

DELIVERY PROCESS OF GOODS AT PT. XYZ LOGISTICS

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ABSTRAK

This study discusses the Process of Shipping Goods at PT. XYZ Logistics Bekasi. The research method uses the observation method and the library method. Based on the results of observations or observations made by researchers in the process of sending goods at PT. XYZ Logistics Bekasi, researchers found obstacles including a shortage of goods sent, damage to car engines so that shipments were delayed and customers were not served on time, and the solution that researchers proposed to overcome obstacles in the problem of shipping goods was that proper delivery vehicle facilities were needed. and adding operational vehicles for delivery of goods so that there are no delays in the delivery of goods, checking the engine before the truck carries out the process of loading goods so that the process of sending goods can run well, cooperation and accuracy are needed for warehouse employees in checking orders when loading goods so that there is no shortage or excess of goods which makes the outlet that ordered suffer losses because they have to re-order the goods.

Keywords: Process, Delivery, Goods

1. INTRODUCTION

To meet the needs of goods delivery, currently many freight forwarding service companies are born which continue to grow and compete to seize the market. Technological advances in the field of communication and transportation have had a major impact on economic relations. Freight services and trade have a relationship that influences each other. The development of trade is strongly influenced by the birth of goods delivery services. Shipping services also play a role in the growth of domestic and foreign trade. At present it is very difficult to find a country that is truly independent, in the sense of fulfilling its needs from the production of its own country. Indonesia as one of the developing countries in the sixties had carried out an Independent Economic Policy, namely trying to stand on its own feet. However, along the way, they could not survive and were forced to go with the flow, opening up relations with other nations to meet the economic needs of their people. In summary, it can be said that in an open world, almost no country is truly independent anymore, because one another really needs and complements one another.

Based on the description above, the researcher is interested in researching by submitting a research proposal with the title "Process of Delivery of Goods at PT. XYZ Logistics".

Reasons for Selecting Objects, The reasons for writing in object research about the Goods Delivery Process at PT. XYZ Logistics are as follows: 1). the author wants to know more about the Goods Delivery Process at PT. XYZ as learning and adding insight. 2). there are main problems that occur at PT. XYZ Logistics in the process of shipping goods, while the research objectives include, 1). to find out how the process of shipping goods carried out at PT. XYZ Puninar Logistics, 2). to find out what are the obstacles that occur from the process of sending goods to PT. XYZ Logistics, 3). to find solutions to problems in the process of shipping goods at PT. XYZ Logistics, there are also benefits from this research, including for researchers, namely: the report on the results of this research as a learning tool to train mentally in the real world of work and also to develop insight and add knowledge in the field of shipping goods at PT. XYZ Logistics, then the benefits of this research for the company are that it can be used as input and can be developed to impress with the problems encountered in the process of shipping goods at PT. XYZ Logistics, the benefit of research for the world of education is that it can be used as a source of information for competent parties on the issues discussed, as well as learning materials to help the world of education.

The formulation of the problem from the research report is, 1). how is the Process of Delivery of Goods at PT. XYZ Logistics?. 2). what are the obstacles that occur in the Goods Delivery Process at PT. XYZ logistics?. 3). what are the solutions to the problems that occur in the Goods Delivery Process at PT. XYZ Logistics, while the limitation of the problem of this research is only in the process of sending goods,

this is because researchers only do the scope that is in the title. As a discussion that will be carried out in research writing

In this case, there are limitations that discuss the delivery process, the documents needed in shipping activities, as well as some of the obstacles that occur in goods delivery activities at PT. XYZ Logistics.

The process according to Martinus Tukiran (2016: 21) is a series of interrelated or interacting activities that transform inputs into outputs to achieve the intended purpose, while the process according to Zainal Arifin (2014: 139) is a change of raw materials into finished goods. According to Sondang P. Siagian (2014: 3) process is something that is initially known but ultimately unknown.

Opinion Inu Kencana Syafie (2015: 21) states that the process is a collection of work activities that should be structured, systemic, harmonious and orderly in accordance with space and time which are interrelated to process and how to solve certain problems which then produce a certain output or service according to the expertise and available resources. According to Freddy Rangkuti (2014: 109) in his book entitled Swot Analysis, states that the process is a series of activities that can convert inputs into outputs (products and services) by providing additional benefits in the form of added value, whereas according to Nanang Fattah (2015: 130) states that the process is a collection of interactions between components that transform input into output towards a common goal called a mission statement", further Ida Nuraida (2014: 4) states that the process is a systematic, logical, and chronologically sequential activity".

