

UDC 331

## PROCESS SIMPLIFICATION PROCEDURE FOR IMPORT CONTAINERS UNLOADING

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### ABSTRACT

Import activities are one of the most important subjects in the economic sector in Indonesia. There are many importers who choose to use sea transport as a means of goods delivery. PT Terminal Petikemas Surabaya (TPS) is one of four branches of Pelindo III serving for import container unloading. The activity was supervised by Customs and Excise Main Service Office Middle Type KPPBC TPM Tanjung Perak and several importers representing document handling to the Entrepreneur Management Customs Services (Indonesian: *Perusahaan Pengurusan Jasa Kepabeanan abbreviated PPJK*). Advanced technology enables these parties to simplify a process. This research aims at explaining process simplification procedure of import container dwelling time activity, exploring the obstacles appear from the process simplification and analyzing import container unloading activity at TPS before and after process simplification application. This was a descriptive qualitative research. The analysis method was a grounded theory analysis.

### KEY WORDS

Unloading activity, process simplification, import container, import document, import proces.

International trade has become one of the important aspects of a country's economic sector, even it has an essential role in the developmental history of a developing country, one of them is Indonesia. The aim of international trade is to improve community welfare. In addition, by the international trade, the economy will be built and bring an economic relationship that influences one country and another as well as realize the formation of cross-countries trade. Generally, international trade can be differentiated into two, i.e. export and import. Export is an activity to sell goods or services conducted by an individual or group as an act of trade agreement fulfillment with another side out of customs and excise area. Meanwhile, import is the reverse of the export, which is good and service procurements carried out by individual or group from another country into that country.

Import goods delivery seems so hard to do and complex if faced on the problem of channel and document completeness. It has been developing an electrical program called Electronic Data Interchange (EDI) that eases all parties to access and send a document without using hard copy, but not all processes can be run electrically. Some of the documents submitted are still in the form of hard copy, excluding if the import goods imposed on the red channel. The customs and excise officer has checked in detail to be able to issue customs release letter (*Surat Perintah Pengeluaran Barang or SPBB*) because actually, it needs longer time. Freight forwarder party also has to be ready to wait for the goods to be released from the TPS. Finally, the goods at TPS stacking are getting higher, it excludes goods deliberately not taken by freight forwarder under the consideration of container handling charges at TPS are is way cheaper.

TPS is one of the terminals that still operate around the area of Tanjung Perak Port Surabaya until today. TPS was built in the middle of 2001 to fulfill the needs related to the transfer of goods from one port to another. This terminal serves especially non-oil and gas goods offload, with most of the service is in the form of container. TPS activity at container offload, especially international container is one of the busiest at PT Pelindo III after TPS. It has been seen from the acquisition of BCH (Box Crane per Hour) and BSH (Box Shifter per Hour) which almost achieve the intended target. It is said almost because, along this time, TPS is still hard to achieve or exceed the intended target.

Planning division has a task in the data acceptance activity related to the unloading from the Sea Freight Forwarding (*Ekspedisi Muatan Kapal Laut* abbreviated EMKL), operational job acceptance, import data channeling and container location setting at the import container yard. Planning activity will increase when the unloaded goods is SG or reefer, planning division has to work hard to place the goods at a special container yard. This subject now becomes the activity of TPS planning division. The TPS has 6 container yards. Each of them has a different function, container yard 01 used to export and import stacking, container yard 02 is for empty and dangerous goods, container yard 03 is for behandle, container yard 04 is for ex-behandle, container yard 05 is only for import and container, and container yard 06 is for ex-behandle and import activity.

The stacking at the container yard is not fully the mistake of TPS. TPS has tried very well to decrease shifting happens, especially the import container, from the passenger, equipment, and method, as well as the environment, is suited for making a container yard has a larger space. Another party that is responsible to that matter is freight forwarder.

