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Facilitator Guide

Sector
Logistics

Sub-Sector
Courier & Mail Services

Occupation
Gateway Operation

Reference ID: **LSC/Q3029, Version 3.0**
NSQF Level: 4

Shipment Classification Agent

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Logistics Sector Skill Council

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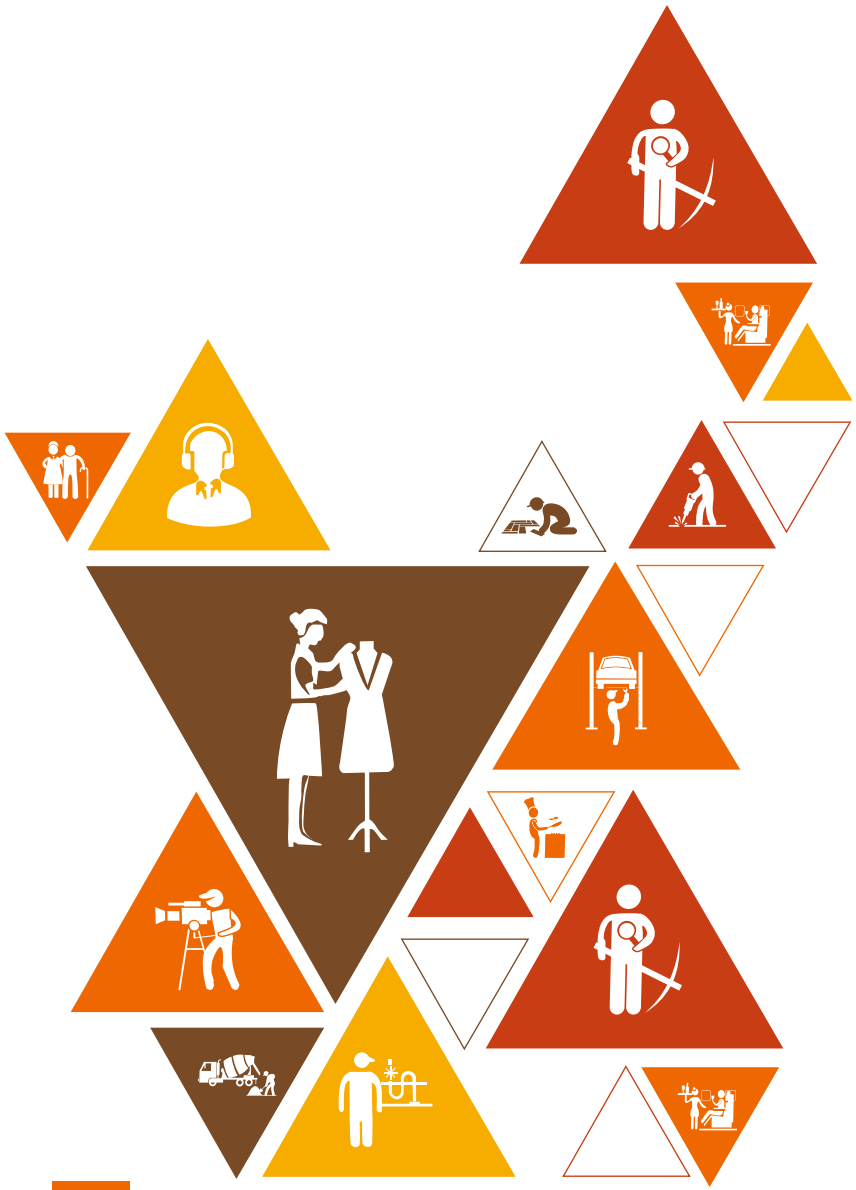
> Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
Prime Minister of India



Acknowledgements

We thank the Organization namely, Jasvant B. Shah (Licensed Customs Broker), Star Freight Private Limited (International Freight Forwarder, Multimodal Transport Operator, IATA Agents), JBS Academy Private Limited (Skill Development Centre for Logistics, Maritime and management Studies & Research) who have helped us in content development of this Facilitator Guide, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).

About this Guide

This Facilitator Guide is designed for the training of the Shipment Classification Agent as per the Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Courier and Mail Services related Activities. The guide elaborates how facilitators should interact with the participants and train them by understanding their needs and explaining all the key concepts about the job roles. Also, it helps the facilitator to complete teaching all the topics to the participants in a timely manner. This 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 Shipment.

Key Learning Objectives for the specific National Occupational Standards (NOS) marks the beginning of the Unit/s for that NOS.

Symbols Used

Steps

Role Play

Tips

Notes

Objectives

Do

Ask

Explain

Elaborate

Field Visit

Practical

Summary

Demonstrate

Exercise

Team Activity

Facilitation Notes

Learning Outcomes

Say

Resources

Activity

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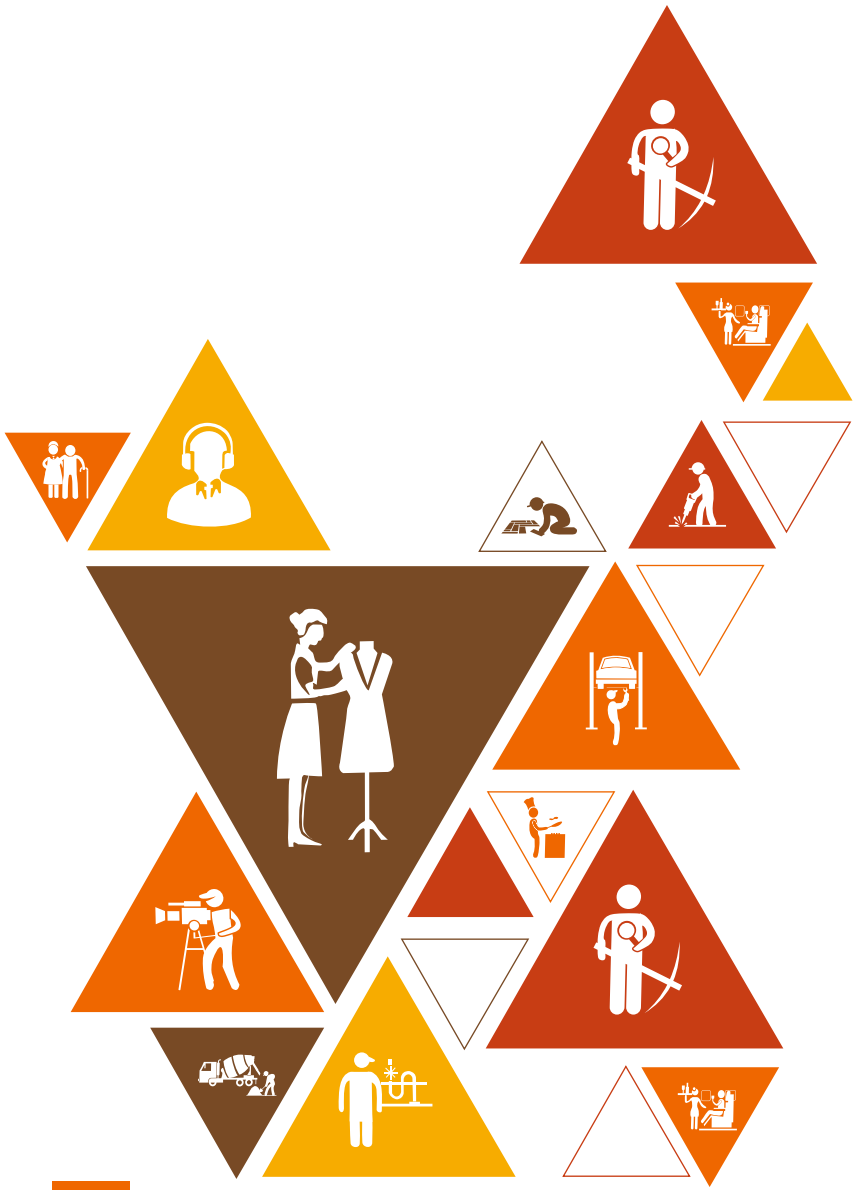
	Scan the QR code below to access the ebook	



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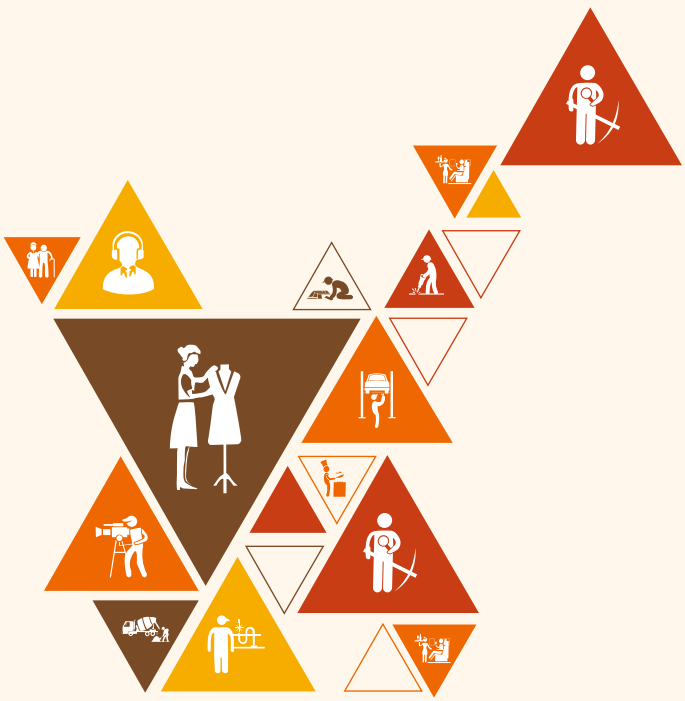
1.Introduction to Shipment Classification Agent

Unit 1.1 - Supply Chain and Logistics Management

Unit 1.2 - Sub-sectors of Logistics Industry

Unit 1.3 - About Courier & Mail Services and Documentation

Unit 1.4 - Roles of Shipment Classification Agent (SCA)



Key Learning Outcomes

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

1. Differentiate Supply Chain and Logistics Management.
2. Recognize the various sub-sectors and the opportunities in them.
3. Interpret Courier & Mail Services and documentation in it
4. Interpret your job role as Shipment Classification Agent (SCA)

UNIT 1.1: Supply Chain and Logistics Management

Unit Objectives

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

1. Interpret Supply Chain and Logistics Management

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the Supply Chain and Logistics Management
- Explain to them the types of flow in supply chain management
- Let them know the Transportation Industry in India

Say

- Logistics management is a subset of supply chain management. Whilst supply chain management focus on the overall integration of business functions and the supplies from suppliers to stores and customers, logistics management focus on how those items and data being transported and disseminated and support the overall supply chain management.
- Good customer service is the lifeblood of a logistics business. It's all about retaining your customers and sending them away happy – happy enough to pass positive feedback about your company to others. The essence of customer service logistics is forming a relationship that customers want to sustain over time.
- Supply chain management can be defined as a systematic flow of materials, goods, and related information among suppliers, companies, retailers, and consumers. There are three different types of flow in supply chain management –
  - Material flow
  - Information/Data flow
  - Money flow.

