

THE ROLE OF FREIGHT FORWARDERS IN IMPORT-EXPORT SERVICES (Case Study of PT. Sinotrans CSC Indonesia)

Kencana Verawati, ¹⁾ Mohammad Naufal Abdullah ^{*1)}, Arnold Habibie³⁾, Ziqra Maulana Zulmarjon⁴⁾, Sultan Sai'd Al Takhir Pasyah⁵⁾

MOHAMMADNAUFALABDULLAH_1511520077@mhs.unj.ac.id ²⁾,
ArnoldHabibie_1511520071@mhs.unj.ac.id ³⁾,
Ziqramaulanazulmarjon_1511520030@mhs.unj.ac.id ⁴⁾,
SultanSaidAlTakhirPasyah-1511520065@mhs.unj.ac.id ⁵⁾

Logistics Management and Maritime Logistics, Universitas Negeri Jakarta

ABSTRACT

Logistics is a series of efforts that cover the effectiveness, planning, implementation, and supervision of a process of moving goods or services, energy, or other resources, from the starting point to the user point. Every company, in any form or field, especially in the field of commerce, cannot run properly to make a profit without the means of transportation (Hasibuan et al., 2021), This research method, some experts call it the positivistic method because it is based on the philosophy of positivism, Observation is a way to obtain information from an event through direct observation & Interview: a "systematic" method of obtaining information about subjects or "past, present and future events" in the form of "oral presentations". management of import documents using both FCL and LCL at PT Sinotrans CSC Indonesia, Ensuring that the goods arrive in good physical form to the Consignee's hands & Providing the best service and in accordance with the agreement with the Customer. Can understand the work process and scope of export and import activities, Know more clearly about what documents are needed or needed in the process of export and import activities & Know the obstacles and challenges experienced and must be faced while being a third party or liaison between Shipper and Consignee in the export and import process.

Keywords: Logistics, Export Import, Sinorans CSC.

INTRODUCTION

Logistics is a series of efforts that cover the effectiveness, planning, implementation, and supervision of a process of moving goods or services, energy, or other resources, from the starting point to the user point. Every company, in any form or field, especially in the field of commerce, cannot run properly to make a profit without the means of transportation (Hasibuan et al., 2021).The entire effectiveness of logistics is carried out to achieve the main objectives, namely ensuring the availability of goods, and the delivery of goods and timely delivery achieved. 2020).

¹ Correspondence author

Export transportation by sea is also widely chosen by exporters, especially for exporters who want a certain space in the container, for example for shipping goods with heavy, wide, or long capacity (Sasono, 2021). There are a series of logistical activities that must be carried out by the company, namely procurement of goods, production activities, and distribution. In the process, logistics activities have certain performance standards that must be achieved.

Freight Forwarding Services is a business that is intended to represent the interests of the owner of the goods, to take care of all the activities necessary for the implementation of the delivery and receipt of goods by land, sea and air transportation which can include receiving, storing, sorting, packing, marking, measuring, weighing, managing document settlement, issuing transportation documents, insurance claims for shipping goods and settling bills and other costs related to the delivery of these goods until the receipt of the goods by those entitled to receive them (Sumantri & Nugrahanto, 2018). The level of work that must be achieved in logistics activities is the birth of a balance between the quality of service desired by customers and all costs that must be incurred in order to touch the company's ultimate goal. Various reasons arise, including time constraints and the lack of knowledge of exporters regarding logistics. (Mandasari et al., 2021) In logistics there must also be a network of facility locations in order to plan where the materials and products will be transported from. As a form of good service to customers who have a direct relationship with the product, the company must provide other facilities which include factories, warehouses, and retail stores.

Transportation is also another important thing that must be considered in the logistics system and usually a company has three alternatives to support its various transportation capabilities, namely a fleet of private equipment that can be purchased or rented. Trade facilitation is the simplification and harmonization of international trade procedures, where international trade procedures are activities, practices and formalities involved in collecting, presenting, communicating and processing data needed for the movement of goods in international trade (Suryaningsih, 2020). Conduct a certain contract that can be arranged with a transport specialist in order to obtain a transportation service contract. Obtaining various services from licensed transportation companies that offer transportation services from one place to another at an agreed cost, and to design a logistics system, it is advisable to pay attention to several factors that can affect the quality of transportation services, namely cost, speed, and consistency of delivery.

