

The process of sending imported goods through a freight forwarder

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Article Information

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ABSTRACT

In managing the process of sending imported goods it is not uncommon to have problems, and the problems that usually arise from companies engaged in logistics services are in terms of the long bureaucracy in processing documents so that the process of sending goods experiences delays, and inaccuracies in checking documents so that they have to change data. This study used a qualitative method by collecting data through interviews, observations and related documents. The results of this study are that in the import shipping process at CV Jaya logistics dynasty including receiving import documents, making a PIB draft on PPJK, calling the arrival of the plane, paying PIB taxes, requesting manifests, requesting PIB transfers and waiting for tracking responses, paying D/O, preparing import documents, paying warehouse rent or stacking fees, sending goods to the warehouse, confirming receipt of goods and making invoices. This is important in carrying out the handling process at CV Jaya logistics dynasty. On handling goods

Keywords: process, delivery, imported goods

1. INTRODUCTION

Along with increasing the flow of traffic in and out of goods to Indonesia. In relation to state revenue from the tax sector, an increase in the flow of traffic of goods into Indonesian territory or results in an increase in state revenue originating from the imposition of customs duties on imported goods. The implementation of import activities in a country must be guided by laws with the aim, so as not to cause substantial losses to the country and can affect the smooth running of import activities, and no less importantly it will make it difficult for the Indonesian state to be able to prosper itself with other countries in the world. . Indonesia is one of the countries with high trade volumes that must require a freight forwarding company that can truly support commodity import activities. In this case, freight forwarders play a very important role in export-import activation, namely as an intermediary tool in sending and receiving goods from abroad.

Specifically regarding imported products, in this case handling the process of releasing goods at customs and excise has a relatively higher level of difficulty compared to export products. The handling of this more stringent process is carried out by the customs and excise authorities with the aim of monitoring the traffic of goods entering Indonesian territory must follow customs procedures (rules made where supervision is under the Directorate of Customs and Excise) that apply in relation to international trade. Imported products are divided into two, namely imports by sea and imports by air. Import by sea has a longer process of releasing goods compared to limited air routes, so it is required to be able to carry out the movement of goods faster than by sea. Freight forwarder is a business entity that aims to provide services/management of all activities needed for the delivery, transportation and receipt of goods by using multimodal transport by land, sea and air. Where freight forwarders are very helpful in carrying out imports or exports.

Freight forwarders also carry out the processing and documentation formalities required by the government regulations of export countries, transit countries and import countries. And in accordance with the scope of its business, freight forwarders also complete documents related to Letters of Credit, Certificates of Receipt, Sea Waybills, Bills of Lading, Air Waybills, Delivery Orders and so on. Freight forwarders also settle costs incurred as a result of transportation activities, handling insurance liabilities required by the owner of the goods.

CV JAYA LOGISTICS DYNASTI is a company engaged in the field of freight forwarders & customs services. The scope of the Freight Forwarder in terms of its function as a transport consultant, the freight forwarder

can represent the sender of the Goods (Shipper or Exporter) or the Consignee or Importer who will carry out the activities of Sending or Receiving Goods from the place of origin to another destination. or vice versa, both on a National (Interinsular) and International (Export or Import) scale. In this case, the process of handling imports at CV Jaya Logistics Dynasty includes receiving import documents, drafting PIB, requesting PIB transfers and waiting for a tracking response, preparing import documents, paying stacking fees, sending goods to the warehouse, confirming receipt of goods and making billing invoices. .

In managing the process of sending imported goods it is not uncommon to have problems, and the problems that usually arise from companies engaged in logistics services are in terms of the long bureaucracy in processing documents so that the process of sending goods experiences delays, and inaccuracies in checking documents so that they have to change data (redress). Therefore it is necessary to anticipate to handle any obstacles that occur during the process of receiving and issuing goods, if all the procedures are carried out properly and properly and have mature preparations in all matters, surely each of these obstacles can be resolved properly so as not to disappoint customers and harm the company itself. Based on the description above, in this study the authors took the title: Import Goods Delivery Process through freight forwarders at CV Jaya logistics dynasty North Jakarta as one of the business materials engaged in the service of receiving goods from outside and into the country.

2. LITERATURE REVIEW

According to B. Siswanto Sastrohadiwiryo, (2013: 23) in his book entitled "Introduction to Management", "The process is a series of activities that follow one another and systematically to carry out a job. According to Abdul Jalaludin Sayuti (2013: 39) in a book entitled "Practical Office Management". That the process is an activity that achieves goals within the company requires changes in input and output.