Say

- Transport modes are the means by which passengers and freight achieve mobility. They are mobile transport assets and fall into one of three basic types; land (road, rail and pipelines), water (shipping), and air.
- The Chartered Institute of Logistics & Transport UK (2019) defines them as: Getting the Right product, in the Right quantity, in the Right condition, at the Right place, at the Right time, to the Right customer, at the Right price.
- The major cause of conflict for logistics and marketing interface is related to 5Ps (product, price, place, promotion and packaging) of marketing. Without the successful link of logistics and marketing, the firm may be unable to provide good customer service, resulting in dissatisfied customer or a lost sale.

Ask

- Ask students to explain the Supply Chain and Logistics Management.
- Ask students to explain the types of flow in supply chain management.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **What is Supply Chain Management? :**
  https://www.youtube.com/watch?v=lZPO5RclZEo
- **What is Logistics Management? Definition & Importance in Supply Chain :**
  https://www.youtube.com/watch?v=4-QU7WiVxh8

Notes

UNIT 1.2: Sub-sectors of Logistics Industry

Unit Objectives

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

1. Interpret above Sub-sectors of Logistics Industry
2. Identify various sub-sectors and the opportunities in them

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
3. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
4. Participant Handbook and PowerPoint Presentations

Do

- Discuss the Sub-sectors of Logistics Industry
- Let them know the sub-sectors and the opportunities in them

Say

- It is one of the biggest employment generating sectors in India contributing to growth of the Indian economy.
- The Warehousing sub sector addresses the needs of management of inbound material, inventory keeping, and the distribution and despatch of outbound material. Tertiary packaging for transportation is an integral part of this sub sector.
- Carriage by land transport is 60% of the modal mix as compared with Rail and Water freight, in India. The transportation subsector deals with consolidation of cargo, transportation and coordination of the transport network.
- Courier and Express Industry handles time critical and many a time high value consignments and in India documents form a sizeable percentage of the segment. This is also a sub sector with high employability as many Companies also provide services to E Commerce.
- With increased regional connectivity time sensitive and high value cargo movement will witness an increase. Most Courier and Express Companies would be leveraging on this regional connectivity to ensure faster and more reliable delivery schedules. This will create the need for more dispersed work locations and consequently more need for local candidates who are skilled to take up the job roles.
- Agricultural Produce and fruits post-harvest need to be kept in a controlled atmosphere to prevent their deterioration. Similarly fish catch and meat need to be adequately stored and transported in refrigerated atmosphere where humidity control becomes very important. Many plants are old and need to be modernized and Operators need to be trained on both the technical details of the plant and its shipment classification as well as on the product.

Ask

- Ask students to explain the Sub-sectors of Logistics Industry.
- Ask students to explain the sub-sectors and the opportunities in them.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Sub sectors of logistics:**

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

Notes

UNIT 1.3: About Courier & Mail Services and Documentation

Unit Objectives

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

1. Identify various job roles in courier and mail services
2. Identify the documentation requirements in courier and mail services

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the importance of courier and mail services
- Explain various job roles in courier and mail services
- Let them know the documentation requirements in courier and mail services

Say

- Courier services are mainly provided by private companies and have very strong competition within the market. They include pick-up and delivery options from door to door nationally or internationally as it is more convenient for the sender and the receiver.
- Regular Mail offers the service of delivery of mails and letters. These are sent by the public postal services. The cost for the sent package is fixed, and the efficiency of these postal services is very slow.
- Courier & Mail Services related Job Titles:
  - Courier Delivery Executive
  - Courier Pick-up Executive
  - Mail Handler
  - Courier Sorter
  - Shipment Bagging Agent
  - Lead Courier
  - Shipment Classification Agent
  - Clearance Support Agent
  - Shipment Query Handler
  - Delivery Management Cell Agent
  - Courier Branch Sales Executive
  - Courier Institutional Sales Executive
  - Key Consignor Executive
  - Courier Claims Processor
  - Courier Associate
  - Courier Executive
  - Courier Supervisor
  - Courier Manager
- **Mandatory Documents for Export & Import:**

S. No.	Exports	Imports
1	Bill of Lading/ Airway Bill	Bill of Lading/ Airway Bill
2	Commercial Invoice cum Packing List	Commercial Invoice cum Packing List
3	Shipping Bill/ Bill of Export	Bill of Entry

Ask

- Ask students to explain the various job roles in courier and mail services.
- Ask students to explain the documentation requirements in courier and mail services.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Top 10 Logistics Company in India (2022):** https://www.youtube.com/watch?v=O88NS4FUlZE
- **Top 10 Courier Companies In India:** https://www.youtube.com/watch?v=XDmBhcQi4Ww
- **Custom Clearance Process for Export-Import:** https://www.youtube.com/watch?v=tzqUT3Cnb0w

Notes

UNIT 1.4: Roles of Shipment Classification Agent (SCA)

Unit Objectives

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

1. Interpret Shipment Classification
2. Perform your job role as Shipment Classification Agent (SCA)

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the importance of shipment classification agent
- Explain job role as shipment classification agent Technician
- Let them know its interface with other job roles

Say

- A shipment is an amount of a particular kind of cargo that is sent to another country on a ship, train, aeroplane, or other vehicle.

- Shipment can either refer to the act of shipping goods by all modes of transports or simply to the overall quantity of goods transported.

- A shipping agent is an individual or an organization that is responsible for handling and transporting goods, while also protecting the customers' best interests. While handling a customer's shipment, a shipping agent will oversee a variety of different tasks such as clearing customs, crew transfers, waste declarations, and dispatching cargo transportation.

- Roles & Responsibilities
  - Prepare desk and documents
  - Prepare computer system
  - Classify incoming/outgoing goods
  - Create Bill of Entry/Shipping Bill
  - Reporting and documentation
  - Logoff computer
  - Maintain health, safety and security measures during all activities

Ask

- Ask students to explain the importance of Shipment Classification.
- Ask students to explain the various activities to be done by Shipment Classification Agent (SCA).
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Pre Shipment and Post Shipment in Export Import Business:**
  https://www.youtube.com/watch?v=5qg1xs3Pc4o
- **Difference between Logistics, Freight forwarding and Shipping company:**
  https://www.youtube.com/watch?v=266_hrTxPdw

Notes

Exercise

Answers to the Exercise

1) Is Logistics the Same as Supply Chain Management?

The basic difference between Logistics and Supply Chain Management is that Logistics management is the process of integration and maintenance (flow and storage) of goods in an organization whereas Supply Chain Management is the coordination and management (movement) of supply chains of an organization.

2) What is the future of warehousing?

The warehouse of the future will take advantage of automated capacity management by leveraging technology for better, data-driven capacity planning. The result is fewer capacity planning errors that can lead to lost revenue and improved space utilization, which translates to a healthier bottom line.

3) What are the shipment categories?

The main modes of shipment include expedited freight, intermodal, partial truckload, less than truckload, and full truckload.

Examples of shipping methods include Truck, Air, and Rail Freight as well as conventional carriers such as UPS, FEDEX, and USPS.

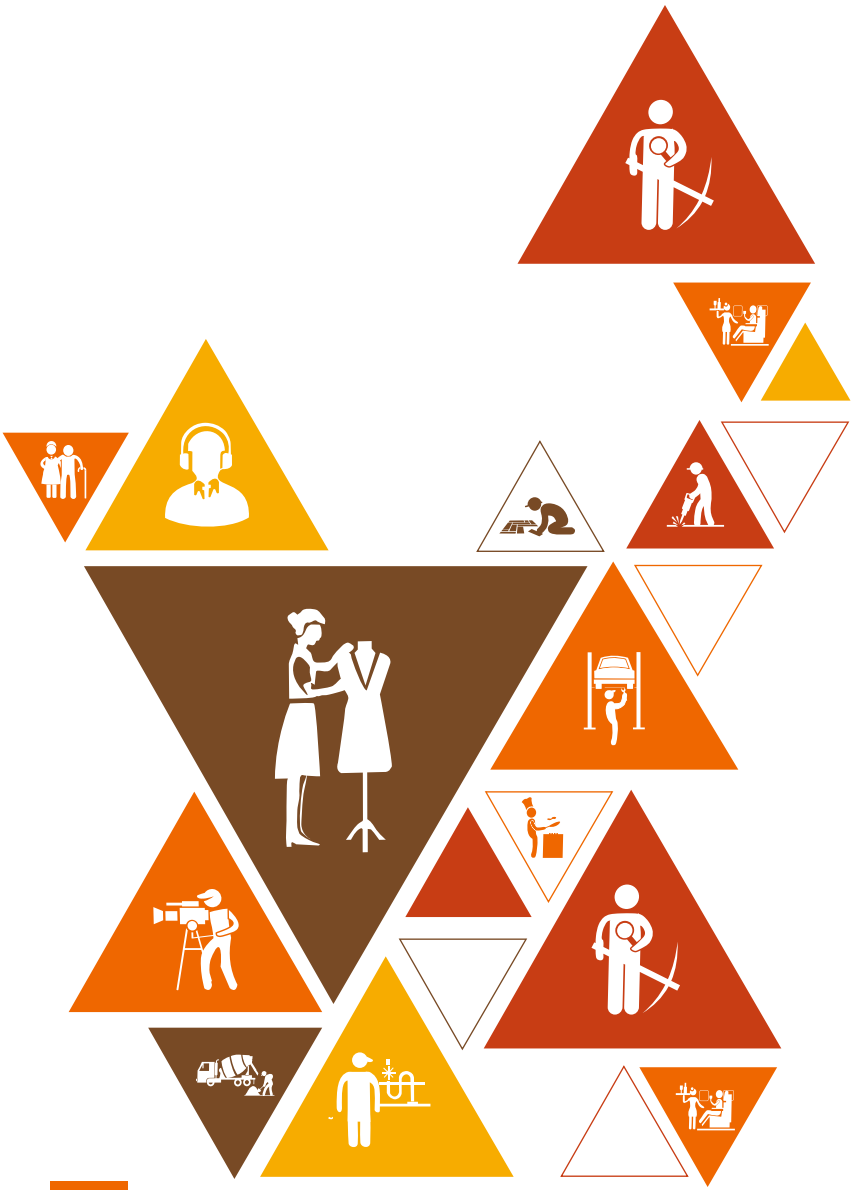
4) What are the 7 R's of logistics?

The Chartered Institute of Logistics & Transport UK (2019) defines them as: Getting the Right product, in the Right quantity, in the Right condition, at the Right place, at the Right time, to the Right customer, at the Right price.

5) What are the 4 main types of freight transportation?

