

Organized Retailing

NVEQF Level 2 – Class X

RS204- Q2012 – BILLING, TRANSPORT AND DELIVERY

Students Workbook



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Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to the real life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on “**Billig, Transport and Delivery**” is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for students who have passed Class IX or equivalent examination, was created by a group of experts. The Retailer's Association of Skill Council of India (RASCI), approved by the National Skill Development Corporation (NSDC) organized Retailing Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of organized retailing industry for recognizing and assessing skills and knowledge needs to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with SKSDC has developed modular curricula and learning materials (Units) for the vocational qualification package in organized retailing sector for NVEQ levels 1 to 4; Level 2 is equivalent to Class X. Based on NOS, occupation related core competencies (knowledge, skills and attitudes) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to necessary flexibility in offering of courses, necessary for breaking sharp boundaries between different subject areas. The workbook attempt to enhance these endeavour by giving higher priority and space to opportunities contemplation and wondering, discussion in small groups and activities requiring hands on experience. Hope these measures will take us significantly further in the direction of a child centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on the job activities and questions. Participation of learner in skill development exercises and inculcation of values and creativity is possible if involve children as participant in learning, and not as receiver of information. These demands considerable change in school routines and mode of functioning. Flexibility in the daily timetable would be a necessity to maintain the rigorous implementation of the activities and required number of teaching days will have to be increased for teaching and training.

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About the Workbook

This workbook is to assist you with completing the Unit of Competency **RS204-NQ2012: Billing, Transport and Delivery**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

Section 1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

Introduction

Marketing is regarded as a crucial element for the success of any enterprise. Over the last decade, the retail marketing in India has grown significantly. We have witnessed the launch of a large number of retailers entering into the retail industry. Retail is the final stage of any economic activity. By virtue of this fact, retail occupies an important place in the world economy. Retailing refers to all activities involved in selling goods or services to the final consumers for personal, non-business use. A retailer or retail store is any business enterprise whose sales volume comes primarily from retailing. Put simply, any firm that sells products to the final consumer is performing the function of retailing.

Retail market refers to a place where a group of consumers with similar needs and a group of retailers meet using a similar retail format to satisfy those consumer needs.

The supply chain distribution logistics encompasses all activities and exchanges involved in extracting, processing, manufacturing and distributing goods and services from raw material through to the end consumer. It requires retailers to take a complete view of these activities and adopt innovative approaches to meet customer's needs with great efficiency. Keeping in view the importance of logistics, the billing, transport and delivery aspects are very much required for running the retail business. In this module we covered the retail aspects like billing procedure in retailing, elements of transportation and delivery system in retail business.

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Sessio 1: Billi g Procedures

Relevant Knowledge

The maximum number of customer interaction that one faces in a retail store is the cash counter. Hence it becomes very important to keep the cash counter very efficient and manned at all times. An effective and neat cash counter is a sign of a very professionally managed store.

It's the responsibility of the cash counter in-charge or the head cashier to see to it that each and every cash counter is managed properly. At start of the trading it's important that the cashier assigned to a specific cash counter needs to look into the following points:

- The cash counter is neat and tidy
- To ensure the cash till/POS machines work
- To check all telephone lines and EDC machines are working
- To ensure stationary is available
- To ensure returns are sent back

Cashiers should ensure that Q-managers are in place in front of the cash counter to avoid crowding of customers in front of the cash desk.

The head cashier should ensure this is practiced religiously every day. Usually a head cashier is expected to generate a report which shows the total number of transactions done in all the cash counters, a detailed SKU wise report, a detailed tender wise report and a detailed report in all individual cash counters which will reflect all the cancellations done, refunds made, and any other specific transaction made apart from the billings made. Based on these reports the head cashier has to submit his daily submission report to the store manager. Also all investigations are done based on these reports. Some software also has the efficiency to generate report per od wise, apart from date wise, and also time wise, .e. between a specific time periods in a day, individually in all cash counters. The more the reports are detailed the easier it becomes for a head cashier to investigate a case.

These highly loaded POS are capable of integrating with all types of POS accessories. Users reduce the waiting time of the customers at billing counters. They also prevent shrinkage loss at the front end of the store by eliminating chances for malpractices & mistakes. The Key Features retail billing systems are as under:

- Provisions to capture additional information in invoice helps better tracking in cases of home delivery

