



AN INTERNSHIP REPORT ON THE FREIGHT FORWARDING PROCESS IN

FLYJAC LOGISTICS PVT LTD

BY

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BONAFIDE CERTIFICATE

This is certify that this summer internship report titled “**A STUDY ON FERIGHT FORWADING PROCESS IN FLYJAC LOGISTICS PVT. LTD**” is the bonafide work of **HARI PRASATH N (REG.NO.2303412563121044)** under my supervision. Certified further, that to the best of my knowledge the work reported here in does not form part of any other project or dissertation on the basis of which a degree or award was conferred on earlier occasion on this or any other candidate.

DR P VENKATESH

Signature of the guide

DR K MARAN

Signature of the director

DECLARATION

I **HARI PRASATH N.** hereby declare that the internship report, entitled “**A STUDY ON FREIGHT FORWARDING PROCESS IN FLYJAC LOGISTICS PVT. LTD**” submitted to the Anna university, Chennai in partial fulfilment of the requirement for the award of the degree of **MASTER OF BUSINESS ADMINISTRATION** is record of original and independent research work done by me during October 2024 under the supervision of **DR P VENKATESH**, professor Department of Management sciences, and it has not formed the basis or other similar title to any candidate of any university.

Place: Chennai

Name: HARI PRASATH N

Date:

ABSTRACT

This report details my internship experience at FLYJAC logistics, a freight forwarding company. During this period, I gained comprehensive insights into the various aspects of freight forwarding and customs clearance processes. My primary responsibilities included handling rate enquiries, understanding and applying Incoterms, managing stuffing procedures, and familiarizing myself with different types of containers and the Verified Gross Mass (VGM) process. Additionally, I learned to create eForm 13 using the ODeX platform and gained in-department knowledge of different types of Bill of Lading. The internship provided hands-on experience in the end-to-end process flow of sea imports, from initial enquiry to final invoicing to customers. I collaborated with multiple departments, enhancing my understanding of the operational intricacies involved in freight forwarding. This experience was further enriched by my exposure to industry practices and standards, allowing me to apply theoretical knowledge in practical scenarios. Through this internship, I developed critical skills in logistics, communication, and problem-solving, which are essential for a successful career in supply chain management. The report elaborates on the specific tasks undertaken, the skills acquired, and the overall impact of this internship on my professional growth.

ACKNOWLEDGEMENT

I am thankful to the management of **Sri Sai ram Institute of Management studies** which has imparted me sufficient knowledge and confidence to complete this project in the field training.

I wish to express my deep sense of gratitude and indebtedness to our founder Chairman **MJF. LN. LEO MUTHU** and CEO - **DR. SAI PRAKASH LEO MUTHU**, Sri Sai ram Groups of Institutions, Chennai.

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COMPANY PROFILE

1. COMPANY PROFILE

1 INTRODUCTION OF COMPANY

FLYJAC FORWARDERS was founded in 1990 by industry veterans with years of experience behind them in Global Logistics was founded in 1990, the renamed FLYJAC LOGISTICS PVT LTD, currently a group company Hitachi Transport Systems, Japan, has perfected the art of global delivery systems through its stamp of guarantee in International Freight Forwarding & Supply Chain Solutions. FLYJAC has spent more than two decade in the business of Airfreight, Sea freight, Multimodal Licensed MLO transport operation, custom clearance and project handling. With an Indian reach of 25 locations and expanding, we cover 24 gateways into the country, providing reach of service to customers anywhere in the country. With an excellent network of agents spanning over more than 60 countries in all continents, we ensure global reach of service to our customers in India & Outside.

FLYJAC has acquired and implemented the world's first net centric enterprise application for the logistics industry - e CAREX. e-CAREX is an execution application which captures all operations live in the system and presents data to the customers whenever and however wanted.

FLYJAC's Integrated Logistics Division provides highly customized solutions tailored to meet our clients' Supply and Demand Chain objectives. We approach all new projects with an "Open Mind" approach, since we acknowledge that no two-value chains operate identically. Our logistics solutions are driven by the following values.

- Our solutions should save time and money for the customer - Hence should be Cost Effective.
- Our solutions should enhance efficiency of the supply chain in terms of faster cycle times and faster Order-to-Cash turnarounds

Our Guiding Values and Philosophy

- Every Interaction with us bringing Delight to the Customer.
- To be a responsible Corporate Citizen aware of his duties to the society.
- Continuous development of self, leading to self-actualization.