Richardus Eko Indrajit and Richardus Djokopranoto (2014: 216) provide a definition of the process is the way or by what input is turned into output. In theory, processes have various types as stated by Rasto (2015: 50) types of processes include, 1). Premier Process is for daily work completion. Some examples of this type are order processing, billing and purchasing processes, 2). The Secondary Process is to facilitate the work done by the primary process. Some examples of this type are mail processing, telephone services and filing services. Furthermore, processes have several objectives as stated by Rasto (2015: 50) processes have several objectives, including, 1). Guarantee the smooth flow of information in the right order, 2). Avoiding the possibility of cheating, 3). Provide appropriate control limits, 4). Allows insertion of missing information with system requirements and 5). Adjusting inaccurate information.

Delivery contains several meanings as put forward by Herry Gunawan (2014: 25) stating that delivery is the final stage of managing goods or products before the product leaves the factory. Ricky Martono (2015: 356) gives the meaning of delivery or put-away is the activity of sending goods from the receiving location to the inventory placement location. Meanwhile, according to Zaroni (2017: 112) shipments are parties that require the movement of products between two locations in the supply chain.

Goods (inventory) which are the object of delivery should also receive an explanation of the meaning, type and characteristics. The definition of goods according to the Decree of the President of the Republic of Indonesia No. 80 of 2003 are objects in various forms and descriptions, which include raw materials, semi-finished goods, finished goods and equipment, the specifications of which are determined by the user of the goods or services, and according to Presidential Regulation of the Republic of Indonesia No. 35 of 2013 concerning Amendments to Presidential Regulation No. 54 of 2010 concerning Government Procurement of Goods/Services which means goods according to Article 1 paragraph (14) of the Regulation of the President of the Republic of Indonesia No. 35 of 2011 concerning Amendments to Presidential Regulation No. 54 of 2010 concerning Government Procurement of Goods or Services states that goods are any object, both tangible and intangible, movable or immovable, which can be traded, used, utilized or exploited by the user of the goods.

Meanwhile, according to Ismiyadi and Indarniati (2017: 28) defines goods as tangible goods which according to their nature or law can be in the form of movable or immovable goods, as well as intangible goods. Goods are objects in various forms and descriptions consisting of raw materials, semi-finished goods, finished goods or so-called equipment. For the characteristics of the goods are, 1). tangible, 2). has value and benefits that can be felt when used, 3). when used the value, benefits, and the object itself can be reduced and even exhausted. Furthermore, the kinds of goods can be explained as follows: 1). According to how to obtain it, a). Free goods are goods that do not require sacrifice to obtain. For example, sunlight and air, b). Economic goods are goods that require sacrifice to obtain, for example: food and drinks which require money to buy, 2). Illith items were items that too much would be detrimental. for example, water in a flood event, 2). according to use, a). Production goods are goods used for further production processes. For example, the cloth that will be used to be sewn into clothes, b). Consumption goods are goods that can be directly used and consumed by someone. for example, clothing that can be used immediately, 3) according to the manufacturing process, a). Raw goods are goods that have not yet undergone a production process. for example, cotton, wood, rattan, rice, tobacco, leather, b). Semi-finished goods are goods that have gone through the production process but are not ready for use. for example, yarn made from cotton to be made into cloth, c). Finished goods are goods that have gone through the production process and are ready to be used to meet needs. for example, shoes, clothes, bread and so on., 3). according to the relationship with other goods, a). Substitute goods are goods that can replace the function of other goods. for example, fluorescent lamps

that can replace the function of incandescent lamps as lighting, b), complementary goods are goods that can complement the function of other goods. for example, gasoline that can equip the car as a means of transportation without gasoline the car cannot run. Goods that will be sent to buyers or received from suppliers will first be stored in warehouses before distribution.

Warehouse according to Ricky Martono (2015: 343) is defined as a place for temporary storage and taking inventory to support operations for the next operational process to the distribution location or to the final consumer, while the function of the warehouse is, 1). temporarily store goods until waiting for their turn to be processed, 2). monitor the movement and status of goods, 3). minimize the cost of moving goods, equipment, and employees, 4). provide a medium of communication with consumers regarding goods. Types of warehouses include, 1). general warehouse is a warehouse where Inventory is stored for a long period of time. The goal is to keep the goods in good condition until they are used. Its function is to store Inventory in the manufacturing process. Handling and movement of goods in the warehouse is relatively small. Inventory types that are placed in general warehouses are usually inventory for anticipation and fluctuation, 2). distribution warehouse is a warehouse that receives goods in various types and quantities, stores these goods, and sorts goods according to various consumer requests. The role of this warehouse is the process of handling and shipping goods according to the agreed time, not storing goods for a long time. Furthermore, the ownership of the warehouse according to Ricky Martono (2015: 351), consists of, among other things, 1). Private warehouse is a special warehouse for the use of warehouses for the benefit of the owner himself. Warehousing facilities are specifically for storing his own goods and are not obliged to accept goods belonging to other people, 2). Public Warehouse is a warehousing service company activity for anyone in leasing warehouse space for storage and other services,