- Easy to use Product search interface helps in quick & efficient product search based on different parameters like product code, name, product alias & barcode
- Supports EAN, UPC, GTIN, QR and custom designed barcode scan
- Hold bills great feature to hold a particular bill & resume it after some time
- Facility to maintain scanned copies of important documents in the software for parcel entry tracking
- Supports Exchange feature which allows setting of multiple exchange prices for the same product
- Supports Exchange scheme in billing. Multiple exchange price can be defined for the same product based on condition
- Supports retail & tax invoice
- Quotation/Proforma/Sales Order/DN to Sales Bill conversion
- Flexibility of the product depending on purchase price or as per demand. This results in fixing optimum selling price for same products purchased at different rates
- Software card readers interface to reduce credit/debit card tender time
- Supports all types of payment modes like Cash, Card, Coupon, Gift voucher, mixed payment tender type such as part cash, part credit card, etc
- Auto recovery & Offline billing possible if connection with server is disturbed
- Supports Till Management which facilitates recording of all sales, purchase details & cashing up
- Supports exchange dues
- Due bill payment feature allows processing of unsettled bills
- Facility to maintain manufacturer, supplier & your own product code



Solution Highlights

Easy, Fast & Robust Billing

Enhance billing through the integration of barcode scanners and weighing scale to the POS. The cashier just needs to scan the products & print the bill. In some cases, they can even hold a bill and recall the same thereby serving the long queue of customers faster.

Re-order based on Sales/Stock

Our comprehensive re-order features help you plan replenishment wisely based on previous PO, purchased quantity and item sold quantity for a particular period. You

can also generate supplier-wise PO by analyzing last 'N' day, weekly, monthly & yearly sales details.

Purchase Formula & Price Level

Simplify purchase entry for each one of your supplier using our PURCHASE FORMULA with discounts, taxes, freight, etc. It takes one-time configuration that helps you to do inward process entry easily without any mistakes & effortlessly.



Effective Day-end Process

You need to have control over the billing counter staff to prevent pilferage. Achieve this by using snapshot, session management, till management & cash hand over features in your POS. In-fact, day-end report will reflect counter-wise excess or shortage of cash accurately.



Repacking, Split & Kit items

Inventory of grocery items which are purchased in bulk quantity and later repacked in small quantities are manageable. Items can also be bundled as a KIT item like gift pack.



Home Delivery & Due Bill

Orders which need to be delivered at the doorstep can be billed as Due bill. Type of payment by customer can be captured later with delivery status.



Credit Card & Coupon Tracking

Entire cycle of debit or credit card and coupon transactions are trackable in detail. Apart from that, you can also trace coupons collection, deposit and reimbursement details.



Swipe Card Reader Interface

By integrating swipe card readers, the job of cashier becomes much more easy. Card payments get captured directly without manual entry and ensures accuracy.



Check Actual & Analyze Status on the go to Support Decision Making

Go-Frugal's report tool is very flexible, easy to use, fully customizable. It provides MIS reports that help decision making, analyzing the trends & competition. This helps you to know the current status of the stores, keeping track of various transactions, etc. This reporting tool includes more than 350 pre-defined reports & designed to take care of all reporting needs of any business. Go-Frugal's Webreporter, an add-on product gives you the ability to see reports on the Internet via browser from remote locations. The Key Features of this Webreporter is as follows:

- Report personalization allows you to configure the reports .e. grouping fields in a report, customizing columns display order, related reports can be grouped/mapped & report filters can be customized.
- Reports can be added to "Myreport" for frequently viewed reports.
- All reports can be exported to Excel, HTML, PDF & mail formats.
- Comprehensive stock, sales & purchase analysis based on product, distributor, manufacturer, category & returned transaction.
- Supports generation of Inventory Analysis reports such as age analysis, product margin, category-wise stock & excess stock.
- Master data analysis like newly created customers list for a given period.
- Salesman commission analysis based on total value of sales, sales return, commission slab based or product age based.
- Generates list of Top N customer for month, non-regular customers, fast & slow moving products, dead stocks/non-billed products, inventory transaction, etc.
- Supports report scheduler & report security (reports can be configured by each user).
- Supports Day end report for filtering the records on a given date for given bill types & choose the bill to edit (in Bill Entry Screen).
- Generates other reports like Sales & Purchase tax, Price level, Price drop, repack, current stock, stock re-ordered, stock ledger, stock movement, etc.
- Users can create customized report templates by defining & selecting fields.

Telecom Retail Billing

When we talk about telecom billing then by default it is about retail billing. As defined earlier telecom retail billing is defined as follows:



Telecom Billing is a process of collecting usage, aggregating it, applying required usage and rental charges and finally generating invoices for the customers. Telecom billing process also includes receiving and recording payments from the customers.

Retail billing deals directly with the end customer and comes with a lot of challenges to meet end customer expectations and regulatory obligations. A billing system is assumed to be successful as long as it successfully follows the criteria:

- **Timely Billing:** End customer's invoices should be generated on time i.e. nominal date. There may be some circumstances when end customer does not get the invoices on time because of some logistical issues. But it is IT's responsibility to generate all the due bills on due date.
- **Billing Accuracy:** This is the most important factor for the customer satisfaction and from regulatory obligation point of view. If billing system is not generating accurate bills then it can lead to serious business issues from legal point of view as well as leaving a customer in an unhappy state.