PT Sinotrans CSC Indonesia A large-scale state-owned enterprise founded in 1950 and merged with China Changjiang National Shipping (CSC Group) Corp in 2009. Worldwide business in comprehensive logistics and shipping. The largest international logistics provider in China The 2nd largest shipping agent in China The 3rd shipping company in China. Wholly owned subsidiary of SINOTRANS LTD

Company predecessor - TOHO Line Shipping Ltd established in 1960. Located in Hong Kong and spread to Southeast Asian countries. Provides comprehensive logistics services such as freight forwarding, shipping agency, shipping, project logistics, contract logistics, which can be called freight forwarding.

RESEARCH METHODS

This type of research is based on the problem under study, so this research uses quantitative methods to explore more deeply the role of freight forwarders in supporting export activities in Indonesia (Sugiyono, 2019). The "quantitative" research method is a research method that uses a data approach. This research method, some experts call the positivistic method because it is based on the philosophy of positivism. The "quantitative" research method is seen as a scientific method because it is rational, systematic, measurable and objective. This method is sourced from several data, namely:

1. Observation

Observation is a way to obtain information from an event through direct observation. As we all know, science is the basis of all events or activities that occur on a small or large scale. Observations made are observations to the Freight Forwarding Company. The data obtained is the workflow of each division.

2. Interview

Interviews are a "systematic" method of obtaining information about subjects or "past, present and future events" in the form of "oral presentations". The interview method is also the process of obtaining information for research purposes through face-to-face questions and answers between the interviewer and the interviewee/interviewee, with or without using an interview guide.

RESULTS AND DISCUSSION

A. FCL & LCL Sea Freight Import Documents

1. Basis of Implementation.

The basis for the implementation of activities in this work unit is based on the management of import documents using both FCL and LCL at PT Sinotrans CSC Indonesia.

2. Targets and Objectives.

- a. Targets to be achieved: Ensure the process of sending documents to parties involved in the import process (Customs, PPJK, Shipping Company, Trucking, Overseas Agent, etc.) in accordance with the planned time.
- b. Ensure that there are no errors in document processing.

- c. Ensure the condition of the goods is good by continuing to coordinate with related parties (vendors) who cooperate in the process of shipping goods.
- d. Ensure that demurrage and detention do not occur.

Objectives to be achieved:

- a. Ensure that the goods arrive in good physical form to the Consignee.
- b. Provide the best service and in accordance with the agreement with the Customer.

A. FCL and LCL Import Transportation Patterns In the transportation of containers from one country to another, containers have 2 statuses:

1. Full Container Load (FCL), characterized by:
 - a. Contains cargo from one shipper and delivered to one consignee.
 - b. The containers are stuffed by the shipper (shipper load and count) and the stuffed containers are delivered to the Container Yard (CY) and unstuffed by the consignee.
 - c. The shipping company is not responsible for damage and loss of goods in the container.

Less than Container Load, the characteristics are:

- a. The container contains cargo from several shippers and is destined for several consignees.
- b. The cargo is received in breakbulk and stuffed at the container freight station (CFS) by the shipping company.
- c. At the unloading port, the containers are un-stuffed at the CFS by the shipping company for delivery to multiple consignees in breakbulk.
- d. The shipping company is responsible for damage and loss of goods transported in containers.

B. Procedure Flow of Import Documents with FCL Sea Freight. The following FCL import document procedure flow is as follows: Freight Forwarding mendapat informasi shipment impor dari Agen Luar Negeri dan Freight Forwarding mencari tahu informasi ke Consignee tentang barang yang mau diimpor.

1. Consignee submits import request and provides Packing List, Invoice, Shipper Detail documents to Freight Forwarding.
2. Freight Forwarding provides attached documents provided by Consignee to overseas agent to check the shipment is correct.
3. Overseas agent arranges the shipment of goods in conjunction with the shipper.
4. Shipper and Consignee will determine the schedule obtained from the shipping company.

