



Unit 1

Transport Operations-I

Unit-1: Transport Operations - I				
Location	Learning Outcomes	Knowledge Evaluation	Performance Evaluation	Teaching Training Method
Session - 1: Structure of Transport Organisation and Types				
<ul style="list-style-type: none"> Classroom. Booking office. Warehouse. 	<ul style="list-style-type: none"> Fundamental of transport organisation. Role of transport organisation. Different organisation structure. 	<ul style="list-style-type: none"> Concept of transport organisation. Significance of different transport structures. 	<ul style="list-style-type: none"> Demonstrate different transport structure. List advantages of transport structure. Importance of organisation structure. 	<ul style="list-style-type: none"> Lecture, interaction, exercise, activity, projects.
Session - 2: Procedure for Booking Consignments				
<ul style="list-style-type: none"> Classroom. Booking office. Corporate office of transport companies. 	<ul style="list-style-type: none"> Fundamentals of booking. Different basis of booking. Marking procedures. Documentation in booking. Online booking & inquiry system. 	<ul style="list-style-type: none"> Different methods procedures & documentation of booking. 	<ul style="list-style-type: none"> Identify the concept of booking. Different basis of booking. Identify procedure of booking consignment. Identify the documentation procedure. Procedure of online booking. 	<ul style="list-style-type: none"> Role play, group discussion, lecture, activity, projects.
Session - 3: Transshipment Procedure				
<ul style="list-style-type: none"> Classroom. 	<ul style="list-style-type: none"> Fundamentals of hub & spoke system, importance of transshipment in & out procedure. Documentation in hub and spoke arrangement. 	<ul style="list-style-type: none"> Concept of transshipment and related procedures. 	<ul style="list-style-type: none"> Identify the fundamentals of transshipment List the transshipment in & out procedures and online procedures of transshipment. 	<ul style="list-style-type: none"> Lecture, activity Chart making.



Session - 4: Goods Receiving Procedure				
<ul style="list-style-type: none"> ☆ Classroom. 	<ul style="list-style-type: none"> ☆ Process of receiving & checking of documents. ☆ Untrading & stacking of truck process. ☆ Lorry hire payment method procedure of recording in delivery registers. ☆ System of intimation to party. ☆ Procedure of octroi calculations. 	<ul style="list-style-type: none"> ☆ Concept of process of receiving and checking of documents & procedures of lorry hire, payment methods, calculations of octroi, intimation to party etc. 	<ul style="list-style-type: none"> ☆ Identify the goods receiving procedures. ☆ List the different documentaion procedure in goods receiving procedures. 	<ul style="list-style-type: none"> ☆ Excercise, activity, questions projects.
Session - 5: Goods Forwarding Procedure				
<ul style="list-style-type: none"> ☆ Classroom. ☆ Ware house. 	<ul style="list-style-type: none"> ☆ Loading procedure of consignment into a truck. ☆ Documentation procedure. ☆ Lorry hire contract, contents of TCS, advantages of computerized goods forwarding procedure. 	<ul style="list-style-type: none"> ☆ Steps in goods forwarding procedure. ☆ Concepts of lorry hiring contract. ☆ Knowledge of computerized goods forwarding procedure. 	<ul style="list-style-type: none"> ☆ Identify the goods forwarding procedure. ☆ Identify the documentation procedure in goods forwarding procedure. ☆ Develop the skill of documentation. ☆ Identify the online goods forwarding procedure. 	<ul style="list-style-type: none"> ☆ Group work, role play, activity, question, excercise.
Session - 6: Delivery Procedure				
<ul style="list-style-type: none"> ☆ Classroom. ☆ Deckyards. 	<ul style="list-style-type: none"> ☆ Principles of delivery basic rules for effective delivery. ☆ Procedure of open delivery concept of part delivery. ☆ Documentations is delivery procedure. 	<ul style="list-style-type: none"> ☆ Fundamental concepts of goods delivery procedure. 	<ul style="list-style-type: none"> ☆ Identify the fundamental of delivery procedure. ☆ Identify the rebooking of consignment. ☆ Identify the documentation of procedure in delivery. 	<ul style="list-style-type: none"> ☆ Interaction lectures, activities project, excercises.



	☆ Role of UCG department in the process of transport.		☆ Identify the network online delivery & enquiry system.	
Session-7: Documentation				
☆ Classroom. ☆ Cooperate office of transport company. ☆ Ware house.	☆ Fundamentals of documentation. ☆ Reasons for issue documents. ☆ Different transport documents & their uses, filling. ☆ Procedure of documents.	☆ State the fundamentals of documentation. ☆ Different types of transport documentation & their uses.	☆ Identify the importance of documentation. ☆ List the different documentation.	☆ Worksheet, lectures, excercies, question.



Session-1: Structure of Transport Organization and Types

Fundamental of Organizational Structure: An organizational structure defines the way in which inter related groups are constructed and interact to get work done.

An organization can refer to a whole agency or just one part of it. It can comprise of tens of thousands of people or just a few dozen.

1.1 Organization Structure of a Transport Company

Generally, transport companies are managed by board of directors. It consists of the Chairman, Vice Chairman & Managing Directors of the company. The business and operations are managed by a three tier organization structure consisting of:-

Sl. No.	Organization Structure	Area of Operation	Functional Area
1.	Corporate Office	National Level	Administrative
2.	Regional Office	Regional Level	Management
3.	Controlling Office and Branches, Transshipments	Local	Process of transport

✧ **Corporate Office:** Corporate office are headed by Chairman or Vice Chairman and Managing Director. Corporate office is established in order to control and manage all regional office functioning at different states of a country.



Figure 1: Corporate Office

✧ **Regional Office:** The regional offices are headed by Vice President / Assistant Vice president / Regional Managers. Each regional office has a set of controlling office reporting to it.

✧ **Controlling Office:** The controlling offices are headed by Zonal Manager/ Senior Territory Manager depending on business volume. Each controlling office has normally 10-12 branches reporting to it. These branches are headed by Senior Branch Manager/Branch Manager/ Branch Officer/Senior Branch Supervisor/ Branch Supervisor depending



Figure 2: Zonal Office



on business volume. Branches headed by Divisional Managers report to the Regional Heads. Transshipment centers report to regional office/ controlling office depending on their location. Heads of functions like accounts, audit, finance, human resources, information technology, management services, logistics and supply chain management, marketing, transport operations legal & administration systems.

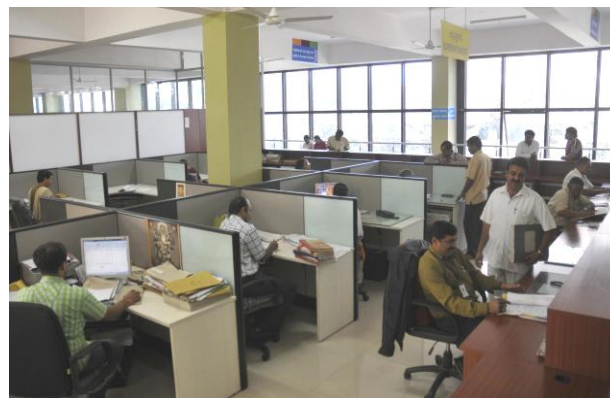


Figure 3: Controlling Office

1.2. Importance of Organization Structure

To meet the business requirements, challenges, and effective flow of business and services, a well designed organization has to be formalized.

- ✧ Effective Operations.
- ✧ Correct Documentation.
- ✧ Processing of the Documentation.
- ✧ To Face Business Challenges.
- ✧ For Easier Co-ordination.
- ✧ To Meet the Requirement of MIS (Management Information Systems).
- ✧ To Formalized Accountability.
- ✧ Flexible Resource Planning.
- ✧ Functional Expertise Exposed.
- ✧ Co-operation Services Area.



Figure: 4 Transport Office

Review Questions

1. Define organizational structure.
2. Explain in brief structure of transport industry.
3. Explain in brief the role of organizational structure.
4. What are the functions of a corporate office?
5. What are the functions of a regional office?
6. List different departments functioning in organizational structure.
7. How organizational structures are helpful in transport operation?



Activity Questions

- 1) Visit any transport company in your city, of your choice and collect information on organizational structure.
- 2) Visit Divisional Railway Manager Office (DRM Office) of your city and collect information on organizational structure of railway.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirement for assessment activity.

Part-A

1. Differentiate between functions of director & zonal manager in a transport company.
2. Differentiate between the functions of corporate office and regional office.

Part-B

Discuss in the class following:

1. What are the fundamentals of transport operation?
2. What are the applications of organizational structure?
3. How organizational structures are helpful in logistics services.
4. How corporate office coordinate with regional office?

Part-C

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Able to identify various fundamentals of organization & structure.		
Able to identify different department of organization.		
Able to draw organization chart.		
Able to identify transport operations.		



Session-2: Procedure for Booking Consignments



Figure 5: Different Modes of Transport for Booking Goods

Different Transport Modes for Booking

A) Fundamental of Booking Consignment

The booking is the primary and the basic activity of service industry i.e. transport industry and the existence of the transport industry is based on it. When a transport company accepts a consignment for transportation on certain terms and conditions agreed by both i.e., transport company and party, and a document is issued as an evidence, known as consignment note, then this activity is called booking.



Figure 6: Railway Parcel Booking Counter

Definition: A consignment is given by consignor or party to affect delivery at a location to consignee party specific instruction is called booking.

B) Checklist for Booking

- ✧ Feasibility
- ✧ Documentation
- ✧ Packing
- ✧ Record the weight

C) Basis of Booking

i) On the basis of risk, consignment can be booked on one of the two basis:

- ✧ **Owner Risk:** When the goods are booked under owner risk; company is not responsible for any loss (until it proves that it is due to the negligence of the company) because no cover charges (Insurance charges) are levied by the company.



