

# **THE PROCESS OF RECEIVING IMPORTED GOODS FROM MALAYSIA TO BENGKALIS**

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## **Abstract**

This study aims to know the process of receiving imported goods from Malaysia to Bengkalis and to find out the obstacles that are often encountered in the process of receiving imported goods from Malaysia to Bengkalis, and how to resolve these obstacles. The research method used is qualitative research. Data collection techniques used are observation, interviews, and documentation. Data analysis methods used are data collection, data reduction, data display, and verification. The results of this study are importers order goods, make payments, pick up goods in Malaysia, load and unload at Bengkalis Port, inspect by customs, and collect goods by importers. While the obstacles faced were the regulation of customs still changing and delays in receiving imported goods. The solution to solving the problem is to cooperate with several related parties.

**Keyword:** Receiving process, imported goods, Malaysia, Bengkalis