Four main types of freight transportation:

- Truck Freight
- Ship Freight
- Train Freight
- Plane Freight



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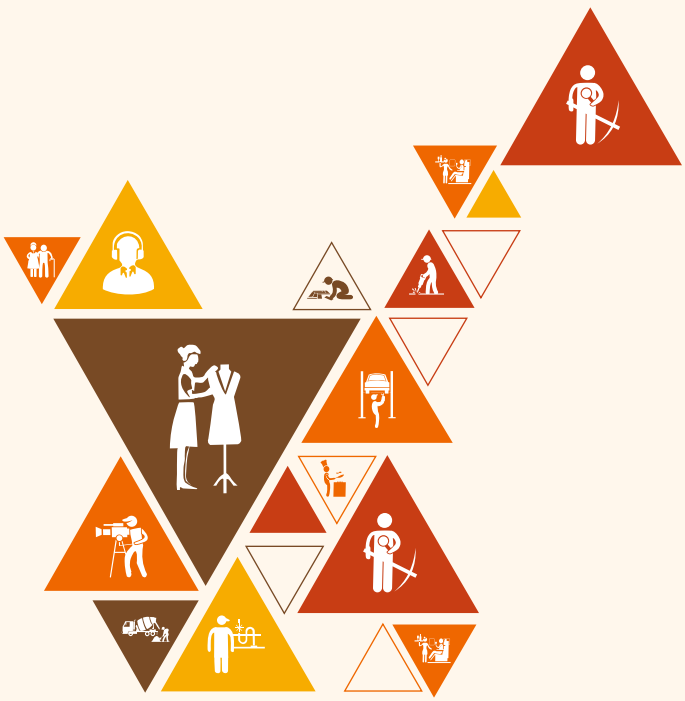
2.Preparation for Classification

Unit 2.1 - Preparation of Desk and Documents

Unit 2.2 - Operating Computer and Using Software



LSC/N3018

Key Learning Outcomes

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

1. Recognize the various checks to be done to prepare desk and documents such as availability of stationary, latest HS codes etc.
2. Develop the process of preparing computer before starting the work for the day
3. Use the protocol for booting up software

UNIT 2.1: Preparation of Desk and Documents

Unit Objectives

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

1. Identify the various checks to be done to prepare desk and documents such as availability of stationary, latest HS codes etc.
2. Interpret the various HS Codes

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the various checks to be done to prepare desk and documents such as availability of stationary, latest HS codes etc.
- Let them know the various HS Codes.

Say

- Stationery refers to commercially manufactured writing materials, including cut paper, envelopes, writing implements, continuous form paper, and other office supplies.
- SCA should ensure availability of stationary like paper, pen, etc. for taking notes (whenever required). Also in the absence of the reference books or stationary, he/she can borrow a spare from colleague or contact administration team to send an office boy to the nearby book store where the items would be available.
- The Harmonized Commodity Description and Coding System, also known as the Harmonized System (HS) of tariff nomenclature is an internationally standardized system of names and numbers to classify traded products. The HS code is important for buyers when importing your products and can be added to your product in the Info section of the Products tab in your Supplier Center.
- There are approximately in circulation 5,300 HS codes that identify export goods that are broken down into headings along with subheadings. They are also arranged into 99 different chapters around with being grouped into 21 sections.
- SCA should verify ownership of the latest Harmonization System (HS) codes book authorized by customs.
- Nowadays there are about 12,000 substances, gases, solids and liquids recognized as dangerous goods. In order to facilitate their classification, they are divided into 9 groups based on one main characteristic:

Say

Fig. 2.1.1. Types of Dangerous Goods

Ask

- Ask students to explain the various checks to be done to prepare desk and documents such as availability of stationary, latest HS codes etc.
- Ask students to explain the various HS Codes.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **The 4 Types of Goods:** https://www.youtube.com/watch?v=AiqbBYv9D7k
- **What is HS Code:** https://www.youtube.com/watch?v=uqPctancW40
- **Dangerous Goods Classes and Classification:** https://www.youtube.com/watch?v=EX4zWiRmDoM&t=22s

Notes

UNIT 2.2: Operating Computer and Using Software

Unit Objectives

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

1. Describe the process of preparing computer before starting the work for the day
2. Identify the protocol for booting up software

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the process of preparing computer before starting the work for the day
- Let them know the protocol for booting up software

Say

- Learning to use a computer for the first time can be a daunting process, but it doesn't have to be. Understanding the basics of a computer will help to take the fear out of it. The best way to learn how to operate a computer is simply to get in front of the monitor and use the mouse and keyboard.

- Booting is the process of starting a computer. It can be initiated by hardware such as a button press or by a software command. After it is switched on, a CPU has no software in its main memory, so some processes must load software into memory before execution. This may be done by hardware or firmware in the CPU or by a separate processor in the computer system.

- A logistics management software helps businesses manage the various processes that go into the production cycle from the delivery of raw materials to shipping the finished products to the consumers. Best shipping software names are Orderhive, Trackhive, Shipstation, Latitude Core WMS, ShippingEasy, and Stamps.com.

- Shipment Classification Agent should:
  - Switch on the computer and login using company credentials
  - Boot-up software used for performing the classifying activities
  - If there are any issues with the booting of the software, contact an executive in the IT department to help with the same
  - Check schedule for the day and flag entries pending from previous day.
  - Update status of the entry

- A shipping bill can be filed after the particular vessel/ship, etc., is granted with entry outwards that allows it to move out of the country. Once the bill is submitted, it is physically verified and the value of the goods intended for export are assessed by the customs authorities.

Ask

- Ask students to explain the process of preparing computer before starting the work for the day.
- Ask students to explain the protocol for booting up software.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Common pc issues with solutions:** https://www.youtube.com/watch?v=nBpoZOo9RfQ
- **Booting Process:** https://www.youtube.com/watch?v=bDsTwHIqs2g
- **Operating System:** https://www.youtube.com/watch?v=qt8KfuNTzWs
- **Logistics Management Software for E-commerce, Courier, Manufacturing, and other industries:** https://www.youtube.com/watch?v=P7l42R9F51k

Notes

Exercise

Answers to the Exercise

1) What are the roles of Courier and Mail Services in Logistics?

A courier service is a premium, all-inclusive service which collects and delivers shipments in the shortest possible time frame, while postal services are generally used for transporting letters and parcels which can sometimes take some time to arrive at their final destination.

Couriers are distinguished from ordinary mail services by features such as speed, security, tracking, signature, specialization and individualization of express services, and swift delivery times, which are optional for most everyday mail services.

2) What is the first thing you should do when troubleshooting a computer problem?

If you're having trouble with a specific piece of computer hardware, such as your monitor or keyboard, an easy first step is to check all related cables to make sure they're properly connected. Restart the computer. When all else fails, one of the best things to try is simply restarting the computer.

3) What do you understand by BOE (Bills of Entry)?

Bill of Entry (BOE) is a legal document filed by importers or customs clearing agents upon the arrival of imported goods. It is submitted to the Customs Department of the origin country under the customs clearance process.

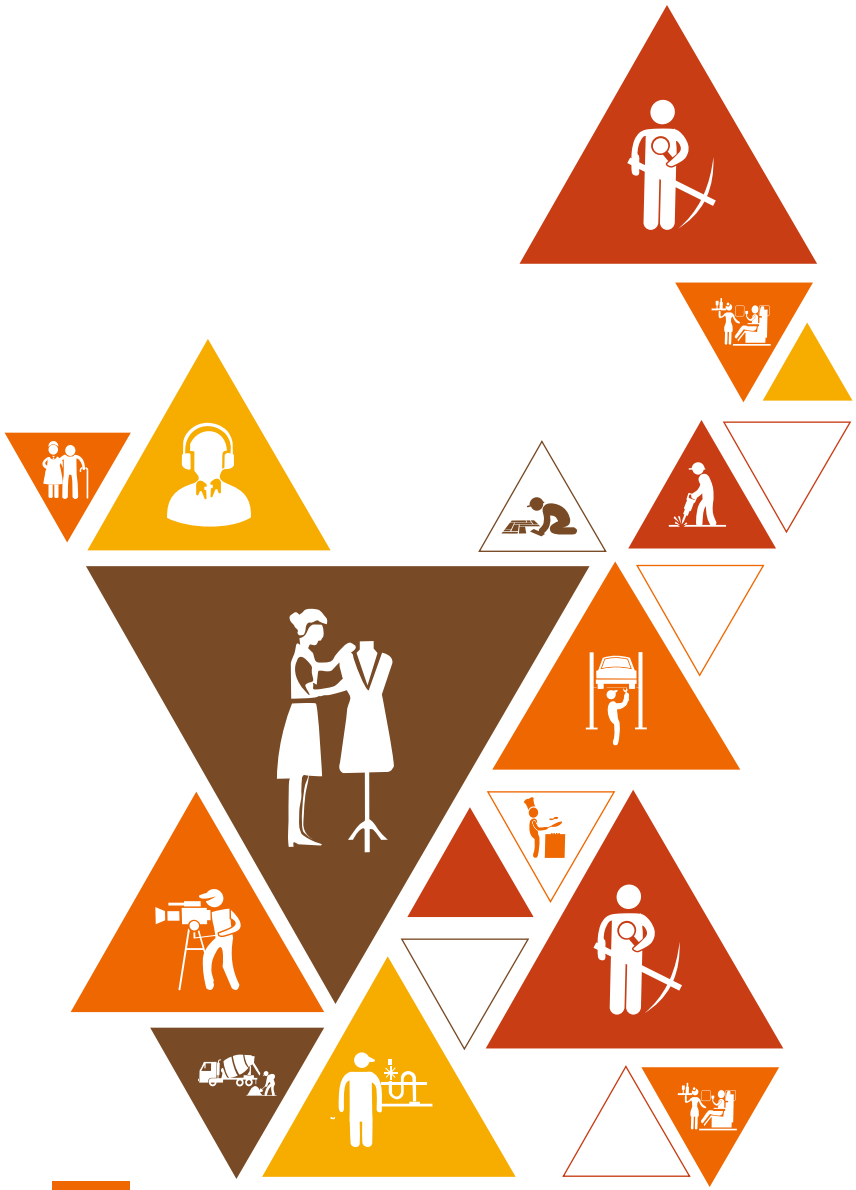
4) Explain the HS Codes and importance of HS Code.

HS Codes are important for government officials to identify goods being imported and exported in order to collect the proper taxes. HS Codes stands for Harmonized System Codes. We can think of HS classification codes as the last challenge goods face before hitting the finish line in the shipping process.

HSN Code is the same as the Harmonised System Code (HS Code) in shipping. However, it is more commonly known as the HSN in India. Like the HS Code list, each of the HSN codes for import and export of goods comprises six digits.

5) What do you understand by booting-up Software?

Booting (also known as booting up) is the initial set of operations that a computer system performs when electrical power is switched on. The process begins when a computer that has been turned off is re-energized, and ends when the computer is ready to perform its normal operations.