Retail Vs Wholesale Billing

Retail billing deals with end customer and billing an individual customer whereas wholesale billing deals with billing to the following entities depending on situation and nature of business:

- Billing resellers associated with a telecom operator.
- Billing interconnects partners for providing interconnection to make calls to other operators' customers.
- Billing roaming partners for providing services to their customers when they roamed in an operator's coverage area.

Wholesale billing is easy in comparison to retail billing and allows a big level of threshold of tolerance whereas retail billing always needs to be 100% accurate. Wholesale billing can never be 100% accurate because of various reasons like difference in processes configured in two operators' systems or difference in number of calls rated because some of the calls may get missed at any network element.

There are specialized billing systems which are being used to handle retail billing like Convergys and Amdocs Billing systems are famous for retail billing whereas ASCADE and INTEC billing systems are famous for wholesale billing.

Wholesale billing can also be settled using retail billing systems by using simple reports because they do not deal with too many discounts and promotion types whereas retail billing needs all these complications and cannot be handled using wholesale billing systems.

All the concepts discussed so far in this tutorial was related to retail billing and subsequent chapters will discuss about interconnect billing, roaming billing and other billing types.

Exercise: Assignment

Visit two malls or stores of your nearest area observe the billing procedure and write your report comparing of two stores for billing procedure and summarize with suggestions to improve billing in the store.

Note: For this assignment you can gather to 10-20 customers of each store, suggestions on billing procedure of each store.

Assessment

A. Fill in the Blanks

1. It's the responsibility of _____ to see that every cash counter is managed properly. (cash counter in-charge/head cashier).
2. _____ features which allows setting of multiple exchange prices for the same product. (support exchange).
3. Auto recovery and _____ is possible to connect with servers distributed. (offline billing)
4. Telecom billing process includes _____ and _____ payments from the customers. (receiving, recording)
5. Wholesale billing can also be settled using _____ (retail billing system)

B. Multiple Choice Questions

1. Placed cashier is expected to generate report which shows that -
 - (a) Total number of transaction done
 - (b) Detailed SKU wise report
 - (c) Detailed tender wise report
 - (d) All the above
2. Billing accuracy is most important factor for -
 - (a) Customer satisfaction
 - (b) Reseller satisfaction
 - (c) Purchase satisfaction
 - (d) None of the above

Checklist for Assessment Activity

Part A

- Describe billing procedures.
- Responsibilities of billing manager.

Part B

- What is the billing procedure?
- What are the responsibilities of billing manager?
- What are the key features of retail billing?
- Effective billing solutions.
- Wholesale and telecom billing.

Part C

Performance Standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Able to identify billing procedure in retail.		
Able to identify key features of retail billing.		
Able to identify responsibility of billing manager.		

Sessio 2: Elements of Transportation

Relevant Knowledge

In general the modes of transportation in marketing management are (1) Road (2) Water (3) Air. These modes or a combination of these used to transfer raw material to working spot or factory, finished goods to wholesaler, further to retailer and lastly to consumer. In this module let us discuss about transportation of goods from retailer up to handing over to consumer.

Modes of Retail Transportation

As said in the above paragraph that transportation can be done in any of the three modes - road, water, air. But in retail marketing there are two important types - store and non-store retailing. In non-store retailing and e-retailing in most of the cases all three modes may be adopted. Here postal department services or courier services are adopted. Both postal department and courier services use various methods / use various modes with main objectives to deliver goods at a shortest time and low cost. Normally a combination of different modes of services adopted to obtain best result. This combination is usually decided by origin and destination points.

Some of the points which decide about modes are:

- Distance between two points is small: if distance is small and well connected by road, then, normally water and air modes are not considered.
- Distance between two points is too high and weight of the goods is small: A combination of road and air can be used.
- Distance between two points is too high and weight of the goods is high: A combination of road and water (ship) can be used.
- A combination of water and road is used when road connection is not good and boat is a mode of transportation.
- A combination of road and train is used depending upon facility available for the same.

In case of store retailing normally different modes of road transportation is adopted depending upon the situation. Here delivery of the goods is of two types (1) delivery of the goods from store to customer example: hardware materials, tools etc. or (2) from showroom to customer example: normal grocery items in karyana store. In the above two, method adopted depends on easiness of loading and unloading process.

In general retail transport can be treated as movement of goods from store or showroom of retailer to handing over it to the consumer.

Objectives of Retail Transport

- To deliver the goods to the customer in a short time.
- To deliver the goods at a lease cost.
- To reduce loading and unloading as much as possible.
- To improve safety measures during transport.
- To adopt all legal requirements towards transportation.

Loading and Unloading of Merchandise

Loading and unloading of the goods is a very important activity in retail management. This activity is associated with cost, time, wastage, handling of material, safety of employees and others.

