



Participant Handbook

Not for Sale - For Internal Circulation only

Sector
Logistics

Sub sector
Land Transportation

Occupation
Consignment Tracking Executive

Reference ID: LSC/Q1121, Version 1.0

NSQF Level 3



Consignment Tracking Executive



Shri Narendra Modi
Prime Minister of India

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



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

LOGISTIC SECTOR SKILLS COUNCIL

for the

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Consignment Tracking Executive'** QP No. **'LSC/Q1121 NSQF Level 3'**

Date of Issuance: April 9th, 2016

Valid up to: April 10th, 2018

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

Authorised Signatory
(Logistic Sector Skill Council of India)

Acknowledgements

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



About this book

This Participant Handbook is designed to facilitate training to the Consignment Tracking Executive Qualification Pack (QP). It provides learners with the necessary knowledge to major logistics and transportation topics, such as loading, unloading, receiving, packing and shipping, getting knowledge on tracking each consignment as it moves from origin to destination. Its decision-making orientation provides a real-world approach focusing on large and small logistics and/or transportation industry. The book elaborates how Individuals in this position to track consignment at regular intervals, coordinate with the truck drivers, transport companies and transport authorities to update real time information within the shop floor and in the warehouse for various manufacturing processes of an organisation. This handbook also provides the latest information on the consignment tracking. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of logistics movement. The handbook is divided into 4 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on the educational, training and other criteria required to perform the job/role of a Consignment tracking executive.

Key characteristics of this handbook:

- (i) It discusses concept of logistics and transportation management skills in an easy to learn manner.
- (ii) It presents Consignment tracking operation concepts in interactive and professional way.
- (iii) It gives opportunity to learners to visualize themselves in a professional logistics/manufacturing set-up and Consignment tracking process.

Symbols Used



Key Learning Outcomes

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



Tips

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



Steps

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



Notes

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



Time

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



Unit Objectives

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

Table of Content

S.No	Modules and Units	Page No
1.	Introduction	1
	Unit 1.1 - Supply Chain Management	3
	Unit 1.2 - About the Course	5
	Unit 1.3 - Importance of Warehouse in Supply Chain	7
	Unit 1.4 - Roles and Responsibilities of a Consignment Tracking Executive	10
2.	Prepare for Tracking (LSC/N1123)	13
	Unit 2.1 - Activities involved in Consignment Tracking	15
	Unit 2.2 - Exposure to Related Documents and Information	16
	Unit 2.3 - Checking out for Challenges in Transporting Consignment	19
	Unit 2.4 - Inspecting the Status and Prioritization of Work	21
	Unit 2.5 - Prepare Computer and Tracking System	22
	Unit 2.6 - Exposure to Document	24
	Unit 2.7 - Knowledge and Understanding Company's Safety Policies and Procedures	28
	Unit 2.8 - Escalation Matrix for Reporting	36
	Unit 2.9 - Basic Transit Rules and Regulations	37
	Unit 2.10 - Detailed Understanding of the Tracking Systems	39
	Unit 2.11 - Nature of Products Transported	41
3.	Track Consignments (LSC/N1124)	45
	Unit 3.1 - How to Monitor Status of Each Consignment	47
	Unit 3.2 - Tracking and Tracing of Consignments and Vehicles	49
	Unit 3.3 - Escalation Procedures and Updating Information on Tracking Consignment	52
4.	Perform Post Tracking Activities (LSC/N1125)	57
	Unit 4.1 - Updating Consignment Information in the System	59
	Unit 4.2 - Basic Reporting Procedures	63
	Unit 4.3 - Carry Out End of Day Activities	64
5.	Maintain Health, Safety and Security Measures While Tracking Consignments (LSCN/1130)	67
	Unit 5.1 - Importance of Information Security Procedures	69
	Unit 5.2 - Maintaining Data Privacy in All Transactions	71
	Unit 5.3 - Reporting Structure on Breach of Protocols	73
6.	Employability & Entrepreneurship Skills	77
	Unit 6.1 - Personal Strengths & Value Systems	81
	Unit 6.2 - Digital Literacy: A Recap	100
	Unit 6.3 - Money Matters	106
	Unit 6.4 - Preparing for Employment & Self Employment	117
	Unit 6.5 - Understanding Entrepreneurship	126
	Unit 6.6 - Preparing to be an Entrepreneur	148