Figure 7: Booking Procedures for Sundry



- ☆ **Carriers Risk:** For carrier risk, the consignment company is fully responsible for any loss/damage of the consignment and is bound to entertain and settling claims for the loss of the consignment. For that purpose company charges cover charge.

ii) On the basis of payment consignment can be booked on one of the three basis:

- ☆ Paid in this type the freight amount is paid by party at the time of booking.
- ☆ To pay (C.O.D. Cash on delivery), in this type the freight amount is paid by the party at the time of delivery.
- ☆ T.B.B. (To Be Billed), it is credit transaction and freight amount is paid by party according to the contract between the party and the company.

2.1 Documents in Booking Procedure

Following two documents are to be filled up in this procedure:

- ☆ Goods Forwarding Note (GFN)
- ☆ Consignment Note (C/N)

Activity Questions

1. Briefly explain the role of OR and CR in booking.
2. Which modes of transport is applicable (use for transportation) for booking consignment.
3. a) Internal trade b) External trade.

2.2 Documents to be Verified

- ☆ For transportation of goods, certain documents are required as a proof of validity and authenticity of goods. These documents are the requirements of the Sales Tax Department.

Following Documents are required for booking a consignment.

- ☆ **Invoice:** Invoice is a document given by the seller to the purchaser of goods in which name and address of the consignor party, contents of the package, value of items in the package, CST and ST numbers etc. are mentioned.
- ☆ **Sales Tax Form and Other Taxes:** The sales tax forms and taxes like entry tax, vat tax.
- ☆ **Octroi:** Are essential and integral part of the transportation of goods in India. In order to complete legal formalities, Octroi forms are filled up in booking procedure for completing the Octroi formalities at check post.



- ✧ Different forms are required by different states for delivery of goods in the state or passing the goods through the state.

Activity Questions

1. According to you how do you think VAT will help to improve the GDP of the country?
2. Study the impact on economy if VAT (Value Added Tax) is withdrawn by Indian Government.

2.3 Precautions for Booking

- ✧ Ensure that we have our branch or some crossing or delivery arrangement of the place for which the consignment is booked.
- ✧ Ensure that the packing is sound enough to meet the transit requirement.
- ✧ Ensure that required documents like Invoice, Sales Tax Forms, Road Permit, Excise Gate Pass etc. are provided and checked for validity, completeness and accuracy.
- ✧ Ensure that highly inflammable goods, government prohibited articles, are not booked.

Activity Questions

1. Determine the total value of booking per year by all transport companies in your city.
2. Assess which mode of transport is preferred by public for booking consignment and why?
3. Make a layout or sketch of railway booking counter in your town.

2.4 Marking

The marking on consignment is an essential and vital part of booking. Following information must be given on marking on goods.

Steps for Marking

- ✧ Write the name of transport company, for example V trans Ltd.
- ✧ Write the code of place of booking, for example Delhi DLH (Do not write name of booking place).
- ✧ Write the consignment note number on each package.
- ✧ Write place of destinations (Do not write code of destination). If the names of the two stations are similar, write the name of the state also on the package.

Example: If the consignment No DC-98456 dated 6/3/13 is booked by Azad Market Delhi branch of TCIL Ltd for Mumbai south which contains 6 case then marking will be as follow:



6/3/13

TCIL LTD - ALM

DC-98456X6

Mumbai south

Example: If a consignment is booked by a satellite to satellite branch, the codes and full name of the satellite branch will be given on the consignment note and the marking will be done accordingly. For e.g. if the consignment No BR-03409 dated 18/1/13 from Broadway Chennai to Narol Ahmadabad for 20 packages by X ltd.

18/1/13

X LTD - BDW(CDS)

BR – 03409X20

NAROL (AHMD)

2.5 Rules of Stacking

- ✧ Heavy package are stacked below and light package at top. Hooks are not to be used.
- ✧ Follow the instruction written on the carton (liken to above 5) If any.
- ✧ The consignment which is marked with umbrella must be protected from the rain and water.
- ✧ The consignment marked 'fragile handle with care' must be carefully loaded/unloaded and stacked. Such cargo is delicate and chance of breakages are high.

2.6 Booking Procedure

A) Sundry

- ✧ Customer comes to our premise with material and related documents (invoice, sales tax permits etc.).
- ✧ Welcome him and offer the seat.
- ✧ Offer our products/services as per their need.
- ✧ Our aim should be 100% satisfaction, but never give wrong/over commitment.
- ✧ Finalize the deal.



- ✧ Check material, documents, packing condition etc.
- ✧ Incase of bulky cargo, must check the volume truck weight.
- ✧ Prepare C/N and take signature of customer on C/N.
- ✧ Put marking on material and stack in ware house.

B) FTL/ODC

- ✧ If request comes from customer, then take GFN if deal is finalized.
- ✧ Offer Genuine / competitive rates to customer.
- ✧ If customer is new and request for other than paid basis, then do in depth research about the customer.
- ✧ Understand the need of customer properly and offer the rate as per rules of the company.
- ✧ Check the vehicle availability in the market before giving commitment.
- ✧ Engage vehicle after completing all necessary formalities.
- ✧ Prepare C/N and take signature of customer on C/N.

C) Segments for Booking

- ✧ FTL (Full truck load): When the material is sufficient by weight or volume to fill MT truck or more, it is called FTL. Generally is directly delivered to consignee.
- ✧ LTL (less than full truck load): If booked weight is lesser than full truck load then is called LTL. This is sent as adjustment with FTL or adjustment with Hub. This material is generally above 1 M.T. and lesser than 3 M.T.
- ✧ Sundry (Small cargo): When the material is so small then it cannot go directly to the destination, it is called sundry or parcel. This is sent through transshipment where it is consolidated. This material is generally below 1 M.T.
- ✧ ODC (Over dimension cargo): This movement is by trailers where the dimensions or weight of the consignment is beyond the size of vehicle.
- ✧ Containers: The containers truck is safer, free from pilferage and used for high value cargo.
- ✧ Refrigerated vehicle: Transportation of perishable or low temperature product like ice cream, butter etc is done in refrigerated vehicle.
- ✧ Customized vehicle: Vehicle designed specifically for a certain product i.e. car/ scooter/ tankers.

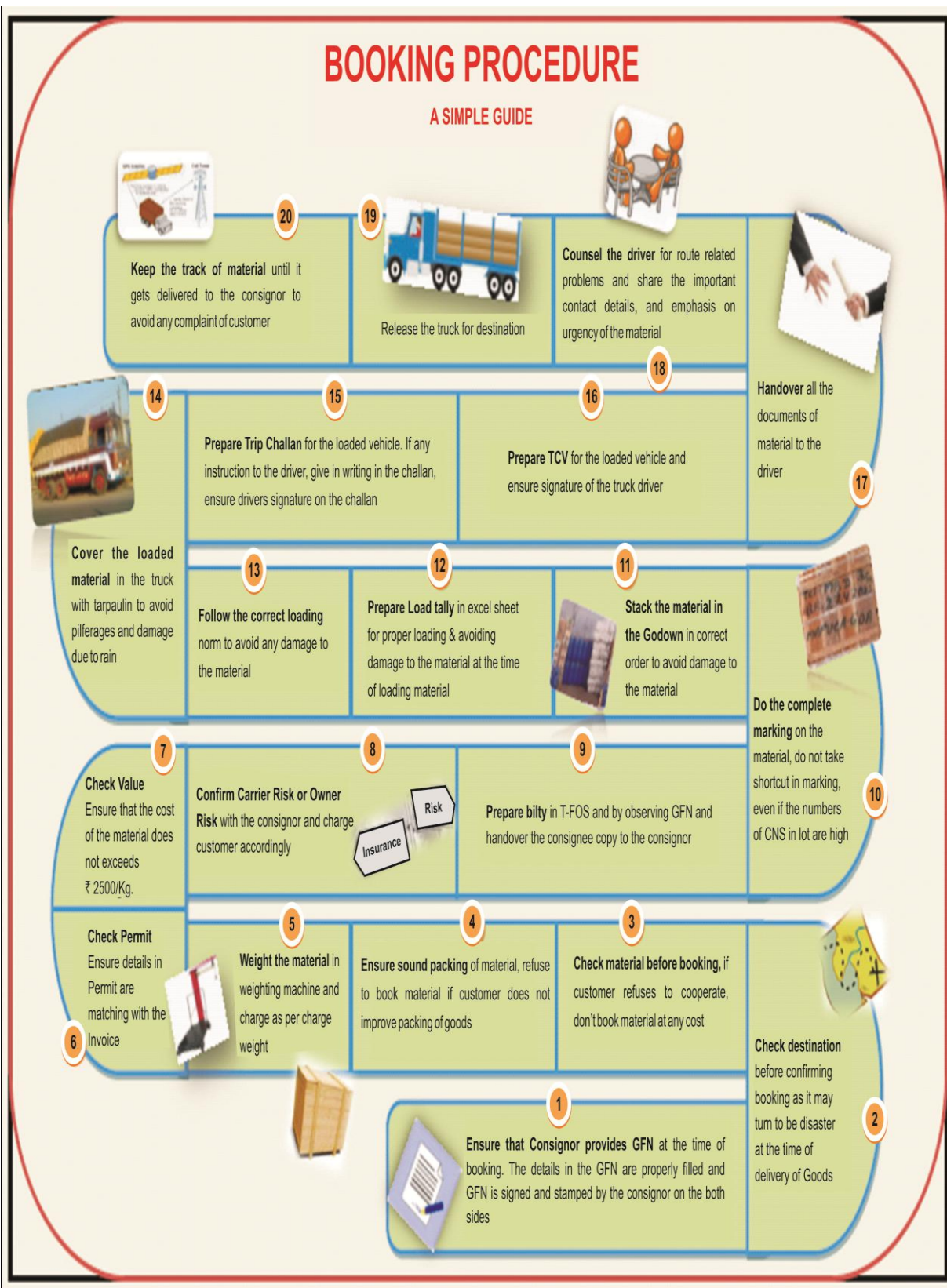


Figure 8: Booking Procedure of TCI



2.7 Online Booking & Enquiry System

A) Meaning: Computerized booking system here is named as online booking and enquiry system. It has been developed to operate on local area network. The network environment enables sharing of up to date information by different users simultaneously.

