



WHAT IS LOGISTICS AND E-LOGISTICS

The e-Commerce industry faces several Logistics challenges and it is not just about the lack of standardization in postal addresses. One of the major challenges is the logistical complexity, which consumes a huge amount of capital and time to solve. Small deliveries to many places cause complex routing problems.

The companies operating in the logistics industry face unique challenges as delivery guys operate in vast territories. Time equals money in any business and to be honest, managing the field workforce in this competitive environment can be complicated. It is difficult to keep track of every driver or delivery boy which in turn results in inefficiency and late deliveries.

LEARNING OUTCOMES

At the end of the program, the participants should be able to

- Describe the function of Logistics
- Identify the segment of Logistics
- Deliver the Local and International Trade effectively
- Understand the relationship between E-Commerce and Logistics
- Define logistics activities
- Able to use Logistics techniques in creating business revenue

WHO SHOULD ATTEND

This program is designed for anyone involved in local and international freight forwarding, logistics, and product delivery to enhance their ability for import export process.

METHODOLOGY

We use a variety of interactive methods, role-play, practice, delivery, and exercises to give participants a practical toolkit to deliver engaging training that drives behavioral change.

PROGRAM ASSESSMENT

- Pre- and post assessment
- Solving and presenting case studies
- Demonstration in group presentation.





"Effective action comes from the right effort, if not the right way. Only with the right methodology can our actions have the greatest effect"

James Ngu, Trainer

THE TRAINER

HRDC certified TTT Trainer

HRDC appointed as a subject matter expert for the Development of Industrial Skills Framework - Logistics and Warehousing Industry

Dangerous Goods Cat-6 Certified

Kursus Ejen Customs Certified

Mr. James Ngu obtained his Degree Certificate (Computing and Information System) from the University of Lincolnshire & Humberside at Lincoln, England in the year 2001. He holds an HRDF Certified Trainer Certification.

As a Licensed Custom Agent, he has been working in the Freight Forwarding and Logistics Industry for 20 years. As a founder of Amber Logistics, he successfully set up their internal customer service standards and delivery services process for the company.

Already more than 2-year in-house training in the training industry now, Mr. James has conducted numerous in-house training sessions with the logistics and courier corporate. His training programs consist of customer service, Logistics, Malaysian Customs procedures, Shipping Documents, Free Zones, Incoterms@, problem-solving & decision making, managing complaints, and supervisory programs.

In the course of his career, he also had many opportunities to write and speak to many levels of management in planning, presenting and decision making. With his understanding of the logistics and courier industry, he provides communication training to the branch including leadership, communication skills, proficiency in the language, attentiveness, time management skills, persuasion skills, HR-related issues, and challenges.

Mr. James Ngu uses various methodologies to enhance his learners' learning and participation, which includes On-the-Job Training, coaching, mentoring interactive lectures, management games, practical mills, case study, group discussions, and tutorials

COURSE CONTENT

MODULE 1: WHAT IS LOGISTICS

- Introduction to Logistics and E-Logistics
- The difference between Logistics and E-Logistics
- Things to consider when choosing E-Logistics Partner
- How to choose your preferred logistics partner

MODULE 2: 5 Elements of Logistics - SPIIT

- Storage
- Packaging
- Inventory
- Information
- Transport

MODULE 3: 5 W + 1 H of Logistics and E-commerce

- What
- Who
- Where
- When
- Why
- How

MODULE 4: IMPORT-EXPORT DOCUMENTATION AND PROCESS

- What Documentation needed to trade
- IMPORT SHIPMENT
- EXPORT SHIPMENT

MODULE 5: INCOTERN 2020

- Introduction to Incoterms
- Why Need Incoterms
- Common used Incoterms
 - o FOB, CNF, CIF, and CNI

MODULE 6: GOAL OF BUSINESS LOGISTICS

- Budgeting planning for Logistics Costing
- The goal of Logistics Trade Operations

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"Full program content and course schedule are available upon request"
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