

ISSN : 2321-9602



Indo-American Journal of Agricultural and Veterinary Sciences



editor@iajavs.com
iajavs.editor@gmail.com



A Study on Operational Framework Using Zoom Tech in Logistics

1HARSHINI THEVI U K, 2Dr. GOMATHI SANKAR JEGANATHAN

1,2MBA marketing, logistics and supply chain

1,2 Saveetha School of Management, Chennai, Tamil Nadu

abstract

Managing the flow of information, commodities, and services from one location to another is an important part of logistics management, which is used to ensure that customers' needs are met. Logistics management may help firms save money and improve customer experience by streamlining their supply chain.

Raw materials are collected and transported to the ultimate destination as part of the logistics management process. It's no coincidence that the word "logistics" comes from a Greek word that may indicate anything from ratio to math to reasoning.

INTRODUCTION

The contemporary economy relies heavily on logistics. Even though it was an important part of history throughout the twentieth century, little is known about it. Supply chain cooperation (SCC) research is broad, but not necessarily focused on the right things. Surveys by Supply Chain Management Review and Computer Science Corporation have shown cooperation to be the most significant problem in supply chain management.

Basic concepts of Logistics and SCM:

Order processing

It is a primary responsibility of the logistics department. Consumers' purchase orders are the most important legal document in their relationships with suppliers. It includes the product description, pricing, delivery time, payment terms, taxes, and other terms and conditions agreed upon by the parties.

Inventory control

The goal of inventory management is to have enough inventory on hand to satisfy the needs of customers while keeping the cost of holding the inventory as low as feasible. In order to maintain a competitive edge in the market, it is essential to strike a balance between customer service and business goals.

Warehousing

Completed items are stored in warehouses until they may be sold. It is critical to the success of a logistics company. It is crucial for a company's marketing to make the right warehousing decisions.

Rather than a storage facility for inappropriate warehouse management, it is now handled as a changing facility. In logistics, this is the most important decision point..

Transportation

The transaction is not complete until the products are delivered to the customer's

location after a purchase order has been made. Costs of logistics vary from 65 to 70 percent for mass-produced commodities with extremely low unit prices..

Material handling and storage system

Damages to products, delivery delays, and additional costs are all exacerbated when materials are handled incorrectly. Material handling efficiency is improved by the use of automation and mechanization. Other factors to consider are the amount of stuff to be moved, the pace at which it must be moved, and the quality of customer service that can be provided.

Logistical packaging

In the delivery of a product, logistical or industrial packaging is an important factor that affects the efficiency of the logistical system. But logistics packaging plays a crucial role in protecting goods from harm, as well as maximizing storage space.

Information

In its simplest form, logistics may be defined as the movement of items through a supply chain based on information. In order for businesses to remain competitive in today's global marketplace they need to use IT solutions for information access, storage, analysis, retrieval and decision support, which is one of the logistical activities.

3 reasons to have a vendor compliance program:

There are more opportunities for mistakes in today's logistics environment than ever before. Every step in the logistics chain is interconnected, with savings of 20-58 percent on incoming freight spending⁵, and the logistics process itself is simply one link in the network.

With today's technology, you have a higher chance of succeeding in any logistical endeavor. You'll be left behind if you don't take use of currently available technologies to build up a monitored and regulated VCP.

Logistical management is customer-facing, therefore it reflects the whole company's efficiency. For the optimal customer experience,

inbound freight must operate as smoothly as possible.

REVERSE LOGISTICS

Improve brand reputation, develop more defensible business processes and meet consumer demands with a well-planned reverse logistics strategy. Companies are losing money on reverse logistics, a sort of inbound freight. Many firms avoid it because of the perceived difficulty and cost.

TECHNOLOGY IN LOGISTICS

The frontiers of the corporate world have been stretched by the advancement of technology. As a society, we've become used to having almost everything at our fingertips through the internet. Supply chain management has seen a huge rise in production as a result of technological advancements. As technology improves, shipping and tracking systems may be accessed around the clock. It saves time and money in the running of the company.

As a result of the use of ZOOM technology, we can control and track our clients' deliveries. There are a variety of features built in to make it easy for us to manage our shipments, including shipping alerts, barcode scanning, tracking position, messaging, and customisable reports.

BOOKING/PICK-UP

Existing customers may make a Pickup Request (PRQ) by logging in with their existing account information. A request may be sent to CE either directly from an employee or through Zoom Tech. A PRQ is automatically allocated to a system component (Branch, Terminal, or PC). One or more PRQs are issued to an OA/BP from the unassigned page on Zoom Tech by the Shift in-charge of an operational unit (OU). As a result, each of these assignments is known as a PRS (Pickup run sheet). Captain App notifications are checked by OA/BP for Pickup request (PRQ) alerts.