1. Introduction

Unit 1.1 - Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain

Unit 1.4 - Roles and Responsibilities of a Consignment
Tracking Executive



Key Learning Outcomes

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

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

UNIT 1.1 - Supply Chain Management

Unit Objectives

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

1. Define Supply chain management
2. Define Logistics management
3. Explain the important flows in supply chain management

1.1.1 Supply Chain Management

Supply Chain Management envelops all activities starting from point of origin through point of consumption till End of Life of the Product or Service. It includes Planning and execution part of satisfying the customers' demand.

Supply Chain definition: The movement of materials as they flow from their source to the end customer. Supply Chain includes purchasing, manufacturing, warehousing, transportation, customer service, demand planning, supply planning and Supply Chain management. (Source: CII-IL, SCMpro-Module1)

Supply chain management is an integrating function with primary responsibility for linking major business functions and business processes within and across companies into a cohesive and high-performing business model. It includes all of the logistics management activities noted above, as well as manufacturing operations, and it drives coordination of processes and activities with and across marketing, sales, product design, finance, and information technology.

Logistics management is that part of supply chain management that plans, implements, and controls the efficient, effective forward and reverses flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. (Source: CSCMP)

Supply chain management essentially ensures three flows:

- a. Product flow / Service Flow
- b. Information flow
- c. Finance/money flow



Notes



UNIT 1.2 - About the Course

Unit Objectives

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

1. Explain the importance of a Consignment Tracking Executive
2. Describe the organisation structure and reporting protocols
3. Elucidate the main objectives of this course

1.2.1 Consignment Tracking Executive

The Consignment tracking is a core logistics activity, one that cannot be entirely automated away-at least not in the near future. Logistics employee's jobs are changing to incorporate more duties once associated with other logistics activities, especially purchasing, inventory control, and customer service. Specifically, a Consignment tracking executive needs detailed knowledge of operating tasks along with significant management skills.

In this course we'll discuss the importance of logistics, consignment tracking and the skills and techniques you can use to ensure safe operation and incident prevention