FLYJAC Profile

- Group Strength - 1800

- 25 Locations in India and 31 Distribution centers for supply chain solution support.
- Presence more than 60 countries in the world Well-knit network of Agents around the world
- IATA, FIATA, ACCAI, MLO, CHA accreditations
- LINK group member

FLYJAC MISSION

- To be a partner of our customers in building a seamless value chain.
- To build care and competence in networking, communication and personalized service.
- To create opportunities for self-development and excellence.
- To empower and enroll towards social and spiritual development

FLYJAC Services

AIR FREIGHT

Their Air Freight Service offers a fast & reliable solution for transporting your cargo to worldwide destinations. Collaborating with most of the reputed airlines and a network of global partners, our highly experienced logistics professionals will ensure that your shipment is handled carefully and arrives on time. They have options that provide flexibility and speed through their experienced air freight team.

OCEAN FREIGHT

They offer efficient and reliable solutions for our ocean freight needs with a focus on timely delivery and cost optimization. Trust them to handle our ocean freight needs and let them help us to navigate the complexities of global trade with our long-standing, time-tested arrangements with most of the major carriers across the globe.

EXIM CLEARANCE

Consistent winner of Customs awards for maximum EXIM Clearance – Connect with us for smooth transaction of international trade at customs. Our team will work with you in every step to ensure smooth navigation in the world of international trade. Take a step ahead and follow us on our Export and Import Clearance journey.

EXIM CONSULTANCY

Our EXIM consulting services are intended to assist you in streamlining your operations and achieving success in the global marketplace. Our team of seasoned professionals will advise you and help you to obtain all the approvals and certifications required to comply and smoothly transact all export-import activities through international borders.

CROSS BORDER TRADE (Land)

Our holistic supply chain solutions for cross-border trade across neighbouring countries of Nepal, Bhutan, and Bangladesh, consist of cross-border transportation and warehousing to customs clearance. Trust us to help your business navigate the complexities of cross-border trade with ease.

INTEGRATED LOGISTIC SOLUTIONS

We are fully equipped to support every aspect of your supply chain requirements. We provide integrated solutions from procurement support to distribution, with all your inbound and outbound activities from and to anywhere in the globe, as well as storage taken care off at any given location. We can also partner to provide solutions for your customers' grievance management, reverse logistics, and vendor-managed inventory.

WAREHOUSE AND INVENTORY MANAGEMENT

We observe and regularly monitor inventory levels and turnover rates ensuring that inventory remains at optimal levels and can help identify any backlogs. Flyjac's inventory management software can automate inventory tracking, ordering, and monitoring processes to increase accuracy and efficiency.

INPLANT LOGISTICS

Flyjac's Inplant logistics refers to the efficient and streamlined movement of goods within your manufacturing facility or industrial site. It involves managing the flow of materials, parts, and finished products ensuring timely delivery, and minimizing wastage. Our team relies on specialized equipment, software, and personnel to optimize operations.

BONDED WAREHOUSING

Maximize competitiveness with our bonded warehousing facility, unlocking the scarce working capital. We store imported goods duty-free until use, optimizing and enhancing the supply chain efficiency of our customers.

COLD CHAIN SOLUTIONS

Trust Flyjac for top-quality cold-chain logistics, maintaining precise temperature ranges during the transport and storage of temperature-sensitive goods. Let us build a reliable partnership.

TRANSPORTATION

Flyjac's primary distribution focuses on promoting sustainability by employing fuel-efficient transportation modes, optimizing routes, and reducing transportation time. This not only reduces carbon emissions, but also reduces costs while ensuring timely and reliable delivery.

Our commitment to sustainable logistics enables our customers to meet their environmental goals while improving their bottom line

REVERSE LOGISTICS

Flyjac prioritizes efficient and sustainable reverse logistics solutions that make the returns process hassle-free. Our comprehensive services include collecting products, ensuring the prompt return to warehouse or service centres, and replacing them with new or repaired ones, as per instructions. Our goal is to provide a seamless and pleasant experience for your customers, just like their original purchase.

PROJECTS

With a focus on safety, security, and compliance, we provide holistic solutions that cater to all the requirements of our customers. Our services include power plant and industrial cargos along with heavy machinery relocation and installation. We strive to study the project in detail, plan the best solution and define the execution strategy well before consultation with the customers.

TECHNOLOGY INNOVATIONS

Flyjac is leveraging technology to streamline operations and stay competitive. Solutions such as RFID tracking, automated sorting, and advanced analytics are allowing them to track

packages, reduce costs, and improve customer satisfaction. AI-powered chatbots and robotic process automation are enabling efficient customer service and improved workflow.