Pickup Preparation

Assigned on Captain app in 'Plan for today' to check pick-up requests, then click on client phone number in pick-up requests to chat with

customer. OA/BP. Check with the client to make sure they have all the information they need.

In the event of a discrepancy, revise the pickup request; check to see whether a CN number is required for the creation of permits in advance. Decide on the sort of pickup trucks and the amount of faujis needed with the shift in charge. Draw out a map showing the best path for pickup. We need to create a route based on the location of the customer, the time of pickup, and the number of pickups. Route vehicle departure time minus three hours .'s

Pre-inspection, Leakage Test (Light & Floor) and Tarpaulin should be done before you pick up the vehicle. Finally, the captain and faujis will leave their car and begin following the route plan for pick-up.

CN completion @ pickup – Overview

Most of the CN data will be filled up by EWB and PRQ information and will be entered by Captain in Captain App, with just a few things to be entered by BP.

For now, BPs may use Captain App at the client pickup site itself to COMPLETE CNs in ZT utilizing CN completion At pickup, meaning that OAs will only be responsible for QC for CNs that are completed @ pickup.

It's illegal for a BP at pickup to fill out the CN with erroneous information, thus if the OA at branch/PC has to fix it via CLM access, they'll have to instruct the BP to do so in the future.

When picking up, BP may "SAVE and CLOSE" the unfinished CN on Screen 3 if they do not want to finish the CN..

Pick up from client warehouse

You may inform the consumer that you have reached them by clicking the "Reach" button on the Captain App. In the event that a client is late for pickup, kindly advise them of the cut-off date. Set up distinct shipments for several locales. Before creating a CN by location in the CN Booklet for each shipment, we must first physically check each box. Complete the required information in the CN form (Take weight and measurement if not mentioned on

invoice). Inquire with the client as to whether or not the package is delicate. If so, choose the appropriate box in CN. An auction is an auction. Select "yes" in CN if applicable. If there are any prohibited substances in the shipment. If this is the case, please let the consumer know that the shipment will be returned to sender. Separate the Consignee copy from the POD and staple it with the customer's documentation before getting the consignor's signature. Each package should have a barcode sticker on it. If a client has informed you through CN that the shipment will be delivered by Zoom, you should display 'Zoom' stickers. Organize all of your papers into a single folder.

Load the shipment onto the pickup truck and proceed to the next stop on the route as planned when all CNs have been performed.

CN COMPLETION AND QUALITY CHECK

For COD/DOD, OA must check the consignor/consigned addresses, phone number, invoice/documentation information, as well as input volume data from the actual copy of the CN. To finish the QC procedure after completing the CN, the OA must go to the incomplete CNs area on ZOOM tech and click on quality check. EWB is not produced upon CN completion for all bills where the EWB number is not generated. Numerous EBN must be produced and updated on zoom tech using the Plus button for multiple invoices in one CN.

BP Collection Summary

Zoom Tech's Retail Collections may be accessed

Payment collection visibility to the BP

A. Consignor for PAID & Consignee for To-Pay – The client from whom the money was collected

CN pickup/creation for PAID and CN delivery for To-PAY: Time of collection

4. Collection By way of BP The captain who took the money.

Payment Amount and Collection Method

Status of handover and information on who got it

A superior surface freight service that saves time and ensures accuracy is provided by using ZOOM technology in logistics.

7. Click on the Edit Payment Details button to make any necessary changes.

Cash to Cheque or Cash to Cheque to Cheque

- Change Cheque Number and Bank Name - Cheque No.

Afterwards, seal the feeder vehicle and input the seal number in Zoom technology. ' The manifest, consolidated E-way bill, and THC should be generated using zoom technology and printed out for the pilot's review and signature.

DISPATCHING GOODS:

When the "dispatch" option is selected on the dispatch trip screen, the transporter is able to carry a single document instead of many documents. CEWBs for every CN on a vehicle will be generated automatically using Zoom technology. The CEBN is on top, and the EBN is placed next to each CN..

On zoom tech:trip>dispatch trip>dispatch>cross- verify through excel/manifest

The pilot should be informed of the next destination's address and phone number. Transfer control of the vehicle to the next location.

CONCLUSION

"Frameworks that are very practical and function as a single application and cover all aspects of an operation, from evaluation to planning to delivery to warehousing and transportation management, will become more popular in the future.. These will be available to the entire public as 'Cloud' membership privileges, offered at various development phases." Ken Lyon, Managing Director of Virtual Partners Ltd. Technology development would assist to provide improved "efficiency gain, competitive advantages, responsiveness, compliance management." The quality of service is excellent and well-organized.

This article can be downloaded from <http://www.iajavs.com/currentissue.php>