5. If there is already a schedule determined by the shipper and consignee, the shipper informs the schedule to the Overseas Agent.
 6. Overseas agent provides information about the schedule and also provides draft B/L documents to Freight Forwarding to check the correctness and completeness of the documents by the consignee.
 7. If it is correct and complete, Freight Forwarding informs the Overseas Agent that the draft B/L is correct. Then the Overseas Agent gives the final B/L document or Pre Alert data or HB/L (House Bill Of Lading) and MB/L (Master Bill Of Lading) documents from after the ship departs.
 8. If the MB/L document uses another consignee name, then Freight Forwarding makes adjustments in the form of House B/L and Master B/L documents to be sent to Customs and shipping companies to make adjustments to the manifest made. If the MB / L is appropriate either using the same shipper or the original Consignee then the Freight Forwarder does not need to make a manifest, because the one who makes the Shipping Company.
 9. Freight Forwarding gets NOA (Notice Of Arrival) from the shipping company. After that, send this NOA to the consignee.
 10. Freight Forwarding makes a manifest to be sent to Customs to obtain an Inward manifest or BC1.1 (If in MB/L using another name consignee).
 11. Freight Forwarding provides adjustments to the shipping company to make a DO (Delivery Order) in accordance with the Adjustment sent.
 12. Freight Forwarding gets a Local Charge bill from the shipping company.
 13. If payment has been made by Freight Forwarding. Then Freight Forwarding can take the DO (Delivery Order) document, shipping master document, by providing several attachments of cover letter, power of attorney, HB / L document, MB / L document and proof of transfer.
 14. If the DO (Delivery Order) has been obtained from the shipping company, Freight Forwarding informs the Consignee to pick up the DO (Delivery Order) document and provide an invoice or bill document to be paid by the Consignee.
 15. If the Consignee has paid. Consignee can pick up the DO (Delivery Order) document, shipping Master Document, HB/L document and BC1.1 that has been stamped.
- B. Procedure Flow of Import Documents with LCL Sea Freight. The following flow of LCL import document procedures is as follows:

1. Freight Forwarding gets import shipment info from Overseas agent, and Freight Forwarding seeks information to Consignee about the goods to be imported.
2. Consignee submits import request and provides Packing List, Invoice, Shipper detail documents to Freight Forwarding.
3. Freight Forwarding provides attachments to the documents provided by the Consignee to inform the Overseas Agent to check the shipment is correct.
4. Overseas Agent arranges the shipment of goods related to the Shipper.
5. Shipper and Consignee determine the schedule which is obtained from the Co Leader.
6. If there is already a schedule determined by the Shipper and Consignee, the Shipper informs the schedule to the Overseas Agent.
7. Overseas Agent provides information and draft B/L documents to Freight Forwarding to check the correctness and completeness of the documents by the Consignee.
8. If it is correct and complete, Freight Forwarding informs the Overseas agent after the ship departs.
9. Overseas Agent provides final B/L documents or Pre Alert data or HB/L (House Bill of Lading) and MB/L (Master Bill of Lading) documents from Overseas Agent after the vessel departs.
10. Freight Forwarding makes adjustments in the form of House B/L and Master B/L documents which are sent to the Co loader to make a manifest.
11. Co Leader provides NOA (Notice Of Arrival) and draft manifest documents to Freight Forwarding to check the correctness and completeness of the documents.
12. Freight Forwarding gives NOA (Notice Of Arrival) to Consignee, and if it is correct and complete Freight Forwarding gets the final manifest document (not yet BC1.1).
13. Co Leader gives manifest document to Customs to get Inward manifest (BC1.1).
14. After that Freight Forwarding gets a fee notification from the Co Leader by being given an Invoice or bill document.
15. If payment has been made by Freight Forwarding, then Freight Forwarding can take the DO (Delivery Order) document, Voyage Master document, and Inward manifest to the Co Loader, by providing several attachments of cover letter, power of attorney, HB/L document, MB/L document and proof of transfer.

16. If you have obtained the DO (Delivery Order) document from the Co Leader, Freight Forwarding informs the Consignee to pick up the DO (Delivery Order) and provide an Invoice or bill document to be paid by the Consignee.

17. If the Consignee has paid. Consignee can pick up the DO (Delivery Order), shipping master document, H/BL, M/BL, and BC1.1 documents that have been stamped.