Factor Affected by loading and unloading:

- Cost
- Time of delivery
- Wastage of material
- Safety of employees
- Government rules

Objectives of Loading and Unloading

When the finished goods are received from factory or wholesale dealer the retailer must receive these goods in his store / showroom. For doing this job he has to unload the material from the transport device. In the same way when the customer purchases the material from the retailer, he has to load the purchased material into the transportation vehicle. These activities are called as loading and unloading of the materials. There are various good practices of loading and unloading, some of them are:

1. When a bulk order is obtained, send the delivery of the material directly from factory / wholesale dealer to customer.
2. Load the materials for delivery to the customer, as early as possible which helps in reduction in stock storage space, early realization of selling price, avoiding obsolescence and minimization of safety cost.
3. Protect the material from fire, rain water, theft etc.
4. Delicate materials must be handled carefully.
5. While handling hazardous material extra safety measures must be taken while loading and unloading.

6. While loading and unloading government rules must be followed towards safety.
7. Some materials cannot be stored for longer duration and it has to be handled with care. Example: vegetable etc.

Problems associated with Retail Transport

1. Maintaining supply chain efficiency in face of increasing risk and unpredictability.
2. Infrastructure congestion exacerbated by unforeseen or uncontrollable events.
 - (a) Natural disasters
 - (b) Labour strike and shortages
 - (c) Terrorism
3. Heightened supply chain security.
4. Increasing costs
 - (a) Inventory just-in-time to just-in-case.
 - (b) Congestion (e.g. demurrage, fuel, traffic, mitigation fees, container fees.
 - (c) Security.
5. Using retail transport for cross border is very complex, time consuming and costly, for example, retail companies need at least 12 different permissions issued by different authorities.
6. For import and export of goods needed customer clearances before sending to distribution centers.
7. It is needed to translate all information into national or regional language trigger additional handling and logistical efforts regarding the separation and specific treatment of merchandise for different countries. Merchandise has to be logistically separated and relabeled to continue to final destination.

Exercise: Assignment

1. Visit a retail outlet or a mall located in your area, interact with the owner and employees and ask the following questions and write the responses in not more than 50 words.
2. Visit a Retail organization, nearby your area, interact with the owner and employees and ask the following questions and write the responses in not more than 50 words.

A. Questions to Employee/owner

1. What are the modes of retail transportation?
2. Is there any analysis done to improve retail transportation in terms of cost, time, quality of delivery etc. ?

3. Are you using door delivery system as one of the method to attract customer?
4. What are the problems faced by you in loading and unloading of a product?
5. What action taken to solve above problems?

B. Question to Employees

1. What are the innovative methods suggested by them in handling the products?

Assessment

A. Fill in the Blanks

1. Distance between two points is too high and weight of the goods is small then a
Combination of _____ and _____ can be used in retail transportation.
2. Distance between two points is too small and weight of the goods is small then _____ can be used in retail transportation.
3. If the distance is high and weight of goods is also high, then _____
and _____ can be used for retail transportation.
4. While loading and unloading extra care must be taken for material.
5. For perishable items loading and unloading is an important factor.

B. Multiple Choice Questions

Tick the correct answer

1. Most important mode of retail transportation is -
 - a) Rail
 - b) Air
 - c) Road
 - d) Water
2. Objective of retail transportation is -
 - a) improve quality of goods
 - b) reduce production wastage
 - c) increase in sales
 - d) timely delivery to customer

3. This is not one of the mode of retail transportation -
 - a) e-mail
 - b) road
 - c) air
 - d) water

4. Loading and unloading must be -
 - a) reduced
 - b) increased
 - c) maintained
 - d) none of above

5. Hazardous material must be loaded and unloaded
 - a) quickly
 - b) carefully
 - c) do not handle
 - d) both a and c

Checklist for Assessment Activity

Part A

Use the following checklist to see if you have met all the requirements for Assessment Activity.

1. Various methods of store and non-store retail transport.
2. E-commerce retail transportation.
3. Objectives of retail transportation.
4. Definition of retail transportation.
5. Identify the factors affecting loading and unloading.
6. Determine objectives of loading and unloading.
7. Differentiate the various methods of loading and unloading.

Part B

Discuss the following in Class Room:

1. Define retail transportation.
2. What are the modes of transportation in e-commerce?
3. Explain all types of transportation.
4. What are the objectives of retail transportation?
5. What is Retail loading and unloading?
6. What factors influence Retail loading and unloading?
7. What are the objectives of Retail loading and unloading?

Part C

Performance Standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Able to identify the difference between various types of transportation.		
Able to understand the objectives of the retail.		
Able to learn e-commerce transportation.		
Able to differentiate the various methods of loading and unloading.		

Sessio 3: Delivery Procedures

Relevant Knowledge

Retail Delivery Process

Fitting out a major retail scheme owes a lot to effective retail delivery management. We know retailers value flexibility. The ability to delay decision-making until the last minute is very important - enabling the latest trends to be incorporated into a store's design, or units to be let at short notice.

