SCM (Commercial) Department Practices of Techvital Systems Ltd: An Internship Experience

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111 212 006

This report is submitted to the School of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration.

SCM (Commercial) Department Practices of Techvital Systems Ltd: An Internship Experience

School of Business & Economics (SoBE)

United International University

<u>Submitted To</u>

Dr. Khandoker Mahmudur Rahman

Professor

School of Business & Economics (SoBE)

United International University (UIU)

<u>Submitted By</u>

Rafsun Jani Jisun

111212006

Course Code: INT 4399

Major: Supply Chain Management

November 24, 2025

Letter of transmittal

24 November, 2025

Dr. Khandoker Mahmudur Rahman

Professor, School of Business & Economics (SoBE)

United International University

Subject**: <u>Submission of the Internship Report</u>**

Dear Sir,

The "SCM Commercial Department Practices of Techvital Systems Ltd: An Internship Experience" is hereby submitted for your kind perusal. The biggest advantage to me has been your teaching for which I am really grateful. I have tried to follow your and my company supervisor's guidance while writing this report.

Working with Techvital Systems Ltd has been an incredible experience. During my internship in the SCM (Commercial) Department, I was actively involved in LC opening work, documentation, and communication with banks and suppliers. These activities have enriched my knowledge of supply chain and commercial operations.

I think the skills and information I picked up from my internship will help me greatly in my future professional endeavors. I sincerely hope you will look over this report and offer your wise comments. If my report gives you a better understanding of the processes and relevant information, I would be extremely happy.

Sincerely,

Rafsun Jani Jisun

ID- 111 212 006

Program: BBA

Major: Supply Chain Management

Certification of Similarity Index

This report has been in compliance with the requirements as declared by the policy of the United International University with regard to Similarity Index and satisfies the criteria as laid by the aforesaid authority. Should there be any detection of non-compliance, exceeding the accepted limit of similarity, or unlawful duplication of work without referring proper credits, the author will be liable to punitive measures as per the institutional policy in this regard. The report is hereby submitted which is subject to similarity evaluation according to the current policy at force, applicable and interpretable on a specific and relevant date and time when the similarity evaluation was done.

Declaration of the student

As the author of the project report "SCM (Commercial) Department Practices of Techvital Systems Ltd: An Internship Experience" I'm Rafsun Jani Jisun acknowledge my personal accountability. All of the data in this report was collected and analyzed prior to being used in the study. All of the study's facts are true and relevant. Every piece of information is included with the appropriate consent and authorization. Additionally, no content from another website is directly copied or shared without properly citing the original author.

Corporate Evidence

TECHVITAL SYSTEMS

Date: July 8, 2025

Ref: TechVital/HR/July-2025/ID-110024

Md. Rafsun Jani Jisun
C/O: Md. Murad Hossain
House: 1120, Village: Dilalpur,
P.O.: Pabna 6600, P.S.: Pabna Sadar,
District: Pabna.

United International University
Bachelor of Business Administration
Supply Chain Management

Subject : Offer Letter -Internship

Dear Mr. Rafsun,

Following your application, the recommendation letter from your university (United International University), and your recent interview with us, we are pleased to inform you that you have been selected for the internship program at **TechVital Systems Ltd.** The internship will be for three (3) months, commencing on July 13, 2025, and concluding on October 13, 2025.

The terms and conditions of your internship with the Company are set forth below:

1. Subject to your acceptance of the terms and conditions contained herein, your project and responsibilities during the Term will be determined by the supervisor assigned to you for the duration of the internship.
2. You are eligible for a stipend of Tk 400 (Four Hundred) per day during the Term, which shall be paid on completion of the tasks assigned to you during your internship to the satisfaction of the Company.
3. You will sign a confidentiality agreement with the company before you commence your internship.
4. The internship cannot be construed as employment or an offer of employment with TechVital Systems Ltd.

Please confirm your acceptance of this offer by July 10, 2025. Failure to do so may result in the cancellation of the internship. We look forward to having you on our team! If you have any questions, please feel free to reach out.

Sincerely,

Md. Hasibur Rahman
Assistant General Manager
Human Resources
TechVital Systems Ltd.