1. Problems

Problems with the flow of FCL and LCL Import documents at PT Sinotrans CSC Indonesia.

No.	Problem Description	Barriers	Advice
1.	Delayed delivery of goods.	Availability of goods from overseas factories.	Coordinate with overseas agents. Need to make sure to have a stock of goods for urgent conditions with the same quality if the total number of goods to be shipped is not appropriate.
2.	The delay of the ship is not in accordance with the schedule (delay)	The ship's journey, which was supposed to take 10-12 days, was delayed up to 20 days.	Seek out the latest information to the shipping line and provide the information to the consignee.
3.	Item condition	Damage or defects in goods	More security is needed to protect goods or the process of loading and unloading into containers.
4.	Traffic jam at greenway exit	System error, long queue.	Update port information and provide information to consignee

C. FCL & LCL Sea Freight Export Documents

1. Basis of Implementation

The basis for the implementation of activities in this work unit is based on the processing of export documents using both LCL and FCL at PT Sinotrans CSC Indonesia.

2. Target / Objective

- a. Desired target: Ensure the process of sending documents to parties involved in the export process (Customs, PPJK, Shipping, Trucking, Overseas Agents, etc.) in accordance with the planned time.
- b. Booking container space and the required letters or documents accordingly.
- c. Minimize or ensure that there are no delays and errors in document processing.
- d. Ensure the condition of the goods is good by continuing to coordinate with related parties (vendors) who cooperate in the process of shipping goods.
- e. Provide the best service and in accordance with the agreement with the Customer.

Goals to be achieved:

- a. Obtain booking slots for container space at the container terminal.
- b. Ensure all processes starting from stuffing, the next container is brought to the stacking field (Container Yard), until it is loaded on the ship and departure information according to a predetermined or planned schedule.
- c. Ensure that the goods arrive in good physical form to the Consignee.

1. Activities

A. FCL and LCL Import Transportation Patterns In the transportation of containers from one country to another, containers have 2 statuses:

1. Full Container Load (FCL), characterized by:

- a. Contains cargo from one shipper and delivered for one consignee.
- b. The containers are stuffed by the shipper (shipper load and count) and the stuffed containers are delivered to the Container Yard (CY) and unstuffed by the consignee.
- c. The shipping company is not responsible for damage and loss of goods in the container.

2. Less than Container Load, characterized by:

- a. A container contains cargo from multiple shippers and is destined for multiple consignees.
- b. The cargo is received in breakbulk and stuffed at the container freight station (CFS) by the shipping company.
- c. At the unloading port, the containers are un-stuffed at the CFS by the shipping company for delivery to multiple consignees in breakbulk.

- d. The shipping company is liable for damage and loss of goods transported in containers.

B. Export Document Flow Procedure with FCL Sea Freight.

The following FCL export document procedure flow is as follows:\

- a. Freight Forwarding receives the SI (Shipping Instructions), Packing List, and Invoice documents sent by the Shipper.
- b. Freight Forwarding searches for departure schedule information (Ship Details, Voyage No., ETD, ETA, Closing Time) and empty containers obtained from shipping companies.
- c. After that Freight Forwarding and Shipper determine the schedule of departure and empty Container selected by the Shipper.
- d. Then Freight Forwarding book the ship space and empty container to the shipping company by sending SI (Shipping Instruction) document.
- e. Freight Forwarding gets the fixed departure schedule (Ship Detail, Voyage No., ETD, ETA, Closing Time) and empty Container from the shipping company.
- f. Then Freight Forwarding gets a DO (Delivery Order) document from the shipping company, to take the empty Container to the depot. Diwaktu yang sama Freight Forwarding mencari dan memboking mobil trailer ke perusahaan trucking.
- g. Freight Forwarding provides a DO (Delivery Order) document to take empty containers to the depot and take the cargo to the Shipper, then the filled containers are taken to the port for stacking in the stacking field to be ready for export.
- h. Freight Forwarding makes a PEB (Notice of Export of Goods) document made by PPJK (Customs Service Management Company).
- i. If the export activity requires declaration of origin of goods, it must make an SKA (Certificate of Origin) or COO document, the document is made by the Directorate General of Foreign Trade.
- j. In filling out the PEB must be done correctly and completely in accordance with the Packing List and Invoice documents.
- k. PPJK sends PEB draft documents to Freight Forwarding and Shipper to be checked correctly and completely.
- l. If it is correct and complete, the PPJK sends the PEB (Notice of Export of Goods) document to Customs to obtain an NPE (Export Service Note) document.
- m. PPJK sends PEB and NPE documents to Freight Forwarding.
- n. After receiving the PEB and NPE documents, Freight Forwarding creates a manifest document.

