

Intern Final Report PS-3

by Siddanathi Sai Lokesh

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**A REPORT
ON**

GLOBAL PROCUREMENT AND SOURCING OF MRO PRODUCTS
(Maintenance, Repair and Operations)

Submitted By

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Prepared in the partial fulfilment of the

Practice School III Course

AT
(Raptor Supplies, New Delhi)



A Practice School III Station of



BML MUNJAL UNIVERSITY
(March-July, 2021)

2
Certificate of authenticity

CERTIFICATE

This is to certify that Practice School Project of SIDDANATHI SAI LOKESH Titled GLOBAL PROCUREMENT AND SOURCING OF MRO PRODUCTS (Maintenance, Repair and Operations) to the best of my knowledge is a record of Bonafede work carried out by him under my guidance and /or supervision. The contents embodied in this report, to the best of my knowledge have not been submitted anywhere else in any form for the award of any other degree or diploma. Indebtedness to other works/publications has been duly acknowledged at relevant places. The project work was carried during 08/03/2021 to 9/07/2021 in Raptor Supplies

Signature of PS-III Faculty Mentor	Signature of industry Mentor/Supervisor k i r t i j a w a
Name: K.K JAIN	Name: Kirti Jawa
Designation:	Designation: Team Leader (Procurement Executive)
<i>(Seal of the organization with Date)</i>	 05th July 2021 <i>(Seal of the organization with Date)</i>

**BML MUNJAL UNIVERSITY
PRACTICE SCHOOL – III**

JOINING REPORT

Date: 08-03-2021

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Name and Address of the Practice School – III Station	A&M Supplies India Pvt Ltd., 715, 7th Floor, DLF Tower B, Jasola, New Delhi, 110020
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Acknowledgement

It brings me immense pleasure for an opportunity to have undergone internship at **Raptor Supplies**. The feelings of satisfaction and ecstasy that accompany the successful completion of a project would be incomplete if the people who made it possible were not mentioned.

I am also thankful and grateful to the Vice Chancellor and Dean of SOET for giving me opportunity to get great exposure in the industry to implement internships in the curriculum. I would also like to thank entire team of PS-3 and PS-3 coordinator to bring this internship successful.

I would also like to thank and very grateful to my faculty mentor professor Dr KK Jain for his tremendous valuable suggestions and helping me to direct my internship in right direction. A Special thanks to the Dr. Maheshwar Dwivedi, who has shown immense support throughout the internship duration.

I would like to thank my industry mentor Kirti jawa (Procurement Executive) despite her busy schedule, whose tremendous participation and guidance have been to my project's success. I would also like to thank for Saurabh (Procurement Head) for giving his valuable feedback and helped in giving valuable suggestions that had improved my skills during my internship. I might also like to thank my well-wishers and friends, for helping me with their inspiration and support in finishing this practice school.

ABSTRACT

This project comes under the field of supply chain management in E-commerce field. Supply chain management plays an important role in managing all activities like procurement and logistics. I was appointed as Procurement Executive at raptor supplies. The main goal of this internship is Global sourcing and procurement of MRO products. This report was written by Siddanathi Sai Lokesh under the supervision of my faculty mentor K.K Jain and my industrial mentor Kirti jawa. This internship gave me great exposure in procuring the materials, contacting various suppliers, establishing deal between suppliers. There are some concepts which I learned from this internship like sourcing, procuring the materials, basic In-cotermS, Freight charges.

In this process establishes key understanding of the process involved in the company and also the challenges which are encountered during my internship is incorporated in this report. I gained skills like contacting suppliers, negotiation with suppliers, time management, establishing good rapport between client as well as supplier during this internship. The main outcomes of this internship are quoting with all the terms and conditions with best price and contacting the supplier establishing contact for future purpose.

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Brief Introduction of organisation business sector:

Raptor supplies is one of the top most E-commerce company head-quartered at London UK. It is one of the reseller company acts as both B2B and B2C. It supplies MRO products all over the world in Asia, Africa, UK, Middle-east and Ireland. Raptor supplies procures MRO products from trusted US, UK and Netherlands and deliver to the customers globally fast and handle all custom duties and shipping with care. As E-commerce is one of the booming industries at present even in times of pandemic. Indian Ecommerce website mainly serve the products for the public which in simple terms called as business to customer (B2C). As E-commerce companies like Filpkart, Amazon and Walmart they deliver any items but whereas machinery items, bulky items, pumps and motors they can't be delivered so raptor supplies can able to serve these MRO items globally. Raptor supplies. The main competitors of raptor supplies are Braamd, Grimes Abrasives, Marshall E. Camp bell, Power & Pumps. Raptor supplies authorised distributors for WW Grainger, Morse Drum and Wesco which allows to many Industrial supply's products. Ecommerce sector is one of the booming and fastest growing sector in the India with a daily market capital of 686 million. In 2017, the online business market in India was esteemed at \$24 billion, making it the quickest developing area in the country. fourteen in 2018, the worldwide internet business market was esteemed at \$38.5 billion. Even during the lockdown, the business of ecommerce rises up with 117% since many people were order the necessary items from the ecommerce's sites. Many companies due to this pandemic are more focussing into establishing good supply chain. Raptor supplies has partners with logistics in order deliver these MRO products to client globally with Fed-ex, CEVA and TNT and it also has payment partnership with Braintree, HSBC and it has partnership with Hoxton ventures capital firm. This is the Brief Introduction of organisation business sector.

Overview of the organisation

Raptor Supplies is one of the growing Ecommerce company head-quartered at UK London and it also extended in different locations USA, Netherlands and Singapore. It acts as reseller both B2B and B2C serves clients globally in UK, Europe, GCC / Middle East, Africa and Asia region fulfilling their needs in MRO Products. It sells Maintenance, Repair, and Operating Supplies (MRO) to a business organisation or directly to the industry or the factory which needs these products. Raptor supplies is a leading exporter in MRO products across the globe, today we export in 80+ countries, 500+brands, 3 warehouses and global Presence and it is founded by Arjun in the year 2015. A & M Supplies is one of the sister company in India and there are around 50 sister companies globally and all the operations and controlling is done in India. Since 2018, group entered in South east Asian market with many distributors and suppliers, today is key supplier to some 10 large South east Asian companies. With its base in UK, we were able to reach large markets with ease. After the Brexit the company have opened a branch in Netherlands for the EU customers

Business Size: It has around 200-250 employees and the revenue of the company is about \$ 5 million.

Competitors:

- Braamd
- Grimes Abrasives
- Power & Pumps
- Marshall E. Campbell
- CMT Industrial
- Accurate Building Maintenance

Partners:

Logistics partners:

- TNT
- CEVA



- Fed-ex

Suppliers:

- Grainger
- Morse Drums
- Wesco

Investors:

- Hoxton Investors

Payments:

- Braintree
- HSBC

Range of products/services

Automation & Electronics

- Hardware
- HVAC
- Fasteners & Hand Tools
- Lighting
- Pneumatics
- Power Tools
- Power Transmission

Adhesives & Sealants

- Hydraulics
- Lab Supplies
- Office Supplies
- Outdoor Equipment
- Paint Supplies

Batteries

Chemicals

- Motors
- Cleaning
- Electrical
- Fasteners & Hand Tools
- Plumbing
- Lubrication
- Machining
- Material Handling

Safety Equipment

- Eye wash
- Gloves
- Safety Alarms
- Fire protection

Brief summary of all departments

- 1) Data Entry team: This team is mainly responsible for entering data in ZOHO CRM based on client requirements through chat box, Zendesk and WhatsApp. They are also responsible for assigning deals to different team based on different regions.
- 2) Procurement: This team is mainly responsible for quoting the products based upon client requirements. They are also responsible for sourcing the products and contacting suppliers if needed getting quote from supplier and again preparing quote based on RFQ.
- 3) Business Development: This team is mainly responsible for follow up the clients after quote that is send to client by procurement to get the order and offer discount. They build strong relationship and maintain good rapport with client for future. They act as bridge between procurement and client. They also clear all the doubts of the client.
- 4) Accounts: They are mainly responsible for complete payment transaction of the client when the client is satisfied with the quote and pricing of the product client will issue proforma invoice PO and this is forward to the accounts department they provide the necessary bank details, various payment options and help in completing the payment.
- 5) Order Processing: This team is mainly responsible for the processing order after the client complete payment or partial payment. They basically try to check the stock and the supplier is right or not and then process the order by buying the product from the supplier and responsible for delivering the item to our warehouse (US, UK, Netherlands) based upon the supplier country.
- 6) Logistics: This team is mainly responsible to deliver the item to the client at right time without any hassle free. They also provide a tracking number to the customer after placing the order with our freight forwarder like CEVA logistics, fed ex and TNT based upon the quote. They are responsible for delivering the item in the correct lead time mentioned in the quote.

