



Imported Goods Delivery Service Administration Procedures at PT Tritunggal Agung Sejahtera Jakarta

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ABSTRACT

PT. Tritunggal Agung Sejahtera is a company engaged in export and import goods shipping services. Because of the current shipping service much needed by the wider community and also made easy by ordering goods through social media, then PT Tritunggal Agung Sejahtera guarantee the best service at all times when sending goods by coordinating and monitoring all shipments of goods are assisted by the latest computer systems. Data collection methods in the preparation of the final project is a method of observation, interviews, and analysis methods library study of qualitative analysis method. PT Tritunggal Agung Sejahtera can be called a trucking company because it sends shipments of imported goods by focusing on shipping goods via land by renting containers or trucks in carrying out its services. PT Tritunggal Agung Sejahtera using a computerized administration system which is the Cube application as a support for the administrative process of sending imported goods, such as inputting documents that have been received by customers until the payment of bills.

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1. Introduction

The increasing public demand for goods delivery services, every company engaged in goods delivery services must be able to compete with other companies. That is by continuously improving the quality of existing services to the maximum in order to retain customers in the hope of reaching new customers.

PT Tritunggal Agung Sejahtera or abbreviated as PT TAS is a freight forwarder or logistics service company. PT TAS is an integrated logistics company with an extensive network throughout the world with more than 315 cities in more than 122 countries. By guaranteeing the best service at all times when delivering goods, PT TAS coordinates and monitors all shipments of goods assisted by the latest computer system that can guarantee and control the delivery of goods arriving at the right time and follow-up of all shipments.

Administrative procedure activities in a company can be called as one of the important activities in supporting the work of the organization. Because with the administrative procedure activities can make progress for the company, namely by controlling and regulating all activities carried out by the company so that it becomes more structured in accordance with company regulations or policies.

"Procedures are standard stages of work that must be carried out in the company" (Rahman, 2017).

"Procedures are work procedures that are made in detail and detail for all employees to carry out their best work in accordance with the vision, mission, and goals of an institution, intention, or company" (Purnamasari, 2015).

"Administration comes from the Latin: Ad and ministrare which means to help, to fulfill. In the company means activities to help, serve in the process of achieving company goals. (Rahman, 2017).

While in the book Reliability and Success, the Corporate Secretary states "Administration is a series of main work activities carried out in team work to achieve certain goals" (Gaol, 2015).

In a narrow sense, administration is a variety of administrative activities which are a very important part of organizational activities because it involves handling information which is said to act as "blood" for an organization. Administration is usually only associated with administrative activities which include



correspondence, secretarial, preparation, reports and archives. Whereas in a broad sense, administration means the whole process of organizing activities based on certain rationales by two or more people in the context of achieving a predetermined goal by using certain facilities and infrastructure as well. (Kamaluddin, 2017).

In the implementation process, administrative tasks that must be carried out are usually referred to as administrative functions.

"These functions are to determine goals and formulate general organizational policies, including: planning (planning), organizing (organizing), leading (leadership) and controlling (controlling)" (Kamaluddin, 2017).

A freight forwarding service, in general, will make every effort to maximize its services to customers. Because by providing maximum service in shipping goods, it will be able to maintain customer trust in the company.

"Service is any action or activity offered to another party, which is essentially intangible and does not result in the ownership of anything. Its production is not in the form of goods that are traded" (Simon, 2015).

"Service or service is any action or performance offered which is essentially intangible and does not cause a transfer of ownership" (Wijaya, D & Irawan, 2018).

In the book *Marketing Management and Service Marketing* states "a service is something that can be identified separately, intangible, offered to meet needs. Services can be produced by using tangible objects or not" (Alma, 2016).

Delivery of goods is a collaborative process that involves several people in it to carry out goods delivery services carried out from one place to its destination.

In the book *Integrated Logistics Management* defines delivery is an important part in an inventory chain that functions to prepare and send goods to transportation customers related to what transportation model is used to be effective and efficient both in terms of cost, speed of delivery time and speed of time (Martono, 2015).

"Goods are anything that can be offered in the market to meet consumer needs. Goods consist of services, products, experiences, people, events, ownership, places, ideas, organizations, and information (Alma, 2016).

"Delivery of goods is preparing for physical delivery of goods from the warehouse to the destination that is adjusted to the ordering and delivery documents and in conditions that are in accordance with the requirements for handling goods" (Surtaman, 2017).