- o. Freight Forwarding sends the manifest document to customs to obtain an export manifest.
 - p. The trucking company brings the Container load to the port for stacking at the stacking yard.
 - q. Freight Forwarding gets the billing bill (Local Charge) from the shipping company.
 - r. Then Freight Forwarding gives the billing bill (Local Charge) to the Shipper to be paid.
 - s. After being paid by the Shipper, Freight Forwarding gets the MB/L (Master Bill of Lading) document from the shipping company.
 - t. Then Freight Forwarding makes a draft B/L (Bill of Lading) based on the Packing List and Invoice. Then the draft B/L document is sent to the Shipper for checking.
 - u. If it is correct, Freight Forwarding issues the final B/L (House Bill of Lading) or HB/L (House Bill of Lading).
 - v. Then Freight Forwarding sends HB/L (House Bill of Lading) to Shipper after the ship has departed.
 - w. The outside agent gets the Pre Alert data or HB/L (House Bill of Lading) and MB/L (Master Bill of Lading) documents from Freight Forwarding after the ship has departed.
- C. Flow Procedure of Export Document Management with LCL Sea Freight.
- The following flow of LCL Export document procedures is as follows:
- a. Freight Forwarding receives SI (Shipping Instructions), Packing List, and Invoice documents sent by the Shipper.
 - b. Freight Forwarding looks for departure schedule information (Ship Details, Voyage No., ETD, ETA, Closing Time) obtained from Co Loader (Company that collects goods from several Shipper).
 - c. After that Freight Forwarding and Shipper determine the departure schedule. The departure schedule is chosen by the Shipper.
 - d. Then Freight Forwarding makes a booking space to the Co Loader (freight collection company) by sending an SI (Shipping Instruction) document.
 - e. Freight Forwarding gets a fixed departure schedule (Ship Details, Voyage No., ETD, ETA, Closing Time) from Co Load according to the schedule chosen by the Shipper.
 - f. Freight Forwarding makes PEB (Notice of Export of Goods) documents made by PPJK (Customs Service Management Company).
 - g. If the export activity requires declaration of origin of goods, it must make an SKA (Certificate of Origin) or COO document, the document is made by the Directorate General of Foreign Trade.

- h. In filling out the PEB must be done correctly and completely in accordance with the Packing List and Invoice documents.
- i. PPJK sends PEB draft documents to Freight Forwarding and Shipper to be checked correctly and completely.
- j. If it is correct and complete, the PPJK sends the PEB (Notice of Export of Goods) document to Customs to obtain an NPE (Export Service Note) document.
- k. PPJK sends PEB and NPE documents to Freight Forwarding.
- l. After receiving the PEB and NPE documents, Freight Forwarding sends the documents to the Co Loader to make a Manifest.
- m. As long as export documents are being processed, trucking companies that have been ordered by Shipper or Freight Forwarding can deliver goods. Where the Shipper's cargo is picked up at the Shipper's warehouse and taken to the Co Loader Warehouse. Transportation of the Container from the Co Loader warehouse to the port is the responsibility of the Co Loader. Additional: In the delivery of Shipper's goods to the Co Load warehouse depends on the agreement of the Shipper himself. He can use the services of EMKL or he can do the transportation himself.
- n. Freight Forwarding receives info from the Co Loader that the goods are in the stacking field ready for export and gets the MB/L (Master Bill of Lading) and Invoice (payment of consolidation fees) documents.
- o. Then Freight Forwarding makes a draft B/L (Bill of Lading) based on the Packing List and Invoice. Then the draft B/L document is sent to the Shipper for checking.
- p. If correct, Freight Forwarding issues the final B/L (House Bill of Lading) or HB/L (House Bill of Lading).
- q. Freight Forwarding provides the billing bill (Local Charge) of the Co loader.
- r. Then Freight Forwarding sends HB/L (House Bill of Lading) to Shipper after the ship has departed.
- s. and outside Agent gets Pre Alert data or HB/L (House Bill of Lading) and MB/L (Master Bill of Lading) documents from Freight Forwarding after the ship has departed.