- 7) **Customer Support:** This team is responsible for any queries or any problems with the clients. They basically attend calls from the client and note the problem. As this team need to have good rapport of all the above departments and solve the queries or problems from the clients through contacting all these departments.
- 8) **HR Department:** This team is mainly responsible for hiring new talents and also responsible for dealing challenging issues in the company and they are also responsible to maintain good bond between employees.
- 9) **Content Writing:** This department mainly focuses on building the online reach for the company. So, the group focuses on writing blogs, content collection and SEO (Search Engine Optimization) of the company website.

All these departments and team effort helps to deliver the product to the client at shorter lead time.

Plan of your internship program:

This company is the one of the leading E-commerce company serving both B2B and B2C as my job role is Procurement Executive which involves Quoting the item according to margin and freight charges. This department is the crucial departments and among all the departments in the organisation it is one of the largest departments in the company. It also involves contacting and negotiating with the supplier and maintain all the call logs with the supplier in ZOHO CRM. In this job role we need to have complete idea of the all the departments involved in the company. Procurement also involves sourcing the correct item as per client requirement. Strategic Sourcing, Procuring the item, Contacting the supplier, Quoting, checking the stock and lead time with the supplier are the key parameters involved in Procurement.

Start and End date of Internship:

The practice school-3 Internship (PS-III) started at 8Th March 2021 (08/03/2021) and ends at July 10th 2021 (10/06/2021).

At starting week of the internship there will be overall basic training in the organisation. In the first week I got some basic information of all the departments in the company. I visited the departments like Data Entry, Business Development, Order Processing, Accounts, Customer support and logistics. I got some overview of the company of all the departments. In the procurement started learning all the

key concepts involved in the procurement. I was carefully observed all the teams of the procurement of different regions like format, VAT and Margin. After some days I was assigned into procurement team of South-East Asia region. Then with the help of my team lead and team members I learned all the concepts in Procurement like Margin, choosing the right supplier, Quote format accordingly.

There are some duties and responsibilities in Procurement they are

- Reporting to the office at sharp 12:00 pm everyday (Mon-Fri)
- At the starting period of intern there is like training is given in using the ZOHO CRM Software
- There is like flip mode training and the course handout like is shared in detailed with that we could learn the work in procurement and ask doubts accordingly.
- There is specific training given in sourcing the product and in some cases sourcing the alternative item if the item is obsolete.
- After sourcing the item contacting the right supplier (US, UK, Netherlands).
- Good Understanding of our Authorized distributors like Grainger
- Understanding the necessary things that are involved in quoting like Margin, stock, Lead time.
- Basic Idea to calculate the freight charge in Fed-ex, CEVA and TNT
- After all the good understanding team lead is to assign the deals and as per deal RFQ's started working accordingly.

As some training is been taught by the team lead of the ZOHO CRM software and rest all the information is documented in one document so we need to understand and ask doubts accordingly. At starting while quoting faced some issues and mistakes. I used to learn from the mistakes while quoting. There are some tasks are assigned to do and learn things in practical way if any doubts and mistakes team lead is to rectify the mistake and solve my doubts accordingly. So after training team lead used to assign the deals so needed to work on the deals daily.

Short term Targets:

- Quoting the deals daily and need to monitor our quoting percentage daily.
- Contacting with suppliers and maintaining call log records.

Long term Targets:

- Maintaining good bond with the new suppliers for our future needs.

Background and Description of Problem:

a) **Introduction:**

This company comes in the field of supply chain and E-commerce. The big doubt that arises in our mind is quotation. why it is required and need of the quotation. Main Purpose of the quotation is to understand the pricing of the item clearly to the client so that it would be easier to think and make the deal converted into the prospective customer. Client mainly looks about the pricing, stock, lead time, shipment, weight so these are the important points to be mentioned in the quote so that it makes very easier to understand every aspect mentioned of the quote. Sometimes if client is not satisfied with the pricing, he may again ask for discount, or for shorter lead time in some case.

Freight charges are need to be included in the quote with freight In-co term which means delivery charges based on destination of the client. Based on the freight charges client may ask to revise the Freight Incoterms also change the destination Country accordingly. Freight charges are basically based on the shipping weight either Gross weight or Dimensional weight. It is very important to know whether the item is hazardous or not.

As of my role in this internship is to prepare quote and it is very important to check all these parameters like stock availability, Lead time, Gross weight, Shipping weight, Freight Incoterms, Freight charges, margin, sourcing the right item as per part no and Description. If the item is hazardous, it is impossible to quote. It is very important to know the client Destination address clearly. In this report we will get complete process in the quoting and also the important steps before sending quote to the client.

Main Text:

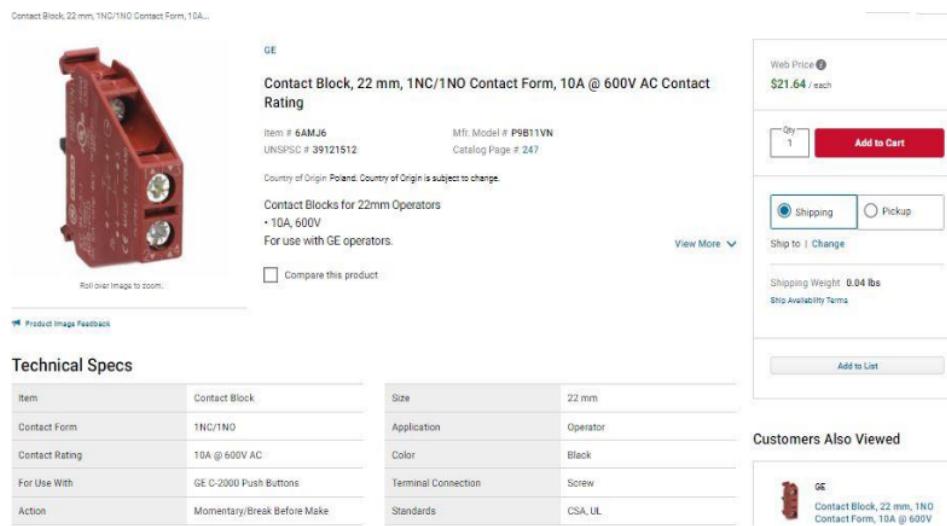
Before entering into the quoting of any item there are some basic terms need to be discussed

RFQ: Request for Quotation that is been asked by the client based upon client requirement. This contains a detailed information of the products that the client wants to purchase and this contains the quantity is looking and various information of the product. Based on the RFQ we need to proceed with the deal.

Sample RFQ's Examples:

- 1) Please Quote the following items with best price, lead time, shipping weight and shipping charges to Malaysia.

GE P9B11VN Contact
Sku - AE7UTU
Quantity – 10



The screenshot shows a product page for a GE Contact Block. The main image is a red metal contact block. The product title is "Contact Block, 22 mm, 1NC/1NO Contact Form, 10A @ 600V AC Contact Rating". Below the title, it says "Item # 6AMJ6 UNSPSC # 39121512". It also mentions "Country of Origin Poland; Country of Origin is subject to change." and "Contact Blocks for 22mm Operators • 10A, 600V For use with GE operators." There is a "View More" link and a "Compare this product" link. To the right, there is a sidebar with "Web Price \$21.64 / each", a "Qty" input field set to 1, a red "Add to Cart" button, and options for "Shipping" or "Pickup". Below that, it says "Shipping Weight 0.04 lbs" and "Ship Availability Terms". At the bottom, there is a "Add to List" button. A "Customers Also Viewed" section is visible on the right side.

Technical Specs	
Item	Contact Block
Contact Form	1NC/1NO
Contact Rating	10A @ 600V AC
For Use With	GE C-2000 Push Buttons
Action	Momentary/Break Before Make
Size	22 mm
Application	Operator
Color	Black
Terminal Connection	Screw
Standards	CSA, UL

Fig-1: GE Contact Block - Grainger

From this RFQ information we need to interpret few details about the item like Brand, part no and specs.

From this Example the Brand is GE, part no is P9B11VN so with this brand and model no source the item accordingly. First, we must try to figure out in our partner supplier like Grainger, ZORO, KSC direct then source with different supplier. Interpreting data from the RFQ is foremost important aspect in

sourcing the item. In some cases, we don't even find the Brand with the specifications we need to source the item accordingly.

