

## **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.*

*Keywords: Receiving process, Imported goods, Malaysia, Bengkalis*

### **1. PENDAHULUAN**

International trade involves the exchange of goods and services across national boundaries, with its origins dating back to 2500 BC. It facilitates trade between individuals, governments, and countries based on agreements. While international trade can positively impact a country by increasing prosperity and stimulating domestic industry growth, it can also hinder domestic industry growth for earning foreign exchange. Import, an integral part of international trade, refers to the legal movement of goods or services from one country to another, often involving customs interventions. Imports play a crucial role in supporting industrial raw materials, chemicals, capital goods, and consumer goods that cannot be produced domestically.

Import activities carry risks, such as payment failures and regulatory obstacles, both for exporters and importers. Indonesia, as a developing country with high population density, experiences increased demand for various needs, including snacks like chocolate snacks and drinks such as Milo, which are commonly imported from neighboring Malaysia to Bengkalis. Cross-border trade between Bengkalis and Malaysia has the potential to enhance the welfare of the people, particularly in sectors like the creative economy, tourism, and culinary.

The researcher aims to investigate the process of receiving imported goods, specifically snacks like packaged Milo drinks, and chocolate snacks from Malaysia to Bengkalis, exploring the preferences of Bengkalis residents and the potential benefits of cross-border trade. Import activities are an essential aspect of international trade, emphasizing the interdependence of countries and the need for overcoming obstacles in the import process.

Import is the process of buying foreign goods or services from one country to another. Imports of goods generally require the intervention of customs in the sending country. Imports are an important part of international trade. If companies sell their products locally, they can benefit from lower prices and higher quality than domestic supplies.

Economic activity between residents of a country with residents of other countries is called international trade. In this case there is a certain agreement that is mutually agreed

upon. In international trade, several theories are known, including the theory of absolute advantage (absolute advantage), the theory of comparative advantage, the theory of reciprocal demand, and the views of the people mercantilism. The reason that causes international trade is revolution information and transportation, interdependence of needs, economic liberalization, foreign exchange needs, differences tastes, diversity in the production process, cultural differences and lifestyles.

Bengkalis has the potential to export and import goods from Malaysia, namely in the form of snacks or used clothing, as well as exporting fish and palm oil. Bengkalis and Malaysia are cross-border trade between the two countries, Indonesia and Malaysia. Cross-border trade can improve the welfare of the people of Riau, especially the people of Bengkalis Regency, especially in the creative economy sector, tourism, culinary, and others.

Export-import activities are based on the condition that no country is independent, because they need each other. Because each country has different characteristics, be it natural resources, climate, geography, demography, economic structure, and social structure. The government provides flexibility to entrepreneurs to be able to carry out activities that support their business, as the Researcher will discuss in this study, namely import activities. Such as the process of receiving imported goods from abroad into the country, as well as what obstacles are faced when importing and how to overcome these obstacles.

In a sale and purchase contract between an exporter and an importer. The role of the bank as handling and supervision of the relevant transaction L/C documents. handling and supervision of the relevant transaction L/C documents. When going to carry out import activities, every person or company Legally, you must first complete yourself with a Certificate of Business Domicile (SKDU), Taxpayer Identification Number (NPWP), Business License (SIUP), and Company Registration Certificate (TDP).

In the import process, the required documents play a crucial role. Import documents are considered master documents that serve as proof of transactions. These documents include the Letter of Credit (L/C), which is issued by the importer's bank and grants the exporter the right to withdraw money from the importer. Another important document is the Bill of Lading (B/L), which serves as a receipt of goods loaded on a ship, proving ownership and the contract of transportation by sea. The B/L has various functions, including providing evidence of receipt of goods, proof of ownership, and evidence of transportation and delivery. Different types of B/L exist, such as Received for Shipment B/L, Shipped on Board B/L, Short Form B/L, Long Form B/L, Through B/L, Combined Transport B/L, Charter Party B/L, and Liner B/L. Additionally, the invoice is a crucial document that provides important information regarding the quantity of goods, insurance coverage, and settlement details. These documents are essential in facilitating smooth import operations and ensuring proper documentation in trade transactions.

