

Model Curriculum

Warehouse Supervisor

(Electives – Bonded Warehouse/ Cold Chain Warehouse/ FMCG Warehouse/ Automotive Warehouse/ Dry Bulk Cargo Warehouse) (Options – Business Development/ Profit Management)

SECTOR: LOGISTICS

SUB-SECTOR: WAREHOUSING

**OCCUPATION: OPERATIONS, PACKAGING,
DOCUMENTATION AND REPORTING**

REF ID: LSC/Q0102, V1.0

NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

Logistic Sector Skill Council of India

for the

Model Curriculum

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Warehouse Supervisor'** QP No. **'LSC/Q0102 NSQF Level 5'**

Date of Issuance: May 4th, 2019

Valid up to: May 4th, 2022

**Valid up to the next review date of the Qualification Pack*



Authorised Signatory
(Logistics Sector Skill Council of India)

TABLE OF CONTENTS

| | |
|---|-----------|
| 1. Curriculum | 01 |
| 2. Trainer Prerequisites | 10 |
| 3. Annexure: Assessment Criteria | 11 |

Warehouse Supervisor

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Warehouse Supervisor”, in the “Logistics” Sector/Industry and aims at building the following key competencies amongst the learner

| | | | |
|--|--|----------------------------|------------|
| Program Name | Warehouse Supervisor | | |
| Qualification Pack Name & Reference ID. | LSC/Q0102, v1.0 | | |
| Version No. | 1.0 | Version Update Date | 04-05-2019 |
| Pre-requisites to Training | Graduate (or) Diploma/ Class XII with relevant experience (or) Class X with relevant experience. Not Applicable for License. Should be proficient and cleared Level 4 | | |
| Training Outcomes | <p>After completing this programme, participants will be able to:</p> <p>Compulsory:</p> <ul style="list-style-type: none"> • Prepare resource allocation plan based on activities scheduled. • Manage safe loading, unloading, receiving and despatch activities • Supervise packaging as per customer and regulatory requirements • Inspect invoices for correct application of GST • Comply to work place integrity, ethical and regulatory practices. • Manage workplace for safe and healthy work environment by following and ensuring compliance to regulatory and safety norms <p>Electives:</p> <ul style="list-style-type: none"> • Plan and coordinate demarcation, segregation, customs clearance and related activities in a bonded warehouse • Execute safe segregation, grading, storage, temperature control, microbiological control and movement of goods in a cold storage warehouse • Plan and supervise proper goods sorting, storage, picking, inventory management and movement of goods in a FMCG warehouse • Manage safe storage, serial number control, packaging, palletisation and process improvement activities in an automotive warehouse • Practice cargo handling, volume/weight measurement, pest control, spillage control and equipment operations in a dry bulk warehouse <p>Options:</p> <ul style="list-style-type: none"> • Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc. • Manage business profitably by analysing profit and loss and undertaking operations improvement initiatives. | | |

This course encompasses 6 out of 6 Compulsory NOS (National Occupational Standards), 5 out of 5 Electives, 2 out of 2 Options of “Warehouse Supervisor” Qualification Pack issued by “Logistics Sector Skill Council”.

COMPULSORY NOS:

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|---|
| 1 | Introduction Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code Bridge Module | <ul style="list-style-type: none"> Classify the components of Supply Chain and Logistics sector Detail the various sub-sectors and the opportunities in them Identify various activities in land transportation, warehouse, port yard, land, ship and air transportation Explain job roles in warehousing Detail your job role as warehouse supervisor and its interface with other job roles Describe the various MHEs and equipment used in warehouses Discuss the documentation requirements in warehousing operations | Teaching board, computer, projector, video player or TV |
| 2 | Resource allocation and warehouse operations management Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N0119 | <ul style="list-style-type: none"> Generate run-sheets for warehouse activities based on work load Allocate manpower, material, MHE and other resources as per activities Inspect warehouse for safety, security and cleanliness norms Develop alternate plans to engage manpower and resources in-case of activity delay Develop robust corrective and preventive actions Explain escalation procedure when additional inputs are required Describe relationship to be maintained between other departments, contractors, transporters, freight operators, clients, shipping companies, customs, and regulatory bodies Prepare reports on damaged goods, and activities executed Describe the support needed to be provided for preventive maintenance of equipment in warehouse | SOP, worksheets, white board, stationery, markers, PPEs, ERP, computer, printers, tracker, MHEs, etc. |
| 3 | Receiving and dispatch operations Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 | <ul style="list-style-type: none"> Plan staging area for loading/unloading of goods Record spillage/breakage during loading/unloading Perform visual inspection of goods Describe the mandatory documentation to be checked before and after loading/unloading Describe quarantine and safe disposal | SOP, worksheets, stationery, markers, PPEs, ERP, computer, printers, safety equipment etc. |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|---|
| 6 | <p>Guidelines on integrity and ethics</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code LSC/ N9908</p> | <ul style="list-style-type: none"> Describe the concepts of integrity, ethics Detail the various regulatory requirements related to logistics industry Explain data and information security practices Identify corrupt practices Comply to regulatory requirements Practice code of conduct and etiquettes Document all integrity and ethics violations Explain escalation matrix for reporting deviation | SOP, worksheets, computer, projector, printer, display board and markers |
| 7 | <p>Compliance to health, safety and security norms</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code LSC/N9909</p> | <ul style="list-style-type: none"> Detail health, safety and security procedures in land transport, port terminals, CFS and ICD Implement 5S at workplace Inspect the activity area and equipment, for appropriate and safe conditions Identify unsafe working conditions Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods Implement standard protocol in case of emergency situations, accidents, and breach of safety Document all health, safety and security violations Explain escalation matrix for reporting deviation | PPE, MHE, instructional material, alarms, safety guidelines, safety signs, computer, projector etc. |
| | <p>COMPULSORY NOS: Total Duration 410:00</p> <p>Theory Duration 120:00</p> <p>Practical Duration 290:00</p> | <p>Unique Equipment Required: Teaching board, computer, projector, video player or TV, SOP, worksheets, white board, stationery, markers, PPEs, ERP, printers, tracker, MHEs, GST guidelines, MHE, instructional material, alarms, safety guidelines, safety signs etc.</p> | |