According to Ida Nuraida (2011: 4-5) in her book entitled "Office Administration Management". The process is a systematic, logical, and sequential activity chronologically and also the process needs to be made measurable. In the Big Indonesian Dictionary, Process is a sequence of events or events that occur naturally or are designed, perhaps using time, space, expertise or other resources, which produce a result. A process may be identified by the changes it makes to the properties of one or more objects under its influence. Compare with management, and what is meant by process is as follows:

- a. The process of the circumstances in which an event takes place, a case in court, a sequence of changes in events in the development of something.
- b. Verbal Process is a report regarding a case which contains the time of occurrence, place of occurrence, information and other instructions.
- c. Adiabatic process that occurs in a system if during the process there is no flow in or out.
- d. The socialization process is the process that leads children to the process of acquaintance and association outside the home. From some of the definitions above, it can be concluded that the process is a systematic, sequential and continuous event to produce goods and services. It is also a sequence of events or events that occur naturally or are designed to cause change

According to Mulyadi (2011: 201) in his book "Goods Delivery System"

"An activity of sending goods due to the sale of merchandise. Sales consist of transactions for the sale of goods or services, either in cash or on credit. According to Hall (2011: 7) in his book entitled "Goods Delivery Information System" is "The process of transporting goods through a transportation network. Freight (physical goods) is mainly delivered by land using trains, by sea using ships and by air using airlines. According to Eddy Herjanto (2011: 143), in his book entitled "Revised Edition Operational Management" Delivery can be interpreted as handling using the correct equipment and methods, an important component in facility planning. From some of the meanings above, it can be concluded that delivery can be interpreted as handling by using the correct equipment and methods to establish, manage and complete continuous identification so that in the end it forms the basis for the layout of construction facilities.

According to (Article 1 (1) Law No.10/1995 in conjunction with Law No. 17/2006) import is entering goods into the customs area. Goods that are entered into the customs area are required as imported goods and especially Import Duty. The definition of import according to Law No. 17 of 2006 on Customs is the activity of entering goods into the customs area. An item that is imported is all or all of the goods in whatever form and type that enters the customs area. The definition of import according to Andi Susilo (2013: 135) in his book entitled "Export Import Smart Guide" is "The process of bringing goods from abroad into the country. Based on the tax law, what is meant by import is the activity of bringing in taxable goods from outside the customs area into the customs area. According to Rani Helianti and Kosasih A. Darsono (2013:15), in their book entitled "Knowing Exports and Imports at a Glance"

Defining import is one type of trading activity, namely business activities of buying and selling goods or services that are carried out continuously to gain profits by crossing the Customs Area based on the applicable provisions". Meanwhile, according to Herman Budi Sasoni (2013: 69), in his book entitled "Indonesian Import

and Import Management", "Imports are all aspects related to the entry of imported goods from abroad to the country, including, among other things, provisions and laws governing the import, the process and procedure for the entry of imported goods and the mechanism for the entry of imported goods into Indonesia. And according to I Komang Oko Berata (2014: 7), in his book entitled "Practical Guide to Exports and Imports", Import is the activity of entering goods from outside the territory of Indonesia or also known as customs into the territory of Indonesia or within the customs area.

From some of the above activities it can be concluded that import is an activity of bringing goods from abroad into the country. With the consequence that the goods must pass through the customs area of a country so that the import can be considered as legal import in accordance with the applicable laws and regulations. In order to become an importer, there are several requirements that must be met for the smooth running of trade, as follows: (According to Adrian Sutedi, SH. MH, 2014: 37-38, Import Export Law, print I, Rai Asa Sukses (Penebar Swadaya Group), Jakarta)

- a. Must be a legal entity (eg PT, CV, FA, PN and PERUM).
- b. The importer must have an Importer Identification Number (API) or Temporary Importer Identification Number (APIS), the company must use the application by filling out the Application Form at the Regional Office of the Ministry of Trade, with the following conditions:
 - 1) Have a Business Trade Permit (SIUP) for large and medium companies.
 - 2) Have the ability and expertise normally required to carry out import trade.
 - 3) Have a foreign exchange bank reference.

The requirements that must be met by APIS owners to obtain API are:

- 1) Has imported at least 4 (four) times and has reached a value of \$100,000.
- 2) Never cancel/denial an import contract, except in a force majeure situation (Force Majeure).

The requirements mentioned above must be met by an importer.

