LAMPIRAN

Keterangan:

• N1.09-02-2025

Untuk narasumber pertama selaku Manager Operasional

• N2.11-02-2025

Untuk narasumber kedua selaku Supervisi

• N3.20-02-2025

Untuk narasumber ketiga selaku Staff Dokumen

• N4.21-02-2025

Untuk narasumber keempat selaku Staff Customer Service

• N5.22-02-2025

Untuk Narasumber kelima selaku Supir

Lampiran 1	Wawancara Narasumber

1.) Apa saja hambatan yang menyebabkan proses *stuffing* mengalami keterlambatan?

N1: "Proses stuffing sering tertunda karena keterlambatan truk ke gudang atau alat bantu muat seperti forklift tidak tersedia tepat waktu. Dalam beberapa kasus, kendaraan pengangkut belum kembali dari pengiriman sebelumnya, sehingga proses pemuatan terpaksa menunggu. Selain itu, bila alat bantu muat mengalami kerusakan ringan, perbaikannya pun kadang memakan waktu karena keterbatasan teknisi di lapangan."

N2: "Kami mulai melakukan pengecekan alat dan kesiapan armada sejak malam sebelumnya agar keesokan paginya proses loading bisa langsung dijalankan tanpa penundaan. Namun, kendala tetap bisa terjadi, misalnya saat sopir datang terlambat, atau saat alat yang sudah dicek sebelumnya tiba-tiba bermasalah saat digunakan. Koordinasi antar divisi pun menjadi kunci, karena sedikit keterlambatan dari satu pihak bisa berdampak pada seluruh rangkaian proses."

N3: "Kadang dokumen ekspor seperti Shipping Instruction belum siap saat proses stuffing dimulai. Hal ini menyebabkan tim operasional harus menunggu, karena mereka tidak bisa melanjutkan proses tanpa dokumen lengkap. Beberapa kali kami harus melakukan revisi data karena input dari customer belum final. Situasi seperti ini sangat memengaruhi ketepatan waktu pengiriman."

N4: "Banyak pelanggan yang mengeluh ketika pengiriman terlambat, padahal keterlambatan sering bermula dari proses *stuffing* yang tidak berjalan sesuai rencana. Mereka biasanya hanya melihat dari sisi hasil akhir, tanpa memahami

bahwa ada hambatan teknis seperti alat muat rusak, dokumen belum siap, atau armada tidak tersedia tepat waktu. Hal ini mempengaruhi kepercayaan pelanggan terhadap layanan kami."

N5: "Kadang saya tidak bisa langsung mengantar kontainer karena forklift rusak atau sedang digunakan oleh kontainer lain. Terkadang harus antri cukup lama karena hanya ada satu alat yang bisa dipakai. Jika alat bantu tidak siap, saya hanya bisa menunggu instruksi dari tim lapangan. Ini membuat jadwal pengiriman yang seharusnya pagi, jadi mundur hingga siang atau sore."

2.) Apa yang dilakukan saat terjadi cuaca buruk yang berpotensi menghambat pengiriman?

N1: "Jika terjadi cuaca ekstrem seperti hujan deras atau angin kencang, kami segera melakukan penyesuaian terhadap jadwal pengiriman. Langkah awal yang kami ambil adalah berkoordinasi langsung dengan sopir di lapangan untuk menilai tingkat risiko dan menentukan apakah pengiriman tetap bisa dilanjutkan atau harus ditunda. Selain itu, kami juga mengecek ulang jadwal kapal dan window time agar keterlambatan tetap bisa ditoleransi secara sistem."

N2: "Dalam kondisi cuaca buruk, kami memberikan toleransi waktu kepada pengemudi maupun tim lapangan. Selain itu, kami juga terus memantau kondisi cuaca melalui aplikasi cuaca resmi untuk

mendapatkan perkiraan yang lebih akurat. Informasi ini menjadi dasar kami dalam melakukan penyesuaian pengaturan loading, penjadwalan ulang, maupun penginformasian ke pelanggan." N3: "Jika terjadi cuaca buruk yang menyebabkan keterlambatan pengiriman, kami langsung melakukan update kepada pelanggan dan principal melalui email atau sistem pelaporan internal. Tujuannya agar semua pihak yang berkepentingan mendapatkan informasi terbaru terkait status pengiriman. Kami juga mencatat kendala tersebut dalam laporan sebagai dokumentasi bila terjadi pertanyaan lanjutan di kemudian hari." N4: "Ketika terjadi cuaca ekstrem, kami menjelaskan kepada pelanggan bahwa keterlambatan pengiriman bisa terjadi di luar kendali operasional. Kami memberikan pemahaman bahwa keselamatan di lapangan adalah prioritas utama, dan perusahaan selalu berusaha menjaga keandalan layanan meskipun ada gangguan cuaca. Biasanya kami sampaikan estimasi waktu baru dan tetap menjaga komunikasi secara aktif." N5: "Saat hujan deras atau angin kencang, saya memilih untuk berhenti sejenak di tempat aman. Bagi saya, keselamatan lebih utama. Saya juga langsung menghubungi tim operasional melalui grup komunikasi untuk memberi tahu posisi dan kondisi cuaca di lapangan, agar mereka bisa sesuaikan jadwal atau rute jika diperlukan." N1: "Kadang sistem ERP yang kami 3.) Apa kendala dalam pengurusan dokumen ekspor yang berdampak gunakan mengalami error, terutama saat pada keterlambatan? jam sibuk atau ketika banyak dokumen masuk secara bersamaan. Hal ini menyebabkan proses input data menjadi terganggu atau tertunda, dan bila tidak

