

3.8 Planning, tracking and reporting on transport

Note: In the following sections, vehicles can be cars, trucks, planes, or ships. Where variations from the process occur, they are detailed at each step.

When planning inbound movements of freight (i.e. receiving a consignment):

3.8.1 Preparing for reception

The sender must always inform the consignee ahead of shipping goods, sharing as much information as possible on the shipment before the vehicles leave for delivery.

Information to share ahead of shipping		
Expected arrival date and time	Goods transported a draft packing list or reference to orders (requisition), estimated weights and volumes.	Vehicle details registration, driver/pilot details and route. For sea shipments, this will be vessel route and shipping line
Special requirements cold chain, dangerous goods, bulky equipment, etc.	Details of vehicles Schedule, number of trips and prioritisation	

The receiver should confirm their capacity to handle the inbound shipment and make necessary arrangements.

Arrange your reception area to ensure the full consignment can be temporarily stored before being moved into the bulk storage area – if necessary, make temporary adjustments to the warehouse layout to accommodate the incoming consignment.

Communicate temporary changes to the layout to the warehouse team.

To prepare for reception	
Plan for space to offload	Plan for documentation to track offloading process – ensure a detailed packing list is available
Plan for available manpower to offload	
Plan for cold chain capacity if needed	Re-schedule planned orders with the warehouse team and end users
Prepare labels for storage	Rent or procure handling equipment if necessary
Prioritise processing order with end users	

Information to share after shipping		
Container seal number where relevant	Copy of final transport document (waybill, bill of lading, air waybill, CMR where relevant)	Contact details of driver/pilot and rental company (if relevant) The captain of a vessel can usually not be contacted directly, but vessels can be tracked by a bill of lading (https://www.track-trace.com/bol)
Expected ETA	Exact contents of consignment: final packing list, weights & dimensions, specific handling requirements and markings	

Note: Where the shipper of the goods is the supplier of the same goods, the same details must be obtained from them.

	Sharing shipment details	Preparing reception
Responsible	Shipper	Receiver
Accountable	Receiver	Receiver
Consulted	Receiver/requestor	Requestor
Informed	Requestor	Shipper

3.8.2 At the time of reception

	When to count containers	When to count pallets	When to count boxes	When to count boxes' contents
Air	n/a	At airport if palletised	At airport if unpalletised At delivery place if palletised	At delivery place
Sea	At port	At port if possible At delivery place otherwise	At port if possible and unpalletised At delivery place if palletised	At delivery place
Road	At delivery place if relevant	At delivery place if relevant	At delivery place	At delivery place
Rail	At delivery place if relevant	At delivery place if relevant	At delivery place if relevant	At delivery place

Note: Counting the contents of sea freight containers (pallets, boxes, loose goods, etc) can often not be done at the port and has to be done either at the final delivery place or at the freight forwarders/clearing agent's premises.

Road consignments will usually be delivered straight to the delivery point. At the time of offloading, make sure every unit (pallet or box) is accounted for, and store them separately until the entire content of the boxes has been reviewed against the shipping documents accompanying the truck. Where a transshipment is needed, all pallets and boxes must be accounted for during the transshipment.

- ✓ Check that all documents are attached to the consignment: commercial invoice, gift certificate, packing list, waybill, bill of lading, air waybill or CMR sheet (where applicable) and any customs clearance certificate (including tax waiver documents where applicable)
- ✓ Check that container seals are in good condition
- ✓ Check the condition of each box/pallet as it is offloaded and check for labels
- ✓ Confirm number of boxes matches the consignment documentation in each vehicle/container
- ✓ Check and inspect the contents of each box to confirm exact quantities received against the packing list attached to the consignment. Record any discrepancy and reconcile only once all boxes have been inspected (sometimes all ordered goods are in the consignment, but the packing lists are not accurately broken down per packaging unit)
- ✓ If receiving a cold chain consignment, read the temperature-monitoring devices attached to the consignment, to confirm cold chain has been maintained throughout the transport process

3.8.3 Offloading trucks

- If available, use loading docks or platforms. Otherwise, position the truck on level, solid ground, as close as you can to where the goods must go to.
- Allow enough space for movement around the truck, especially if you are using a forklift truck or hand pallet truck.