Retail developments, by contrast, rely on tight control and effective management to achieve trading dates. The retail delivery manager provides a single point of contact that balances the needs of retailers with the discipline required to meet the opening date. We know this can't be undertaken as part of another role. We use a dedicated resource to ensure that and we understand what the stakeholders need before they come on board.

Bringing together the centre management, existing tenants, new tenants and the construction team, we align all the stakeholders by communicating the design vision, practical constraints and risks face to face.

We make sure that agreements for lease, contract documents and warranties all contain the necessary safeguards and deliverables for a successful fit-out on site, driving out problems that may otherwise only become apparent the day a tenant arrives on site.

Once on site, we manage the process and interface between stakeholders. Everyone is kept on the same page and aligned with the commercial goals of the project.

We have used our insight and experience to develop a dedicated method. This framework provides a clear view of the process from inception to close out, so that each member of the project team knows what they are doing and when. In turn, this allows our clients to concentrate on structuring deals in the knowledge that everything will dovetail together on site.

The Retail Delivery is the management process designed to help guide our tenants from the design stages through to the successful opening and trading of a store within a Westfield centre. Fitting out so many stores at once can put tremendous pressure on supply chains and specialised resources as there are a huge number of developments completing during the same timeframe. Plan ahead and don't be

afraid to ask one of the Retail Delivery team for assistance if you need to. The main stages in the Retail Delivery process are set out below:

1. Tenant's Briefing

- The Retail Design Manager (RDM) introduces the vision for Westfield Stratford City and presents the Design Guidelines to your design team. The RDM outlines the design approvals process and all design-related queries can be tabled at this meeting.
- Westfield's Retail Project Manager (RPM) will answer your queries on any technical aspects of the project, discuss a programme of works and outline the process ahead. During (or shortly after) the Retailer Briefing Meeting, you will be issued with a Detailed Tenancy Pack which will contain all the information required for you to start designing your store.

2. Design Approval

- The Tenant will submit the concept design to the RDM at this stage. The RDM will review the concept design and issue comments and approval.
- The Tenant will submit a more detailed concept design to the RDM. The RDM will review the concept design and issue comments and approval.

3. Fit-out

- At this stage, the Tenant appoints its Fit-Out Contractor and the premises is inspected by the Tenant for access. Westfield conducts the Pre-start Induction and the Tenant submits pre-start information to the RPM and H&S for review.
- The RPM and RDM issue comments. Access to the premises is granted and the Tenant's fit-out work commences. The RPM and RDM monitor the fit-out.
- This includes the Tenant's Commissioning, Consent to Trade, Merchandising and Store Opening. Necessary steps are: tenant commissioning and landlord interface; tenant completed snagging; tenant issuance of H&S file (O&Ms), as-built drawings and statutory certificates to RPM; RPM Consent to Trade issued.

4. Completion Stage

- During the close out stage, the Tenant Snagging Remedial occurs and the Tenant issues as-built drawings. The RDM issues the Documentation of Works and the Developer releases the Deposit and Deductions.

Retail Delivery Services through different Agencies

Show Me Moving and Home Delivery

We specialize in delivering the items from your warehouse to your customer's homes. Your customer has made the purchasing decision, paid for the item, and now you need a reliable, trusted partner who knows the importance of an on-time, damage-free delivery.

Whether you need professional, insured delivery service three times a week, once a month or a variation in between; whether you need threshold delivery or white glove service; whether you have your own program you'd like us to follow or you'd like us to customize a service to create efficiencies and maximize your profits; ShowMe Moving and Home Delivery will deliver a hassle-free experience to you and your customer.

With over 75 years of management experience, our team is dedicated to delivering a service that is developed to eliminate the obstacles that keep you from growing your business.

Interested in learning more about our services? Call our corporate office at 314.567.6060 and ask for Carré, she wants to meet you from the beginning.

Tapping customers to deliver goods would put the world's largest retailer squarely in the middle of a new phenomenon sometimes known as "crowd-sourcing," or the "sharing economy."

A plethora of start-ups now help people make money by renting out a spare room, a car, or even a cocktail dress, and Wal-Mart would in effect be inviting people to rent out space in the vehicle and the willingness to deliver packages to others.

Such an effort would, however, face numerous legal, regulatory and privacy obstacles, and Wal-Mart executives said it was at an early planning stage.

Wal-Mart is making a big push to ship online orders directly from stores, hoping to cut transportation costs and gain an edge over Amazon and other online retailers, which have no physical store locations. Wal-Mart does this at 25 stores currently, but plans to double that to 50 this year and could expand the program to hundreds of stores in the future.

Wal-Mart currently uses carriers like FedEx Corp for delivery from stores - or, in the case of a same-day delivery service called Walmart To Go that is being tested in five metro areas, its own delivery trucks.

Retail Delivery by CKDC

As an expert on retail delivery, CKDC will work with landlords to ensure they have best practice processes and procedures implemented within the business so that it operates with better efficiency to more expediently open shops, provide improved landlord-tenant relationships and enhance the landlord's retail brand and reputation.