In calculating import duties, several important elements need to be considered. These include the type and quantity of goods, import duty rates, price of goods, the type of foreign exchange used, the type of transportation means, the country of origin of imported goods, and the location of insurance coverage. Import duty is calculated by multiplying the import duty rate by the customs value. The customs value is determined based on the CIF (Cost Insurance Freight) conditions. When insurance is obtained abroad, the value of the insurance policy is included in the calculation of customs value, while domestically obtained insurance is considered to have no value in this regard. These factors play a significant role in determining the import duties for a given shipment, ensuring accurate assessment and compliance with customs regulations.

International trade is based on mutual agreements and relies on various theories such as absolute advantage, comparative advantage, reciprocal demand, and mercantilism. It is driven by factors like the information and transportation revolution, interdependence of

needs, economic liberalization, foreign exchange requirements, differences in tastes, diversity in the production process, cultural differences, and lifestyles.

## **2. TINJAUAN PUSTAKA**

- a. (Belay Seyoum, 2014) International trade is the exchange of goods and services across national boundaries. International trade based on the free exchange of goods started as early as 2500 BC. International trade, is trade carried out by individuals with the government of a country and the government of another country, on the basis of an agreement between two parties. Foreign trade transactions known as export-import are actually a simple transaction and do nothing more than buy and sell goods between entrepreneurs located in different countries.
- b. (Feriyanto, 2015). In international trade, several theories are known, including the theory of absolute advantage advantage), the theory of comparative advantage, the theory of reciprocal demand, and the views of the people mercantilism. The reason that causes international trade is revolution information and transportation, interdependence of needs, economic liberalization, foreign exchange needs, differences tastes, diversity in the production process, cultural differences and lifestyles
- c. (Hamdani and Haikal 2018) Import is the process of buying foreign goods or services from one country to another. Imported goods generally require the intervention of customs in the sending country. Imports are an important part of international trade. If companies sell locally, they can benefit from being cheaper and of higher quality than domestic supply.
- d. (Husman and Akbar 2014), explains that the frame of mind is a temporary explanation of the symptoms that are the object of our problem. This framework is based on a literature review and relevant research results. The framework of thinking is our own creation (not made by others), namely the way we argue in formulating hypotheses.
- e. (Sugiyono 2018) Population is a generalization of the area consisting of objects or subjects that have certain qualities and characteristics determined by Researcher to be studied and then drawn conclusions.

## **3. METODE PENELITIAN**

In this study, the researcher uses qualitative data types where we conduct research based on appreciation, respondents in a natural situation or (natural setting). Qualitative research is carried out in reasonable situations and the data collected is generally qualitative. Therefore, this research is called a qualitative method. The qualitative method is based on a phenomenological philosophy that prioritizes appreciation (*verstehen*). Qualitative research methods seek to understand and interpret the meaning of an event of interaction between human behavior in certain situations according to their own perspective. This research was conducted in Bengkalis, Bengkalis Regency. This location was chosen because it has a supporting aspect, so that it can conduct research. In this research, the object of research is people who import in Bengkalis and surrounding areas.