Accepted by,

Name: Md. Rafsun Jani Jisun

Signature: Rafsun 13|07|25
Date:

Cc:
1. Job Placement Center – United International University

TechVital Systems Limited
United House, Madani Avenue, United City, Dhaka-1212, Dhaka
www.techvitalbd.com | info@techvitalbd.com | Tel: +880 9666 700 900 | Fax: +8802 5505 1827

Acknowledgement

Above all, I would like to thank Almighty Allah for giving me the ability and strength to finish all of the BBA courses and for enabling me to turn in my report on time. This publication is the result of a great deal of research and work that took up the entire attention of multiple persons. Without their direction, assistance, cooperation, and navigation, this report would not have been possible.

I want to thank everyone who contributed to the compilation of this report. I would especially like to thank my supervisor at United International University (UIU), Dr. Khandoker Mahmudur Rahman, Professor in the Department of School of Business & Economics (SoBE), for his assistance with my internship report from the outset. My respected supervisor provided me with frequent advice and feedback while I was writing my report. Without his assistance, this report would not have been possible.

Additionally, I would want to express my gratitude to my entire team at Techvital Systems Ltd for assisting me in completely understanding the impact that soft skills and technical training have on employee behavior and productivity. Their collaboration and encouragement in providing me with this chance, as well as their ongoing support and encouragement in helping me to produce a high-caliber report.

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List of Abbreviations

PI	Pro-forma Invoice
IRC	Import Registration Certificate
TIN	Tax Identification Number
VAT	VAT Registration Certificate
TL	Trade License
ICN	Insurance Cover Note
IMP	Bank's IMP Form (foreign exchange declaration)
CI	Commercial Invoice
PL	Packing List
B/L	Bill of Lading/Airway Bill
COO	Certificate of Origin
BD	Beneficiary's Draft (Bill of Exchange)
WC	Weight / Measurement Certificate
HS Code	Harmonized System code
CIF	Insurance Policy / Certificate

Executive Summary

This internship report represents the practical experience gathered in Techvital Systems, particularly in the SCM Commercial Department, regarding LC opening work. The internship opportunity in the BBA program at United International University (UIU) helped me apply theoretical knowledge in real business scenarios and gave hands-on exposure to documentation and processes concerning international trade finance.

The report explains what a Letter of Credit is: a financial document issued by the bank on behalf of an importer, under which it guarantees against non-payment to the exporter, hence securing a transaction in international trade. I was able to establish that the parties involved include the applicant, normally the importer; the beneficiary, the exporter; and the issuing and advising banks. The major tasks I had to undertake included reviewing, preparing with maximum detail, and following up on the documents such as Proforma Invoice, Insurance Cover Note, and several certificates which are required at the LC application stage.

The placement provided an understanding of the complexity in international trade documentation and how the importance of precise documentation ensured there was a "complying presentation" for payment.

The internship helped me strengthen not only my understanding of the LC procedure and paperwork but taught much-needed soft skills: communication, observation, and critical thinking. The experience provided a bridge between classroom learning and actual corporate practices which contributed substantially to my personal and professional development.

CHAPTER - 1

1.1 Introduction

The internship is an important constituent of the BBA program. Being a BBA student, I need to enhance my knowledge and skills to survive in the future. If theory is not applied to practical situations, it will be useless. Practical perspective is thus a healthy development in a working environment. Three months of practical exposure and practical pleasure are thus one of the most important constituents of a four-year-long BBA course. The present record in this case highlights an attempt to read the experiences of realistic orientation related to an appraisal of Techvital Systems Ltd.

1.2 Origin of the Study

As part of the internship required for the Bachelor of Business Administration (BBA) program at United International University, this report was written. A 12-week internship program is required of all students. An internship's primary goals are to provide students with real-world job experience and the opportunity to put their academic concepts into practice. Students are assigned to actual businesses, organizations, research centers, and development projects. Thus, after completing a 12-week organizational attachment at Techvital Systems Ltd., this study was completed.

1.3 Objectives of the Study

The study attempts to differentiate between theoretical and practical knowledge and establish how an organization like Techvital Systems Ltd applies theoretical approaches in real-world operations, particularly in the SCM (Commercial) Department. The present study is focused on understanding the process and documentation related to LC opening work and how such procedures support international trade and risk management. Information regarding the importance of, and details about, LC-related activities will be collected by observation, hands-on involvement in performing tasks, and discussion with employees. Based on the results derived from such insight, this report develops findings and recommendations for improving operational efficiency while ensuring compliance with the LC process. My main objective is to complete the

BBA program at United International University by applying successfully the knowledge gained during my course work in this practical internship experience.