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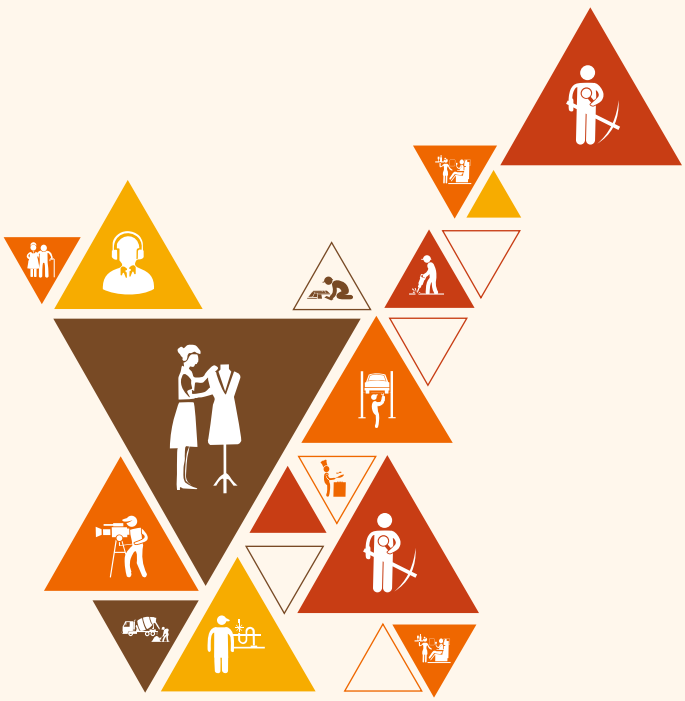
3. Perform Classification

Unit 3.1 - Classify Incoming/Outgoing Goods

Unit 3.2 - Preparing Bill of Entry

Unit 3.3 - Escalation Matrix



LSC/N3019

Key Learning Outcomes

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

1. Interpret the steps to be followed for shipment classification
2. Apply the process of identifying consignments that require pre clearance
3. Interpret the HS codes of codes based on customs
4. Recognize the different types of bill of entry such as form 4/5 or an SEZ/EOU bill of entry)
5. Memorize the process of creating bill of entry based on consignment type
6. Interpret the escalation matrix for reporting deviation

UNIT 3.1: Classify Incoming/Outgoing Goods

Unit Objectives

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

1. Interpret the steps to be followed for shipment classification
2. Apply the process of identifying consignments that require preclearance

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the steps to be followed for shipment classification
- Let them know the process of identifying consignments that require pre clearance

Say

- The word 'logistics' came from 'logistique' in French. It is originally a military term that was used to indicate the organization, movement, and accommodation of soldiers and storage of military equipment.
- Since these operations were quite complex to execute, any activity or process that was complex was referred to as 'logistics'. Soon, this term came to be used in the commercial process of acquiring, storing, and distributing goods.
- Inbound logistics is the process of receiving goods. It includes the planning, physical receipt, checking, and stacking in the right locations that help goods pickers to take out these goods based on pre-agreed picking rules.
- Inbound logistics may also include the movement, transport, and customs documentation of the cargo from its origin to destination.
- Outbound logistics kicks into action when you have sales orders from your customers or need to move your physical inventory from one location to another.
- It mainly involves the picking of goods, its packing and labelling according to government and customer requirements, and subsequent transport of these goods to their destination after fulfilling customs formalities as required.
- Reverse logistics is a type of supply chain management that moves goods from customers back to the sellers or manufacturers. Once a customer receives a product, processes such as returns or recycling require reverse logistics. The five R's of reverse logistics are returns, reselling, repairs, replacements, and recycling.

Say

- Commercial Documents Required for Customs Clearance
  - ProForma Invoice. Similar to a purchase order, a proforma invoice is a document that provides details of the product to be sold.
  - Customs packing list.
  - COO Certificate (Country of Origin)
  - Customs Invoice.
  - Shipping bill.
  - Bill of sight.
  - Letter of credit.
  - Bill of exchange.

Ask

- Ask students to explain the steps to be followed for shipment classification.
- Ask students to explain the process of identifying consignments that require pre clearance.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **12 Documents you require for Export Customs Clearance:** https://www.youtube.com/watch?v=aKGvfYxOT9w
- **Customs Clearance System:** https://www.youtube.com/watch?v=cd9uuB_Ihjg

Notes

UNIT 3.2: Preparing Bill of Entry

Unit Objectives

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

1. Describe the types of bill of entry such as form 4/5 or an SEZ/EOU bill of entry)
2. Interpret the process of creating bill of entry based on consignment type

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the types of bill of entry such as form 4/5 or an SEZ/EOU bill of entry)
- Let them know the steps to be followed during shipment classification

Say

- List of Documents required for Exports Customs Clearance:
  - ProForma Invoice
  - Customs Packing List
  - Country of Origin or COO Certificate
  - Commercial Invoice
  - Shipping Bill
  - Bill of Lading or Airway Bill
  - Bill of Sight
  - Letter of Credit
  - Bill of Exchange
  - Export License
  - Warehouse Receipt
  - Health Certificates

- List of Documents required for Imports Customs Clearance:
  - Bill of Entry
  - Commercial Invoice
  - Bill of Lading or Airway Bill
  - Import License
  - Certificate of Insurance
  - Letter of Credit or LC
  - Technical Write-up or Literature (Only required for specific goods)
  - Industrial License (for specific goods)
  - Test Report (If any)
  - RCMC Registration cum Membership Certificate
  - GATT/DGFT declaration
  - DEEC/DEPB/ECGC License for duty benefits

Say

- The BOE format is simple. Here are some important details that it includes:-
  - Port code and license number
  - Importer's name and address
  - Customs house agent code
  - Import-Export Code (IEC)
  - Country of origin and its code
  - Country of consignment and its code
  - Port of shipment
  - Vessel name
  - All the critical information about the goods being imported (e.g., monetary value and description of goods)

- An SEZ is a predefined separated obligation-free region, which with the end goal of trade operations is considered to be considered external to the customs domain of India. Set up essentially to advance exports, even the GST system proceeds to boost SEZ units by stretching out due advantages for their approved tasks. An SEZ is needed to follow two separate arrangements of compliances. Initially, compliances administered by the SEZ Act, 2005, for example, accommodation of periodical advancement reports and besides, compliances needed to be attempted as far as indirect tax laws. While the previous is probably going to proceed with no significant changes, the last would now be adjusted under the GST law.

- Let Export Order: Let Export Order (LEO) is the green signal given by the customs to the exporter once they are satisfied with the verification and examination of the shipment. We have separately explained the process around LEO in detail.

- Duty Drawback: Duty drawback is now primarily limited to the incidence of customs duties on inputs used. It is claimed by filing the prescribed format of the shipping bill. The drawback claim must be accompanied by prescribed documents as defined in the Drawback Rules 2017. The claim may be returned in case of any deficiency, but the shipment is not stopped for this reason.

- A customs declaration is an official document that lists and gives details of goods that are being imported or exported. In legal terms, a customs declaration is the act whereby a person indicates the wish to place goods under a given customs procedure.

Ask

- Ask students to types of bill of entry such as form 4/5 or an SEZ/EOU bill of entry).
- Ask students to explain the steps to be followed during shipment classification .
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Types of bill of entry in India:** https://www.youtube.com/watch?v=gA4UrbanTrg
- **Logistics Knowledge Series - SEZ, EOU and FTWZ:** https://www.youtube.com/watch?v=ucoFtdej6x0
- **Bill of Entry new Format:** https://www.youtube.com/watch?v=uCxNKQtrLaI
- **Prepare Documents in Export Import Business:** https://www.youtube.com/watch?v=ySFfV4uSkMI

Notes

UNIT 3.3: Escalation Matrix

Unit Objectives

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

1. Interpret the escalation matrix for reporting deviation

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the SOP Importance and Escalation matrix for reporting deviation
- Let them know the Process of Report deviations as per escalation matrix

Say

- A Standard Operating Procedure is a set of written instructions that describes the step-by-step process that must be taken to properly perform a routine activity. SOPs should be followed the exact same way every time to guarantee that the organization remains consistent and in compliance with industry regulations and business standards.
- An escalation matrix is a document or system that defines when escalation should happen and who should handle incidents at each escalation level.
- An escalation process simplifies the channels and boundaries of decision-making within an organization for solving the problem quickly and effectively. The escalation process might also be called an escalation workflow that takes a high-priority issue to a high-level authority.
- There are two main types of escalation systems: functional escalation and hierarchical escalation. Your businesses may need to use one, the other, or both, depending on the customer's issue.

Fig. 3.3.1. SOP Specification

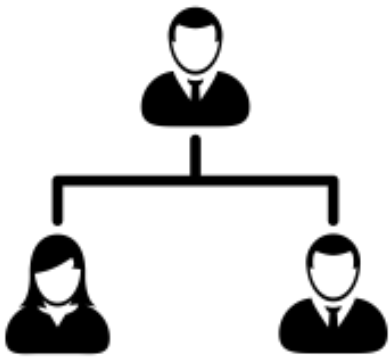


Fig. 3.3.2. Escalation Matrix

Say

- Import Export Code (IEC): Since there are different goods imported from various nations, it becomes a challenge to have a proper set of documents in the import/export customs liberty methodology. Furthermore, different countries have their own laws, resulting in a variety of methods and customs for approving imports. Every item under import is ordered under a code number acknowledged internationally, which is called the IEC number. Notably, the IEC number today is your company's Permanent Account Number (PAN), although people who had applied for an IEC number earlier are allowed to use the old code since the IEC number is valid for life. There may be mutual import/export agreements between the legislatures of various nations. Imports and exports from such nations may have exceptions on documentation clearance.

Ask

- Ask students to explain the SOP Importance and Escalation matrix for reporting deviation.
- Ask students to explain the Process of Report deviations as per escalation matrix.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **The Importance of a Standard Operating Procedure:** https://www.youtube.com/watch?v=nT81nHZyCYM
- **Handling Escalation: From Anger to Out-Of-Control:** https://www.youtube.com/watch?v=fYoGX_Y6nF8&t=64s
- **Export Custom clearance process live Session:** https://www.youtube.com/watch?v=QPz9CzqbuSo

Notes

Exercise

Answers to the Exercise

1) What are the documents required for import clearance?

As per the guidelines of Government of India, every importer needs to file GATT declaration and DGFT declaration along with other import customs clearance documents with customs. GATT declaration has to be filed by Importer as per the terms of General Agreement on Tariff and Trade.

2) What are the documents required in export customs clearance?

Documents Required for Export of Goods

- Bill of Lading / Air Way Bill
- Commercial invoice-cum-packing list
- Shipping Bill or Bill of Export.

3) What are the three steps of custom clearance?

The importer of the goods should file a bill of entry (customs copy) electronically for the clearance of the goods, before or on arrival of the goods. In the bill of entry, the duty and taxes to be paid is assessed by the importer himself and this is called self- assessment.

4) What does the BOE include?