"The definition of goods delivery service is a business aimed at representing the interests of the owner of the goods to take care of all the activities needed for the delivery of goods through land, sea and air transportation" (Jaja, 2018).

"Import is the activity of entering goods into the Customs Area" (Supardi, 2019).

Imported goods are goods from abroad that enter the customs area of a country. So if a ship enters the customs area, for example Indonesia-which means that the customs area is the territory of the Republic of Indonesia which includes land, waters, and airspace above it and certain places in the exclusive economic zone and continental shelf-then all commodities that are in the belly of the ship included in the category of imported goods (Budi, 2015).

"The procedure for shipping imported goods is divided into 3 (three) based on the shipping route, namely: by land, air and sea" (Kamaluddin, 2017).

After the imported goods arrive at the port or airport of destination, then the trucking company carries out the process of transporting imported goods and sending goods by land by picking up imported goods using vehicles ranging from small cars to large trucks then the goods are transported from the port or airport to the importer's warehouse and vice versa. including container collection and return services to the depot for export-import cases with containers (Supardi, 2019).

According to (Supardi, 2019) the documents needed when sending imported goods, namely: Bill of Lading; Packing List; Invoice; Certificate of Fumigatoin if there is a Minister of Finance Decree regarding exemption; Import duty, if using the KITE facility (Ease of Import Destination). Export); Certificate of Insurance, if any; Special permit, if the imported goods are used goods; Delivery order from shipping company.

2. Research Methods

This study uses analytical methods, namely qualitative analysis. As for the data collection techniques, namely by means of observation, interviews, literature study.

2.1. Qualitative Analysis

Qualitative descriptive analysis method is to analyze, describe, and summarize various conditions, situations from various data collected in the form of the results of interviews or observations about the problems studied that occur in the field.

According to Sugiyono (2008:14) qualitative analysis method is an analytical method based on post-positivism philosophy, used to examine the condition of natural objects. Where the researcher is the key instrument. The results of qualitative research emphasize meaning rather than generalization

This research method is often used to examine the condition of natural objects, namely objects that develop naturally, are not manipulated by researchers, and the presence of researchers does not affect the dynamics of the object. In qualitative research, the formulation of the problem is the focus of research which is still temporary and will develop after the researcher sees directly certain situations with a view to understanding complex social phenomena.

3. Results and Discussion

PT TritunggalAgung Sejahtera (PT TAS) is a freight forwarding or logistics service company that was founded on July 18, 2000. The company is located at JalanAlaydrus No. 84 Central Jakarta which is a subsidiary of PT. Tunas SamudraKurnia (PT TSK) which was established in 1989. PT Tunas SamudraKurnia is engaged in manufacturing (manufacturing), construction and infrastructure (construction and infrastructure). These two companies are one owner or one owner, namely Mr. Suhandi.

At first PT TritunggalAgung Sejahtera was founded by Mr. Suhandi because he had worked in the field of freight forwarding services, more precisely as a staff of International Sea & Air Freight Forwarding (shipping goods by sea and international air). So that is the reason why he founded PT TritunggalAgung Sejahtera. With his previous work experience and also seeing considerable opportunities in the field of freight forwarding services, Mr. Suhandi believes that PT TritunggalAgung Sejahtera can compete with other freight forwarding companies and has the potential to continue to grow.

PT TritunggalAgung Sejahtera can be called a trucking company because it focuses more on shipping goods via land by providing container or truck rental services in carrying out its services. Now, the head office located in Jakarta is also supported by branches in Bandung, Semarang, Surabaya and many other branches located in 315 cities throughout Indonesia with more than 122 shipments of goods to various countries.

PT TritunggalAgung Sejahtera continues to improve efforts in providing the best service to all its customers in accordance with its vision and mission. As for the vision of PT TritunggalAgung Sejahtera: To become a leading transportation and logistics company in Indonesia. And the mission of PT TritunggalAgung Sejahtera: To provide reliable and competitive transportation and logistics services in Indonesia and always provide professional services to customers. The company logos used by PT TritunggalAgung Sejahtera Jakarta are:



Fig 1. Logo of PT TritunggalAgung Sejahtera Jakarta

The organizational structure is an arrangement of work divisions that exist within each company and each section or position that exists is related to each other and has an important role in achieving company goals. In the organizational structure there is a description that explains the separation of activities carried out from one job to other work activities. So that the activities carried out by the company can be carried out effectively and efficiently.