2. Problems

Problems with the flow of FCL and LCL Export documents at PT Sinotrans CSC Indonesia.

No.	Problem Description	Barriers	Advice
1.	Kendala pada print Original Master B/L	If you do not want to be charged, the freight forwarding can print the Original Master B/L itself by requesting a paper draft and Original Master B/L file, but you only have one chance to do so	Must prepare good equipment in the form of an adequate network, printing or printers that are active and not choked up
2.	Booking Space	Already got service contact from overseas agent, but when contacting the shipping line, there is no room	The overseas agent must ensure that the shipping line can adjust to the existing service contract and the freight forwarding must confirm as soon as possible after receiving the service contract.

D. Custome Clearance Document Flow Process Using Sea Freight

1. Basis of Implementation

The basis for the implementation of activities in this work unit is based on the processing of Break Bulk import documents, the Custom Clearance Process, the process of stockpiling permit flow outside the customs area, and the use of Sinotrans' special system (Smart System) at PT Sinotrans CSC Indonesia.

2. Target / Objective Desired target:

- a. The entire shipment management process from the beginning of the shipment until the goods arrive at the customer runs well.
- b. Direct supervision of the condition of the goods upon arrival at the port and unloading from the means of transportation.
- c. Ensuring that there are no errors in document management.
- d. Ensure that demurrage and detention do not occur or are imposed.

Objectives to be achieved:

- a. Ensure that goods are in good condition.
- b. Ensure the number of goods arriving is in accordance with the packing list.

- c. The service provided is in accordance with the agreement with the customer.
- d. Increase customer confidence in using the services of PT Sinotrans CSC Indonesia.

1. Activities

A. Bulk Imported Goods or Break Bulk

Reaffirmation that what is meant by Imported Goods in Bulk form in PMK Number 26 / PMK.04 / 2020 which gets customs treatment for differences in weight and /or volume, hereinafter referred to as Bulk Imported Goods is imported goods in the form of liquid, gas, or solids in the form of small pieces, powder, or granules that are transported without using containers and / or packaging.

B. Procedure Flow of Import Document Management with Bulk

The following procedure flow of import documents with Break Bulk is as follows:

1. Freight Forwarding gets import shipment info from Overseas Agent and Freight Forwarding seeks information to Consignee about the goods to be imported.
2. Consignee submits import request and provides Packing List, Invoice, Shipper Detail documents to Freight Forwarding to import goods.
3. Freight Forwarding provides attached documents provided by Consignee to Overseas Agent to check the shipment is correct.
4. Overseas Agent arranges the shipment of goods related to the Shipper.
5. Shipper and Consignee will determine the schedule which is obtained from the Shipping Company.
6. If there is already a schedule determined by the Shipper and Consignee, the Shipper informs the schedule to the Overseas Agent.
7. Overseas Agent provides information and draft B/L documents to Freight Forwarding to check the correctness and completeness of the documents by the Consignee.
8. If it is correct and complete, Freight Forwarding informs the Overseas Agent that the draft B/L is correct.
9. Overseas Agent provides final B/L document or PreAlert data or MB/L (Master Bill of Lading) after the vessel departs.
10. Freight Forwarding makes adjustments in the form of House B/L and Master B/L documents which are sent to the Shipping Company to make manifests.
11. The Shipping Company submits the manifest to Customs. Furthermore, it gets the final Inward manifest or BC1.1.

