery
5. Evaluate the Inspection of vehicle

### Steps



### Steps: How to Prepare for Shipment Delivery



**STEP 1:** Collect Daily Schedule



**STEP 2:** Collect Stationery & Shipment Details



**STEP 3:** Inspect Packages Against Schedule



**STEP 4:** Inspect Vehicle



STEP 5: Plan Vehicle Route



STEP 6: Load into Vehicle



STEP 7: Confirm Orderly Arrangement

## Explain

- The steps involved in the delivery
- The delivery run sheet
- The contents or data present on the run sheet
- How to understand as which parcel is a priority

## Ask

- The students on the different stationary required for a courier executive
- What are the compulsory items to be carried before starting the trip and ask them to prepare a checklist

## Facilitation Notes

- You could ask the students as what are the details they require in the run sheet
- What are the checks that should be seen in the run sheet and in the stationary items

## UNIT 3.2: Getting Ready for Shipment

### Unit Objectives



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

1. Inspect all the packages to be delivered during the day's trip.
2. Checking that packages are in good condition
3. Reporting to coordinator regarding any damage or errors

### Demonstrate



- The inspection of the packages
- The checks to be performed before confirming that the packages received are in good condition



*Fig 3.1 - Damaged Boxes*

## Explain



- The reasons for damaged package
  - Poor quality of material used during packing
  - Handling error
  - Dropping box from a height
  - Weight of material inside is too high
  - External damage by hitting or tear off
  - Box get wet due to rain or leakages
- Whether to repack or avoid repacking
- There are conditions where the company policy adheres not to repack because
  - the items may be more valuable and repacking may create suspicion on the courier office as theft
  - boxes that come as a damaged pack itself, cannot be repacked
  - Generally documents , books, shall be repacked, based on the approvals from the supervisor only
- To report to the supervisor after inspecting all the packages

## Demonstrate



- Two wheeler / four wheeler and courier bag inspection
- Key factors to note before talking the company vehicle and courier bag

## Ask



- What are the checks to perform before taking the vehicle key
- To prepare a list of check they will perform on vehicle and courier bag

## Explain



- The responsibility of vehicle belongs to the employee till return
- There are chances to be fined for presenting damaged vehicle back

## Elaborate

- The route planning activity
- What are the conditions to look into while planning route
- Considerations while route planning will be
  - Traffic
  - Road conditions
  - Priorities in deliveries
  - Scheduled timings
  - Clubbing of orders
  - Weight and dimensions of package
  - Left side deliveries first and right side in return

## UNIT 3.3: Loading Packages

### Unit Objectives

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

1. Understand the arrangement of shipments
2. Understand space savings
3. Realize the loading ways

### Demonstrate

- How to arrange group of packages inside the courier bag
- Orderly arrangement
  - Based on route
  - Based on first deliveries
  - Based on heavy package

### Explain

- As how to load the vehicle or courier bag
- What are the priorities that should be considered from the route map and from the delivery run sheet?
- As what materials to be stored near to the door?
  - Heavy items
  - Nearby delivery items

### Activity

- Ask students to arrange a set of parcels in the courier bag and confirm orderly arrangement

## Summarize



- Checklist on stationary items
- Required information on a run sheet
- Inspection required for Vehicle
- Inspection on packages
- As how to plan the route
- Arrangement of load in the bag /courier van

## Answers to the Exercise in



### PHB

- 1 . Refer 3.2.3
- 2 . Refer 3.1.2
3. Refer 3.2.2
- 4 . Refer 3.2.2
- 5 . Refer 3.2.2
- 6 . If found damaged, follow the organization procedures and report to the supervisor.
- 7 . The route optimization is based on minimizing the distance traveled as well as the fuel consumption, there by meeting all the customers in less time.





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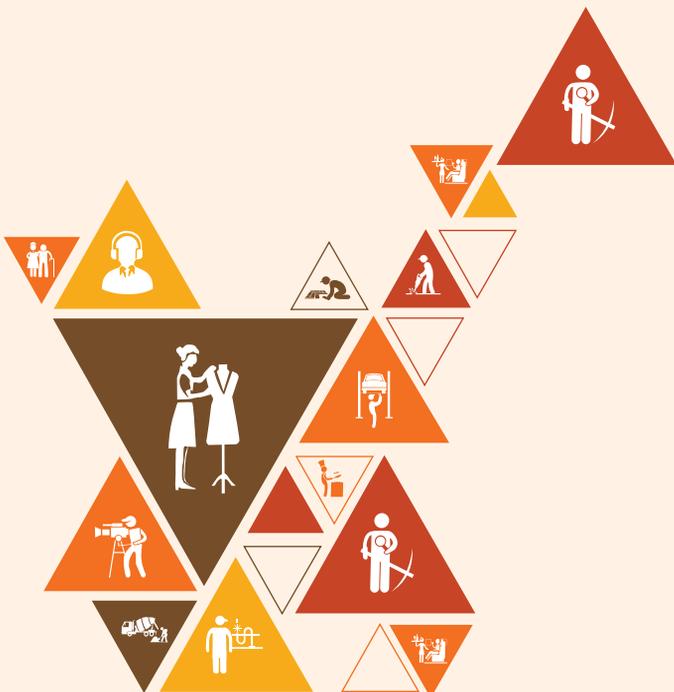
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# 4. Performing Courier Delivery