If goods are palletised, try to keep them that way and move them to the appropriate storage area using equipment.

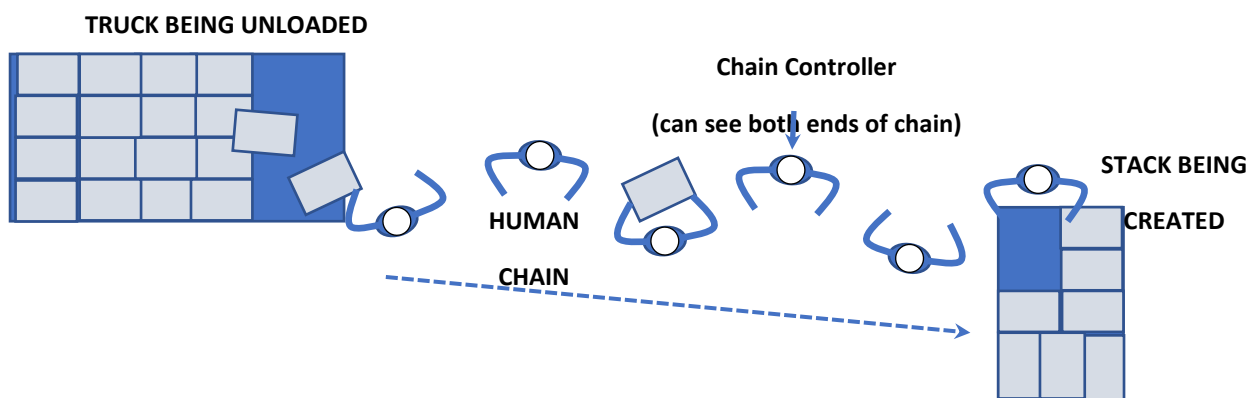
If goods are not palletised, try to palletize them in standard sizes and quantities before placing them in storage

- If you have inbound trucks and outbound trucks available simultaneously, consider whether it is worth transshipping directly from one truck to the other (as long as you can control the process and ensure accurate counting is done).

- If handling equipment is not available, do not throw unidentified goods from a truck but hand them down carefully.

- If goods must be manually handled because there is no handling equipment, use a chain of people (with one person in charge). The chain must have enough people for each person not to have to 'walk' more than one step.

The people should be placed facing alternately along the chain to avoid unnecessary 'twisting'.



- Avoid handling goods more times than you must by only putting them down where they have to go, in the stack they have to go in (see section 2.5.3 on stacking). If the person you are handing the goods to is not ready, call the chain to stop.
- Always maintain height if you can. Do not put goods on the floor if they must be lifted up again.
- Make sure someone who is not handling the goods is counting as the goods are moved. That person should keep a tally (marking off per layer removed or built, for example), in case they get interrupted and cannot remember where they had counted to.
- A check count should be done when each stack is created.
- When all goods are offloaded, cross-check offloaded quantities against shipping documents and make note of any discrepancy.

Take breaks when needed during offloading, and make sure drinking water is readily available

3.8.4 Documenting the reception

See Sections 2.6.5, 2.6.6, 2.6.7 and 2.9 for details on how to receive goods in a warehouse.

3.8.5 After reception of the goods

- Record all received quantities on the appropriate **stock cards** and **bin cards**, referring to the **GRN/CTN** as appropriate.

Updating the stock levels after receiving stock

If using an **electronic system**: stock levels should be updated automatically when posting a GRN.

If update is **manual**: updates must be captured on the stock cards and in the period's stock report.

used in the activity reporting process.