ELECTIVES (Mandatory to select at least one)

ELECTIVE 1: Bonded Warehouse

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|---|
| 1 | <p>Supervisory operations at bonded warehouse</p> | <ul style="list-style-type: none"> Describe bonded warehouse demarcation procedure for different types of goods and clients Explain the process for restricting | ERP, MS Office, stationery, demarcation equipment, SOP, |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|--|
| | <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0121</p> | <p>worker access within bonded warehouse</p> <ul style="list-style-type: none"> List the documentation requirements for customs clearance procedure for different types of goods, country of receipt and type of product Describe the relationship to be maintained with customs, brokers, transporters, clients, IATA agents, insurance agents etc for timely inspection and delivery of goods Discuss the dispute resolution process in-case of any discrepancies in export/import documentation Discuss client grievance redressal mechanism Discuss the claims processing process damaged goods Develop robust preventive and corrective action | <p>computer, projector, worksheets, etc.</p> |
| | <p>ELECTIVE 1 : Total Duration</p> <p>Theory Duration 20:00</p> <p>Practical Duration 50:00</p> | <p>Unique Equipment Required: ERP, MS Office, stationery, demarcation equipment, SOP, computer, projector, worksheets, etc.</p> | |

ELECTIVE 2: Cold Chain Warehouse

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|---|
| 1 | <p>Supervisory operations at cold chain warehouse</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0122</p> | <ul style="list-style-type: none"> Discuss cold chain warehouse temperature management requirements for different types of products Demonstrate segregation, sorting, and grading operations in a cold chain warehouse Explain HACCP and HAZMAT regulations for different types of goods Describe inspection of microbiological reports and non-conformities Describe the quarantine and other process to be undertaken in-case of microbiological non-conformities Explain the quarantine and safe disposal procedure for damaged, spilled and contaminated goods Discuss the documentation requirements for cold chain warehouse operations Prepare reports on cold chain | <p>ERP, MS Office, cold storage facility, temperature control systems, HACCP and HAZMAT guidelines, stationery, demarcation equipment, SOP, computer, projector, worksheets, etc.</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--------------------|
| | | warehouse operational metrics relating to employee operations, work completion status, temperature maintenance, resource utilized, down time etc. | |
| | ELECTIVE 2: Total Duration Theory Duration 20:00 Practical Duration 50:00 | Unique Equipment Required: ERP, MS Office, cold storage facility, temperature control systems, HACCP and HAZMAT guidelines, stationery, demarcation equipment, SOP, computer, projector, worksheets, etc. | |

ELECTIVE 3: FMCG Warehouse

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|---|
| 1 | Supervisory operations at FMCG warehouse operations Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N0123 | <ul style="list-style-type: none"> Detail picklist generation process Discuss the different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc. Explain inventory storage area management for different types of goods and quantity variations Explain goods sorting and appropriate storage method for different types of products Describe goods, packaging and documentation inspection procedure Detail different types of inventory counting and reconciliation process Develop robust preventive and corrective action plans Prepare reports on FMCG warehouse operational metrics relating to employee operations, work completion status, resource utilized, down time etc. | ERP, MS Office, stationery, demarcation equipment, different types of storage racks, SOP, computer, projector, worksheets, etc. |
| | ELECTIVE 3: Total Duration Theory Duration 20:00 Practical Duration 50:00 | Unique Equipment Required: ERP, MS Office, stationery, demarcation equipment, different types of storage racks, SOP, computer, projector, worksheets, etc. | |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|--|--------------------|
| | LSC/N0125 | <ul style="list-style-type: none"> Explain inventory accounting in dry bulk warehouse Develop robust corrective and preventive action plans Prepare reports on dry bulk warehouse operational metrics relating to employee operations, work completion status, resource utilized, down time, spillages etc. | |
| | ELECTIVE 5: Total Duration Theory Duration 20:00 Practical Duration 50:00 | Unique Equipment Required: ERP, MS Office, stationery, demarcation equipment, MHE and conveyor controls, SOP, computer, projector, worksheets, etc. | |

