

ACADEMIC YEAR 2021 – 2022

Program	Year	Semester	Paper
Diploma in Logistics and Transport Management	I	I	FINAL

MODULE NAME:	Freight Forwarding Scenario
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MODULE CODE:	PSIM I.I	EXAM DATE:	2/01/2022
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TEACHER'S NAME:	Shaima Almaqbalia	DURATION:	90 Minute
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Questions to be answered on:	Allowed requirements	Number of pages
Space provided on the question paper	Pen, Pencil & Calculator	(Incl. Cover Page): 8

Points of Attention:

- For each question, the maximum earned points are mentioned between brackets at the end of each question.
- Write very clearly! Answers that are not readable are not marked and do not get points!
- Make sure your answers are written to the point.
- All answers should be written **in English**.
- Write all the answers **in BLUE or BLACK pen only (NO PENCIL)**.
- Answer written in **PENCIL** will not be marked.
- Use the **pencil** only for **diagrams & graphs & drawings**.
- Show all the calculation steps in the given space.
- When finished submit the question paper, together with the answer scripts and the signed cover page to the invigilator.
- Any cheating/copying may result in an instant failing of the examination.

FINAL MARKS

STUDENT NAME:	
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STUDENT ID:	
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	40


Number of answer scripts:

Invigilator:

Student's signature:

Time of receipt:

DECLARATION OF ACADEMIC INTEGRITY

	Form Title	Declaration of Academic Integrity
	Department	Academic Departments
	Form Code	IMCO/QMS/AD/FORM
	Issue Date	17/01/2016

Please sign to confirm that you have read and accepted the following statements. Your assessment will not be accepted without this signed declaration.

1. I confirm that I have read and fully understood IMCO's policy on Academic Integrity, including practices that may lead to committing plagiarism and which I must avoid.
2. I confirm that in the attached assessment I have not presented or attempted to present anyone else's work as my own, except where I have indicated. I confirm that I understand that doing so would mean I had committed plagiarism.
3. I confirm that I understand that, if I fail to comply with IMCO's policy on Academic Integrity, IMCO will impose penalties which may in the most serious of cases result in termination of my studies at IMCO. I confirm that I understand that if I am judged guilty of plagiarism I will receive a score of zero and the other penalties indicated under IMCO's policy on Academic Integrity in the Student's Handbook will apply.
4. I agree to IMCO submitting my work to *Turn-it-in* or using any other source to verify whether my work contains plagiarised material.

The extent to which I have worked with others is as follows:

Programme:

Module Code:

Module Title:

Name:

IMCO student ID number:

Class:

Signature

Date:

See the Student Handbook for IMCO's policy on Academic Integrity and Plagiarism before you sign.

PART A: UNDERSTANDING QUESTIONS

(5 MARKS)

1. How do you identify your customers' needs and wants? (2.5 mark)
2. What are the seven rights of fulfillment for customer requirements? (2 .5mark)

PART B: APPLY AND ANALYZE QUESTIONS

(30 MARKS)

Introduction to the TCS

The Transport Chain Simulation (TCS) comprises assignments where students have to do training regarding the logistics and transport management. Training on the simulator involves various jobs and roles in the logistic chain. Each player has a responsibility to organize a part of the logistic process as seamlessly as possible.

By playing the different roles in the TCS, students gain practical experience and theoretical knowledge, which is reinforced by group discussions and lectures. The importance of each player in the logistics chain, their mutual interests and dependence upon each other is soon seen and understood!

Feedback during lectures and theory before training sessions will help students to understand the process and also equip them to find creative solutions to some of the challenges.

Because all roles are simulated, there will not be any negative outcomes for companies, but students will learn from making their mistakes in a safe environment and practice co-operation skills. Besides all this, the interaction helps students to get to know each other and facilitates teambuilding.

For each topic, scenarios are developed to help students understand the theory and put it into practice, as if they were working in the industry. This Semester the Forwarders role will be practiced at different levels.

Preparation for the exam

Forwarder:

You will play the role of Forwarder at one of the desk in the TCS. The scenario starts at 10/10/2008. Use this date in all the TCS documents.

