



# **Certified in Logistics, Transportation and Distribution**

**Parcel, Courier, and  
Express Services**





# CLTD On-Demand Training for Self-Study Professionals

**Are you preparing for the CLTD certification through self-study?** As an experienced supply chain professional, you already have strong practical knowledge—but some topics may still need expert clarification. Fhysics Business Consultants bridges that gap with on-demand, topic-oriented CLTD training sessions designed specifically for self-learners.

Whether you need guidance on a single concept or an entire module, our focused training helps you master complex areas quickly and confidently. Get personalized support, strengthen your exam readiness, and elevate your supply chain expertise—on your schedule.

Mobile: +91-900-304-9000 (WhatsApp)

Email: [Certifications@Fhysics.net](mailto:Certifications@Fhysics.net)



# **Parcel, Courier, and Express Services**

## **1. Parcel, Courier, and Express Service Fundamentals**

Parcel, courier, and express services focus on small-package transportation with fast, reliable delivery. Parcel services handle standardized packages at low cost, courier services provide personalized pickup and delivery, and express networks offer time-definite service, often overnight. These sectors operate high-speed sorting hubs, extensive last-mile networks, and advanced tracking systems. Understanding the differences helps professionals choose the right service depending on urgency, cost, package size, and value. These services support e-commerce, retail replenishment, customer returns, and high-value shipments, making them critical to modern supply chains.

## **2. Carrier Types and Service Levels**

Major providers offer multiple service tiers such as ground, air express, two-day, overnight, and same-day options. Each tier provides different speed, cost, and tracking visibility. Some carriers specialize in domestic networks, others in international express services. Understanding service-level distinctions helps logistics professionals match transportation choices with customer expectations, budget constraints, and inventory strategies. Knowledge of cut-off times, service guarantees, surcharges, and delivery windows is essential for optimizing shipping decisions.

## **3. Hub-and-Spoke Network Design**

Parcel carriers typically operate hub-and-spoke networks that consolidate shipments at central hubs for efficient sorting and routing. Large automated hubs process millions of packages per night, enabling time-definite delivery

Understanding how hubs, regional sort centers, and local depots interact helps professionals estimate transit times, plan cut-off schedules, and anticipate delay risks. Hub congestion, weather disruptions, and route optimization all influence service reliability.

#### **4. Last-Mile Delivery Operations**

Last-mile delivery is often the costliest and most complex step in parcel logistics due to dispersed destinations, urban congestion, and customer service expectations. It involves route planning, driver scheduling, delivery attempts, and failed-delivery management. Understanding last-mile dynamics is important for reducing delivery costs, improving customer experience, and responding to changing trends such as lockers, pickup points, autonomous vehicles, and crowdsourced delivery. Professionals must master last-mile challenges to optimize network performance.

#### **5. Time-Definite and Guaranteed Delivery Services**

Express carriers often provide guaranteed delivery windows—overnight by 10:30 AM, same-day, or two-day delivery. These guarantees carry financial penalties for failures, making reliability crucial. Understanding the operational processes (air networks, line-haul planning, real-time monitoring) that support time-definite services helps professionals manage customer expectations and select appropriate service levels. Guaranteed services are vital for high-value, urgent, or temperature-sensitive shipments.

#### **6. International Parcel and Express Services**

International shipments require customs documentation,

duties/taxes management, security screening, and compliance with international shipping regulations. Express carriers often provide end-to-end customs brokerage, tracking, and time-definite cross-border solutions. Professionals must understand HS codes, commercial invoices, prohibited items, and export/import rules. Knowledge of international express processes is essential for global e-commerce and high-priority shipments.

## **7. Parcel Packaging Requirements**

Proper packaging ensures safe transit while minimizing costs. Parcel carriers have strict guidelines on weight limits, dimensional tolerances, cushioning, labeling, and dangerous goods compliance. Undersized packaging risks damage, while oversized packaging increases dimensional weight charges. Logistics professionals must understand packaging materials, mode compatibility, and carrier requirements to avoid delays, claims, or additional fees.

## **8. Dimensional Weight Pricing**

Dimensional weight (DIM weight) pricing charges based on package volume relative to weight. Carriers apply dimensional factors to account for bulky, lightweight parcels that occupy valuable space. Understanding how to calculate DIM weight helps organizations reduce shipping costs through packaging optimization. DIM pricing is especially important for e-commerce, where large but light packages are common.

## **9. Pickup, Delivery, and Drop-Off Options**

Carriers offer multiple pickup and delivery options including scheduled pickups, on-demand pickups, retail access points,

parcel lockers, and secure delivery locations. Each option has different cost and convenience implications. Understanding these alternatives helps optimize shipping flows, improve customer flexibility, and reduce failed deliveries and reshipment costs.