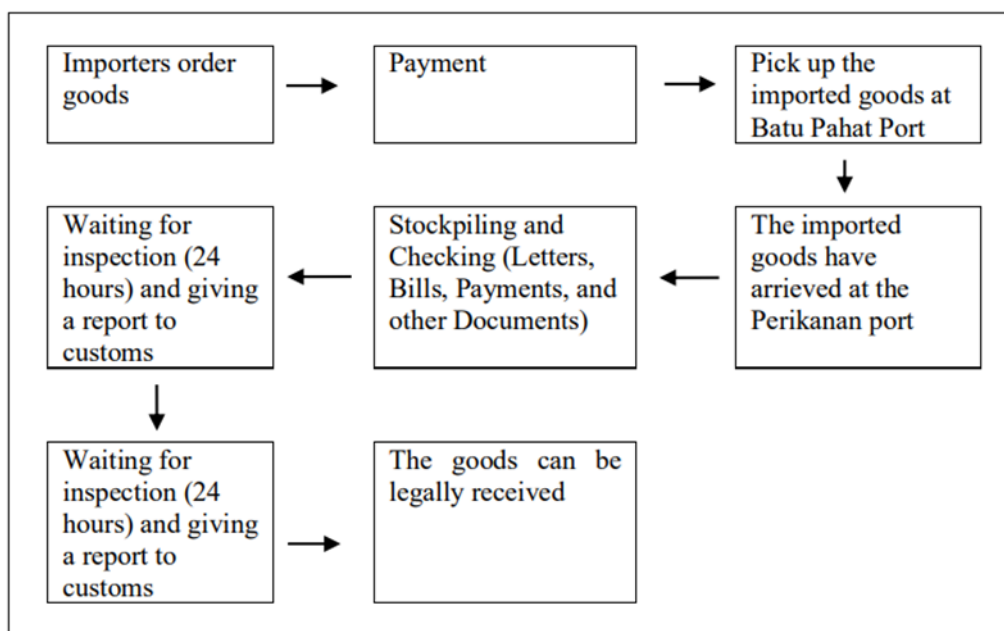
To obtain the data needed in this study, data collection was carried out through library research and field research. This research is conducted by reviewing library materials, such as books containing theories, scientific works and other materials relevant to the research. This research was conducted directly on the object of research, the methods used were observation, interviews and documentation, namely making observations, interviewing directly to people who did importers and documenting what was done, such as when wanted to develop goods, such as documenting the needs and requirements of letters. Letters to be prepared. By documenting the data collection, it is more reliable. Based on this understanding, it can be underlined that documents are basically: first, written recordings or films: and second, their

contents are events that have passed. Then notes are records of events that occur now and in the future, but records of the past.

Data analysis is the process of systematically searching and compiling data obtained from interviews, field notes and documentation, by organizing data into categories, breaking down into units, synthesizing, compiling into patterns, choose what is important and what will be studied, and make conclusions so that they are easily accessible to themselves and others. Data analysis is the process of systematically searching and compiling data obtained from interviews, field notes and documentation, qualitative analysis is carried out before entering the field, while in the field, and after finishing in the field.

#### **4. HASIL PENELITIAN DAN PEMBAHASAN**

Based on data in the field and interviews, information on the process of receiving imported goods from Malaysia to Bengkalis was obtained as follows:



**Figure 1.** Receiving Imported Goods Process  
*Source: Processed Data, 2022.*

Importers order goods to be imported through various platforms, be it personal contact, company contact, email, or via other media. Then make bank transfer payments between countries. After payment is made, the party contacted from Malaysia prepares the goods that have been ordered. The company in question is Syarikat Amin Agency, Batu Pahat, Johor, Malaysia. Ships from Indonesia, in this case, KLM Bintang Jaya-1, leave for Batu Pahat Port, Malaysia, to pick up goods. Sometimes ships also carry goods to be exported.

Under normal conditions, the trip takes about a week to export and receive imported goods. The usual location for picking up imported goods that have been purchased is Batu Pahat Harbor, Johor, Malaysia. During the Covid-19 pandemic, ships were not allowed to dock at ports. And only allowed to carry out loading and unloading activities in the middle of the ocean. The KLM Bintang Jaya-1 ship returned to Indonesia and docked at Perikanan Port. Ships that arrive will unload imported goods. The importer immediately reports to the Head of the Customs Office in the form of a list of imported goods. If there are deficiencies or errors, the importer is obliged to pay customs fees or fines that have been set. Goods will be stockpiled or stored for 24 hours, after which customs inspection will be carried out. The

importer completes the documents requested by the Bengkalis Customs for picking up the goods. The goods can be legally accepted by the importer and then distributed to buyers who have ordered the goods beforehand.

