



**MY
LOGISTICS
GURUKUL**

Course Brochure



MLG001

Logistics & Freight Forwarding Basics

About the course

The course covers entire value chain of logistics- its importance in Exports and Imports process. Participants are taught about world geography, air and sea routes. They will understand different and multi modal systems of transport and will study Air and Ocean transport, essential for international cargo movement, in details. The Air module covers entire documentation, operations, pricing and Custom clearance process. Ocean module covers understanding of sea routes, documents-Bill of Lading and other important documents, pricing and process that International cargo goes through. Participants will learn about various types of cargo, ULDs and Containers. The course aims to make students industry ready

Participants will be taken for a Cargo terminal, ICD visit (based on permissions and normal working conditions).

Internship and placement assistance is provided at the end of the course.

Who should attend

New joiners wishing to make a career in any vertical of Logistics; Freshers who are 0-6 months old in Logistics; Management trainees; graduates and postgraduates, Accounts/ HR / Admin personnel working in Export and Import Units, Freight Forwarding, & with other Logistics service providers.

Duration

100 hrs





Incoterms 2020

About the course

This course focuses on International Commercial Terms published by the International Chamber of Commerce. It provides a complete understanding of the incoterms 2020, their relevance in international trade, transfer of risks, obligation and cost between sellers and buyers.

Participants will also learn the importance of selecting the most appropriate incoterms since the commercial implications of the terms are often misunderstood and as a consequence, there are risks of incurring unnecessary costs and contractual disputes between sellers and buyers. Participants will learn of the latest changes and rules in Incoterms 2020. Explanation of each incoterm will be done through case studies and examples.

Who should attend

All Logistics Professionals in International Trade; freight forwarders, custom house agents, exporter and importers; students of International Business

Duration

3 hrs





Customer Service for Air Cargo

About the course

In this course participants will learn about the importance of great customer service, manage customer expectations and how to provide customer delight that will lead to customer retention, and building a new customer base. Participants will be equipped with skills- what they are and how will they be practised to provide a great customer experience. They will also understand techniques of verbal/ non verbal communications – like body language, how you say what you say, phraseology and inter cultural communication, during their interaction with internal and external customers and all stake holders. In spite of best efforts, things are bound to go wrong at times, so participants will learn how to handle dissatisfied or angry customers and the art of service recovery

Who should attend

Anyone who has any customer / stake holder interaction- whether on phone or in person, Sales, Operations team, Accounts, Customer Service, Receptionist, Executive Assistant etc. The course will also help in inter department interaction for they are also internal customers and dependent on each other for smooth and efficient working to serve the ultimate external customer.

Duration

4 hrs





EXIM Documentation and Procedures -Air Cargo

About the course

Participants will learn about all the documents required for Air Imports and Exports. The course will also cover the importance of KYC documents, information given in commercial documents and other compliance documents before execution of any shipments. Participants will learn about the process of complete documentation- EDI, Shipping Bill execution, IGM, HS codes, Custom Tariffs and Duties. The course covers the Airlines handover sets, post clearance documents and all documents needed for delivery and record purposes.

Who should attend

Sales, documentation and operations team of freight forwarding companies, Import and export team of manufacturing units, Sub Agents, Exporters and Importers. Staff who does the Airport Clearance, Airlines Operations staff. The course should also be attended by anyone who wishes to start his own CHA activity and also those appearing for CHA exam.

Duration

9 hrs





E-Commerce Logistics

About the course

Participants will learn about the E Commerce Supply Chain process flow. The course covers Forward Logistics- First Mile, Mid Mile and Last Mile operations. The participants also learn about Reverse logistics – return collection process from Customer and the associated quality checks and also the the return process and quality check before handing over to the pick up point. The course then covers Package Safety- common mistakes that result in shipment damage, how to use Material and Material Handling Equipments and best practices for safer package handling. Participants will also be introduced to , fixed and variable cost classification and other productivity enhancement measures.

Internship and placement assistance is provided at the end of the course.

Who should attend

Freshers/ other logistics industry personnel who wish to make a career in the E Commerce logistics, New joiners and career aspirants and existing personnel in the E Commerce industry who wish to enhance knowledge for career growth.