OPTIONS (Optional to choose any or all or none)

OPTION 1: Business Development

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|--|--|
| 1 | Business development and stakeholder relations Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N9701 | <ul style="list-style-type: none"> Identify target population to approach for business development Assess prospective clients Identify client requirements Offer customised or bundled solutions based on sales pitch Demonstrate effective oral and written business communication Prepare costing sheets for service delivery Use ERP for updating client data Estimate when to upsell and cross-sell services to existing clients Describe the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship Prepare service level agreements Schedule resources as per operational requirement | Computers, MIS, ERP, business lead softwares Teaching board, computer, projector, video player and TV |
| | OPTION 1: Total Duration Theory Duration 20:00 Practical Duration 50:00 | Unique Equipment Required: Computers, MIS, ERP, business lead softwares, teaching board, computer, projector, video player and TV | |

Annexure: Assessment Criteria

| | |
|-----------------------------|---------------------------------------|
| Assessment Criteria | |
| Job Role | Warehouse Supervisor |
| Qualification Pack | LSC/Q0102, v1.0 |
| Sector Skill Council | Logistics Sector Skill Council |

| Sr. No. | Guidelines for Assessment |
|---------|---|
| 1 | Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. |
| 2 | The assessment for the theory part will be based on knowledge bank of questions created by the SSC. |
| 3 | Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) |
| 4 | Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion |
| 5 | To pass the Qualification Pack, every trainee should score a minimum of 70% in each NOS |
| 6 | In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack |

| Compulsory NOS | | | | | |
|--|--|-------------|------------------|--------|------------------|
| Total Marks: 600 | | | Marks Allocation | | |
| Assessment Outcomes | Assessment Criteria for Outcomes | Total Marks | Out of | Theory | Skills Practical |
| LSC/N0119 Allocate resources and streamline operations at a warehouse | PC1. obtain receipt, storage and dispatch details | 100 | 4 | 1 | 3 |
| | PC2. develop daily work plan factoring in priority cases, and cases requiring exceptional handling | | 4 | 1 | 3 |
| | PC3. get the work plan approved from the manager and allocate tasks to workers and associates | | 4 | 1 | 3 |
| | PC4. generate run-sheets for different tasks and distribute to workers and associates | | 4 | 1 | 3 |
| | PC5. budget and allocate the requisite MHE for tasks at hand | | 4 | 1 | 3 |
| | PC6. inspect warehouse operational area for compliance to safety, security and cleanliness norms | | 4 | 1 | 3 |
| | PC7. review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance | | 4 | 1 | 3 |
| | PC8. engage resources in alternate operation when there is a delay of planned | | 4 | 1 | 3 |

| | | | | |
|--|---|---|---|---|
| | based on work load of different tasks and re-deploy resources as per demand | | | |
| | PC8. perform visual inspection of inbound and outbound goods | 3 | 1 | 2 |
| | PC9. check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation | 3 | 1 | 2 |
| | PC10. inform executive if there is a difference in quantity received and review entries made in the system | 3 | 1 | 2 |
| | PC11. inspect safe movement of goods to put-away area and to storage area | 3 | 1 | 2 |
| | PC12. perform visual inspection of goods for and check for damages and barcoding errors | 3 | 1 | 2 |
| | PC13. quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken | 3 | 1 | 2 |
| | PC14. undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager | 3 | 1 | 2 |
| | PC15. allocate storage space in the dispatch area and monitor collection of goods from store | 3 | 1 | 2 |
| | PC16. check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched | 3 | 1 | 2 |
| | PC17. receive stowage plan from transport coordinator and ensure stacking as per stowage plan | 3 | 1 | 2 |
| | PC18. monitor loading and despatch of stock in accordance to the run sheet | 3 | 1 | 2 |
| | PC19. inspect safe loading of goods and record any damages | 3 | 1 | 2 |
| | PC20. quarantine damaged goods and act based on inputs from manager and client | 3 | 1 | 2 |
| | PC21. follow-up with vendors and update the status of the despatch in the system | 3 | 1 | 2 |
| | PC22. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc. | 3 | 1 | 2 |
| | PC23. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it | 3 | 1 | 2 |
| | PC24. perform wall to wall inventory count and generate report | 3 | 1 | 2 |

