

Implementation of Inward Manifest Notification Management Based on Regulation of The Minister of Finance

Lia Alvianita^a, Yosi Pahala^b, Gena Bijaksana^c

^{a,b,c}Trisakti Institute of Transportation and Logistic
liaavianita@gmail.com^{a*}, yopahala@gmail.com, ^bgenabijaksana@gmail.com^c

ABSTRACT

This research aimed to evaluate the implementation of inward manifest notification procedures on PT Bollore Logistics Indonesia in the air import business unit.. The research method used are interview, observation, and documentation. The number of research samples was four people taken through purposives way. Data analysis using descriptive qualitatives. Based on the results of the triangulation and evaluation carried out on the implementation of inward manifest submission on PT Bollore Logistics Indonesia, it is known that the submission process of the implemented inward manifest has several process characteristics and the achievement of targets from the submission of inward manifest is still fluctuating because it is influenced by existing obstacles. The conclusion of the study is that at the stage of the implementation of the inward manifest submission which applicable in PT Bollore Logistics Indonesia, need to be added several stages that can help to minimize the occurrence of errors in the notification process and determine how to overcome the obstacles that have occurred to achieve the company's targets.

Keywords : Inward Manifest; Triangulation; Evaluation; Notification Management

A. Introduction

Referring to PMK 158/2017 which states that notification of the planned arrival of transportation means must be made no later than 24 hours before the goods arrive, implementation at PT Bollore Logistics Indonesia is still not optimal and needs to be evaluated. This is caused by several factors both from external and internal scope such as delay in information on arrival of goods from Origin, the accuracy of information provided from Origin regarding cargo arrival, lack of human resources to process Inward Manifest notification, management information system used to obtain supporting data needs to be improved. Apart from this technical point of view, namely human resource management is still insufficient when compared to the number of shipments owned by PT Bollore Logistics Indonesia, it is also necessary to arrange the working hours of the staff working on the manifest, due to the difference in time with the originator when receiving the pre- alerts so as to minimize

delays that occur.

The purpose of this study is to know and analyze the implementation of inward manifest notification applied at PT Bollore Logistics Indonesia in Air Import business unit and to know and analyze the achievement of targets that have been achieved in terms of inward manifest notification management at PT Bollore Logistics Indonesia for Air Import business unit.

B. Literature Review

Several definitions of evaluation that are quite widely known, among others, are according to Wirawan, quoted by (Abdullah, 2014) Evaluation, is an assessment of something. So for simplicity the word evaluation must be completed with the object being assessed. For example, learning evaluation, performance evaluation, and so on. Apart from the word evaluation, there are other words whose meaning is similar to evaluation, such as assessment and

measurement. Evaluation is a systematic and continuous process for collecting, describing, interpreting, and presenting information about a program so that it can be used as a basis for making decisions, formulating policies and developing further programs (Widoyoko, 2012). (Safruddin & Arikunto, 2014) define evaluation as an activity to collect information about the work of something, which is then used to determine the right alternative in making a decision. Meanwhile evaluation is seen as research to collect, analyze, and present useful information about the object of evaluation, assess it by comparing it with evaluation indicators and the results are used to make decisions about the object of evaluation.

Customs or Customs is an institution or agency that supervises the traffic of goods that leave and enter the customs area either by land, sea and air. According to the Law of the Republic of Indonesia No. 17 of 2006 cited by (Majid & Warpani, 2009), Customs is defined as everything related to controlling the traffic of goods entering or leaving the customs area and collecting import duties. Customs area is the territory of the Republic of Indonesia which includes the land, waters and air space above it, as well as certain places in the exclusive economic zone and on the continental shelf where Law No. 17 of 2006. (Majid & Warpani, 2009) Customs or customs has the main function of being an active supervisor of the entry and exit of goods in the customs area and also as a tax collector on these goods, where the tax is collected. is income for the State treasury which is very meaningful to finance national development.

In shipping cargo either by land, sea or air. A list of these items will be accumulated in a document called the manifest. The manifest can also be said as an identity in a delivery. Basically, the manifest is not only on the cargo, but the manifest is also used in the transportation of passengers. According to Regulation of the Minister of Finance of the Republic of Indonesia Number 158 / PMK.04 / 2017, the manifest is a list of commercial goods transported by means of

transportation by sea, air and land. Inward Manifest is a list of commercial goods transported by means of transportation by sea, air and land when entering the Customs Area or other places after obtaining permission from the Head of Customs Office that oversees the place.