- 2) Please Quote the following items with best price, lead time, shipping weight and shipping charges to Malaysia as shown in fig-2

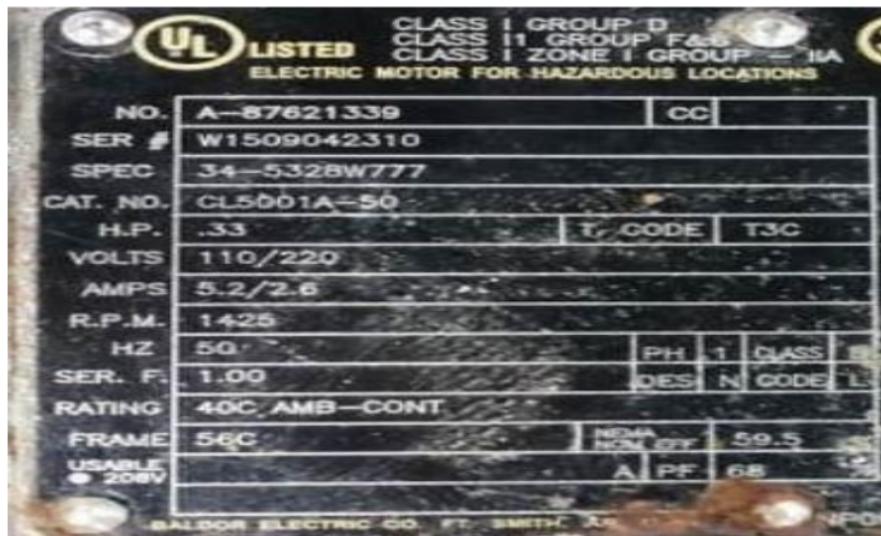


Fig-2: Sample Motor Face plate

This is the one of the examples of motor face plate RFQ. In this example as shown in above figure there is no specific brand, part no So from the specifications we need to source this motor. For any motors, pumps mechanical knowledge is required like RPM, power rating, Frame model, voltage, torque etc. So, from the specifications we need to source the item accordingly and find the suppliers in US, UK and Netherlands.

Assumptions made:

Based on the RFQ – Request for Quotation we got clear idea how to interpret the data based upon the client requirement. After Interpreting the data there is some procedure in order to quote the deal Accordingly.

a) Strategic Sourcing:

It is one of the key aspects which involves sourcing the item based on model no, SKU and sometimes Description of the item. Sourcing the right item with good supplier that can offer new items. Strategic sourcing can help us to reduce the item in finding the right item and right supplier accordingly.

Example: Please quote the following items with best price, lead time and shipping

weight and shipping charges to Philippines
WRS-6 Sink Pump System 1/3 Hp 115v 9a Cast Iron
SKU - AC6WLD
Quantity – 1EA

Based on the SKU and the description strategic sourcing of the item is our next step after fetching data in the RFQ. Try to find out the suppliers with best price offering new item. Firstly, try to source in Grainger our partner supplier then from other suppliers. Attach the supplier links in ZOHO CRM at specific RFQ deal for further reference. As per specs we can get two suppliers supply house and Grainger. Below are the images of the item of two suppliers.

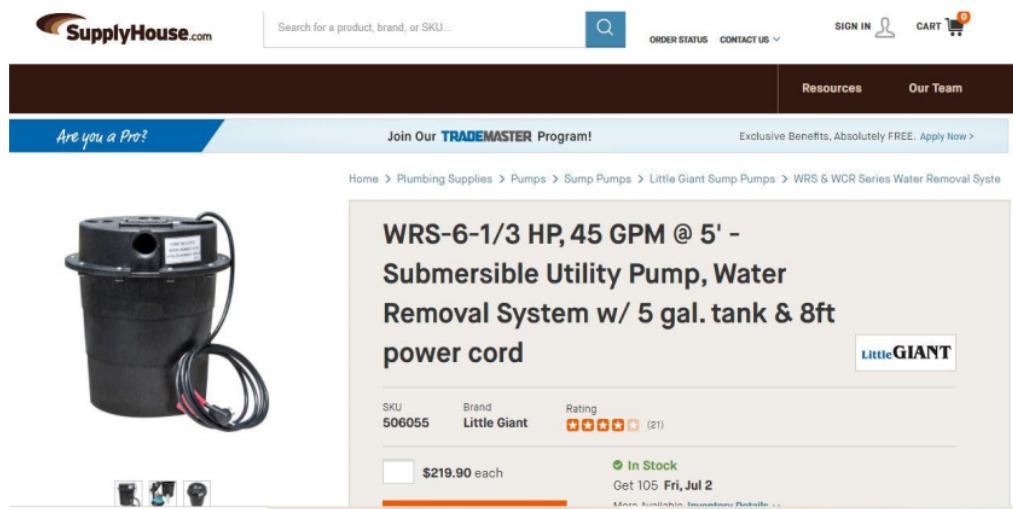


Fig-3: Little Giant Brand Submersible Pump (Supplier: Supply House)

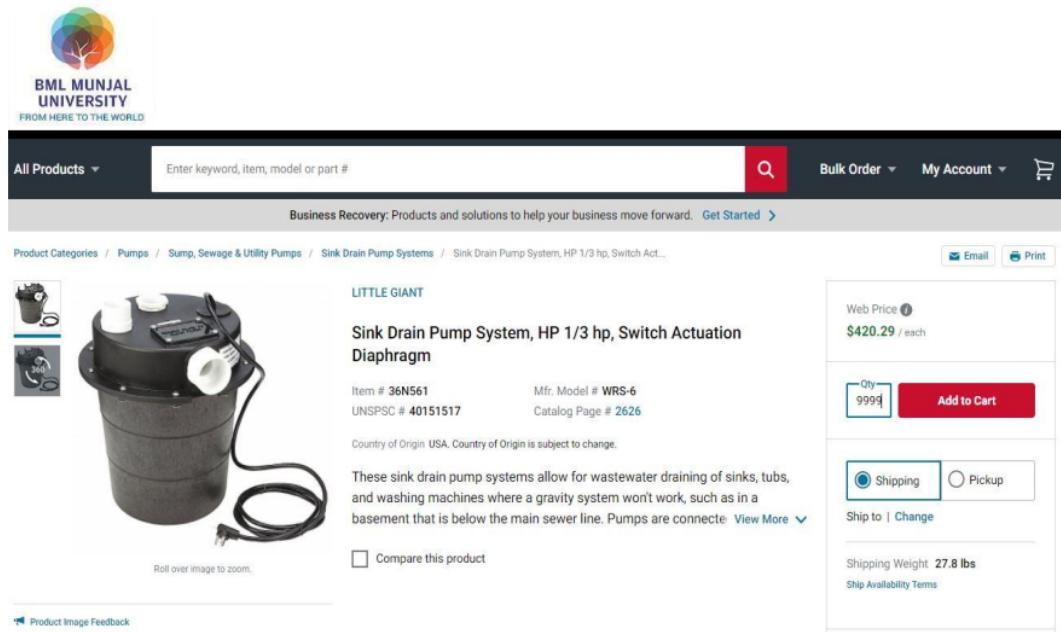


Fig-4: Little Giant Brand WRS-6 Pump (Supplier: Grainger)

So, try to find out more suppliers in US, UK and Netherlands so that we can compare them choose the supplier which is offering best price, lead time and also - check the item whether new or not once again before quoting the item.

Supplier Contacting: After Sourcing it is very important to figure out the right suppliers and ask quote from the supplier. Make sure the supplier is trust and going to deliver new same item as per client requirement.

Points to remembered while contacting suppliers.

- Choosing the right supplier as per best price, new item etc
- Supplier should be from US, UK and Netherlands
- It is important to know whether the items are new or not
- It is important to know the stock and lead time.
- Pricing of the item.
- Weight and Dimensions of the item.