1.4 Scope of the Study

In this context, the scope will be confined to the SCM (Commercial) Department of Techvital Systems Ltd., which is involved in opening LCs, trade documentation-related activities, and liaison work with banks and suppliers. This, in fact, reflects my experiences and observations during a 12-week internship program, which was a mandatory component of my BBA degree at United International University (UIU).

This report covers:

- Describe in detail the opening of an LC, including but not limited to explanation of steps, documentation, and compliance related to the issuance of Letters of Credit in international trade transactions within the Commercial Department, SCM, Techvital Systems Ltd.
- Explain the main documents and processes involved in international trade finance. Emphasize, from a practical point of view, how to prepare, check, and process the most common trade documents, which include but are not limited to: Proforma Invoices, Bills of Lading, Packing Lists, and Insurance Certificates.
- Explain the role played by LCs in mitigating risks for importers. Also, show how a duly managed LC assures payment security minimizes the risk of defaulting, and facilitates easier operations of cross-border trade.
- Reflect on the practical experiences and skills obtained during this internship. Share how, through the internship experience, an increased understanding of the supply chain and commercial operations in an international trade finance environment was experienced.
- It describes the procedure for carrying out LC operations in Techvital Systems, which includes the preparation of documents, verification, and sending to a bank for an approval. Practical exposure to trade finance documentation, such as but not limited to Proforma Invoices, Bills of Lading, Packing Lists, and Insurance Certificates.

- Real-time involvement in coordinating with suppliers, freight forwarders, and financial institutions to ensure timely processing of LCs.
- **Insights into Techvital Systems' supply chain and commercial practices**, highlighting how theoretical knowledge of international trade finance is applied in a real corporate environment.

Due to confidentiality and time limitations, the report focuses only on selected LC opening and trade documentation activities and does not cover the company's financial or technical operations in depth.

1.5 Methodology

The methodology is the major component of the study. The methodology has been constructed in a very particular way so as to realize the goals of this study. Every piece of data in this study came from primary and secondary sources. The information is arranged, calculated and arranged in a reasonably methodical manner. Qualitative and quantitative knowledge are used to carry out these studies. The following procedure has been used in the organization of this report. The two procedures used in the gathering of data are as follows:

Primary Data

Primary data was collected directly from my hands-on experience and interactions during the internship at Techvital Systems Ltd. This includes:

- Observations of the LC opening process within the SCM (Commercial) Department.
- Face-to-face discussions with company officials involved in trade finance, supply chain, and documentation activities.
- Participation in day-to-day LC documentation tasks, including preparing, verifying, and submitting documents to banks.
- Practical experience in coordinating with suppliers and financial institutions for timely LC processing.

Secondary Data

Secondary data was collected from existing resources to support and validate the findings of the study. This includes:

- Information from Techvital Systems Ltd's official website (https://techvitalbd.com).
- Trade finance and Bangladesh Bank guidelines on Letters of Credit.
- SRO book, Incoterms books, and other academic resources related to supply chain management and international trade finance.
- Publicly available articles, publications, and reports on LC processes and supply chain operations in Bangladesh.

1.6 Limitations of the Study

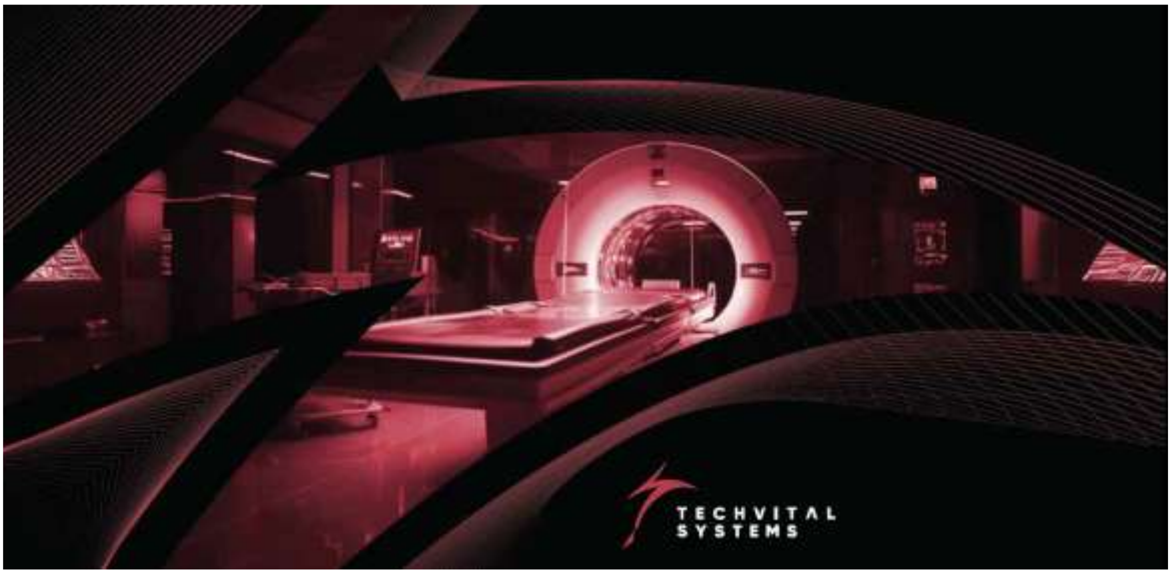
The study was challenging due to several issues. The following are some limitations:

Data from limited sources:

I. Organizations with certain levels of confidentiality choose not to reveal all of the information for security reasons.

II. They can't always provide information because of their hectic work schedules.

CHAPTER – 2: COMPANY & INDUSTRY ANALYSIS



2.1 Company Overview

Organization History

TechVital Systems Ltd. We are all about a world, where healthcare is affordable, advanced and personalised. The company's journey started with one simple, yet forceful mission: to revolutionize the way healthcare is delivered in Bangladesh.

TechVital has evolved from being a medical device and solution company into an end to end healthcare enabler that operates across all levels of the healthcare value chain. Today, it is a preferred one-stop partner for hospitals, clinics and chains of healthcare facilities on their road to success with comprehensive, dependable and future-ready solutions.

As it prospered with the help of great partners, customers and team members so did TechVital rise as a leading contender in the industry (BD healthcare) floating resources, knowledge and innovation for a sustainable development. Very soon, the company will expand into manufacturing with a view to further achieve its vision of being the "One Stop Healthcare Solution" for the country.

2.2 Organization Mission

Techvital Systems Ltd aims to be a single-point healthcare solutions partner, capable of empowering hospitals and clinics spread all over Bangladesh with innovative, high-class medical technology from trusted global partnerships and dependable local service. The wide portfolio-from laboratory analyzers and OT solutions to patient-care devices and power-backup systems-together with regulatory assistance and after-sales maintenance, is aimed at improving patient outcomes, ensuring uninterrupted clinical operations, and enabling healthcare providers to adopt advanced technology with confidence.

2.3 Organization Vision

- “Modernization of Technology to Upgrade Health Care Systems”
    - It's a company innovating in healthcare by using advanced technology that may be in software, medical devices, digital solution form, and thus, making healthcare more effective and efficient.
- “Become the leading one-stop solution provider”
    - They want to be the top company that offers all healthcare-related solutions in one place. “One-stop” means clients don’t need to go to multiple companies—they can get everything they need from TechVital.
- “Making reliable and affordable healthcare accessible to every community”
    - The goal is to ensure that healthcare services are dependable (high-quality) and affordable so that people from all communities, not just the wealthy, can access them.

In short TechVital’s vision is about using modern technology to improve healthcare, providing complete solutions in one place, and making healthcare high-quality, affordable, and widely available.

2.4 Organizational Chain of Command (Hierarchy for Marketing)

Since Tchvital Systems Ltd is a conglomerate, its hierarchy is horizontal. Every department operates according to its own structure. The model marketing hierarchy is provided below:

Designation	**Level**
Chairman	Top Line Management
Managing Director	
Directors	
General Manager	
Senior Manager (Sales & Marketing)	Mid Line Management
Senior Manager (Marketing)	
Manager (Sales & Marketing)	
Divisional Manager	
Territory Manager	Bottom Line Management
Territory Officer	
Sales Officer	
Assistant Sales Officer	

2.5 Company Businesses

The company operates in over 13 different industry sectors. These industries include trading, agriculture, hospitality and leisure, packaging, energy, poultry, food, real estate, shipping, jute, cotton, and textiles, tea gardens, and a well-established tea trade. Here, a brief synopsis of these businesses and contests is provided gradually.

2.5.1 Core Values

Competency: deep knowledge, specialized skills, and professional excellence. That means the company and the people in it are in a constant state of training and development for updated information in the health industry, to reliably inform solutions for the future while meeting the needs of health professionals and institutions.