Unit 4.1 - Performing Courier Delivery

Unit 4.2 - Cash Collection Activities

Unit 4.3 - Handling Customer on not Available Situations



LSC/N3002

## Key Learning Outcomes

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

1. Identify as how to reach customer destination
2. Discover the customer to whom the delivery has to be done
3. Describe the COD process
4. Identify the action plan as how to react when customer is not available
5. Identify steps for delivery performance
6. Explain accurate parking of vehicles through symbols
7. Narrate cash collection activities
8. Describe additional charges involved during the process
9. Explain all terms and conditions related to customer payments
- 10.. Evaluate process involved in proper handing over of packages to customers

## UNIT 4.1: Performing Courier Delivery

### Unit Objectives

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

1. Check the destination.
2. Inspect the ID of the customer
3. Receive and store cash
4. Ensure the shipment had been received in good condition

### Steps

#### Steps: Perform Delivery



**STEP 1:** Find the Destination / Customer



**STEP 2:** Verify Customer-By inspecting valid ID Cards



**STEP 3:** Collect Cash if COD



**STEP 4:** Handover Package, once verified & cash collection



STEP 5: Plan Vehicle Route



STEP 6: Load into Vehicle

## Activity

- Take the local map of the city and explore
- Say from location and to location and ask for their choices of routes to reach the destination

## Ask

- Which will be the shortest distance travelled route?
- Which route will take less time?
- Which routes at what time will have more traffic congestion?

## Elaborate

- The parking procedure
- Things to do and don't while parking
- When to buy the parking tickets?
- The inspection to be carried after parking

## Explain

- As how to greet customer
- How to identify the right customer
- Do's and Don'ts with the customer & at the customer location

## Role Play

- Role play students as customer and delivery executive and perform finding customer via phone and inspection of identity on visit
- Role play on body language while meeting customer

## UNIT 4.2: Cash Collection Activities

### Unit Objectives

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

1. Understand as how to perform cash collecting activities
2. Identify reasons for additional charges
3. Realise a situation of postpone cash collection activity
4. Ensure the shipment had been received in good condition

### Explain

- How to understand as how much cash to be collected from the customer?
- The situations when customer does not have enough cash and how to manage the situations
- The modes of cash payment by customer

### Say

- At certain instances, there will be additional charges that will be levied during quicker deliveries
- In such times, collect the additional amount from the customer
- Certain products and services may require additional charge
- If Customer does not have Money at the Time of Collection
  - Wait if the customer shall arrange in few minutes
  - Fix another appointment and note the time
  - If the time fits in the route before getting back, visit again
  - If time does not fit in the days plan, schedule in the next day

### Role Play

- Pick few students as customer and delivery executive
- Situation when customer is not at the location
- Customer does not have money for immediate payment
- Holding of box while delivering
- Taking acknowledgement for delivery (get sign on delivery sheet)

## Ask

- What should you do when customer asks to wait for 5 minutes?
- What should you do when customer asks to wait for 30 minutes?
- What should you say when the customer see a damaged package?

## UNIT 4.3: Handling Customer on not Available Situations

### Unit Objectives

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

1. Explain as how to handle situation when customer is not available
2. React to the situation when customer did not pick the call

### Say

- It is very common that sometimes, customers will not be available. Standard procedure should be followed based on your organization during such instances. Generally the following steps will be done.
- Call the customer and politely explain the situation
- If package is paid and does not require signature, hand over to the person specified by the customer
- Get the receivers name and Signature and acknowledge that the package was delivered in good condition.
- Thank receiver and leave the premises
- If package needs cash /signature required, fix an alternative and convenient time to redeliver.
- If Customer Could not be Contacted
  - If the customer could not be contacted, leave behind a missing delivery note
  - The delivery note will have information on customer call back for rescheduling delivery.
  - Re-plan the delivery in the next schedule or as scheduled by the customer

### Explain

- What is a missing delivery note?

