

DESCRIPTION STUDY OF RECEIVING TO PUTAWAY ACTIVITIES AT PT AGILITY INTERNATIONAL PONDOK UNGU

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Abstract

This study aims to describe receiving to putaway activities at PT XYZ's warehouse, which is one of the customers of PT Agility International Pondok Ungu, and to describe the inhibiting factors for the inbound process. The research was conducted using qualitative methods, by conducting interviews and field observations. Determination of resource persons is done by purposive sampling technique. The research includes receiving to putaway activities. Receiving involves unloading goods from incoming transportation vehicles, checking customer orders, and recording incoming goods into a computer system. Putaway is the placement of goods in the warehouse by the availability of space in the warehouse. The result of this research is that receiving activities have a pretty good process, but the need for improving tools for more practical information exchange. In putaway activities, it is necessary to add a forklift so that the putaway process is not hampered.

Keywords: Warehouse, Inbound, Receiving, Putaway

Introduction

Today's business world continues to compete to create various consumer needs that are getting higher and smarter in choosing their needs. Starting from the middle class to the upper class always demands the best quality. Each company will make every effort to improve productivity, efficiency, fast, easy service, and continue to create innovations to stay ahead and survive in the market. In addition to productivity and efficiency that need to be improved, companies must also understand and know what consumers need. The emerging global competition has allowed logistics companies to increase their warehousing activities.

The warehouse has a vital role in the process of controlling and reducing transportation and production costs. The warehouse is always associated with the inventory process, which causes additional costs for the goods distributed. Warehouse is a temporary storage place. Many activities occur in the warehouse, one of which is inbound logistics activities. Inbound logistics is a movement within the company that shows the flow of material from suppliers to factories or operating departments (Bagian, Pt, and Pasuruan 2016).

PT Agility International is one of the companies engaged in warehousing, namely a company that provides delivery and receipt of goods to the storage of goods, both finished goods and raw materials that are properly packaged until the goods are needed and sent to customers. PT Agility International is a member of the International Federation of Freight Forwarders Association (FIATA) and the International Air Transport Association (IATA) based in Havana, Canada. PT Agility International is also incorporated as a Bonded Logistics Center where manufacturing companies do not need to import and do not need to take goods from abroad shortly because they only need to take from the Bonded Logistics Center to reduce dwelling time at Tanjung Priuk port. In this case, PT Agility International specializes in stockpiling personal care and home care industrial goods. PT Agility International has participated in many international standard certifications including ISO 90001, ISO 14000, OHSAS 18001, AEO 2016, and Bonded Logistics Center. Currently, PT Agility International has 11 branch offices in Indonesia, namely Medan, Jakarta, Bandung, Semarang, Solo, Yogyakarta, Denpasar, Balikpapan, Surabaya.

PT Agility International Pondok Ungu was established in 2012, which has established contract logistics cooperation with several companies. PT Agility International Pondok Ungu is a company that offers services to its customers. The services offered are warehouse rental services. Warehouse rental services are services for industries that do not have their warehouse to store raw materials and finished goods (PT. Agility International Pondok Ungu 2016).

According to Zaroni (2017), warehousing is a place for storing goods, both in raw materials that will undergo the manufacturing process, as well as finished materials that are ready to be marketed. Warehouses are also an important component of the supply chain. The supply chain involves activities of various stages namely sourcing, production, and distribution of goods from handling raw materials and work in process to finished products (Saputra and Sihombing 2020). In a warehouse in a company, several activities often occur, including receiving, putaway, storage, order picking, packing, and trucking (Saputra and Sihombing 2020). Before storing goods in the warehouse, the main activity carried out is inbound logistics.

According to Bloomberg, inbound logistics is a movement within the company that shows the flow of material from suppliers to factories or operating departments. The

inbound logistics function is a function that has the task of providing goods that aim to minimize the occurrence of unavailability of goods in the warehouse (Firdaus, Andreswari, and Hanafi 2019). In inbound logistics activities, there are receiving training. The definition of receiving is the process of receiving materials, both local and imported materials. The receiving department receives material and checks the goods received by the shipping documents from the supplier. Receiving is the activities consist of supervising the unloading of goods from the delivery vehicle (unloading), the opening of material packages, completeness of transportation equipment, checking the conformity of materials with the packing list, checking the quality of goods and physical harmony of the goods received with the goods receipt list, determining the quality of goods (whether accepted, rejected, or accepted with conditions), and handling of goods for storage in the warehouse (Saputra and Sihombing 2020). According to Bartono, receiving staff are obligated to receive, inspect goods or processed materials that come and are delivered by suppliers on orders from the buyer's department (Pustaka 2010). The last activity in the inbound activity is putaway.

