

Report on

A study on export-oriented activities and clients handling procedures of KUEHNE+NAGEL
Bangladesh Ltd.

By

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ID- 16104050

An internship report submitted to the “Brac Business School” in partial fulfillment of the
requirements for the degree of BBA

BRAC Business School

BRAC University

February, 2021

Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

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Lecturer, BRAC Business School,

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To

Mr. K. M. Nafiul Haque

Lecturer

BRAC Business School

BRAC University

Subject: Submission of internship report for course BUS400

Respected Sir,

This is to inform you that I have prepared my internship report on the KUEHNE+NAGEL Ltd. that you have assigned me to work for the course BUS 400. I have tried my level best to prepare this report based on my personal learnings and findings along with my experiences.

My internship program is for six months of which I have completed two months till date. Throughout my internship period I have developed many different skills and knowledge along with building good networking skills which is really helpful in pursuing my career in a good place. This organization helps me to develop multitasking skills without having any sort of lacking in my work. All the learnings and knowledge of my internship period is prepared in my report abiding by the rules and regulations of BRAC University.

Sincerely,

Zawad Hossain

ID- 16104050

BRAC Business School

BRAC University

Acknowledgment

First of all, I want to thank Almighty Allah for his blessings on me to do so and to give me a chance to work with one of the world's finest multinationals. Secondly, I would like to offer my very special thanks to my advisor for his valuable guidance, **K. M. Nafiul Haque Sir**, who has helped me to successfully complete this report. I'm grateful to him very much.

I would like to thank the deputy general manager, Sea Freight, Talent Acquisition Mr. Fazlur Rahman, for helping me with his insights into the subject and supporting me and for spending time behind this project apart from my regular work. I also wish to express my appreciation to you, I would also like to thank **Mr Sumon Sarker** who is the manager of Business Development Sea Freight, for the expansion of his support and the sharing in of his knowledge of the topic.

Executive Summary

A leading freight transport firm, KUEHNE+NAGEL LTD. The company's business is customer forward load. The main aim of the business is to represent clients and thrive in the world of global freight transport. It was founded by two people, who are, August Kuehne and Friedrich Nagel in the year 1890 in Bremen, Germany KUEHNE+NAGEL LTD is primarily responsible for all companies as purchasers' retailers, importers, exporters, brokers, distributors etc. Both styles of garments, readymade fabrics, clothing and sorts of clothes, cotton, fiber, silk wool, jute etc.

Since one of the main objectives of the internship is to acquire work experience. I have made an effort to bring in this report some of the knowledge and experience I have achieved from my internship. To prepare this report, it is explicitly intended to provide a summary of the company's operations by KUEHNE+NAGEL Ltd to assess the company's service.

Since they support themselves on the market, KUEHNE+NAGEL Ltd is still seeking input from its customers. Finally, they can manage the market KUEHNE+NAGEL Ltd is still searching for the best chances.

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Chapter 01

Introduction



1. Introduction

1.1 Background of the report

The technical undergraduate course is a Bachelor of Business Administration (BBA). The course has an outstanding mix of theory and experience. After BBA courses have been completed, sometime for the internship is kept. Training is an academic prerequisite as a BBA student, each student must work in a selected institution to improve his practical experience for the internship. After the internship, a report internship awareness was prepared. This report is prepared from the point of view on “KUEHENE+NAGEL Bangladesh Ltd summary and operating procedure.

1.2 Report's importance

This internship provides a four-year Bachelor of Business Administration (BBA) program. This is because theoretical and practical knowledge are perfectly combined. In other words, students can train and prepare for the workforce. An overwhelming number of unemployed graduates in a poor country like Bangladesh are educated. They have no practical experience which has been important in achieving jobs and have gained normal professional knowledge to network. Considerable importance is placed on internship as the prerequisite of a four-year BBA program.

Broad Goals

The purpose of this report is to analyze the process and information about Kuehne + Nagel Ltd.

Specific Instructions

Some specific purposes are:

- To become aware of the shipping trade.
- To get familiar with the documents required for export and import.
- This involves to analyze business policies.
- To know about the procedure of transaction KN for foreign currency.
- To determine the financial condition of the company (liquidity, activity and profitability ratio).

1.3 Methodology

Methods used to carry out work or perform tasks are known as methodology. The data and information were collected when the research was carried out. The report methodology is provided below.

Types of Research: This is a descriptive study that briefly reveals Kuehne + Nagel's operational and financial position.

In order to carry out the data source for the study, the key points were systemically identified, collected, interpreted and presented. This overall methodology process is presented in the form of the study.

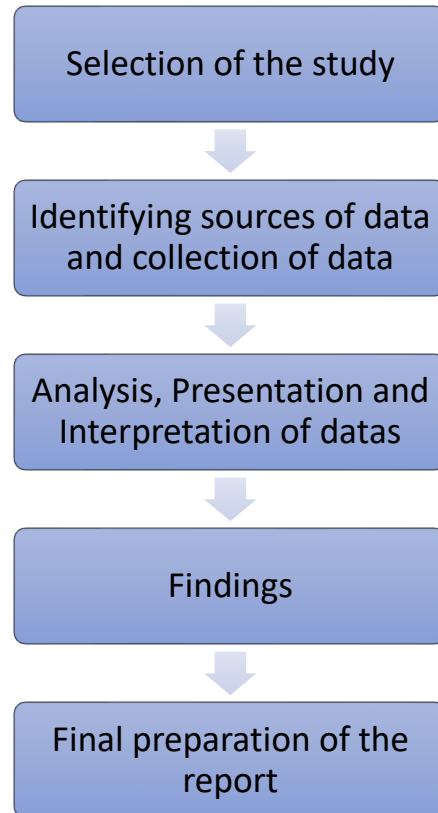


Figure: Flowchart of Methodology

Sources of Data:

To prepare this data, several sources were used. Everything about the project is gathered from an appropriate source-

- Primary Sources: i) Making contact with the officers of the company.
ii) Daily routine worksites that are carried out by myself.