CSR ACTIVITIES

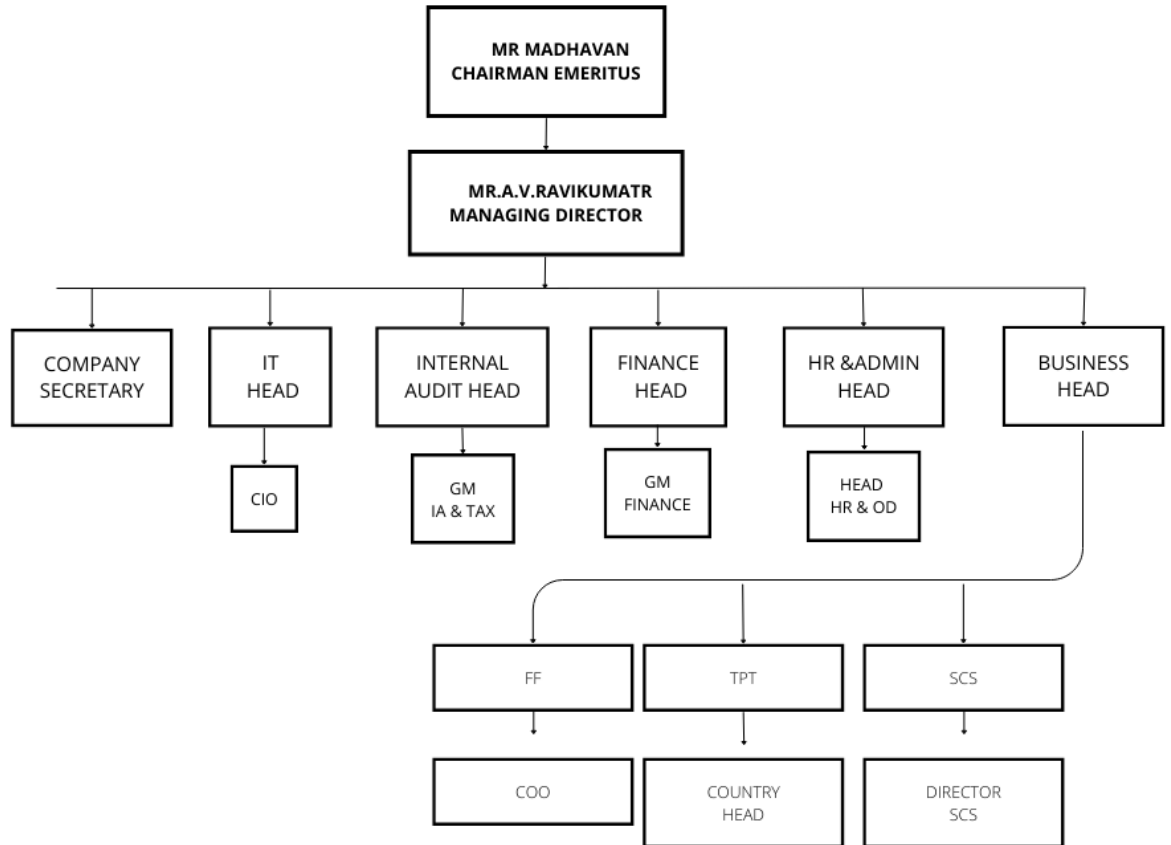
Since our inception, we have acknowledged society's contribution to our development and have set aside a percentage of our profits for charitable endeavours. Via several programs directly undertaken and carried out through a closely related NGO, the Warrior Foundation, our Corporate Social Responsibility (CSR) efforts positively influence the society and the environment, including tree plantation drive, beach cleaning drive, etc. To improve our image and to build enduring bonds with our stakeholders, consumers and workers, we look towards positively contributing our bit to this changing world.

FLYJAC'S CULTURE

Flyjac encourages a culture of peace, significance, and brotherhood. Every day begins with a prayer for the well-being of the entire planet and the reading of our mission declarations in front of the group. Everyone has several chances to celebrate and change oneself for the better. We work together to support one another when needed and maximize our effectiveness as a team. We also keep an Employee Welfare Fund. To promote openness and visibility, our customer portals offer complete access to our operations, including the movement of items, operational data, and analytics.

COMPANY STRUCTURE

2. COMPANY STRUCTURE



LEVELS, GRADES & DESIGNATIONS

There are 13 grades of employees distributed at 4 different levels. The employees of all the branches and the corporate office shall be placed in a suitable level and grade on confirmation of services in the company. To maintain "FlyJac Logistics Pvt. Ltd" standard, the personal interview for employment to be conducted in a professional manner to provide equal opportunities to all participants and facilitates to select the right candidate to the Organization's need. After screening the applications received by the HR Department, the concerned department Head / managers will conduct the interview for final selection. The appropriate Interview Evaluation Sheet may be used for the interview. If the candidate is short listed for the final interview, such candidates are to be informed about the date and time of the interview or separate information to be sent to them. The candidates those who were not short-listed for the final interview may be informed through a regret letter. Finally selected candidate will be issued with a letter of intent (offer letter) and the salary working for the final accepted position. The newly joined candidate will be given a complete HR induction and personal introduction to all the members and the final product induction before placing with the regular job rotation. The final appointment letter will have all details like position/ Level/ Grade / designation / salary details with Break up / Location and the standard terms and condition of employment.