### Role Play

- Phone conversation when the customer is not available
- Role play by considering an angry customer handling the phone while checking for addresses. How will you talk to such a customer

## Summary

- Steps in finding the destination of customer
- Process of parking
- Process of verifying customer and handing over package
- Validating cash collection process
- Acknowledgement of delivery
- Handling situation when customer is not available

## Answers to the Exercise in PHB

- 1 . Refer 4.1.3
- 2 . Refer 4.3.1
- 3 . Refer 4.3.2
- 4 .1.Once on arriving the location and greet the customer. “Hello” / “Good Morning Sir/Madam”
  - 2.One should always maintain a well-mannered and pleasant personality behavior with the customer.
  - 3.During female customers /female receivers, ensure respectful approach and it is very important to deal with cultural sensitivity.
  - 4.Eye contact with the customer should be professional
  - 5.Handle the package appropriately so that the hands of the customer should not be touched.
- 5.Refer 4.2.5
- 6.Roleplay Activity





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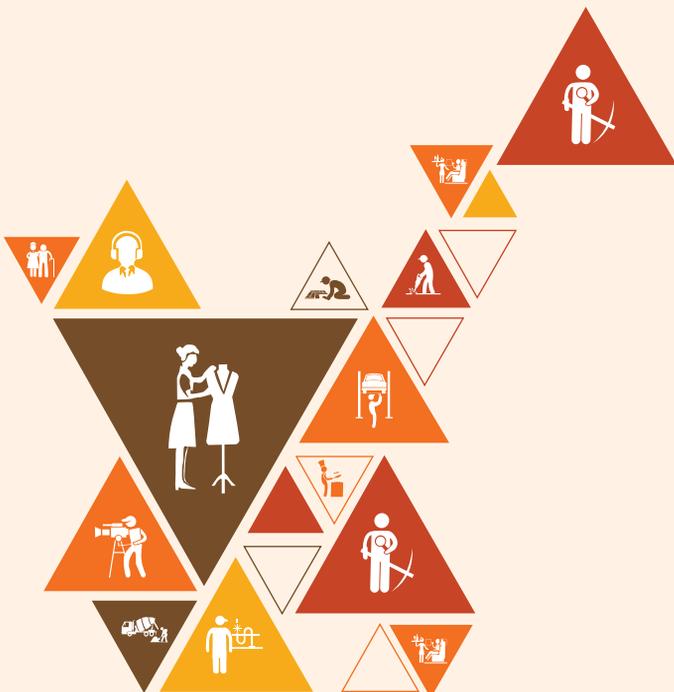
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# 5. Post Delivery Operations

Unit 5.1 - Submitting the Undelivered packages

Unit 5.2 - Reporting and Notifying Coordinator



LSC/N3003

## Key Learning Outcomes

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

1. Identify what process to be followed with undelivered packages
2. Explain the process to be followed once the packages are given to supervisor
3. Elaborate the reports and bills to be done with supervisor
4. Explain the tracking process and risks of handling loss and damages
5. Evaluate the process of surrendering cash
6. Realize activities after unloading packages
7. Identify steps involved in performing post-delivery activities
8. Describe vehicle parking process
9. Identify process involved in handing over of stationery and cash
10. Describe overall inspection process

## UNIT 5.1: Submitting the Undelivered Packages

### Unit Objectives



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

1. Produce documents for undelivered package
2. Explain the vehicle surrender activities
3. Realize the activities after unloading packages
4. Assure the return of stationeries and accounting
5. Describe the process of surrendering cash

### Steps



#### Steps: Perform Delivery



**STEP 1:** Upload & Return Undelivered Package



**STEP 2:** Park Vehicle and Carry Inspection



**STEP 3:** Handover Stationery & Cash



**STEP 4:** Notify Coordinator



STEP 5: Reporting



STEP 6: Submit Bills

## Resources

- Delivery run sheet
- Reimbursement forms
- Bills (Petrol, parking tickets etc)

## Do

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

## Say

- Bring the undelivered packages to the storage location
- Handover the documents pertaining to the package along with the package to the storage department.
- Make sure that there is no damage to the packages
- Identify loss and thefts
- Cross verify the items undelivered with the delivery run sheet

## Elaborate

### Vehicle Surrender Process

- As vehicle belongs to the organization, bringing the vehicle (Van or two-wheeler) back to office premises safely is the responsibility of the delivery executive. Hence while closing the day; the inspection should be done to understand that the vehicle is in good condition.
- Any damage or an issue with the vehicle should be reported to the maintenance. Handover the keys and acknowledge.