- Secondary Sources: i) Published and personally collected data from officers
ii) Web browsing

1.4 Limitations of the study:

The report is mostly based on observation and limited knowledge. Therefore, no perfect survey to measure the reports viability. Some other restrictions are,

- The time limitation was one of the key factors shortening the study. In this study, many aspects could not be discussed due to time constraints.
- • One of the main reasons of confusion among people was lack of knowledge among respondents. Further important barrier faced in carrying out this study was data confidentiality. Each group has its own secrets which cannot be publicly disclosed.
- There was another problem with rush hour activity and high turnover.
- As I have increased dependency on primary sources, the information collected could be some degree of inaccuracy.
- The scope of precise analysis has been reduced by insufficient books, publications, facts and figures.
- KN has no rich and prosperous collection of different kinds of books and journals related to finance.
- Financial data have not been accurately received. Confidential information concerning past profit or product costs. In addition, KN is very cautious and strict in providing such information like all other institutions. In those instances, I relied on assumptions that created a degree of inaccuracy. I had still tried my best to get as much as possible of this sensitive information.

The report will help understand the company if the limitations are omitted.

Chapter 02

An overview of KUEHNE+NAGEL



2.1 KUEHNE+NAGEL & its History:

K+N International.

Kuehne + Nagel, a leading logistics provider, was founded by the family of Kuehne + Nagel., Germany in 1890. Today this group has over 1300 offices, more than 700,000 employees on its customer base across more than 100 countries.

As a member of leading global suppliers of logistics services, Kuehne +Nagel is built on the key business activities and market position,

- **Seafreight:** Global number one forwarder enjoying sustained freight growth rates under management of partners from major airlines.
- **Road and rail logistics:** Comprehensive and expanded networks of European road and rail services, relations with the outstanding candidate in the category of carriers.
- **Contract logistics:** The global leaders in warehousing, focuses on a continuous improvement process with over a million meters per square meter of worldwide warehouse area.
- **Airfreight:** World leading forwarder, leading managers of innovative air cargo. Best in class carriers certify the global cargo 2000 phase.



KUEHNE+NAGEL Asia Pacific:

The wholly-owned subsidiary of the Kuehne + Nagel International AG, which is a leading global logistics company, is Kuehne + Nagel (Asia Pacific) Management Ltd.

In 1961 the Hong Kong Asia-Pacific organization was founded and incorporated in 1965. The regional headquarters of Asia-Pacific were moved from Hong Kong to Singapore in March 2010.

The company has progressed over the years to become one of the best players on the market in the region. The network today extends to about 150 locations in 21 countries around the region, including the Philippines, Afghanistan, Australia, Bangladesh, Cambodia, China, Hong Kong, India, Malaysia, Indonesia, Japan, Macau, the Maldives, NZ, Pakistan, Singapore, Taiwan, Thailand, Sri Lanka, Vietnam, and the Netherlands. The total number of people employed in the region is around 6000.

Kuehne + Nagel is based in Asia-Pacific and is a holding group for various commercial organizations. Moreover, it provides specialized solutions in the hotel and aircraft logistics sectors, including global transport of perishable goods, drink logistics, logistic network, aid network and reemergence logistics. It operates in a range of niche sectors. China and India are two of the world's exciting free market economies.

KUEHNE+NAGEL Bangladesh:

Kuehne + Nagel LTD., Bangladesh was established in January 1997, with present staff of 150 employees, providing international transportation by air and sea to the commercial community of Bangladesh. The company is a market leader in the industry with project handling, storage,

customer clearance, and a quality control system worth its hundreds of millions of shareholders.

Bangladesh Country Headquarters: National Head Office,

Address:	House# 74, Road# 18, Block# J, Banani,
City:	Dhaka
Country:	Bangladesh
Postal Code:	1213
Phone	6953
Fax:	9884002

Activity Country of Kuehne + Nagel Ltd.:

Asia Pacific	Middle East	Africa	South & Central America	Europe	
Afghanistan	Azerbaijan	Angola	Argentina	Albania	Macedonia
Australia	Bahrain	Kenya	Bolivia	Austria	Malta
Bangladesh	Egypt	Mauritius	Brazil	Belarus	Montenegro
Cambodia	Iran	Mozambique	Chile	Belgium	Netherlands
China	Iraq	Namibia	Colombia	Bosnia & Herzegovina	Norway
Hong Kong	Israel	Reunion	Costa Rica	Bulgaria	Poland
India	Jordan	South Africa	Cuba	Croatia	Portugal
Indonesia	Kazakhstan	Tanzania	Ecuador	Cyprus	Romania
Japan	Kuwait	Uganda	El Salvador	Czech Republic	Russian Federation
Korea	Lebanon	Zambia	Guatemala	Denmark	Serbia
Macau	Qatar	Zimbabwe	Honduras	Estonia	Slovakia
Malaysia	Saudi Arabia		Nicaragua	Finland	Slovenia
Maldives	Turkey		Panama	France	Spain
New Zealand	Turkmenistan	North America	Peru	Germany	Sweden
Pakistan	UAE		Puerto Rico	Greece	Switzerland
Philippines	Uzbekistan	Canada	Uruguay	Hungary	United Kingdom
Singapore	Mexico		Venezuela	Ireland	Ukraine
Sri Lanka		United States		Italy	
Taiwan			Latvia		
Thailand			Lithuania		
Vietnam			Luxembourg		

Mission Statement

The global logistics network is Kuehne + Nagel's strongest asset. Dedication, integration and innovation are at the heart of our business philosophy. Focused on customer's needs KN provide integrated logistics solutions of outstanding quality and operational excellence, KN extend it's your business?