Import activity done by Freight Forwarder has a long enough procedure. As a direct agency of import goods especially at TPS, freight forwarder deals with several problems, one of them is a complex process related to the goods release. In addition to relates to the TPS party connected to the goods acceptance, documents prepared by freight forwarder has to be completed. Currently, TPS party has provided web access that enables freight forwarders to send a document in the form of a soft file. However, in some aspects, like when changing the container status, taking behandle goods or when the taking process of a container imposed to the red channel, freight forwarder still has to prepare paper-based document to give permit to be able to release goods. Some of aspects above, its document and process, are supervised by the Directorate General of Customs and Excise.

Import goods release does not end until the issuance of Notice of Import goods (PIB) only because Customs and Excise party will clarify into several paths. The intended channel is green, yellow, and red. Import goods imposed on the green channel will directly receive a release order. The yellow channel has a similar way, but its release process has to pass through supervision. The last channel or the red channel is decided by the Customs and Excise because of several reasons, i.e. an importer handling is still a newbie, importer profile having a high risk, import goods are certain ones set by the government, including the temporary import goods, there is Intelligence Notes (Nota Hasil Intelijen abbreviated NHI), including Petroleum Operations Agency (Badan Operasi Perminyakan abbreviated BOP) category II, imposed on a random system so needs to do check before the customs and excise release SPPB or BC 2.1 and submitted to the importer. Based on the background, so the researchers are interested in studying how the application of process simplification conducted by TPS, freight forwarder and the Directorate General Customs and Excise in the activity of import container unloading around the TPS area.

## LITERATURE REVIEW

### Process Simplification

Process simplification is a technique making a process of an activity easier and can be regulated by dividing it into several easy aspects. Every task that uses simplify-the-process technique will be easier to study and the aspect considered complex and ineffective can be removed or improved. This technique aims to design and plan a process with a simple but consistent regulation with an objective view ([www.taskmanagementguide.com](http://www.taskmanagementguide.com), 2012).

According to [www.taskmanagementguide.com](http://www.taskmanagementguide.com) (2012), process simplification technique actually contains several aspects as follows:

- Removing unnecessary performance;
- Shortening the duration of process implementation;
- Improving employee's involvement;
- Improving employee's involvement;
- Decreasing cost's process.

Koch and Lockwood (2016) find that simplifying application is not only mastered by an effort having a big economic strength, as explained on the strategic theory and economic insight. Method adopting by observing the employee's performance not only considering the business activity but also their life and performance makes simplifying technique work well. Koch and Lockwood (2016) also elaborate that both of them get a valuable lesson which is smart and creative related to the simplifying activity on how to use that method.

### **Freight forwarder**

A freight forwarder is a business entity engaging in the sector of document and transportation service in which its main role is as "service provider" between the shipper (exporter) and consignee (importer) or airline (air transport) and shipping line (sea transport) (Susilo, 2008).

In order to conduct the task, freight forwarder knowledge has to very large because they are responsible for the international shipping when they guarantee a shipping from and until the end of destination. Freight forwarder acts to consider between the most proper service provided by ship, land transportation, air transportation, container with large capacity, etc. The relevance is in terms of packing, fulfillment, and the requirement of various policies (Susilo, 2008).

## **METHODS OF RESEARCH**

This was a qualitative descriptive research. This research was carried out at the Terminal Petikemas Surabaya (TPS) which is the subsidiary of PT Pelindo III of Central Java branch.

The data was collected from interview, documentation, and observation.

This research focuses on:

- Offload condition of container at the Terminal Petikemas Surabaya;
- Released procedure of container at the Terminal Petikemas Surabaya;
- The utilization of document and electrical system in an import container unload activity at the terminal Peti Kemas Surabaya;
- The importance of process simplification application in an import container unloading;
- The obstacles encounters from the application of process simplification;
- An analysis of an import container unloading at the TPS before and after the process simplification applied.