The organizational structure that exists at PT TritunggalAgung Sejahtera Jakarta can be seen in Figure 2 as follows:

The duties and responsibilities of each section in the organizational structure of PT TritunggalAgung Sejahtera can be explained as follows:

President Director: Responsible for the running of the company to achieve the company's vision and mission; Leading, directing, coordinating and evaluating all activities in the company; Determine regulations and make decisions and the highest policies in the company; Receive and evaluate reports on the implementation of company activities; Responsible for the loss and profit of the company; Appointing and dismissing and evaluating company employees.

Director of Administration and Finance: Formulating planning and controlling programs in the general department, and the company's finance department; Compile assignment and evaluation document reports according to the field of duty; Coordinating with the director of operations in order to improve services; Carry out other tasks assigned by the president director in accordance with the field of duty; Organize and coordinate all financial and administrative activities of the company.

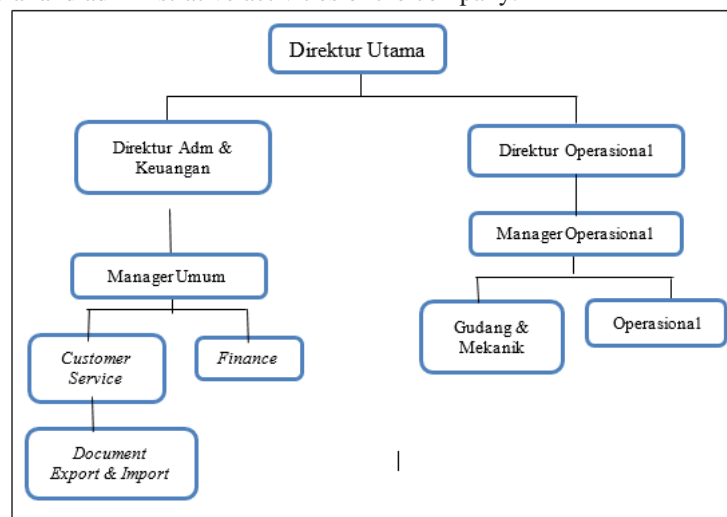


Fig 2. Organizational Structure of PT TritunggalAgung Sejahtera

Director of Operations: Plans, implements and supervises all operations of the company; Create a strategy in order to achieve the company's targets in the operational field; Assist the main director's duties; Coordinate with the director of administration & finance in the company's operational needs; Make activity reports to be given to the president director; Responsible for the company's operational processes.

General Manager: Create long and short term business and development plans for the company; Coordinate and assist the duties of the director of administration and finance; Monitor and evaluate employee performance in their field; Handle internal problems that occur in the field; Monitor the implementation of company policies and strategies and ensure smooth implementation so that they can run optimally and appropriately.

Operations Manager: Manage and improve the effectiveness and efficiency of the company's operations; Make the development of the company's operations in the short term and in the long term; Improving the operational system of processes and policies in support of the company's vision and mission; Conduct regular meetings with the operational director on a regular basis; Supervise and assess the performance of employees in the field.

Customer Service (Customer Service): Make notes and reports on requests for delivery of goods by customers to the general manager; Provide data and information to customers in terms of delivery of goods;

Provide services and build good relationships with customers; Perform receipt of documents to be sent by the customer; Manage all administrative activities of the company.

Finance: Managing available funds so that the company's operational needs can be met and implemented efficiently; Make an evaluation of the company's activities in the financial sector; Take care of matters relating to company finances and make financial reports to the general manager and the director of administration and finance.

Document Export & Import (Document Export & Import): Responsible for all administrative activities in export-import shipments; Carry out computerized input of data on shipments of export-import goods; Responsible for the export and import activities of goods until the goods arrive at the importer's warehouse or port of destination.

Warehouse & Mechanics: Receive incoming vehicles and check or repair them regularly and thoroughly; Ensuring activities in and out of shipping goods run smoothly; Responsible for the storage and maintenance of the vehicles used in the delivery of goods. Carry out inspections and maintenance and check the completeness of the fleet on a regular basis so that the truck unit is always ready for operation in the field.

Operations: Supervise the delivery of goods and monitor delivery schedules and routes; Making operational reports and monitoring expeditions; In its activities and activities it is obligatory to assist the company in maintaining and maintaining the facilities and infrastructure as well as the company's inventory used; Responsible for the entry and exit of containers from the port to the importer's warehouse until the empty container returns to the depot.