While warehouse specifications according to Ricky Martono (2015: 360) explain that warehouse specifications are good in warehouses if they have physical or chemical properties that must be maintained in good condition. Goods that require special treatment must be stored in a separate place from other goods. Companies must take good care of these items and maintain facilities so that they always function as they should. Inside the warehouse there are a variety of different activities, according to Ricky Martono (2015: 356) warehouse activities consist of, 1). receiving goods (Receiving), its activities consist of unloading goods from delivery vehicles (unloading), opening material packages, checking material conformity with the goods delivery list (packing list), carrying out quality inspection of goods, and handling goods to be stored in warehouses, 2). put-away the activity of sending goods from the receiving location to the inventory placement location.

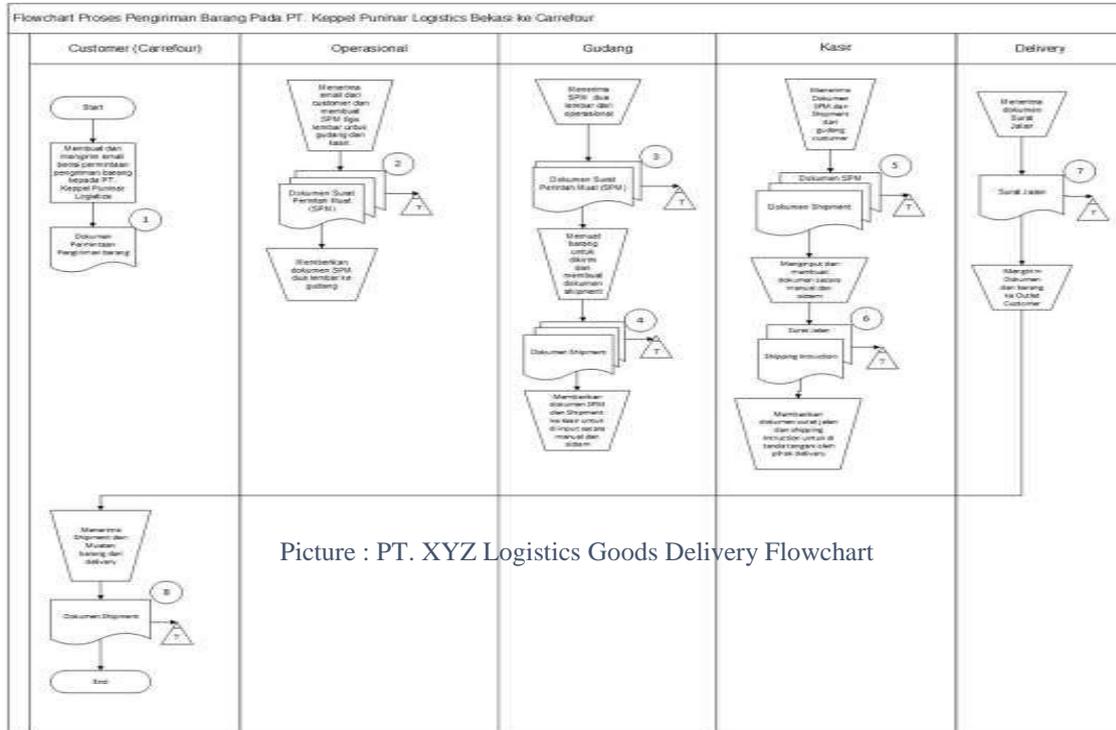
This activity can be done manually by human hands or with the help of the tools used based on the size of the inventory, the success of the put-away activity must look at the weight of the goods, the speed of delivery, the nature of the treatment and the weight of the goods., 3). storage (storage) is the activity of storing goods based on the function of the area in the warehouse which aims, among others, a). Adequacy of capacity and efficient use of storage space, b). Controlling the quality and quantity of material during storage, c). supply of material needs for users, d). tidiness and maintenance of storage places and tools, e). safety of people and the environment around the storage area, 3). storage can be divided based on the function of the area in the warehouse. Such as, raw materials warehouse, finished goods warehouse, warehouse with special treatment of temperature and properties, areas leased by certain companies, areas based on suppliers, dimensions or prices, 4). picking, this activity includes receiving and processing orders, finding locations for placing goods, placing goods in storage, taking ordered goods, checking the physical condition and quantity of goods, up to the delivery of goods to the shipping department. Pay attention to the FIFO (First In First Out) rules for the equipment used, record the status of the goods taken, 5). Packing and Packaging (Shipping), this activity includes packing the goods after being picked up in the picking process, then the goods are handed over to the transport vehicle (loading), consolidating the shipment with other goods to be sent to the destination (preferably goods sent to an adjacent destination using the same delivery vehicle), to the preparation of goods delivery documentation. The purpose of packing is to protect the goods, facilitating the next handling process. After the goods are packed, they are sent by the transportation department. Material expenditure and delivery activities include: a). Transfer of goods from storage to packaging. b). physical checking, type, quantity, and condition of goods, c). loading of goods, d). collection of goods needed according to consumer demand, e). transport of goods to the destination.

