



COOPERATIVE EDUCATION REPORT

**Practical Experience in Sales Operations and Logistics Management
within a Cross-Border Trading Environment**

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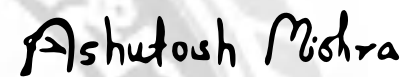
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ABSTRACT

This report presents an overview of my Cooperative Education Internship at Yiwu Harati Trading Company, Limited. As a Sales Operations and Logistics Management Intern, I was responsible for supporting the sales coordination function, assisting in managing client orders from initial inquiry through to final shipment, monitoring logistics workflows, and contributing to the documentation and operational processes that underpin the company's export activities.

The key objectives of this internship were to: (1) apply academic knowledge in marketing, operations, and sales management to the practical context of a trading company engaged in cross-border commerce, (2) understand the end-to-end lifecycle of a sales order within an international trading environment, and (3) develop professional skills in client communication, logistics coordination, sales documentation, and operational problem-solving.

This internship provided me with a thorough, practical understanding of how sales operations and logistics management function in a real international trading business. It strengthened my appreciation of the role that organized operational processes, clear communication, and reliable logistics coordination play in building client trust and sustaining business growth in a competitive global trade environment.

Keywords: Sales Operations, Logistics Management, International Trade, Order Processing, Export Coordination, Supply Chain

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I am equally grateful to my academic advisor, Mr. Ashutosh Mishra, for his thoughtful oversight of my cooperative education journey. His ability to connect the theoretical frameworks covered in my BBA program with the operational realities of international trade helped me approach this internship with a structured and reflective mindset. His feedback on drafts of this report was invaluable in shaping the clarity and quality of the final document. I would also like to thank the entire team at Yiwu Harati Trading Company Limited for welcoming me warmly and including me as a genuine contributor to daily operations. The collaborative and open work culture at the company made it easy to ask questions, seek guidance, and learn continuously throughout the placement.

Finally, I am grateful to my family and friends for their encouragement and support throughout this period. This internship represents an important milestone in my academic and professional journey, and I am deeply appreciative of everyone who contributed to making it a success.

Sincerely,

Sanskar Narayan Bhari

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CHAPTER 1: INTRODUCTION

1.1 Company Profile

Yiwu Harati Trading Company Limited is a trading and sourcing firm headquartered in one of the world's largest small commodity markets. The company specializes in connecting international buyers, predominantly from South Asian countries such as India and Nepal, with reliable Chinese manufacturers and suppliers across a diverse range of product categories. These include consumer goods, textiles, household items, electronics accessories, and seasonal merchandise.

The organization primarily serves clients from South Asia, including Nepal and India, and focuses on delivering cost-effective and high-quality products. By maintaining strong relationships with suppliers and logistics partners, the company ensures smooth and efficient operations throughout the supply chain. By offering this end-to-end service model, Yiwu Harati removes many of the operational complexities that buyers in South Asia would otherwise face when sourcing directly from Chinese manufacturers.

What distinguishes Yiwu Harati from many competing trading firms is its multilingual operational capability and its deep understanding of the specific requirements and preferences of South Asian buyers. The company's team is fluent in Chinese, Hindi, Nepali, and English, enabling seamless communication with both its client base and its supplier network.

1.1.1 Mission of the Company

Yiwu Harati Trading Company Limited is committed to delivering dependable, end-to-end sourcing and export solutions that empower businesses in South Asia to access high-quality Chinese products efficiently and cost-effectively. The company's mission is to act as a trusted bridge between international buyers and Chinese manufacturers by combining deep market knowledge, rigorous quality oversight, and transparent business practices. It aims to simplify international sourcing by providing reliable supplier connection so that clients can focus on growing their businesses, confident that their sourcing and logistics needs are being managed with professionalism and integrity.

1.1.2 Vision of the Company

The company envisions becoming the most trusted and preferred sourcing and trading partner for businesses across South Asia and beyond, renowned for its reliability,

responsiveness, and commitment to client success. Yiwu Harati aspires to set a new benchmark for excellence in international trading operations by continually enhancing its supplier network, streamlining its logistics capabilities, and expanding its service offering in line with evolving client needs. Its long-term vision is to facilitate sustainable, mutually beneficial trade relationships that contribute to the economic prosperity of the businesses and communities it serves.

1.1.3 Strategies of the Company

Yiwu Harati Trading Company employs a multi-dimensional strategic approach to maintaining its competitive position and delivering consistent value to its clients. Central to this approach is the continuous development and management of a wide-ranging supplier network. By maintaining active relationships with manufacturers across multiple product categories and regularly visiting factories and market hubs such as the Yiwu International Trade City and the Huangyuan Market, the company ensures that it can offer clients access to a broad selection of competitively priced, quality-verified products.

A second strategic priority is operational efficiency in logistics management. The company works with established freight forwarding partners and shipping carriers to optimize transportation routes, minimize transit times, and reduce overall shipping costs for clients. Customs documentation accuracy and compliance are treated as critical operational imperatives, as errors in this area can result in costly delays and client dissatisfaction.

The company also places a strong strategic emphasis on building long-term client relationships through personalized service and proactive communication. Rather than treating each transaction as a standalone interaction, Yiwu Harati invests in understanding each client's specific business model, product preferences, and budget constraints, tailoring its sourcing recommendations and operational support accordingly. This relationship-driven approach fosters repeat business and word-of-mouth referrals, which constitute the company's primary growth channels.

Finally, the company leverages its multilingual communication capability as a core competitive strategy, ensuring that language barriers do not impede the quality of client interactions or create misunderstandings in the execution of orders. This is particularly valuable in the context of the South Asian market, where clients frequently require support in Hindi and Nepali in addition to English.

1.2 Organizational Structure

1.2.1 Diagram of the Organizational Structure



Figure 1: Organizational Structure of Yiwu Harati Trading Company Limited

Although Yiwu Harati Trading Company did not maintain a formally documented organizational chart during my internship, the structure of the business and the distribution of responsibilities were clearly observable through daily operations and team interactions. As a small but operationally agile trading firm, the company operates with a lean and flexible structure in which roles frequently overlap and team members are expected to contribute across multiple functional areas based on the demands of a given day or order cycle.

The organizational hierarchy is headed by the Owner, who is responsible for all major business decisions, key client relationships, and the overall strategic direction of the company. Below the owner, the operations function is managed by the operations-in-Charge, who oversees supplier coordination, order execution, and logistics management, the core operational engine of the business. The finance and account's function is handled by the Accounts-in-Charge, who manages payment tracking, invoicing, and financial documentation. Supporting these senior roles are operational staff, including sales coordinators and logistics assistants, who handle the day-to-day execution of client orders and shipping processes.

During my internship, I was placed within the operations and sales coordination function, working alongside the operations team and reporting directly to Mr. Sujit Byanju. This positioning gave me broad exposure to both the client-facing and supplier-facing dimensions of the company's operations.

1.2.2 My Job Position

As a Sales Operations and Logistics Management Intern at Yiwu Harati Trading Company Limited, my role focused on supporting the operational backbone of the company's trading activities. I was responsible for assisting in the coordination of client sales orders from initial inquiry to final dispatch, supporting the logistics management process by tracking shipments and preparing and verifying export documentation, and contributing to supplier communication and follow-up activities to ensure timely order fulfillment.

My position required me to engage directly with the company's client base, particularly buyers from India and Nepal to relay order status updates, clarify product specifications, and address any concerns arising during the order execution process. Simultaneously, I worked closely with the operations team and supplier contacts to ensure that production schedules, inspection timelines, and dispatch dates were aligned with client requirements. This dual interface between clients and suppliers gave me a comprehensive view of the sales and logistics management function within a trading company.