C. Research Methodology

The research method used is evaluation with a qualitative approach. According to (Sugiyono, 2011), qualitative research methods are research methods based on the post positivism philosophy, used to examine the conditions of natural objects, (as opposed to experiments) where the researcher is the key instrument, data source sampling is done purposively and snowball, collection techniques with triangulation (combined), inductive or qualitative data analysis, and qualitative research results emphasize meaning rather than generalization. This type of research is used to assess something by comparing it with a standard.

Triangulation is a data analysis approach that synthesizes data from various sources. Triangulation is a method of collecting data from three or more data sources as a technique for crosschecking each other and getting assurance of the quality and objectivity of data. There are three possibilities that occur in connection with this triangulation process. First, one data source matches another data source. Second, one data source is different from other data sources but not in conflict. And third, one data source is contradicting another.

The triangulation used in this study is the Triangulation of Research Methods, because the data collected is obtained from interviews, field observations, and documentation. From the three data collection techniques, data validity or validity will be obtained so that the research can draw conclusions from the research results correctly.

D. Results and Discussion

In the inward manifest submission process, freight forwarders can complete the submission through the Electronic Data Interchange (EDI) network. However, based on field observations, freight forwarding (PPJK) apart from completing its importation through the PDE network can also be done manually in case of system problems. The procedures carried out by PT Bollore Logistics Indonesia in the electronic inward manifest notification through the PDE network are as follows:

1. Pre-alert

At this stage, the manifest team and the import operational team obtain initial data regarding cargo delivery plans. The data is obtained from the Bollore network spread in various parts of the world in the form of MAWB, HAWB, Commercial Invoice, and Packing List. Pre-alerts are received or sent via email to the manifest team or the air import operational team by the origin party if the cargo in the country of origin has been picked up for further processing before being sent to Indonesia.

2. Input data into the manifest module

At this stage, the data received from the pre-alert is entered into the manifest module to be made into a draft which will then be submitted to the customs via the PDE data exchange system. The data entered includes the name of the sender, the name of the recipient, the NPWP of the recipient, the number of coli and kilo, the AWB number, the HS Code, the port of loading, the port of unloading, and the date of the AWB.

3. Cargo arrived

Inward manifest is submitted or data transfer that has been drafted to customs via PDE system. Submission of an inward manifest is made a maximum of 4 hours after the cargo arrives or before the cargo is unloaded, because cargo arriving by air must be unloaded immediately.

4. Manifest approved

If the manifest has been submitted either through the PDE system or the manual system directly to the manifest customs, all data is in accordance with the condition of the goods arrived, then the customs office gives approval marked with a notification containing the manifest confirmation, at this stage the system will carry out the next process. namely combining data between data inputted by the airline with data inputted by the NVOCC carrier / freight forwarder.

Henceforth, the registration number can be used as a reference in the next manifest submission process. If the manifest confirmation has been published, it means that the submitted manifest has been received and is waiting for the reconciliation process to then carry out the process of breaking posts according to the group of posts submitted. After the Rekon data, the inward manifest number BC1.1 will be published along with the details of the post and subheadings information.

BC 1.1 number used for customs process is as contained in the portal. Number BC 1.1 and the details of the goods as shown in Figure 4.4 are used in the Import Declaration (BC2.0). Based on this information regarding the procedure for inward manifest notification, it can be stated that the flow or management carried out by PT Bollore Logistics Indonesia is quite short. In some cases there should be something that can be maximized in order to achieve the target of 100% accuracy of submitted data and timeliness. The number of manifest teams owned by PT Bollore Logistics Indonesia is 2 people. Both have the same function, namely drafting, submitting manifest, and breaking posts.

In one condition, from several observations made by the researcher, it is better if, after making a draft manifest of the pre-alert received, the manifest team can send the manifest draft to the respective owners of the goods. In order to anticipate data deficiencies (accuracy) and delivery

delays, the owner of the goods who understands the condition of the goods should carefully check the existing manifest draft before the transfer process is carried out and the data cannot be changed before the reconnection process occurs. Then if the manifest draft that has been made by the manifest team has been checked by the consignee, then there is a possibility of a small error, because feedback from the consignee really helps the manifest team to check the existing draft. Thus helping to reduce the potential for fines that arise.