LEVELS	GRADE	DESIGNATION
L1	M1	DIRECTORS
L2	M2	PRODUCT HEADS/NATIONAL MANAGERS
	M3	GENERAL MANAGERS/NATIONAL MANAGERS
	M4	DGM
L3	G1	REGIONAL MANAGER/SENIOR MANAGER
	G2	AREA MANAGER/SENIOR MANAGER
	G3	MANAGER
L4	G4	ASSISTANT MANAGER/DEPUTY

		MANAGER
	G5	SENIOR EXECUTIVE
	G6	EXECUTIVE
L5	G7	EXECUTIVE ASSISTANT
	G8	ASSISTANT
	G9	SUPPORT STAFF

The distribution of grades and designations in the Junior Management group, Middle Management Group and the Senior Management Group or the Corporate Group is as under,

- a) Level 5-Designation from Executive Asst (G7) to below Support staff (G9) belong to the junior level staff in the organization.
- b) Level 4 - Designations from Executive (G 6) up to Asst. Managers (G4)- Junior management group.
- c) Level-3- Designations from Manager (G 3) up to DGM/ Regional managers/ Sr. Manager (G1) Middle Management Group (MMG)
- d) Level-2- Designations from Manager (M4) up to Product Heads/ National managers/ General managers & Corporate Manager (M1) Senior Management Group or Corporate Group (SMG or CG).

OBSERVATION & ANALYSIS

OBSERVATION AND ANALYSIS

Freight forwarding

Freight forwarding is the process of organizing and coordinating the transfer of commodities across international borders on behalf of shippers and receivers. Warehouse planning, providing cargo insurance and customs brokerage are just a few of the other responsibilities that must be completed.

For shippers, freight forwarding is the strategic planning and execution of logistics for the worldwide transportation of products on their behalf. Specifically, a freight forwarder will be responsible for a variety of activities such as freight rate negotiations, cargo tracking, customs paperwork, and freight aggregation, among others.

For organizations that have the resources to implement smart logistics plans, importing and exporting can be a lucrative source of revenue generation. However, the logistics of international shipment are, to put it mildly, difficult to manage.

A freight forwarder, or forwarding agent, is a person or company that organizes shipments for individuals or corporations to get goods from the manufacturer or producer to a market, customer or final point of distribution. Forwarders contract with a carrier or often multiple carriers to move the goods from one country to another.

A forwarder does not move the goods but acts as an expert in the logistics network. The carriers can use a variety of shipping modes, including ships, airplanes, trucks, and railroads, and often use multiple modes for a single shipment. For example, the freight forwarder may arrange to have cargo moved from a plant to an airport by truck, flown to the destination city and then moved from the airport to a customer's building by another truck.

Freight Forwarder

In simple terms, a freight forwarder is an agent responsible for the movement of goods on behalf of the cargo owner. This responsibility can start from the time the goods are picked up from the seller until they are delivered at the buyer's specified location.

The duties and responsibilities of a freight forwarder are often carried out by a clearing and forwarding (C&F) agent. In other instances, exporters may hire a separate clearing agent for meeting regulatory requirements or prefer freight forwarding companies. The roles and

responsibilities of a freight forwarding agent can be quite versatile and crucial to international trade. That said, even the freight forwarding activity involves several important functions.

BASIC TRADE TERMS

Export: Exporting refers to the process of sending goods or services from home country to host country

Import: Importing is the process of bringing goods or services into a host country to home country

Shipper: The shipper is the party responsible for sending the goods. This can be the manufacturer, supplier, or seller of the goods. The shipper arranges for the transportation of the goods to the destination country. In shipping documents, the shipper is often listed as the consignor.

Consignee: The consignee is the party to whom the goods are being shipped. This is usually the buyer or the receiver of the goods. The consignee is responsible for receiving the goods and often handling the importation procedures such as customs clearance.

Incoterms: short for International Commercial Terms are a set of standardized trade terms used in international and domestic contracts for the sale of goods. Developed by the International Chamber of Commerce (ICC), they are used to clearly define the responsibilities, costs, and risks associated with the transportation and delivery of goods between buyers and sellers.

The Incoterms are divided into four principal categories E F C and D

Category E (Departure) which contains only one trade term i.e. EXW (Ex Works)

The EXW Incoterm imposes only minimum obligations on the seller. More particularly, the seller is simply required to deliver the goods to the buyer at a named place of delivery which is usually the seller's place of business, but can be any particular location such as a warehouse, factory, etc., and within the agreed time specified in the contract it is not required for the seller to load the goods on any specific vehicle or to clear the goods for export. If the place of delivery is not specified in the contract.