Based on the theory related to process of receiving import goods. The process of receiving imported goods carried out at the Fishing Port in Bengkalis is in accordance with the theory described and the procedures carried out are correct and complete. From the first process that starts from ordering goods until the goods arrive at Bengkalis, it is in accordance with the procedure described. Steps for procurement of goods is starting from product selection, ordering of goods, making and checking documents to import, delivery of goods, payment of invoices, PIB payments, processes on shipping and customs, further processing of ports arriving at destination, carrying out goods, and finally can check the condition of goods in the warehouse. Documents required for the procurement process of imported goods are: Purchase Order, Invoice, Packing List, Bill of Lading, Certificate of Origin, Insurance, and Surveyor Report. To facilitate the process on customs and shipping until the expenditure of goods from the port can use forwarder services. This makes it easier and very helpful in the procurement process by importing.

After conducting interviews with importers and the Chairman of CV Graha Jaya Mandiri. Several main obstacles become obstacles to taking imported goods from Malaysia. The obstacle that often occurs is the changing Customs and Excise Regulations. The delayed administration process made the loading and unloading process a little hampered.

The obstacles faced by importers when receiving imported goods from Malaysia are related to the administration and completeness of documents. It has resulted in hampered loading and unloading activities and is feared to affect imported goods for distribution. From the interviews that have been conducted, the solution from several parties is to change the rules for examining documents and other equipment. It can prevent importers from waiting too long, as is the procedure in general. Collaboration from several parties, both from the port, importers, and Bengkalis customs. It takes performance and discussion to find and formulate a rule that facilitates both parties. The results of this discussion must be conveyed to the center so that the economy of the coastal areas, especially Bengkalis, will improve. Establishing international trade with other countries and, more broadly, building relations and cooperation. The hope given by several parties is that the activities of receiving imported goods in Bengkalis can be accompanied by good facilities provided by the Bengkalis district government.

The factors influence including the process of import activities, the transportation system that influences documents, the status of shipper and consignee affect the status of the container even the determination of the path determined by the Customs. However, in Bengkalis, the big influence in hampering the process of receiving imported goods is influenced by regulatory factors that often change, delays in receiving goods and less fast service. This is of course different between previous research and now.

## **5. KESIMPULAN DAN SARAN**

Based on the research findings and discussions on the process of receiving imported goods, obstacles, and solutions from Malaysia to Bengkalis, the following conclusions can be drawn. The process of receiving imported goods involves importers ordering goods through various platforms and making international bank transfers for payment. The goods are prepared by the contacted party in Malaysia and picked up by Indonesian ships from Batu Pahat Port. The ships transport the goods back to Bengkalis, where customs procedures are carried out, including reporting, stockpiling, and inspection. Once the goods are cleared, importers can legally accept and distribute them to buyers. However, obstacles such as changing regulations and delayed administration processes can impede the smooth flow of goods. To address these issues, it is

suggested to revise the rules and procedures, improve collaboration among relevant parties, and enhance supporting facilities. Recommendations for the parties involved include facilitating administrative and loading processes, actively seeking and considering suggestions, and enhancing the infrastructure in Bengkalis for efficient import operations.

Based on the conclusions above, the researcher tries to provide advice to parties involved in carrying out activities for receiving imported goods from Malaysia to Bengkalis, Bengkalis customs, the Department of Trade and Industry, as well as importing and importing companies, as follows:

1. Changes to the basic rules that can facilitate the administration and loading and unloading processes.
2. Receiving and submitting suggestions that have been given by parties carrying out the activities of receiving imported goods.
3. Improving supporting facilities for the smoothness and ease of receiving imported goods in Bengkalis Regency.

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