Sample Supplier quote:

RFQ: Please quote the following items to Vietnam

Parker – F602-046A; Sku - BT4YWP; Quantity – 1 EA

So, from this enquiry we contacted KSC direct supplier in USA. Sample quote from the supplier KSC direct of specific item is shown in figure



<p>P.O. Box 1328 Grand Island, NE 68802-1328 Ph: 800-918-8939</p>		BILL-TO Arjun Singh 4 MECHANIC ST, STE 212 NATICK, MA 01760		SHIP-TO ROBERT WARREN CEVA LOGISTICS 1816 C WEST POINTE DR CHARLOTTE, NC 28214	
QUOTE					
Quote Number	Taker	Quote Date	Valid Until	Cust. Code	Customer PO#
Q16012894	cpte	2021-06-18	2021-07-18	ARJUN@RAPTORSUPPLIES.COM	
Shipping Instructions / Comments / Freight Code				Cost Center	Page No.
Freight Carrier/Service: UPS / Ground				1 of 1	
Quantity Quoted	U/M	Item Code and Description		Unit Price	Amount
1.00	EA	Due to volatile market conditions all Kelly Supply quotes are subject to review prior to purchase. 1. WAT 06F36AC 1/2" FILT 40 MIC ("WAT 06F36AC) THIS REPLACES THE F602-046A WGT= 3 LBS 2-3 WEEK LEAD TIME		91.36 EA	91.36

QUOTE			
QUOTE		Freight In \$0.00	Sub Total 91.36
		Freight Out \$13.46	Sales Tax 0.00
			Freight Total 13.46
			\$104.82

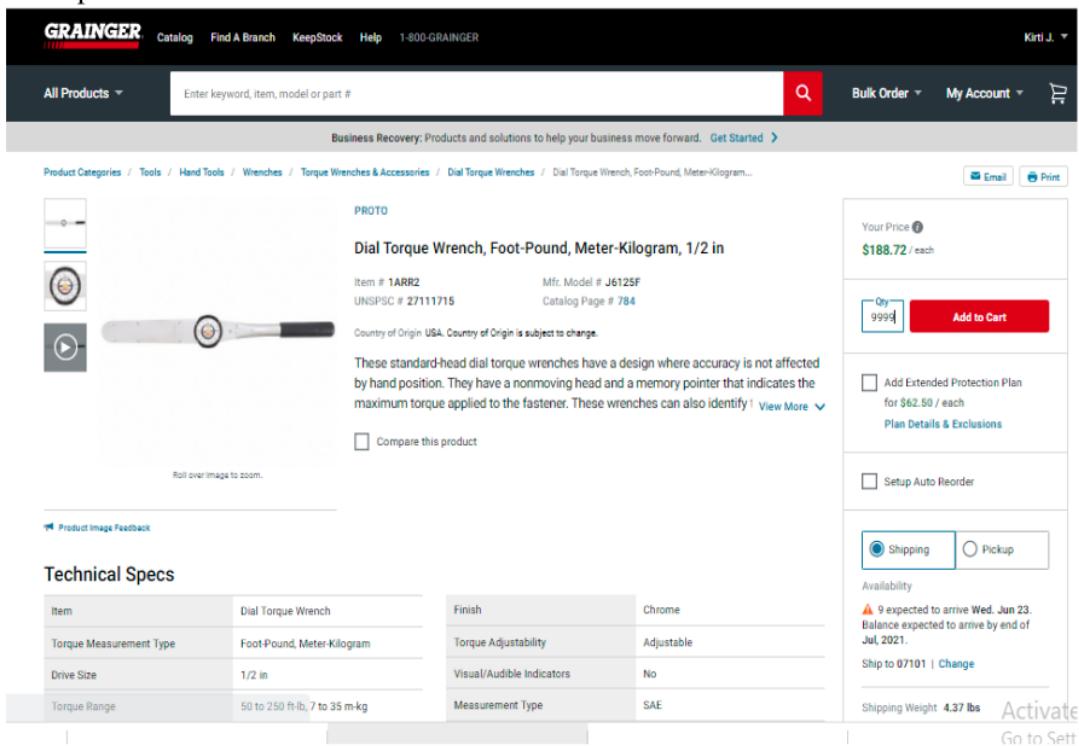
Fig-5: Sample Supplier quote (KSC Direct)

Need to compare the pricing and lead time with other suppliers quote and then choosing the best supplier and proceeding for the quote.

b) Margin:

After strategic sourcing of the item and supplier contacting the next step is Margin adding in our quote. It is important to add margin accordingly So, we follow a certain assumption while making the margin shown in below how we take margin. It is very important aspect for the company. Margin is taken based on the item cost and quantities required by the client.

Example:



The screenshot shows a product page from Grainger's website for a Proto Dial Torque Wrench. The product is identified as "Dial Torque Wrench, Foot-Pound, Meter-Kilogram, 1/2 in". Key details include Item # 1ARR2, Mfr. Model # J6125F, UNSPSC # 27111715, Catalog Page # 784, and a price of \$188.72/each. The page includes options for quantity (Qty 9999), "Add to Cart", and various purchasing and shipping options. Technical specifications table:

Item	Dial Torque Wrench	Finish	Chrome
Torque Measurement Type	Foot-Pound, Meter-Kilogram	Torque Adjustability	Adjustable
Drive Size	1/2 in	Visual/Audible Indicators	No
Torque Range	50 to 250 ft-lb, 7 to 35 m-kg	Measurement Type	SAE

Fig-6 : Proto Dial Torque (Supplier : Grainger)

As from this example Brand - Proto

Supplier is Grainger and the cost of the item is 188.72\$

Quantity 2EA then we take margin 27-30% since the cost of the item is less and also only one item is there.

Margin Calculation:

$$\text{For } 27\% \text{ Margin} = 188.72 / 0.73 = 258.52\$$$

$$\text{So, for 2 units the value is} = 258.52 * 2 = 517.04\$$$

If the quantity is 1 then we can take 30% margin as per this example. Margin mainly depends on the quantity, no of line items in the quote and the cost of the item. If the cost of item is more above 700\$ and the items are more we take less margin like 20-23%.

c) Stock and Lead time:

Stock is basically availability of the required item with the supplier and stock need to be particularly confirmed with the supplier. Lead time is basically the time taken from start to finish the process. Based on the stock availability with the supplier we can have clear idea to give lead time to the specific client.

d) Sales tax:

As from the supplier quote if the sales tax is added then it is important to add in our item cost after adding margin of around 7.5% of the item cost. We add sales tax to US Suppliers except our authorised suppliers like Grainger, KSC and MRO. For remaining if the supplier is US, then we add sales tax of 7.5% and if the supplier is from it is not required to add sales tax in the product cost. Based on the client destination also we add separately like for Singapore specifically we add around 7.5% like GST.

e) In-bound Freight:

In supplier quote the shipping charges calculated according to our address should be added extra in product cost. Extra amount should be added in product cost. If shipping charges are not given as per the weight the extra charges should be added in product cost.

Gross and Dimensional weight:

Gross weight and Dimensional weight play crucial role in calculating the freight charges. Gross weight can be obtained based on the weight of the item. Before calculating the freight charges Gross weight should be known from the supplier. Gross weight is the actual weight of the item.

Dimensional weight: It is also important to know the dimensional weight even though Gross weight is known. In some items like ladders their Gross weight is less so we should consider Dimensional weight. Dimensions of the item should be known to calculate Dimensional weight of the item.

Dimensional weight Calculation:

Dimensions of the item should be known length, breadth, height of the item.

Basic Formula:

Dimensions of the item in cm:

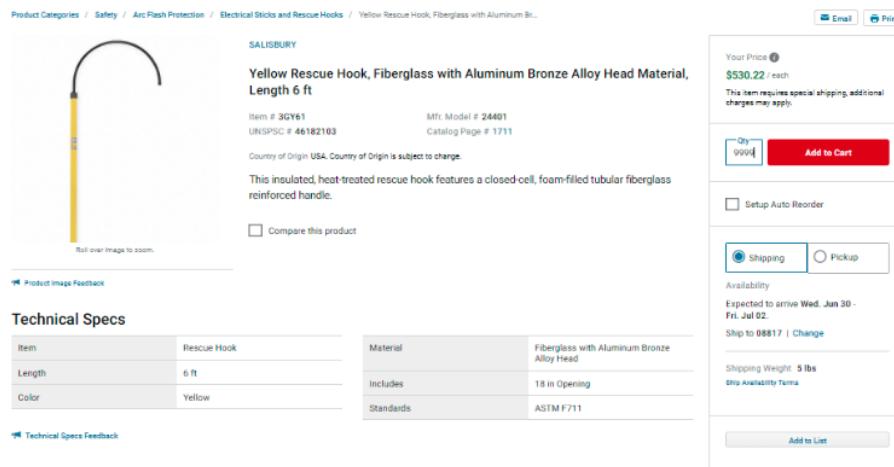
Dimensional weight (kgs) = length (cm) * breadth (cm) * height (cm) / 60,000

Dimensions of the item in inches:

Dimensional weight (kgs) = length (inches) * breadth (inches) * height(inches)
* 0.00273.

After both Gross weight and Dimensional need to compare both weights and choose the greater weight among both as shipping weight in the quote.

Example:



The screenshot shows a product page for a "Yellow Rescue Hook, Fiberglass with Aluminum Bronze Alloy Head Material, Length 6 ft". The page includes a large image of the hook, a "Technical Specs" table, and a detailed description. On the right, there's a sidebar for purchasing, showing a price of \$530.22, a quantity input field (set to 9999), an "Add to Cart" button, and other shipping and pickup options.

Item	Rescue Hook	Material	Fiberglass with Aluminum Bronze Alloy Head
Length	6 ft	Includes	18 in Opening
Color	Yellow	Standards	ASTM F711

Fig-7: Specs of Salisbury Rescue hook - Grainger

Since the item is very long and the gross weight is less so we should also check the dimensions to obtain dimensional weight of the item so there are no dimensions mentioned in Grainger website this is the reason we are taking dimensions on Amazon website in order to calculate dimensional weight of the item.