Category F (Main Carriage Unpaid)

FOB (Free on Board): Under the FOB Incoterm, the goods are deemed to be delivered by the seller to the buyer when they are delivered on board the ship nominated by the buyer at the named port of shipment or the seller procures the goods so delivered. Therefore, the risk of loss/damage to the goods is shifted onto the buyer once the goods are placed on board the ship. The seller shall clear the goods for export, not import.

Category C (Main Carriage Paid)

CIF(Cost, Insurance and Freight) the goods are to be delivered under the CIF Incoterm when the seller places them on board the ship or procures them so delivered; although the transfer of risk takes place at the port of delivery. The seller has an obligation to conclude a contract of carriage of the goods until the port of destination, the seller must bear all costs related to unloading at the port of destination resulting from the contract of carriage, and unless agreed otherwise; the seller has an obligation to clear the goods for export, not import.

Category D (Arrival)

DAP(Delivered at place) This Incoterm is normally used in cases when the parties do not wish that the seller bear the risk and cost of unloading, contrary to the DPU Incoterm. Under the DAP Incoterm, the goods are deemed delivered by the seller to the buyer when they are put at the disposal of the buyer on the transportation vehicle ready for unloading at the place of destination or an agreed point within such place, if any. Contrary to the CPT/CIP Incoterms, the place of delivery and the place of destination are the same under the DAP Incoterm. Therefore, the seller bears the risk until it has put the goods at the disposal of the buyer at the place of destination.

DDP (Delivered Duty paid) Under the DDP Incoterm, the goods are supposed to be delivered by the seller to the buyer if they are placed at the disposal of the buyer. Cleared for import, on the arriving transportation vehicle, ready for unloading at the place of destination or an agreed point within such place, if any. The DDP Incoterm imposes the maximum responsibility on the seller as it is the only Incoterm requiring import clearance by the seller.

Types of Containers 20FT, 20 FLAT RACK, 20 OPEN TOP, 20 REFER, 40 GP, 40 HC, 40 FLAT RACK, 40 OPEN TOP, 40 REFER

Shipping Liners

Cosco, Maersk, Hapag- Lloyd, Hyundai, CMA-CGM, MSC, oneline

DEPARTMENTS

The following are some of the sub departments that make up Flyjac Pvt Ltd's logistics department:

- Sea Imports
- Air Imports
- Sea Exports
- Air Exports
- Customs Clearance

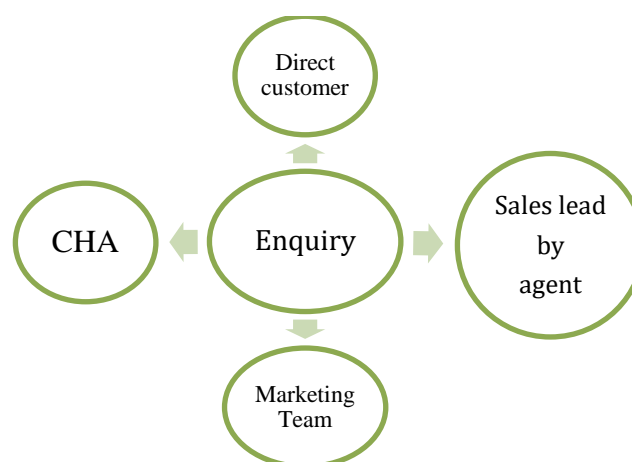
SEA IMPORTS WORK FLOW

- Enquiry: Shipper had an option to ask as many forwarders, so that he can find the best rates given by them “shipper’s voice—he will give the destination port and services he wanted “so that forwarders give the correct rates to shippers.
- Pricing: Once the rates are fixed by the higher authority it can’t be increased at fixed level it can be lowered little according to the customers
- Buy rates: Rates are based on above incoterms which may be freight collect or freight prepaid, This rates are updated in the E rate system
- Quote to customer: Once the rates are fixed by the higher authority it can’t be increased at fixed level it can be lowered little according to the customers
- Nomination(job creation):job is created with specific to shipment
- Agent communication: The exchange of agent details to supplier to next shipment movement
- Vessel details to customers: The vessel details are shared to customers and shipping details communicated in advance
- Origin stuffing: The goods are stuffed in appropriate containers in host country
- Bill of lading draft (MBL/HBL): A Bill of Lading, in its simplest form, is a receipt. The document states that the carrier has received the shipment and contains information about the shipper and the receiver. There are several alternate names and abbreviations for the term "Bill of Lading:"
- HBL Approval: A house bill of lading is issued by an freight forwarders to customers
- Agent pre alert: Agent pre alert is released consisting of shipping instructions and check lists.
- Freight certificate: A freight certificate is a document issued by the carrier or freight forwarder that verifies the shipment of goods and details the transportation terms. It typically includes information such as the description of the goods, weight,

dimensions, origin, and destination, as well as the shipment date and the carrier's details. This certificate is used for customs clearance, insurance claims, and as proof of shipment in international trade.