B) Objectives

The important objectives of the OBES are as under:-

- ☆ Online inquiry of the documents to prepare consignment note.
- ☆ Online printing of consignment notes.
- ☆ Online inquiry of dispatch details of consignment.
- ☆ To provide online query to users regarding booking information.
- ☆ To eliminate duplicity of data by sharing files on the network.



Figure 9: Computerized Booking

Review Questions

1. Define booking.
2. What are the different types of booking?
3. Which documents are verified at the time of booking?
4. What are the precautions for booking?
5. Which documents are filled up at the time of booking?
6. Give the checklist for booking.
7. Write a short note on FTL, ODC, customized vehicle and container.
8. Give the marking procedure for booking.

Activity Questions

1. Conduct a survey in transport companies in your city and check whether they are following or ignoring:
 - a) Precautions for booking.
 - b) Booking of government regulated goods.
 - c) Over loading of vehicle.



2. Conduct a survey in different booking counter for consignment in your city and select ideal Booking counter in terms of:
 - a) Customer satisfaction.
 - b) Customer facility for booking.
 - c) Booking staff behaviour.
 - d) Minimum time consumed for booking.

Checklist for Assessment Activity

Use the following checklist to see if you have met the requirement for assessment activity.

Part-A

1. Differentiate between OR consignment Note and CR consignment Note.
2. Differentiate between fundamentals of transport and booking.
3. Differentiate between TO pay and TBB.
4. Differentiate between FTL and ODC.

Part-B

Discuss in the class following:

1. What are the different types of Booking?
2. What are the uses of Customized vehicle?
3. Why documents are verified at the time of Booking?
4. Why C/N is a legal document?
5. What is applicability of Checklist for booking?

Part-C

Performance Standards

Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Able to identity the different booking documents.		
Able to identify OBES.		
Able to draw Marking Procedure.		
Able to fill up C/N.		
Able to draw invoice.		
Able to calculate freight for consignment Note.		



Session-3: Transshipment Procedure

Transshipment Procedure (Hub & Spoke System) Fundamental

A transit point where the material is consolidated & redirected is called transshipment centre or hub. It is also known as a hub and spoke model or hub and spoke network. This name is derived from a bicycle wheel, which consists of a number of spokes extending outward from central hub. In the abstract sense, a location is selected to be a “Hub and the path that lead from point of origin and destination are considered as “Spokes” the model is commonly used in industry.



Figure 10: Transshipment Center

3.1 Importance of Transshipment

- ✧ In sundry booking the material weight is less so it needs to be consolidated and adjusted for maximizing the profit.
- ✧ Full truck load (FTL): It is done where vehicle availability is low or there is better margin via transshipment by route, rate or adjustment.
- ✧ Specified time: The material is dispatched to destinations with in specified time.
- ✧ Complicated Operations: Complicated operations such as package, so can be consolidated at the hub, rather than maintained separately at each node.
- ✧ Spokes are simple, and new spokes can be connected rapidly.
- ✧ Customer Point view: Customer may find the network to be simpler and cheaper.
- ✧ Scheduling is more convenient for customers since there are fewer routes with more frequent service.

3.2 Limitations of Transshipment

- ✧ The model is centralized and day to day operations may be relatively inflexible. Also changes at the hub or even in a single route could have unexpected consequences across the network.
- ✧ It may be difficult or impossible to handle occasional period of high demand between two spokes.
- ✧ Route scheduling is more complicated for the network operator.



- ☆ Time taken: In order to perform hub activity, it consumes more time for example, traffic analysis and precise, keeping the hub operating efficiently.
- ☆ The hub constitutes a bottle neck in the network. Total cargo capacity of the network is limited by the hubs capacity. Delays at the hub (e.g. weather) can result in delays across the entire network of transportation process. A spoke (e.g. Mechanical problems) can also affect the network, although to a lesser extent.
- ☆ Long Journey: Cargo must be routed through the hub before reaching its destination, it requires much longer journey than a direct transport from booking to delivery.

3.3 Categories of Transshipment

- ☆ Category A: Transshipment which is handling more than 1000 trucks every month.
- ☆ Category B: Transshipment which is handling less than 1000 trucks every month.
- ☆ Arrangement Station: Some stations with due location or union, the transshipment activities are authorized for that area only. These stations do not have direct service to all TPT.

3.4 Hub & Spoke Arrangement

- ☆ All Branches are linked to a Last TPT.
- ☆ Vehicle operates on up & down basis between these branches and TPT on a fixed schedule.
- ☆ This is called a feeder route. The dedicated vehicles are called feeder route vehicle.
- ☆ All payments to these are given by TPT and nothing is to be paid by any branch.
- ☆ Similarly, the vehicle between TPT to TPT is called express or service route. Most of the vehicles on this route are bigger vehicles (multi-axles).



Transshipment Patterns

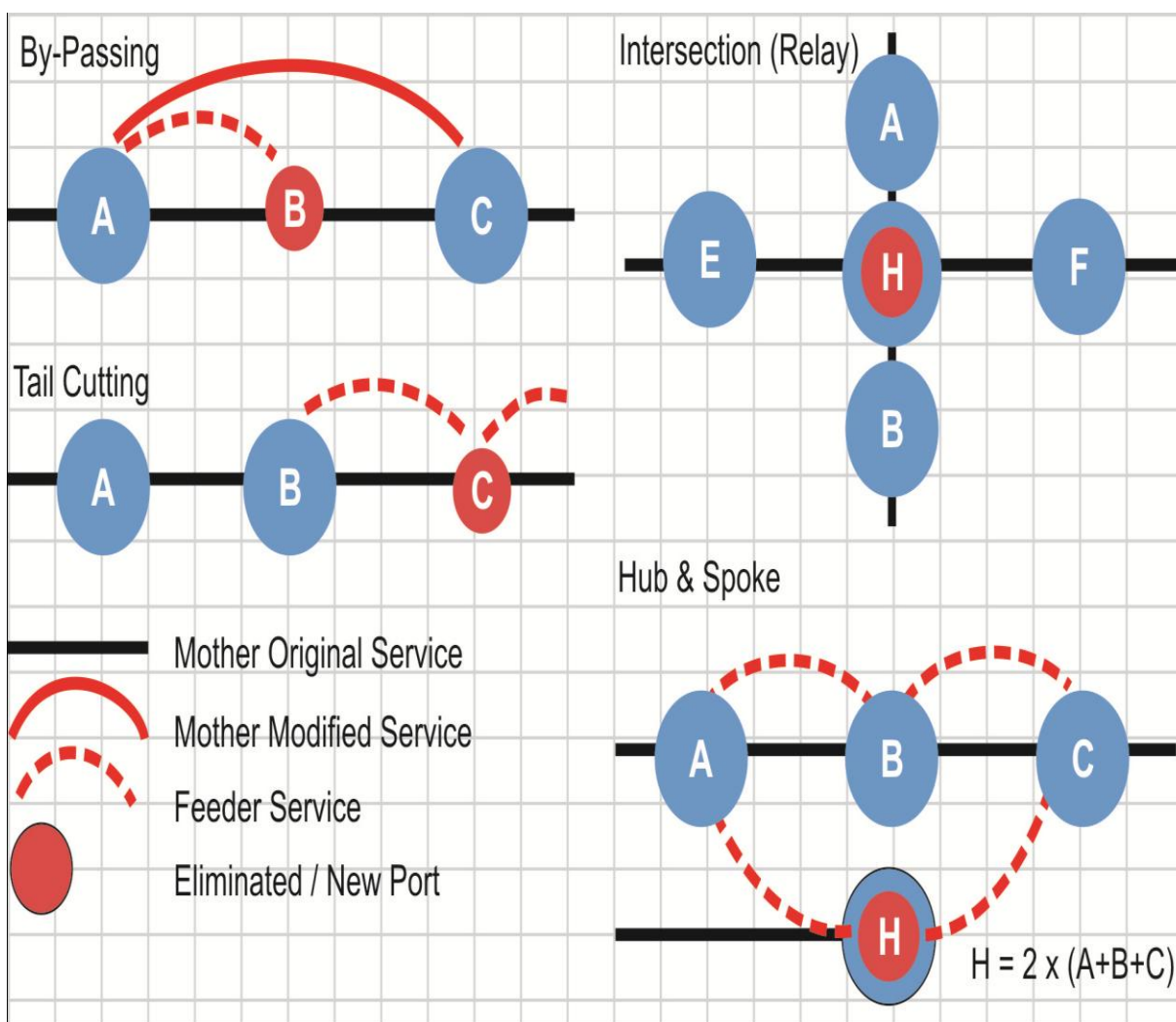


Figure 11: Transshipment Patterns

3.5 Activities of Transshipment

- ✧ Hub in or transshipment in receiving the goods from branches and other transshipment is referred to as transshipment in.
- ✧ Hub out dispatching the goods to required branch or other transshipment.