## **10. Tracking, Visibility, and Proof of Delivery**

Advanced tracking systems provide real-time visibility into parcel movement using barcodes, RFID, GPS, and mobile scanning. Proof of delivery (POD) methods include signatures, photos, and electronic confirmation. Visibility enhances customer confidence and enables proactive problem resolution. Professionals must understand tracking milestones, exceptions, and data integration to support customer service and supply chain transparency.

## **11. Performance Metrics and KPIs**

Key performance indicators include on-time delivery rate, first-attempt delivery success, damage rate, cost per shipment, customer satisfaction, and claims ratio. Carriers may publish performance scores or provide customized reporting. Understanding these metrics helps logistics professionals evaluate carrier performance, negotiate contracts, and maintain service-level agreements (SLAs).

## **12. Rate Structures and Surcharges**

Parcel cost structures include base rates, fuel surcharges, residential delivery fees, remote area surcharges, oversized fees, and special-handling charges. Peak-season surcharges often apply during high-volume periods. Professionals must understand rate drivers to manage costs, compare carriers, and identify optimization opportunities such as consolidation, packaging redesign, or pre-sorting

### **13. Automation and Sorting Technology**

Large parcel carriers rely on highly automated sorting systems—tilt-tray sorters, cross-belt sorters, scanners, conveyors, and robotics—to handle high volumes.

Automation improves speed, accuracy, and labor efficiency. Understanding how automation affects processing times, cut-off windows, and throughput capacity helps logistics professionals plan shipments and anticipate bottlenecks.

### **14. Residential vs. Commercial Delivery Dynamics**

Residential delivery typically costs more due to dispersed locations, unpredictable customer availability, and higher first-attempt failure rates. Commercial deliveries allow for predictable business hours and cluster density.

Understanding the difference helps logistics professionals select optimal carriers, estimate costs, and tailor last-mile strategies depending on customer profiles.

### **15. Returns Management and Reverse Logistics**

E-commerce has increased the importance of efficient returns handling. Parcel carriers support return labels, drop-off points, QR-code returns, and automated reverse supply chain processing. Understanding return logistics helps organizations minimize costs, reduce cycle times, and improve customer satisfaction. Effective return solutions drive loyalty and streamline warehouse operations.

### **16. Security, Theft Prevention, and Parcel Integrity**

Parcel shipments face risks such as theft, tampering, misdelivery, and damage. Carriers implement screening, secure facilities, driver accountability, and parcel-level tracking. Professionals must understand security

procedures, insurance options, packaging integrity requirements, and claims processes. Enhancing parcel security is critical for high-value goods and e-commerce shipments.

## **17. E-Commerce Growth and Market Trends**

E-commerce drives massive parcel volume growth, influencing carrier capacity, service models, delivery technology, and customer expectations for speed and flexibility. Understanding trends such as same-day delivery, omnichannel fulfillment, micro-fulfillment centers, and doorstep security is essential for logistics planning and competitiveness.

## **18. Delivery Exceptions and Claims Management**

Delivery exceptions occur due to address errors, weather delays, failed delivery attempts, or package damage. Professionals must understand exception codes, resolution processes, customer communication protocols, and claims filing requirements. Strong exception management reduces customer dissatisfaction and speeds problem resolution.

## **19. Carrier Selection and Service Optimization**

Choosing the right parcel carrier involves evaluating price, delivery speed, reliability, claims ratio, technology, and geographic coverage. Professionals must analyze service levels, negotiate contracts, and consider multi-carrier strategies to optimize cost and performance. Effective carrier selection aligns logistics decisions with business priorities.



## **20. Sustainability in Parcel Delivery**

Parcel carriers face pressure to reduce emissions, optimize routes, use alternative-fuel vehicles, and adopt sustainable packaging solutions. Professionals must understand carbon reporting, green delivery options, consolidation strategies, and eco-friendly packaging. Sustainability increasingly influences customer expectations and regulatory requirements.

\*\*\*\*\*

# Micro-Learning Programs in Supply Chain Management & Procurement



Enhance your professional edge with Fhyzics Business Consultants' Micro-Learning Programs in Supply Chain Management and Procurement. Designed as focused, two-hour Executive Development Programs, these sessions deliver practical insights and tools to solve real-world business challenges. Conducted in small batches for personalized learning, participants gain a deeper understanding of key supply chain and procurement strategies that drive efficiency and profitability. Each participant receives a certificate of completion, adding value to their professional profile and career growth. Whether you aim to advance in your current role or explore new opportunities, this program equips you with the knowledge and confidence to excel.