- **Manifest:** A manifest is a detailed document listing all the cargo on a vessel. In freight forwarding, a cargo manifest includes information such as the shipper and consignee details, descriptions of the goods, quantities, weights, and destinations. This document is crucial for customs clearance, inventory control, and ensuring the accuracy of shipments during transit.
- **Import General Manifest (IGM) to customers:** An Import General Manifest (IGM) is a critical document in the shipping process, detailing all the cargo being transported into a country. It is submitted by the freight forwarder to the customs authorities before the vessel's arrival. Once the IGM is filed and accepted by customs, customers or consignees are notified, enabling them to begin the customs clearance process for their specific shipments.
- **Invoice to customers:** An invoice to customers in freight forwarding is a document sent by the service provider outlining the charges for the transportation and handling of goods. It includes details such as the description of the services rendered, the cost for each service, total amount due, payment terms, and any applicable taxes or fees. This invoice serves as a formal request for payment and is essential for financial record-keeping and transaction documentation.

Sea imports process flow



Sea Export

Sea export refers to the process of shipping goods from one country to another via maritime

routes. This involves several steps and procedures to ensure that the goods are transported efficiently and in compliance with international trade regulations.

SEA EXPORT WORK FLOW

- **ENQUIRY STAGE** (Approach several forwarders for quotes so that you can compare quotes.)
- Update enquiry details in the system
- Quote submission

(A freight quote is an estimate of what the cost of shipping will be based on the information you provide, including pickup and delivery location, date, and commodity type)

- **SHIPMENT PROCESSING STAGE**

- Follow up for cargo and documents with the shipper
- To Creation(own system)
- Confirm receipt of Docs to shipper
- Book space with shipping line/co-loader
- Filling the docs with customs[SB Filing],In case if custom clearance is done by Flyjac
- Custom Assessment
- Cargo Pickup/Container movement to factory or CFS
- Update Customs Clearance Date
- Stuffing details to shipper/agents
- Execute HBL
- Receipt of post shipment docs
- Execute and receive MBL from Shipping Line

- **POST SHIPMENT STAGE**

- Feeder vessel sailing confirmation to the shipper
- Booking costs/Update cost sheets
- Dispatch invoice to agents
- Update Pre-alert sent date
- Update post shipment docs sent date
- Hand over the post shipment docs/invoice to shipper
- Follow up with the shipping lines for connections in case of trans shipments

- Collection of EP copy
- Follow up with agents for POD in case of DDU/DDP shipments
- Inform POD status to shipper in case of DDU/DDP shipments
- Update POD date
- **JOB CLOSURE**
- Getting all documents from shipper by courier or by mail
- Check and confirm back to shipper all documents are in receipt like INVOICE/PACKING LIST/SHIPPING INSTRUCTIONS etc.
- Timely filling of SB on Shipper's confirmation
- Ensure accurate booking of space with airlines/carrier as per Shipper documents
- Receipt of cargo in airworthy/seaworthy conditions in warehouse
- Creation and Documentation of AWB/BL &HAWB/HBL
- Ensure if any changes in flight/Vsl schedule is tracked and promptly intimated to the shipper and agent
- Ensure marking and labelling is properly done on the cargo before commencement of clearance activities
- Ensure timely completion of customs clearance formalities
- Ensure timely raising of invoice on the customer
- Ensure invoice is prepared only as quotation and all deviations are adequately approved
- Ensure all documents are sent to the customer
- Ensure all expenses pertaining to a job are accurately updated in system
- Ensure all cash expenses are adequately approved
- Ensure all expenses and invoice recorded in system is being adequately reviewed for accuracy
- Ensure all documents are appropriately filled in the job docket

AIR IMPORTS and EXPORTS

Air Imports

Air import refers to the process of bringing goods into a country via air transportation. It involves the shipment of cargo from an international origin to a destination country by aircraft, including all related procedures such as customs clearance, documentation, and final delivery to the consignee.

Net weight-Is the exact weight of the product

Gross weight-Is the weight after packing the product

Volume-Based on the space occupied by the cargo i.e. Length *Height*Breadth

Chargeable Weight-The weight that's been charged according to gross or volume, whichever is higher that would be considered as chargeable weight

Air Exports

Air export refers to the process of sending goods from one country to another via air transportation. It includes preparing necessary documentation, booking cargo space with an airline, ensuring proper packing and labelling, clearing customs in the country of origin, and transporting the goods to the airport for loading onto an aircraft. The goods are then flown to the destination country where they undergo import customs clearance and are delivered to the consignee.