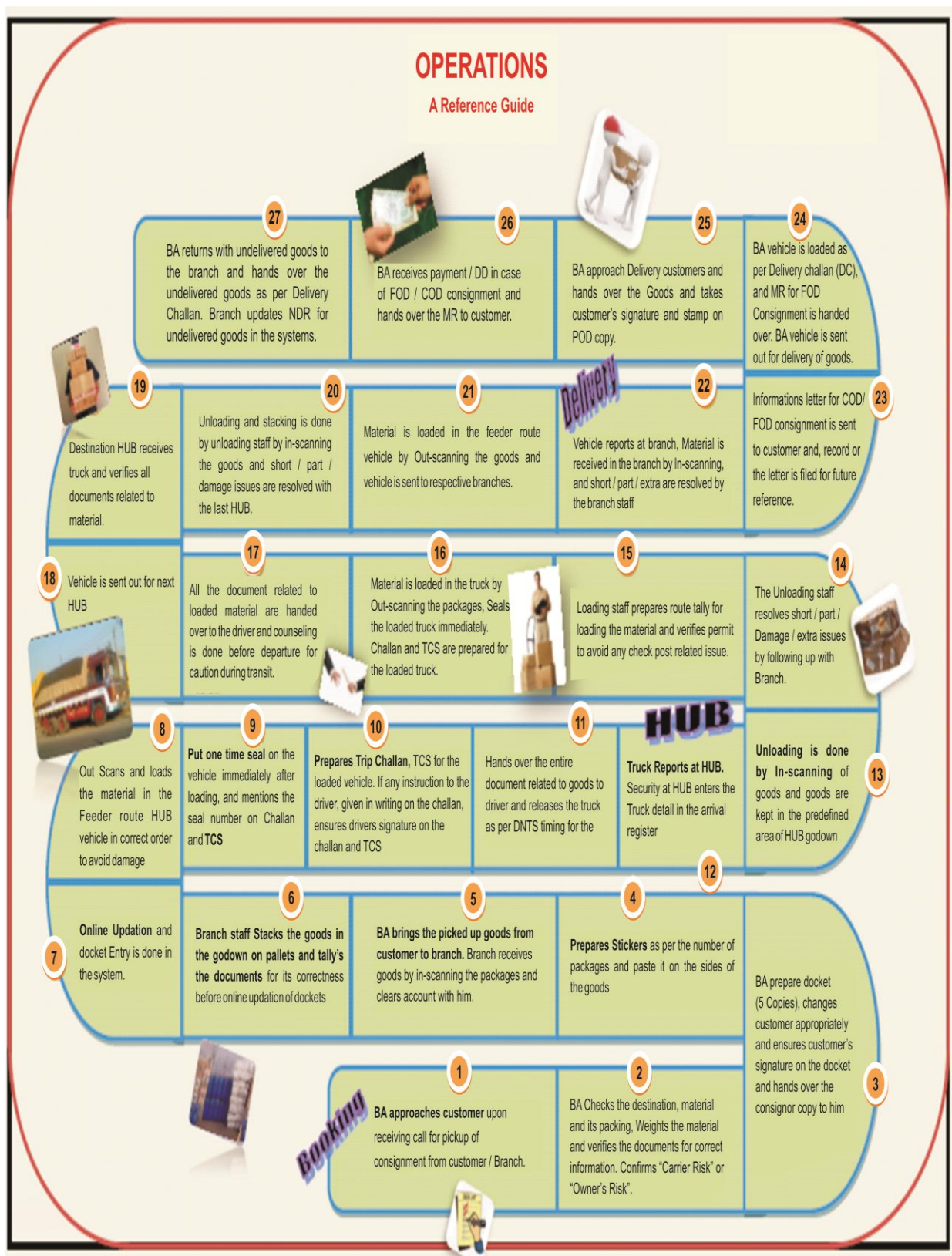


Figure 12: Operation Procedures in Hub Center



3.6 Transshipment in Procedure

A) When the goods arrives at the transshipment centre, the following activities are performed

- ✧ Receiving and checking the documents handed over by the truck driver.

The following documents are checked and verified.

Lorry copies of the consignment note against the challan, all necessary enclosures with the lorry copies are checked for their competences, Sales Tax Document, Check Post Documents, like Octroi, Entry Tax Document, Vat Tax Document etc.



Figure: 13 Stacking Procedure in Transshipment

Unloading and Stacking of Goods: Following activities are performed in unloading the truck and stacking the goods in the warehouse.

B) Unloading Procedure

- ✧ Verify that the truck number is same as written in the L.H.C. If goods are received in a different truck than truck number mentioned in L.H.C. and challan, inform the loading station and payment of lorry hired must be detained until the explanation is received from the loading station.
- ✧ Before unloading the goods from the truck, it must be confirmed that the truck is covered with tarpaulin. In case the goods are not properly covered with the tarpaulin enquiry should be made and only after deducting a reasonable amount as penalty, the balance is to be paid.
- ✧ The goods are unloaded from the truck according to the details given on challan and are stacked at various locations in the warehouse depending on their further destination.
- ✧ Before material handling, confirm that heavy packages are stacked at the bottom and light packages on top.



Figure: 14 Unloading Procedure in Transshipment



- ✧ While unloading the consignment, if any extra packages are received or any packages are short received according to the challan, it must be intimated to the transshipment in-charge who will send the email or fax to the loading station.
- ✧ In case any package is found broken or damaged, check the contents with information written on the invoice / package slip and the same is to be repaired immediately after unloading.
- ✧ Inform the loading staff by sending the acknowledgement of the challan for arrival of the truck.
- ✧ The consignment which is marked fragile or handle with care must be carefully unloaded and stacked.
- ✧ In case the truck is engaged through agent/broker, loading advice slip should be taken from them, where the details like rate advance, station, etc. to be mentioned.
- ✧ Negotiation with approved broker, owner and unions should be done forgetting possible lower rate.
- ✧ Obtain all necessary documents, which are required to be filled in L.H.C.
- ✧ Ensure that the truck is not a blacklisted truck.



Figure 15: Truck Overview before Unloading

Activity Questions

1. Briefly explain the role of transshipment in procedure in the process of sundry booking.
2. Visit any transshipment centre of Road Transport Company and make a map of hub centre.

C) Lorry Hire payment

After the goods are unloaded from the truck, the final payment to lorry hires will be paid to the owner or driver of the truck but lorry hire from the market trucks must not be done under following conditions:

- ✧ In case goods are not as according to the challan and are short received, then final payment must not be done unless short packages are traced at the loading station and confirmation of the same is received.
- ✧ If the truck is changed during the transit it means goods are received in a truck other than assigned truck in that condition. Final payment is not to be made till the justification from the driver/owner of truck is received.



- ✧ If goods are damaged during transit in that condition amount of loss must be calculated and deduction must be made from the lorry hired for final payment.
- ✧ Filling up enroute information on trip contract sheet for company owned trucks and attached trucks.

Following particulars are to be filled up in T.C.S.:

- a) Route no., vehicle details, driver / owner details. Total hire amount & advance amount.
- b) Loading / unloading, declaration by owner, short extra details, incentives / penalty, route expenses i.e. diesel expenses, enroute advance, trip account settlement, reason for delay.

D) Action for short excess / part receipt of goods / damage in respect of any other matter

In case of goods received in part, in damage conditions or not as per the challan, in that conditions transshipment incharge will enquire about that matter and take action against a person who is at fault.

E) Recording Incoming, outgoing truck details in a register at transshipment gate

As soon as consignment is received at transshipment gate, transshipment staff will enter the truck details in the register mentioned for that purpose.

3.7 Transshipment out Procedure

The following activities are performed in transshipment out procedure:

- A) Load Planning:** The incharge of the transshipment centre must plan the route wise load available in warehouse everyday in the morning. While preparing the loads of various routes, care must be taken that the company trucks on parcel service are not carrying less weight (weight loss).
- B) Truck Engagement Plan:** It depends on the availability of load on various routes, the main objective of truck engagement plan is to be obtaining the trucks from the market.

Following steps must be taken for hiring of market truck.

- ✧ On receipt of the truck engagement plan, the traffic incharge has to go to the market for survey of market rates for market truck.
- ✧ He finds out the availability of truck.

Activity Questions

1. Visit railway transshipment centre and make a list of different equipment used in operation of hub centre.
2. Write short notes on weight loss.



3. The traffic incharge will inform the lorry rates of the day to the controlling authorities and will also inform the routes at which he is engaging the truck.
4. The traffic incharge will ensure that the broker provide the trucks as early as possible to the transshipment centre.

C) Checking of the Truck

If the truck is hired from the market, in that condition on arrival of the truck at hub centre following checking must be done for the documents and other conditions:



Figure 16: Checking the Truck

- ✧ If the truck is hired through the broker then authorization letter that is well known as loading advice has to be obtained from him in which he will declare that he has offered the truck to transport company. The loading advice must be attached with the file copy of the lorry hire contract.
- ✧ Documents to be checked and verified as RC book, driving license of the driver etc.
- ✧ The engine no. and the chassis no. embossed on the truck must be tallied with the engine no. and chassis no. noted in the RC book. To get correct chassis no. place a plain paper over the chassis no. and rub it with a pencil to get the impression of the number embossed on the chassis and the engine.
- ✧ Obtain all necessary details from the relevant documents which are required to be filled as documents of truck i.e., L.H.C.
- ✧ Ensure that, floor of the truck is in good condition to take the load of the goods during the journey.
- ✧ Ensure that the truck received for loading is not black listed truck by the state transport authority.

D) Procedure for Loading Truck

After checking of the truck and documents the next step for hub is loading the consignment in the truck.