| | | | | | |
|--|--|-----|------------|-----------|-----------|
| | PC8. cross check list of products to be packaged and the products that are being packed | | 7 | 2 | 5 |
| | PC9. inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to process | | 7 | 2 | 5 |
| | PC10. check for goods damaged during packaging and quarantine them separately | | 7 | 2 | 5 |
| | PC11. check for optimal utilisation of NPM and man hours without any damage to the products | | 7 | 2 | 5 |
| | PC12. make sure the area is cleaned after packing operations | | 7 | 2 | 5 |
| | PC13. ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP | | 7 | 2 | 5 |
| | PC14. train subordinates on packaging and labelling process for different product, client, and country requirements | | 7 | 2 | 5 |
| | | | 100 | 30 | 70 |
| LSC/N9907 Verify and review GST application | PC1. verify and approve daily invoicing | 100 | 8 | 4 | 4 |
| | PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST | | 8 | 4 | 4 |
| | PC3. check if that IGST is chargeable on the invoices raised for export of goods/services | | 8 | 4 | 4 |
| | PC4. check if GST is payable under reverse charge in case of unregistered party | | 8 | 4 | 4 |
| | PC5. verify and approve separate notification in case of exemption | | 8 | 4 | 4 |
| | PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice | | 8 | 4 | 4 |
| | PC7. verify if the goods/services are procured from registered vendor | | 6 | 3 | 3 |
| | PC8. check for pending litigation cases under earlier regime | | 8 | 4 | 4 |
| | PC9. review sales invoice and check if record is maintained properly | | 8 | 4 | 4 |
| | PC10. coordinate with finance department for any updating in GST law | | 8 | 4 | 4 |
| | PC11. check that the payment received from the client is including applicable taxes | | 6 | 3 | 3 |
| | PC12. assist in verifying and reviewing monthly returns | | 8 | 4 | 4 |

| | | | | | |
|---|--|-----|------------|-----------|-----------|
| | PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed | | 8 | 4 | 4 |
| | | | 100 | 50 | 50 |
| LSC/N9908 Maintain and monitor integrity and ethics in operations | PC1. refrain from indulging in corrupt practices | 100 | 8 | 3 | 5 |
| | PC2. protect customer's information and ensure acquired information is not used for personal advantage | | 8 | 3 | 5 |
| | PC3. protect data and information related to business or commercial decisions | | 8 | 3 | 5 |
| | PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity | | 8 | 3 | 5 |
| | PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices | | 8 | 3 | 5 |
| | PC6. consult senior management when in an ethical dilemma | | 8 | 3 | 5 |
| | PC7. report promptly all violations of code of ethics | | 8 | 3 | 5 |
| | PC8. dress up and conduct in a professional manner | | 8 | 3 | 5 |
| | PC9. communicate with clients and stakeholders in a soft and polite manner | | 8 | 3 | 5 |
| | PC10. follow etiquettes | | 7 | 4 | 3 |
| | PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations | | 7 | 3 | 4 |
| | PC12. coordinate with regulatory authorities and assist in inspections and clearances | | 7 | 3 | 4 |
| | PC13. report any issues with regulatory compliance | | 7 | 3 | 4 |
| | | | 100 | 40 | 60 |
| LSC/N9909 Follow and monitor health, safety and security procedure | PC1. make note of all safety processes with reference to area of operation | | 6 | 2 | 4 |
| | PC2. wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable | | 6 | 2 | 4 |
| | PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety | | 6 | 2 | 4 |
| | PC4. undertake periodical preventive health check ups | | 5 | 2 | 3 |
| | PC5. follow necessary standard operating procedures (SOP) and precautions while | | 6 | 2 | 4 |

| | | | | | |
|--|--|--------------------|---------------|-------------------------|------------------|
| | are followed during operations | | | | |
| | PC6. inspect loading/unloading process and ensure the right goods are being handled | | 8 | 2 | 6 |
| | PC7. make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code | | 8 | 2 | 6 |
| | PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same | | 8 | 2 | 6 |
| | PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations | | 8 | 2 | 6 |
| | PC10. supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP) | | 7 | 2 | 5 |
| | PC11. organize inventory cycle counting as per SOP and report the status | | 7 | 2 | 5 |
| | PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc. | | 7 | 2 | 5 |
| | PC13. train warehouse associates on order picking, packing, sorting and documentation activities | | 7 | 2 | 5 |
| | | | 100 | 30 | 70 |
| Elective 4 - Automotive Warehouse | | | | | |
| Total marks 100 | | | | Marks allocation | |
| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Practical |
| LSC/N0124 Supervise automotive warehouse operations | PC1. coordinate with OEM/3PL/4PL for storage and dispatch of goods | 100 | 10 | 4 | 6 |
| | PC2. check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list | | 10 | 4 | 6 |
| | PC3. ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations | | 8 | 3 | 5 |
| | PC4. check for adherence to different certifications for automotive goods | | 8 | 3 | 5 |
| | PC5. inspect palletization process and ensure its executed as per design/process agreed with the client | | 8 | 2 | 6 |
| | PC6. ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately | | 8 | 2 | 6 |

| | | | | | |
|--|---|--|------------|-----------|-----------|
| | regarding new offerings, discounts, customised solutions, etc. | | | | |
| | PC16. liaise with customs, other Govt. departments, Partner Government Agencies (PGAs), etc. and build professional relations with them | | 5 | 2 | 3 |
| | PC17. analyse and manage claim requests | | 5 | 3 | 2 |
| | PC18. co-ordinate with marketing agencies for publicity of services of the company | | 5 | 2 | 3 |
| | PC19. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, Service Level Agreements (SLA), payment period, etc. | | 5 | 3 | 2 |
| | PC 20. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand | | 5 | 2 | 3 |
| | | | 100 | 50 | 50 |