segera ditangani, bisa berdampak pada keterlambatan proses pengeluaran dokumen penting seperti shipping instruction atau invoice. Sistem digital memang membantu, tapi juga membutuhkan pemeliharaan yang konsisten."

N2: "Yang sering jadi kendala dalam pengurusan dokumen adalah data awal yang masuk dari bagian lain atau dari customer tidak lengkap atau salah format. Kami jadi harus minta perbaikan ulang sebelum bisa lanjut input ke sistem. Selain itu, saat beban kerja tinggi, proses pengecekan dokumen pun melambat karena harus dilakukan secara manual, sementara sistem belum sepenuhnya otomatis."

N3: "Salah satu kendala paling sering adalah data dari customer yang belum lengkap atau tidak sesuai. Kami jadi harus merevisi shipping instruction berkali-kali sebelum bisa submit ke sistem. Hal ini cukup memakan waktu dan membuat proses lainnya seperti penerbitan Bill of Lading ikut tertunda. Koordinasi dengan customer memang sangat krusial dalam hal ini."

N4: "Ketika dokumen ekspor belum siap, pelanggan biasanya langsung bertanya atau menekan kami agar pengiriman tidak terlambat. Jika kami tidak bisa memberi penjelasan yang tepat waktu dan akurat, kepercayaan mereka bisa turun. Keterlambatan dalam dokumen membuat layanan kami seolah-olah tidak profesional, padahal kadang masalahnya teknis atau berasal dari pihak lain."

N5: "Pernah satu kali saya harus menunggu cukup lama di gudang karena dokumen kontainer belum selesai

	diproses. Akibatnya saya terlambat masuk pelabuhan, dan kontainer yang saya bawa tidak bisa langsung ikut kapal yang dijadwalkan. Ini membuat saya harus <i>standby</i> lebih lama, dan jadwal pengiriman berikutnya ikut bergeser."
4.) Bagaimana upaya yang dilakukan untuk menjaga ketepatan waktu pengiriman?	N1: "Kami selalu memastikan kesiapan alat bantu muat seperti forklift dan ketersediaan armada truk sebelum proses loading dimulai. Biasanya, pengecekan dilakukan satu hari sebelumnya agar jika ada kendala teknis, bisa segera ditangani tanpa menunda jadwal pengiriman. Koordinasi dengan tim lapangan juga terus ditingkatkan agar proses stuffing dan pengangkutan bisa berjalan sesuai rencana."
	N2: "Dalam pengalaman saya, keterlambatan di awal proses seperti stuffing atau dokumen yang belum lengkap langsung berdampak pada keterlambatan jadwal kapal. Untuk itu, kami selalu berupaya menekan potensi keterlambatan di tahap awal dengan mengatur ritme kerja dan mengawasi progres setiap divisi secara real-time. Pemantauan ini penting agar pengiriman tetap sesuai dengan target waktu."
	N3: "Ketika dokumen belum siap atau masih harus direvisi, otomatis pengiriman tidak bisa dilakukan. Oleh karena itu, kami berusaha mempercepat proses input dan validasi dokumen, serta melakukan konfirmasi ke customer lebih awal untuk memastikan data yang diberikan sudah benar. Langkah ini cukup membantu dalam menekan keterlambatan yang bersumber dari administrasi."
	N4: "Kalau terjadi keterlambatan pengiriman, pelanggan biasanya langsung menghubungi kami untuk minta penjelasan. Agar hal ini tidak sering

terjadi, kami selalu berkoordinasi dengan bagian operasional dan dokumen untuk memastikan semuanya siap sebelum pengiriman dilakukan. Ketepatan waktu sangat memengaruhi reputasi, jadi kami usahakan komunikasi lintas divisi tetap aktif."

N5: "Saya pernah mengalami keterlambatan karena kendaraan belum siap dan jalan macet di rute utama. Sekarang, sebelum berangkat, saya selalu pastikan kendaraan dalam kondisi baik, dan saya juga diberi informasi soal kondisi jalan. Koordinasi seperti ini sangat membantu agar saya bisa berangkat tepat waktu dan pengiriman tidak molor."

5.) Bagaimana *quality control* dilakukan untuk mendukung kelancaran pengiriman?