PT TritunggalAgung Sejahtera is a company engaged in logistics or freight forwarding by land. The services provided by PT TritunggalAgung Sejahtera are the rental of containers or trucks with the delivery of both export and import goods. Before sending export or import goods, the customer will complete the required documents for sending export or import goods first. Then, the goods to be sent in this export or import shipment are from the exporter's warehouse to the destination port or airport, then sent to the destination country (export activities). Or vice versa, from the destination port or airport to the importer's warehouse (import activities).

For 20 years PT TritunggalAgung Sejahtera has continued to make efforts to maximize its services and re-evaluate the company's performance. So, even though they only deliver goods by land, they can still compete with other freight forwarding companies.

The administrative procedure for the delivery of goods is the implementation of the company's operational activities that have been carried out and applied in the company as steps for handling company administration. In a delivery of goods, administration also plays an important role because it can help, direct, serve and facilitate all things related to the delivery of goods. Without administration, it can lead to disorderly work that will hinder the smooth running of a job in the company.

Based on the results of interviews or data obtained at PT TritunggalAgung Sejahtera, the administrative procedures for shipping imported goods can be seen in Figure III.3 as follows:

Based on Figure III.3 the flow of the administrative procedure for the delivery of imported goods at PT TritunggalAgung Sejahtera can be explained as follows:

the customer places an order or orders from PT TritunggalAgung Sejahtera to send imported goods from the destination port to the importer's warehouse.

Then the customer service department receives an order from the customer and will make a delivery order. After that wait for the customer to prepare the documents for shipping imported goods.

After the documents for shipping imported goods are submitted to the customer service department, the documents are submitted to the document export & import section to re-check whether the documents are complete or not. If there are incomplete documents, then the export-import document section will notify the customer service department to notify the customer to immediately complete the import shipment document. And if the documents are complete, the document export & import section performs computerized data input.

The documents that have been recorded on a computerized basis are then submitted to the finance department so that payment for the delivery order will be taken to the shipping or port party.

After the delivery order has been paid for by the finance department, then the delivery order will be submitted to the operational department.

Furthermore, the operational department will bring the delivery order as well as other documents for shipping imported goods to the port to get the tila (a letter issued by the port operator that the container listed in the delivery order is allowed to be submitted to the importer) by paying taxes and storage as a condition

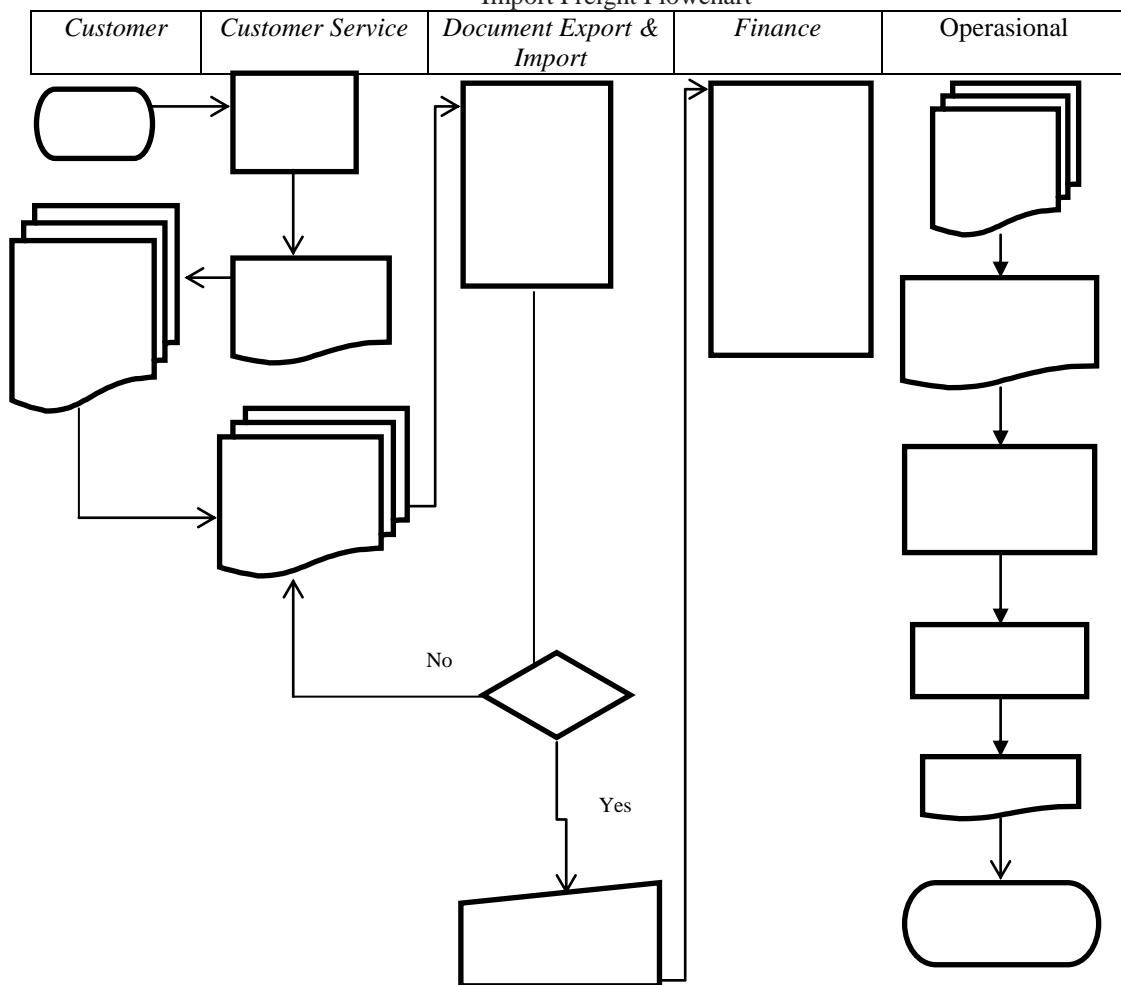
taking the container for the goods belonging to the customer which had previously been paid for by the finance department.