Chapter 03

Operational management of KUEHNE+NAGEL



3.1 Human Resource Department (HR)

In Dhaka and Chittagong offices the K+N Human Resources Department works in the organization, management and ultimately control of the human resource of the KUEHNE+NAGEL LTD. In the chronological order, the K+N human resources department carries out its tasks these types of systems include human resources, staffing and administration, training and development, rewards and finally implementation.

It has been used to satisfy the needs of customers from the beginning of the company. That is why the BV QI K+N achieved the certificates of international forwarding, contract logistics, and transportation ISO9001:2000 and ISO:14001 to comply with the ISO requirements for international safety standard and quality safety and environment (QSHE).

Being the leading agency in the world by the numbers given above, it can be viewed as one of the best agencies around the world in its kind.

KUEHNE+NAGEL LTD. Human resources department in Bangladesh designs a logic in which to manage human resources and other assets to be coordinated and carried out. The HR department is designed to perform the following process:



The KUHNE+NAGEL LTD Department of Human Resources has four implementing processes.

These four operational processes are interdependent. The following are four steps:

1. Marketing of human resources: In Bangladesh there is usually no formal publicity. Instead, CVs are collected by the internal channel to prevent the enormous sorting problems and to arrange for so many candidates and certain participants.

2. Staffing & Management: The HR manager employs the right candidate through the recruitment process at this stage. All of the duties, regulations, and regulations of the company are taught to the new employee.

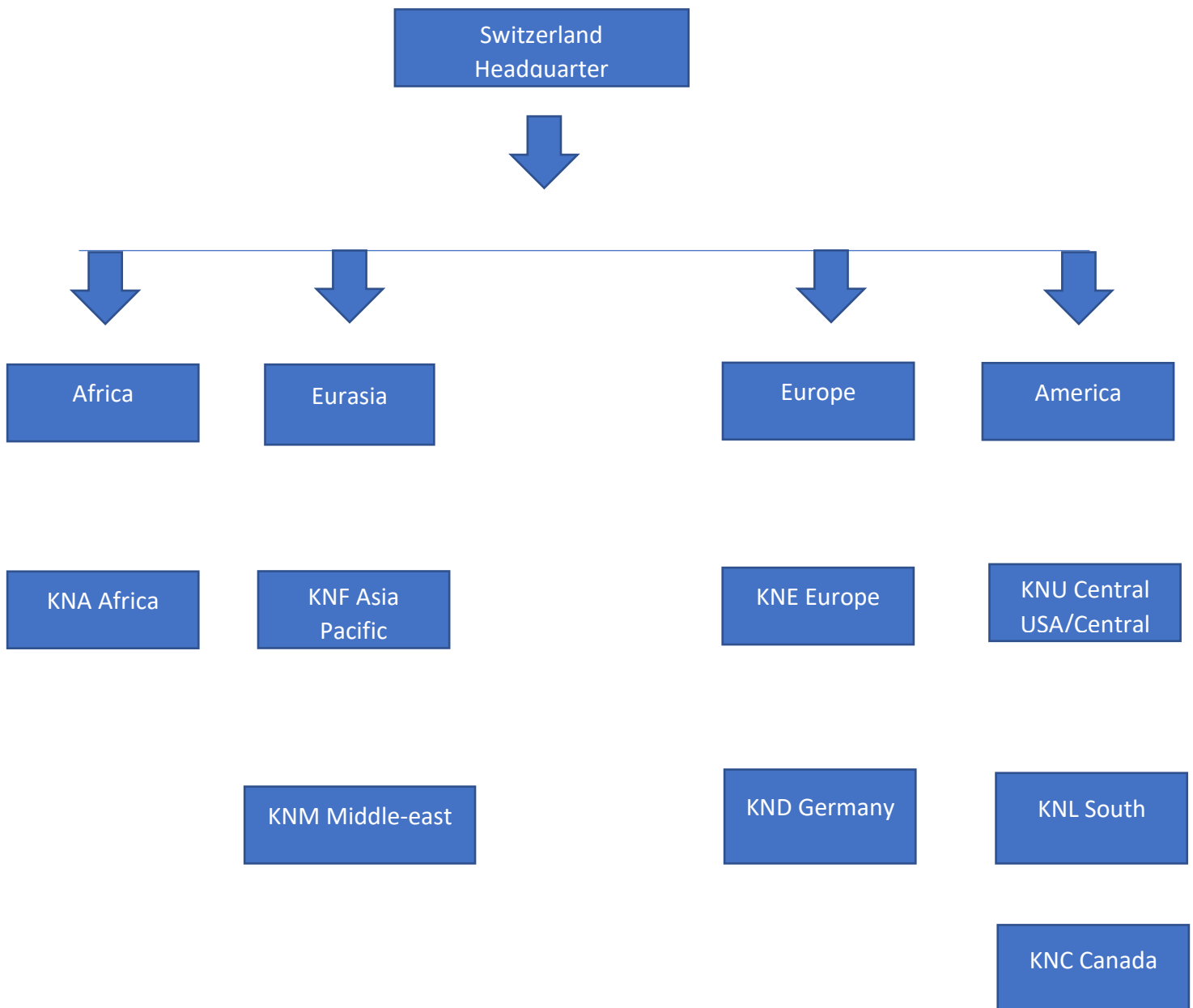
3. Training and development: new employees will be trained as a new employee training procedure at this stage by the human resources department. Additional HR manager will move him to practice the new employee.

4. Remuneration and advantages: In last, the HR Department provides profit-sharing, annual vacation, accidents and sick benefit, group health service, life insurance, training insurance, and of well-being to the staff.



Global Regional Structure Foundation.