## **RESULTS AND DISCUSSION**

### **Container Release Procedure**

Import container unloading activity is not only a container stacking at the container yard, but also goods releasing from the Terminal Petikemas Surabaya later on brought by goods owner or PPJK and/or the sea freight forwarding agent. A container's document process to land on the customer's hand does not only come from one party. There are three parties playing role in this kind of activity. They are Terminal Petikemas Surabaya, KPPBC TMP Tanjung Perak, PT JPT Jatidiri Trans Surabaya and PT Samudera Perdana Selaras having their own procedure to be responsible to release goodsManagement procedure of import container unloading by Terminal Petikemas Surabaya, KPPBC TMP Tanjung Perak, PT JPT Jati Diri Trans Surabaya and PT Samudera Perdana Selaras is as follows:

#### *a. Terminal Petikemas Surabaya*

Goods delivery channel at the Terminal Petikemas Surabaya has 2 processes, i.e. offload and unloading process. Unloading process begins with the service agent which comes to the Terminal Petikemas Semarang to register the ship arrival estimation to the division of TPS Ship Planning called open stack. Later on, D-Day minus 1 or less than 24 hours, the import summary list (BAPLIE) is sent to the TPS in the form of EDI. It contains

cargo ship data both unloaded or not. The process will end after the TPS gets BC1.1 from the shipping agent and can do the unloading process.

After the offloading process ends, the TPS conducts delivery process, which is a process to release goods to the owner. This process is known as customs inspection. The principal is that if the container is stated clear from customs so the goods can be brought by the owner. The requirement to be clear from the TPS is as follows: very order from the shipping agent has been accepted; SPPB issued by KPPBC TMP Tanjung Perak has been accepted by TPS.

After that, the PPJK proposes goods release application through the TPS web access. At that time, TPS also issues Job Order Delivery which also contains cost estimate (Estimasi Perkiraan Biaya abbreviated EPB). Once the PPJK finished with the cost, the goods can be taken out of Gate.

Goods release process from the KPPBC TMP Tanjung Perak begins when the shipping agent registers for the estimation of ship arrival while bringing the Agent Module to the KPPBC TMP Tanjung Perak. Moreover, KPPBC TMP Tanjung Perak issues Bc1.1 as an unloading permit. Management process when the ship arrives has ended.

After that, PPJK comes to the KPPBC TMP Tanjung Perak and brings the PIB document attached with invoice and Packing List. After being received, the KPPBC TMP gives a reply in the form of:

- SPPB; if receiving this kind of reply, goods can be directly released;
- Yellow Channel Agreement (*Surat Pemberitahuan Jalur Kuning or SPJK*); if receiving this reply, it needs to conduct document screening by Functional Officer of Document Screener KPPBC TMP Tanjung Perak;
- Red Channel Agreement (*Surat Pemberitahuan Jalur Merah or SPJM*); if receiving this reply, it needs to conduct physical and document screening by the screener of KPPBC TMP Tanjung Perak. PPPK imposed on the red channel, through Indonesia National Single Window (INSW), will give response: General Response; PIB acceptance response; Billing Response.

After making a payment, KPPBC TMP Tanjung Perak issues SPPB and the goods can be taken out of TPS. That subject also applies on SPJK, but without having any response, only need to screen the document and then SPPB is released.

Reply from KPPBC TMP Tanjung perak has been set by a system. There is no one who can set or manipulate because the systems works automatically. Therefore, even though having a good record, it still possibles to impose on the red channel. This is as an anticipation the government conducts to control goods come into Indonesia. Management process at KPPBC TMP Tanjung Perak ends once SPBB is given to the importer.

*b. PT JPT Jatidiri Trans Surabaya and PT Samudera Perdana Selaras (as PPJK/EMKL)*

A different channel is faced by by PPJT. Previously, TPS and KPPBC connects with two parties , i.e. PPJK and shipping agent. PPJK has to process the document to 4 (four) parties to be able to release goods.