| Options | | | | | |
|---|---|-------------|--------|------------------|-----------|
| Option 2 – Profit Management | | | | | |
| Total marks 100 | | | | Marks allocation | |
| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Practical |
| LSC/N9603 Profit and loss account management and cost accounting | PC1. review department wise budgets and make amendments if required | 100 | 8 | 3 | 5 |
| | PC2. collate and prepare annual budgets along with sales and profit targets | | 8 | 3 | 5 |
| | PC3. schedule both capital and operational expenses accordance to the budget | | 7 | 3 | 4 |
| | PC4. analyse and review the P&L performance for the unit | | 7 | 3 | 4 |
| | PC5. analyse profitability and business performance trends department wise | | 7 | 3 | 4 |
| | PC6. periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions | | 7 | 3 | 4 |
| | PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements | | 7 | 4 | 3 |
| | PC8. undertake adequate risk management so as to meet Key | | 7 | 4 | 3 |

| | | | | | |
|--|---|--|------------|-----------|-----------|
| | Performance targets | | | | |
| | PC9. manage and control budgets of different departments on a periodic basis to optimise financial performance | | 7 | 4 | 3 |
| | PC10. periodically review activity and department financial performance | | 7 | 4 | 3 |
| | PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue | | 7 | 4 | 3 |
| | PC12. analyse the actual cost w.r.t physical output to draw inferences | | 7 | 4 | 3 |
| | PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required | | 7 | 4 | 3 |
| | PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals | | 7 | 4 | 3 |
| | | | 100 | 50 | 50 |

Model Curriculum

Warehouse Associate

**(Electives – Perishable Goods/ Fast-Moving Consumer Goods (FMCG)/ Automotive Goods/ Dry Bulk Cargo)
(Options – Goods and Services Tax (GST) application)**

**SECTOR: LOGISTICS
SUB-SECTOR: WAREHOUSING
OCCUPATION: OPERATIONS
REF ID: LSC/Q0101, V1.0
NSQF LEVEL: 3**



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

Logistic Sector Skill Council of India

for the

Model Curriculum

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Warehouse Associate'** QP No. **'LSC/Q0101 NSQF Level 3'**

Date of Issuance: May 4th, 2019

Valid up to: May 4th, 2022

**Valid up to the next review date of the Qualification Pack*



Authorised Signatory
(Logistics Sector Skill Council of India)

TABLE OF CONTENTS

| | |
|---|-----------|
| 1. Curriculum | 01 |
| 2. Trainer Prerequisites | 08 |
| 3. Annexure: Assessment Criteria | 09 |

Warehouse Associate

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Warehouse Associate”, in the “Logistics” Sector/Industry and aims at building the following key competencies amongst the learner

| | | | |
|--|---|----------------------------|------------|
| Program Name | Warehouse Associate | | |
| Qualification Pack Name & Reference ID. | LSC/Q0101, v1.0 | | |
| Version No. | 1.0 | Version Update Date | 04-05-2019 |
| Pre-requisites to Training | Class X; candidate should have completed 18 years of age | | |
| Training Outcomes | <p>After completing this programme, participants will be able to:</p> <p>Compulsory:</p> <ul style="list-style-type: none"> • Perform picking, packaging, labelling, kitting and binning activities at the warehouse • Execute safe loading and unloading of goods at the warehouse • Comply to work place integrity, ethical and regulatory practices • Manage workplace for safe and healthy work environment by following and ensuring compliance to regulatory and safety norms <p>Electives:</p> <ul style="list-style-type: none"> • Demonstrate safe segregation, grading, storage, temperature control, and movement of goods in a cold storage warehouse for perishable goods • Execute goods sorting, storage, picking, inventory counting and movement of goods in a FMCG warehouse • Perform safe storage, packaging, palletisation and process improvement activities in an automotive warehouse • Perform cargo handling, volume/weight measurement, pest control, spillage control and equipment operations in a dry bulk warehouse <p>Options:</p> <ul style="list-style-type: none"> • Inspect invoices for correct application of GST. | | |

This course encompasses 4 out of 4 Compulsory NOS (National Occupational Standards), 4 out of 4 Electives, 1 out of 1 Options of “Warehouse Associate” Qualification Pack issued by “Logistics Sector Skill Council”.

COMPULSORY NOS:

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--|
| 1 | <p>Introduction to Warehouse Associate</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code Bridge Module</p> | <ul style="list-style-type: none"> Classify the components of supply chain and logistics sector Detail the various sub-sectors and the opportunities in them Identify various activities in warehouse, port yard, land, ship and air transportation Explain job roles in warehousing Describe your job role as warehouse associate and its interface with other job roles Describe the various MHEs and equipment used in warehouses Discuss the documentation requirements in warehousing operations | Teaching board, computer, projector, video player or TV |
| 2 | <p>Picking, Packing, Kitting, Labelling and Binning</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0101</p> | <ul style="list-style-type: none"> Identify the different components of a picklist Identify the type of MHE to be used for different types of goods Describe picking process Describe the items used for packing and labelling Demonstrate different types of packing and labelling process Describe the PPE and equipment used for kitting Detail the components of kitting documentation Inspect kitting items for damages and errors Demonstrate kitting process List the equipment and stationery used for binning Demonstrate binning for various types of goods Demonstrate cleaning of work area post work | Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.. |
| 3 | <p>Loading and unloading</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> | <ul style="list-style-type: none"> Describe the MHE equipment used for loading/unloading Detail the PPE to be used for loading/unloading of various types of goods Demonstrate usage of tools, ropes/chains to secure product/crate Discuss handling procedure for breakage/ spillage of package/ consignment | Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like pallet truck (manual and battery operated), etc. barcode scanner, packing |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|--|---|
| | Corresponding NOS Code LSC/N0102 | <ul style="list-style-type: none"> Demonstrate the procedure of parking MHE equipment correctly Report daily operations | devices, packing material, markers and stationery, etc. |
| 4 | Guidelines on integrity and ethics Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/ N9904 | <ul style="list-style-type: none"> Describe the concepts of integrity, ethics Detail the various regulatory requirements related to logistics industry Explain data and information security practices Identify corrupt practices Comply to regulatory requirements Practice code of conduct and etiquettes Document integrity and ethics violations Explain escalation matrix for reporting deviation | SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV |
| 5 | Compliance to health, safety and security norms Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/ N9905 | <ul style="list-style-type: none"> Detail health, safety and security procedures in port terminals, CFS and ICD Implement 5S at workplace Inspect the activity area and equipment, for appropriate and safe conditions Identify unsafe working conditions Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods Implement standard protocol in case of emergency situations, accidents, and breach of safety Document health, safety and security violations Explain the escalation matrix for reporting deviation | PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, markers and stationery, etc. |
| | COMPULSORY NOS: Total Duration 270:00 Theory Duration 80:00 Practical Duration 190:00 | Unique Equipment Required: Teaching board, computer, projector, video player or TV, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, manual and battery operated pallet truck, SOP, barcode scanner, packaging devices, packaging material, markers and stationery, etc.. | |

ELECTIVES (Mandatory to select at least one)

ELECTIVE 1: Perishable Goods

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|--|
| 1 | <p>Perishable goods handling</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0103</p> | <ul style="list-style-type: none"> Describe the coding requirement for various types of products Discuss cold chain warehouse temperature management requirements for different types of products Demonstrate segregation, sorting, and grading operations in a cold chain warehouse List the equipment used while handling goods in cold chain warehouse Demonstrate MHE usage for loading, unloading and movement of goods Identify contaminated goods Explain quarantine procedure for contaminated goods Detail the precautions to be followed to avoid contamination Describe the cleaning process of cold chain warehouse and its equipment | <p>Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.</p> |
| | <p>ELECTIVE 1 : Total Duration</p> <p>Theory Duration 20:00</p> <p>Practical Duration 50:00</p> | <p>Unique Equipment Required: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.</p> | |

ELECTIVE 2: Fast-Moving Consumer Goods (FMCG)

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|---|
| 1 | <p>FMCG handling</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0104</p> | <ul style="list-style-type: none"> List the various types of coding in a FMCG warehouse Detail the components of documentation for FMCG warehouse goods movement process Identify goods and its storage location based on picklist Perform various types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc. Demonstrate sorting and placing of goods as per size, type, style, colour, or product code Demonstrate the process of packaging and labelling Explain FIFO, LIFO inventory | <p>Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, packing material, markers and stationery, etc.</p> |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|--------------------|
| | | <p>management processes</p> <ul style="list-style-type: none"> Detail the steps in inventory counting process Perform cleaning of aisles and product slots Report defective or broken products | |
| | <p>ELECTIVE 2: Total Duration</p> <p>Theory Duration 20:00</p> <p>Practical Duration 50:00</p> | <p>Unique Equipment Required: Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, packing material, markers and stationery, etc.</p> | |

ELECTIVE 3: Automotive Goods

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|--|
| 1 | <p>Automotive goods handling</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0105</p> | <ul style="list-style-type: none"> Demonstrate packing/ de-packing and labelling of automotive goods Demonstrate loading/ unloading of goods from fixtures/ crates/ pallets/ boxes Discuss Kanban process of material storage and inventory management Explain the MHE used for various types of automotive goods Discuss the precautions to be taken while loading/ unloading, strapping and lashing of goods Demonstrate loading/ unloading, strapping and lashing of goods Demonstrate different types of packaging and palletisation Report defective or broken products Detail the steps in inventory counting process Discuss the process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. Prepare reports on daily activities | <p>Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like forklift, reach stacker, pallet truck, etc., walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.</p> |
| | <p>ELECTIVE 3: Total Duration</p> <p>Theory Duration 20:00</p> <p>Practical Duration 50:00</p> | <p>Unique Equipment Required: Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like forklift, reach stacker, pallet truck, etc., walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.</p> | |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--------------------------------|--------------------|
| | Theory Duration 20:00 Practical Duration 50:00 | projector, GST guidelines etc. | |

| | | | |
|--|---|---|--|
| | GRAND Duration Total Minimum Duration for the QP= <u>340 hrs</u> Theory: 100 hrs Practical: 240 hrs Maximum Duration for the QP= <u>620 hrs</u> Theory: 180 hrs Practical: 440 hrs | Unique Equipment Required: Teaching board, computer, projector, video player or TV, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, manual and battery operated pallet truck, conveyor, SOP, barcode scanner, packaging devices, packaging material, markers and stationery, ERP, GST guidelines etc.. | |
|--|---|---|--|