Your company has acquired a new customer, named Heidelberg Freight Forwarders. Heidelberg Freight Forwarders is in the business of trading and distributing computers and spare parts, TVs, car parts and perfumes all over Europe. Heidelberg Freight Forwarders stores their goods in 3 main locations in Europe – No.1 is Rotterdam, No.2 is Heidelberg and No.3 is Mainz.

The steps you'll have to make acting as a forwarder are:

- Reply to the RFQ with an offer (this is an offer you requested from the trucking company included with your percentage). You do not have to add miscellaneous costs.
- If an order is send by your customer, you should send the order to the trucking company
- Prepare a transport document and send it to the trucking company
- Send an invoice to the client and pay the trucking company

The Sales Department of this company has developed a S.O.P. This S.O.P. shows all the procedures and requirements of the various parties in the logistic process.

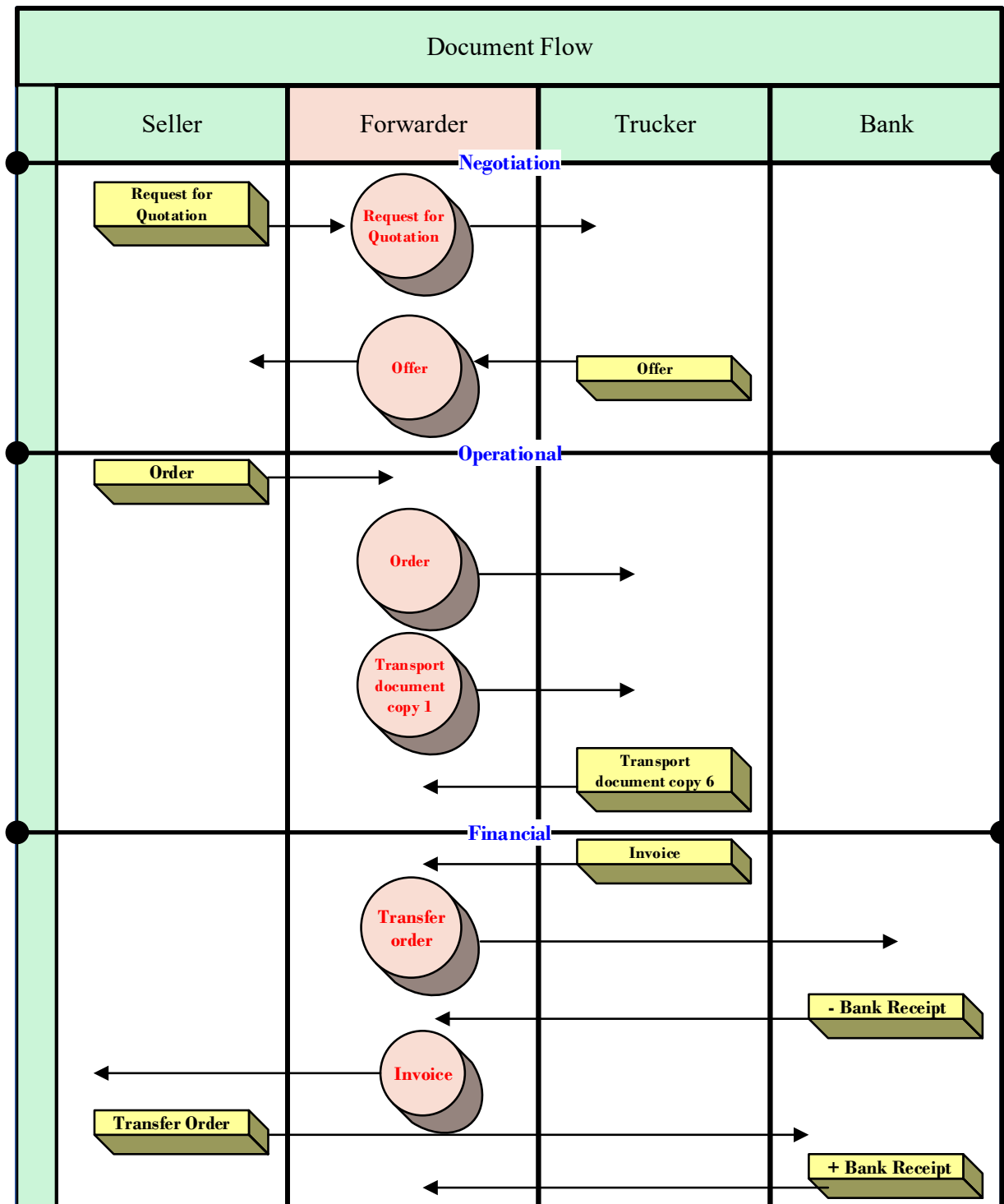
The S.O.P. guarantees service and quality. Therefore, you must work according to the S.O.P.