- ✧ First in first out (FIFO), in this method the consignment which have arrived at the transshipment centre earlier, all efforts must be made for their dispatch before consignment that arrived later.



Figure 17: Loading of Truck



- ✧ The loading is to be done with the help of the lorry copy of the consignment note which was documented in booking procedure.
- ✧ Only that consignment should be considered for loading, for which the documents are completed for specific journey.
- ✧ The load plan for a truck must be made after seeing the physical volume of the consignment, to ensure that weight loss does not take place in the lorry.

Documentation in Hub Centre

In the process of transshipment the following documents are prepared and check for their applicability:

- ✧ Challan
- ✧ Lorry hire contract in case of company hire truck from the market or trip contract sheet in case of company own truck.

E) Procedure for Hiring Market Vehicle

In order to hire vehicles from branches or hub centers normally informative register is maintained.

In this register suppliers name, address, phone no., on local lorry hire voucher or L.H.C are mentioned.

Following documents of vehicle have to be checked:

- ✧ RC
- ✧ Fitness certificate
- ✧ Relevant state permit 4
- ✧ Driving license
- ✧ Engine and chassis
- ✧ Drivers photograph

F) Fleet Operation and Control

After loading the truck the next step of hub centre is that fleet incharge will examine the fleet before it is dispatched in that process and he will check the following aspects of the truck.

- ✧ Engine conditions
- ✧ Diesel volume
- ✧ Air pressure of the tube
- ✧ Brake and other parts of the truck



G) Preparation of Various Reports

After completion of transshipment procedure, transshipment incharge prepares the report on the following topic to avoid the error in future.

- ✧ Documentation procedure
- ✧ Loading and unloading conditions
- ✧ Fleet operation and control report
- ✧ Short / excess report

3.8 Computerized Transshipment

The fundamental objective of computerized transshipment system is to capture incoming / outgoing challan and consignment details and regulate the movement of cargo.

Other objectives are:

- ✧ To show the accurate stock in the warehouse at the transshipment.
- ✧ To print the challan and clearing of the stock.
- ✧ To provide the critical information to its users as truck arrival / departure.
- ✧ To provide loading / unloading information to increase the efficiency of operation.
- ✧ To inquire about the incoming / outgoing data.



Figure 18: Computerized Transshipment Center

Review Questions

1. Define transshipment.
2. What are the activities of a hub and spoke system?
3. What are the advantages and disadvantages of hub and spoke systems?
4. What are the categories of transshipments?
5. What are the activities of transshipment in procedure?
6. Explain in brief transshipment out procedure.
7. Which documents are fill up in transshipment procedure?
8. What are the objectives of a computerized transshipments centre?



Activity Questions

1. Make an action taken report of goods received in damage or less weight.
2. Visit any transshipment centre of your city of your choice and make a gate pass and truck register for incoming and outgoing truck.

Checklist for Assessment Activity

Use the following checklist to see if you have not all the requirement for Assessment Activity.

Part-A

1. Differentiate between hub in and out Procedure?
2. Differentiate between hub & spoke system and Hub & Spoke arrangement?
3. Differentiate between LIFO and FIFO method of loading.
4. List the transshipment procedure?

Part-B

Discuss in the class the following:

1. What is weight loss?
2. Why load planning is back bone of transshipment out procedure?
3. What are the applicability of documentation use in hub centre?
4. Discuss procedure adopted by different transport companies for lorry hire from market.

Part-C

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Able to make action taken report of goods received in damaged conditions in hub centre.		
Able draw different document used in hub centre.		
Able to fill up different document used in hub centre.		
Able to run on line transshipment procedure.		
Able to identify loading and unloading procedure.		



Session 4: Goods Receiving Procedure

The process of transport goods receiving is also an important activity of transport industry. It is performed by the transport executive with the help of their associates. It is performed in delivery branch before giving delivery of consignment to the consignee.

4.1 Sources of Receiving Goods in Delivery Branch:

- A) Hub Centre:** Delivery branch consignment are received through hub centre in case of sundry booking i.e. less than full truck load.
- B) Booking Branch:** Consignment are also received in delivery branch through booking branch in case of full truck load.

4.2 Goods Receiving Procedure

The following procedure is performed at the delivery branch at the time of receiving goods.

A) Receiving & Checking of Documents

On the arrival of the truck at the delivery branch the following documents are checked (collected from driver).

- ✧ Lorry copy of consignment Note
- ✧ All enclosure with lorry copy
- ✧ Duly stamped sales tax/Vat
- ✧ Check post documents



Figure 19: Unloading Procedure

B) Unloading & Stacking of Goods

Goods are unloaded from the lorry as per the challan submitted by the driver to the delivery branch authority.

Following procedure is adopted for stacking goods in warehouse

It is done by unit digit of consignment note number. This means the entire godown has to be divided into 10 parts and each part is numbered as 1, 2, 3, 4, 5, 6, 7, 8, 9 and 0. If the goods for the consignment No DL09876 is to be unloaded then goods must be kept at a place 6.



Figure 20: Unloading Procedure at Port



C) Lorry Hire Payments

According to L.H. Cafter, the goods are unloaded from the truck and the final payment of the lorry hire from the market must be done to the broker / driver or owner of the truck.

D) Recording in Delivery Register

The delivery register is also maintained by the delivery branch for the purpose of recording of the unloaded goods.



Figure 21: Stacking Procedure

☆ Intimation to Party

Delivery incharge will inform to the consignee party about the arrival of the goods by e-mail, mobile by post or personally or pre-printed customer intimation card.



Figure 22: Warehousing Procedure

E) Octroi Payment

During transportation if the octroi is mandatory, according to the state government regulation in that condition goods should be received at delivery branch after the payment of octroi at the check post. Delivery incharge will ensure that check post receipts of octroi are received from the driver / owner of the truck. Octroi amount is to be collected at the time of delivery and it is mentioned in delivery register.

F) Preparation of Octroi Payment Summary

It is prepared by delivery branch. Main purpose of preparation of this document is to maintain a proper record of octroi payment during a particular period. It is also helpful for accounts department for preparation of final accounts. It is prepared in duplicate the first copy is sent to corporate office along with C.B.S. and the second copy kept by delivery branch as a file copy.

G) Intimation

To the loading Branch in respect of short, excess & part received goods. Sometime consignment received in delivery branch is not according to the challan, if there are some difference between challan consignment and actual received consignment due to the short, excess part received in that condition delivery incharge must intimate to the loading branch about the real fact for the further clarification and enquiry.



Review Questions

1. What systems are used by transport companies for intimation to party?
2. Which documents are checked and verified in goods receiving procedure?
3. What are the uses of the delivery register?
4. Explain in brief octroi payment summary.
5. Explain in brief warehousing procedure.

Activity Questions

1. Make an action taken report on short / excess consignment arrived at delivery branch.
2. Visit a railway parcel office and make a map of stacking procedure of consignment in warehouse.
3. Prepare a list of communication system used in railway parcel office to intimate their consignee about the arrival of the consignment.
4. Find out conditions on which transport company imposed demurrage. Do you think demurrage impact on increasing the price of product?

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirement for assessment activity.

Part-A

1. Differentiate between sources of receiving goods in delivery branch.
2. Procedure for octroi calculation.
3. What system are used by transport companies for intimation to party?
4. What are the contents of damage report?

Part-B

Discuss in the class room:

1. Different communication system used by railway department for intimation to the consignor or consignee.
2. Different octroi payment system adopted by different transport companies.
3. Discuss method of entries in the delivery register.
4. Discuss the warehousing method adopted by the warehouse keeper.



Part-C

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Ability to identify on line goods receiving procedure.		
Ability to identify documentation procedure in goods receiving procedure.		
Able to draw damage/excess report.		
Able to verify the documents used in goods receiving procedure.		

Session 5: Goods Forwarding Procedure

The consignment booked is to be forwarded to the nearest transshipment or in case of full truckload to the destination on the same day. This chapter deals with the procedure to be followed for forwarding the consignment and includes hiring the truck, loading of goods preparation of challan and lorry hire contract and other procedural formalities to ensure that the goods reach its destination in time and safely. If the full truck load is to be forwarded to its due destination centre for dispatching goods. This will involve hiring the truck from the market. Checking of documents of the truck and driver, physical verification of truck loading of goods, preparation of challan and lorry hire contract. If the goods are to be forwarded to the nearest transshipment for onward dispatch to destination then such goods must be sent on daily basis before the close of the operations of the day. Follow one of the applicable procedures depending on the option.

Hire the truck from the market

- ☆ Use market truck already hired on regular basis.
- ☆ Use of company truck / contract truck scheduled on this route.

5.1 Activity or Function of Goods Forwarding Procedure

On the arrival of the truck, following activities are to be done for forwarding the goods.

A) Checking of the Truck and Driver Documents

Before dispatching the truck, booking branch staff or executive of booking will check that truck is received according to the load planning and truck engagement procedure. Booking executive will also ensure that truck driver has all the mandatory documents according to the requirements of the motor vehicle act 1988 i.e. RC of truck, driver heavy driving license, route permit, insurance of vehicle and driver etc.



B) Physical Verification

Physical Verification of engine no. & chassis no. of the truck entering (that it is not a black listed truck) after the checking of the truck and driver documents the next goods forwarding procedure is physical verification. It is done by booking authority or staff in that process booking authority tally the engine no. and chassis no. with RC and ensures that it is the same as mentioned in the RC. Booking staff also check that it is not a black listed truck for that purpose they tally the truck with black listed truck list issued by the state transport authority.