- Transfer the goods from the reception area to the main storage area as soon as possible.
- In case of any **claims**, follow up on resolution options with the sender/transporter, agreeing on corrective measures to be put in place for future shipments where relevant.
- Log the shipment in a **shipment tracker**, with complete details of the consignment – this will be used in the activity reporting process.

Inform the requestor and sender of completed delivery: share a copy of the GRN. Detail any measures being taken to address claims raised (where

For more details on the reception of IFRC international cargo, refer to Chapter 2.

3.8.6 Preparing outbound shipments

When planning outbound movements of freight (i.e. shipping a consignment):

The sender must always inform consignee ahead of shipping goods, sharing as much information as possible on the shipment before the vehicles leave for delivery:

Information to share ahead of shipping

Expected arrival date and time	Goods transported a draft packing list or reference to orders (requisition), estimated weights and volumes.	Vehicle details registration, driver/pilot details and route. For sea shipments, this will be vessel route and shipping line
Special requirements cold chain, dangerous goods, bulky equipment, etc.	Details of vehicles Schedule, number of trips and prioritisation	

- Move the goods to be shipped to a designated despatch area. The despatch area can be temporarily modified as necessary, but make sure the warehouse team is informed of any changes.
- Inspect the goods to be shipped:
 - Are all packaging units in good condition?
 - Ensure cartons/pallets are stripped of any markings that could lead to confusion.
- What are the packaging/labelling requirements? Be sure to ask the transporter and the consignee about any specific requirement they may have. **Shipping instructions** will also be helpful to find information about such requirements.
- What will be the route of the vehicle, and the shipping mode? This will impact the loading plan and must be agreed with the transporter as early as possible. When sending sea shipments, control over the loading plan will be with the shipping line.
- Where temperature control is required, cold chain materials (thermometer, temperature tracking devices, cool boxes, icepacks, etc) must be made available.
- Raise a final **packing list** with all details of the consignment. In the RC movement, the waybill is often used as a packing list however it is sometimes easier to use both documents separately (for very large consignments for example).
- Use a **load optimisation tool** to determine best transport options (this only works for road shipments).
- Place the request for the necessary vehicles well in advance (as per the terms of the service-level agreement defined in the contract, where relevant), ensuring that you receive driver/pilot details and a vehicle registration certificate before the shipping date.
- Ensure the necessary manpower and loading equipment will be available for loading the vehicles.

Kitting items from loose stock

- Conduct **sample checks** to ensure kits are complete (correct items, correct quantities)
- Ensure kits are **packed identically** to avoid perceived difference in kit content at the distribution site.
- Ensure each kit box or bag has a **label** detailing full content
- Ensure **waybill(s)** specify total number of kits and detailed kit contents

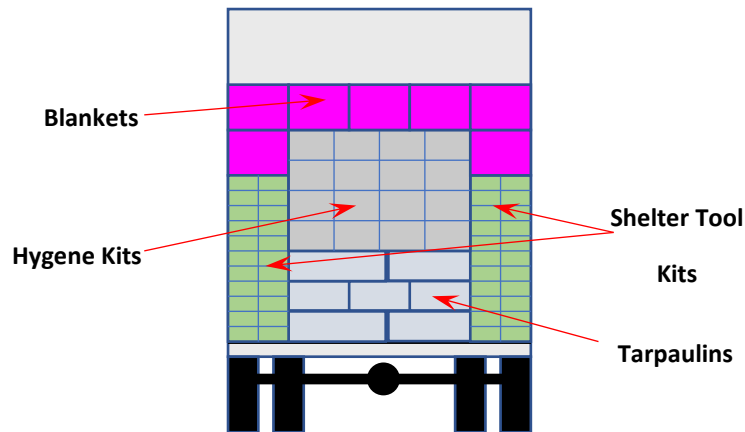
- When using shipping containers, make sure the use of the containers is optimised and suggest changes in quantities where relevant (e.g., when five per cent of the order does not fit into a single container, the consignee might be willing to postpone the delivery to save the cost of the extra container).