Firstly, PPJK processes the document of Prohibition and Restriction (*Larangan and Batasan abbreviated Lartas*) at quarantine party (if the goods handled is restricted). The documents have to prepare is: Prior notice; Phyto sanitary; Invoice; Packing list; Bill of Lading; Packing declaration.

Quarantine issues KT-9 after the document completes. That document is brought to TPS for the sake of reposition. Moreover, by bringing PIB, invoice, and packing list, PPJK process the Letter of Goods Release Notification, if getting green channel can be continued to take Delivery Order from the shipping agent. Those documents added with SPPB is then submitted to the TPS, later on it issues Job Order and Cost Estimate. The process ends and the goods can be brought to the warehouse buildup after being paid.

Goods release process before and after the process simplification is way different, especially at the time and mobile intencity. The activity before process simplification at shipping agent, namely BAPLIE is still in the form of exl, sent via e-mail. Later on, BC1.1 still has to come to KPPBC TMP Tanjung Perak which needs 1-day process. Container collection

process also needs a physical document. PPJK has to wait for PIB from the shipping agent with a compliment document like packing list and invoice from the shipper requiring a 1-day process. The next step is processing SPPB to the KPPBC TMP Tanjung Perak, if getting the green channel, the process will be quicker with 1-day process estimation, but if the goods imposed on the red channel, it needs a longer time. Manual processing commonly needs 3-day working. Later on is taking Delivery order to the shipping agent with a half-day estimation, collection process at the TPS will absolutely be delayed too. Data completeness has submitted to the TPS, so PPJK has to print job order at the TPS, then heading to the Bank to pay the bills.

The total time estimation spent is 4 days for green channel goods and 7 days for red channel goods. It is totally different from the procedure of goods. Time needed is relatively short and mobile intensity from PPJK is not too big. Waktu yang dihabiskan untuk melakukan Time spent to process green channel goods is 1-2 days and red channel is 3-4 days.

### **Before the application of process simplification**

The shipping agent brings print manifest to the KPPBC TMP Tanjung Perak. After being processed, it issues BC1.1 containing offload permits to the TPS. Shipping agent delivers the BC1.1 and TPS conduct offload process. Shipping agent also has to arrange PIB and PPJK has a role to take it.

PIB from the shipping agents received by PPJK later on submitted to the KPPBC TMP Tanjung Perak added with supporting document, namely packing list and invoice and gives some replies in the form of SPPB. This letter contains 3 options, i.e. SPPB itself which is a green channel, SPJK and SPJM. This letter is according to the system of KPPBC TMP Tanjung Perak randomly issued. It functions to make goods brought to Indonesia, both new and old can be controlled by the government. If getting SPPB, PPJK can release goods at that time at TPS. However, if imposed on the yellow channel, it has to conduct document screening, and then KPPBC TMP Tanjung Perak gives the reply, pays the billing and accepts SPPB to be able to release goods. It is similar to SPJM, but the difference is there has to physical screening conducted by KPPBC TMP and then doing a process as in yellow channel. PPJK, in this case, has to conduct mobilization between KPPBC TMP Tanjung Perak, Terminal Petikemas Surabaya and Consolidated Bank.

### **Post-application of Process Simplification**

Shipping agent send manifest in online to the KPPBC TMP Tanjung Perak. After being processed, it issues BC1.1 containing unloading permits to the TPS. Shipping agent sends BC1.1 and the TPS conducts unloading process. Shipping agent also has to arrange PIB and PPJK having a role to take it.

PIB from the shipping agents received by PPJK later on submitted to the KPPBC TMP Tanjung Perak added with supporting document, namely packing list and invoice and gives some replies in the form of SPPB. Surat ini terdiri dari 3 opsi, yaitu SPPB itu This letter contains 3 options, i.e. SPPB, SPJK and SPJM. If getting SPPB, PPJK can release goods at that time at TPS. However, if receiving SPJK, it has to conduct document screening, gets replies from KPPBC TMP Tanjung Perak, pays the billing and accepts SPPB to be able to release goods. As with the SPJM, but the difference is there has to physical screening conducted by KPPBC TMP and the nek process is similar to the yellow channel. PPJK just needs to do online activity by sending all documents via Indonesia National Single Windows (INSW).