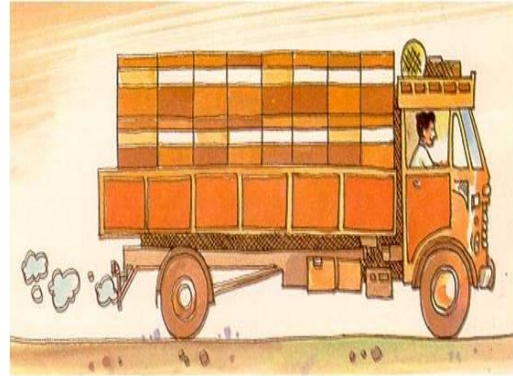


Figure 23: Good Forwarding

C) Loading of Goods

If all the checks mentioned in the goods forwarding procedure indicate that truck is applicable for transportation of the goods then following procedure should be adopted for loading of the goods for hub centre and delivery procedure.

- ✧ FIFO method: It means that the consignment which is booked first must be loaded first.
- ✧ If the goods that are being loaded for a specific destination are meant for delivery as well as for further transshipment then the goods meant for the delivery must be loaded first and then goods for onward transshipment are to be booked. This is mandatory because the truck will reach the hub centre first to unload the goods for hub centre than it will sent to the point of delivery city which are to be undelivered.
- ✧ While loading the consignment ensure that wrong packages are not loaded in the truck and also part of the packages are not left in booking warehouse.
- ✧ Loading is done according to the contents and weight mentioned in the lorry copies of the consignment note.

D) Covering

The truck with tarpaulin: Loading staff must ensure that the truck is covered with the tarpaulin, after the loading is over and the ropes are tied up properly.

E) Documentation Procedure

Documentation procedure is done by the branch executive. In the goods forwarding procedure basically following documents are prepared:



- ☆ Challan it is a legal document that provides the information about the consignment which is being carried in the truck to a specific destination.

Challan is prepared in four copies. First copy sent along with the driver who will produce it to the destination station for unloading. Second copy sent by post, email or fax to the documents control department. Third copy handed over to the truck driver. Fourth copy is a file copy.

- ☆ Lorry hire contract is prepared, incase of company hire the truck from the market as the company truck is not available for dispatch.
- ☆ Trip contract sheet is prepared when goods are loaded in company's own truck.

F) Handing Over the Required Documents to the Driver

After the completion of documentation procedure all these documents are handed over to the driver so that he will submit all these documents to the transshipment centre incase of sundry booking or delivery branch. In case of full truck load and unloading process done accordingly.

G) Drivers

Signature should be obtain on the challan and lorry hire contract. The drivers' signature must be done before dispatching the truck so that he will be accountable for transportation.

Review Questions

1. Which documents are prepared in goods forwarding procedure?
2. What systems are used by goods forwarding branch for giving information to the destination branch?
3. Write Short Notes on:
 - a) TCS
 - b) LHC
4. What is contract parcel truck?
5. Explain the goods forwarding procedure.
6. What are the advantages of computerized goods forwarding procedure?

Activity Questions

1. Collect information about goods forwarding procedure at the airport of your city.
2. Visit the railway station of your city and collect information about wagon hire procedure including wagon hire contract.



Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirement for assessment activity.

Part-A

1. Differentiate between goods receiving and goods forwarding procedure.
2. Differentiate between TCS and LHC.
3. Differentiate between contract parcel truck and full truck.
4. What are the fundamentals of goods forwarding procedure.

Part-B

Discuss in the class room:

1. Discuss the various report prepared by logistics companies in the goods forwarding procedure.
2. Discuss the various activities performed by the transport companies in the goods forwarding procedure.
3. Discuss the wagon hire procedure.
4. What are the conditions in which LIFO method is used for loading procedure?

Part-C

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Able to do physical verification of vehicle.		
Able to identify different documents used in goods forwarding procedure.		
Able to fill up Challan and LHC.		
Able to identify goods forwarding procedure.		



Session 6: Delivery Procedure

Service Industries i.e. Transport Company has two major activities for transportation.

- (i) Booking
- (ii) Delivery

Prosperity of transport industries depends on these activities. According to the carrier act 1865 transport company is liable for delivery of goods in that condition it was booked. Carrier act also provide the right to transporter to collect all the dues from party before executing delivery of goods.

Delivery means making over physical possession of the goods to the rightful owner on collecting the relevant documents. Generally the following principle is adopted by the transport company while executing the delivery of goods. No delivery of goods without consignee copy and dues.

6.1 Delivery Procedure

When the goods arrive at the delivery branch, it has to be delivered to the parties in the city. Goods are sorted out according to the address of the consignee and given to the concerned business associate for delivery. Preparation P.O.D. (Proof of delivery) when the consignment is delivered to the consignee party and consignee copy of consignment note is collect from the party, their signature are obtained on P.O.D. as an acknowledgement that they have received the consignment in good condition, date and time of delivery must be written while obtaining the signature, P.O.D. copy must be handed to the delivery branch for sending to the booking branch.



Figure 24: Delivery Procedure

6.2 Rules for Effective Delivery

- ✧ The delivery of goods is to be given on the basis of the consignee copy of the consignment note. It is submitted by the consignee at the time of delivery.
- ✧ The delivery is to be given to the consignee after the 'To Pay' freight along with the other charges i.e. Octroi, Vat, ST. charges, loading and unloading expenditure, demurrage, etc. has been received.
- ✧ The consignee copy must be checked for the correct endorsement by the consignee party on the back side and the consignment note no. and must be checked with the lorry copy of the consignment note.
- ✧ Delivery is not to be given to the consignee party if the goods are seized items and until they are released.

Order of the Sales Tax/Check Post/Custom/Excise/Forest Authorities is received.



- ✧ If the consignee copy is through bank then there should be a proper discharge stamp of the bank and also the proper endorsement of the consignee on the back side of the consignee copy.

6.3 Procedure for Delivery of Goods against Indemnity Bond

If the party has lost the consignee copy of the consignment note then the consignor has to submit an indemnity bond on non - judicial paper. The following formalities must be completed by the consignee party in order to take delivery of goods against indemnity bond.

- ✧ The consignor will produce the indemnity bond to the booking branch with a covering letter.
- ✧ Indemnity bond for verification and endorsement.
- ✧ The booking branch incharge will visit consignor party place of business to ensure that party is genuine.
- ✧ After certifying the indemnity bond, the booking branch will hand over the bond to the consignor and inform the delivery branch by email or by post to deliver the goods.
- ✧ In those cases where the consignment is being transacted through bank, the booking branch while completing the formalities of indemnity bond should ensure that the consignor gets the endorsement from the concerned bank on the indemnity bond before forwarding the same to delivery branch.

6.4 Open Delivery and Part Delivery

If the goods are damaged during transportation, or short according to consignment note and the consignee party does not accept the delivery and ask for C.O.F. In that condition open delivery is to be given to the party.

A) Condition for Giving Open Delivery

- ✧ If case is not in an intact condition or weight is short and or the party insists for open delivery.
- ✧ If the weight on the consignment note differs from the consignment being delivered, and the consignee party demand for open delivery.

B) Precautions to be Taken before Giving Open Delivery

- ✧ Tally the goods with original invoice at the time of giving delivery.
- ✧ Delivery should not be given on the basis of performa invoice because there may be chance that there is difference in the contents of original and performa invoice.
- ✧ Check the packing of consignment whether there is room in the package for missing goods.
- ✧ If the weight is as per consignment note, but consignment in the package is less, then there may be chance that consignee party has done some fraud. In such condition claim lodged by the party should not be entertained for settlement.



C) Part Delivery

- ✧ If consignment is not received according to the consignment note it means due to any reason consignment received is in short. In that condition if the consignee party demands for part delivery it may be given.

Procedure for Part Delivery

- ✧ Open all the packages and compare the contents in the package with that of original invoice and not performa invoice.
- ✧ Fill up following types of formats for delivered and undelivered goods.

Format for 'Delivered Goods'

Booking station	Consignment Note No.	Consignment Note date	No. of packages	No. of items	Actual Weight	Value of contents	Party Signature
1	2	3	4	5	6	7	8

Format for 'to be Delivered Goods'

Booking station	Consignment Note No.	Consignment Note date	No. of packages	No. of items	Actual Weight	Value of contents
1	2	3	4	5	6	7

Activity Questions

1. Visit a post delivery office and collect information about delivery systems.
2. Using internet or open sources i.e. visit civil court of your city and collect Indemnity Bond paper and collect information about filling procedure and applicability of the bond paper.

6.5 Door Delivery

It means delivery will be given at the consignee's home or office. For home delivery following procedure is followed:

A separate file is maintained for the consignment note of door delivery so that the delivery of such consignment may be effected through tempo, small truck, or lorry hire for that purpose. A separate file is helpful for delivery



Figure 25: Door Delivery



because through this file only he comes to know that consignment note for home delivery. If these are mixed up with the other consignment notes then such consignment may continue to lie in warehouse because the party will not give demurrage as it is the mistake of the company and will also result in the damage of the reputation of the company.

6.6 With Holding of Delivery Goods

Some time the consignor party after booking the consignment advice either to the booking branch or to the transshipment centre or to the destination branch to withhold the consignment. In such cases the consignor party must give clear cut instruction in writing for withholding the consignment. If it is not possible for company to comply with such instruction we must inform the consignor or the owner of the consignment. It is necessary because on one side the consignor party wants to hold the goods and on the other side the consignee party will enquire about the arrival of the goods for taking the consignment. The consignee party must be told clearly about the status of the consignment and the instruction issued by the consigner party.

6.7 Rebooking of the Consignment

If the consignee party does not take the delivery of the consignment due to their own reason and the consignor party advice the destination branch to rebook such undelivered consignment either to booking branch or some other destination this is known as rebooking of the consignment.