The official who manages the manifest receives data on the arrival plan of transportation means through an electronic data exchange system, and then performs data aggregation or reconciliation between the data received from the airline and freight forwarding. After the data is reconstructed, the customs will issue the number BC 1.1, which then can be used as a reference for the process of tracking and releasing goods if they have obtained the green line.

From the activities carried out by officials who manage the manifest, it can be ascertained that the implementation of PMK 158/2017 at this time is a form of intelligence analysis, which means that customs can directly supervise importers who are registered on every planned arrival of goods. From the results of the interviews conducted, by being reported or notified directly by the manifest, the customs can determine what action to take if there is an importer who carries out an import process that does not comply with existing import provisions, for example the HS Code used by the importer is the HS Code with Lartas. (Restrictions), post border or not, and so on. With these findings, the customs authorities can immediately take firm action.

From the aforementioned description, it can be seen that in general, the procedures or procedures for inward manifest notification carried out by PT BLI are in accordance with the procedure. However, implementation improvements must be made so as to maximize the performance of the manifest team in the inward manifest

notification process. Given the importance of a manifest data as the initial procedure for filtering goods that will enter the Indonesian customs area, because it has been described previously. The function of the sharpening of the manifest provisions contained in PMK 158 of 2017, namely as an intelligence analysis, the accuracy of the existing data is a matter of great help to the manifest managing officials and as a form of minimizing fines that will arise due to inconsistencies in inward notifications manifest.

The procedure that can be done by PT BLI is to double check and ask for reconfirmation from the country of origin or recipient regarding the suitability of the existing data. If the data is final, the data can be transferred immediately through the system before the cargo arrives and awaits a response from KPPBC Soekarno-Hatta.

The obstacles that arise in implementing the inward manifest notification procedure at PT Bollore Logistics Indonesia are related to the following matters: a) Delay in information from the origin country, the late category in this case is if the pre-alert is sent when the plane has departed from the country of origin, the pre-alert is sent when the plane has arrived in Indonesia, and the pre-alert is not informed at all. In the sense that the cargo just came without any prior information. Therefore, the management of PT Bollore Logistics Indonesia made a policy that was applied to bollore networks all over the world which contained that, if the pre-alert or information on the planned arrival of goods was sent late and did not match the actual, Bollore Indonesia would charge USD 300 for each types of errors to the origin or network regarding the information. b) Inaccuracy of information received from Origin is still frequent, resulting in a mismatch or data error between the Inward Manifest notification that has been reported and the goods or cargo that have arrived. Information received by the manifest team or the air import operation regarding the planned arrival of cargo from

the originator (pre-alert) which is inaccurate is still a significant obstacle. Because submission of inward manifest is a mandatory part of the entire customs process. The manifest is a simple matter that has a very high risk, related to administrative sanctions imposed if there is an inappropriate delivery of information submitted. For the category that does not match the actual, it is a condition when the information sent at the beginning does not match the actual cargo departing or arriving, causing a manifest error, for example at the beginning of the air console delivery pre-alert information consisting of 3 House AWB / 15 packages (HAWB A = 5 packages, HAWB B = 6 packages, HAWB C = 4 packages). However, the actual cargo departing for the shipment only consists of 2 AWB House, if there is no information regarding the failure of 1 House AWB that has been informed earlier, the origin or Bollore network in the country of origin will receive a fine of USD 300. one of the anticipations if Bollore Indonesia is subject to administrative sanctions, at least it can minimize company losses due to administrative sanctions imposed. c) Insufficient number of human resources needed in the process of submitting Inward Manifest notification. As previously explained, the manifest team at PT Bollore Logistics Indonesia consists of 2 people. This became one of the obstacles faced by the manifest team. d) Setting the working hours of manifest staff into shifting work needs to be taken into consideration to minimize the risk of errors and data inaccuracies in the process of submitting Inward Manifest notifications. The manifest team of PT Bollore Logistics Indonesia works office hours 8-5. The manifest is demanded that there are no delays as stipulated in PMK 158 of 2017. While the aircraft used by the origin party are very varied, which means that the aircraft consists of several types of airlines and the hours of arrival also vary in. e) 24 hours. Therefore, the manifest team encountered problems especially if the cargo arrived at night or early morning. The manifest can indeed be