## Explain

- The handover process of Cash & Stationary
- Cross verify with the morning checklist on stationary taken with the submissions

## UNIT 5.2: Reporting and Notifying Coordinator

### Unit Objectives

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

1. Describe the reporting procedures
2. Notify the coordinator on day plan and the next day's plan.
3. Report procedure of any damages to packages and feedback

### Explain

- Explain the reasons for the missed deliveries / undelivered package
- Explain issues faced on the day
- Explain damages occurred, reasons for delay, damages or losses and its reporting procedure

### Exercise

- Prepare a report on condition of tracking devices, delivery vehicle or any other maintenance or replacement if required
- Plan deliveries for next day, which were missed for the day

### Demonstrate

- How to submit bills and claim reimbursement
  - Use bills attach to a claim sheet
  - Mention the expenses on the sheet and attach the proof of bills
  - Handwritten bills without the note will not be accepted

## Ask

- What are the bills that will be submitted for reimbursement
- In what places will you spend money during the trip (telephone, parking tickets)
- What forms will you submit during day closure?
  - Delivery run sheet
  - Reimbursement claims forms
  - Cash collection form
  - Stationary received and submitted form
  - Replacement forms
  - Other paperwork as per the organization procedure

## 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

## Summary



- Explain the steps to be followed on the undelivered package
- What inspection are you supposed to do while surrendering vehicle
- What are the reports that are to be submitted to the supervisor
- For what bills shall you claim reimbursement

## Answers to the Exercise in



### PHB

1. Refer 5.1.1
2. Refer 5.2.2
3. Refer 5.2.4
4. Refer 5.1.3
5. Refer 5.2.4
6. Refer 5.2.4
7. Refer 5.2.2
8. Refer 5.1.2
9. Role play Activity







## Key Learning Outcomes

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

1. Identify what process to be followed with undelivered packages
2. Explain the process to be followed once the packages are given to supervisor
3. Elaborate the reports and bills to be done with supervisor
4. Explain the tracking process and risks of handling loss and damages
5. Evaluate the process of surrendering cash
6. Realize activities after unloading packages
7. Identify steps involved in performing post-delivery activities
8. Describe vehicle parking process
9. Identify process involved in handing over of stationery and cash
10. Describe overall inspection process

## UNIT 6.1: Safety Instructions to be Followed in Workplace

### Unit Objectives

At the end of this module you 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 you 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 you 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 in



### PHB

- 1 .Clean , hygiene
- 2 .No,because documents are mandatory
- 3 .yes
- 4 .Group Discussion - Practical activity
- 5 .Role play to be conducted







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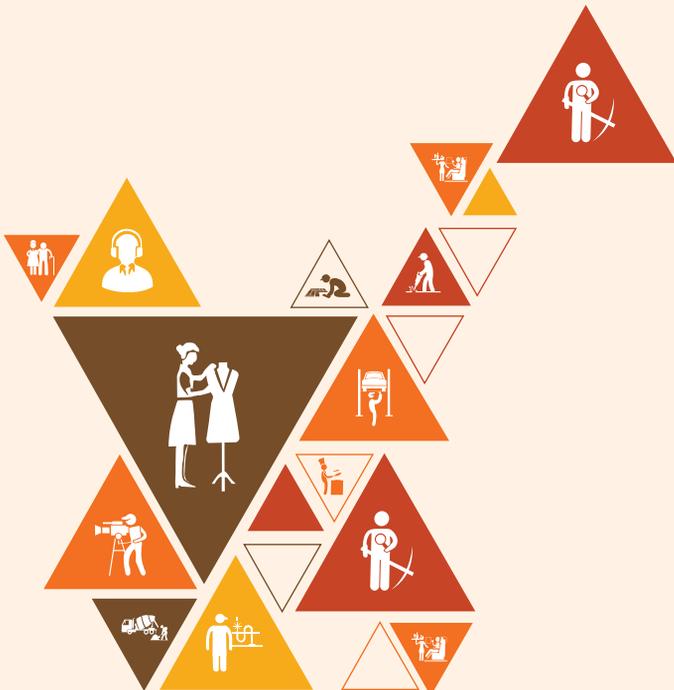
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## 8. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes



## Annexure I

### Training Delivery Plan

Training Delivery Plan			
<b>Program Name:</b>	Certificate Course in Courier Delivery Executive		
<b>Qualification Pack Name &amp; Ref. ID</b>	LSC/ Q3023, Version 3.0		
<b>Version No.</b>	3.0	<b>Version Update Date</b>	25/11/2021
<b>Pre-requisites to Training (if any)</b>	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		
<b>Training Outcomes</b>	<p><b>By the end of this program, the participants will be able to:</b></p> <ol style="list-style-type: none"> <li><b>Obtain knowledge on Courier Delivery activities:</b> General introduction to courier activities, and operations involved in the delivery process such as preparing for the delivery, checks to be performed during delivery operations, performing delivery and post-delivery operations to be carried out</li> <li><b>Get familiar with Courier Delivery process:</b> Awareness on various problems / issues while handling courier delivery, handling customers in their presence and off their presence, planning the routes and maintaining the timelines</li> <li><b>Understand usage of handheld devices &amp; handle packages:</b> To ensure that the communication between peers is done right and conditions in handling packages during loading, transit, delivering to customer and process during unloading</li> <li><b>Culture himself / herself at workplace:</b> Build on effective communication with customers, inter departments, sub-ordinates and super-ordinates for smooth running of courier activities, team building and time management</li> <li><b>Acquaint with Environmental/ occupational Health &amp; Safety:</b> 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</li> </ol>		

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"> <li>Introduce each other</li> </ul>		Group Activity: Passing the Parcel	Book, pen, duster etc.	T:2 hrs
		Describe Supply Chain and Logistics Management	<ul style="list-style-type: none"> <li>Build rapport with fellow students and the facilitator</li> </ul>		Facilitator-led-discussion	Projector/Slides/ Board/ Video	P:2 hrs
		Organizational Structure	<ul style="list-style-type: none"> <li>Describe Supply Chain and Logistics Management</li> </ul>			Carton Box	T:8hrs
		Objective of course	<ul style="list-style-type: none"> <li>Understand courier industry and opportunities in it</li> </ul>				T:2hrs
		What is courier service	<ul style="list-style-type: none"> <li>Define your job roles and responsibilities</li> </ul>				T:2 hrs
		Evolution of Courier Service	<ul style="list-style-type: none"> <li>Understand the activities in courier services</li> </ul>				T:2 hrs

	E commerce	<ul style="list-style-type: none"> <li>• Explain the importance of Courier service</li> </ul>				T:2hrs
	Activities in Courier Industry	<ul style="list-style-type: none"> <li>• Describe the organizational structure in courier industry</li> </ul>				T:2hrs
	Role of Courier Delivery Executive	<ul style="list-style-type: none"> <li>• Describe about the employment opportunities in the courier industry</li> </ul>				P:2 hrs
	Functions of Courier Delivery Executive	<ul style="list-style-type: none"> <li>• Identify the difference between traditional mail service and modern courier system</li> </ul>				P:2 hrs
	Employment opportunities	<ul style="list-style-type: none"> <li>• Explain courier movement</li> </ul>				P:2 hrs
	Material management	<ul style="list-style-type: none"> <li>• Describe e-commerce material movement</li> </ul>				P:1hr
	Roles and function of courier delivery executive	<ul style="list-style-type: none"> <li>• Understand Roles of courier delivery executive</li> <li>• Describe the functions involved</li> <li>• Know the pre requisites of joining the industry</li> </ul>				P:1hr

2	Prepare for Shipment Delivery	Daily Schedule	• Describe the run sheet	LSC/N3001	Facilitator-led-discussion	Book, pen, duster etc.	T:8 hrs
		Stationary Requirement	• Identify the stationary requirements	PC1, PC2 PC3, PC4	Activity-Arrangement of goods in bag /Vehicle	Projector/Slides/ Board/ Video	P:8 hrs
		Inspect Package	• Discover what route plan is	PC5,PC6, PC7, PC8, PC9,PC10, PC11,PC12, PC13,PC14, PC15	Demonstration-Handling Goods	Stationary	P:8 hrs
		Inspect Vehicle	• Describe about the handheld devices	SB2, SB5, SB10		Packing Accessories	T:8 hrs
		Plan Vehicle route	• Distinguish the loading procedure	LSC/N3042		Local Map	P:8hrs
		Optimize Route	• Prepare the delivery	SB2, SB5, SB10		Courier Bag	P:8 hrs
		Load into Vehicle	• List out steps for shipment delivery			Carton Box	P:8 hrs
		Load into Vehicle- Lab	• Explain system preparation of daily scheduling				T:4 hrs
		Orderly Arrangement	• Find the process involved in physical inspection of packages to identify damages				P:8 hrs
		Ergonomics	• Identify inspection process of vehicles				P:8 hrs
		Ergonomics-Demonstration	• Examine loading processes of vehicles				P:4hrs OJT:2hrs
			• Narrate usage of Material handling equipment				OJT:8hrs
3	Perform Delivery	Steps for Performing Delivery	• Identify as how to reach customer destination	LSC/N3001	Facilitator-led-discussion	Book, pen, duster etc.	P:8 hrs
		Find Destination	• Discover the customer to whom the delivery has to be done	SB7	Role Play-Finding the customer location by call	Projector/Slides/ Board/ Video	P:8 hrs
		Find Destination-Role Play	• Describe the COD process	LSC/N3002	RolePlay-Verifying the customer identify	Local Map	T:8 hrs
		Park Vehicle	• Identify the action plan as how to react when customer is not available	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15	Activity-Mannerism on handling customers	Cash Memo	P:8 hrs