Air Export Documentation

1. Commercial invoice
2. Bill of lading
3. Invoice
4. Certificate of origin
5. Inspection certificate
6. Dock receipt and warehouse receipt
7. Destination control statement
8. Insurance certificate
9. Terminal charges [TSP]
10. Export license
11. Export packing list

After completing the documentation, the carriage flight which is already selected is loaded and the cargo is taken to the documentation. Customer follow-up is done and the customer agent will do the other end process

- Marketing people will bring a shipment. The customer contacts the customer Coordinator.

- Asks for a quotation this is the process of enquiry, gives the details regarding the shipment volume and other details. Tells the destination and asks for favorable rates. After all negotiation, the customer agrees and we are ready for further processing.
- Customer provides invoice, packing list, shipping instructions and other documents.
- Shipping bill is filled in the ice gate for the customs clearance and the checklist is obtained. Checklist is sent for customer approval
- MAWB/HAWB is created
- The checklist and other documents are taken to the airport for customs clearance. After customs clearance the cargo can be moved into the port.
- After the payment of terminal charges which is done in online the cargo can be loaded to the flight. The flight is already booked and its availability, status of the cargo is updated to the customer.
- Carting order is obtained from the flight. Generally the flights come under Air India and Airport Authority of India [AAI]. Tsp is paid in their site
- While creating the shipping bill all available details regarding the shipment is placed. MAWB no: HWB no: shipper/consignee name address, pod, pol, Invoice no,
- Terms of shipment: Gross weight, Net weight, DBK details
- The cargo can be exported only after getting the Let Export Certificate from customs.

Terms used in air exports

- **Quotation:** A freight quotation is a document that outlines the charges involved in the movement of cargo from Point A to Point B.
- **Freight invoice:** is a document issued by the carrier. It has information such as the description of the freight, point of origin, name of the shipper, the shipment's weight, charges applied and more.
- **Packing list:** it contains information about the contents of the exported goods.
- **Shipping instructions:** Shipping instructions is a document, provided by the exporter (or agent) to the carrier, containing details of the cargo to be shipped, the parties involved and the requirements for its transportation.
- **Ice Gate:** e-Commerce Portal of Central Board of Excise and Customs.

- **Carting order:** is the clearance given by the customs department to either load cargo or to transport the cargo after import clearance.
- **TSP;** Transportation service provider means any party, person, agent, or carrier that provides freight, household goods, or passenger transportation or related services to an agency.
- **Duty drawback (DBK):** incentive schemes are issued by the Directorate of Drawback. DBK is the rebate of any duty that is chargeable on imported or excisable materials that you use to manufacture or process goods that you then export from India

CUSTOMS CLEARANCE

Customs Departments are the government designated authority to implement the policies related to import and export, collect customs duties and facilitate movement of people, goods, and cargo into and out of the country.

Imports and Customs Clearance

Freight Forwarders who coordinate the international transportation also provide customs clearance services to the clients. The activity is called customs brokerage.

Customs clearance work involves preparation and submission of documentations required to facilitate export or imports into the country, representing client during customs examination, assessment, payment of duty and co taking delivery of cargo from customs after clearance along with documents.

Some of the documents involved in customs clearance are:

- **Exports Documentation:** Purchase order from Buyer, Sales Invoice, Packing List, Shipping Bill, Bill of Lading or Airway Bill, Certificate of Origin and any other specific documentation as specified by the buyer, or as required by financial institutions or LC terms or as per importing country regulations.
- **Imports Documentation:** Purchase Order from Buyer, Sales Invoice of supplier, Bill of Entry, Bill of Lading or Airway bill, Packing List, Certificate of Origin, and any other specific documentation required by the buyer, or financial institution or the importing country regulation.

Customs Agents prepare the document of Shipping Bills in the house for submission while rests of the documents are obtained from the client. Preparing shipping bill involves

Classification of cargo under specific classification that is a critical activity in the entire process.

Customs clearance agents are also called Carrying and Forwarding agents. They are registered and licensed by Customs to operate. Their role is limited to acting on behalf of and representing clients as third party agencies engaged in customs clearance

CHAPTER IV

OUTCOMES AND BENEFITS

CHAPTER IV

OUTCOMES AND BENEFITS

An internship is an opportunity to jumpstart their professional careers and supplements their courses with hands on experience. Internships benefit both the student and the employee. On-the-job learning reinforces what you see in the classroom and teaches invaluable skills like time management, communication, working with others, problem-solving, and, most importantly, the willingness to learn. For employers, you can build relationships and prepare future employees.

OUTCOMES:

FlyJac Pvt Ltd is a leading player in the logistics and transportation sector, specializing in air cargo management, freight forwarding, and supply chain solutions. Established with a vision to revolutionize the logistics industry, FlyJac Pvt Ltd combines innovative technology with unparalleled expertise to offer seamless and efficient services.