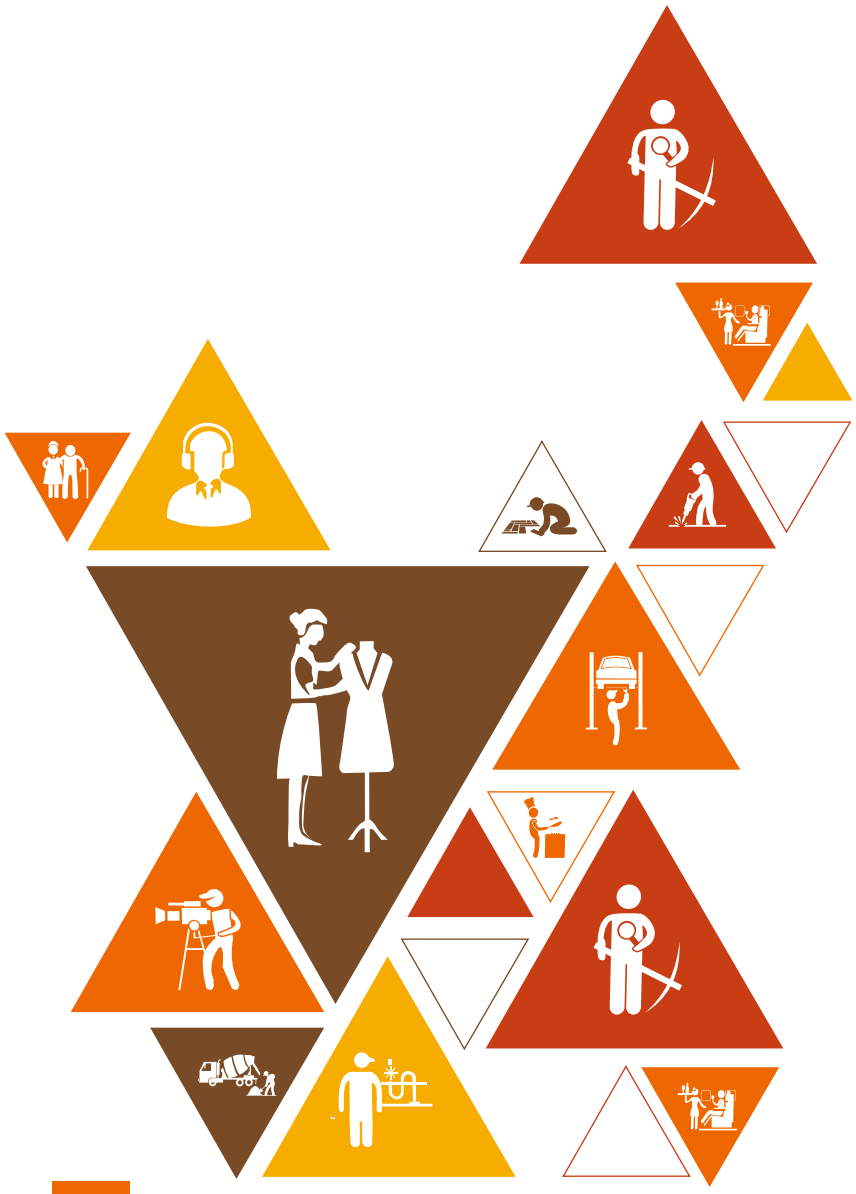
The Customs' house agent code, the importer's name, residential address, and IEC (Import Export Code), and importer's name and address. Also, this address will be auto-populated in case the importer is an already registered taxpayer. The license number and the port code.

Serial number, description of the goods, and unit code of the goods. Number of packages and their weight or volume. Description of the goods (details should be given separately for each class) Customs tariff heading, including the exemption notification and year.

5) What do you interpret by SOP? And what is the need of Escalation Matrix?

An SOP is a procedure specific to your operation that describes the activities necessary to complete tasks in accordance with industry regulations, provincial laws or even just your own standards for running your business.

Escalation management is a process put in place to deal with incidents and problem management within a system, ensuring problems get resolved and issues are addressed at the right level.



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Transforming the skill landscape

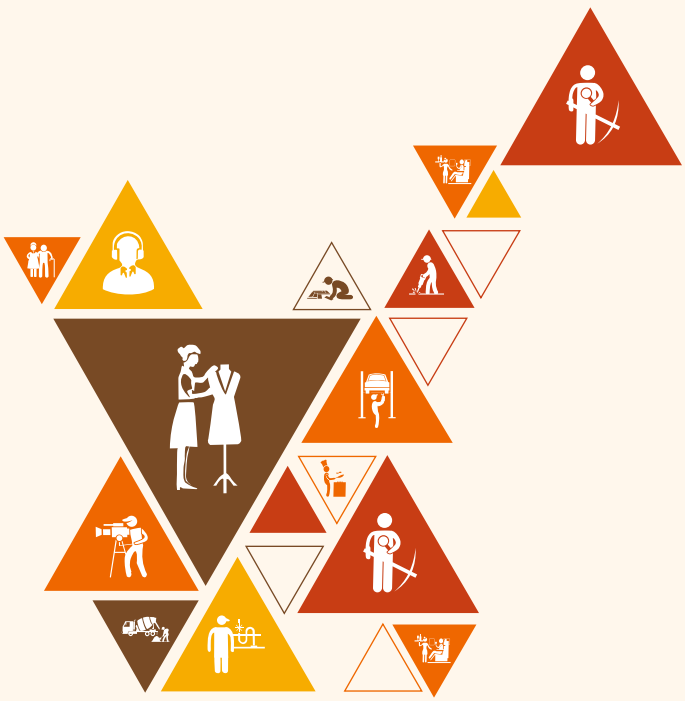
LSC
Logistics Skill Council

4. Post Classification Activities

Unit 4.1 - Reporting and Documentation

Unit 4.2 - Logging Off Computer

Unit 4.3 - Waste Disposal and Housekeeping



LSC/N3020

Key Learning Outcomes

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

1. Summarize the various checks to be performed post shipment classification
2. Identify the mailing and non-clearance errors
3. Interpret the process of reporting errors and to the customs team and network control team at the airport
4. Recognize the various steps to be followed before logging off the computer at the end of the day

UNIT 4.1: Reporting and Documentation

Unit Objectives

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

1. Interpret about various checks to be performed post shipment classification
2. Memorize importance to identify mailing and non-clearance errors
3. Analyze the process of reporting errors and to the customs team and network control team at the airport

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the various checks to be performed post shipment classification
- Let them know the importance to identify mailing and non-clearance errors
- Explain the process of reporting errors and to the customs team and network control team at the airport

Say

- Post Shipment Finance is a kind of loan provided by a financial institution to an exporter or seller against a shipment that has already been made. This type of export finance is granted from the date of extending the credit after shipment of the goods to the realization date of the exporter proceeds.
- Documentation in the context of logistics refers to the various papers attached or pertaining to goods requiring transportation and/or transfer of ownership. This includes, but is not limited to, documents such as bills of lading, commercial invoices, packing lists, and insurance certificates.
- A shipping invoice is an accounting document used by businesses to provide a record of the products shipped from a seller to a buyer. The shipping invoice, also called a bill of lading, is a legal document that is required any time a company sends a freight shipment of goods.
- The documentation involved in the process of shipping cargo usually includes insurance documents. These documents ensure that you can claim for your goods should they go missing, get stolen or undergo any damage during their travels to their destination.
- Shipping Error means any mistake in the shipment details, including, without limitation, any Product shortage, damage, picking error, warehouse error, overage, labeling error, ordering error.

Say

- Clearance delay is when a package is held up at customs or the border. This is not good for companies who need to send items for same-day delivery.
- An airport customs officer works in airports to protect the country from international threats. They search luggage for any questionable items, review passports and visas, prepare reports and witness statements and ask questions to determine why passengers are entering the country.
- Quarantine is used to separate and restrict the movement of persons; it is a 'state of enforced isolation'. Only authorized persons are allowed to enter this area in the warehouse. Supervisor needs to make sure the goods are properly segregated in this area. If any item is wrongly marked as quarantined item, it needs to be kept aside for further check. Accordingly the binners (persons who would relocate items in this area) should place them at the right place. Finally he needs to ensure disposal of quarantined items as per the company policy through housekeeping staff.

Ask

- Ask students to explain the various checks to be performed post shipment classification.
- Ask students to explain the importance to identify mailing and non-clearance errors.
- Ask students to explain the process of reporting errors and to the customs team and network control team at the airport

Elaborate

- **Transhipment, Pre-Shipment and Post-Shipment in Import Export Business:** https://www.youtube.com/watch?v=zEunAfWto2M
- **Tips to Avoid the Common Errors Resulting to Clearance Delays:** https://www.youtube.com/watch?v=zmKqOMRLUWM
- **The Science of Airport Security:** https://www.youtube.com/watch?v=bXNbe_jsoMg
- **Pre--Shipment and Post--Shipment Inspection new:** https://www.youtube.com/watch?v=8Uv5yyPBnd0
- **How to Create a Summary Report from an Excel Table:** https://www.youtube.com/watch?v=qPKFlVnzv5c
- **Introduction to Pivot Tables, Charts, and Dashboards in Excel:** https://www.youtube.com/watch?v=9NUjHBNWe9M
- **How to make Daily Reports:** https://www.youtube.com/watch?v=ukZVF837Ivw
- **7 Things Every Daily Activity Report Should Include:** https://www.youtube.com/watch?v=Kgq53hsVxiI

Notes

UNIT 4.2: Logging Off Computer

Unit Objectives

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

1. Perform the various steps to be followed before logging off the computer at the end of the day

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the various steps to be followed before logging off the computer at the end of the day

Say

- To log out of your operating system, follow the steps for your OS below. The steps include keyboard shortcuts in case your mouse isn't working.
  - Step 1 - Click on the "Start" button on the taskbar.
  - Step 2 - Click the "Log Off" button in the Start Menu.
  - Step 3 - Choose one of the options that appear in the Logoff menu. You can elect to immediately switch to a different user, or you can choose to log off entirely.
  - Step 4 - Switch users to change from one account to another without completely turning off another user's settings. It is important to note that if you want to shut down another user's applications, you must log them off completely, otherwise they will continue to run in the background.
  - Step 5 - Choose the "Log Off" feature to completely turn off your settings and return Windows to a neutral setting. This setting lists the available user accounts.
  - Step 6 - Press Ctrl-Alt-Delete to bring up the Task Manager. From the Task Manager you have access to a number of other functions for logging off the computer, as well as changing its current status (to "Standby" or "Hibernate," for example). These options are available from the "Shut Down" drop-down menu.
  - Step 7 - Right-click on the taskbar to access the Task Manager. This is a shortcut to the Task Manager, bypassing the Ctrl-Alt-Delete command.

Say

- Shipment Classification Agent should:
  - save all data, safely log off and switch off the computer.
  - dispose any unnecessary documents or papers.
  - clean up the desk and leave the important/necessary documents locked in the desk draw
  - convey pending work to colleagues as they could help move it forward the next working day

- A clean desk and clear screen policy is an important tool to ensure that all sensitive/confidential materials are removed from an end user workspace and locked away when the items are not in use or a user leaves his/her workstation.

Ask

- Ask students to explain the various steps to be followed before logging off the computer at the end of the day.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Logging off, shutting down and restarting a Windows computer:** https://www.youtube.com/watch?v=TbqtX6TV8ZE
- **Save And Save As. What is Difference?:** https://www.youtube.com/watch?v=MyfgfW7WRSs
- **CTRL Shortcut Keys of Computer:** https://www.youtube.com/watch?v=CvlBOongjiI

Notes

UNIT 4.3: Waste Disposal and Housekeeping

Unit Objectives

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

1. Perform the disposing of Waste appropriately
2. Interpret the importance of housekeeping

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Explain the importance of disposing of Waste appropriately
- Discuss the importance of housekeeping

Say

- Waste Disposal is known as the removal and disposal of unwanted materials known as waste. Waste Disposal can be done in various forms like discarding, recycling, and destroying materials that are not of any further use.
- This 360-degree approach is based on what is popularly known as the four R's: Reduce, Reuse, Recycle and Recover.
- Housekeeping and cleanliness at the workplace are closely linked to the industrial safety. The degree, to which these activities are effectively managed, is an indicator of the safety culture of the organization.
- A clean, well-ordered, attractive work environment sets the tone in which the work is enjoyed by the employees. It encourages tidy work habits in employees. It helps reduce their fatigue. It promotes good relations between employees and management. It gives a lift to morale, which is reflected in the quality of production and overall efficiency.
- Since good housekeeping and cleanliness also leave a good impression on the organizational visitors, hence these activities promote the image of the organization. Customers and the other stakeholders of the organization have more confidence in the organization since they notice that the work is being carried out efficiently in clean, pleasant, and well-ordered surroundings.
- The responsibility of housekeeping and cleanliness lies both with the management and the employees. Periodic and panic cleanups are costly and ineffective and do not improve work environment where the employees can give efficient performance.