KUEHNE+NAGEL LTD global.'s structure is a regional base that comprises four main regions with multiple subdivides. The following are:



K+N Engineering designed this structure with the goal of becoming more efficient. To control the entire operations, like transportation services, railway networks, road transport and air transportation the DOR has set up 4 regional headquarters. The regional headquarters in Singapore are located in Bangladesh and are under the Asia Pacific region.

3.2 Sea Freight Department

From very beginning, KUEHNE+NAGEL LTD. gained enough business in Bangladesh. The containerized cargo operates more on the sea freight every day because of the stress of the cargo and the quality of service in the international transportation of cargo. In June, we were unfortunate enough to witness and participate in the KN BD festival which broke the record by exporting 2133 tons of things equivalent cargo. The economy again broke its export record in the following month by exporting 2,283 coffins in September. Sea freight exports existing ready-made clothing primarily to Europe, North America and other Asian countries.

Sea Freight is one of the largest shipping companies and importers of machinery, vehicles, spare parts, chemicals and more across the seas of Europe, the Middle East and North America.

Their strong points are easy and rapidly shipment, large quantities, and heavy weighted freight both for export and import systems to the freight forwarding.

Weight:

Most export goods are carried by sea and the freight is now exported as containerized for a few days. It takes longer to send to the customer than air transport, but heavy weight and quantity are



passed on, and capital cost reduction is increased. The cargo arrives as containerized in time to the destination.

Shipping conferences in the form of container ships invested huge sums: It makes them invest in necessary equipment, container fleet, etc. The international ports such as Felixstowe, Rotterdam, Hamburg, Germany and so on, have specialized in conveyor traffic. The main international ports are Felixstowe, the UK.

The shipment of containerized cargo requires an experienced packing system, as is the case with conventional cargo: that is why in this industry specialist transporters like KUEHNE+NAGEL LTD work.

Reliability: In the world trade, two or more nationalities are always involved, who are buyers and sellers and one more thing could be the media. It may lead to many problems including legal problem which can be solved if the cargo is sent to nations that want to do business with each other via a specialist third party. KUEHNE+NAGEL LTD. must be a reason behind the goods transportation questions and concerns.

Security: The risk of damage in transit and handling is reduced in sea transport. Although the cargo is carried through transshipment ports - Colombo and Singapore from Bangladesh, containerization is used to handle the cargo with due care. Wares are not exposed to obstruction of springs, humps, hooks, climactic alterations, or water crystals. For example, packing and transportation insurance costs are lower due to the less risky goods.

Responsibility: The company's sea freight plays a key role in carrying the cargo from door to door for the consignee. Before the cargo is delivered, the forwarder shall take full responsibility. The K+N as sponsor assumes this responsibility promptly to provide its customers with the best services.

Export Documentation and Operating System

Different types of documentation and operating systems are used in Sea Freight export operations system. This documentation system calls for certain special phases and procedures and workflows that enable the freight transport services in Bangladesh and throughout the world to be operated and continued, such as Sea Freight of KUEHNE&NAGEL LTD. CIEL (Computer Integrated External Logistics) is a unified, disciplined and efficient system for the operational and documentation process all over the world.

The types of documentation in export procedures are as following:

Phase One: These departments are in contact with persons/companies sending the goods locally and overseas departments. It is agreed with the prospective shipper, and the two parties sell our services at the rate of selling the cargo from one location to another in Germany and around the world by selling it to the sender or consignor, according to specific conditions.

Phase Two: The sender sends to Chittagong, Dhaka or the main KUEHNE+NAGEL LTD booking carrier the commercial invoice, the package listing invoice and delivery note and even a physical hardcopy of which are incredibly essential for booking a flight.

If it relocate the documents of booking in Chittagong office, there is creation of a B/L number and then the shipping of the main documents to the bureau of Dhaka.

The shipper and consignor shall determine the freight term and it shall be stated in market invoices.

The most popular are the,

1. Collected Shipment (FOB)
2. Prepaid Shipment (C&F)

Phase Three: At this point, the shipment was sent to our warehouse for storage in the Chittagong area. In Chittagong, there are two regional warehouses: SAPL and EBIL.

We will ask the shipping lines to carry out the forwarding or delivery details of the cargo. The shipping lines provide information about ship schedules to their clients (food and mother vessels).

In the world there are many shipping lines. You give us the ship schedule for each month and for one year. We try to collaborate with the schedule of ship also the destination of cargo when we receive the book format. If we can match any particular sea ship, we will confirm it. We will send

reservations for approval to our colleague in the destination office. We direct the carrier only to handle the cargo in time, once the approval has been received.

There are many shipping companies from which we can choose. The following are the few:

1. APL
2. CMA-CGM
3. K line
4. OOCL
5. Hyundai
6. Evergreen
7. Hanjin Shipping
8. Yagnming Marin Transport Corp
9. Maersk Line
10. P&O Nedlloyd
11. Cemator Line
12. Hapag-Lloyd
13. ECU Line BD Ltd

Phase Four: The container of the regular shipping line container in which the cargo is already booked is being stuffed by private cargo staffing companies such as Eshak Brothers Industries Limited (EBIL).

Then the terminal receptor, for example, the freight staffing reports, is sent to the Dhaka office by the Eshak Brothers Industries Limited (EBIL). The EBIL report provides important details:

1. Number of mother vessel

2. Size of the container
3. Number of the container
4. Seal number
5. Total CBM
6. Expected time arrival (ETA) to the discharge place
7. Expected time of departure (ETD) date
8. Carton package number

The above information helps us to document a particular ocean shipment.

Phase Five: We open a file for the specific shipment after we have received the Staffing Report.

Documents are sent by the Chittagong office to the Dhaka office for serial number.

The CIEL number system which is the serial number of the booking is added to the document number.

We publish a document expressing our views to the leaders of the nation. The serial number from the CIEL system is DAC-4861-0210-209.035.