1.2.3 Job Position in the Company's Organizational Structure



Figure 2: My Job Position in the Organizational Structure

Within the organizational structure of Yiwu Harati, I was positioned as an intern within the Operations and Sales Coordination team, reporting directly to Mr. Sujit Byanju as my immediate supervisor. My role placed me at the intersection of the sales function, where client orders originate and client communication is managed and the logistics function, where shipment arrangements, documentation, and dispatch activities take place. I collaborated regularly with the accounts team when verifying payment-related documentation and liaised directly with supplier contacts to confirm order details and production timelines. My multilingual capability in Hindi, Nepali, and English was a significant operational asset, allowing me to communicate directly with South Asian clients without translation intermediaries, which improved the speed and accuracy of client communications considerably.

1.3 Intention and Motivation to Join this Company

My decision to undertake my cooperative education internship at Yiwu Harati Trading Company Limited was motivated by several interconnected academic and professional interests. As a marketing student with a strong interest in the commercial dimensions of international trade, I was drawn to the opportunity to gain hands-on experience in an environment where sales strategy, operational execution, and logistics management converge in the context of real, cross-border transactions.

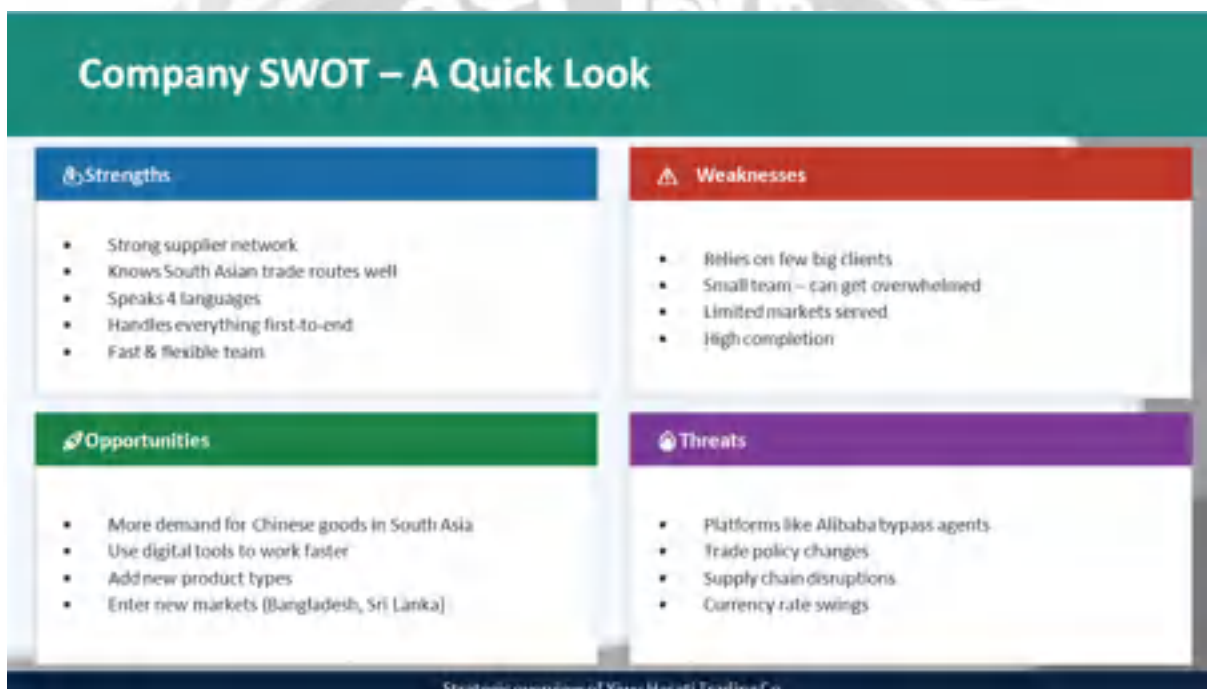
Yiwu, China is widely recognized as one of the world's most important small commodity trade hubs, and I saw working in this environment as an exceptional opportunity to observe and participate in international sourcing and sales operations that have a direct impact on businesses across South Asia. I was particularly interested in understanding how a trading company manages the sales pipeline from client inquiry to shipment, a process that involves not only commercial negotiation and relationship management but also precise operational coordination, documentation management, and logistics oversight.

From a personal development perspective, I was eager to challenge myself in a cross-cultural and multilingual business environment. I recognized that working in Yiwu would require me to operate professionally across cultural and linguistic boundaries, communicating effectively with Chinese suppliers, South Asian clients, and an international team of colleagues. I viewed this exposure as highly valuable preparation for a career in international business or marketing, where cross-cultural competency is increasingly essential.

I was also motivated by the opportunity to develop my understanding of the practical challenges involved in sales operations management, specifically, how client expectations are translated into actionable order specifications, how suppliers are managed to ensure on-time delivery of quality products, and how logistics bottlenecks are identified and resolved. These are operational realities that are difficult to fully grasp through academic study alone, and I was committed to gaining direct exposure to them through this internship.

1.4 Strategic Analysis of the Company

1.4.1 SWOT Analysis



Strengths:

- 1. Strong and Established Supplier Network:** The company maintains active relationships with a wide range of manufacturers across Yiwu and the surrounding Zhejiang Province, enabling it to source diverse product categories efficiently and at competitive prices. This network is built on years of market presence and trust, which new entrants cannot replicate quickly.
- 2. Deep Expertise in South Asian Trade Routes:** Yiwu Harati's specialized knowledge of the commercial, logistical, and regulatory requirements of exporting to India and Nepal gives it a significant advantage over generalist trading firms. The team's

familiarity with customs procedures, preferred shipping routes, and South Asian market preferences directly reduces the risk of operational delays and compliance issues.

3. **Multilingual Communication Capability:** Fluency in Chinese, Hindi, Nepali, and English removes a critical barrier that many clients from South Asia face when sourcing from Chinese suppliers. This capability enhances client trust, reduces miscommunication risks, and differentiates the company in a market where language barriers are a common operational pain point.
4. **End-to-End Service Model:** By managing every stage of the procurement and export cycle from supplier identification and quality inspection to documentation preparation and freight arrangement the company offers clients a single point of accountability that reduces their operational burden and risk exposure.
5. **Operational Agility:** As a lean organization, Yiwu Harati can adapt quickly to changing client requirements, urgent sourcing requests, and shifting market conditions, a responsiveness that larger trading firms often cannot match.

Weaknesses:

1. **Heavy Dependence on a Limited Number of Key Clients:** A significant portion of the company's revenue is generated by a relatively small group of recurring clients from India and Nepal. This concentration creates vulnerability, as the loss of one or two major clients could have a material impact on business performance.
2. **Limited Digital Infrastructure:** The company currently manages much of its order tracking, client communication, and documentation through manual and informal processes. The absence of a robust digital order management system increases the risk of errors and limits the company's ability to scale operations efficiently.
3. **Restricted Market Diversification:** While the company performs strongly within the South Asian market, its client base has limited geographic diversity. Dependence on a small number of destination markets exposes the business to country-specific risks such as import restrictions, currency fluctuations, and trade policy changes.
4. **Constrained Human Resources:** Operating as a small team means that workload pressures can become acute during peak trading periods, increasing the risk of operational errors and reducing the quality of client service during high-demand cycles.