Integrity: Integrity forms the basis of trust. Integrity means commitment to correctness in conduct, truthfulness, and transparency in all business relations. It will make sure that TechVital Systems builds and fosters strong, reliable relationships with its clients and partners by turning into a dependable and responsible presence in the marketplace.

Innovation: A forward-looking organization should foster a culture of innovation. In tune with this very fundamental belief, TechVital Systems researches and develops new methods and technology that achieve paradigm shifts in healthcare. Innovation becomes crucial to the mission of simplification of complex procedures since it lets the entire ecosystem of healthcare move in a more agile way toward ever-expanding demands within the industry.

2.5.2 Products

Here are the major categories and some specific product names:

- **Laboratory Solutions:** Advanced laboratory equipment ensuring accurate diagnostics. Examples:
    - ***Neuer Anfang LEBENSWEG-H500*** – 5-Part Automated Hematology Analyzer.
    - ***Neuer Anfang Heilung*** – Automated Electrolyte Analyzer.
    - ***Neuer Anfang Heilkunst*** – Auto Chemistry Analyzer.
- **Purpose:** Supports hospitals/clinics in blood, chemistry, and electrolyte testing.
- **Value Add:** TechVital supplies both machines and reagents; ensures calibration and compliance.

2.5.3 Patient Care Equipment

Comprehensive patient care devices enhancing comfort and recovery. Examples mentioned in testimonials:

- **Medcaptain HP60 Infusion Pump** – precise fluid delivery in treatment. The
- **Purpose:** Accurate dosing, safer treatment, improved patient outcomes.

2.5.4 OT (Operating Theatre) Solutions

Reliable solutions supporting precision and safety in surgeries. Examples:

- **SMart Series Surgical Light Family** – OT Lights with high brightness and shadow-free illumination.
- **Shinva laparoscopic machine** – for minimally invasive surgeries (as per testimonials).
- **Purpose:** Better surgical lighting, imaging clarity, and efficiency for surgeons.

2.5.5 Dental Care Solutions

Modern dental equipment for safe and patient-friendly oral care. Example:

- **SHINVA GRACE XH507 Dental Unit / Dental Chair** – ergonomic, adjustable, reliable.
- **Purpose:** Improves dentist workflow and patient comfort.

2.5.6 Power Backup Solutions

Ensures uninterrupted hospital operations and patient safety. Examples:

- **Diesel GenSets (Generators)** – backup power for hospitals, clinics, and labs.
- **Purpose:** Keeps critical equipment running during power outages.

2.5.7 Regulatory & Compliance Services

Expert guidance for medical device licensing, import approvals, and regulatory compliance.

- **Purpose:** Helps healthcare providers legally import and operate medical equipment in Bangladesh

2.5.8 Full Product & Service Mix

- **Reagents** (for lab machines).
- Imaging & Diagnostic Equipment.
- Hospital Energy & Backup Solutions.
- Complete after-sales support and training.

CHAPTER - 3: INTERNSHIP EXPERIENCE

3.1 Introduction

The internship provides a link between academics and the working world, thus affording the student an opportunity to apply theoretical learning in businesses. My internship at the SCM Commercial Department of Techvital Systems Ltd. gave me a wider understanding of the scope and purposes of international trade, with special emphasis on the complexities of the LC process. I found myself thus able to witness trade documentation, trade finance interactions, and communications by banks and suppliers during the internship.

More important, however, was that I was taught how to complete the import paperwork. Beyond developing the ability to conceptually view a global trade transaction, I learned to analyze and manage a business problem in a systematic and professional manner. The next chapter summarizes the internship experience, responsibilities, learning objectives, and reflections.

3.2 Description of the Internship Program

This was an internship for twelve weeks, starting in July 2025 at Techvital Systems Ltd., a concern of United Group. I was assigned to a senior executive of the SCM Commercial Department, who assisted me in different regular activities. The major activities of this department are import documentation, procurement, and the Letters of Credit process for making overseas payments.

My goals regarding this internship are as follows:

- To gain hands-on experience in LC documentation and trade finance operations.
- To understand the end-to-end process of international procurement.
- To develop professional communication, data management, and coordination skills.
- To observe how corporate teams ensure compliance with banking and customs regulations.

3.3 Overview of Daily Activities

Apart from the other supporting commercial operations, my main work was the LC process on a day-to-day basis. The main tasks and responsibilities which were undertaken during the internship period are highlighted below.