CIM is kind of type of a system (CIEL). I will then open a certain file with this number, for example the marine freight department.

Due to the number of the order, this House B/L number and there is a chance that it can be more than one. If more than one order is placed, the House B/L number is more than one, with this freight containing a different serial number.

Following details need to be filled out in the CIEL system of booking, for exports at sea when creating the House Bill of Leaders:

- Name of the shipper or firm.
- Company code for consignor
- Reassuring.
- Shipping point
- Overall CBM.
- Terme of cargo (the term on the basis of the freight shall be transported from one destination to another.
- Shipment collection and
- -Shipping prepaid.
- Package number e.g. Total cardboard (s)
- Good or cargo description. What kind of items are in the box?
- Weight of the net
- Code of forwarder (defined by Hong Kong RI-T e.g. Set by the system).
- Shipping mode e.g. CFS, CFS/CY or CY/CY/CY, respectively.
 - The shipping lines provide a ship or shipment schedule. ·
- Mark for shipment.
- Reference to export.
 - Referring to L/C.
- Number of buying order (P.O. number)
- Reference Facture Number

We get the B/L number after completing the above-mentioned information. This is only the ship's trans-shipment details.

After we have passed the B/L house number, this is a dummy. This document has no value for the sender and the beneficiary but it is given to the sender for the purpose of supporting export promotion program EPB.

Phase Six: The following information is written on the file at this stage. The following details are the main elements of documentary for a shipping company. They are read in detail:

1. Container Size

In our country there are mainly three types of containers.

-20 Feet Container: 20' container which has a capacity of 28 CBM freight.

-40 feet Container: a container capacity which has a capacity of 40 is a cargo of 58 CBM.

-40 HC Container: 40' HC container capacity is around 65 CBM freight.

2. Number of containers

On the side of the container, the container number is marked. The staffing report must be included in the containerized cargo number.

3. Number of seals

Also, the container number is found identical.

4. CBM and Package

Board or packets will also be measured before they are containerized with EBIL or SAPL when the board is containerized.

5. Duration of motion

6. Shipping Mode

For each container with any other cargo, the shipping lines are always used:

Less than loading containers (LCL).

LCL refers to a load below the capacity of the container. Shipping lines want to transport less containers and more freight to achieve a greater profit.

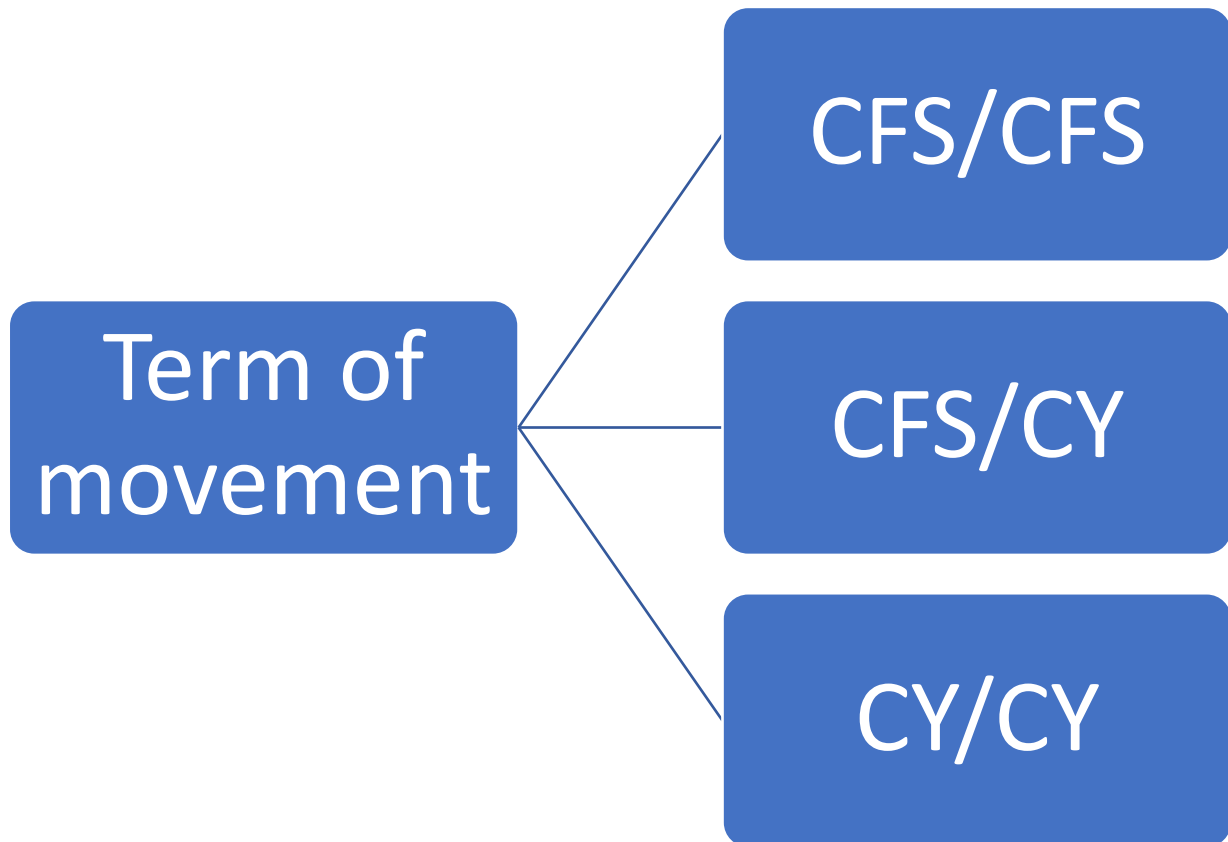
Loading full container (FCL).

FCL refers to the fulfillment of a container by the same or different cargo type.