# Micro-Learning Programs in Supply Chain Management



1. Fundamentals of Supply Chain Management
2. Supply Chain Planning and Optimization
3. Demand Forecasting Techniques
4. Inventory Control and Management
5. Distribution and Logistics Strategy
6. Warehouse Layout and Operations Efficiency
7. Supply Chain Risk Management
8. Supply Chain Performance Metrics (KPIs)
9. Lean Supply Chain Practices
10. Agile and Responsive Supply Chains
11. Sales and Operations Planning (S&OP)
12. Supply Chain Network Design
13. Supply Chain Digital Transformation
14. AI and Data Analytics in Supply Chain
15. Supply Chain Sustainability and Green Logistics
16. Reverse Logistics and Returns Management
17. Supply Chain Collaboration and Integration
18. Supplier Relationship Management in SCM
19. Global Supply Chain Strategy
20. Transportation Management Systems (TMS)
21. Inventory Optimization Models
22. Demand-Driven MRP (DDMRP) Concepts
23. Blockchain Applications in Supply Chain
24. Supply Chain Cost Reduction Techniques
25. SCOR Model and Process Improvement

# Micro-Learning Programs in Supply Chain Management ...



26. Capacity Planning and Resource Allocation
27. Managing Supply Chain Disruptions
28. End-to-End Supply Chain Visibility
29. Cold Chain Logistics Management
30. Supply Chain Compliance and Ethics
31. Import–Export Procedures and Documentation
32. Managing Third-Party Logistics (3PL) Providers
33. Supply Chain Collaboration Technologies
34. Production Planning and Scheduling
35. Strategic Supply Chain Design Using Case Studies
36. Circular Economy in Supply Chain
37. Vendor-Managed Inventory (VMI)
38. Transportation Optimization Techniques
39. E-Commerce Supply Chain Models
40. Omni-Channel Fulfillment Strategies
41. Warehouse Automation and Robotics
42. SCOR DS Roadmap for Supply Chain Excellence
43. Customer-Centric Supply Chain Strategies
44. Supply Chain Finance and Working Capital Management
45. Supply Chain Data Visualization Using Power BI
46. Strategic Sourcing in Supply Chain Context
47. Supply Chain Benchmarking and Best Practices
48. Integrated Business Planning (IBP)
49. Supply Chain in Crisis Management and Recovery
50. Future Trends and Technologies in Supply Chain



# Micro-Learning Programs in Procurement



1. Fundamentals of Procurement Management
2. Strategic Sourcing and Category Management
3. Supplier Selection and Evaluation
4. Contract Management Essentials
5. Cost and Price Analysis in Procurement
6. Negotiation Strategies for Procurement Professionals
7. E-Procurement and Digital Tools
8. Procurement Planning and Budgeting
9. Risk Management in Procurement
10. Supplier Relationship and Performance Management
11. Sustainable and Ethical Procurement
12. Total Cost of Ownership (TCO) Analysis
13. Make-or-Buy Decision Frameworks
14. Procurement Policies and Governance
15. Procurement in Public vs. Private Sectors
16. Procurement Audit and Compliance
17. Procurement Data Analytics and Reporting
18. Procurement Scorecards and KPIs
19. Strategic Supplier Partnerships
20. Category Strategy Development
21. Managing Global and Offshore Procurement
22. Negotiation Simulation Workshop
23. Contract Law for Procurement Managers
24. Cost Reduction Strategies in Procurement
25. Supplier Risk Assessment Models

# Micro-Learning Programs in Procurement ...



26. Procurement Process Mapping and Improvement
27. Procurement Automation and AI Applications
28. Managing Procurement Teams Effectively
29. Procurement Ethics and Transparency
30. Procurement in the Digital Supply Chain
31. Vendor Consolidation Strategies
32. Spend Analysis and Optimization
33. Demand Forecasting for Procurement
34. E-Auction and Reverse Bidding Techniques
35. Inventory and Procurement Alignment
36. Procurement in Project-Based Organizations
37. Supplier Onboarding and Development
38. Procurement Market Intelligence
39. Measuring Supplier Innovation
40. Procurement in Times of Supply Disruption
41. Cross-Functional Collaboration in Procurement
42. Writing Effective RFPs, RFQs, and RFIs
43. Contract Negotiation Best Practices
44. Green Procurement and Circular Economy
45. Legal Aspects of Procurement Contracts
46. Performance-Based Contracting
47. Procurement Leadership and Strategic Influence
48. Cost Avoidance and Value Creation in Procurement
49. Managing Procurement with Power BI Dashboards
50. Future Skills and Trends in Procurement



## Fhyzics Business Consultants Pvt. Ltd.

Professional Training Partner of ASCM, USA

[www.Fhyzics.net](http://www.Fhyzics.net)

ASCM Referral Code  
**XEFGHYZ88**

[Certifications@Fhyzics.net](mailto:Certifications@Fhyzics.net)  
**+91-900-304-9000**

CLTD aspirants may buy the  
CLTD Learning System and Examination  
Credits directly through ASCM Portal.  
When purchasing CLTD Examination  
Credit, please enter Referral  
Code **XEFGHYZ88** to receive CLTD  
Recertification Guidance for life.