CKDC can assist with:

- Assessing and critiquing current retail delivery processes
- Assessing current documentation and procedures
- Analyzing current personnel, consultants and resources and the operational framework they work within
- Recommending improved processes and procedures
- Preparing relevant documentation - Fit Out Guide, Site Constraints documents etc
- Implementing improved procedures
- Assisting with the procurement of additional specialized staff and consultants
- Training personnel on and rolling out new processes

Retail Delivery Services Dynamex

Through years of experience, Dynamex has developed industry-specific transportation and logistics solutions. Have a unique shipping need? Require logistics services support? Dynamex offers a variety of support services for all types of specialized delivery and logistical needs, including our retail logistics services.

Retail Distributio

Distribution and delivery across a global supply chain is becoming increasingly sophisticated and complex. Customer-focused enterprises are under increasing pressure to satisfy customers while reducing costs and streamlining operations. At the same time, they must comply with regulations from every region.

Wherever your goods must be moved or stored, Dynamex can develop the most efficient and effective way to meet your requirements in the US and Canada. Our proven retail distribution services make Dynamex the single, trusted resource for warehousing, third party logistics, and retail goods distribution. Flexibility and outstanding service ensures that your shipments make it to your stores complete and on-time.

When you need immediate delivery, both you and your customers can rely on Dynamex. Flexibility and outstanding courier service ensures that your shipments make it to your house complete and on-time.

Dynamex knows the sale cannot wait. Retail fulfillment is deadline sensitive and requires the goods be delivered at exactly the right place, at the right time, and in the right way. There is no margin for error.

We offer

- Product distribution management
- Inventory management and warehousing
- Electronic data interchange (EDI)

With Dynamex, you can be assured of having your products available, in the store, and on the shelf so your store staff can focus on customers and making a sale. Dynamex offers a transportation and logistics solution designed just for your specific needs. We work with you to optimize your service levels and vehicle mix to provide the most cost-effective routing, handling, and delivery available.

Home Delivery Courier

Home delivery across a global supply chain is becoming increasingly sophisticated and complex. Customer-focused enterprises are under increasing pressure to satisfy customers while reducing costs and streamlining operations. Dynamex is your long-term solution for a seamless home delivery program. We are a leading network courier company serving a wide range of retailers and manufacturers including consumer electronics, appliances, home improvement, office supplies, and furniture companies throughout the United States. We specialize in all sizes and weights, white glove service, and weekend/holiday delivery.

Our success is due to extensive experience and expert senior management managing numerous national and regional shipping programs. We provide extraordinary customer service and use state-of-the-art technology to provide you with the most efficient and cost-effective home delivery solutions in the retail and e-commerce industry.

Through years of transportation and logistics experience we have learned tried and true methods for successfully implementing and executing simple to complex programs. Dynamex has been operating in the market for many years, working in partnership with a range of leading manufacturers and retailers, providing services from order placement to final delivery.

E-Commerce Courier

If your customers have to wait on the phone for every delivery, they may quickly turn into someone else's customers. With the time demands of e-mail and the Internet changing everyone's perceptions of speedy response, dxNow® brings an online advantage to your same-day shipping fulfillment needs. dxNow® is your online gateway to e-commerce.

Customers can remain ahead of the curve with our online courier solution for fulfilling all of your same-day delivery needs. With secure order entry, real-time tracking, and account management reporting, you have access to every aspect of the shipping process 24 hours a day, 365 days a year.

With Dynamex's e-commerce shipping solutions, order entry is quick and easy with your personalized address book and smart code referencing. Every order you place at dxNow® appears directly on Dynamex dispatch screens for seamless transmission to the appropriate driver with the right vehicle to handle your order immediately. And, with online waybills and shipping labels ready to print, one click of your mouse has your package ready for pick-up.

During the shipping process, you can log on to your account to view real-time status updates, or choose to have pickup and delivery updates sent straight to your email, or your customer's email. Then, use our instant reporting system to generate customized management reports for online viewing or download. From start to finish, you are in control of your time-critical deliveries.

Exercise

Interact with the delivery department head of the store and write down the procedure followed by that store and problems encountered by the store in delivery procedures with practical solution of that problem by you.

Assessment

A. Fill in the Blanks

1. The retail delivery manager provides a single point of contact then balances the needs of _____ with the _____ required to meet the _____ date. (retailers, discipline, opening)
2. Retail delivery is the _____ process. (management)

B. Multiple Choice Questions

1. Walmart same day delivery called Walmart To GO that to be ng l sted n -
 - a) Five metros
 - b) Two metros
 - c) Three metros
 - d) None of the above
2. Retail fulfillment s requ re the goods be del vered at -
 - a) Right place
 - b) Right time
 - c) Right way
 - d) All the above

Checklist for Assessment Activity

Part A

Use the follow ng checkl st to see f you have met all the requ rements for Assessment Act vity.