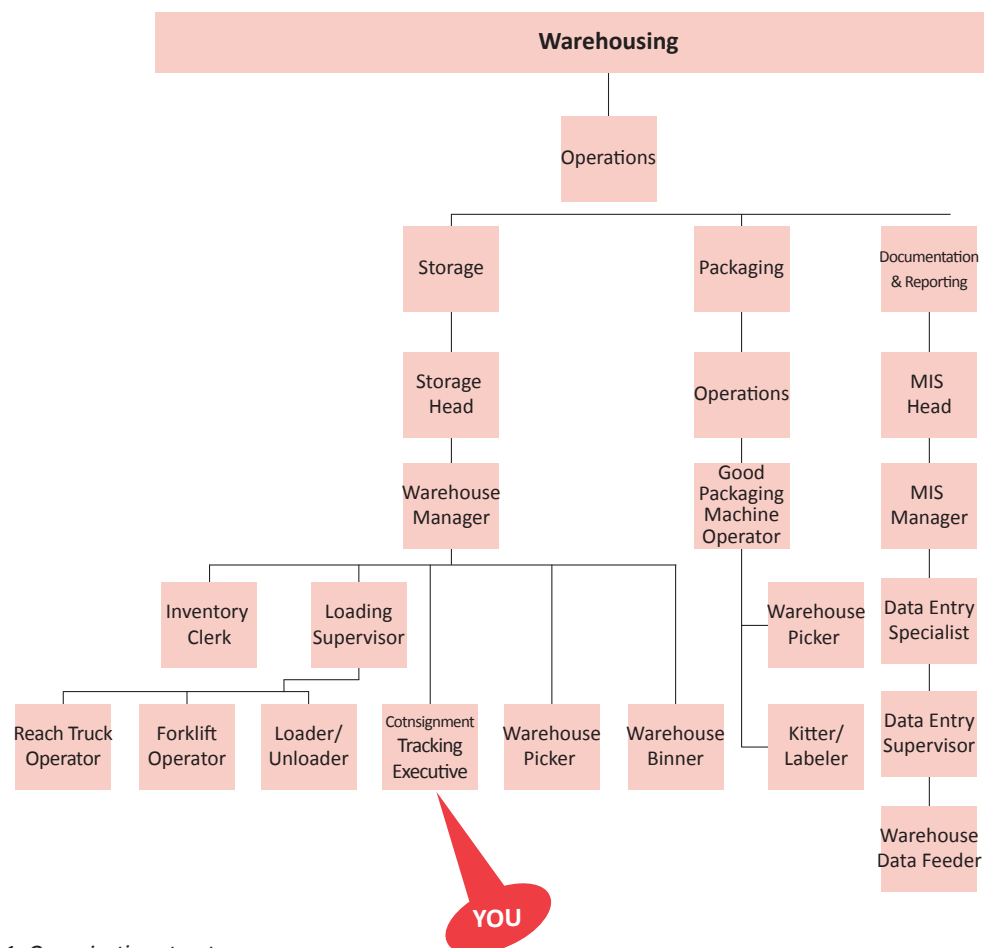


Chart 1.1: Organization structure

UNIT 1.3 - Importance of Warehouse in Supply Chain

Unit Objectives

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

1. Explain the importance of a Warehouse in supply chain
2. Describe the various activities carried inside a warehouse
3. Explain the importance of different policies and procedures

1.3.1 Why we need a warehouse?

A Warehouse is a place used for storage or collecting of goods, so as to make things available as and when required. There can be different types of goods stored inside a warehouse such as FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc. Below mentioned figure depicts the different types of goods stored inside a Warehouse and its forms