transferred through the system when the plane has not arrived, but for cargo originating from flights that have a travel time of less than 24 hours and direct to Indonesia, for example Singapore, Malaysia, Thailand and so on if it arrives in the early hours while the final pre-alert can only be sent by the origin at the hour above 5 and there is a change. If this happens, it will be very certain that Bollore Indonesia will be sanctioned for delays (manifest conditions have not been submitted) and / or subject to errors due to revisions sent outside the working hours of the manifest team (manifest conditions have been transferred and cannot be changed).

Based on this, the solution that companies can do is to add at least 1 person to the manifest team and make 3 shifting work hours, so that manifest errors and delays can be minimized. With the 3 shifting work arrangement, the receipt of pre-alerts at any time can be immediately executed, because basically the time difference with the country of origin of the cargo is also an obstacle if the manifest team working hours remain at office hour like other employees. In addition, a solution that can be implemented by PT Bollore Logistics Indonesia to the manifest team is to provide each laptop manifest staff. So that the manifest team is able to transfer data anytime and anywhere. For example, every Saturday and Sunday is a holiday for all Bollore Indonesia employees, the manifest team who is on holiday can also alternate schedules to transfer data according to the existing pre-alert without being present to the office because it has been facilitated by a laptop.

As one of the companies engaged in freight forwarding, PT Bollore Logistics Indonesia has one vision, namely to become a leading company among other companies engaged in the same field. Fast, precise, and accurate service is something that must be given to customers in order to increase the form of cooperation and company profits. In 2019, along with the implementation of PMK 158/2017, PT Bollore Logistics Indonesia has set targets intended to measure

the level of speed, accuracy, and accuracy in the inward manifest notification management for the imported air business unit. However, in daily practice there are several obstacles that can affect the achievement of the targets set by the company, resulting in an increase and decrease in the achievement of the company's targets every month during 2018 - 2019.

In this study the authors will analyze the data that the company has regarding the

achievement of targets set by PT Bollore Logistics Indonesia in the management of inward manifest notifications that must be achieved every month for a period of one year.

The following is the company target data and the achievement of the targets that have been achieved by PT Bollore Logistics Indonesia every month for one year are shown in the table:

Table 1 Manifest Submission Performance

Month	% Success	Success	Failed	Total
JUL	77%	305	89	394
AUG	90%	388	40	428
SEP	89%	408	49	457
OCT	80%	354	85	439
NOV	67%	266	128	394
DEC	62%	211	130	341
JAN	58%	206	151	357
FEB	70%	253	109	362
MAR	87%	408	59	467
APR	87%	384	55	439
MAY	93%	366	28	394
JUN	91%	311	30	341
Grand Total	80%	3860	954	4813

Source: PT. Bollore Logistics Indonesia

In the Manifest Submission Performance Table, it can be seen that the total number of inward manifests made by PT Bollore Logistics Indonesia for the period July 2018 to June 2019 was 4,813 inward manifest. The target on time (On time) in the inward manifest notification process that is set by the company every month is constant at 100%.

In the table 1, it can be seen that the achievement of the targets achieved by PT Bollore Logistics Indonesia in the inward manifest notification every month from July 2018 to June 2019 is still fluctuating and in

general, if the achievement of the target manifest submission performance is averaged over one year, then a percentage of 80% is obtained. means that the average monthly performance submission target has not reached the target of 100%.