Click image to open expanded view

Salisbury by Honeywell 24401 Insulated Handle Rescue Hook, 6 ft Long, 18" Opening,Yellow

Brand: Honeywell

4.5 stars - 7 ratings

List Price: \$542.40 Details

Price: **\$520.98**

You Save: **\$41.82** (7%)

Get \$50 off instantly! Pay \$470.98 upon approval for the Amazon Rewards Visa Card.

- Country Of Origin: United States
- Model Number: 24401
- Item Product Dimension: 79.0" L x 15.9" W x 2.0" H
- Item Package Weight: 8.0 lb

Specifications for this item

Brand Name	Honeywell
Color	Yellow
Ean	0757457650950
Fabric Type	Fiberglass
Item Shape	Rectangle
Item Weight	2.00 pounds
Material	Fiberglass with Aluminum Bronze Alloy Head
Measurement System	US

[See more](#)

\$520.98

FREE delivery: June 29 - July 2

Deliver to Charlotte 28214

Only 5 left in stock - order soon.

Qty: 1

Secure transaction

Ships from E-COM Supply

Sold by E-COM Supply

Return policy: This item is returnable

New (8) from \$444.85 + \$16.55 shipping >

Share

[Other Sellers on Amazon](#)

[Activate Windows](#)

Fig-8: specs of Salisbury Rescue hook – Amazon.com

Product details

Is Discontinued By Manufacturer : No

Package Dimensions : 85.5 x 20 x 2.3 inches; 2 Pounds

Item model number : 24401

Date First Available : May 25, 2010

Manufacturer : Cole-Parmer

ASIN : B00J1ZQ1YG

Best Sellers Rank: #149,523 in Tools & Home Improvement (See Top 100 in Tools & Home Improvement)

#16 in Fall Arrest Kits

Customer Reviews:

4.5 stars - 7 ratings

Fig -9: Dimensions of Salisbury Rescue hook - Amazon

So, the dimensions of the item - 217.17 x 50.8 x 5.84 cm

As per dimensional weight formula in kgs Dimensional weight = length * breadth * width (in cm) / 6000

$$\begin{aligned} \text{Dimensional weight of the above item} &= 218 * 51 * 6 / 6000 \\ &= 12 \text{ kgs} \end{aligned}$$

Gross weight = 5 lbs from fig-7

By comparing both Gross weight and Dimensional weight as the dimensional weight is more so it is important to consider dimensional weight as the shipping weight of the item for safer side add 2 kgs to dimensional weight so consider 14-15 kgs as the shipping weight of the item.

After the shipping weight we need to calculate the freight charges according to the client Destination (Delivery charges)

Freight charges:

Freight charges are basically the delivery charges based on client destination country according to Freight In-coterm the delivery mode shall be discussed further. To calculate the freight charges, we need to have clear idea on our Logistics partners and Freight In-co terms. Below listed that needed to calculate the freight charges

- Client Destination,
- Total value of the quote,
- Supplier country,
- shipping weight which is obtained from Gross weight and Dimensional weight,
- Freight In-coterm and Logistics partners.

choosing the logistic partner according to the client destination and shipping weight. Logistics partners of this company are TNT, Fed-ex International and CEVA logistics. So further freight In-coterm and logistics partners will be discussed accordingly.

Freight In-coterm:

DDP - Delivery Duty Paid: It is opposite to Ex-works. For only Singapore we offer DDP in South East region. In this DDP Seller bears all the custom charges and deliver the item to client Destination location.

DDU – Delivery Duty Unpaid: seller takes care for delivering the item to client destination safely but the buyer is responsible for the custom charges. For all countries in South-east region, we go with DDU except Singapore.

Ex-works: It appears to quite cheaper at first and later it costs more because buyer is responsible for picking the item from the seller warehouse and clearing all the customs so it costs more and finally delivery charges to buyer destination. It is opposite DDP as in DDP seller is responsible for all the duties whereas in Ex-works Buyer is responsible for reaching the item to their destination. Basically, for larger shipments of which shipping weight is more so we go with Ex-works as we are seller the freight charges would be very more.

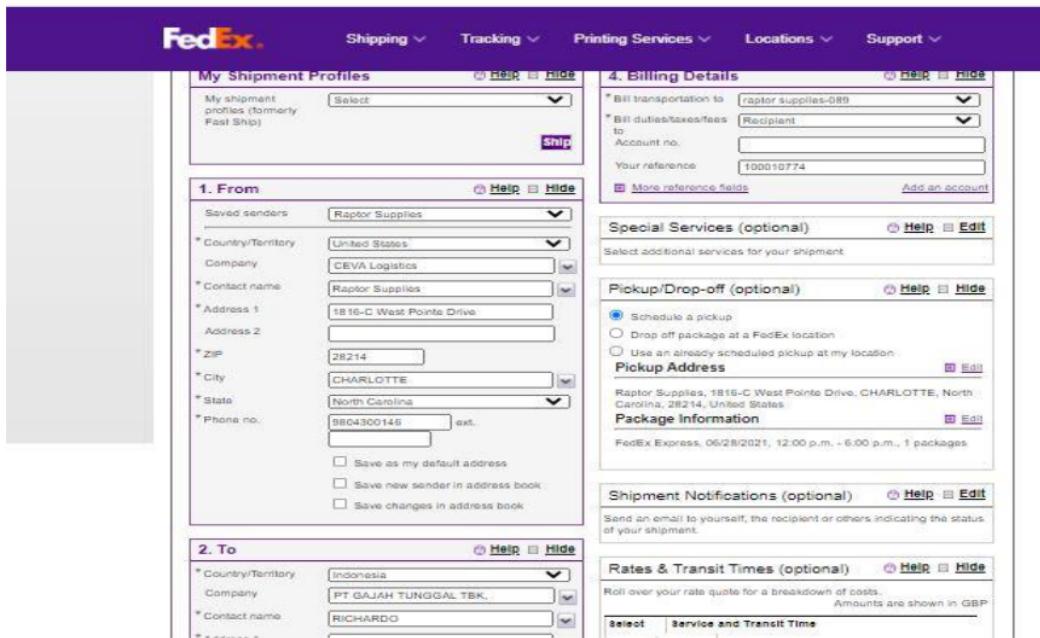
CPT – Carriage paid to: Seller deliver the item to destination like nearest Airports or ports based on the client agreed Airport or port then buyer will collect the item and bear the charges to particular location. if the freight charges are more than in FedEx the value will be very high so they deliver the goods to the nearest Airport or sea port.

CIF – Cost Insurance Freight: Seller covers the costs, insurance and freight of the client (buyer). Seller should bear if the product is damaged or loss. Seller is also responsible for additional custom charges, inspections, export paperwork etc. Exporters who have direct contact with ships they prefer this CIF. After loading buyer needs to pay other expenses like customs, export paperwork and additional charges.

Logistics partners:

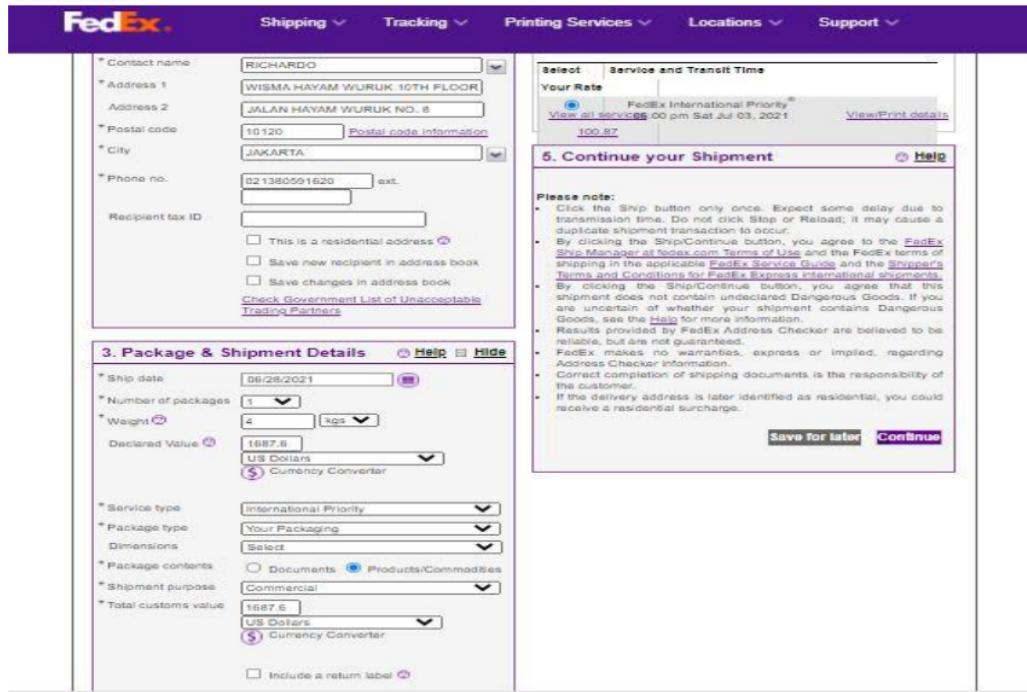
FED-EX: Fed-ex is one of the logistic partners of our company which can able to deliver to any client destination country within less amount of time than compared to CEVA Logistics. Generally, we use Fed-ex for smaller shipment whose shipping weight of the quote is less than 30 kg. After placing the order through Fed-Ex, they collect the item from our warehouse (US, UK & Netherlands) according to the supplier country and ships it through Air to the desired location. Below is the small example for calculating freight charges from our Fed-ex account based on the value of the quote, shipping weight, Source point i.e., our warehouse and client destination.