Time comparison between release procedure and document processing is almost the same. Before the process simplification process, the shipping agent spends 1 day to conduct BC1.1 processing for unloading permit. PPJK needs 2-5 days to process SPPB to release the goods. In addition, the document prepared should be original and printed. Time estimation needed to process the documents are 3 until 5 days.

Document management at Customs and Excise after the process simplification is getting easier. All documents are sent via online, only the packing list and invoice which have

to show the physical form to reduce the risk of forgery. Other than can be processed through each office. Time spent to process this document is 1 to 3 days..

One of the parties that conduct much more relationship and mobilization is PPJB. The party representing the goods owner to process document has more time to meet with another institution. For that matter, process simplification is also truly required to shorten process as an effort in satisfying customer.

Firstly, PPJK processes the document of Prohibition and Restriction (*Larangan and Batasan abbreviated Lartas*) at quarantine party (if the goods handled is restricted). PPJK prepares some documents that cause quarantine issues Kt-9. Moreover, by bringing PIB, invoice, and packing list, PPJK process the SPPB, if getting green channel, it can be continued to collect Delivery Order from the shipping agent. Those documents added with SPPB is then submitted to the TPS which later on will issue Job Order and Cost Estimate. Proses selesai dengan barang dapat dibawa ke gudang penumpukan setelah The process ends and the goods can be brought to the warehouse buildup after being paid.

Before process simplification happens, container processing has to have quarantine for 3 days, with the rationalization of document shipping that needs 1 to 2 days of the screening process. Other than, document processing to release goods at KPPBC TMP needs 3 days for green channel and 5 days for red channel. Management ends by making payment and collecting container at the TPS, at the same time can be finished for green channel and 2 days are spent on the red channel.

Penerapan process simplification dapat membantu penekanan dalam hal waktu karena segala hal dapat dilakukan secara online. Process simplification application can help to emphasize the time because all matters can be conducted online. Document processing from quarantine until the goods release can be done only 1 day once the goods imposed on the green channel, with time estimation of quarantine is 1 day. Goods can release from TPS in 3 days for red channel processing with estimation of 1 quarantine day, 1 day of document processing and 1 day of physical screening.

Time estimation needed by PPJK is 6-8 days. PPJK document processing after the process simplification can be shorter into 2-4 days only.

## CONCLUSION

Goods processing related to goods import cannot be separated from the document that must be completed. Currently, it has been many used electronic-based document systems that ease various Information on document suing and electronic system describes that the data has become an important things for each party. All parties have trusted the data processed to store and transaction by using the electronic system. But, by not leaving an old way, a hardcopy-based document is still used to anticipate if another party is not ready yet to use data and electronic systems.

An analysis conducted for the channel data before and after the application of process simplification shows a significant difference time which means the application of process simplification succeeds and is really needed by all parties (Terminal Petikemas Surabaya, Customs and Excise Main Service Office TPM Tanjung Perak, and freight forwarder/PPJK/EMKL).

### a. Terminal Petikemas Surabaya

Before the application of process simplification, time spent on green channel goods are 4 days and 7 days for red channel goods. After the application of process simplification; time spent to process the green channel goods are 1-2 days and red channel is 3-4 days..

### b. KPPBC TMP Tanjung Perak

Before the application of process simplification, Time Estimation resulted for document processing is 3 until 5 days. After the Application of Process Simplification, time estimation to process the goods is 1 to 3 days.

### c. Freight forwarder/PPJK/EMKL

Time estimation needed by PPJK is 6- 8 days. After the simplification process exists, it only needs 2-4 days.

### **Suggestion**

Technology usage for import activity is expected to be maintained and can increase to achieve simplification process optimally.

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