5. Duration of motion:

Terms of movement shall be established by negotiations between the shippers and the consignor and shipping companies. Three kinds of movement are available. The following are:



- **CFS/CFS:** The CFS/CFS movement shows that the cargo will be transported by a container to another carrier. Here we are a forwarder manager, for example, the cargo will be divided between the ultimate beneficiaries if the ship reaches the final destination and the container goes to the yard.
- **CFS/CY:** The movement of the CFS/CY, the cargo is transported to another container ship from the container freight station. In this case we transmit the container to the freight station and then divide the cargo by itself.

- **CY/CY:** The term "CY/CY" refers to containerization of cargo to the consignee's warehouse.

Port of Transshipment: The transshipment port where containers are transferred from feeder to mother ship is the port of transshipment. As mother ships can't make their way into Chittagong, feeder ships take containers to their respective mother ships at ports (Colombo or Singapore) to get loaded.

Lading Bill:

B/L number of the leading bill:

Transport lines help us get our schedule for our ships. The vessel schedule will be complied with and the cargo will be filled into the container by EBIL. When a ship arrives the container on the ship is loaded by the shipping lines. We link the number of the house with the schedule as a part of the documentation. Then CIEL will give the party concerned its B/L number.

E.g., 4861-3021-362-221. The K+N prescribed file here 4861 is fixed for Bangladesh.

Bill of Lading is not a formal contract; however, documentary evidence of contract between the shipper and the delivery partner.

The Bill of Lading is of two types. They are construed as follows:

1. **House bill of leading:** House B/L is a contract document between freight forwarder and shipper. This is, KUEHNE + NAGEL LTD and garments owner.

- 2. Master bill of lading:** A master Air Way Bill is a contractual document from KUEHNE + NAGEL LTD. and Hapag-Lloyd or P&O Nedlloyd between cargo forwarder and carriers.

The following information is most important for transport in a Chamber and Master Bill of Lading:

1. Shipper's name and address.
2. Recipient's name and address.

The name of the destination must be entered in B/L as the name of the local shipping bank for the sea freight Bill of lading. Where the L/C issuing bank of the consignee transfers the L/C to the local bank shipper. Example: Applique Fashion Ware Ltd.'s Sonali Bank, Motijheel Branch. Shyamoli Dhaka. - Shyamoli, Dhaka.

3. Party notification. Party notification.

The name of the last destination must be written in this section.

4. Liferent's name and additions as forwarder for freight.

KUEHNE + NAGEL LTD. overseas office of the cargo delivery agent is the delivery agent for the sea shipment.

(a) KUEHNE + NAGEL LTD. as transmission agent shall issue House B/L.

(b) British Airways shall issue Master B/L as regards the shipping lines concerned.

5. Carrier agent's name.

(a) As for House B/L, the carrier to the shipper is KUEHNE + NAGEL LTD.

(b) Hapag-Lloyd or APL is a KUEHNE+NAGEL LTD carrier agent in respect of Master B/L.

6. Transportation schedule for Ocean Vessels:

This is the most important part of the House Bill of Leadership. The entire ship program is given at this stage. The shipowner and consignee can identify the ship name and the expected time to leave the port of Chittagong, the transshipment port, the name of the ship, the travel number, the mother ship, and the number of the voyage and finally the shipping port. The shipping port is also the most important shipment schedule.

7. Term of cargo.

Example: The specific transport of the marine freight shipment is fixed here in 4861.

- Recovery of cargo and carriage charges when the consignor pays.

- Prepaid delivery, where the cargo and carriage charge are paid by the shipper.

8. The number of the facts, L/C, EXP and SB.

9. Number of command and article.

For each shipping order, the House Bill of Leading Number will be issued with a single B/L number that will be created against a single booking of the shipments to us under the marine freight export documentation system.

Forwarders certificate of receipt:

We issue a freight certificate to the carrier for prepaid cargo shipments, but it depends on whether or not shippers are ready. The shipper obtains the customs cargo certificate. The following details are given in this certificate:

- Shipper name
- House B/L number
- Cartons
- Sea freight charge
- Security charge, scanning charge
- Documentation charge
- Charge for terminal handling

Advice for Shipment:

We will address the delivery to a sales office or post office at the point of freight shipment. The following details are given according to the nature of shipment of the cargo:

- Order Number Purchase
- Number of the product
- Cardboard number
- Term of the goods
- Cargo description.
- Number of factures
- Credit letter number (L/C)

- The company or shipper EXP number.
- Schedule of ships
- Number of Master B/L

In that case, the company or individual will send a notification to Sea Freight Department with the information which is compliant with the requirements of the business. The parcels will be distributed. We will certainly contact the shipper with the forwarder's information once more in this case.

The bill of leading releasing: The original letter of instruction has been filled in the electronic system. The following are:

Collect Shipment: Most shipments are collected in the maritime export during the collection period. If it is collected, only the documentation fee shall be paid to us by the shipper, e.g. the forwarding agent and the originating letter of directors (B/L). We make eight B/L copies. The first three are original and the remaining three are copied.

At the time of release, we supply the shipper with six first copies. For the purposes of our documentation, we keep two copies. With regard to collection Shipments KUEHNE+NAGEL LTD. At the time of the freight releasing of the consignor, the KN overseas office collects the shipment charge.

Prepaid unit of shipment. When the shipment is prepaid, the consignment company must pay the total fee contracted by the consignor in accordance with the CBM cargo. The original leader's letter (B/L) may be released after payment of the fee to the forwarder.

Procedures for documentation (Sea Freight Export)

Documents are normally received from the Bangladesh office of K+N Ltd. are provided below,

Booking form and packing list:

These are: shipper name + shipper's number + shipper's name + Item/ reference+ Pcs + carton number + gross mass + net weight+ CBM + note + description of the goods. + Remarks + Return of the goods These are the following things.