2. RESEARCH METHODOLOGY

The research method that researchers use in writing is writing methodology by collecting data sourced from, 1). field study (field research), namely research conducted by way of direct observation to the company that is the object of study in this is PT. XYZ Logistics, 2). decision study (library research), namely data collection by studying written materials such as books, studies, notes and various references related to the object of study.

3. RESEARCH RESULTS

Goods Delivery Process at PT. XYZ is preceded by document processing, shipping documents will affect the company's revenue because these documents will be used as proof of billing to customers. Strategies in managing existing documents where the implementation must be regulated on an ongoing basis and at the right time. The main objective of managing documents and shipping goods is to develop an integrated method and utilize all sources of manpower, funds, time and facilities effectively. Managing documents and shipping goods means taking care of documents that have been given from the consumer and managing the process of shipping goods to be sent to the consumer. The flowchart for shipping goods at PT. XYZ Logistics :



Picture : PT. XYZ Logistics Goods Delivery Flowchart

Explanation of Goods Delivery Flow at PT. XYZ Logistics

- Customer, send email shipment to PT. XYZ Logistics to load goods into the Carrefour warehouse according to the shipment number.
- Operations, receiving emails from customers Requests for delivery of goods from PT. Trans Retail Indonesia by making 3 sheets of SPM (Loading Order) documents, with a description of 1 sheet to be archived according to the time it was made, 1 sheet used to ask for money to go to the cashier and 1 sheet for access to PT. Trans Retail Indonesia. The SPM (Loading Order) document must be provided with a document that is not a photocopy of the original.
- Warehouse, received SPM (Loading Order) from PT. XYZ Logistics, then prepares the goods to be sent to the destination store and creates 3 sheets of shipment documents with a description of 1 sheet for the cashier, 1 sheet for the store and 1 sheet for the warehouse.
- Cashier. The cashier receives SPM (Loading Orders) and shipments from the warehouse, then the cashier inputs and creates document data manually and the system then issues a Travel Order and Shipping Instruction to be signed by the delivery party after that gives money according to the route.
- Delivery, the driver receives a travel document and then sends the goods according to what is written in the document (Loading and Shipment Order), after the driver arrives and carries out the process of unloading the goods the driver must ask for a stamp from the destination shop for proof that the goods have been sent. and up to the Customer Outlet.

Constraints that arise in the process of sending goods to PT. XYZ Logistics, as follows, 1). There are excesses and shortages of ordered goods that have been sent so that they do not match the number of orders contained in the Shipment Information letter which causes the destination store to have to re-order the goods. 2). During the process of delivering goods, there was a problem with the car engine so that the delivery of goods was delayed and prevented the goods from being sent to the customer., 3). Companies cannot serve customers on time as expected because the transportation facilities they have are not available in sufficient quantities, from the various obstacles mentioned above the researcher proposes a solution to solve the

problems that arise in the process of sending goods as follows: 1). Informing the warehouse to check goods that have a shortage or excess of goods if an error occurs from the warehouse, the warehouse must inform the store that the goods are indeed more or less and will ship the goods again after the store places an order for goods, 2). The company should inspect the vehicle before carrying out the process of delivering goods so that when the delivery of goods is carried out there are no delays in delivering goods to customers, 3). To expedite the process of shipping goods, the company should immediately add vehicle facilities according to what the customer needs so that the goods delivery activities will run well and effectively.

4. CONCLUSION

From the researchers on the results of research conducted are as follows: 1). the process of sending goods at PT. XYZ Logistics is a process of preparing for the physical delivery of goods from the customer's warehouse to the customer's outlets, which must match the order document, the shipment number, 2). the obstacles found in the process of sending goods, namely, the lack of vehicle facilities for shipping goods, the occurrence of engine damage to the car which causes delays in the arrival of goods to customers, 3). the occurrence of inaccuracies in warehouse employees when checking orders for goods in the process of loading goods which causes the party from the customer outlet to have to re-order the goods.

Suggestions from researchers regarding the problems that arise include: 1). Accuracy must be important in checking orders for goods in the process of loading and shipping goods, therefore the checker must be more careful so that there is no difference in goods which causes the destination store to suffer losses, 2). so that there is no delay in goods, the company should check the means of transportation before shipping goods to customers, 3). in the process of loading and shipping goods, employees must ensure that the goods are in a condition where the number of goods is correct and safe, and it is better if the warehouse employee checks twice so that the goods do not experience a difference in the number of orders and reach the customer in good condition

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