Rules for Rebooking of Consignments

- ✧ To pay freight and other charges, the consignee party surrenders the consignee copy of the consignment note, copies of invoice, sales tax form, VAT etc.
- ✧ If the party does not agree to pay the freight then such consignment should not be rebooked.
- ✧ If the value of the consignment is less than the freight and demurrage then the consignment is rebooked on paid basis only.
- ✧ While rebooking the consignment the amount of octroi charges and octroi service charges, vat charges are also to be added in the rebooked consignment note
- ✧ If re-packing is required since the original packing was broken, in that condition re-packing charges is also added in rebooked consignment note.
- ✧ Money receipt will be prepared for rebooked consignment note.

The following procedure is to be adopted for marking rebooked consignment.

- ✧ Cancel the old marking.



- ☆ Write down the new marking for example: A consignment was booked from Delhi to Bangalore vide consignment note No. WZ4578, No. of package 5 and the same consignment is rebooked to the Delhi.

Original Marking	Fresh Marking at the Time of Re booking
TCIL-PHJ(DLHS) WZ -4578X5 BANGALORE	TCILRJR(BNG) AB – 46987X5 RAMBAGH(DLHN)

6.8 Issue of Notice

If consignor or consignee is not taking delivery on time in that condition delivery branch will issue two types of notice.

A) Procedure for First Notice

If the consignee party does not take the delivery of goods due to his own reason it means the consignment which may remain undelivered for 60 days of arrival of the goods at the delivery branch, in that condition the first legal notice is issued to the consignor. It is prepared in 5 copies; the distribution of copies is as follows:

1. Copy to consignor
2. Copy to consignee
3. Copy to the consignee bank (If any)
4. The copy to the booking station
5. Copy is file copy.

B) Procedure for Second Notice

If the consignment remains undelivered for 30 days from the date of the first notice then the second notice must be issued to the consignor. This notice is also prepared in 5 copies and is distributed as follows.

1st copy to consignor, 2nd copy to consignee, 3rd copy to consignee bank (if any), 4th copy to booking station and 5th copy is file copy.

Procedure for rebooking the consignment to U.C.G. (Unclaimed Goods Department): If the consignment is not delivered within 30 days from the date of the second notice it should be rebooked to U.C.G.

Documents which are to be sent to the UCG department are:

- ☆ Consignee copy of the rebooked consignment note.



- ✧ File copy of the first notice.
- ✧ File copy of second notice.
- ✧ Lorry copy of the previous consignment note.
- ✧ Central excise gate pass (if any).
- ✧ Octroi payment receipt (if any).
- ✧ ST/C.ST payment receipt (if any).
- ✧ Vat payment receipt (if any).
- ✧ Seizure of goods notice (if any).
- ✧ Postal acknowledgement. If any received from the party against the second notice.
- ✧ Invoice receipt along with old lorry copy of the consignment note.
- ✧ Cancel the old marking on the consignment and make a new marking on it. If there are more than one consignment that are to be sent to UCG, separate consignments note must be prepared for each consignment.
- ✧ Weigh the consignment and mention the correct weight.
- ✧ Mention the value of goods on the consignment note as per the invoice or GFN declared by the consignor whichever is higher.

6.9 Money Receipt

The money receipt is issued to the party due to one of the following reasons.

- ✧ Delivery of consignment and collection of to pay freight.
- ✧ Collection of freight of paid booking at the booking branch.
- ✧ Realization of money against bill.
- ✧ On account payment from billing parties.
- ✧ Collection of other charges such as demurrage, octroi, Vat, after the delivery of the goods.
- ✧ The money receipt is prepared in triplicate, first copy, party copies, second copy attachment to MRS and third copy file copy.

Money Receipt Summary

Demurrage: In delivery procedure the demurrage amount is collected from the consignee party as storage cost of their goods beyond the free storage days. It means if the consignee is not taking delivery within given time, transport company charges fees as a demurrage. Money receipt summary (MRS) is used for writing the details of money receipt that are issued by a branch for one of the following reasons:

1. For delivery of consignments (reason for receipt).
2. Money collection for paid booking (reason for receipt).



3. Collection of delivery charges such as demurrage, octroi, VAT, etc. which are not collected at the time of delivery (reason for receipt). The MRS is prepared in duplicate. The original copy of the MRS along with the second copy of the money receipt and delivered consignee copies is sent to the corporate office as an attachment.

6.10 Certificate of Facts (COF)

It is issued by the delivery branch to the consignee party in one of the following accounts:-

1. Consignment is received in damaged condition.
2. Pilferage from consignment: When packing is damaged then there is scope for pilferage.
3. Consignment reported missing in full or part from booking station, hub center, while in transit, vehicle meet accident, theft etc.
4. Claim due to act of God (natural calamities) and circumstances beyond and operation of the carrier.
5. Exchange of goods: It is an important legal document because it is to be submitted to the insurance company for getting the claims.

The COF is Prepared in 5 Copies.

1st copy to party who ask for claim, 2nd copy to corporate office, 3rd copy to booking station 4th copy to controlling office and 5th copy is file copy.

6.11 Network Online Delivery and Enquiry System

Computerized delivery system named as network online delivery and enquiry system has been developed to operate on local area network at the delivery stations. The network environment enables sharing of up to date information by different users simultaneously.

Objectives

- ✧ On-line enquiry of consignment arrival / delivery.
- ✧ Godown wise stock reporting.
- ✧ Online printing of money receipt.
- ✧ To print consignment arrival intimation card.
- ✧ To print delivery register.
- ✧ To eliminate delicacy of data by sharing files on the network.



Figure 26: Online Delivery

Review Questions

1. What are the two major activities of transport industry?



2. What is the principle of delivery?
3. Define NODES.
4. What is POD?
5. Which documents are to be sent to the UCG department?
6. Write short notes on
 - a) VAT
 - b) S.T.C.
 - c) Demurrage
7. What are the rules for effective delivery?
8. Give the procedure of delivery of goods against indemnity bond.
9. Explain in brief open delivery.
10. What is home delivery? Explain its procedure.
11. What is rebooking of consignment? Explain its rules.
12. Write short notes on withholding of consignment and UCG.
13. What is money receipt? What are its uses?
14. What are the objectives of the NODES?
15. What is COF? Explain its benefits.
16. What systems are used by transport companies for giving part delivery? Explain with format.
17. Explain marking on rebooked consignment with format.
18. Explain the procedure of first notice.
19. Explain the procedure of second notice.
20. Explain in brief delivery procedure.

Activity Questions

1. Visit airport station of your city and collect information about methods of delivery.
2. Visit any courier company of your choice and write small notes on delivery system of courier service with live photos.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirement for assessment activity.

Part-A

1. Differentiate between holding of consignment and rebooking of consignment.
2. Differentiate between booking of consignment and delivery of consignment.



3. Differentiate between open delivery and part delivery.
4. What are the methods of delivery?
5. What is principle of effective delivery?
6. What is procedure of Rebooking of consignment?

Part-B

Discuss in class the following:

1. Delivery procedure of railway parcel office.
2. How NODES come in to existence?
3. Discuss the legal validity of certificate of facts.
4. Discuss the implementation procedure of VAT.
5. Discuss the procedure of calculations of demurrage.
6. Discuss the applicability of MRS.

Part-C

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Able to do transactions of NODES.		
Able to identify different documents of delivery.		
Able to draw a format of delivered Goods.		
Able to draw making on rebooking of consignment.		
Able to identify indemnity bond.		
Able to write a first and second UCG notice.		

Session 7: Documentation

Documentation plays a vital role in the process of transport industries from the time of pick up of the consignment until it reaches in the hands of consignee. Transport documents are issued by the transport company to the consignor, consignee, driver or owner of the truck.

Reasons for Issue of Documents

- i) For accepting the consignment for transportation (C/N).



- ii) For money received (Bill).
- iii) For hiring the truck from the market (LHC).
- iv) For delivery of goods (POD).
- iv) For damages of consignment during the transportation (C.O.F.).
- v) For payment of hired lorry (LHC final payment copy).

7.1 Format of Goods Forwarding Note

Name of the Service Provider or Road Freight Transport Company:

Address with Contact Details:

From: (Name of Consignor Booking Place):

To: (Delivery Station Address):

Consignor Name and Address	
Consignee Name and Address	
No. of Pkg.	
Description	
Value	
Weight or Volume	
Basis of Booking	
(i) On the Basis of Risk OR/CR (ii) On the Basis of Payment Paid/ to Pay/ TBB	
Name of Insurance Company	
Risk Insured Amount Insured Private Mark	

Signature of the Consignor

7.2 Consignment Note

Name and Address of Transport Company:

Consignment Note No	
Consignment Date	



Consignor Name and Address	
Consignee Name and Address	
From/Code and Name	
To/Code and Name	
Description	
Method of Packing	
Actual Weight	
Charged Weight	
M/R No. Date	
Load Type	
Charged Weight	
Charged Weight, CMT	
Full Load No. of PKG	
Minimum Weight	

Freight Details

Rate	Amount Rs
Freight	
Surcharge	
Handling Charges	
Door Delivery	
ST Charges	
Statistical Charges	
Miscellaneous Charges	
Total	
Schedule of Demurrage	



Name and Address of Booking Office	
Name and Address of Delivery Office	
Basis of Booking	
To Pay/ Paid / TBB	
Amount in Words	
Sales Tax Form No.	

