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Delivery Order (DO) Online Implementation In Accelerating Document Flow Service Of Imported Goods In Payment Companies

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Abstract. Delivery Order (DO) Online is a delivery order redeemer from shipping lines by the freight forwarders electronically. It is an electronic order delivery service to speed up the service of imported goods expenditure from a port so that the flow of documents and the flow of goods is efficient. The purpose of this research is to explain Delivery Order Online and the obstacles of Delivery Order Online in Shipping Companies. The research method used was qualitative descriptive research. Sources of data in this study were primary data by conducting interviews with related parties and secondary data by data collection from the research site. The results of the study showed that the implementation of DO Online has a positive impact on service users, that is, it can speed up the flow of documents and the flow of imported goods in the ports and have some obstacles in shipping companies.

1. Introduction

Along with the rapid development of information and communication technology, services at ports must always be adjusted to the times. Ports in their activities have an important and strategic role for growth and trade and are a business segment that can contribute to national development. It brings consequences for the management of the port business segment so that operation can be carried out effectively, efficiently and professionally so that port services can be smooth, safe, and fast at an affordable cost.

In carrying out import activities, Indonesia has a fairly long implementation that requires a long time. It is because there are many parties involved in import activities. The time needed to process imported goods is called Dwelling Time. Dwelling time is the length of time needed in the process of import activities starting from goods unloaded from ship to goods out of port. The process that determines the Dwelling Time of imported containers at the port is not from the cargo flow process, but rather from the document flow process. Document flow process, starting from pre-clearance, customs clearance process, and post-clearance process. From this problem, one of the efforts that are considered to be able to quickly and cheaply improve Indonesia's logistical performance is to improve its soft infrastructure by providing an IT platform to exchange data and information in an integrated manner [1].

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For this reason, shipping companies implement information and communication systems called DO Online.DO Online has been determined based on the Transportation Minister's Regulation (Pemenhub) Number 120 of 2017 concerning Electronic Order Delivery Services (Delivery Order Online) for Imported Goods in the Port. While to strengthen its arrangements, the TanjungPriok Port Authority (OP) Office also issued a regulation Ka. Priok OP No: UM.008/8/12/OP.Tpk.18 Regarding Operational Standards and Electronic Delivery Service Procedures (Delivery Order Online) for Imported Goods at TanjungPriok Port. This study aims to explain Online Delivery Orders (DO) and the constraints of Delivery Order (DO) Online in Shipping Companies.

On the other hand, the application of the auto gate can also eliminate HR costs because all of its functions have been carried out by engine or technology. Therefore, this research was conducted to find out how the application of the auto gate system in facilitating the flow of goods in the IPC (Indonesia Port Corporation) Operating Terminal 3 Ocean Going.

2. Research Method

In this study, the authors used a qualitative descriptive method. The research was conducted at INSA (Indonesia National Shipowners Association) Jaya. The location selection is because INSA (Indonesia National Shipowners Association) is a Delivery Order(DO) Online service user.

The data source in this study was primary data by conducting interviews with several informants and secondary data by data collection from the research site. Data collection techniques used were observation, interviews, and documentation. Data analysis used in this study was interactive data analysis.

3. Result and Discussion

3.1. Delivery Order (DO) Online Overview Background to the Application of Delivery Order (DO) Online

Starting in 2014, the government created a mini lab program in which there are customs duties, port authorities, all stakeholders in the port, including associations. Then, there was an initiative to suppress dwelling time with Delivery Order (DO) Online since it can shorten the time to take documents to the shipping line. In 2015 to 2016Delivery Order(DO) Online appeared to cut down on DO time to the shipping line. The main target at that time was the waybill because it does not require an endorsement to the shipping line and does not require redeeming to the shipping line so that the waybill will be easier. The waybill is a B/L strip where between shipper and consignee know each other. Based on that, ILCS (IntegrasiLogistikCiptaSolusi) makes six groups from the easiest to the most difficult; the easiest is ILCS (IntegrasiLogistikCiptaSolusi) in coordination with APJP (Association of Priority Path Companies) then ALFI (Indonesian Logistics Freighter Association) took part in 2016 because the goods belong to cargo the owner and the manager is freight forwarding. In 2017, ministerial regulation no 120/2017 was issued regarding electronic delivery orders. In parallel, the system has been prepared until 2018 ILCS (IntegrasiLogistikCiptaSolusi) conducts trials to service users and until now is still being formulated, full awarding is conducted in October 2019. In this full survey, various related agencies are involved, namely Customs, Ministry of Transportation through the Port Authority, KKP, Quarantine, Harbourmaster, and various kinds of agency companies.