Duration

30 hrs





Airport Handling

About the course

Participants will learn about the processes of Air Cargo at the Cargo Terminal, the roles and responsibilities of various stakeholders. They will learn about the handling of different types of cargo and the various facilities inside the Cargo Terminals. The course covers the entire export process from City side till the Air side and the Import process from the Air side till the City side. Participants will learn of the unitizing process, and cargo ready for carriage by the airlines for exports and the shipment handling process in Imports.

Who should attend

Newcomers wishing to work at the Cargo Terminal, Freshers working with any of the stake holders at the airport; Air Import & Export Operations and Documentation staff in Logistics; Export & Import staff at Manufacturing units; Airlines staff; Custom House Agents; Cargo Terminal Operators staff

Duration

40 hrs





MLG011

Air Freight Basics

About the course

The course covers basics of Air freight, various types of cargo – general and special, that is carried by air. Participants will learn about packaging, marking, labelling of cargo and about cargo handling equipment. Participants will also be taught about Airlines, IATA areas, codes and geography, countries and continents essential to Air cargo geography. Participants will get to learn about the pricing elements of air freight, incoterms, region wise carrier approach, online booking of space with carrier, EDI filing of Shipping Bill and Bill of Entry, execution of AWB, Custom clearance procedures, and shipment coordination.

Learning and understanding will be enhanced through case studies, sharing best practices and examples taken from work environment.

Who should attend

New joiners in the industry : 3-6 months.
Working professionals in Air, Sea cargo, Accounts, HR who wish to enhance their knowledge of Air Cargo processes and documentation, or looking for a change in their profile. Personnel working with Cargo Terminal Operators, or any of the stakeholders at the Airport will benefit from this course.

Duration

30 hrs





World Geography

About the course

Understanding the world map, oceans, cities, ports is integral to any work in logistics. The course covers an in depth understanding of geography- air & sea routes. This will help in planning of cargo movement and will help in client interaction during sales. Participants will understand about trans-shipment routes and hubs. The course also covers IATA Traffic Conference areas, world time zones and understanding of the international date line, which will help in prioritizing work and responses.

Who should attend

All staff working in Logistics Industry.

Duration

4.5 hrs





Aircraft Loadability- Types of aircraft & ULDs

About the course

The course covers understanding of various types of aircrafts used for carriage of air cargo- Passengers and Freighters. Participants will learn about narrow bodied and wide-bodied aircrafts and the cargo hold and various positions for loading the ULDs. The course also covers understanding of the Unit Load device (ULDs)- pallets & containers and the different types for each type of aircraft. Participants will also understand loading of different types of cargo, special cargo- DG, Perishables, and specialized containers for Pharma goods.

Who should attend

Sales staff and operations staff handling air cargo in any logistics organization.

Duration

3.5 hrs





Basic Cargo Awareness

About the course

The course provides an overview of basic cargo for Air & Sea transport. It will cover world geography, air and sea routes, seaports, and airports. The participants will learn about the various stakeholders, National and International organizations, Associations and Government regulatory agencies. The participants will also learn about different types of cargo, equipment for carrying cargo by sea and air, documents- Commercial, Customs and Transport. Participants will also be taught on the various processes involved in the movement of cargo.

Who should attend

New joiners (0-6 months), HR, Accounts and Admin staff.

Duration

9 hrs





LCL Consolidation

About the course

The course will provide an overview of LCL product, Importance & Limitations of LCL Consolidation. The participants will also understand process involved in planning of LCL cargo such as direct Consolidation, transshipment consolidation (DND & MCC Box), and buyer's Consolidation.

LCL documentation and pricing will also be covered during the course.

Who should attend

Operations, sales and customer service staff of Ocean Freight department.

Duration

4 hrs





Cold Chain and Vaccine Handling

About the course

The course covers an understanding of the Cold Chain, the different types of requirements for temperature controlled goods and why vaccine management is a specialized task. The course also explains about the different types of active and passive packaging solutions, specialized vehicles and equipment used for transportation, by road or air. The course covers the full journey of cold chain movement- Primary, secondary and tertiary movement and also last mile delivery.

Participants will get to learn about the facilities at the airports, the clearance process for international vaccine movement, equipment used at the tarmac and inside the cargo terminal, loading and unloading of pharma shipments and different types of ULDs used by Airlines.

Who should attend

Air freight sales, customer service and operations teams. Door to Door delivery and teams handling surface movement and domestic movement of temperature controlled goods.

Duration

8 hrs





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