The company caters to a diverse clientele across various industries, providing customized solutions that enhance operational efficiency and reliability. During the internship, significant exposure was gained to FlyJac's operational processes, including cargo handling, route optimization, and customer service. The experience provided insights into the company's commitment to excellence and its strategic approach to addressing the dynamic needs of the logistics sector.

The logistics firms are moving from a traditional setup to the integration of IT and technology to their operations to reduce the costs incurred as well as to meet the service demands. The growth of the Indian logistics sector depends upon its soft infrastructure like education, training and policy framework as much as the hard infrastructure. To support India's fast paced economy growth of logistics industry is very essential. It is estimated that the Indian logistics industry will continue to show robust growth of 10- 15% annually, leading the pace of growth of the economy at large.

The global economic outlook, indeed, that of India is expected to significantly improve as India Inc. begins to tackle the economic downturn. With a new government many policies are expected to be implemented which will give a fresh impetus to India's growth engine

particularly in the corporate and SME sector which in turn will expand demand for the logistics sector.

With the implementation of GST, the logistics companies, which are currently forced to set up many small warehouses across multiple cities can set up just a few, big warehouses region wise and can follow the hub and-spoke model for freight movement from the warehouses to the different manufacturing plants, wholesale outlets, retail outlets and the various POS. This growth is backed by the boom in the e-commerce sector and expansionary policies of the FMCG firms. This has increased the service geography of the logistics firms, but they also have to meet the demands of quick delivery and tight service level agreements.

Infrastructure is the backbone of every country's growth and prosperity and for the logistics industry to flourish special emphasis has to be on building world-class road networks, integrated rail corridors, modern cargo facilities at airports and creation of logistics parks which need to be given a status equivalent to Special Economic Zones.

It is necessary to realize that the benefits which can best be practiced in logistics industry can be brought about by the companies by establishing training intuitions, so that there is improvement in the overall service quality of the sector. Good storage and Warehousing facilities are important for the growth of the logistics industry. With the increase in the transportation of perishable products, the logistics agencies needs to give a lot of importance to enhancing the Warehousing facilities.

Warehousing is required to go to the next level taking into account the changing dynamics of JIT manufacturing, global procurement and new models of sales and distribution.

Emphasis on research and development is potent mainly because it encourages the use of indigenous technology which can make the industry cost competitive and can also bring about improvement in services thereby using better, effective and efficient services. Particular focus has to be on research in process excellence which can help to eliminate inefficiencies and bring Indian logistics on par with global practices.

BENEFITS:

Visibility: Logistics management affords greater visibility into the supply chain. This enables businesses to better control costs, tease out efficiencies, spot supply chain problems, conduct demand planning and gain insights into opportunities.

Reduced overhead Logistics management enables companies to reduce overhead in areas from cutting shipping costs to shrinking how much warehouse space they need by proactively controlling inventory levels.

Improved customer experience: An excellent customer experience (CX) is the driving factor behind repeat sales. By delivering orders accurately and quickly, you improve the customer experience which in turn increase brand loyalty and future sales.

Preventing loss: Logistics management helps prevent loss in several ways. One is by a true inventory accounting, so your company knows exactly how much stock it has on hand at any given time. Companies can also track movement and current location so stock won't be misplaced or diverted without notice. In addition, by ensuring optimal storage and transport conditions, such as temperature and moisture management, solid logistics prevents spoilage and damage.

Support expansion: Demand forecasting supports expansion by realistically calculating inventory needs and ordering, transporting and stocking accordingly. Further, logistics management best practices help companies scale to fulfil more customer orders on time.

CHAPTER V

CONCLUSION

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FlyJac Logistics Pvt. Ltd. stands out as a prominent player in the logistics industry, offering innovative and efficient solutions tailored to meet the dynamic needs of global supply chains. Their commitment to leveraging advanced technology, optimizing operational processes, and maintaining high standards of customer service underscores their role in enhancing logistical efficiency. By continually adapting to industry trends and fostering strong partnerships, FlyJac Logistics Pvt. Ltd. is well-positioned to drive progress in logistics and contribute significantly to their clients' success. I would like to say that this training program was an excellent opportunity to get to the ground level and experience the things which is never possible in class room. I am grateful to flyjac logistics Pvt Ltd for giving this wonderful opportunity. I feel I got the maximum out of that experience. Also I learnt the way of working in an organization, the importance of being punctual, the importance of maximum commitment and the importance of team spirit. I feel good about the organization when they helps their employees by providing allowances like medical allowance etc. The internship gave me exposure to several aspects of supply chain of which I had only theoretical knowledge. It enhanced my skill, knowledge and sociability. I am grateful for the support and guidance I received from my colleagues and mentors during my internship. This experience has been instrumental in shaping my professional growth and has given me a deeper appreciation for the company's commitment to excellence and Service.

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