3.2. Delivery Order(DO)Online Definition

The delivery order is a document that orders the delivery of goods to the carrier of the letter, which is addressed to the warehouse section of the company or the warehouse of another company that has a relationship with the company that issued the delivery order. .(Qty & By, 2014)

Meanwhile, Delivery Order(DO) Online is also a redeemer of delivery orders from freight lines by electronic freight forwarders. Delivery Order(DO) Online is an electronic order delivery service to accelerate the service of spending imported goods from the port so that the flow of documents and the flow of goods is efficient.

There are three types of Delivery Order(DO) :
1. Delivery Order(DO) from shipping line to terminal
2. Delivery Order(DO) from shipping line to cargo owner/freight forwarder
3. Delivery Order(DO) from cargo owner/freight forwarder to terminal

Figure 1. Delivery Order(DO) Online
Source ILCS (Integrasi Logistik Cipta Solusi)

PT. PELAYARAN TRESNAMUDA SEJATI

COPY

NO. 0000242

JAKARTA HEAD OFFICE JL.MITRA BUNTER BOULEVARD BLOK B 12-16 Phone : (021) 6522333 (HUNT-MS)
Fax/Tlx : (021) 6522336, 6522337 JAKARTA

DELIVERY ORDER

GOODS EX MV/MT :RACHA BHUM/ JAKARTA , 23/07/19

DELIVERED TO :
PT. JAYA MAKMUR PANCA PERKASA VOY : 123S FROM : SINGAPORE
PONDOK PINANG CENTRE, BLOK A-14 JL
CIPUTAT RAYA,JAKARTA SELATAN 2310 B/L : ZBSGJKT19/60
GODOWN : T-300

TOTAL : *** One CONTAINER ONLY ***

Marks and containers	Numbers	Contents	Ton/M3
CONTAINER NO / SEAL NO :	1x20'CONTAINER STC : 550 CT FREIGHT PREPAID 550 CARTON S WINE " FCL/FCL "		7,480.000 KGM 12.000 MTQ
JAYU1087890 908356 1X20 STC			

PREPAID

DELIVERY ORDER ORIGINAL
TANGGAL :
TANDA TANGAN
NAMA JELAS :
01229

PERUSAHAAN PELAYARAN NASIONAL
PT.PELAYARAN TRESNAMUDA SEJATI
NAMA KAPAL : RACHA BHUM
NAKHODA :
BENDERA :
TGL.TIBA : 23/07/19

JAKARTA CY | FULL CONTAINER LOAD

Received By: Abovementioned number of Container(s) were delivered Tuesday, 23/07/2019 in accordance with the marks and numbersPT.PELAYARAN TRESNAMUDA SEJATI

PT. PELAYARAN JAKARTA TRESNAMUDA SEJATI

TMS IMP-07 (05.2019)

Figure 2. Delivery Order(DO)
Source PT. TresnamudaSejati

3.3. The Purpose and Benefits of Delivery Order(DO)Online

Delivery Order(DO)Online has the goal of efficient flow of documents and the flow of goods at the port; it is necessary to accelerate the service of dispensing goods from the port through the implementation of electronic orders for imported goods.