Example: Supplier-USA so from we take our US warehouse. Client Destination country is Indonesia. shipping weight is 4kgs and the quote value is 1687.6. Based on entering this data in Fed-ex shipment login we can able to find freight charges which is given in GBP in this Fed-ex portal.



The screenshot shows the FedEx Shipment Login interface. The top navigation bar includes links for Shipping, Tracking, Printing Services, Locations, and Support. The main form is divided into several sections:

- My Shipment Profiles:** A dropdown menu labeled "Select" and a "Ship" button.
- 1. From:** Fields for Saved senders (Raptor Supplies), Country/Territory (United States), Company (CEVA Logistics), Contact name (Raptor Supplies), Address 1 (1816-C West Points Drive), Address 2, ZIP (28214), City (CHARLOTTE), State (North Carolina), and Phone no. (9804300146 ext.). There are three checkboxes at the bottom: "Save as my default address", "Save new sender in address book", and "Save changes in address book".
- 2. To:** Fields for Country/Territory (Indonesia), Company (PT GAJAH TUNGGAL TBK.), and Contact name (RICHARDO).
- 4. Billing Details:** Fields for Bill transportation to (raptor supplies-089), Bill duties/taxes/fees to (Recipient), Account no. (100010774), and a "More reference fields" section with an "Add an account" link.
- Special Services (optional):** A section for selecting additional services for the shipment.
- Pickup/Drop-off (optional):** Options for scheduling a pickup, dropping off at a FedEx location, or using an already scheduled pickup at the location.
- Pickup Address:** Displays the pickup address: Raptor Supplies, 1816-C West Points Drive, CHARLOTTE, North Carolina, 28214, United States.
- Package Information:** Displays the package details: FedEx Express, 06/28/2021, 12:00 p.m. - 6:00 p.m., 1 packages.
- Shipment Notifications (optional):** A section for sending an email to yourself, the recipient or others indicating the status of your shipment.
- Rates & Transit Times (optional):** A section for viewing rate quotes and transit times, with a note that amounts are shown in GBP.



The screenshot shows the FedEx International Priority shipping calculator. The user has entered the following details:

- From:** JAKARTA, INDONESIA
- To:** WISMA HAYAM WURUK 10TH FLOOR, JALAN HAYAM WURUK NO. 8, WISMA HAYAM WURUK 10TH FLOOR, JALAN HAYAM WURUK NO. 8, WISMA HAYAM WURUK 10TH FLOOR, JALAN HAYAM WURUK NO. 8
- Weight:** 1687.6g
- Service Type:** International Priority
- Cost:** 100.87 GBP

Fig-10: Freight charges Calculation Fed-ex portal login

So, from this fig-10 the freight charges are taken as 101 GBP and should be converted accordingly based on the client destination.

CEVA: It is one of the logistics partners of our company basically ships bulky items more than 30 kgs provides an end-end logistic solution via ship, air and road freight to ship bulky items. We deliver batch shipment to Singapore in our company.

For Singapore the CEVA freight charges can be obtained from shipping weight of the quote.

Freight charges (in SGD) = 6* shipping weight of the quote + 40 SGD

Example: If the shipping weight is 20kgs and the client Destination is Singapore then if we go for fed-ex it costs more so we take CEVA charges
 $=6*20+40 = 160$ SGD freight charges is taken.

TNT: It is one of the logistics partners of our company. TNT basically delivers to UK, Continental Europe and the Middle East provides end-end solution through TNT Express and TNT Economy services. TNT have a separate freight charges list to our organization where we use these prices to deliver the items from UK to European countries.

Hazardous Items:

If the item contains hazardous substance that are restricted for international sale can't be quoted. Some Batteries which contain hazardous substance that can't be shipped to client so the deal need to be no quote.

Example:



DEWALT
Battery, 1.5 Ah, Li-Ion, 20V DC
Item # 11A168 Mfr. Model # DCB201
UNSPSC # 26111710 Catalog Page # 667
Country of Origin: South Korea. Country of Origin is subject to change.

These tool batteries fit DEWALT cordless tools of a compatible platform and matching voltage. For example, a 20V MAX* battery works with 20V MAX*, MAX XR, and Atomic tools. MAX XR* batteries are premium batteries with more capacity than standard MAX* batteries. MAX* Compact batteries provide the runtime of standard MAX* batteries in a lighter, slimmer form. FLEXVOLT batteries fit 20V MAX*, 60V MAX* and 120V MAX* tools (which require two FLEXVOLT batteries). They automatically switch voltage to match the power of the tool they are paired with, and they provide extended run time for 20V tools. The battery capacity listed for FLEXVOLT batteries is the amp-hour (Ah) rating when operating at 20V. This capacity is reduced when operating at 60V. Batteries of the same voltage, platform, and series may be available in different Ah ratings. Batteries with higher Ah ratings have greater power storage capacity but are heavier than those with lower Ah ratings.

Compare this product

Technical Specs

Item	Battery	Battery Series	20V MAX*
Battery Capacity	1.5 Ah	Cordless Tool Battery Platform	20V MAX*
Battery Chemistry	Lithium	Wireless Tool Tracking	No
Charger Included	No	For Use With	DEWALT(R) 20V Cordless Tools
Number of Batteries Included	1	Features	Lightweight, No Memory And Virtually No Self-Discharge, Quick 30-Minute Charge Time
Voltage	20V DC	Includes	(1) Battery
Cordless Tool Kit Contents	(1) Battery	Tool Brand	DEWALT(R)
Charger Input Voltage	120V AC		

[View Less ^](#)

Your Price  \$79.67 / each

Setup Auto Reorder

Shipping Pickup

Expected to arrive Tue, Jun 29.
Ship to 28214 | Change

Shipping Weight: 0.9 lbs
Ship Availability Terms

Customers Also Viewed


DEWALT
Battery, 2 Ah, Li-Ion, 20V DC
Item # 21RV46

Your Price  \$97.86 / each


DEWALT
Battery, 2 Ah, Li-Ion, 20V DC, PK 2
Item # 21RV49

Your Price  \$129.03 / pk. of 2

Fig -11: DeWalt Brand Hazardous item - Grainger

As this item is Hazardous material Battery clearly stated in the product description so this item is not quoted.

Special cases on Shipping

a) Pallets

Pallets are used to ship if the weight is very heavy more than 30 kgs motors, pumps etc any material it is impossible to ship the whole weight. Through Pallets shipping of Heavy weight is done easily. Some items even though the weight is more based on dimensions the item need to be shipped through pallets. They are also stabilized with wraps so that there is no movement of goods.



Fig-12: Wooden Pallets

Pallets are used for better handling and storage of bulky items they are of wooden box material. General pallet dimension is 48" * 40" (in inches).

b) I-containers

I-containers are used to transport goods of heavy weights like pumps, motors, ladders where the weight is more than 500kg. If the weight is more then, CPT Incoterm is followed which means to send the item to the nearest seaports so that client should take responsibility in clearing customs charges since in FedEx the freight charges will be very high for more weight. In this mode of shipping, we generally buy a whole container which we need to ship the items based on the dimensions. These prices may vary from container to container based on the required dimensions.



Fig-13: I-Containers

c) Shipper's Letter of Instruction:

It is generally given by exporter or the supplier if the item cost is more than 2500\$. It is mandatory to ask the supplier to give shipper's letter of Instruction. It is like document acts permission to freight forwarder to supply the goods to various locations accordingly based on client Destination.