Opportunities:

1. **Growing Demand for Chinese Goods in South Asian Markets:** Rising middle-class consumption in India and Nepal is driving sustained demand for affordable, diversified consumer products sourced from China. This trend creates a favorable long-term growth environment for a company with Yiwu Harati's positioning and capabilities.
2. **Digitalization of Trade Operations:** Adopting digital tools for order management, real-time shipment tracking, and client communication could significantly enhance the company's operational efficiency, reduce error rates, and improve the overall client experience.
3. **Expansion into New Product Categories:** Growing demand for sustainable products, health and wellness goods, and technology accessories in South Asian markets presents opportunities for the company to diversify its sourcing portfolio and increase transaction volumes with existing clients.
4. **Development of New Market Corridors:** There is potential to extend trading relationships to buyers in other South and Southeast Asian countries such as Bangladesh, Sri Lanka, and Myanmar, broadening the company's geographic revenue base and reducing market concentration risk.

Threats:

1. **Intensifying Competition from Online Sourcing Platforms:** The growing popularity of B2B platforms such as Alibaba and Global Sources enables international buyers to source products directly from Chinese manufacturers, potentially bypassing trading intermediaries like Yiwu Harati. Managing this disintermediation risk requires the company to continuously demonstrate the value it adds beyond simple product sourcing.
2. **Geopolitical and Trade Policy Risks:** Changes in import tariffs, trade agreements, or diplomatic relations between China and South Asian countries could adversely affect trade volumes and operational costs, creating uncertainty for the company's business model.

3. **Supply Chain Disruptions:** Global events such as pandemics, natural disasters, or major transportation disruptions can cause significant delays in production and shipping, directly impacting the company's ability to fulfill client orders on schedule.
4. **Currency Exchange Rate Volatility:** Fluctuations in exchange rates between the Chinese yuan and South Asian currencies can affect the price competitiveness of the company's sourced products and create uncertainty in client pricing negotiations.

1.4.2 Porter's Five Forces Analysis

1. **Threat of New Entrants:** Moderate to High The barrier to entry in the trading intermediary sector in Yiwu is relatively low. Anyone with basic sourcing knowledge, language skills, and a modest initial network can establish a trading operation. However, building the depth of supplier relationships, market knowledge, and client trust that Yiwu Harati has developed over time requires sustained effort and experience. The company's accumulated expertise, multilingual capability, and established South Asian client base constitute meaningful competitive advantages that reduce the immediate threat from new entrants, though the low capital requirements mean that new competitors continue to emerge regularly.
2. **Bargaining Power of Suppliers:** Moderate Yiwu Harati works with a wide network of manufacturers and suppliers, which generally limits the power of any single supplier to dictate terms. However, for specialized or high-demand product categories where fewer manufacturers operate, suppliers may exercise greater leverage in price and production timeline negotiations. The company manages this risk by maintaining relationships with multiple alternative suppliers for key product categories, ensuring that it retains the ability to switch suppliers when necessary without compromising order fulfillment timelines.
3. **Bargaining Power of Buyers:** High Clients primarily importers from India and Nepal hold considerable bargaining power. They have access to multiple competing trading firms and can also explore direct sourcing options through digital platforms. As a result, they tend to negotiate aggressively on pricing, delivery timelines, and product quality. Yiwu Harati manages this dynamic by delivering consistently reliable service, maintaining transparent communication, and providing a level of personalized operational support that direct sourcing or less attentive intermediaries cannot match.

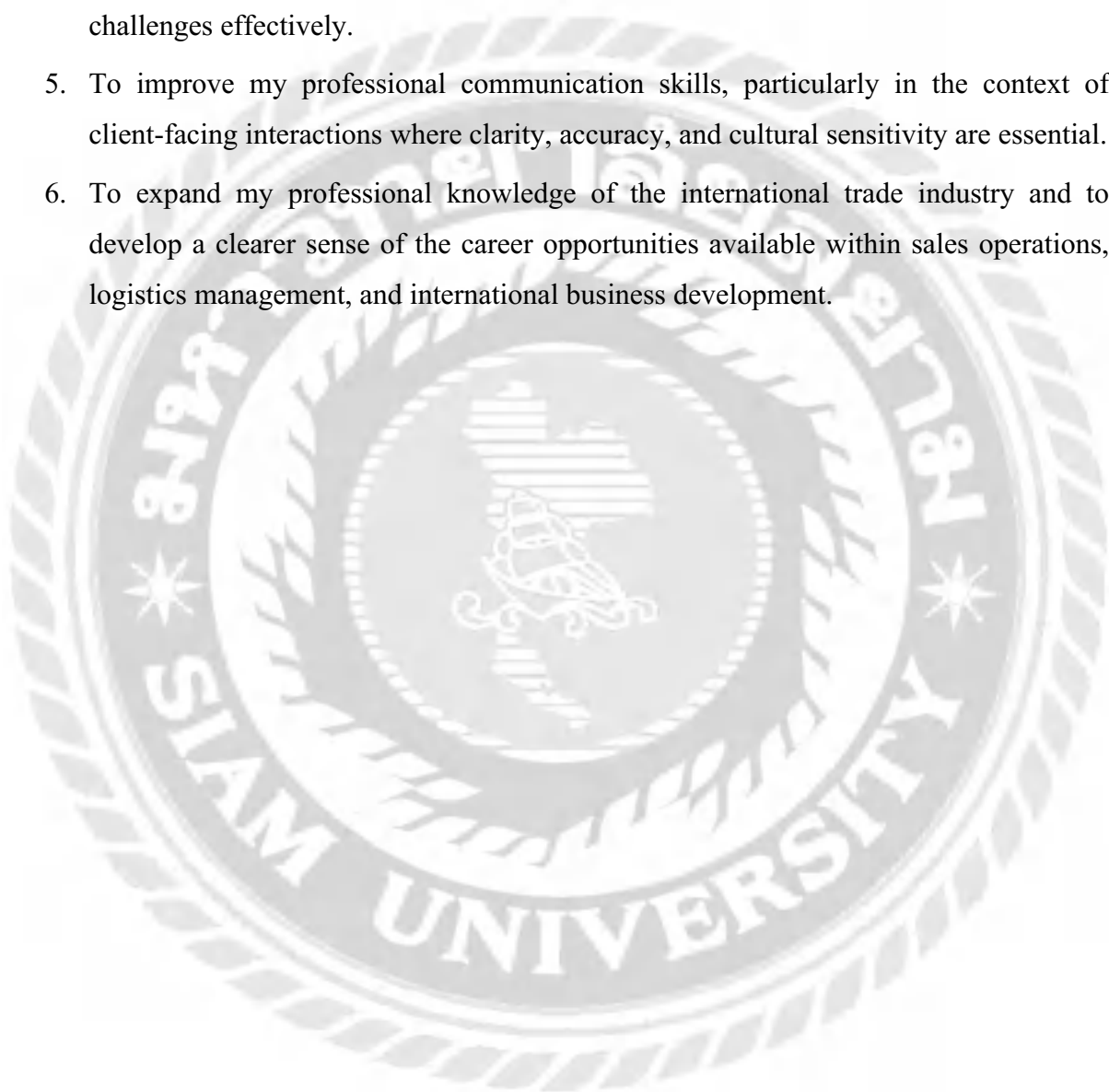
4. **Threat of Substitutes:** Moderate The primary substitute for Yiwu Harati's services is direct procurement by buyers through online B2B platforms or independently appointed agents. While these options can reduce sourcing costs, they transfer significant operational risk and management burden back to the buyer. Buyers who lack experience navigating Chinese supplier relationships, quality inspection processes, and export documentation requirements frequently find that direct sourcing creates operational complications that outweigh the cost savings. Yiwu Harati's end-to-end service offering and expertise therefore continue to hold value for buyers who prioritize reliability and convenience over marginal cost reductions.
5. **Industry Rivalry:** High The trading intermediary sector in Yiwu is intensely competitive, with a large number of firms offering similar sourcing and export coordination services. Competition is primarily price and reliability-driven, meaning that Yiwu Harati must consistently deliver high-quality service at competitive rates to retain its client base. The company differentiates itself through its South Asian market specialization, multilingual service capability, and strong emphasis on personalized client relationships factors that provide a degree of competitive insulation that purely price-driven rivals cannot easily replicate.