Putaway is the placing of goods that have been checked (according to the document) and have been recorded into the system to the goods storage area safely and by the location (Li and Pustaka 2004). This activity can be done manually by human hands themselves or with the help of tools. The selection of the tools used is based on the size of the item (Saputra and Sihombing 2020). Therefore, this journal aims to describe receiving to put away activities at PT XYZ's warehouse, which is one of the customers of PT Agility International Pondok Ungu, and to tell the inhibiting factors for the inbound process.

Method

The qualitative research method is a method used to answer research problems related to data in the form of narratives sourced from interviews, observations, document multiplication (Savira et al. 2017). The research is used to examine the natural conditions where the researcher is the key instrument. The type of qualitative research used in this research was descriptive. Descriptive research is a study that aims to describe a population, situation, or phenomenon accurately and systematically. The data source used in this study was the primary source in transcripts of interviews with resource persons at PT Agility International Pondok Ungu. The secondary source used by the author was the

company profile of PT Agility International Pondok Ungu, which comes from an existing journal.

In this study, the author uses a semi-structured interview technique to dig deeper into the data, and also the author will adjust the questions based on the answers of the sources (Kristiawan 2014). The method of determining the sources used in this research was purposive sampling technique. Purposive sampling is a sampling technique of data sources with specific considerations. The reason for using the purposive sampling technique was because not all samples have criteria that match the phenomenon under the study. Therefore, the authors chose a purposive sampling technique that stipulates specific considerations or criteria that must be met by the samples used in this study.

Discussion and Result

PT Agility International is a 3PL (freight forwarder) company that provides solutions for managing all trucking and warehouse needs. The key to the success of PT Agility International is its vision to become the new logistics leader that meets the challenges of global trade. PT Agility International offers inbound and outbound shipping by sea and air, each of which has its own added value. For air shipping value-added services are customs clearance, barcode system, bonded logistics center warehouse, import, and shipping handling options (including Just In Time), food and drug administration, transportation insurance, packing/repacking, short term storage, cargo security management, labeling, wrapping, transportation available, temperature control, cargo assembly services, real-time tracking of export data and for sea shipments value-added services are customs clearance, insurance, barcode system, packing/repacking, short term storage, buyer consolidation, order management, origin country cargo management, cross-docking, and distribution.

PT Agility International has many branches, one of which is in Pondok Ungu Bekasi. PT Agility International Pondok Ungu was established in 2012, which has established contract logistics cooperation with several companies. Contract Logistics (Warehousing & Bonded Logistics Services) is a service provided by PT Agility International Pondok Ungu, the services offered are warehouse rental and distribution services.

Inbound Process Flow

PT Agility International Pondok Ungu has several customers; in one of its customer warehouses, PT XYZ, a health product company, has an inbound process flow that has been determined and run.

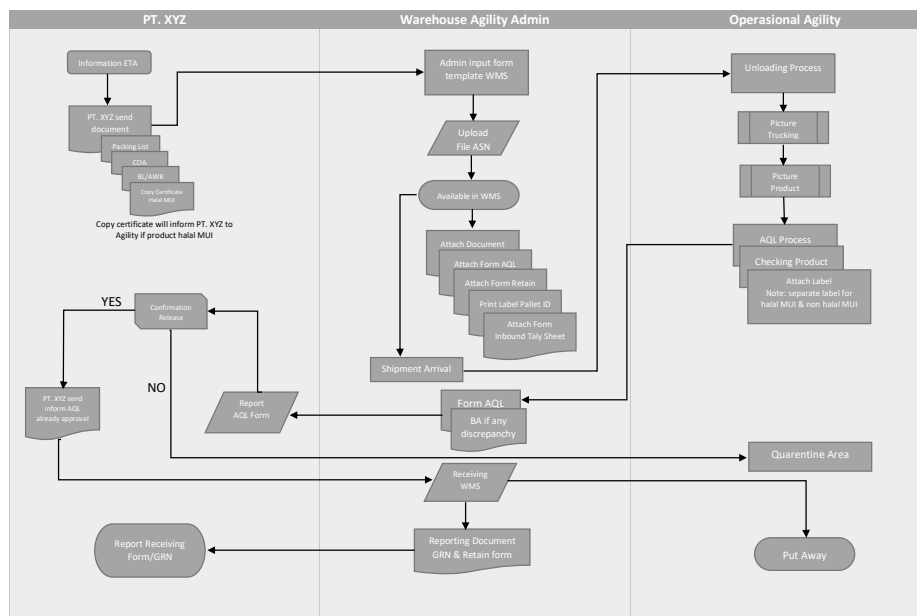


Figure 1.