1. Purchase Order (PO) or Work Order

PO is the order confirmation by the buyer towards the purchase of goods and services. I was involved in the verification of information in the PO details, such as item description, quantity, unit price, and payment terms. I supported the preparation of internal PO documents for the procurement system in Techvital.

2. Proforma Invoice (PI)

Receipt of a Proforma Invoice followed the confirmation from the supplier I cross-checked the PIs against the PO for all details regarding the delivery timeline, shipment mode, and all clauses related to payments being correctly stated. This stage is quite critical before opening an LC.

3. Draft Letter of Credit

PI-approved applicant bank prepared the LC draft. I assisted in checking the said draft for discrepancies or missing information like beneficiary name, HS Code, shipment dates, and incoterms such as EXW, FCA, CPT, CIP, FOB, CFR, CIF amongst others. Corrections were communicated to the bank prior to final issuance.

4. Final LC for Shipment

Final LC gives the go-ahead to ship. In support, after final approval, I helped in arranging and filed copies of LC for internal and bank records. It ensures payment against shipment to the exporter, provided all conditions are fulfilled.

5. Commercial Invoice (CI)

The supplier provided the packing list, commercial invoice, and other documents after shipment. It is my responsibility to check if the LC terms and the commercial invoice agree.

6. Packing List

It is clearly indicated in the packing list description: weight, quantity, kind of packaging. I supported the review of information so that all was according to what was specified in the purchase order.

7. Certificate of Origin (COO)

The COO certifies the country of manufacture of the merchandise. It is a customs clearance document, and before submitting it, I have checked that it was signed and stamped by the proper authority.

8. Airway Bill and Bill of Lading

a) Airway Bill (AWB):

The Air Way Bill is the document issued by the aviation company and serves as evidence and certification for the reception and further transportation of goods by air. Viewed by the law as evidence of shipment and a contract of carriage, it is nonnegotiable since one cannot use it for changing the ownership of items. Checking dates of shipment and weights in the AWB, as well as information concerning the consignee, against correctness, was performed during the internship.

b) Bill of Lading (B/L):

If commodities are shipped by sea, the shipping line issues a bill of lading. The bill of lading is a contract of carriage, a receipt, and a title document that will enable the buyer to take ownership of the goods while the commodities remain in transit. I checked if bills of lading compiled with requirements in the LC & Shipment Schedules.

3.4 Important Elements of LC Documentation

The internship gave me an excellent opportunity to study such crucial supporting documents and procedures in detail, which ensures that the import operation goes on smoothly. All these are:

HS Code: Product classification for tax and customs purposes. Assisted in finding the right HS code for imported equipment.

Insurance: This covers against loss of items during transportation. I went through details of insurance cover, confirming validity and quantities.

Bank Endorsement: The bank endorses all key import documents before forwarding them to customs. Bill of Entry: This requires a C&F agent for processing to declare customs.

Incoterms 2020 BD: In this course, I was taught how international commercial terminologies define buyers and sellers' obligations.

C&F Agent Coordination: Liaison with customs officers on a day-to-day basis to ensure the cargo is released in time.

3.5 Additional Responsibilities

In addition to the LC documentation, I also took part in other activities, which cemented my insight on the commercial functions of Techvital Systems Ltd.:

- PO Issue: Assisted in preparing internal POs using company ERP software.
- Sales Invoice Issue: Following the delivery of items from overseas, I helped prepare sales invoices for local clients.
- ERP Data Entry: For tracking and reporting purposes, data pertaining to procurement and LC was entered into the business's ERP.
- Document Filing and Scanning: All imported documents were arranged both digitally and physically in accordance with audit and compliance standards.
- Communication with Suppliers and Banks: Expert emails were prepared for suppliers and banks informing them of shipment status, document correction, and an LC update.

3.6 Skills and Knowledge Gained

During my internship, I developed a range of **technical**, **analytical**, and **interpersonal** skills:

Technical Skills:

- Gained in-depth understanding of LC processes and international trade documentation.
- Learned to prepare and review financial and shipping documents.
- Acquired knowledge of ERP systems and digital data entry practices.
- Familiarized with customs procedures and Bangladesh Bank import regulations.

Soft Skills:

- Improved professional communication through coordination with different suppliers and bank officers.
- Improved organizational and time management skills
- Attention to detail developed through cross-verification of financial and shipping information.