1.5 Objective of the Study

My overarching goal in joining Yiwu Harati Trading Company Limited for my cooperative education placement was to gain substantive, hands-on experience in sales operations and logistics management within a real international trading environment, and to develop a professional understanding of how these functions operate in practice. Specifically, I intended to accomplish the following objectives during the course of the internship:

1. To develop a thorough understanding of the complete sales order lifecycle within an international trading company, from initial client inquiry and product sourcing through to order confirmation, quality inspection, logistics coordination, and final shipment dispatch.
2. To apply academic frameworks in marketing, operations management, and consumer behavior to the practical context of B2B sales coordination and cross-border trade management.

3. To develop professional competencies in client communication, sales documentation management, logistics tracking, and supplier follow-up within a multilingual and cross-cultural business environment.
4. To build an understanding of the operational challenges in international trade including customs documentation compliance, freight logistics coordination, and supplier reliability management and to learn practical strategies for addressing these challenges effectively.
5. To improve my professional communication skills, particularly in the context of client-facing interactions where clarity, accuracy, and cultural sensitivity are essential.
6. To expand my professional knowledge of the international trade industry and to develop a clearer sense of the career opportunities available within sales operations, logistics management, and international business development.



CHAPTER 2: CO-OP STUDY ACTIVITIES

2.1 Job Description

My role as a Sales Operations and Logistics Management Intern at Yiwu Harati Trading Company Limited placed me at the operational heart of the company's trading activities. My responsibilities spanned two closely related functional areas: sales operations the management of client orders from initial inquiry through to confirmation and dispatch and logistics management the coordination of shipping, and documentation processes that ensure goods reach their destination reliably and on schedule.

On the sales operations side, my daily responsibilities included receiving and reviewing client inquiries, translating product requirements into supplier sourcing briefs, following up with clients on order confirmations, preparing quotations and proforma invoices, and maintaining organized records of all active orders. I also assisted in coordinating product inspections to verify that goods met client specifications before dispatch, and I participated in client communication calls to provide order status updates and address questions or concerns.

On the logistics management side, I was responsible for assisting in the preparation and verification of export documentation including commercial invoices, packing lists, bills of lading, and certificates of origin and for tracking shipments with freight forwarding partners to monitor delivery timelines. When shipment delays or discrepancies arose, I assisted in communicating updates to affected clients and worked with the operations team to identify solutions that minimized the impact on delivery schedules.



Figure 3: Preparing and Verifying Product for export

2.2 Activities in Coordinating with Coworkers

Effective collaboration with colleagues was fundamental to the successful execution of my responsibilities at Yiwu Harati. As a small and interdependent team, the company's operations required constant coordination across functions, and my role placed me at the center of several of these coordination flows.

A significant portion of my daily coordination activities involved working closely with the operations-in-charge team member, Mr. Sujit Byanju to align on the status of active client orders and prioritize tasks based on dispatch urgency. Regular morning check-ins allowed the team to identify which orders required immediate attention due to approaching shipping deadlines, pending inspection results, or outstanding client confirmations and to allocate responsibilities accordingly.

I also coordinated frequently with the accounts team to ensure that payment documentation was aligned with shipping documents before final dispatch. This was a critical operational checkpoint, as any discrepancy between payment records and shipping documentation could delay customs clearance and result in client complaints. By maintaining clear communication with the accounts team and flagging any inconsistencies early, I contributed to reducing documentation errors in the dispatch process.

On the supplier coordination front, I regularly liaised with factory contacts to confirm production progress, request updated delivery timelines, and arrange product inspections. These interactions required a combination of directness in communicating client requirements and sensitivity to the commercial relationship between the company and its supplier partners. Learning to navigate this balance ensuring that supplier commitments were met without damaging the relationship was one of the most practically valuable aspects of my collaborative experience at the company.

2.3 Job Process Diagram



Figure 4: Job Process Diagram

1. **Client Inquiry and Initial Assessment:** The sales cycle begins when a client contacts the company with a product inquiry, typically specifying the type of goods they wish to source, desired quantity, target price range, and required delivery timeline. My role at this stage involved receiving and reviewing inquiry details, asking clarifying questions where necessary, and compiling a structured product sourcing brief that could be shared with the supplier coordination team.
2. **Supplier Sourcing and Quotation Preparation:** Following the compilation of the sourcing brief, the team identified suitable suppliers from the existing network or, when required, conducted new supplier outreach through market visits or platform searches. I assisted in comparing supplier quotations, checking product samples where available, and preparing consolidated quotation summaries for client review. This stage required attention to detail in ensuring that pricing, product specifications, and delivery conditions were accurately represented in the quotations presented to clients.
3. **Order Confirmation and Documentation:** Once a client approved a quotation, the order confirmation process was initiated. I was responsible for preparing proforma

invoices, coordinating with the client to confirm all order details including product specifications, packaging requirements, and shipping address and ensuring that all agreed terms were accurately reflected in the sales documentation. This stage also involved liaising with the accounts team to confirm that advance payment arrangements were in order before proceeding with production.

4. **Supplier Follow-Up and Production Monitoring:** Following order confirmation, I maintained regular contact with supplier contacts to monitor production progress and ensure that manufacturing timelines were on track. When delays or quality concerns were identified during production, I escalated these to my supervisor and assisted in communicating revised timelines to affected clients. Proactive follow-up at this stage was essential for managing client expectations and preventing last-minute scheduling crises.
5. **Quality Inspection Coordination:** Prior to dispatch, goods were inspected to verify conformance with client specifications. I assisted in coordinating inspection appointments, preparing inspection checklists based on client requirements, and documenting inspection findings. When defects or non-conformances were identified, I supported the team in communicating findings to suppliers and clients, and in arranging corrective actions such as rework, replacement, or adjusted shipments.
6. **Logistics and Shipment Management:** Following successful quality inspection, goods were prepared for dispatch. I assisted in preparing and verifying all required export documentation, including commercial invoices, packing lists, bills of lading, and certificates of origin, ensuring that documents were accurate and complete before submission to freight forwarding partners and customs authorities. I also tracked shipment progress with logistics partners and provided clients with regular updates on estimated arrival times.
7. **Post-Shipment Client Communication and Follow-Up:** After shipment, I maintained communication with clients to confirm receipt of shipping documents, address any post-dispatch queries, and collect feedback on product quality and service experience. This post-shipment engagement was important for maintaining client satisfaction and identifying areas for improvement in future orders. It also represented an opportunity to discuss upcoming procurement requirements and strengthen the commercial relationship.

2.4 Contribution as a Co-op Student in the Company

Throughout my 16-week internship at Yiwu Harati Trading Company Limited, I contributed to the company's operations in a number of tangible and meaningful ways that added value both to the team and to the clients we served.