- Ident fy del very procedure n reta l store.

Part B

D scuss the follow ng n Class Room:

- D scuss del very procedures.
- D scuss web based del very process.
- D scuss d fferent agenc es provid ng del very services.

Part C

Performa ce Sta dards

The performance standard covered by the assessment ncludes the follow ng, but not l m ted to:

Performance standards	Yes	No
Able to dent fy del very procedures.		
Able to dent fy agenc es prov d ng del very serv ces.		

Sessio 4: Laws i Record Mai te a ce

Relevant Knowledge

Maintenance and Access to Retail Sales Records

- (1) The reta l sales records requ red under WAC 246-889-095 are confident al and access ble by the board of pharmacy and law enforcement agenc es. Law enforcement may access the reta l sales records for cr m nal nvest gat ons when, at a m n mum, there s an art culated nd v dual zed susp c on of cr m nal act vity.
- (2) Each law enforcement agency's admin strator, ch ef, sher ff, or other ch ef execut ve off cer shall ensure:
 - (a) Only author zed employees have access to the data bases;
 - (b) Each employee use h s or her un que password or access code to access the data bases;
 - (c) Each employee adheres to all state and federal laws regard ng conf dent al ty; and
 - (d) As employees change, new passwords or access codes are ass gned to new employees and passwords of ex-employees or transferred employees are removed.
- (3) Reta l sales records of restr cted products, electron c or wr tten, must be kept for a min mum of two years.
- (4) Reta l sales records must be destroyed n a manner that leaves the record un dent f able and non-retr evable.

Maintenance of Records and Inventories

- A. Except as prov ded n paragraphs (a)(1) and (a)(2) of th s sect on 1304.04, every nventory and other records requ red to be kept under th s part must be kept by the reg strant and be ava lable, for at least 2 years from the date of such nventory or records, for nspect on and copy ng by author zed employees of the Adm n strat on.
 1. F nanc al and sh pp ng records (such as nvo ces and pack ng sl ps but not executed order forms subject to Sect ons 1305.17 and 1305.27 of th s chapter) may be kept at a central locat on, rather than at the reg stered locat on, f the reg strant has not f ed the Admin strat on of h s ntent on to keep central records. Wr tten not f cat on must be subm tted by reg stered or cert f ed ma l, return rece pt requested, n tr pl cate, to the Spec al Agent n Charge of the Admin strat on n the area n wh ch the reg strant s located. Unless the reg strant s nformed by the Spec al Agent n Charge that perm ss on to keep central records s den ed, the reg strant may

maintain central records commencing 14 days after receipt of his notification by the Special Agent in Charge. All notifications must include the following:

- The nature of the records to be kept centrally.
 - The exact location where the records will be kept.
 - The name, address, DEA registration number and type of DEA registration of the registrant whose records are being maintained centrally.
 - Whether central records will be maintained in a manual, or computer readable, form.
2. A registered retail pharmacy that possesses additional registrations for automated dispensing systems at long term care facilities may keep all records required by this part for those additional registered sites at the retail pharmacy or other approved central location.
- B. All registrants that are authorized to maintain a central recordkeeping system under paragraph (a) of this section shall be subject to the following conditions:
- The records to be maintained at the central record location shall not include executed order forms and inventories, which shall be maintained at each registered location.
 - If the records are kept on microfilm, computer media or in any form requiring special equipment to render the records easily readable, the registrant shall provide access to such equipment with the records. If any code system is used (other than printing information), a key to the code shall be provided to make the records understandable.
 - The registrant agrees to deliver all or any part of such records to the registered location within two business days upon receipt of a written request from the Administration for such records, and if the Administration chooses to do so in lieu of requiring delivery of such records to the registered location, to allow authorized employees of the Administration to inspect such records at the central location upon request by such employees without a warrant of any kind.
 - In the event that a registrant fails to comply with these conditions, the Special Agent in Charge may cancel such central recordkeeping authorization, and all other central recordkeeping authorizations held by the registrant without a hearing or other procedures. In the event of a cancellation of central recordkeeping authorizations under this paragraph the registrant shall, within the time specified by the Special Agent in Charge, comply with the requirements of this section that all records be kept at the registered location.
- C. Registrants need not notify the Special Agent in Charge or obtain central recordkeeping approval in order to maintain records on an in-house computer system.