7.3. Challan

Name of Transport Company: Date:

Challan No. Lorry No. From To

Sl. No.	C/N No.	No. of Packages	Types of Packages	Contents	Weight	From	To	Destination Date	Remarks

Signature of Loading Staff

7.4 Lorry Hire Contract

Name and Address of Transport Company:

From: Code Name:

To: Code Name Distance KMS Lorry

A) Vehicle Details

Challan	No of Packages	Description	Actual Weight
Registered at			
Body Type			
Engine No.			
Make			



Model			
Colour			
Fitness Validity			
States up			
Divisional No.			
Valid up			
Chassis No.			
Road Permit No.			
Name of Insurance Company (insured with)			
Insurance Certificate No.			

B) Owner / Driver / Broker Details

Owner	Driver	Broker
Name & Address	Name & Address	Name & Address
	License No.	
	Issued By	Loading Advice No.
Financer Name & Address	Valid Up	Date

C) Hire Particulars

Rate Per Ton	
Charged Weight (KGS)	
Lorry Hire Rate	
Gross Hire Rupees	
Advance Paid By	
Balance Amount Payable At	



D) Loading Remarks

E) Final payment Particulars

Add Detention Rs.	
Other Charges	
Total Amount	
Final Balance Amount Paid At	
Rupees	

Signature of Driver

7.5 Trip Contract Sheet

Name and Address of Company:

Trip contract No.:

Vehicle Details: Accounts Code:

Fleet No.	
Truck No.	
Route No.	
Contract Center	
Type of Truck	
Trip Duration Date	
From	
To	
Trip KMPL	
Driver Final Payment Details	
KM Basis	
Day Basis No. Days	
Handling Exp.	



Diesel Filling Details

Sl. No.	Station Code	KM Head Reading	Advice No.	Bill No.	Bill Date	Qty in it	Amount
	Diesel Tank Capacity	Tank 1		Tank 2		Total	

Final Payment Details

Driver Payments Rs	
Diesel Payments	
Total Amount Paid Rs	
Deduction (if any)	
Final Amount Payment	
Amount in Words	
Prepared By	
Passed By	
Certified By	

Signature of Driver



7.6 Octroi Payment Summary

Name and Address of Transport Company

Branch Code	Branch Name	Summary No.	Page No.	Date	Amount

Sl. No.	Challan No	C/N Date	From	To	Receipt Bill no.	Octroi Amount	Octroi Service Other Charges	Remarks

7.7 UCG First Notice

Name and Address of Transport Company:

.....

Issuing Office

Address

.....

Ref. No. Date

To

Name of Party

Dear Sir



Ref Consignment No. Date

Ex To

Packages Nature of Goods

The above consignment is lying un-cleared at our office for a considerable period of time.

You are requested to take delivery of the consignment within 15 days from the date hereof on payment of freight, accrued demurrage or other charges due, failing which the consignment will be treated unclaimed and it will be transferred to the unclaimed properties section for further action.

Thanking You

Yours Faithfully

7.8 UCG Second Notice

Name and Address of Transport Company

.....

Issuing office Address

Ref No.

To (Name of the Party)

Dear Sir

Ref Consignment No.

Dated Ex.

To Our Letter No. Dated

Inspite of our letter cited we regret to note that neither the said consignment has been taken delivery nor has any definite instruction been received from you so far, as such we are not in a position to with hold your goods any more. In case the above consignment is not arranged to be taken delivery by you within 15 days from the date of receipt of this letter we will be left with no choice than to send goods to our sales department and to dispose of the same by open sale in order to realize our dues with any damage or deterioration of the goods due to long storage. It may also be noted that the balance amount will be claimed by us from you, if the sale value fail short of our dues.

Thanking You

Yours Faithfully



7.9 Money Receipt

Name and Address of Transport Company

Branch

Name

Customer Code	
Reason for Issue	
1. Delivery	
2. Bill Amount	
3. Any other	
Booking Station	
Destination Station	
Billing Branch Particulars.	
C/N No Date	
Bill No.	
Freight Rs.	
Demurrage	
Date	
Date of Arrival	
Total Amount	
Private Mark, if Any	
Handling Charges	
Rebooking	
Rebooking C/NS	
Basis of Booking	
To Pay/ Paid/ TBB	
Other Service Details	



Bank Details

Bank Name	Cheque No.	Date	Misc. Charges

For Company

Amount Received in Rs.	
Amount Received in Words	

Signature

Accounts Section

Review Questions

- Following information were extracted from the books of a transport company. You are required to prepared GFN in proper format.
 - Name of consignor Mr. Ritesh Aggarwal
House no 86, Mahesh Nagar
Jaipur, Rajasthan.
 - Name of consignee Mr. R.P. Varshney
SBBJ Bank, Mathura UP. 3 Weight 1000 KG 4 No. of packages 40.5 basis of booking to pay, CR6 description. Rice freight 20,0000. Value of Insurance 2,00,000.
- Following information were extracted from the books of a transport company.
You are required to prepare a challan in proper format.

Transport Company ATO India Ltd Shakti Vihar New Delhi.

Sl. No.	CN. No.	No. of pkgs	Types of pkgs	Contents	Weight	From	To	Despatch Date	Challan No.
1	PV3456	5	Carton	Rice	2 ton	Jaipur	Delhi		
2	PV34567	10	Box	Wheat	4 ton	Jaipur	Delhi		
3	PV345678	15	Drum	Sugar	4 ton	Jaipur	Mathura		
4	PV45678	20	Carton	Pulse	2 ton	Jaipur	Agra		



3. The following information were extracted from the books of a transport company Ltd you are require to prepare.

Consignment note in proper format.

Address of issuing office 92 Deviji Street Chakla street Mumbai 400003.

State Maharashtra Phone 23422477.

Consignee Bank Name and Address Customer Code 1224 Ever Green Private Publisher.
Rajaram Mohan Roy Road Goregaon Mumbai 400004.

Consignment Note No. DH836 44 Dated 4.2.12.

From Code & Names Chakla street code & Name DBO Dhanbad packages 15 Description
Rice.

Consignee Bank Name & Address Allahabad Bank, Ms Manju Jaiswal 9/141 KK colony
Jodhpur.

Method of Packing Bundles 15

Packages 15 description books actual weight 520 charged weights 520 rate 2.50 private
mark 689 basis of booking paid.

4. From the following information prepare LHC in proper format.

From CBE Coimbatore

To RBL Rae Bareli

Vehicle Particular

Regt. at Jaipur

Body type open make eicher color N.B.

Challan no ADF 23457 engine no. Rj10 18258 fitness validity 6.12.2004 Validity up to
6.12.2005 Valid in Raj, UP tower Mr. Rajesh Gupta / ORC Gupta Pratap Nagar House no
34 Jaipur.

Financer Name ABC travel agency shop no. 87 Rly station road Jaipur Raj.

Driver Name Arjun Grewal, house no. 86 C, Scheme Jaipur.

Activity Questions

1. Visit the airport of your city and list different documents for transportation.
2. Visit any shipping company of your choice and prepare summary table on documentation
uses in shipping cargo operation including reason to issue and to whom documents is
issued taking real data.



Exercise Questions

1. Explain the different functions of director.
2. Explain the functions of zonal manager.
3. List the government regulated goods for booking.
4. Explain the booking procedure for sundry.
5. Explain in brief procedure for hiring market vehicle.
6. Explain the goods receiving procedure.
7. Give the methods for octroi payment.
8. What are the activities of a hub centre?
9. What is LIFO and FIFO method of loading of goods in goods receiving procedure?
10. What is the procedure with holding of consignment?
11. What do you mean by rebooking of consignment?

Practical Questions

1. Visit railway parcel office and make project on booking procedure of railway by:
(a) Local train (b) Express train
2. Visit nearest port and make a case study on booking procedure of export consignment by ship.
3. Make project on comparative study of booking documents in road and railway.
4. Make project on marking procedure of consignment (a) Road (b) Railway.
5. Visit a shipping hub centre of shipping transport company and make a project report on transshipment in procedure.
6. Make project report on documentation procedure in any transport company i.e. TCI Ltd, Gati Ltd etc.
7. Make a project report on comparative study of hub centre of railway and road transport company.
8. Visit any road transport company and make a case study of hiring vehicle from market.
9. Make a project on hub out procedure of air transport company on the basis of on the job training program in summer.
10. Prepare a project report on MNC road freight company on goods receiving procedure on import of goods.
11. Collect information on procedure of government check post. Also study the entire octroi on different place.
12. Prepare a project report on documentation in goods receiving procedure of MNC company on the basis of on the job training program.
13. From the standard web site collect the information about the different types of vehicle used in goods receiving procedure.



14. Visit the army airport station and make project report on goods forwarding procedure.
15. Make a physical model of goods forwarding procedure with all possible features and demonstrate the application.
16. From the standard website or as open sources i. e. Wikipedia Britannia world book collect information about goods forwarding procedure of MNC in Japan dealing with India in terms of export and import.
17. Make project report on ODC (over dimension cargo) cargo dispatch process.
18. Visit milk dairy plant of your city and make project on milk distribution system.

Checklist for Assessment Activity

Use the following checklist to see if you have met all the requirement for assessment activity.

Part-A

1. What is the role of documentation in transport process?
2. Who issued transport documents?
3. What are the different transport documents?
4. Differentiate between booking and delivery documents.

Part-B

Discuss in class the following:

1. What is filling procedure of documents adopted by logistics services provider in the present market scenario?
2. Discuss the documentation process of air transport industries.
3. Discuss the legal validity of transport documents.
4. Discuss which transport documents are helpful for getting insurance claim.

Part-C

Performance Standards

The performance standards may include, but not limited to:

Performance Standards	Yes	No
Able to identify different documents.		
Able to draw challan.		
Able to fill up online documentation.		
Able to draw POD.		