		Verify Customer	• Describe steps for delivery performance	LSC/N3042		Carton Box	T:8 hrs
		Verify Customer-Role Play	• Explain accurate parking of vehicles through symbols	SB7			T:4 hrs
		Cash Collection	• Narrate cash collection activities				P:8 hrs
		Additional Charges	• Verify additional charges involved during the process				P:8 hrs
		No Cash Situation	• List all terms and conditions related to customer payments				P: 8 hrs
		Delivery Mannerism - Activity	• Narrate the process involved in proper handing over of packages to customers				P: 8 hrs
		Acknowledgment					P:4 hrs
		Acknowledgment-Role Play					OJT:5 hrs
		Customer Not Available Customer could not be contacted					OJT: 5 hrs
4	Perform post delivery activities	Steps for Post Delivery	• Identify what process to be followed with undelivered packages	LSC/N3001	Facilitator-led-discussion	Book, pen, duster etc.	P:5 hrs
		Unloading	• Explain the process to be followed once the packages are given to supervisor	KA4, KA5 KA6	Activity-Mannerism on handling customers	Projector/Slides/Board/ Video	T:8 hrs
		Park Vehicle & Inspection	• Narrate the reports and bills to be done with supervisor	SA1, SA2 SA8	Role Play-Notifying the coordinator		P:5 hrs
		Inspection - Activity	• Explain the tracking process and risks of handling loss and damages	SB8, SB9, SB11	Activity-Tracking the Consignment	Courier Bag	T:8 hrs
		Handover Cash / Stationary	• Identify the process of surrendering cash	LSC/N3002		Carton Box	P:5 hrs
		Handover Cash / Stationary Activity	• Realize activities after unloading packages	SA6, SA7, SA8	Reports	2	P:5 hrs
		Notify Coordinator	• Explain the steps involved in performing post delivery activities	LSC/N3003		Reimbursement Forms	T:4 hrs
		Notify Coordinator-Role Play	• Identify the vehicle parking process	PC1, PC2, PC3, PC4, PC5, PC6,		Meeting table and Chair	P:5 hrs

				PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15			
		Submit Bills	<ul style="list-style-type: none"> <li>Identify process involved in handing over of stationery and cash</li> </ul>	LSC/N3042			P:5 hrs
		Tracking of Consignment	<ul style="list-style-type: none"> <li>Describe overall inspection process</li> </ul>	KA4, KA5, KA6			OJT:5hrs
		Tracking of Consignment-Activity Risk Management Dealing with Supervisor & Colleagues		SA1, SA2, SA8  SB8, SB9, SB11			OJT:5 hrs
5	Maintain Health, Safety and Security measures during shipment delivery	Workplace safety	<ul style="list-style-type: none"> <li>Identify the safety procedure's</li> </ul>	LSC/N3001	Facilitator-led-discussion	PPE's	P:8 hrs
		Motorcycle & Vehicle Safety Requirement Vehicle Safety Procedure	<ul style="list-style-type: none"> <li>Narrate the driver safety</li> <li>Gain knowledge on skills to be developed</li> </ul>	KA7, KB2, KB8, KB9  SA5, SA6, SA7	Demonstration-PPE's and Safety Equipment description Demonstration-Traffic Signs	Traffic Signages  Computer with MS office	P:8 hrs
		Traffic Rules-Activity	<ul style="list-style-type: none"> <li>Learn the procedures for Evacuation in work environment</li> </ul>	SB1, SB2, SB3, SB4, SB5, SB6, SB11, SB12	Demonstration-Computer Handling	Book, pen, duster etc.	P:8 hrs
		Security on Information	<ul style="list-style-type: none"> <li>Explain the safety requirements in the work environment</li> </ul>	LSC/N3002		Projector/Slides/Board/ Video	T:8 hrs
		Professional Skills	<ul style="list-style-type: none"> <li>Gain knowledge on vehicle parking procedure's</li> </ul>	SB1, SB2, SB3, SB4, SB5, SB6, SB11, SB12			T:8 hrs
		Communication Skill- Activity	<ul style="list-style-type: none"> <li>Evaluate the safety requirements</li> </ul>	LSC/N3003			P:8 hrs
		Computer Skills	<ul style="list-style-type: none"> <li>Describe the skills that are to be developed for safe operations</li> </ul>	SB1, SB2, SB3, SB4, SB5, SB6, SB11, SB12			T:4 hrs

