

3.13 Transport data analysis

3.13.1 Monitoring and reporting

In order to understand how your transport strategy serves the delivery of ongoing programmes, it is important to track transport needs, activities and results, and to present them in a structured reporting format, at agreed intervals. Ensuring that all movements are well documented will support the updating of the reports.

A format for **monthly logistics activities reporting** is proposed in the annexes to this manual. You may want to adapt it to the specificities of your activities (breaking it down per programme or per destination, for example), but below is a list of performance points that you can track and include in the transport section of the report.

Note that all of the information should be available from either transport documents (waybills, GRNs, claim forms, etc), from organisational information (per diem rates and fuel costs, for example) or from invoices (especially from freight forwarders or clearing agents).

	Received	Shipped
Quantities	Number of shipments received (for each transport mode)	Number of shipments despatched (for each transport mode)
	Total weight and volume of received goods (for each transport mode)	Total weight and volume of despatched goods (for each transport mode)
	Total number of units (parcels/pallets) received	Total number of units (parcels/pallets) despatched
	Ratio of shipments (for each mode of transport)	

Costs	Total cost of handling (offloading, reception check and storage,	Total cost of handling (loading)
		Total cost of rented vehicles
		Total cost of use of own vehicles (fuel consumption, driver's per diem, etc)
		Average cost of shipping per kg or ton (for each transport mode)
Lead times	Average number of days in transit to delivery point (for each transport mode and origin)	Average delivery lead time (for each transport mode and origin)
Claims and performance	Number of claims raised to sender/transporter	Number of claims received
	Number of unresolved claims with sender/transporter	Number of open claims (under investigation)
	OTIF receptions: number of shipments received on time and in full, with no claims raised, for total number of shipments received	OTIF deliveries: number of shipments delivered at destination on time and in full, with no claims received, for total number of shipments despatched
International shipments	Number of shipments cleared through customs (for each mode of transport)	Number of international shipments despatched (for each mode of transport)
	Total cost of clearing cargo (for each mode of transport and kg/ton)	Total cost of international shipments (for each mode of transport)

3.13.2 Optimising transport management

The data presented in the activities report can be used to steer the transport activities towards more efficient use of resource to deliver the needs of programmes.

Data from the report should be shared with other teams, to encourage better use of resources. For example:

- Showing the relationship between better anticipation in order placement and cheaper transportation costs will encourage requestors to place their orders earlier, to save transportation costs.
- Performance data should be shared with service providers to help them focus on necessary improvements.
- Data on cost of freight can be used to benchmark freight forwarders against the average costs of shipping.
- Data on cost of customs clearance can be used to benchmark clearing agents against the average clearing costs.

3.14 Organising transport to/from UKO

3.14.1 Within the UK and the Republic of Ireland

Postal service

The UKO post room has a franking machine that offers discounted rates for smaller items and can provide packing material. Cost code details are required, and it is preferred that items are handed to the post room before 3pm to ensure they leave on the same day. The last collection for outgoing mail with Royal Mail is at 4pm.

Courier service

The UKO post room can arrange overnight courier (Santis Courier) – quotes can be requested from the post room. All teams can book their own couriating services up to £1,000, regardless of whether within the UK or to overseas. If cost exceeds £1,000, the couriating service must be booked through the logistics team. Courier services must be requested following the online courier booking form process detailed on Redroom (type “book courier” in the search bar).

Note: The HR team assistant is in charge of shipping overseas delegates’ personal belongings.

Contact the Logistics team for details about managing shipments from UKO.

For collection of items outside of London in UK and the Republic of Ireland for the next day, the post room should be approached before 11.30am.

For collection of items within London for the next day, the post room should be approached before 4pm.

3.14.2 Ireland and Northern Ireland

Quotes available on request.

Note that the Republic of Ireland does not use post codes. **For sending from UKO to UK and the Republic of Ireland** for the next day, the post room should be approached before 3pm.

For Ireland and Northern Ireland, dangerous goods regulations apply as the likely courier will be by air.

Cost codes and the full address and contact number of the recipient are required before a quote can be given. **Overnight courier parcels cannot weigh more than 30 kilograms per item.** The post room and UKO stock room each have a set of scales; the post room can lend trolleys for larger items and can assist with packing materials.

3.14.3 Rest of the world

Anyone from the International directorate can request support from the Logistics team to move items outside of UK if couriating costs are estimated above £1,000.

The standard procurement process should be followed: an RFA should be completed with cost code information, item quantity/dimensions/weight and full contact details for the recipient. Once signed off by the relevant parties, the Logistics representative should send out an RFQ and conduct a CBA, in line with thresholds outlined in Section 1.6.

If the timeframe allows, it is cheaper to move goods by road (and ferry) from the UK to the rest of Europe, making this mode more appropriate for dangerous goods.

Note: shipments to the EU and to the rest of the world are subjected to tariffs – these can significantly increase the cost of shipping, it is important to ensure the necessary funds are available.

3.14.4 Shipping details

Post room and reception should be informed ahead if a large delivery is expected to UKO, so that space can be made for the items. There is 24-hour access to UKO, but Facilities ([Facilities UKO@redcross.org.uk](mailto:Facilities_UKO@redcross.org.uk)) should be informed ahead of any shipments expected to arrive out of hours. Courier should be given out-of-hours contact number (below) should security be patrolling the building at time of deliver.

British Red Cross UKO
44 Moorfields,
London,
EC2Y 9AL
0344 871 1111
07711854191 (out of hours)

3.14.5 Logistics Owned Vehicle

Check with the Logistics team if a vehicle is available for quick short-distance, urgent deliveries.

3.14.6 Taxi

Taxis can be arranged for the movement of goods within London – depending on the size of the goods, this can be cheaper than a courier. Taxis (Green Courier) can be booked via the post room up to a week in advance. Cost codes are required, and it is preferred that the post room is approached before last collection at 4pm. Taxi apps have been used in the past (with payment via procurement card).