3.7 Imported Products and Values (July 2025 Onwards)

During my internship with Techvital Systems Ltd., I have observed and assisted in tracking the importation of different necessary healthcare machinery and medical devices that were part of routine procurement operations starting from July 2025 and onward for various hospitals and clinics in Bangladesh. This further helped me in understanding how import documentation, LC operation, and financial tracking get translated into real product movements and healthcare infrastructure development. These different imports by Techvital Systems Ltd. help in the betterment of the health infrastructures within Bangladesh, ensuring regular supplies of all relevant modern and reliable medical equipment.

Machineries	Quantity	Unit Cost (USD)	Total Cost (USD)
Neuer Anfang – Heilung	40	7,000	280,000
Dental Chair	50	18,000	900,000
Dengue Rapid Kit	2,500	400	1,000,000
OT Table	120	9,000	1,080,000
Diesel GenSets (Generator)	15	25,000	375,000
7 Function Electrical Bed	200	7,000	1,400,000
Total	—	—	**5,035,000**

Neuer Anfang – Heilung analyzers and Dengue Rapid Kits help with diagnostics, while the Dental Chairs and OT Tables assist in conducting the clinical and surgical procedures. The 7 Function Electrical Beds add to the comforts of the patients for recovery, while the Diesel Generators ensure power stability in the medical facilities.

The chart below is a graphical representation of these quantities and costs, "Imported Products & Values (July 2025 – Onwards)". These indicate scale and diversification in import activities carried out by Techvital. From this data, the OT tables, dengue kits and electrical beds indicated very high costs and were therefore indicative of the highest investment points of the company.

The process helped me in understanding how to follow up on and do a financial analysis of imported medical goods through LC documentation, cost sheets, and graphical summaries. I also gained an understanding of proper documentation and coordination with suppliers, banks, and customs agents in making import operations smooth and within the legal ambit.

3.8 Overall Experience and Learning Outcome

Generally speaking, this practical exercise of working with import data and value analysis gave me a better understanding of how supply chain management works in real life within the healthcare industry. It also demonstrates the degree to which SCM's Commercial Department is contributing towards enhancing this country's capability regarding the provision of medical care, besides fostering trade.

The internship with Techvital Systems Ltd. turned out to be quite an opportunity for change. I was fortunate to see how these theoretical ideas of the supply chain go into actual trade operations, how LC facilitates safe international transactions, and how crucial precision in documentation is to preserving trust with banks and customs. Further, this enhanced my corporate discipline, business communication, and problem-solving abilities. Teamwork, accountability, and compliance are the keys to success here.

CHAPTER - 4: ANALYSIS & FINDINGS

4.1 Overview of the LC (Letter of Credit) Process

LC helps Techvital Systems Ltd. in its import operations and international trade. Various appraisals of the whole process clearly indicate that the business works with banks, suppliers, and customs officials to maintain systematic and legal LC processes. Each step is followed-from the receipt of the proforma invoice to endorsing the final document-so that the security of the payment can be guaranteed, reducing the trade risks.

Workflows, in general, contain the following elements:

- Verification of Purchase Orders and Proforma Invoices
- Drafting and checking the LC terms
- Submission to the bank for issuance
- Verification of post-shipment documents and customs clearance

The following framework will explain the deep-rooted documentation culture of the company and commitment to compliance with international trade.

4.2 Strengths Identified

- Documentation System: It guarantees clean digital and physical filing of the LC documents for simple tracking with respect to audit requirements.
- ERP software use: This will increase the company's operational transparency by allowing it to enter data, produce a variety of reports, and closely monitor import orders.
- The SCM Commercial team works with suppliers and the bank through capable, helpful staff who are familiar with import laws, Incoterms, and LC clauses.
- Improved relationships with banks and suppliers: Regular interactions with local banks and international suppliers have led to positive relationships, which facilitated the prompt resolution of documentation-related concerns.

- Bangladesh Bank and Customs Compliance: This refers to following the regulations in order to maintain trade activities within the bounds of both national and international standards.
- Poor Automation of Communications: Email correspondence with banks and suppliers takes a lot of time, and it would be better if it were automated using follow-up or document tracking systems.
- Inadequate Continuous Training: Though the staff members are competent, there is no frequent formal refresher training on updated trade finance policies and LC software.