After the container or imported goods belonging to the customer have received permission to be released from the port, then the operational department will come to the port by bringing the container or imported goods belonging to the customer and send them directly to the importer's factory or warehouse.

After the goods arrive at the importer's warehouse, the empty container will be returned to the depo (warehouse). And PT TritunggalAgung Sejahtera will provide an invoice (billing) which will be paid a month after the invoice is given.

Based on the results of research on the administrative procedures for the delivery of imported goods at PT TritunggalAgung Sejahtera Jakarta, according to Mrs. Kezia Josephine, the document export & import section which handles the administrative recording of the delivery of imported goods computerized, needs to wait for the customer to complete the documents for sending imported goods, if there are documents incomplete. So that the export-import document section at PT TritunggalAgung Sejahtera Jakarta, even though the number of workers is only 5 (five) people, they must still focus on re-checking in order to minimize errors. And here are the data on shipments of imported goods that have been carried out during the period from January to March 2020. The following data can be explained in the form of table III.3:

Table 1
Import Freight Flowchart



4. Conclusion

Based on the results of the discussion of the administrative procedures for the delivery of imported goods at PT Tritunggal Agung Sejahtera Jakarta, several conclusions are obtained which the authors describe as follows:

The administrative procedure for the delivery of imported goods at PT Tritunggal Agung Sejahtera Jakarta has been going well, starting from the customer placing an order to the customer service department, the export import document section checking back and inputting data into the cube application, the finance section making payments, and the operational section who sends imported goods to the importer's warehouse.

The administrative system used by PT Tritunggal Agung Sejahtera in supporting the administrative process of shipping imported goods is to use the cube application.

Constraints faced in sending imported goods to PT Tritunggal Agung Sejahtera, namely, errors that occurred in making a power of attorney and also Terminal Handling Charge (THC) which is an additional fee charged to the owner of the goods.

The documents needed to ship imported goods to PT Tritunggal Agung Sejahtera are divided into 4 parts, namely in taking delivery orders, releasing cargo, sending goods to the customer's factory and returning the container to the depot or warehouse.

The input or suggestions that the author provides can be used as input or consideration for PT Tritunggal Agung Sejahtera in relation to administrative procedures for shipping imported goods in the future, namely:

It is recommended that in carrying out the administrative procedures for the delivery of imported goods, the customer service department who is first contacted by the customer also helps the document export & import section in terms of notification of the completeness of the documents for shipping imported goods. So that mistakes made by customers or importers can be minimized.

The company should increase the number of workers in the field of document export & import. Due to the large amount of work that must be done, re-checking and also carried out by the document export & import section, making one worker must focus on one delivery order from the customer and if the documents given from the customer are incomplete then they have to wait for completion and it takes time again.

We recommend that you update the application data in the cube to avoid hangs which will cause data to be at risk of being lost.

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