		Computer Skills- Activity	<ul style="list-style-type: none"> <li>Discover the importance of road signs and rules</li> </ul>	LSC/N3042  PC1, PC2, PC3, PC4, PC5, PC6			P:8 hrs
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## Annexure II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Courier Delivery Executive	
Job Role	Courier Delivery Executive
Qualification Pack	LSC/Q3023
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

				MARKS ALLOCATION	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	Total Marks	Out Of	Theory	Skills Practical
<b>LSC/N3001 (Prepare for Shipment Delivery)</b>	PC1. Obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.		8	2	6
	PC2. Determine whether payment has been made or whether cash has to be collected on delivery.		8	2	6
	PC3. Understand priorities among orders and deadlines if any from coordinator.		8	2	6
	PC4. Obtain the optimal routing sequence from the coordinator.		8	2	6
	PC5. Collect necessary equipment such as Global Positioning System (GPS),		8	2	6

	tracking devices, money pouch to carry money safely, etc.				
	PC6. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip.		8	2	6
	PC7. Ensure sufficient availability of missed delivery notes and other stationery.		8	2	6
	PC8. Collect all the packages to be delivered during the day's trip.		8	2	6
	PC9. Check to ensure that packages are in good condition and whether the package is to be delivered nearby.	100	8	2	6
	PC10. Report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.				
	PC11. Load packages onto vehicle.		4	1	3
	PC12. Arrange shipments in an optimized manner in the vehicle to save space		4	1	3
	PC13. Shipments that are to be delivered first are to be arranged closest to the door		4	1	3
	PC14. Shipments should be arranged in a manner that they are not damage		4	1	3
	PC15. Ensure availability to take instructions from supervisor and be flexible to change the day's plan.		4	1	3
			100	25	75
<b>LSC/N3002 (Perform Delivery)</b>	PC1. Arrive at the destination		5	1	4
	PC2. Greet customer politely and confirm the shipment that had been ordered.		5	1	4
	PC3. If the package is important or of high value, request customer for a government issued ID card as proof of identity.		10	2	8
	PC4.. Verify and note down the details of the ID proof shown.		10	2	8
	PC5. Hand over package to customer.		5	1	4
	PC6. Receive and store cash safely, if the customer had opted for cash on delivery option.		5	1	4
	PC7. Get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		10	2	8
	PC8. Thank the customer and leave premises.		5	1	4
	PC9. If the customer is not available, contact the customer by telephone and politely explain the situation.		10	2	8
	PC10. If the package has been paid for and it does not required ID proof		5	1	4

	verification, hand over package to the person specified by the customer (receiver).				
	PC11. Get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	100	5	1	4
	PC12. Thank the receiver and leave premises.		5	1	4
	PC13. If the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer		10	2	8
	PC14. If the customer could not be contacted, leave behind a missed delivery note with contact details.		5	1	4
	PC15. Change the day plan accordingly to accommodate missed deliveries at the requested times.		5	1	4
			Total	100	20
LSC/N3003 (Perform Post Delivery activities)	PC1. Bring any undelivered packages back to office.	100	8	2	6
	PC2. Document appropriate reason for undelivered package		8	2	6
	PC3. Park vehicle and carry out a safety inspection.		4	1	3
	PC4. Unload packages and hand them over for storage.		8	2	6
	PC5. Return GPS, tracking devices and any unused stationery.		4	1	3
	PC6. Handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.		8	2	6
	PC7. Notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan.		8	2	6
	PC8. Report any damages to packages that had occurred during transit.		12	3	9
	PC9. Provide feedback regarding delays, damages, loss if any etc		8	2	6
	PC10. Account for the money that has been collected from the customers and handed over to the cashier.		8	2	6
	PC11. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		4	1	3
	PC12. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		8	2	6