Say

- Poor housekeeping and cleanliness, on the contrary, creates workplace hazards which lead to various accident such as:
  - slips, trips and falls,
  - caught in-between objects,
  - struck by falling objects,
  - struck by moving objects,
  - cut/stabbed by objects, and
  - struck against objects.
- Through healthy housekeeping and cleanliness practices, the organization not only keep the workplace neat and clean, but also save on a whole lot of resources which in turn helps in improvement of the profitability of the organization.

Ask

- Ask students to explain the importance of waste disposal.
- Ask students to explain the importance of housekeeping.
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Waste management systems in a distribution center:** https://www.youtube.com/watch?v=usGee4E5c-Y
- **Waste Management | Types of Waste Materials | 4R principle in detail:** https://www.youtube.com/watch?v=QD6x4dMEPlE
- **Good Housekeeping For Industry:** https://www.youtube.com/watch?v=emxsB3gVWLM
- **What is '5S' Methodology? (Hindi):** https://www.youtube.com/watch?v=dW8faNOX91M
- **What is KAIZEN CONCEPT of LEAN:** https://www.youtube.com/watch?v=I48EkJNW7TU

Notes

Exercise

Answers to the Exercise

1) What is mean by import documentation?

Based on this certificate the Customs Department of the Importing Country classifies the cargo under specific schedule. Certificate of Origin also helps to avoid third party countries from routing imports through member countries and effecting third party exports to avoid duty, quantity or license restrictions.

Import procedure means all the steps involved in purchase of goods from any foreign country. The procedural steps involved in import trade differ from country to country in respect of their import policy, statutory requirements. In majority of the countries import trade is being controlled by the government.

2) What is the main reason of performing the 5S in housekeeping?

5S is a system for organizing spaces so work can be performed efficiently, effectively, and safely. This system focuses on putting everything where it belongs and keeping the workplace clean, which makes it easier for people to do their jobs without wasting time or risking injury.

3) What are the best methods of disposing waste?

Recycling is almost always the best way to get rid of waste, even when it is exported abroad, according to the biggest ever report on the industry for the UK government.

Recycling conserves natural resources and reduces energy demands (for making virgin materials). Many materials can be recycled, which contributes to it being a popular effective waste disposal method, including plastic and oil, and some can be recycled infinitely i.e. glass or paper (if uncontaminated).

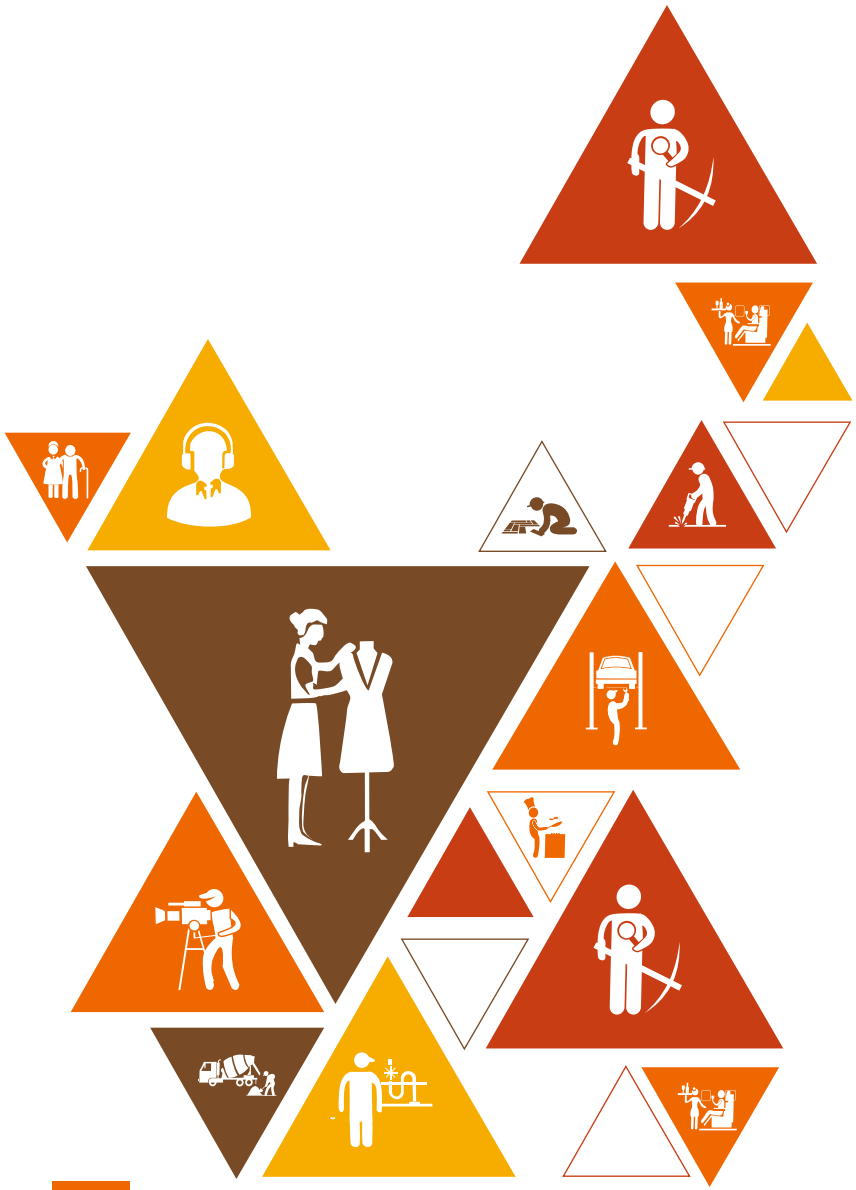
4) What is the role of documentation in international trade?

Thorough, accurate paperwork minimises the risk of problems and delays. Important points to remember are: make sure a clearly written contract is drawn up between your company and the buyer, including details of exactly where goods will be delivered and responsibility through each part of the journey.

5) What does it mean to log out of your computer?

Loging out means to end access to a computer system or a website. Logging out informs the computer or website that the current user wishes to end the login session. Log out is also known as log off, sign off or sign out.

Logging out of a computer is very important because there are risk with not logging out. One of the factor is using a public computer, this is where anyone can use a public computer when someone is still logged in to an account and can mess with that person's work.



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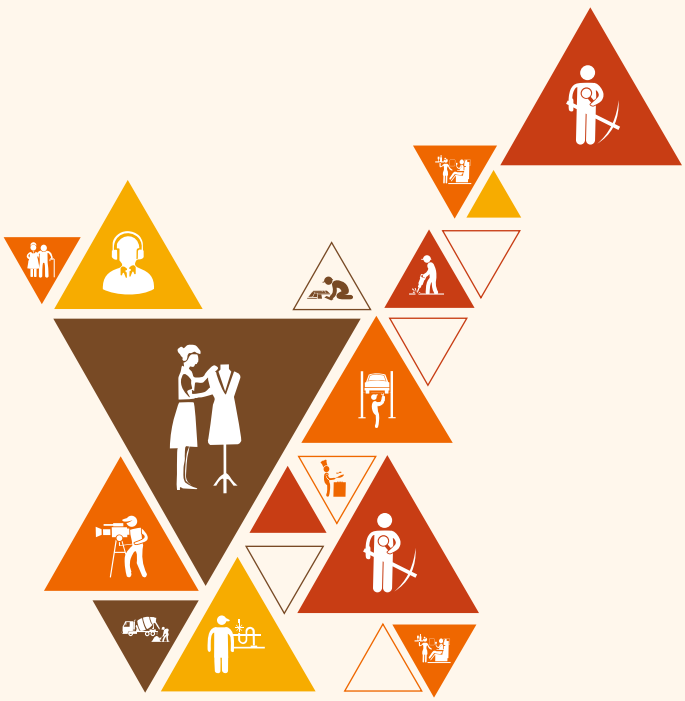
5. Maintain Health, Safety & Security Standards during Shipment Classification

Unit 5.1 - Health, Safety & Security in Workplace

Unit 5.2 - Importance of PPE

Unit 5.3 - Team Building and Stress Management



LSC/N3048

Key Learning Outcomes

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

1. Analyze health, safety and security norms to be followed during shipment classification
2. Interpret the importance of safety equipment including protective gear, helmets etc.
3. Apply the importance of following organizational procedures with respect to security and confidentiality

UNIT 5.1: Health, Safety & Security in Workplace

Unit Objectives

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

1. Demonstrate health, safety and security norms to be followed during shipment classification
2. Identify the importance of following organizational procedures with respect to security and confidentiality

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the health and safety procedures while carrying out shipment classification activities
- Explain the reasons for occurrence of accident
- Enlist organization procedures with respect to documentation

Say

- A warehouse is a commercial building used by manufacturers, importers/exporters, retailers/wholesalers, transport companies and other businesses for storage of goods, raw materials and other commodities.

- Common hazards:
  - slippery surfaces (e.g., oily or greasy)
  - seasonal trip hazards (snow and ice)
  - spills of wet or dry substances
  - changes in walkway levels and slopes
  - unsecured mats
  - poor lighting
  - debris and items stored in pedestrian walkways
  - trailing cables in pedestrian walkways
  - smoke, steam or dust obscuring view

- Sprains and strains, also known as musculoskeletal injuries (MSIs), are the most common type of work-related injury. These can arise from repetitive movement or overexertion, such as working in an awkward position or performing the same movements repeatedly (for example, scanning items at a checkout).

Say

- Recognizing Medical Emergencies: Getting medical help right away for someone who is having a medical emergency can save their life. This article describes the warning signs of a medical emergency and how to be prepared.

- Accidents or illness can happen to anyone at any time, whether at home, at work or at school. First aid covers the steps taken to help an injured or sick person in the first minutes after the event. Often this first aid can help someone feel better, recover more quickly, and can even save lives. First aid can be useful in many different situations, from sprains to electric shocks to heart attacks.

Fig. 5.1.1. Site Safety Labels

- In order to properly extinguish a fire, you must be familiar with the three MOST common classes of fires, which are based on fuel type:
  - Class A - Ordinary combustibles including wood, cloth, paper, rubber, and many plastics
  - Class B - Flammable liquids (burn at room temperature) and combustible liquids (need heat to ignite) including gasoline, kerosene, and oil
  - Class C - electrical fires

Ask

- Ask students to explain the health and safety procedures while carrying out shipment classification activities.
- Ask students to explain reasons for occurrence of accident
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **An Introduction - Personal Protective Equipment (PPE)**
  https://www.youtube.com/watch?v=loQ9Dbsy2ag
- **How to Operate Fire Extinguisher - Fire Safety Training :**
  https://www.youtube.com/watch?v=w4jHpHoYZhk
- **FIRST AID IN HINDI :** https://www.youtube.com/watch?v=X9AaTk8YlVM&t=24s
- **FIRST AID - CPR :** https://www.youtube.com/watch?v=xkqlvM7SEYw

Notes

UNIT 5.2: Importance of PPE

Unit Objectives

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

1. Interpret importance of safety equipment including protective gear, helmets etc.
2. Describe the usage of safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the importance of safety equipment including protective gear, helmets etc.
- Explain the usage of safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.