The inbound process flow is based on Figure 1; it is known that the inbound process starts when PT XYZ provides information along with documents (Packing List, COA, BL/AWB, Copy of MUI Halal Certificate) to the Agility warehouse admin, usually the customer will provide information regarding the delivery of goods one by one. months before the goods are shipped. Agility admins enter the form into the warehouse management system; once it is available in the warehouse management system, the AQL (Acceptable Quality Limit) form is attached, from retaining, print pallet ID label, and from inbound rope sheet. Then the warehouse admin provides delivery arrival information to operations.

In the process of receiving goods, before loading and unloading, the operational team documents each container arrival which aims as a report to the customer if damaged goods occur during the trip to the warehouse.



Figure 2.

Figure 2 shows the results of container documentation carried out by the warehouse operations team of PT Agility International Pondok Ungu, which contains the truck number plate, container seal, container number, conditions when the container was opened, and the state after the goods were removed from the container by the operational agility team.

Based on Figure 1, it shows the inbound process flow, after the operational team documented and removed the goods from the container. Then the operational team carries out the AQL process by checking the goods and documents of the goods.

After the AQL process is complete, the operational team will inform the agility admin to report to the customer by attaching from AQL. If there is a discrepancy between the goods received and the information obtained by the Agility team, the attached document contains the AQL and BA forms. Then the customer will get a report from AQL and provide information on the release of the item.

The decision to release or not to release goods is based on the customer's decision. If the goods are not approved for release by the customer, then the goods that have been

received will be stored in the quarantine area and if the goods are approved for release by the customer, the customer will provide information that the documents received have been approved to the agility admin, so the agility admin makes GRN (Goods Receipt Notes) to be reported to the customer and provide information to the operational team to do a putaway.



Figure 3.

Figure 3 above is an item that is ready for a putaway in the putaway process using a forklift. The goods are stored by the existing location in the warehouse management system.

Inbound Process Inhibiting Factors

Based on the results of observations at PT Agility International Pondok Ungu at the PT XYZ customer warehouse, the first inhibiting factor is checking documents provided by customers with documents received when the goods arrive is still done manually. This makes employees check them one by one, which takes a long time.

The second inhibiting factor is the lack of available forklifts. If activities or work using forklifts are crowded, this will hamper the putaway process because they have to take turns using forklifts.

FLOW PROCESS INBOUND

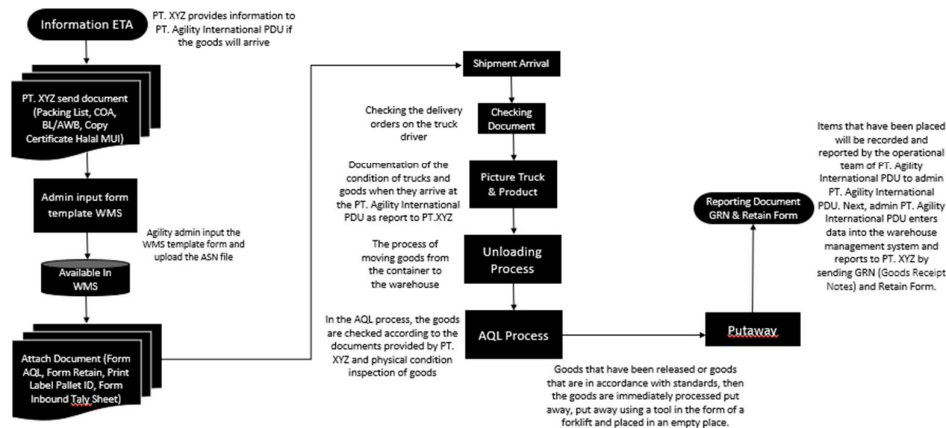


Figure 4.

Conclusion

Based on the results of research conducted at the warehouse of PT Agility International Pondok Ungu, it can be concluded that the process of receiving goods to putaway at PT Agility International's warehouse is extensive and by customer wishes due to detailed documents and goods inspection. Judging from the process of receiving information, it has clear and relatively effective procedures. Judging from the process of receiving goods, it has a practical and thorough process. Still, it must improve technology that is faster and easier to use, such as QR codes, because in the process of receiving goods to check goods documents is still done manually and seen from the putaway process, it has been running effectively because the location for storing goods has been determined in advance through warehouse management. Still, there must be additional forklifts so that the putaway process is not hampered.

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