The benefits of Delivery Order(DO)can be seen from various sides:

Table 1. The Purpose and Benefits of Delivery

The Purpose and Benefits of Delivery Order(DO)Online	
Freight forwarder/cargo owner	1. Can measure the time and cost of the DO/redeeming process 2. 24/7 can be implemented 3. Integration of DO and SP2 processes in the iCargo portal 4. The security of documents and payments is easier and safer (cashless) Track, and trace position of goods/containers is done in real-time and can be done anywhere 5. Overall logistics costs are more efficient
Shipping Line	1. The decision and safety of handing over containers to their owners is guaranteed 2. The position of empty containers can be monitored in real-time 3. Eliminate queues at the shipping line office 4. Speed up the DO expenditure process 5. Information data security is guaranteed
Terminal	1. The acceleration of goods flow can be realized so that terminal productivity will increase (supporting government programs) 2. Improve service performance and eliminate the service process in advance (manually) 3. 24/7 service process
Government	1. Increase LPI (logistic performance index 2. Realizing the EODB (Ease of Doing Business) 3. Decrease logistics costs 4. Control of movement of goods flow is easier to implement

3.4. Before and After Overview of Delivery Order Online (DO Online)

Before Delivery Order (DO) Online Overview

Figure 3. Manually Delivery Order (DO)Business Process
Source ILCL (IntegrasiLogistikCiptaSolusi)

After Delivery Order (DO) Online Overview

Figure 4. Delivery Order(DO) Online Business Process
Source ILCL (IntegrasiLogistikCiptaSolusi)

From the pictures above shows the difference in the time of Delivery Order(DO) Business Process manually and online, whichis 2 days and 1 hours.

3.5. Development Analysis of the Application of the Delivery Order(DO)Online System at the Shipping Company Association

With Delivery Order(DO)Online, it can shorten document processing time to get Delivery Order(DO). The time difference between manual and online is manual requires two days while online requires at least half an hour to one hour. From the shipping to the terminal, DO Online is used to send coreor data, coreor is the UN/Edifactsent by the shipping line to notify the terminal that the cargo owner has completed all of his obligations so that the container can be taken. If it is used as a platform or super portal, the government can see the utilization of each terminal and deadlock that affects the flow of goods in the terminal. With Delivery Order(DO)Online, the flow of documents can be accelerated by changing the manual process to be online.

However, it cannot be denied that there are some obstacles to the shipping line.

1) The service from Shipping Line is not 24/7

The positive impact of Delivery Order(DO)Online is speed and flexibility. The system can be done for 24 hours anywhere as long as there are a system and internet access. However, in terms of the shipping

line, it cannot serve 24 hours and seven full days because shipping lines have working hours, so Delivery Order(DO)cannot leave if it is not a working day. Delivery Order (DO)can be issued after obtaining authorization from the finance department because the finance department will notify the terminal that the cargo owner or agency has paid. For this reason, it is necessary to change the design of industrial products from the shipping line, which is endorsed by the government so that the service becomes 24/7.

2) Taking Delivery Order(DO) Needs Bill of Lading (B/L) Hard Copy

InDelivery Order(DO) withdrawals, hardcopy bills of lading are needed, so not all are served online as requested by freight forwarders because demand from shipping international practice rows depends on Bill of Lading (B/L). If negotiating with the Banking Letter of Credit (LC), the original Bill of Lading (B/L)must be brought and cannot be accessed online. Because freight forwarders must return the original Bill of Lading (B/L)to the shipping line to be closed and burned so that there is no acknowledgment from irresponsible parties who recognize the goods. For this reason, optimal system integration is needed from stakeholders, so there is no recognition of goods from irresponsible parties.

4. Conclusion

Delivery Order(DO)Online Implementation works well and plays an important role in speeding up the flow of documents and the flow of goods. The benefits are experienced by the terminal parties, shipping line, cargo owner/freight forwarders after the implementation of Delivery Order(DO)Online. This is illustrated by the statements of the parties at the time of the interview. The benefit is by using DO Online, the flow of documents can be speeded up by changing the manual process to be online so that it affects the flow of goods in the terminal. The comparison of the manual and online Delivery Order(DO)is that it takes 2 days for manual Delivery Order(DO), while Delivery Order(DO) Onlinetakes a maximum of half an hour to one hour. There are some obstacles to the shipping line, that are, the service of the Shipping Line is not 24/7 For the implementation of Delivery Order(DO)Online in shipping companies to run smoothly 24/7, it requires a change in design of industrial products from the shipping line side that is endorsed by the government so that the service can be operated in 24/7.And the Delivery Order(DO)requires a Hard Copy Bill of Lading (B/L), to avoid the acknowledgement of goods from irresponsible parties, it requires an optimal system integration from the stakeholders.

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