One of my most significant contributions was in the area of client communication. My ability to communicate fluently in Hindi and Nepali allowed me to liaise directly with South Asian clients without requiring translation support from my supervisor, thereby improving the speed and efficiency of client interactions. On several occasions, I was able to resolve client queries about order status, product specifications, and shipping timelines promptly and independently, which contributed to higher levels of client satisfaction and freed up senior team members to focus on more complex tasks.

I also contributed to improving the accuracy and organization of the company's sales documentation processes. By developing a consistent system for organizing and cross-checking order documentation including proforma invoices, packing lists, and shipping confirmations I helped reduce the incidence of documentation discrepancies that had previously caused minor delays in the customs clearance process.

In the logistics management area, I contributed by maintaining organized shipment tracking records for all active orders, ensuring that no shipment fell through the gaps during periods of high order volume. This tracking support helped the team proactively identify potential delays and communicate with clients before issues escalated.

Through these contributions, I gained a strong sense of professional ownership over my work and developed an appreciation for the meaningful difference that organized, proactive operations management can make in a trading business.

CHAPTER 3: LEARNING PROCESS

3.1 Problems Faced

My internship at Yiwu Harati Trading Company Limited presented a number of practical challenges that tested my professional adaptability, problem-solving abilities, and communication skills throughout the 16-week placement.

One of the most significant challenges I faced was managing the complexity of multiple concurrent client orders at different stages of the sales and logistics pipeline. Each order had its own unique product specifications, supplier contacts, inspection schedule, and shipping timeline, and keeping track of all active orders simultaneously while ensuring that no critical deadline or documentation requirement was missed required a level of organizational discipline and attention to detail that I had not previously needed to develop to this extent. In the early weeks of the internship, I occasionally felt overwhelmed by the volume and variety of tasks, and I made some minor errors in order prioritization that required correction.

A second challenge involved navigating the dynamics of supplier communication. While the company maintained established relationships with most of its regular suppliers, I frequently encountered situations in which suppliers were slow to respond to follow-up inquiries about production timelines or inspection scheduling. Developing the confidence and persistence to follow up assertively while maintaining a professional and respectful tone was a skill I had to cultivate deliberately over the course of the internship.

Language barriers presented an additional challenge, particularly in my communications with Chinese supplier contacts. Although I had some basic familiarity with Chinese greetings and common trade terminology, my Mandarin proficiency was limited, and many supplier communications required the use of translation applications or the assistance of colleagues. This occasionally slowed down the communication process and, in a few instances, introduced misunderstandings about product details that needed to be clarified through follow-up exchanges.

Finally, adapting to the pace and unpredictability of export operations was an ongoing challenge. In international trade, unexpected issues such as a supplier failing to meet a production deadline, a shipping schedule change, or a discrepancy in customs documentation can arise with little warning, requiring rapid and decisive responses. Learning to remain calm,

assess the situation methodically, and communicate changes clearly to all affected parties under time pressure was a significant area of personal and professional growth during the internship.

3.1.1 Significance of Problems Related to the Job Process Diagram

The challenges I encountered had direct implications for the efficiency and reliability of the job processes outlined in Chapter 2. Difficulties in managing concurrent orders, for example, posed risks at multiple stages of the job process diagram including order confirmation, supplier follow-up, and logistics management as delayed or inaccurate actions at any one stage could create ripple effects that disrupted subsequent stages and ultimately impacted client satisfaction.

Challenges in supplier communication were particularly consequential at the production monitoring and quality inspection coordination stages. When suppliers did not respond promptly to follow-up inquiries, it was difficult to provide clients with accurate estimated dispatch dates, which risked eroding client confidence in the company's reliability. This underscored the importance of proactive, systematic supplier engagement as a core operational discipline rather than a reactive task.

Language barriers, meanwhile, created risks at almost every stage of the process :from accurately capturing client requirements during the initial inquiry stage to ensuring that shipping documentation precisely reflected the agreed order specifications. Even minor language-related misunderstandings in documentation could have significant consequences for customs clearance and client satisfaction, reinforcing the critical importance of careful verification at every documentation checkpoint.

3.2 Solving the Problems

To address the challenge of managing multiple concurrent client orders, I developed a personal order tracking system using a structured spreadsheet that captured the key details of each active order including order number, client name, product description, supplier contact, current stage in the process, next required action, and deadline. Reviewing and updating this tracker at the beginning and end of each working day helped me maintain a clear and current picture of all active orders and ensured that no critical follow-up action was overlooked. This simple but effective organizational tool significantly improved my ability to manage my workload and meet deadlines consistently.

To improve the effectiveness of my supplier communication, I developed a habit of preparing clear, concise follow-up messages that specified exactly what information or action was required and by when. I also began keeping records of all supplier communications, which made it easier to identify patterns of non-responsiveness and escalate issues to my supervisor with supporting documentation when necessary. Over time, I became more confident in asserting the urgency of follow-up requests without jeopardizing the professional relationship.

To manage language barriers in communications with Chinese suppliers, I made deliberate efforts to expand my working vocabulary in Mandarin by studying common trade and logistics terms in my own time. I also developed a practice of using standardized message templates in both English and Chinese for common communication scenarios such as production timeline confirmation requests and inspection scheduling which reduced the time required to draft communications and minimized the risk of translation errors.

To build resilience in handling unexpected operational disruptions, I adopted a structured problem-assessment approach: when an issue arose, I would first identify what information was needed to understand the full scope of the problem, then determine what options were available to resolve it, and finally communicate a clear course of action to my supervisor and any affected clients. This disciplined approach helped me avoid reactive responses and develop a reputation within the team for handling challenging situations calmly and constructively.

3.3 Recommendations for the Company

1. **Implement a Digital Order Management System:** Transitioning from manual and spreadsheet-based order tracking to a purpose-built digital order management platform would significantly improve the company's ability to monitor order status in real time, reduce documentation errors, and manage a growing volume of client accounts efficiently. Even a relatively simple cloud-based tool designed for small trading businesses could deliver substantial operational improvements.
2. **Develop Standardized Documentation Templates:** Creating a library of standardized templates for common sales and logistics documents including proforma invoices, packing lists, client update messages, and supplier follow-up communications would reduce the time required to prepare these documents, improve

consistency, and minimize the risk of errors arising from ad hoc document preparation.

3. **Establish a Formal Intern Orientation Programe:** Providing new interns with a structured orientation session at the commencement of their placement covering the company's key processes, documentation standards, client communication protocols, and logistics management procedures would enable them to contribute more effectively from an earlier stage and reduce the supervision burden on senior team members during the adjustment period.
4. **Invest in Chinese Language Training for Non-Native Speaking Staff:** Given the importance of clear and accurate communication with Chinese suppliers in the execution of trade operations, offering basic Mandarin language training focused on trade and logistics terminology to non-native speaking team members would improve operational efficiency and reduce the risk of language-related misunderstandings in supplier interactions.

3.4 Lessons Learned during Co-op Studies

My internship at Yiwu Harati Trading Company Limited was rich with practical lessons that extended well beyond the technical knowledge I acquired in sales operations and logistics management. One of the most foundational lessons I internalized was the critical importance of precision in documentation. In international trade, the accuracy of commercial documents invoices, packing lists, bills of lading, and certificates of origin is not merely an administrative formality; it is a legal and operational prerequisite for the smooth passage of goods through customs and their timely delivery to the client. A single error in a shipment document can trigger delays, financial penalties, and significant client dissatisfaction. This lesson instilled in me a deep respect for thoroughness and accuracy in all documentation tasks.