(This syllabus/ curriculum has been approved by Logistics Sector Skill Council)

Trainer Prerequisites for Job role: “Warehouse Associate” mapped to Qualification Pack: “LSC/Q0101, v1.0”

| Sr. No. | Area | Details |
|---------|---|--|
| 1 | Description | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/ Q0101” |
| 2 | Personal Attributes | The job requires the individual to have strong communication skills, presentation skills, measuring, evaluating and problem-solving skills. He/she should be able to facilitate learning |
| 3 | Minimum Educational Qualifications | Class X; candidate should have completed 18 years of age |
| 4a | Domain Certification | Certified for Job Role: “Warehouse Associate” mapped to QP: “LSC/Q0101, v1.0”. Minimum accepted score is 80% |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% |
| 5 | Experience | <ul style="list-style-type: none"> Graduate with minimum 5 years (with minimum 2 years of experience as Supervisor/ Manager) of experience in Warehouse operations (or) Diploma with minimum 7 years (with minimum 3 years of experience as Supervisor) of experience in Warehouse operations (or) Class XII pass with minimum 9 years (with minimum 3 years of experience as Supervisor) of experience in Warehouse operations (or) Detailed knowledge of warehouse operations management including goods receipt and dispatch, inventory analysis, maintenance and repair, budgeting and resource management Has supervisory skills with good knowledge of IT and control systems in Warehousing, and reporting and data management skills The trainer should have the ability to read write and communicate in vernacular language, Hindi and English |

| | | | | | |
|--|---|--|------------|-----------|-----------|
| | PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition | | 4 | 1 | 3 |
| | PC18. check if all the safety and security related tags, labels and signage are placed in the cargo | | 4 | 1 | 3 |
| | PC19. check if loading instrument is certified and operational | | 4 | 1 | 3 |
| | PC20. implement 5S at workplace | | 4 | 1 | 3 |
| | PC21. check if cargo has passed security checks and report in case of any violation | | 4 | 1 | 3 |
| | | | 100 | 40 | 60 |

| Electives | | | | | |
|---|---|-------------|------------------|-----------|------------------|
| Elective 1 - Perishable Goods | | | | | |
| Total marks 100 | | | Marks allocation | | |
| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Skills Practical |
| LSC/N0103 handle perishable goods in warehouse | PC1. identify and comply with various coding of perishables goods stored in warehouse | 100 | 10 | 3 | 7 |
| | PC2. maintain ambient temperature as per product | | 10 | 3 | 7 |
| | PC3. follow handling precautions as per Standard Operating Procedures (SOP) for various perishable products | | 10 | 3 | 7 |
| | PC4. perform sorting and grading of perishable goods as per SOP and customer standards | | 10 | 3 | 7 |
| | PC5. identify goods to be moved either to the storage from the staging area / unloading area | | 8 | 2 | 6 |
| | PC6. identify the right equipment required for handling the goods | | 9 | 3 | 6 |
| | PC7. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to type of product | | 9 | 3 | 6 |
| | PC8. operate MHE or use MHE operator to pick the items | | 9 | 3 | 6 |
| | PC9. load finished pallets of product onto assigned trailers safely and accurately | | 9 | 3 | 6 |
| | PC10. identify contaminated goods and quarantine them as per SOP | | 8 | 2 | 6 |
| | PC11. clean and maintain warehouse aisles and product slots | | 8 | 2 | 6 |
| | | | 100 | 30 | 70 |
| Elective 2 – Fast-Moving Consumer Goods (FMCG) | | | | | |
| Total marks 100 | | | Marks allocation | | |
| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Skills Practical |
| LSC/N0104 Handle FMCG goods in a warehouse | PC1. identify and comply to coding requirements for storage of FMCG goods | 100 | 9 | 3 | 6 |
| | PC2. review daily plan for goods to be moved in or out of warehouse/fulfilment centre/ mother hub/ distribution centre/ delivery centre | | 9 | 3 | 6 |
| | PC3. identify goods to be moved either to the | | 9 | 3 | 6 |

| | | | | |
|--|--|------------|-----------|-----------|
| | storage from the staging area / unloading area | | | |
| | PC4. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to the kind of product to be handled | 9 | 3 | 6 |
| | PC5. take the assistance of MHE operator to pick the items from the pallet or racks, if required | 8 | 2 | 6 |
| | PC6. execute different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc. | 8 | 2 | 6 |
| | PC7. sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code | 8 | 2 | 6 |
| | PC8. handle all activities related to packaging, labeling etc. of stock during shift. | 8 | 2 | 6 |
| | PC9. report defected or broken products to the supervisor | 8 | 2 | 6 |
| | PC10. ensure First-In, First-Out (FIFO)/ Last In, First Out (LIFO) inventory management as per company/product Standard Operating Procedures (SOP) | 8 | 2 | 6 |
| | PC11. assist during inventory cycle counting as per SOP and report the status | 8 | 3 | 5 |
| | PC12. clean and maintain warehouse aisles and product slots. | 8 | 3 | 5 |
| | | 100 | 30 | 70 |