Data Analysis:

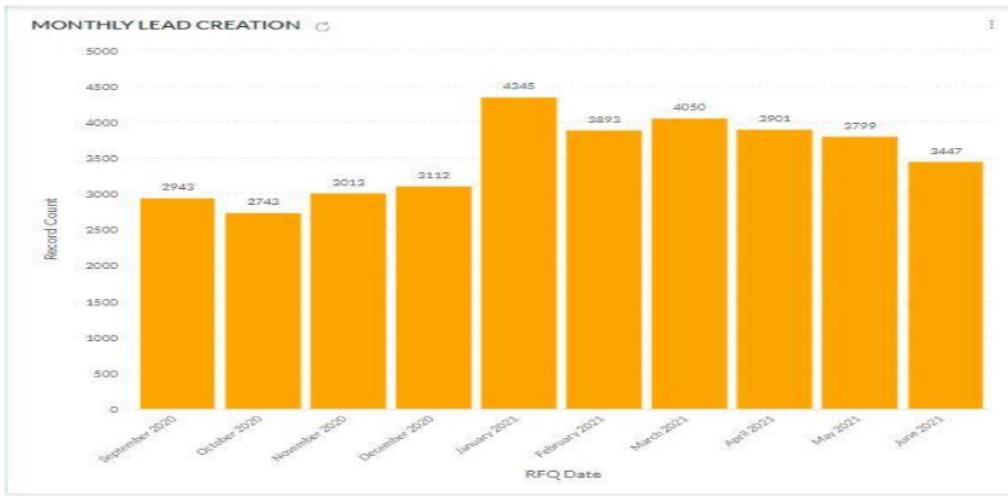


Fig-14: Monthly Lead Generation (RFQ) from September 2020 to June 2021

- As from the above fig-14 depicts the number of requests of quotation every month. In the month of January and March we can see the peak in number of RFQ's from September 2020 to June 2021. Previous year from September to December there is a smaller number of lead generation in these months.

LAST 3 MONTHS PERFORMANCE MONITOR				
	March 2021	April 2021	May 2021	June 2021
RFQs Entered	4050	3901	3799	3447
RFQs Quoted	3763	3628	3511	3018
Orders From Quotes	394	381	330	216

Fig-15: Monthly Performance Monitoring

- From this above fig-15 we could have complete overview of the no of RFQ's entered, RFQ's quoted and the orders from the quotes which depicts the performance from the orders and no of quotes quoted in the month of March, April, May and June 2021. Below table states the quoting percentage and orders percentage based on RFQ'S entered, quoted and orders.

Month	Quoting percentage	Orders percentage
March	92.9%	9.7%
April	93.01%	9.76%
May	92.4%	8.68%
June	87.5%	6.26% (as of 27-06-2021)

Table-1: Quoting and order percentage in the Month of March, April, May and June.

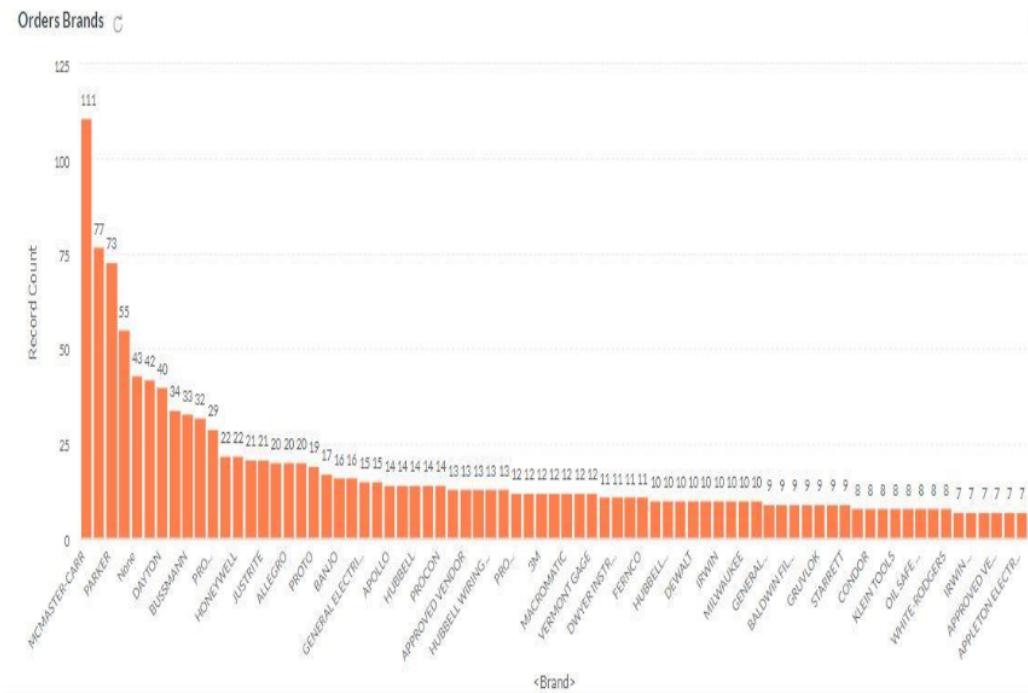


Fig-16: OEM Brands

- This above fig-16 depicts the main OEM brands that we are getting orders so we can estimate the client OEM brand preference. There are many brands that we got orders McMaster, parker, Dayton etc holds the peak

OEM orders. Irwin, Appleton OEM holds the least. From this graph we can have the overview of all OEM brands of which we got orders.

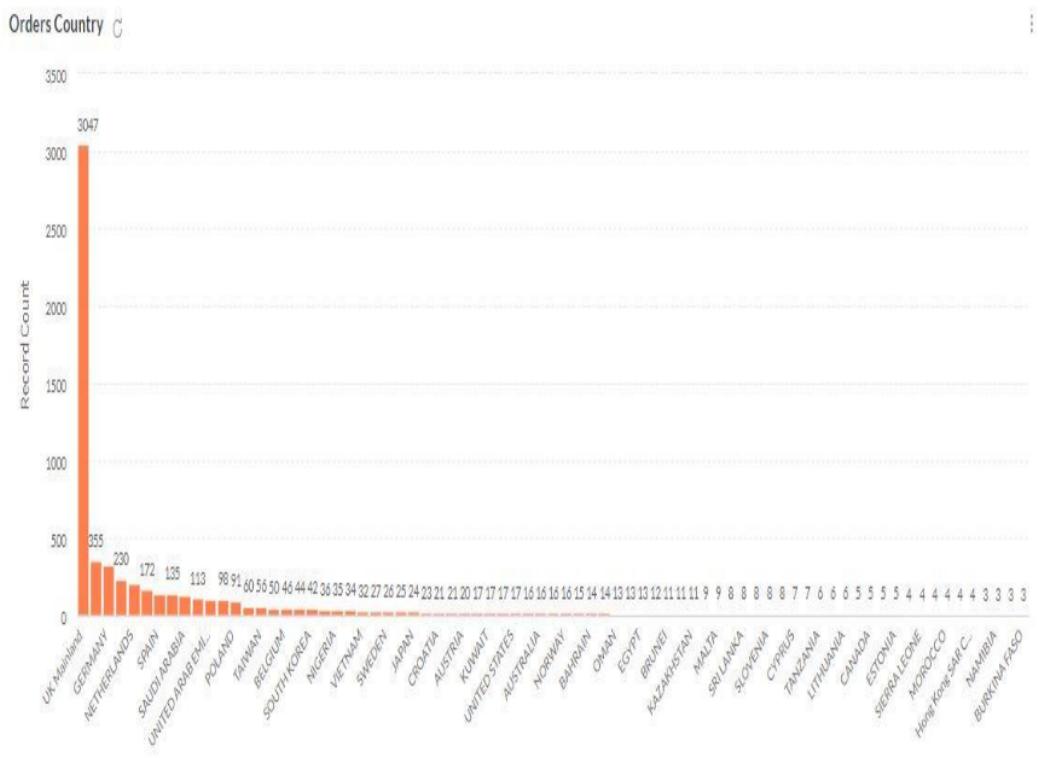


Fig-17 : Client Orders Destination Countries

- This above fig-17 depicts the client destination countries which places orders with this company. We can also see the various destination countries which raptor supplies delivered products. Highest peak of orders is seen in United kingdom Mainland

By this Data Analysis graphs it is very useful to know our weak area work on it and also know the strong area so that we can be focussed on the common brands , client destination. Quoting percentage and order percentage helps to monitor the performance at every month.