	PC13. Complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.		12	3	9
		Total	100	25	75
LSC/N3042 (Maintain health, safety and security standards during shipment delivery)	PC1. Maintain clean and hygienic vehicle	100	10	2	8
	PC2. Take all the necessary precautions when handling packages.		30	6	24
	PC3. Follow organization procedures with respect to security, materials handling and accidents		30	6	24
	PC4. Keep the bag with oneself while delivering the documents.		10	2	8
	PC5. Do not leave the documents with security or any 3rd party		10	2	8
	PC6. Follow traffic rules when driving on the road.		10	2	8
		Total	100	20	80

## 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?	<a href="https://www.youtube.com/watch?v=VuZ9nvYNYCU">https://www.youtube.com/watch?v=VuZ9nvYNYCU</a>	3	 Supply Chain Management
2	Chapter 1 - Introduction	Unit 1.1 - Supply Chain Management	1.1.2 What is Logistics Management?	<a href="https://www.youtube.com/watch?v=4QU7WiVxh8">https://www.youtube.com/watch?v=4QU7WiVxh8</a>	3	 Logistics Management
3	Chapter 1 - Introduction	Unit 1.1 - Supply Chain Management	1.1.1 What is Supply Chain Management?	<a href="https://www.youtube.com/watch?v=800MVBm91s8">https://www.youtube.com/watch?v=800MVBm91s8</a>	3	 Transportation in Supply Chain Management
4	Chapter 1 - Introduction	UNIT 1.3 - Activities in Courier Services	1.3.2 Activities in Courier Services	<a href="https://www.youtube.com/watch?v=yIJe-7BTCsQ">https://www.youtube.com/watch?v=yIJe-7BTCsQ</a>	18	 Sorting Activities
5	Chapter 2 - Required Understandings	UNIT 2.1 - Understanding Required for Courier Delivery Executive	2.1.8 Packaging and Labelling	<a href="https://www.youtube.com/watch?v=1TC3_VkK0H4">https://www.youtube.com/watch?v=1TC3_VkK0H4</a>	40	 Packaging and Labelling Guidelines
6	Chapter 2 - Required Understandings	UNIT 2.1 - Understanding Required for Courier Delivery Executive	2.1.9 Prohibited Goods	<a href="https://www.youtube.com/watch?v=HpHt_c3glt0">https://www.youtube.com/watch?v=HpHt_c3glt0</a>	41	 Common Dangerous Goods

7	Chapter 2 - Required Understandings	UNIT 2.1 - Understanding Required for Courier Delivery Executive	2.1.9 Prohibited Goods	<a href="https://www.youtube.com/watch?v=iEhtOuz_NQg">https://www.youtube.com/watch?v=iEhtOuz_NQg</a>	41	 Dangerous Goods Handling
8	Chapter 3 - Prepare for Shipment Delivery	UNIT 3.1 - Preparing for Shipment Delivery	3.1.1 Collect Daily Schedule	<a href="https://www.youtube.com/watch?v=o1qJ6wagtMc">https://www.youtube.com/watch?v=o1qJ6wagtMc</a>	52	 Delivery Run Sheet
9	Chapter 3 - Prepare for Shipment Delivery	UNIT 3.1 - Preparing for Shipment Delivery	3.1.2 Check Stationery	<a href="https://www.youtube.com/watch?v=wCcARVbL_Dk">https://www.youtube.com/watch?v=wCcARVbL_Dk</a>	54	 GPS
10	Chapter 3 - Prepare for Shipment Delivery	UNIT 3.1 - Preparing for Shipment Delivery	3.1.2 Check Stationery	<a href="https://www.youtube.com/watch?v=-4pFI8psSI0">https://www.youtube.com/watch?v=-4pFI8psSI0</a>	54	 Real Time Cargo Tracking & Monitoring
11	Chapter 4 - Performing Courier Delivery	UNIT 4.2 - Cash Collection Activities	4.2.1 Collect Cash if COD	<a href="https://www.youtube.com/watch?v=ZNUf3a8cGoQ">https://www.youtube.com/watch?v=ZNUf3a8cGoQ</a>	69	 Billing and Cash Collections
12	Chapter 6 - Safety, Security, Health and other Soft Skills	UNIT 6.1 - Safety Instructions to be Followed in Workplace	6.1.2 Personal Protective Equipment (PPE)	<a href="https://www.youtube.com/watch?v=kcM9u4heDVk">https://www.youtube.com/watch?v=kcM9u4heDVk</a>	97	 PPE
13	Chapter 6 - Safety, Security, Health and other Soft Skills	UNIT 6.1 - Safety Instructions to be Followed in Workplace	6.1.5 Safety	<a href="https://www.youtube.com/watch?v=J3-5DPWQlj8">https://www.youtube.com/watch?v=J3-5DPWQlj8</a>	99	 Safety Procedures







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