Say

- PPE stands for personal protective equipment. It consists of any clothing or device designed to be worn by the employee in order to protect him/her from one or more risks that could jeopardize his/her health in the workplace.
- In any warehouse, the risk of accidents is high. For one thing, operators who drive some type of vehicle could collide with other handling equipment or objects, become crushed, or have products fall on them. At the same time, workers who travel on foot are prone to getting hurt, tripping, and falling.
- To avoid these potential accidents, in addition to using PPE, it's crucial to apply all the necessary safety measures. This includes operator training, warehouse signage, the selection of the right type of racking, and the implementation of a technical inspection of the storage systems.

Fig. 5.2.1. Safety Equipments

Say

- If you need to lift something from the ground, bend your legs to lower yourself down, but don't go down on one knee unless absolutely necessary. Next, grasp the object, tighten the muscles of your stomach, back and hips, and lift. If needed, rest the object on one knee and take a moment to adjust your grip.

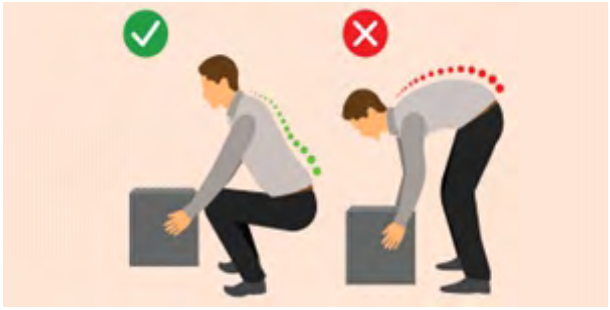


Fig. 5.2.1. Lifting Movements

Ask

- Ask students to explain the importance of safety equipment including protective gear, helmets etc.
- Ask usage of safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Lifting Objects at Work:** https://www.youtube.com/watch?v=qP5nyfTDbfE
- **What is PPE? | Warehouse Safety Tips:** https://www.youtube.com/watch?v=Vw34RfrCOpQ
- **Newcomers and the Workplace: Personal Protective Equipment at Work:** https://www.youtube.com/watch?v=DMBrRNV9Hrk

Notes

UNIT 5.3: Team Building and Stress Management

Unit Objectives

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

1. Interpret How to Help Your Team in Managing Stress, Anxiety, and Burnout

Resources to be Used

1. Lecture, Handouts, Role Play and Field Visit
2. Group Participation & Oral Quiz
3. Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
4. Teaching board, Computer, Projector, Video player or TV, Topic related Raw Material, Tools and Equipment
5. Participant Handbook and PowerPoint Presentations

Do

- Discuss the Team Building and Stress Management.

Say

- Team building refers to the various activities undertaken to motivate the team members and increase the overall performance of the team.
- A team member should be organized. Don't throw waste papers here and there, use a dust bin instead. The documents must be filed properly with labels carefully put on each file. Keep the files at the proper place where you can find them easily when required. Use a pen stand and do keep a notepad and a pen handy. Avoid writing phone numbers or any other information on papers as you will definitely misplace them after a while. The visiting cards must be placed in the card folder and try to keep your workstation clean.
- Stress management is a process that helps an individual to control stress level by practicing self-care, relaxation and also imparts some techniques to handle stress when it occurs.
- The first step in managing stress is recognizing it in your life. Everyone feels stress in a different way. You may get angry or irritable, lose sleep, or have headaches or stomach upset.

Ask

- Ask students to explain the role of Team Building in Stress Management
- Encourage shy students to speak up in class, 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 keep learning.

Elaborate

- **Team work motivational video:** https://www.youtube.com/watch?v=fm1gh5GAmWc
- **7 Stress Management Techniques to Get You Back on Track:** https://www.youtube.com/watch?v=C0GtbGFQgtU

Notes

Exercise

Answers to the Exercise

1) What are the safety procedures in a Shipment?

- Seamen work aboard ships and therefore share hazards common to all seafarers: falling outboard and drowning, slipping, tripping and falling on deck, from gangways or ladders at sea or in port, constant lack of stable ground under feet, long separation from families and friends, lower sides of port life, etc.

2) What are 5 fire safety rules?

1) Install Fire Alarms. Smoke alarms are the best early fire warning system.
2) Plan a Fire Escape Route. In the event of a fire, always have an escape plan in advance.
3) Keep Flames and Other Heating Equipment in Check.
4) Have a Fire Extinguisher.
5) Utilize the Cliché Stop, Drop and Roll.

3) What PPE is needed in a Logistics Industry?

Some of the common PPE for warehouse workers can include:

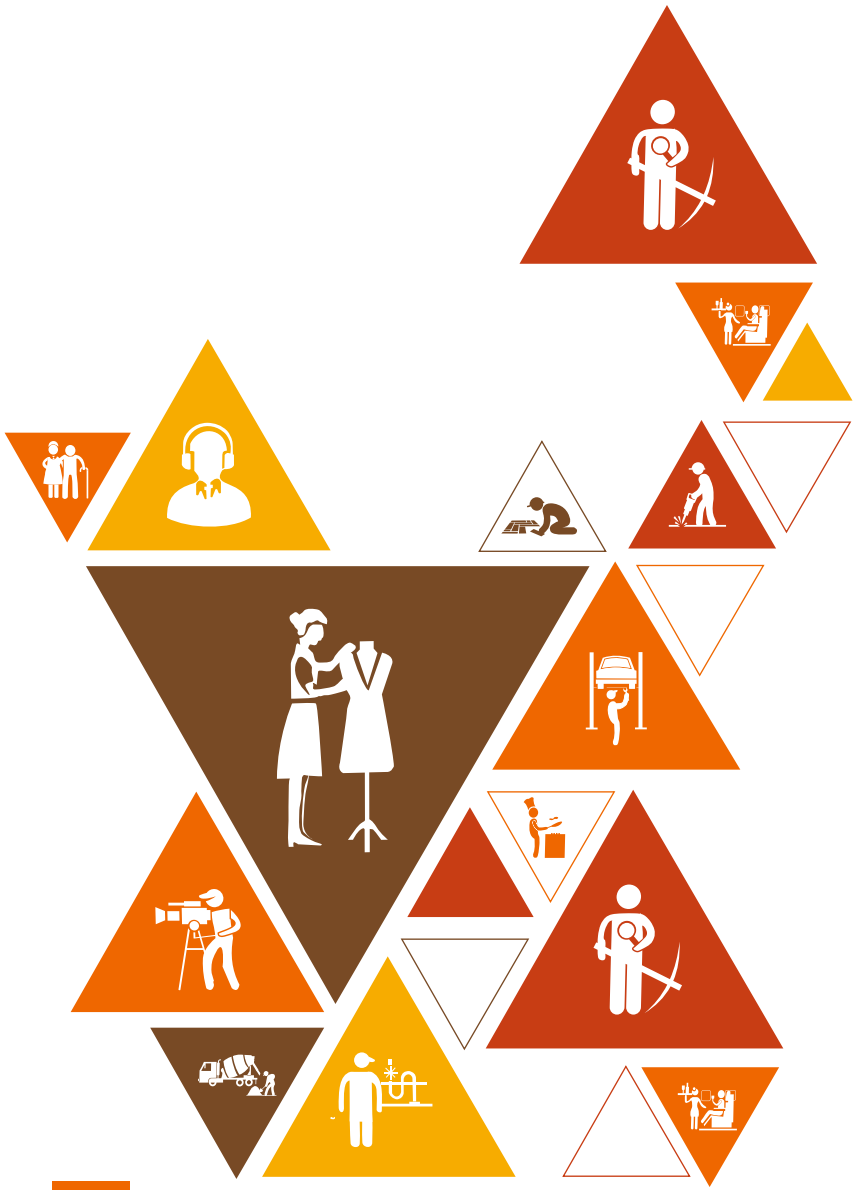
- Hard hats.
- High visibility clothing.
- Safety goggles/glasses.
- Safety boots with a steel toe cap.
- Overalls.
- Safety gloves.
- Ear plugs.
- Face masks.

4) What are the techniques of Stress Management?

- Exercise.
- Relax Your Muscles.
- Deep Breathing.
- Eat Well.
- Slow Down.
- Take a Break.
- Make Time for Hobbies.
- Talk About Your Problems.

5) What are the importance of teamwork?

Teamwork brings people together (the bonding agent) and motivates them to rely on one another to get things done. Teamwork also makes progress easier (the lubrication) and allows the group to overcome obstacles that would have stymied an individual. Without teamwork, none of that would be possible.



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Skill Development
Corporation
Transforming the skill landscape

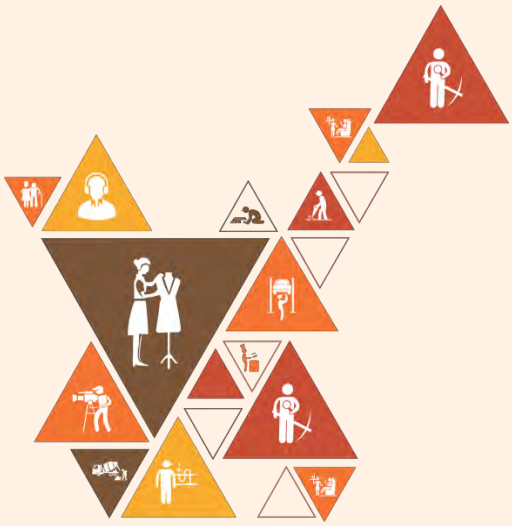
LSC
Logistics Skills Council

6.Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Shipment Classification Agent		
Qualification Pack Name & Ref. ID	LSC/Q3029, v3.0		
Version No.	3.0	**Version Update Date**	31/03/2022
Pre-requisites to Training (if any)	11th grade pass or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma or 10th grade pass plus 1-year NTC/ NAC or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS or 10th grade pass and pursuing continuous schooling or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience		
Training Outcomes	**After completing this programme, participants will be able to:** • Discuss the various functions of shipment classification agent • Demonstrate the preparatory tasks to be performed for shipment classification as per SOP • Detail the process to be followed for shipment classification as per standard operating procedure • Perform all the necessary tasks post shipment classification • Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms		

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration (Hours)
1	**Introduction to Shipment Classification**	Supply Chain and Logistics Management	• Explain Supply Chain and Logistics Management		Lecture	Teaching board, computer, projector, video player or TV	8
		Sub-Sectors of Logistics Industry	• List out the sub-sectors of Logistics Industry		Lecture		8
		Types of Warehouses	• Identify the types of Warehouses		Lecture Practical		2 5
		Roles of Shipment classification agent	• Demonstrate the roles of Shipment classification agent		Practical Lecture		5 2