Results:

a) Sample Quote

 <p>QUOTE 4198065000086280747</p> <p>Valid Till 20/07/2021 Customer WhatsApp Chat with +62 811-7104-870 Reference</p> <p>Quote Rep Kirti Jawa Amount \$ 1,852.60</p>	<p>Raptor Supplies 6 Hessel Road, London W13 9ES United Kingdom</p> <p>Bill To Albiadi PT.Bumi Liputan Pusaka Kalimantan Timur Pergudangan BOS Blok B8 Kelurahan Karang Joang Kecamatan Balikpapan Utara Kota Balikpapan Indonesia</p> <p>Ship To Albiadi PT.Bumi Liputan Pusaka Pergudangan BOS Blok B8 Kelurahan Karang Joang Kecamatan Balikpapan Utara Kota Balikpapan Kalimantan Timur Indonesia</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item & Description</th><th style="text-align: left;">List Price</th><th style="text-align: center;">Qty</th><th style="text-align: center;">Discount</th><th style="text-align: right;">Amount</th></tr> </thead> <tbody> <tr> <td>SQUARE D : GJL36007M02 GJL36007M02 SQUARE D - NEW CIRCUIT BREAKER Amperage:7Voltage:600 Voltage Type:AC Poles:3</td><td style="text-align: left;">\$ 843.80</td><td style="text-align: center;">2</td><td style="text-align: center;">\$ 0.00</td><td style="text-align: right;">\$ 1,687.60</td></tr> <tr> <td>FREIGHT CHARGES DDU Indonesia</td><td style="text-align: left;">\$ 135.00</td><td style="text-align: center;">1</td><td style="text-align: center;">\$ 0.00</td><td style="text-align: right;">\$ 135.00</td></tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: left;">FREIGHT CHARGES DDU Indonesia</td><td style="text-align: left;">\$ 135.00</td><td style="text-align: center;">1</td><td style="text-align: center;">\$ 0.00</td><td style="text-align: right;">\$ 135.00</td></tr> <tr> <td style="text-align: left;">BANK TRANSFER CHARGES</td><td style="text-align: left;">\$ 30.00</td><td style="text-align: center;">1</td><td style="text-align: center;">\$ 0.00</td><td style="text-align: right;">\$ 30.00</td></tr> <tr> <td style="text-align: right; vertical-align: bottom;">Sub Total</td><td></td><td></td><td></td><td style="text-align: right;">\$ 1,852.60</td></tr> <tr> <td style="text-align: right; vertical-align: bottom;">VAT</td><td></td><td></td><td></td><td style="text-align: right;">\$ 0.00</td></tr> <tr> <td style="text-align: right; vertical-align: bottom;">Grand Total</td><td></td><td></td><td></td><td style="text-align: right;">\$ 1,852.60</td></tr> </tbody> </table> <p>Terms & Conditions Freight Incoterms: Delivery: DDU Indonesia Lead time : 08-10 Days Shipping weight: Up to 4kg (Approx.) Payment terms: Advance Currency: USD</p>	Item & Description	List Price	Qty	Discount	Amount	SQUARE D : GJL36007M02 GJL36007M02 SQUARE D - NEW CIRCUIT BREAKER Amperage:7Voltage:600 Voltage Type:AC Poles:3	\$ 843.80	2	\$ 0.00	\$ 1,687.60	FREIGHT CHARGES DDU Indonesia	\$ 135.00	1	\$ 0.00	\$ 135.00	FREIGHT CHARGES DDU Indonesia	\$ 135.00	1	\$ 0.00	\$ 135.00	BANK TRANSFER CHARGES	\$ 30.00	1	\$ 0.00	\$ 30.00	Sub Total				\$ 1,852.60	VAT				\$ 0.00	Grand Total				\$ 1,852.60
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BANK TRANSFER CHARGES	\$ 30.00	1	\$ 0.00	\$ 30.00																																					
Sub Total				\$ 1,852.60																																					
VAT				\$ 0.00																																					
Grand Total				\$ 1,852.60																																					



From the above results taking care of all the parameters like Margin, sales tax, Inbound freight, right supplier, Freight Incoterms, Logistics partners, stock, lead time and shipping weight above fig- shows the quote mentioning every aspect in the quoted accordingly. Below listed few important points about the quote.

Margin: 24% + sales tax added (US Supplier) + 60 USD extra (inward)

Supplier: PCB

Supplier Country: US

Client Destination: Indonesia

Shipping weight: 4kgs

Freights charges: US to Indonesia – 135 USD (Fed-ex)

A screenshot of the Pacific Coast Breaker (PCB) website. The top navigation bar includes the PCB logo, phone number (800) 755-8098, email (support@pacificcoastbreaker.com), office hours (7:00 AM to 4:00 PM PST M-F), a shopping cart icon showing 0 items (\$0.00), and a "LOGIN OR CREATE AN ACCOUNT" button. Below the navigation is a secondary menu with links: HOME, BREAKERS, SWITCHES, MOTOR CONTROL, CONTACT KITS, ACCESSORIES, FUSES, SEARCH PRODUCTS, and a magnifying glass icon. The main content area shows a product page for the "GJL36007M02 SQUARE D - NEW CIRCUIT BREAKER". The product image is a black three-pole square-d molded case circuit breaker. To the left of the image is a "HOME >" breadcrumb link. To the right of the image are the price "\$584.74" and the quantity available "QUANTITY AVAILABLE: 18". Below the price is a note: "*Air Shipping Options Available on Checkout*". Further down, there's a note: "Need more? Larger quantities are available by emailing sales@pacificcoastbreaker.com or calling 1-800-755-8098." Below the note are quantity control buttons (-, 1, +) and an "ADD TO CART" button. At the bottom of the product page, under "PRODUCT DETAILS:", are the following specifications: Manufacturer: Square D, Amperage: 7, Voltage: 600, Voltage Type: AC, and Price: \$584.74.

Fig-18: Sample Quote Brand Square-D Circuit Breaker Supplier -PCB

b) Specification Sheet Sample:



6 Hessel Rd,
London, W13 9ES
United Kingdom
VAT ID: GB194 9439 53

SPECIFICATION SHEET

Brand: HUBBELL KILLARK
Manufacturing model number: UGP-20231QW
Description : Plug, 120 V AC Voltage, 20 A Amps
Image:



Technical Specs

Item	Plug	NEMA Type	5-20P
Voltage	120 V AC	Material	Copper-Free Aluminum
Hz	60	Standards	Class I, Div. 1, 2, Groups B, C, D / Class I, Zones 1, Groups IIb+II2, IIa / Class II, Groups F, G / Class III / NEMA 3, 7 (B), 9 (F), 14, UL (E91049, E33660) CSA (R14667)
Amps	20 A		
Number of Wires	3		
Number of Poles	2		

Kirti Jawa

Raptor Supplies Limited

6 Hessel Rd | London W13 9ES | United Kingdom
T +44 203 287 5224 |
www.raptorsupplies.com | kirti@raptorsupplies.com

Specification sheet is basically to know the item clearly if we could not find datasheet from the supplier website or any website then we can give specification sheet so that client can have clear Idea on the item. In specification Brand, Model no, Description, image of the item and technical specifications need to mentioned. According to the client Destination we should use the UK format or Singapore format.

Discussion

From this internship I got immense knowledge in the field of Supply chain Management especially in procurement domain. After considering all the parameters that are discussed in the report so far, I quoted many quotes taking all the parameters quoted 500 quotes. As a result of sending the quote the client may ask for further details if he wants to place an order then order processing team will work to get the order done. This internship helped me in better perspective to learn key concepts in Supply chain management.

Summary of Key Insights/ Contribution:

Brief Background of work:

- Raptor supplies is one of the growing E-commerce company. It acts as both B2B and B2C reseller company to supply MRO Products all over the world.
- Request for Quotation (RFQ's) are entered by the Data team based on client Requirement and allocate the deals to certain team according to the regions of the client destination country.
- Procurement team will source the item as per the client requirement and contact the suppliers.
- They confirm the stock and lead time with the supplier
- After Contacting the supplier comparing the prices accordingly and quoting from right supplier by adding Margin, sales tax and Inward freight accordingly,
- Comparing Gross weight and Dimensional weight to obtain shipping weight,
- Calculating the freight charges through logistics partners based on shipping weight.
- Adding VAT based on the client Destination country in the quote.
- Mentioning the lead time and shipping weight in the quote is sent to the

client.

- Business Development team will follow up the client according to the quote.
- Once the client confirms the order then order processing team will check the stock and lead time with the supplier and process the order accordingly.
- Regarding payment transactions accounts team take care regarding all the accounts and payment transactions in the company.
- After payment then it is sent to the logistics in which tracking the shipment and monitoring it properly.

Learning Outcomes:

- Strategic Sourcing
- Supplier Contacting
- Special cases on shipping
- Pallets
- I-containers
- Freight Incoterms
- Margin calculation
- Gross weight
- Dimensional weight.
- Freight charges
- Logistics Partners
- Stock and Lead time.
- Sales tax
- In-bound freight
- Hazardous Items
- Specification sheet
- Client Follow-up
- Quoting

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Intern Final Report PS-3

ORIGINALITY REPORT



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