4.3 Weaknesses Identified

1. Manual Cross-Verification Process: Many documents are still reviewed manually, increasing the risk of small clerical errors or delays in processing.
2. Limited Staff for High Workload: During peak import periods, the department faces time pressure due to limited manpower.
3. Dependence on External C&F Agents: Heavy reliance on third-party customs and freight agents sometimes delays the clearance process.
4. Inadequate Automation in Communication: Email communication with suppliers and banks is time-consuming; automated systems for document tracking or reminders could improve efficiency.
5. Lack of Continuous Training: While staff members are skilled, formal refresher training on updated trade finance policies and LC software is not conducted regularly.

4.4 Opportunities for Improvement

- Extending Automation with Integrated LC Management Software.
- Introduction of digital signatures and approval systems enabled online.
- Arrangement of periodical workshops for the staff on updates about international trade.
- Smoothen the coordination, increasing collaboration between SCM, Accounts, and Logistics.

4.5 Threats Identified

Based on the overall analysis of Techvital Systems Ltd.'s SCM (Commercial) operations and industry environment, several external threats may affect efficiency, compliance, and timely import activities:

1. **Frequent Changes in Trade Regulations and LC Policies:** Bangladesh Bank circulars, customs rules, HS code revisions, and import policy updates change regularly. Any sudden regulatory change may cause document discrepancies, delays in LC acceptance, or increased compliance burdens for the SCM Commercial team.
2. **Supplier & Shipping Delays in the Global Supply Chain:** Since Techvital imports medical equipment from international suppliers, global disruptions—such as political instability, port congestion, pandemic-related delays, or higher freight charges—can slow shipments. These delays create risks of LC expiry, document mismatch, and higher demurrage costs.
3. **Dependence on Third-Party C&F and Logistics Agents:** Excessive reliance on external customs and freight agents exposes the company to risks such as delayed customs clearance, incorrect documentation, and lack of control over the import timeline. Mistakes by external partners can result in penalties, shipment delays, or increased operational costs.
4. **Fluctuation in Exchange Rates and Import Costs:** Since LC payments are made in foreign currency, volatility in exchange rates directly increases procurement costs. Sudden depreciation of the local currency can significantly

raise the financial burden on the company and affect pricing decisions for healthcare equipment.

5. **Increasing Competition in the Medical Equipment Industry:** Local and international companies are expanding rapidly in Bangladesh's healthcare equipment market. Competitors offering shorter delivery times, better after-sales support, or lower prices pose a threat to Techvital's market share, especially for high-demand products like OT equipment, analyzers, and power-backup solutions.

4.6 Key Findings

- LC process in Techvital Systems Ltd. is highly structured. Yet, there is still scope left for digital optimization.
- One major strength is accuracy in documentation. It gives confidence to financial institutions.
- The atmosphere is strict yet friendly, which enables learning through employee involvement and practical supervision.
- It has proved efficient in the application of supply chain concepts in real business.

CHAPTER - 5: RECOMMENDATIONS & CONCLUSION

5.1 Recommendations

Based on the analysis and experience gained from the internship, the following recommendations are made for Techvital Systems Ltd.'s SCM (Commercial) Department:

- Adopt digital LC management systems by deploying specialized trade finance software that reduces manual documentation errors, hence improving data accuracy.
- **Regular Training Programs:** Quarterly training programs need to be organized on updates in the world of international trade, new Incoterms, and compliance related to Bangladesh Bank circulars.
- Improvement of co-ordination amongst SCM, Finance, and Logistic departments may be made by using smooth document flow for minimized delays.
- **Document Tracking Dashboard:** Real time tracking would help to trace every stage of LC, shipment and clearance.
- Extra staff during high seasons of import will keep the workload off the permanent staff and ensure there are no delays in the processing.
- **Reduce Dependence on Third Parties:** The partial custom and freight operation could be developed with in-house employees to reduce the dependence on outside agents.
- **Introduction of Feedback and Review Mechanisms:** Creation of a post-LC review system will find out the recurrent issues and further improve the process efficiency.

5.2 Conclusion

Techvital Systems Ltd provided me with an elaborate view of operations relating to international trade mainly dealing with LC process in SCM department. Much discipline is maintained here in relation to documentation, compliance, and coordination at large, which says much about its commitment towards professionalism and quality in business operations.

With active participation, I have acquired practical experience related to import paperwork, communications with suppliers, and trade finance procedures. All this has made it rather easy to link theoretical knowledge with real company operations.

While the department works with very high efficiency, there is always scope for further improvement by continuous training and implementation of digital tools. This was a great opportunity to learn about global supply chain practices and improve my technical and people skills.

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