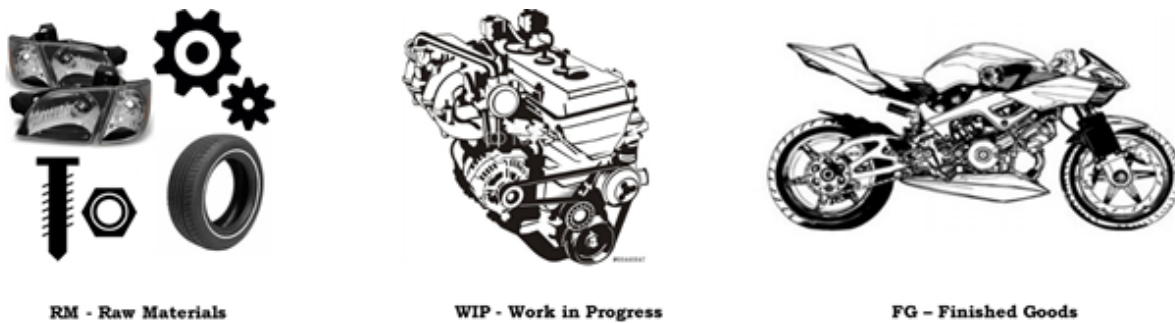


Fig 1.2: Different types of inventory

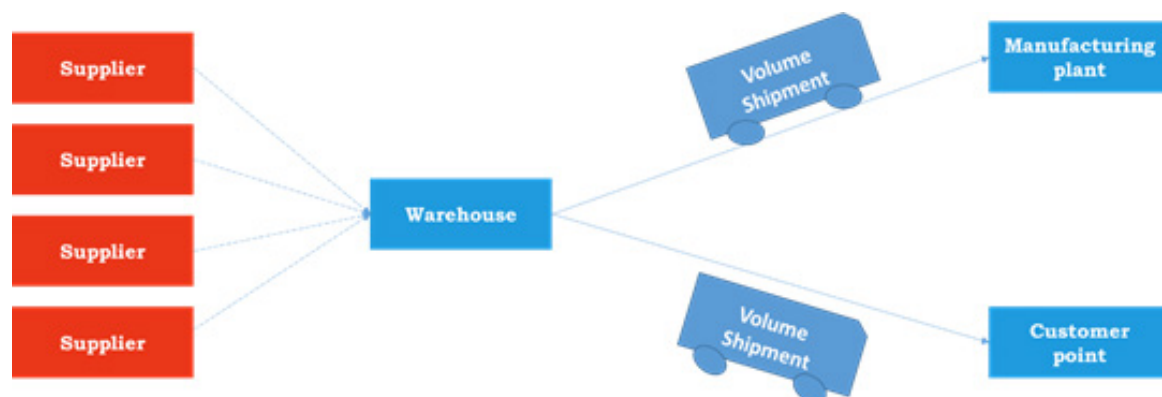


Fig 1.3: Transportation consolidation



Fig 1.4: Docking Services

1.3.2 Warehouse Activities

After goods are received and before goods are shipped, a series of internal warehouse activities take place to ensure an effective flow of inventories (goods) throughout the warehouse and to organize and maintain company inventories. The following list includes the activities found in most of the warehouses;

1. **Receiving** - Schedule Carrier, Unload Vehicle, Inspect for damage
2. **Putaway** - Identify Product, Identify Product Location, Move Products, Update Records
3. **Storage** - Storage location by popularity, size, cube etc, equipment storage
4. **Order Picking** - Information, Walk & Pick, Batch Picking
5. **Shipping** - Schedule Carrier, Load Vehicle, Bill of Loading, Record Update

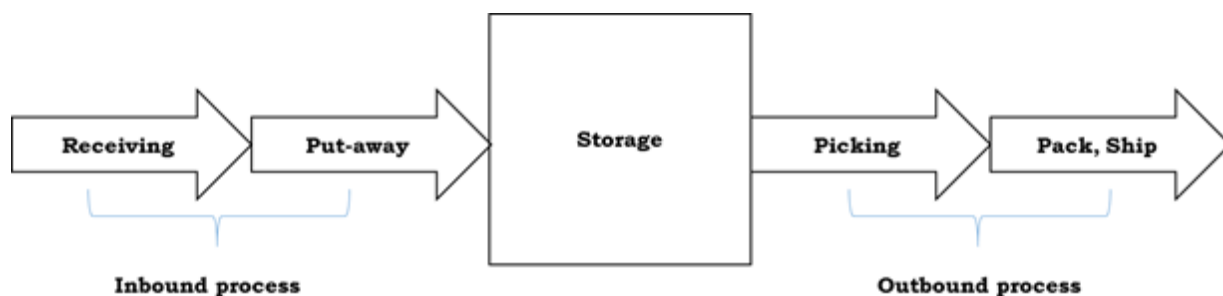


Fig 1.5: Warehouse Activities

1.3.3 Policies and Procedures

As an Inventory clerk an individual should know about the organization policies and procedure for smooth and same warehouse operations. The policies contain hard and fast rules and regulations that define the general conduct of the warehouse operation. Examples of the types of policies that organizations will define are as follows:

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

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

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

UNIT 1.4 - Roles and Responsibilities of a Consignment Tracking Executive

Unit Objectives

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

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

1.4.1 Main roles of a Consignment Tracking Executive

As a Consignment tracking executive, your main responsibilities will be Follow up on the location of consignments in real time and you would be involved in:

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

Notes 

Summary 

The basics of Supply chain management is discussed at the ground level and the importance of Logistics linkage in managing an efficient supply chain. Three main flows of supply chain management is clearly explained in this chapter. The participant will able to understand the main roles of the individual as a Consignment Tracking Executive with the set targets. This unit also discuss the necessity of a Warehouse and different activities carried inside the warehouse.

Exercise 

1. What are the three important flows in logistics management?
2. The _____ flows in both direction in logistics management?
3. A Forklift operator/Driver report to a _____?
4. What are the different types of goods stored inside a warehouse?
5. Order picking is an _____ process?
6. What are the main role of a Consignment Tracking Executive?