2	**Preparation for classification**	Preparing Desk and Documents	• Identify the different types of Documents	LSC/N3018	Lecture	Teaching board, computer, projector, video player or TV	8
		Types of dangerous goods	• Identify the types of dangerous goods		Lecture		8
		Operating a computer	• Describe the process of preparing computer before starting the work for the day		Lecture		4
		Classifications of Stationery	• Identify Classifications of Stationery		Practical		8
		Harmonization System (HS) Codes	• Identify the Harmonization System (HS) Codes		Practical		8
		ITC Hs Code Major 21 Sections	• List the ITC Hs Code Major 21 Sections		Practical		8
		Class of dangerous goods	• Identify the Class of dangerous goods		Practical		8
		Dangerous Goods Classification	•Demonstrate the Dangerous Goods Classification		Practical		8
		Process of preparing computer	•Describe the process of preparing computer before starting the work		Practical		8
		Protocol for booting up software	•Identify the protocol for booting up software		Practical		2
		Difference between Bill of Lading and Bill of Entry	•Explain Difference between Bill of Lading and Bill of Entry		Practical		8
		Create Color Categories	• Explain Create Color Categories		Practical		2
	On-the-Job Training				OTJ		5
	On-the-Job Training				OTJ		5
3.	**Shipment classification**	Classify Incoming/Outgoing Goods	• List out Classify Incoming/Outgoing Goods	LSC/N3019	Lecture		8

		Steps to be followed for shipment classification	• Interpret the steps to be followed for shipment classification		Lecture	Teaching board, computer, projector, video player or TV	8
		Consignments that require preclearance	• Explain Consignments that require preclearance		Lecture		4
		Inbound / Outbound Goods	• Discuss the Inbound / Outbound Goods		Practical		8
		Inbound and Outbound Logistics	• Comparison between Inbound and Outbound Logistics		Practical		8
		Measure the 5Rs of Reverse Logistics	• Identify Measure the 5Rs of Reverse Logistics		Practical		8
		Procedure for Clearance of Export Goods	• Identify Process for Clearance of Export Goods		Practical		8
		Examination Norms for Goods Imported or Exported by Courier	• List Examination Norms for Goods Imported or Exported by Courier		Practical		8
		Obligation of Authorised Courier	• Identify Obligation of Authorised Courier		Practical		8
		Preparing Bill of Entry	• Identify the types of bill of entry		Practical		8
		Escalation Matrix for Reporting Deviation	• Demonstrate the escalation matrix for reporting deviation		Practical		2
		Process of Report Deviations as per Escalation Matrix	• List Process of Report Deviations as per Escalation Matrix		Practical		2
	On-the-Job Training				OTJ		5
	On-the-Job Training				OTJ		5
4.	**Perform post classification activities**	Performed post shipment classification	• Explain about various checks to be performed post shipment classification	LSC/N3020	Lecture		8

		Post Shipment	• Explain about Post Shipment		Lecture	Teaching board, computer, projector, video player or TV	8
		Logging Off Computer	• Explain the various steps to be followed before logging off the computer		Lecture		4
		Reporting and Documentation	• Identify Reporting and Documentation		Practical		8
		Quarantine Area: An overview	• Illustrate overview Quarantine Area		Practical		8
		Quarantine Register for Entry	• Identify Quarantine Register for Entry		Practical		8
		Log out Computer Operating System	• Demonstrate Log out Computer Operating System		Practical		8
		Waste Disposal and Housekeeping	• Illustrate the disposing of Waste appropriately		Practical		8
		4R Principle	• Identify 4R Principle		Practical		8
		Importance of Housekeeping and Cleanliness at Workplace	• Illustrate Importance of Housekeeping and Cleanliness at Workplace		Practical		8
		Importance of housekeeping	• Identify the importance of housekeeping		Practical		4
	On-the-Job Training				OTJ		5
	On-the-Job Training				OTJ		5
5.	**Compliance to health, safety and security standards**	Health and Safety Procedures	• List out the health, safety and security procedures while carrying out maintenance activities	LSC/N3048	Practical	Teaching board, computer, projector, video player or TV	8
		Health and Safety Procedures	• Discuss some of the hazard's workers could be exposed		Practical		8
		Health and Safety Procedures	• Identify the common hazard's in the warehouse		Practical		8
		Health and Safety Procedures	• Recognizing Medical Emergencies		Practical		8

		Health and Safety Procedures	• List out warning signs of a medical emergency		Practical		8
		First Aid	• Explain First Aid		Lecture		8
		Fire and Types of Extinguishers	• Identify Fire and Types of Extinguishers		Practical		8
		PPE Importance in Warehouse	• Explain importance of safety equipment including protective gear, helmets etc.		Lecture		8
		PPE Importance in Warehouse	• List some good Lifting Techniques		Practical		8
		Inspection Procedure for Activity Area and Equipment	• Detail inspection procedure for activity area and equipment		Lecture		8
		Testing Equipment for Warehouses	• Identify some instruments for measuring electricity		Lecture Practical		4 4

Annexure II: Assessment Criteria

Assessment Criteria	
Job Role	**Shipment classification agent**
Qualification Pack	**LSC/Q3029, v3.0**
Sector Skill Council	**Logistics Sector Skill Council**

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 the proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training canter based on this criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in each NOS
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Assessment Criteria

Prepare for classification(LSN/N3018)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Classify incoming/outgoing goods	**18**	**27**	-	-
PC1. verify the consignments that require preclearance.	2	3	-	-
PC2. ensure that the pre-clearance status and information pertaining to it is updated by the system.	4	6	-	-
PC3. review documents handed over by the customs support agent	4	6	-	-

PC4. request product description of the consignment (if needed).	2	3	-	-
PC5. ensure all customs related documents are collected from the classification support agent.	2	3	-	-
PC6. depending on the type of consignment, enter data from the document into the system	4	6	-	-
Create Bill of Entry/Shipping Bill	**12**	**43**	**-**	**-**
PC7. determine type of consignment.	2	8	-	-
PC8. classify HS code according to the type of consignment	2	8	-	-
PC9. create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry).	2	8	-	-
PC10. maintain and update a checklist for import/export clearances	2	8	-	-
PC11. escalate high priority errors to the customs broker.	2	8	-	-
PC12. resolve amendments proposed by the customs broker.	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

Perform classification(LSN/N3019)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Classify incoming/outgoing goods	**18**	**27**	**-**	**-**
PC1. verify the consignments that require preclearance.	2	3	-	-
PC2. ensure that the pre-clearance status and information pertaining to it is updated by the system.	4	6	-	-

PC3. review documents handed over by the customs support agent	4	6	-	-
PC4. request product description of the consignment (if needed).	2	3	-	-
PC5. ensure all customs related documents are collected from the classification support agent.	2	3	-	-
PC6. depending on the type of consignment, enter data from the document into the system	4	6	-	-
Create Bill of Entry/Shipping Bill	**12**	**43**	**-**	**-**
PC7. determine type of consignment.	2	8	-	-
PC8. classify HS code according to the type of consignment	2	8	-	-
PC9. create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry).	2	8	-	-
PC10. maintain and update a checklist for import/export clearances	2	8	-	-
PC11. escalate high priority errors to the customs broker.	2	8	-	-
PC12. resolve amendments proposed by the customs broker.	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

Post classification activities(LSN/N3020)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Reporting and documentation	**20**	**35**	**-**	**-**
PC1. perform an extensive check for errors and pending work	4	6	-	-
PC2. communicate mailing errors to the customs team at the airport	4	6	-	-

PC3. communicate non-clearance errors to the network control team at the airport	6	9	-	-
PC4. report end-of-day pending work to the customs broker	4	6	-	-
PC5. execute all necessary actions given as solutions by the customs broker	2	8	-	-
Logoff computer	**10**	**35**	-	-
PC6. save all data, safely log off and switch off the computer.	2	13	-	-
PC7. dispose any unnecessary documents or papers	2	8	-	-
PC8. clean up the desk and leave the important/necessary documents locked in the desk draw	2	8	-	-
PC9. convey pending work to colleagues as they could help move it forward the next working day.	4	6	-	-
NOS Total	**30**	**70**	-	-

Maintain health,safety and security standards during shipment classification(LSN/N3048)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain health, safety and security measures during all activities	**20**	**80**	-	-
PC1. Comply with data safety regulations of the organization	5	20	-	-
PC2. Follow organization procedures with respect to security and confidentiality	5	20	-	-
PC3. Maintain clean work table area	5	20	-	-
PC4. Recognize and report unsafe conditions and practices	5	20	-	-
NOS Total	**20**	**80**	-	-

Annexure III: QR Codes

S. No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	1.Introduction to Shipment classification agent	Unit 1.1 - Supply Chain and Logistics Management	1.1.1 What is Supply Chain Management?	https://www.youtube.com/watch?v=lZPO5RclZEo	3	Supply Chain Management
2		Unit 1.2 - Sub-sectors of Logistics Industry	1.2.1 Sub sectors of logistics	https://www.youtube.com/watch?v=NuLzlZuQoLA	7	Sub sectors of logistics
3	2. Preparation for Classification	Unit 2.1 - Preparation of Desk and Documents	2.1.1 The four types of goods	https://www.youtube.com/watch?v=AiqbBYv9D7k	28	4 types of goods
4		Unit 2.2 - Operating Computer and Using Software	2.2.1 Computer issues with solutions	https://www.youtube.com/watch?v=nBpoZOo9RfQ	37	Common pc issues with solutions
5	3. Perform Classification	Unit 3.1 - Classify Incoming/ Outgoing Goods	3.1.1 12 Documents you require for Export Customs Clearance	https://www.youtube.com/watch?v=aKGvfYxOT9w	46	Documents for Export Customs Clearance
6		Unit 3.2 - Preparing Bill of Entry	3.2.1 Logistics Knowledge Series	https://www.youtube.com/watch?v=ucoFtdej6x0	57	SEZ, EOU and FTWZ

7	4.Post Classification Activities	Unit 4.1 - Reporting and Documentation	4.1.1 Tips to Avoid the Common Errors Resulting to Clearance Delays	https://www.youtube.com /watch?v=zmKqOMRLUWM	76	Clearance delays
8		Unit 4.2 - Logging Off Computer	4.2.1 Logging off, shutting down and restarting a Windows computer	https://www.youtube.com /watch?v=TbqtX6TV8ZE	84	Computer applications
9		Unit 4.3 - Waste Disposal and Housekeeping	4.3.1 Waste management systems in a distribution center	https://www.youtube.com /watch?v=usGee4E5c-Y	86	Waste Management
10	5.Maintain Health, Safety & Security Standards during Shipment Classification	Unit 5.1 - Health, Safety & Security in Workplace	5.1.1 Personal Protection Equipment	https://www.youtube.com /watch?v=loQ9Dbsy2ag	96	PPE
11		Unit 5.2 - Importance of PPE	5.2.1What is PPE?	https://www.youtube.com /watch?v=Vw34RfrCOpQ	107	Personal Protection Equipment
12		Unit 5.3 - Team Building and Stress Management	5.3.1 7 Stress Management Techniques	https://www.youtube.com /watch?v=C0GtbGFQgtU	110	Stress Management

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