I also learned the profound importance of proactive communication in a sales and logistics environment. Clients in international trade are often managing their own business commitments around the goods they have ordered, and unexpected delays or changes can have downstream consequences for their operations. I observed consistently that clients responded far more constructively to proactive and timely communication about issues even when the news was not what they had hoped for than to situations where they had to follow

up repeatedly to obtain information. This lesson has fundamentally shaped my understanding of what it means to provide genuinely professional client service.

Another important lesson was the value of building strong relationships with suppliers. In a trading business, the reliability of the supply chain is only as strong as the relationships that underpin it. I observed how my supervisor's established rapport with key supplier contacts translated into practical operational advantages faster responses to inquiries, more flexibility in accommodating special client requests, and greater willingness to prioritize the company's orders during periods of high market demand. This taught me that relationship management in a B2B context is not a soft or peripheral activity but a core operational competency.

Finally, the internship reinforced the lesson that effective operations management requires a combination of planning, flexibility, and composure. Even the most carefully planned order process can be disrupted by events beyond anyone's control, and the ability to respond to these disruptions calmly, analytically, and constructively is what separates a truly professional operator from one who merely executes tasks in stable conditions.

3.5 Application of the Coursework to Real Life

The cooperative education program was designed to provide students with a structured opportunity to apply academic knowledge to professional practice, and my experience at Yiwu Harati Trading Company Limited fulfilled this purpose in several meaningful ways.

My coursework in Operations Management proved directly relevant to the sales and logistics management responsibilities I undertook during the internship. The theoretical frameworks I had studied including process flow analysis, bottleneck identification, inventory management principles, and quality control methodologies provided useful analytical lenses through which to understand the operational challenges I encountered at the company. For example, applying the concept of process flow analysis helped me identify the order documentation verification stage as a critical checkpoint where the risk of errors was highest and where additional care and standardization could yield the greatest operational improvements.

My studies in Consumer Behavior and Marketing Management also contributed to my effectiveness in client communication roles. Understanding that South Asian buyers operating in markets where price sensitivity is high and trust in suppliers is hard-won place particular emphasis on reliability, transparency, and responsiveness helped me approach client interactions with a stronger appreciation of what these clients genuinely valued in their trading relationships. This awareness informed the tone and content of my client communications and helped me contribute positively to the company's client relationship management efforts.

Coursework in Business Communication, which I completed in my first year, provided me with a practical framework for drafting professional correspondence, structuring reports, and presenting information clearly to different audiences. This foundation was invaluable in the client-facing and documentation-heavy aspects of my internship role and gave me the confidence to handle professional writing tasks independently from an early stage of the placement.

Finally, my understanding of global trade concepts including the mechanics of import and export documentation, the role of freight forwarders, and the structure of international shipping agreements was significantly deepened by the practical exposure I gained during the internship. Seeing these concepts applied in real transactions made the theoretical frameworks I had studied far more meaningful and memorable.

3.6 Skills and Knowledge Acquired from Co-op Studies

My 16-week internship at Yiwu Harati Trading Company Limited resulted in the development of a diverse and practically grounded set of professional skills and industry knowledge.

In terms of technical skills specific to international trade, I developed proficiency in the preparation and verification of core export documentation, including commercial invoices, packing lists, bills of lading, and certificates of origin. I also developed competency in shipment tracking, freight forwarding coordination, and the management of customs documentation requirements for exports to India and Nepal. These are highly transferable skills that are directly applicable to career roles in international trade, logistics, and supply chain management.

On the sales operations side, I developed strong skills in client order management, including the coordination of the full order lifecycle from initial inquiry through to post-shipment follow-up. I improved my ability to prepare professional sales documentation, manage multi-client order pipelines simultaneously, and communicate order status information to clients clearly and proactively. I also gained practical experience in supplier negotiation follow-up and production timeline management.

More broadly, the internship significantly enhanced my professional communication skills particularly in cross-cultural and multilingual contexts. My confidence in engaging with clients from different cultural backgrounds, managing expectations sensitively, and resolving issues diplomatically improved considerably over the course of the 16 weeks. Additionally, my time management, organizational discipline, and problem-solving capabilities all developed substantially as a result of the demands of the internship environment.



CHAPTER 4: CONCLUSION

4.1 Summary of Highlights of my Co-op Studies in this Company

This report has documented the key activities, responsibilities, and learning outcomes from my 16-week cooperative education internship at Yiwu Harati Trading Company Limited in Yiwu, China. As a Sales Operations and Logistics Management Intern, I was involved in the full operational cycle of international trade from receiving client inquiries and coordinating supplier sourcing through to managing order documentation, overseeing quality inspections, and coordinating the logistics of cross-border shipments to India and Nepal.

Among the most significant highlights of my internship was the opportunity to develop and exercise practical competencies in both the client-facing and operational dimensions of international trading. Managing active client accounts in Chinese, Hindi and Nepali languages in which I could communicate allowed me to contribute meaningfully to the quality of client relationships from an early stage of the placement, an experience I found professionally rewarding and personally gratifying.

I also found the exposure to the complete export documentation process particularly valuable. Understanding not only what documents are required for cross-border trade but why each document serves a specific commercial, logistical, or regulatory function gave me a contextual depth of understanding that pure academic study could not have provided.

The internship also gave me an appreciation for the complexity and importance of logistics management in international trade. Tracking shipments, coordinating with freight forwarding partners, and managing client expectations around delivery timelines required a combination of organizational rigor, real-time problem-solving, and composed communication a combination of skills that I developed substantially over the course of the placement.

4.2 Evaluation of the Work Experience

Reflecting on my internship at Yiwu Harati Trading Company Limited, I consider it to have been an exceptionally valuable and formative professional experience. The internship delivered on its core purpose of bridging the gap between academic marketing and business education on the one hand and the operational realities of international commerce on the other, in ways that exceeded my initial expectations.

One of the aspects of the experience I valued most was the genuine responsibility I was given from a relatively early stage of the placement. Rather than being assigned exclusively peripheral or administrative tasks, I was included in meaningful operational activities client communications, documentation preparation, supplier follow-up, and logistics coordination that had real consequences for the company's performance and client satisfaction. This sense of genuine professional contribution motivated me to invest fully in every task and to develop my skills as rapidly as possible.

The mentorship provided by Mr. Sujit Byanju was another highlight of the work experience. His willingness to explain the reasoning behind operational decisions, to involve me in challenging situations rather than sheltering me from them, and to provide direct and constructive feedback on my work accelerated my professional development significantly. I finished the internship with a much clearer sense of what professional excellence in a trading operations role looks like, and with a stronger understanding of the habits and discipline required to achieve it.

These were also areas in which my performance during the internship could have been stronger. In the early weeks, my organizational systems were not yet sufficiently robust to handle the volume of concurrent orders I was managing, which led to a few instances of delayed follow-up. Acknowledging this limitation and developing a more structured approach was an important part of my growth during the placement. I believe these early struggles, and the corrective adjustments I made in response, ultimately strengthened my professional capabilities more than a smoother early experience would have done.