Shipping order:

Shipping order / shipping authorization is granted to a shipper by K +N Ltd. This item is available: Shipper's Name and Address, Ship and Travel Number, Sailing Time, Shipping Date, Place of delivery and Custom Closing Date and Packages Type and Booking Space Number.

Stuffing report:

These items - shipper's name + shipping name are available in a stuffing report P. O + Destination + Destination + Article no + Receipt of freight date Cardboard Number + Carton Number + Carton No.

Dummy B/L

In dummy B/L, such objects are available: shipper name + bank name + shipper name + bank name + shipping agent + cargo shipping agent + loading ports + B/L name + boat name + boat shipper + port + discharge shipping + combined shipping + shipping place + loadable shipping + loading marks and numbers + Payment of package + Description + package number + Description:

3.3 Air freight Department:

From the start of the air freight segment KUEHNE+NAGEL LTD. started operating in Bangladesh. Air freight operations are increasing by day as a result of cargo pressure. In Europe, North America and north-east Asia, the air freight mainly shifts ready-made garments. In urgent cases, most air shipments are usually made or the shipper cannot transfer the cargo in the delivery window.

For speed and safety, both the export and import system are characterized by air freight forwarding.

Speed: The quicker the goods reach the client; the more capital costs are reduced. The freight reaches the destination in due course.

Just in time, warehousing and related costs can be operated by reducing the company's ability to supply a large stock within a short period of time, depending on the air of materials or components being delivered.

Certain perishable goods, like ready-made clothing, fresh fish, fruit, vegetables, cut flowers cannot be brought by cargo on long journeys. At KN, shipments of perishable goods like foodstuffs generally are not dealt with.

Security: A risk of damage to item is reduced because of air traffic. These items are not to be exposed to humps, wigs, hooks, weather changes, and salt water. Packaging and freight insurance are cheaper due to less riskier goods.

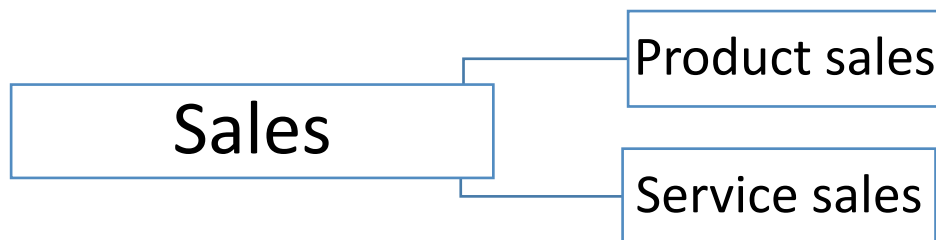


3.4 Sales Department

Selling goods or services is a marketing method, which is excellent in business for a managerial definition. But people are surprised that the main component of marketing does not sell, introducing services or products to customers isn't the limit of marketing.: the art of selling is, it should be said, the principal arts of a private business.

The goal of marketing is for customers to know and understand the product or services so well that they fit and sell their products themselves. Ideally, commercialization should lead to a client ready to purchase.

Two kinds of sales are available:



If the main product of a company is a service, the service must be sold on this service market. Each service has its own field of activity. A salesman therefore sells his service to potential customers or purchasers.

K+N is a multinational forwarding service. Those who want to send cargo from one destination to another must be sold by K+N to their customer support.

KN's worldwide sales team deals with some of the biggest brands from a wide range of industries. Some of KN BDs are important customers.

- OKAIDI
- OSPIG
- REGATA
- Bajaj
- KIK
- MGB
- El Corte Ingles
- Hugo Boss
- Esprit
- Ericsson

Role of Sales Force:

The K+N is a forwarder of services. Your sales team must sell the service they offer to the customers locally and globally for 122 years. The sales team play a big part in running the company and surviving properly with regard to the service-oriented company. The sales teams have the following roles:

- K+N's sales team corresponds with current clients and to potential local and global customers or customers.
- When the K+N sales team immediately knows of the additional service to customers whenever the company has added a new service or special facilities to the customer.
- If both a new company and a customer enter the representative for KUEHNE+NAGEL LTD must first introduce that there is a representative from the company that will be presenting the above.

- Take K+N as a sales machine to his international sales staff. When K+N take advantage of sales incentive program, only the sales reps will receive it.

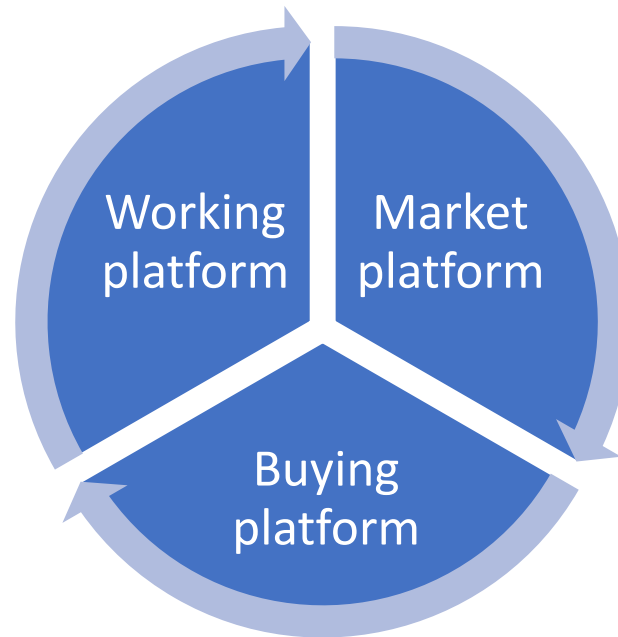
In the local and global areas, K + N has an excellent sales force. The firm survives in the forwarding market through its strong sales team. His workforce and a strong sales team are the main product of a service-driven company. K+N is prepared to deal with any global crisis situation and has sales plan.