3. RESEARCH METHOD

Qualitative is where writing is to understand and develop a complex picture, analyze words, and report views of information in detail. In this case, the writer uses a qualitative descriptive writing method. Descriptive is where the writer describes an object based on the facts of his research without changing or manipulating it. In this study a data triangulation test was carried out so that the data from the results of this study were valid. In this case the author made direct observations on the part of budgeting budgeting. Interview one of the data collection methods for a study with a process of face-to-face conversation with parties related to the problem at hand. Observation is a data collection technique, data where the author makes direct observations of the research object to take a close look at the activities carried out.

4. RESULTS AND DISCUSSION

a. Receiving Import Documents from Origin agent

The operational staff receives import documents and agents that are at origin located in Korea to be checked again with the consignee so that there are no mistakes in writing the contents of the document, and after receiving confirmation for documents from the consignee, the operational staff confirms again with the agent at origin by email. And after two or three days the operational staff will receive the original document. Documents that will be received include, Master Airwaybill, House Airwaybill, Commercial Invoice Packing List (CIPL), Certificate of Origin, Insurance (if any).

b. Make a PIB draft in PPJK

After the operational staff have received the import document from the origin agent and asked the PPJK (Customs Service Management Entrepreneur) to make a PIB draft (Notification of Goods Import) by briefly explaining the data that must be entered. The data that must be input into the customs system include:

- 1) Name of Exporter.
- 2) Name of Importer.
- 3) Master Airwaybill (MAWB).
- 4) House Airwaybil (HAWB).
- 5) Commercial Invoice Packing List (CIPL).
- 6) Aircraft Name and Aircraft No.
- 7) Stockpiling Place (Name of Warehouse).
- 8) HS Code (According to the type of goods to be processed).

c. Informing Aircraft Arrival

Operational staff will contact Airlines to request information on the arrival of the aircraft. The arrival of the aircraft cannot be determined with certainty and is only an estimate. After that the operational staff must notify

the consignee (importer) for the estimated arrival of the aircraft, by sending the schedule that we got from the aircraft arrival site.

d. Paying PIB Tax

After the imported goods arrive at Soekarno Hatta Airlines, the operational staff must pay the PIB tax at least 7 (seven) days after receiving the billing. During the PIB tax payment process, the operational staff must show the Import Duty Collection Basic Value (NDPBM) because the NDPBM exchange rate will change and the operational staff must adjust to the date of paying the PIB tax (Notification of Goods Import). The most important thing before making PIB tax payments, operational staff must obtain confirmation of PIB tax payments from the Consignee.

e. Request BC 1.1 Manifest

Operational staff must request BC 1.1 (Manifest) information from the airline, namely information regarding where the aircraft carrying imported goods has arrived by checking on the relevant Customs website or calling directly to the airline.

f. PIB Transfer Request and Waiting for Response

After obtaining information about the Manifest, the next thing to do by the operational staff is to notify the PPK (Customs Service Management Entrepreneur) regarding the information on the contents of the manifest and immediately transfer the PIB (Notification of Goods Import). Communication between operational staff and PPK as attorney from the importer requests an Approval Letter for the Release of Goods (SPPB) from Customs.

g. Preparing Import Documents

If the Approval Letter for the Release of Goods (SPPB) has been issued by Customs, the operational staff prepares documents to be inspected by Customs.

h. Paying Storage Fees

At the same time, the operational party will pay the warehouse rent in advance to the cargo storage warehouse. The fees paid by operational staff are standard fees. At this time, operational staff also provide information regarding SPPB (Notification of Goods Release) to importers to confirm delivery of goods to the warehouse.

i. Delivery of Goods to Consignee Warehouse

If you have received confirmation regarding the delivery of imported goods for which storage has been paid, then the cargo is sent to the importer's warehouse using trucking.

j. Confirmation of Goods Receipt by the Consignee

After the goods are received by the consignee, the importer will confirm receipt of the goods to the operational staff.

k. Create Billing Invoice for Consignee

The final stage is for the operational staff to make a billing invoice to the consignee in accordance with the previously agreed contractual agreement

5. CONCLUSION

Based on the analysis of the data obtained and the results of the research, it can be concluded that in the process of sending imports to CV Jaya logistics dynasty includes receiving import documents, drafting PIB at PPK, calling plane arrivals, paying PIB taxes, requesting manifests, requesting PIB transfers and waiting for the tracking response, paying for D/O, preparing import documents, paying warehouse rent or stacking fees, sending goods to the warehouse, confirming receipt of goods and making invoices.

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