4.3 Limitations of Co-op Studies

1. **Language Constraints:** Despite my multilingual capabilities in Hindi, Nepali, and English, my limited Mandarin proficiency created communication barriers in direct interactions with Chinese supplier contacts. This occasionally slowed the pace of supplier follow-up and required translation assistance, which limited my operational independence in this area. Developing stronger Mandarin language skills prior to or during the internship would have significantly enhanced my effectiveness.
2. **Duration of the Placement:** The 16-week internship period, while sufficient to develop foundational operational competencies, did not allow me to experience the full range of trade scenarios and seasonal market dynamics that characterize Yiwu's

trading environment across a full year. A longer placement would have provided deeper exposure to the strategic dimensions of the business, including supplier network development, new client acquisition, and market expansion activities.

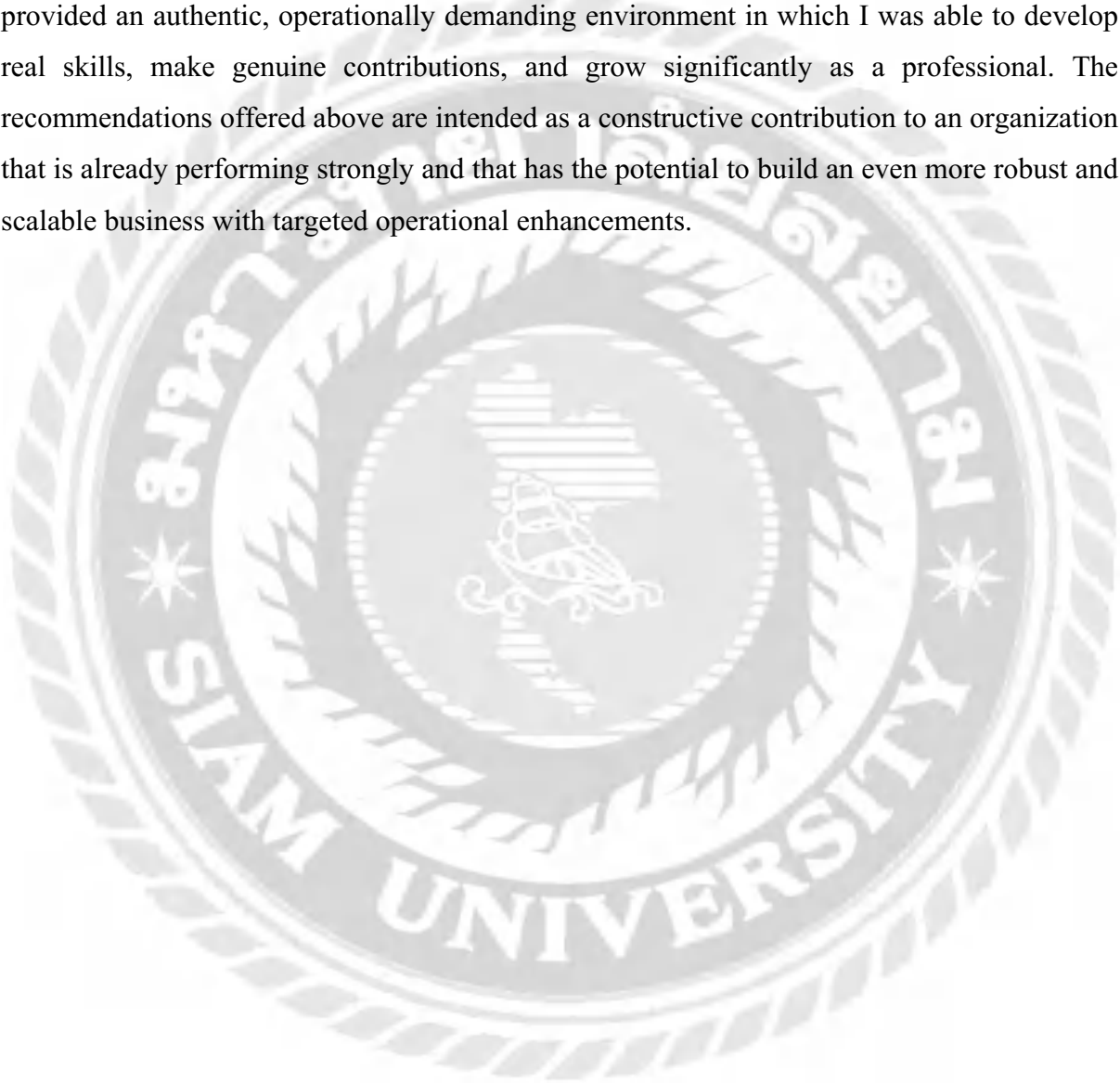
3. **Limited Exposure to Financial Management Functions:** While I gained substantial experience in sales operations and logistics management, my exposure to the financial management aspects of international trade including pricing strategy, payment terms negotiation, and trade financing was limited. Broader exposure to these financial dimensions would have complemented my operational learning and provided a more complete picture of how international trading businesses are managed.

4.4 Recommendations for the Company

1. **Adopt a Structured Order Management Platform:** Transitioning the company's order tracking and client communication functions to a purpose-built digital platform would improve operational efficiency, reduce documentation error rates, and enable the team to manage a growing order volume without a proportional increase in administrative workload. Several cloud-based solutions designed for small trading companies are available at modest cost and would provide a strong return on investment in terms of time saved and errors avoided.
2. **Develop a Multilingual Client Communication Protocol:** Given the central importance of clear, accurate communication to client satisfaction and operational efficiency, developing a standardized set of communication templates in English, Hindi, and Nepali for common client interaction scenarios including order confirmations, shipment updates, delay notifications, and post-delivery follow-ups would improve communication consistency and reduce the risk of misunderstandings arising from improvised or informal messaging.
3. **Formalize the Supplier Relationship Management Process:** Introducing a more structured approach to supplier relationship management, including regular performance reviews of key suppliers, documented quality and delivery track records, and contingency plans for critical product categories would reduce the company's vulnerability to supplier-side disruptions and strengthen its ability to make evidence-based sourcing decisions.
4. **Expand Market Intelligence Activities:** Investing in regular monitoring of market and trade developments in key South Asian export destinations, including changes in

import regulations, tariff structures, consumer demand trends, and competitive developments would help the company anticipate changes in the trading environment and position itself proactively, rather than reactively, to new opportunities and risks.

Despite the limitations identified above, my overall internship experience at Yiwu Harati Trading Company Limited was deeply fulfilling and professionally enriching. The company provided an authentic, operationally demanding environment in which I was able to develop real skills, make genuine contributions, and grow significantly as a professional. The recommendations offered above are intended as a constructive contribution to an organization that is already performing strongly and that has the potential to build an even more robust and scalable business with targeted operational enhancements.