Process of sales

It's a sales process for every company that takes this process and we try to be more universal when entering the world of foreign trade. This company had a well-organized sales process. Only the K+N sales department designs this process internally.

Three individual operations are divided into the sales process. All operations are individual but one process depends indirectly on another. It is a cyclical process that is interdependent. The following are:

Sales Process



3.5 IT Department:

The IT department's core work activities are as follows:

- Management of the server
- Monitoring of the server operation
- Monitoring of IT equipment
- LAN surveillance
- WAN management and surveillance
- PC and Notebook installation and upgrade

- Support for CIEL
- Ultimately e-filing
- Support for ACON
- Support for Cheque Print
- Data extraction and connectivity issues for business customers
- Support for V-Log
- Web KN Login setup, maintenance of user identification, connectivity and support of users
- Updating and maintenance of the proxy K-Net
- Maintenance of hardware
- Maintenance of software (Operating System, Application software, Anti-Virus installation and maintenance)
- Backup of data and mail
- Desk and support for users
- Regional IT Guidelines implementation
- Training of users
- Support for ISP locally and abroad
- Occasionally, update and monitor fax service, address book etc. Support all users in case of problems related to IT.

KN IT Systems and Services at a glance:

- Hardware
- LAN and WAN
- VPN

- CIEL
- ACON
- KN Login and OMS
- JETFORM
- CARGO 2000 CIEL FW
- e-file and e-scan
- Laser Vault
- KN Bar
- KNIE
- Business object
- KN VLog
- Customer EDI
- Webmail
- KN rates
- KN Portal
- KNet

3.6 Finance and Accounts

Kuehne+ Nagel BD Ltd.'s financial and accounting department keeps the financial statements and employee salary record for all K+N BD local and overseas transactions. All other functions, except for the payroll of employees, are performed through Kuehne +Nagel's sole accounting software;

ACON 2000. All the K+N branches worldwide operate on this single system and record transactions. Below are the main functions of the Department of Finance & Accounts:

- Records all K+N financial transactions and maintains them.
- Make all payable payments and receive all claimable payments.
- The financial statements are prepared annually.
- Prepare for the purpose of clearing monthly profit and loss declaration and other reports.
- Prepare payroll for staff.
- The Balance Sheet is internally prepared for a month at the Dhaka Bureau. They then send reports to Schindellegi in Switzerland to K+N's headquarters.
- Monitors the monthly clearing of intercompany with K+N offices abroad.
- The required tax and VAT deductions shall be calculated and deducted with all the relevant parties.
- The software ACON shall be maintained and updated as required.
- Issues of counters for payment receipts Money receipts (for non-VAT income) and Challans (for VAT income).
- Maintains All transactions in accordance with codes and directives.
- Tracks debtor aging accounts and receivables collection.
- Arrange for the purchase and approval of fixed assets.
- Prepare Customer Return Report.
- Makes all seller and administrative payments necessary. Takes all payments in accordance with CoC (Catalogue of Competence).

Chapter 04

Learning and Observations

4.1 Developing oneself:

For the interns, it was a great chance to become part of the Kuehne + Nagel Ltd operating team. I could learn about two completely different aspects of the company when I worked in two different departments. When I worked there, I could discover my weaknesses and strength and it helped to know my true self.

4.2 Effective work environment:

The first thing that attracted the interns to the company is the working environment at Kuehne & Nagel Ltd, because it was not only spacious but also excellent in terms of professionalism. Equality is the company's first priority and it offers desks surrounded by employees of different designations. That's staff from a specific department sitting together, staff have a whole place.

4.3 Enthusiastic and engaging environment:

The company's working environment is very attractive. The work that is given to us is fully autonomous. On all we do we receive regular feedback. If we make any mistake, our supervisors, on the other hand, give us adequate guidelines if we perform a task in full. This gives us a great enthusiasm that will eventually contribute to our work life.

4.4 Learning of corporate norms:

Although we are interns, we're just like other employees. "Bhaiya" and "Apu" are employed in a corporate environment irrespective of employees' appointment and age. Other employees are treated with equal respect and this is very impressive. I have been very positive at the way our performance is assessed with regard to this company's corporate standards.

4.5 Team work:

I did a lot of group work in my university, which helps me understand how I work as a team within the business sector. I have to work with the aviation team here too. It's been very pleasant.

4.6 Improve my communication skill:

Sometimes our office is visited by foreign employees from the regional headquarters. We had to communicate correctly with them. My communication skills have been improved. I had to talk to the customer too. For me, this has been a great experience.

4.7 Work precisely:

How to work more precisely should be learned. At the beginning, many mistakes I discovered in my work were observed. It was improved following the completion of my internship.

Chapter 05

Conclusion



Conclusion

Kuehne + Nagel Limited is one of Bangladesh's leading multinationals. The company's commitment to offer excellent service to its esteemed clients is KUEHNE+NAGEL LIMITED. The KUEHNE+NAGEL LIMITED management always strives to maintain their customers' interest and trust. KUEHNE+NAGEL LIMITED has established a strong position among all companies through excellent service and a special effort. KUEHNE+NAGEL LIMITED's main focus is to focus on the customer's needs that distinguish KUEHNE+NAGEL Limited from other businesses, have created an image of a brand successful and maintain a strong market position. But there is still a certain weakness that can easily be overcome. The potential of KUEHNE+NAGEL LIMITED to explore the current market is far greater.

Unless the customer satisfies its customer with the services that the customer needs, the company cannot achieve the objective. Following the drafting of this report, the primary goal is to satisfy the customers who will obviously be happy about the company's service. This is an efficient and effective team. Considering the fact that there are more customers who can choose your company, KUEHNE+NAGEL LIMITED should familiarize itself to customers better.

Chapter 06

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