EFFORTS TO IMPROVE SHIP AGENT SERVICES IN THE MANUFACTURING OF MANIFEST PT. SAMUDERA SARANA KARUNIA THROUGH THE MANIFEST MODULE APPLICATION

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Abstract

The problem in this research is to know the process of making manifest through the manifest module application. The purpose of the research is to find out the process of making manifests through the manifest module application, to find out the documents needed in making the manifest and to find out the obstacles in making the manifest. This study uses data collection methods, including observation, interviews and documentation. The location of this research is at PT. Ocean of Gifts. The results of the research are as follows, if the agent gets an SPK, the agent must make an RKSP. then report in the form of an inward manifest. After that, the agent reports back the master data and details of the master data into the outward manifest. Documents that must be required are Bill of Lading, ship arrival manifest, NPE and PEB. The obstacles faced include waiting for NPE and PEB by the shipper because there is a service queue, lack of accuracy in inputting data and improving the manifest module application due to database or application server repairs by Customs. There is a need for further research methods for efforts to improve agency services in making manifests through the application of the manifest module.

Keywords *:Service, Agency, Manifest*