Elective 3 - Automotive goods

| Total marks 100 | | Marks allocation | | | |
|---|---|-------------------------|---------------|---------------|-------------------------|
| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Skills Practical |
| LSC/N0105 Handle automotive goods in warehouse | PC1. perform packing/ de-packing and labelling of goods | 100 | 8 | 2 | 6 |
| | PC2. load goods on fixtures/ crates/ pallets/ boxes | | 8 | 2 | 6 |
| | PC3. sort and place materials for items on racks, shelves, or in bins according to Kanban list | | 8 | 2 | 6 |
| | PC4. check for adherence to different certifications for automotive goods | | 8 | 2 | 6 |
| | PC5. identify goods to be moved either to the storage from the staging area / unloading area | | 8 | 2 | 6 |
| | PC6. identify the MHE used for operation based on information from the supervisor | | 6 | 2 | 4 |
| | PC7. make arrangement for equipment/tools such as conveyors, hand trucks and pallet jacks, pallets, reach stack, fork lift, PPE, etc. according to work requirement and the kind of product to be handled | | 6 | 2 | 4 |
| | PC8. take the assistance of MHE operator to pick the items from the pallet or racks, if | | 6 | 2 | 4 |

| | | | | |
|---|--|------------|-----------|-----------|
| required | | | | |
| PC9. load finished pallets of product onto assigned trailers safely and accurately | | 6 | 2 | 4 |
| PC10. perform safe strapping and lashing of pallets/ crates/ boxes/ fixtures | | 6 | 2 | 4 |
| PC11. assist during inventory cycle counting as per Standard Operating Procedures (SOP) and report the status | | 6 | 2 | 4 |
| PC12. report defected or broken products to the supervisor | | 6 | 2 | 4 |
| PC13. clean and maintain warehouse aisles | | 6 | 2 | 4 |
| PC14. follow 5S, just in time (JIT), Kaizen, poka-yoke and other poka yoke process improvement guidelines as instructed by supervisor | | 6 | 2 | 4 |
| PC15. submit a daily reports to the supervisor | | 6 | 2 | 4 |
| | | 100 | 30 | 70 |

Elective 4 - Dry Bulk cargo

| Total marks 100 | | Marks allocation | | | |
|---|---|------------------|-----------|-----------|------------------|
| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Skills Practical |
| LSC/N0106 Handle bulk cargo in warehouse | PC1. identify goods to be moved either to the storage from the staging area / unloading area | 100 | 10 | 3 | 7 |
| | PC2. check for various space requirement and weight requirement for storage of bulk cargo | | 10 | 3 | 7 |
| | PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to work requirement and the kind of product to be handled | | 10 | 3 | 7 |
| | PC4. operate conveyors for movement of bulk cargo and ensure for smooth and pilferage free movement | | 10 | 3 | 7 |
| | PC5. continuously check for the weight and volume metrics to ensure adequate storage in different locations | | 10 | 3 | 7 |
| | PC6. clean and maintain warehouse aisles and storage areas | | 10 | 3 | 7 |
| | PC7. check for presence of rodents, birds, insects and other pests which affect the cargo | | 10 | 3 | 7 |
| | PC8. undertake pest control activity at the warehouse | | 10 | 3 | 7 |
| | PC9. measure stored inventory and report to supervisor | | 10 | 3 | 7 |
| | PC10. take necessary precautions to be taken while handling different bulk cargo | | 10 | 3 | 7 |
| | | 100 | 30 | 70 | |

Options

Option 1 – GST application

| Total marks 100 | Marks allocation |
|-----------------|------------------|
|-----------------|------------------|

| Assessment outcome | Assessment criteria | Total marks | Out of | Theory | Skills Practical |
|--|---|-------------|------------|-----------|------------------|
| LSC/N9906 Verify GST invoices | PC1. identify location of service recipient and place of supply of services | 100 | 11 | 4 | 7 |
| | PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST) | | 11 | 3 | 8 |
| | PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party | | 11 | 3 | 8 |
| | PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient | | 11 | 3 | 8 |
| | PC5. obtain description of service, Service accounting code (SAC) / Harmonized System of Nomenclature (HSN) code | | 11 | 3 | 8 |
| | PC6. receive unique identification number (UIN) for multilateral entity | | 11 | 3 | 8 |
| | PC7. check for relevant notification in case of exempt clients | | 11 | 3 | 8 |
| | PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN | | 12 | 5 | 7 |
| | PC9. check for vendor invoices for all mandatory particulars and applicable GST | | 11 | 3 | 8 |
| | | | 100 | 30 | 70 |