12. Freight Forwarding gets NOA (Notice of Arrival) and Inward manifest or BC1.1 from the Shipping Company, which is then sent to the Consignee.
13. Freight Forwarding gives Adjustment to Shipping Company to make DO according to the Adjustment sent.
14. Freight Forwarding receives Local Charge invoice from the Shipping Company.
15. If payment has been made by Freight Forwarding. Then Freight Forwarding can take the DO (Delivery Order) document, shipping Master document, by providing several attachments of cover letter, power of attorney, documents, MB / L documents and proof of transfer.
16. If you have received the DO (Delivery Order) document from the Shipping Company, Freight Forwarding informs the Consignee to pick up the DO (Delivery Order) document and provide an Invoice or bill document to be paid by the Consignee.
17. If the Consignee has paid. The Consignee can pick up the DO (Delivery Order) document, the shipping Master document, by providing several attachments of cover letter, power of attorney, HB/L document, MB/L document and proof of transfer.
18. If the Consignee has received the DO (Delivery Order) document from the Shipping Company, Freight Forwarding informs the Consignee to pick up the DO (Delivery Order) document and provide an Invoice or bill document to be paid by the Consignee.
19. If the Consignee has paid. Consignee can pick up the DO (Delivery Order) document, shipping Master document, HB/L document and BC1.1 that has been stamped.

A. Procedures for obtaining a stockpile permit outside the following areas.



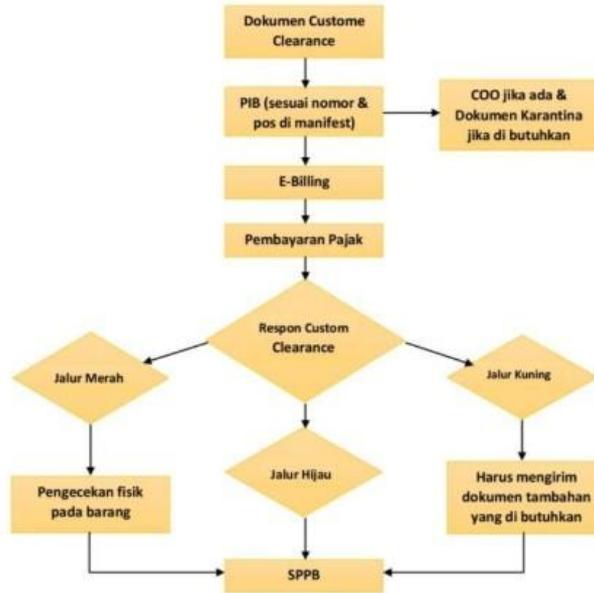
The following is an explanation of the picture above:

1. The process of applying for a stockpile permit is carried out by, Freight Forwarding applying for a stockpile permit to Customs by submitting a written Application Letter, photocopy of B/L, Invoice, and Packing list. (for stockpile permit outside customs area)
2. Furthermore, Customs will conduct an examination of the documents, which will get a response of approval or rejection.
3. The Head of the KPPBC gives a decision of approval or rejection within 2 working days from the time the application is received completely

(with location checking services). No later than 1 working day since the application is received completely (without location checking).

4. If there is an inspection of the stockpile location, a complete floor plan of the stockpile location is required.

B. Custom Clearance Procedure



The following explanation of the Custome Clearance document procedure flow is as follows:

1. Freight Forwarding receives B/L, Packing List, Invoice, Manifest, Customs Power of Attorney, Power of Attorney to Take DO (Delivery Order), SKA or COO (Certificate of Origin), and quarantine documents (If the goods must use quarantine) from the Consignee. Then send the documents to the PPJK (Customs Service Management Company) to make a PIB (Notice of Import of Goods) document.
2. PPJK gives the draft PIB document to Freight Forwarding to check that it is correct and complete according to the documents provided by the Consignee.
3. If it is correct and complete, the PPJK enters the BC1.1 number and post 51 number in the Manifest.
4. After that PPJK can send the final PIB to Customs through EDI (Electronic Data Interchange) data to get a billing bill.
5. After receiving the tax billing bill, the PPJK informs the Freight Forwarding, the bill must be paid by the Consignee.