Thus the percentage of achievement of the Success Manifest Submission target and the level of Failed Manifest Submission that occurred during July 2018 - June 2019 still decreased and increased achievement (fluctuation). This can be illustrated in the following graph:

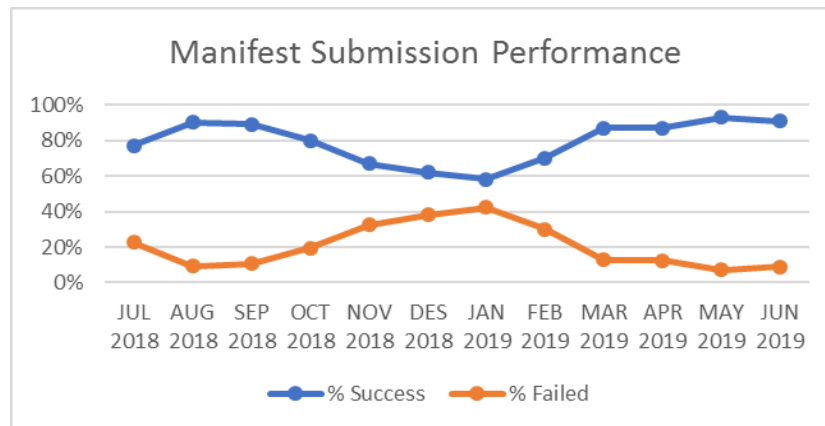


Figure 2 Manifest Submission Performance

Based on the observations of researchers during the research process, things that greatly affect the achievement of manifest submissions are very much influenced by delays. The delay itself was caused by two things, first the delay in information provided by the network to the manifest team so that the submitted manifest was late. Second, apart from delays from the network, delays also occur due to lack of human resources or in this case the manifest team working on manifest submissions because the amount of data on cargo arrival plan information does not match the number of existing teams. In addition, submissions submitted by the manifest team are only made when they work from 08.00 to 17.00 hours.

With these several obstacles, it is necessary to improve the procedures applied in the manifest team starting from the internal team, by increasing the number of manifest teams, adjusting the working hours of the manifest team into shifting. Supervise the implementation of manifest submissions to match those in PMK 158 of 2019. From the outside, PT BLI must be more active in disseminating information to the network origin regarding the delivery of cargo arrival plans. So that delays / mismatches of information can be minimized. These two things are the biggest obstacle factors that greatly affect the achievement of the manifest submission targets.

E. Conclusion

Based on the analysis that has been done previously, the researcher can draw conclusions about the management of inward manifest notifications at PT Bollore Logistics Indonesia in the air import business unit, which are as follows:

At PT Bollore Logistics Indonesia, notification of inward manifest is carried out by a manifest team consisting of two people. The procedure for inward manifest notification at PT Bollore Logistics Indonesia consists of four activities starting from receiving pre-alerts, processing data input in the manifest module, transferring manifest data before or when the cargo arrives until receiving inward manifest approval. Of the four activities, the inward manifest notification process at PT Bollore Logistics Indonesia is in accordance with PMK 158 of 2017. However, in its implementation it is necessary to carry out several activities that can be an improvement of existing procedures, namely double check, confirmation to the country of origin, and confirmation to the importer. And when compared with previous research, currently in the process of submitting an inward manifest there has been an increase, one of which is in terms of systems that can create efficiency.

The obstacles that still occur in the inward manifest notification process are caused by several things, namely the delay in information on the arrival of goods from the Origin side, the accuracy of the information

provided from the Origin party regarding the arrival of the cargo, the lack of human resources who carry out the Inward Manifest notification process, a management information system that used to obtain supporting data, it is necessary to increase, as well as regulating the working hours of the staff working on the manifest also need to make shifting related to the difference in time with the originator when receiving the pre-alert so as to minimize delays that occur.

The company's target achievement in the inward manifest notification management in the period July 2018 to June 2019 is still volatile based on the company's data, with the biggest Success Manifest Submission target achievement in May 2019, which is 93% which can be declared almost fulfilling the target. While the lowest percentage of Success Manifest Submission rates occurred in early 2019, namely in January at 58%.

F. References

- Abdullah, M. (2014). *Manajemen dan evaluasi kinerja karyawan* (B. R. Hakim, Ed.). Yogyakarta: Aswaja Pressindo.
- Majid, S. A., & Warpani, E. P. D. (2009). *Ground Handling Manajemen Pelayanan Darat Perusahaan Penerbangan*. Jakarta: Rajawali Press.
- Safuruddin, S. A., & Arikunto, S. (2014). *Evaluasi Program Pendidikan*. Jakarta: PT Bumi Aksara.
- Sugiyono, P. (2011). *Metodologi Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Widoyoko, E. P. (2012). *Teknik Penyusunan Instrumen Penelitian*. Yogyakarta: Pustaka Pelajar.