Where multiple vehicles are transporting multiple items, agree in advance the **load composition** (i.e. whether each vehicle holds a combination of all the items or only one type of item).

- Based on the number of packaging units shipped, prepare a loading sheet to give to the loaders, so they can track the progress of the loading process.

3.8.7 Loading trucks

- If available, use loading docks or platforms. Otherwise, position the truck on level, solid ground as close as you can to where the goods have to go to or come from.
- Allow enough space for movement around the truck, especially if you are using a forklift or hand pallet truck.
- If handling equipment is not available, do not throw unidentified goods from a truck but hand them down carefully.
- When loading trucks, always stack goods starting at the front of the truck and work towards the back.
- Always place the heaviest goods on the floor of the vehicle.
- Rules about stacking also apply on a truck (see section 2.5.3).
- If you are loading a truck for distribution, lay the goods along the length of the vehicle, so that complete sets of whatever is being delivered can be distributed off the back of the truck (unless the truck has an open top or can be easily accessed from the sides, like a 'wing' truck).



TRUCK LOADED
FOR

DIRECT
DISTRIBUTION

Viewed from the
Back

(Example Only)

3.8.8 At the time of despatching

- Hand out loading sheets to loaders and retrieve them after the vehicle is loaded. The loading sheet should simply list all the parcels to be loaded, and one loader should monitor loading progress by ticking the parcels off as they are loaded on the truck.
- Confirm the route of the vehicle.
- Raise a waybill, detailing the quantity of units (pallets, sacks, boxes) loaded, weight and

The shipper and the driver must sign the waybill and one copy must stay at the origin

volume per unit and total weight and volume of the consignment. Alternatively, waybills can detail the total quantity, weight and volume per item included in the consignment (in particular when goods are sent unpalletised or loose).

- Place seals on containers where necessary.
- Ensure load is safe (with no risk of spillage or cross-contamination, etc) and securely fastened inside the vehicle – straps can be used, or blankets can be used to secure a load on a half-empty truck, for example.
- When sending a cold chain shipment, double check the cold chain plan and ensure that clear instructions are given to the transporter.

3.8.9 Documenting the consignment

- The transporter will leave with three copies of the waybill.
- Certain countries or regions will require the shipper to obtain a permit to access certain areas – make sure you request such permits from the relevant authorities.
- Keep a copy of the outbound waybill, to be reconciled with the returned signed copy after reception is confirmed by the receiver.
- Where delivery is planned directly at a usage point (a distribution point where no stocks are managed, for example), a **GRN** will have to be raised. The delivery will not always happen at a warehouse, so a logistician should go to the delivery site and conduct the check of the delivered items and raise the GRN with the requestor of the goods. Where goods are missing or damaged, the GRN will be returned with a filled-out claims form.

It is safer to ensure that drivers/pilots are issued with a **mission order**, confirming that they are moving humanitarian goods. A standard mission order should be available in each delegation/mission/project.

3.8.10 After despatch

- Log the shipment in a **shipment tracker**, with details of the consignment. This will be used in the activity reporting process.
- Update your **stock cards** and **bin cards** (where relevant).
- Inform the receiver of revised expected time of arrival and confirm the transporter's contact details.
- After receiving the returned signed copy of the waybill and GRN, where claims have been raised, make sure they are addressed, and that a corrective plan is in place to avoid future disruptions.

INBOUND Planning, tracking, reporting

- Preparation: confirm green light to sender, mobilise resources needed and prepare documentation
- At reception: check all cargo, document reception (make note of any discrepancy)
- After reception: update records, store goods, follow up on claims

OUTBOUND Planning, tracking, reporting

- Preparation: inform, ensure consignee can receive, confirm packaging requirements, prepare loading plan, plan route
- At despatch: inspect shipment, load vehicle per distribution route, ensure load is safe, document shipment
- After despatch: update records, follow up on claims received