6. If it has been paid PPJK gets information in the form of a response to SPJM (Red Line Notification Letter), SPJK (Yellow Line Notification Letter), and SPPB (Goods Release Approval Letter).
7. If the response is in the form of a Red Line by issuing a SPJM (Red Line Notification Letter), the customs asks for soft and hard original documents starting from the BPN (State Receipt) document, B/L, Packing List, Invoice, SKA or COO (Certificate of Origin) and conducts a physical check. Then wait for the next response from customs with the response Customs asks for other documents or Customs provides SPPB documents.
8. If the response is in the form of a Yellow Line by issuing a SPJK (Yellow Line Notification Letter) the customs asks for soft and hard original documents starting from, BPN (State Receipt) documents, B/L, Packing List, Invoice, SKA or COO (Certificate of Origin), after submitting the document and waiting for the customs response in the form of an NPD (Document / Data Request Note) or DNP (Customs Value Declaration) document, and then customs asks for other documents or Customs provides SPPB documents.
9. If the response is in the form of a Green Line, the Customs officer issues an SPPB document (Goods Release Approval Letter), then the goods are approved by the Customs to leave the customs warehouse. If within a period of 30 (thirty) days from the date of the registration number and based on the research of the Customs and Excise Officer there is no difference in tariff and/or customs value, then this SPPB document is the determination of the Customs and Excise Officer. And if within 30 days there is a difference in tariff and/or customs value, then the Customs provides a Letter of Determination of Tariff and/or Customs Value (SPTNP) 52 or called a Note of Correction (NOTUL).
10. Freight Forwarding makes a road letter and is responsible for releasing the goods from the customs warehouse to the Consignee.

2. Problems

Problems with the Flow of Import Documents with Break Bulk at PT Sinotrans CSC Indonesia.

No.	Problem Description	Barriers	Advice
1.	Stockpile Permit	Must submit to Customs Submission of stockpile permit application for	Complete the required files and schedule, so that the submission process is timely.

		unloading, at least 1 week before stockpiling	
2.	Stockpiling location	The process of determining the location of the stockpile requires a site plan	Site preparation needs to be carefully planned.
3.	Unstable network	Input to the system is slow	Become an evaluation material for Cyber Security Officer & IT staff, to immediately improve. Immediate repair carried out

CONCLUSIONS

Based on the results of the research activities carried out at PT Sinotrans CSC Indonesia, the following conclusions can be drawn:

1. Researchers can provide us with new experiences, knowledge, and lessons for students in the world of work that have not been learned before in lectures.
2. Researchers are also a form of cooperation between companies and students.
3. Can understand the work process and scope of export and import activities.
4. Know more clearly about what documents are needed or required in the process of export and import activities.
5. Know the obstacles and challenges experienced and must be faced while being a third party or liaison between Shipper and Consignee in the export and import process.

REFERENCES

- Hasibuan, A., Banjarnahor, A. R., Sahir, S. H., Cahya, H. N., Nur, N. K., Purba, B., Arfandi, S. N., Prasetio, A., Ardiana, D. P. Y., & Purba, S. (2021). *Manajemen Logistik dan Supply Chain Management*. Yayasan Kita Menulis.
- Maisel, Vingky, and Luana Sasabone. "Peranan Freight Forwarder Dalam Menunjang Aktivitas Ekspor Antar Negara Melalui Jalur Laut." *Maneggio: Jurnal Ilmiah Magister Manajemen* 6.2 (2023): 176-181.
- Mandasari, P. S., Juliani, R. D., & Pitria, S. (2021). Peranan Freight Forwarding PT. Cargo Plaza Indah Semarang Dalam Kegiatan Ekspor Impor Barang. *Journal Majalah Inspiratif*, 6(12).
- Rustina, evada, amanda eka, and sri sayekti lestari. "peranan freight forwarder dalam jasa pengiriman barang: studi kasus penanganan ekspor komoditas glassfibre

- reinforced cement pt. Dunia trans persada." *jurnal sains teknologi transportasi maritim* 4.2 (2022): 28-35.
- Sasono, H. B. (2021). *Manajemen Pelabuhan dan Realisasi Ekspor Impor*. Penerbit Andi.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta, CV.
- Sumantri, A. S., & Nugrahanto, R. (2018). Pengaruh Jasa Pelayanan Freight Forwarding Terhadap Kepuasan Pelanggan. *Jurnal Sains Dan Teknologi Maritim*, 18(1), 51–64.
- Suryaningsih, L. (2020). Peranan Asuransi Dalam Pengiriman Barang Impor Menggunakan Air