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Annex



Figure 5: Yiwu International Trade City (District 1) and Huangyuan Market

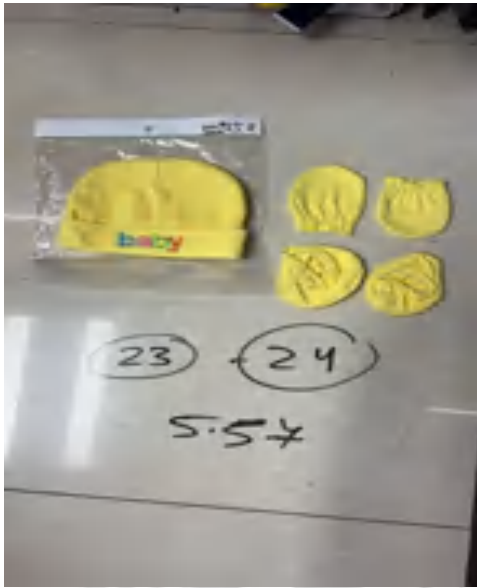


Figure 9: Client Order Pricing and Quantity



My Daily work log (2nd Feb, 2026 to 20th May, 2026)

Week - 1	MONDAY (2nd Feb, 2026)	Reviewed company overview
	TUESDAY (3rd Feb, 2026)	Reviewed active order pipeline, and Nepal-side operational responsibilities
	WEDNESDAY (4th Feb, 2026)	Studied existing order histories, product preferences, and outstanding delivery commitments.
	THURSDAY (5th Feb, 2026)	Shipment Tracking, Monitoring Active Container Status
	FRIDAY (6th Feb, 2026)	Contacted 3 Nepal-based buyers regarding pending order confirmations and advance payment requirements
Week- 2	MONDAY (9th Feb, 2026)	Visited company warehouse and goods receiving area
	TUESDAY (10th Feb, 2026)	Truck Reception, First Shipment Arrival (Nepal Consignment)
	WEDNESDAY (11th Feb, 2026)	Shipment Cross-Check, Signed off delivery receipt and filed documentation.
	THURSDAY (12th Feb, 2026)	Client Delivery Coordination, Goods Distribution to Nepal Buyers
	FRIDAY (13th Feb, 2026)	Quality Sampling, Received Goods Inspection

	2026)	
Week- 3	MONDAY (16th Feb, 2026)	Post-Delivery Documentation, Receipt Filing & Client Sign-Off
	TUESDAY (17th Feb, 2026)	New Order Intake, Nepal Client Purchase Request Processing
	WEDNESDAY (18th Feb, 2026)	International Client Communication, India Buyer Shipment Inquiry
	THURSDAY (19th Feb, 2026)	Logistics Planning, Upcoming Shipment Schedule Coordination
	FRIDAY (20th Feb, 2026)	Customs Broker Coordination, Pre-Clearance Document Preparation
Week- 4	MONDAY (23rd Feb, 2026)	Client Visit
	TUESDAY (24th Feb, 2026)	Truck Reception, Second Consignment Arrival
	WEDNESDAY (25th Feb, 2026)	Shipment Cross-Check
	THURSDAY (26th Feb, 2026)	Damage Report, Cargo Damage Documentation & Insurance Coordination

	FRIDAY (27th Feb, 2026)	Client Communication, Damaged Goods Resolution
Week- 5	MONDAY (2nd Mar, 2026)	Monthly Report, February Operations Summary
	TUESDAY (3rd Mar, 2026)	Client Order Follow-Up, Advance Payment Confirmation
	WEDNESDAY (4th Mar, 2026)	Monitored status of 2 containers in transit from Chinese port. Updated clients on revised ETAs following port congestion delay
	THURSDAY (5th Mar, 2026)	Warehouse Inventory Check, Pending Collection Stock Audit
	FRIDAY (6th Mar, 2026)	Attended onboarding meeting with new potential client from Kathmandu Trade Zone.
Week- 6	MONDAY (9th Mar, 2026)	Safety & Storage Inspection
	TUESDAY (10th Mar, 2026)	Truck Reception, Third Consignment
	WEDNESDAY (11th Mar, 2026)	Post-Receipt Reconciliation
	THURSDAY (12th Mar, 2026)	Client Delivery, Direct Goods Handover to Major Nepal Account
	FRIDAY (13th Mar,	International Client Communication

	2026)	
Week- 7	MONDAY (16th Mar, 2026)	Supplier Performance Review
	TUESDAY (17th Mar, 2026)	China Visit Preparation, Handover & Travel Planning
	WEDNESDAY (18th Mar, 2026)	Confirmed all urgent matters addressed before departure to China.
	THURSDAY (19th Mar, 2026)	Arrived in Yiwu, China. Reported to Yiwu Harati Trading Company office.
	FRIDAY (20th Mar, 2026)	Order Pipeline Review of active China-Side Orders
Week- 8	MONDAY (23rd Mar, 2026)	Supplier Market Visit Yiwu International Trade City (District 1)
	TUESDAY (24th Mar, 2026)	Sales Documentation
	WEDNESDAY (25th Mar, 2026)	Supplier Follow-Up
	THURSDAY (26th Mar, 2026)	Nepal & India Buyer Order Status Updates

	FRIDAY (27th Mar, 2026)	Packing List Verification
Week- 9	MONDAY (30th Mar, 2026)	Logistics Coordination freight Forwarder Container Booking
	TUESDAY (31st Mar, 2026)	Quality Pre-Inspection, Soft Blankets & Baby Products
	WEDNESDAY (1st April, 2026)	Order Tracking System
	THURSDAY (2nd April, 2026)	Supplier Visit, Huangyuan Market
	FRIDAY (3rd April, 2026)	Quotation Preparation & Client Price Negotiation Support
Week- 10	MONDAY (6th April, 2026)	Bill of Lading Review
	TUESDAY (7th April, 2026)	Container Loading Oversight, Nepal Shipment Dispatch
	WEDNESDAY (8th April, 2026)	Shipping Document Compilation
	THURSDAY	New Client Inquiry Handling

	(9th April, 2026)	
	FRIDAY (10th April, 2026)	Internal Documentation Audit, Order File Review
Week-11	MONDAY (13th April, 2026)	China-Side Handover Preparation, Nepal Return Planning
	TUESDAY (14th April, 2026)	Returned Nepal
	WEDNESDAY (15th April, 2026)	Return to Nepal Field Operations
	THURSDAY (16th April, 2026)	Shipment Documentation Review
	FRIDAY (17th April, 2026)	Client Communication for Shipment Updates
Week-12	MONDAY (20th April, 2026)	Customs Coordination
	TUESDAY (21st April, 2026)	Client Visit Handling
	WEDNESDAY (22nd April, 2026)	First Post-Return Shipment Arrival

	2026)	
	THURSDAY (23rd April, 2026)	Physical Goods Verification
	FRIDAY (24th April, 2026)	Client Delivery Coordination, Nepal Buyer Product Distribution
Week- 13	MONDAY (27th April, 2026)	Received Goods Sampling
	TUESDAY (28th April, 2026)	India Buyer Order Updates
	WEDNESDAY (29th April, 2026)	Warehouse Storage & Handling Review
	THURSDAY (30th April, 2026)	Nepal Client Purchase Request
	FRIDAY (1st May, 2026)	Container Status Update (Yiwu to Nepal)
Week- 14	MONDAY (4th May, 2026)	New Buyer Onboarding (Kathmandu Trade Zone)
	TUESDAY (5th May, 2026)	Shipping Document Filing

	WEDNESDAY (6th May, 2026)	Truck Reception, Second Post-Return Shipment
	THURSDAY (7th May, 2026)	Cargo Damage Report Filing
	FRIDAY (8th May, 2026)	Client Order Follow-Up, Payment Confirmation & Production Approval
Week- 15	MONDAY (11th May, 2026)	Supplier Update Relay, China Production Status Communication
	TUESDAY (12th May, 2026)	Operations Summary
	WEDNESDAY (13th May, 2026)	Customs Clearance Support
	THURSDAY (14th May, 2026)	Client Delivery, direct Goods Handover (Kathmandu Warehouse)
	FRIDAY (15th May, 2026)	Confirmed zero outstanding goods in warehouse storage
	Week- 16	MONDAY (16th May, 2026)

TUESDAY (17th May, 2026)	Final Handover & Documentation Review
WEDNESDAY (18th May, 2026)	Supervisor Review & Self-Assessment
THURSDAY (19th May, 2026)	Final Report Preparation
FRIDAY (20th May, 2026)	Internship Completion