For each consignment / job, you have to open a new file and attach the documents involved in logical sequence.

[illegible]

Scenario Overview

1- Document Flow



2- S.O.P. (Standard Operating Procedure) Contact Details

Seller

Name	Heidelberg Freight Forwarders
Location	Heidelberg, Germany
Contact	+49 300

Trucking Company

Name	Rotterdam Transforward
Location	Rotterdam, the Netherlands
Contact	+31 300

Distribution Centre's → Pickup and Delivery Locations

Name	Rotterdam Distripark 2000
Location	Rotterdam, Netherlands

Name	Mainz Intermodal GmbH
Location	Mainz, Germany

Name	Heidelberg Freight Forwarders
Location	Heidelberg, Germany

Bank

Name	Transport Bank
Department	International Banking

3- Modality

As agreed between the Forwarder and Customer.

The Forwarder will be responsible for the European transport by road.

The cargo must be picked up and delivered between several distribution centers, as indicated in Chapter 1.

Contact Details: all transport between these locations must be booked with trucker, Rotterdam Transforward.

4- Commodity/Volumes/Package Types

All cargo will be packed on standard Euro-pallets, with dimensions of: 80cm x 120cm x 140cm.

For insurance reasons, the customer uses his own containers (known as shipper-owned containers), for transport.

All cargo will be loaded in Dry 20' containers (also known as General Purpose/GP containers).

5- Cargo specifications

- Perfume
 - Brands:
 - Paco Rabanne
 - Yves Saint Lauren
- Car Parts
 - Brands:
 - Ford
- Computers and Accessories
 - Brands:
 - HP
 - Dell
- TVs
 - Brands:
 - Philips
 - Grundig

6- Rates and Agreements

BUYING

The Forwarder and trucker, Rotterdam Transport agreed a Standard Rate of € 1500,00 for the transport of 2 Teu from Germany to the Netherlands and Netherland to Germany.

Locations with postal codes:

- Germany
 - Heidelberg Postal Code: 69118
 - Mainz Postal Code: 55131
- Netherlands
 - Rotterdam Postal Code: 3197KP

SELLING

Rates agreed with Heidelberg Freight Forwarders for each transport of 2 Teu :

1. From Heidelberg 69118 to Rotterdam 3197 € 1650,00 (1500 + 10%)
2. From Rotterdam 3197 to Heidelberg 69118 € 1800,00 (1500 + 20%)
3. From Mainz 55131 to Rotterdam 3197 € 1725,00 (1500 + 15%)
4. From Rotterdam 3197 to Mainz 55131 € 1875,00 (1500 + 25%)
5. From Heidelberg 69118 to Mainz 55131 € 1575,00 (1500 + 5%)

NOTE

In the Transport Document do NOT fill the DC reference!

Forwarder Assignment: (30 MARKS)

For a unit that gives help to your clients, you're trying to implement the role of a freight forwarding firm in the standard forwarder scenario. Your boss has given you two projects to finish, each with a different profit margin, such as project 1 at 7% and project 2 at 5%. You must meet the customer's requests in a more timely way. The idea is to provide your company adequate time to answer with the required profit and documentation.

Your task:

1. Complete two projects to manage transportation procedures for the shipment to different locations.

PAR C EVALUATE QUESTION

(5 MARKS)

You have taken training at the freight forwarder company, during the period of your training,

1. What advantages did you gain from your training during the course of it?

2. What changes would you like to make to your performance in order to be a good employee in this company and be ready for the next training?

=====END OF EXAM=====