- D. ARCOS participants who desire authorization to report from other than the registered locations must obtain a separate central reporting identifier. Request for central reporting identifiers will be submitted to the ARCOS Unit. See the Table of DEA Mailing Addresses in Sec. 1321.01 of this chapter for the current mailing address.
- E. All central recordkeeping permits previously issued by the Administration expired September 30, 1980.
- F. Each registered manufacturer, distributor, importer, exporter, narcotic treatment program and compounder for narcotic treatment program shall maintain inventories and records of controlled substances as follows:
- Inventories and records of controlled substances listed in Schedules I and II shall be maintained separately from all of the records of the registrant; and
 - Inventories and records of controlled substances listed in Schedules III, IV, and V shall be maintained either separately from all other records of the registrant or in such form that the information required is readily retrievable from the ordinary business records of the registrant.
- G. Each registered individual practitioner required to keep records and institutional practitioner shall maintain inventories and records of controlled substances in the manner prescribed in [paragraph \(f\)](#) of this section.
- H. Each registered pharmacy shall maintain the inventories and records of controlled substances as follows:
- Inventories and records of all controlled substances listed in Schedule I and II shall be maintained separately from all other records of the pharmacy.
 - Paper prescriptions for Schedule II controlled substances shall be maintained at the registered location in a separate prescription file.
 - Inventories and records of Schedules III, IV, and V controlled substances shall be maintained either separately from all other records of the pharmacy or in such form that the information required is readily retrievable from ordinary business records of the pharmacy.
 - Paper prescriptions for Schedules III, IV, and V controlled substances shall be maintained at the registered location either in a separate prescription file for Schedules III, IV, and V controlled substances only or in such form that they are readily retrievable from the other prescription records of the pharmacy. Prescriptions will be deemed readily retrievable if, at the time they are initially filed, the face of the prescription is stamped in red ink in the lower right corner with the letter "C" no less than 1 inch high and filed either in the prescription file for controlled substances listed in Schedules I and II or in the usual consecutively numbered prescription file for non-controlled substances. However, if a pharmacy employs a computer application for prescriptions that permits identification by prescription number and retrieval of original documents by prescriber name, patient's name, drug dispensed, and date filled, then the requirement to mark the hard copy prescription with a red "C" is waived.

- Records of electronic prescriptions for controlled substances shall be maintained in an application that meets the requirements of part 1311 of this chapter. The computers on which the records are maintained may be located at another location, but the records must be readily retrievable at the registered location if requested by the Administration or other law enforcement agent. The electronic application must be capable of printing out or transferring the records in a format that is readily understandable to an Administration or other law enforcement agent at the registered location. Electronic copies of prescription records must be sortable by prescriber name, patient name, drug dispensed, and date filled.

Maintenance and Retention of Records

Wholesale dealer shall maintain copies of invoices or equivalent documentation for each of its facilities for every transaction in which the wholesale dealer is the seller, purchaser, consignor, consignee or recipient of cigarettes. The invoices or documentation must indicate the name and address of the consignor, seller, purchaser or consignee, and the quantity by brand and style of the cigarettes involved in the transaction.

Retail dealer shall maintain copies of invoices or equivalent documentation for every transaction in which the retail dealer receives or purchases cigarettes at each of its facilities. The invoices or documentation must indicate the name and address of the wholesale dealer from whom, or the address of another facility of the same retail dealer from which, the cigarettes were received, and the quantity of each brand and style of the cigarettes received in the transaction.

Manufacturer shall maintain copies of invoices or equivalent documentation for each of its facilities for every transaction in which the manufacturer is the seller, purchaser, consignor, consignee or recipient of cigarettes. The invoices or documentation must indicate the name and address of the consignor, seller, purchaser or consignee, and the quantity by brand and style of the cigarettes involved in the transaction.

The records required above must be preserved on the premises described in the license of the manufacturer, wholesale dealer or retail dealer in such a manner as to ensure permanency and accessibility for inspection at reasonable hours by authorized personnel of the Department. With the permission of the Department, manufacturers, wholesale dealers and retail dealers with multiple places of business may retain centralized records, but shall transmit duplicates of the invoices or the equivalent documentation to each place of business within 24 hours after the request of the Executive Director or his or her designee.

The records required by this section must be retained for not less than 3 years after the date of the transaction unless the Department authorizes, in writing, the earlier removal or destruction.

Exercise: Assignment

Write down the Record Maintenance Procedures of one retail store.

Assessment

A. Fill in the Blanks

1. The retail sales records required under WAC 246-889-095 are _____ and accessible by the law enforcement agencies. (confidential)
2. Only _____ employees have access to the database. (authorized)
3. Retail dealer shall maintain copies of _____ or equivalent documentation for every _____. (invoices, transactions)

B. Multiple Choice Questions

1. Retail sales records of restricted procedures, electronic or written must be kept for a minimum of -
 - a) Two years
 - b) Three years
 - c) Four years
 - d) Five years
2. The invoice or documentation must indicate -
 - a) Name and address of consignor/ seller
 - b) Quantity by brand
 - c) Both of the above
 - d) None of the above

Checklist for Assessment Activity

Part A

Use the following checklist to see if you have met all the requirements for Assessment Activity.

- Describe record maintenance procedure.

Part B

Discuss the following in Class Room:

- Discuss legal procedures of record maintenance in retail environment.

Part C

Performance Standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Able to identify laws of maintaining records.		