N1: "Kami melakukan pengecekan alat bantu muat seperti forklift dan reach stacker setiap hari sebelum proses loading berlangsung. Pemeriksaan ini dilakukan oleh tim teknisi dan divisi lapangan untuk memastikan alat dalam kondisi siap pakai. Jika ditemukan masalah teknis, alat akan segera diganti atau diperbaiki agar tidak mengganggu jadwal pengiriman. Quality control ini penting untuk menjamin tidak ada gangguan saat proses stuffing berlangsung".

N2: "Koordinasi antar divisi menjadi bagian penting dari *quality control*. Misalnya, jika bagian dokumen telat memberikan *shipping instruction*, maka operasional pun ikut tertunda. Maka dari itu, kami selalu upayakan semua divisi bekerja dengan ritme yang sama dan informasi disampaikan dengan cepat. Kami juga melakukan evaluasi mingguan agar setiap bagian bisa meningkatkan kesiapan masing-masing".

N3: "Checklist digital sangat membantu kami untuk memastikan seluruh dokumen ekspor, seperti invoice, packing list, dan shipping instruction, telah disiapkan sebelum proses pengiriman dimulai. Setiap item dalam checklist harus tercentang terlebih dahulu sebelum dokumen diserahkan ke bagian operasional. Dengan begitu, risiko tertundanya pengiriman karena kelalaian dokumen bisa ditekan." N4: "Quality control dari sisi layanan kami lakukan dengan menjaga komunikasi aktif antara customer service, dokumen, dan operasional. Kami selalu berkoordinasi sebelum pengiriman berlangsung, terutama untuk memastikan dokumen, jadwal kendaraan, dan kebutuhan pelanggan sudah terpenuhi. Semua tim harus jalan bareng agar proses pengiriman tidak tersendat di tengah jalan." N5: "Sekarang jadwal saya sudah dicek dari malam sebelumnya, jadi keesokan paginya saya bisa langsung jalan tanpa harus menunggu lama. Koordinasi seperti ini sangat membantu saya di lapangan. Kalau ada informasi perubahan jadwal atau kondisi jalan, saya juga diberi tahu lebih awal. Ini salah satu bentuk *quality* control agar waktu dan tenaga tidak terbuang sia-sia." N1: "Kami menerapkan sistem ERP yang terintegrasi untuk memantau status dokumen dan progres stuffing secara realtime. Dengan sistem ini, saya bisa melihat

langsung apakah dokumen sudah selesai, apakah alat bantu muat sudah digunakan,

dan bagaimana status kontainer di lapangan. Ini sangat membantu

6.) Apa bentuk inovasi yang

terhadap operasional?

diterapkan dan dampaknya

pengambilan keputusan lebih cepat dan menghindari miskomunikasi antar divisi."

N2: "Pelaporan kegiatan operasional kini sudah beralih dari manual ke form online yang bisa diakses oleh seluruh bagian terkait. Inovasi ini mempermudah semua pihak untuk melihat update tanpa perlu bertanya secara langsung atau menunggu laporan *hardcopy*. Hasilnya, respon terhadap hambatan jadi lebih cepat, dan alur kerja terasa lebih transparan."

N3: "Checklist digital sangat membantu dalam proses verifikasi dokumen ekspor. Dulu, sering terjadi dokumen tertinggal atau salah urut karena masih manual. Sekarang, semua dokumen harus dicek dan dicentang dalam sistem sebelum dikirim ke bagian lain. Dengan begitu, kesalahan berkurang dan waktu pemrosesan dokumen jadi lebih efisien."

N4: "Kami menggunakan grup komunikasi internal seperti whatsapp *Business* atau sistem obrolan tim untuk menyampaikan update terkait kondisi lapangan. Misalnya jika ada kendala pengiriman, info itu bisa langsung diketahui semua divisi. Inovasi ini mempercepat alur komunikasi dan memungkinkan kami memberi respon cepat kepada pelanggan."

N5: "Kalau di jalan ada kendala seperti macet atau ban bocor, saya langsung kirim kabar lewat grup operasional. Dulu saya harus telepon satu-satu atau tunggu atasan datang ke lokasi. Sekarang lebih mudah dan cepat. Tim bisa segera bantu atau sesuaikan jadwal tanpa harus nunggu terlalu lama. Inovasi komunikasi ini sangat membantu di lapangan."

Lampiran 2 Dokumen Ekspor

1. Shipping Instruction

ESSES SHIPPING LINE / SE APAG-LLOYD	HIPPING A	CHENT			
to kindly request you to ship	p the under	r memoried goods wi	th shipping instruction as f	offow:	
Khipper / Exporter L. New Kulber Processors			2. Huyer's St No. 1980	98662	
HAPAG-LLOYD We kindly request you to drip the under mentioned goods of the control of the contro		3. Hayer's PO No. PC3/25-00269 SPC37			
			4. Letter of Credit No.	5. Date of	LC
Consigner			7. Insuring Bank		
Consigner DODYEAR CANADA INC 8 GOODYEAR ROAD APANEL ONTARIO K78 ANADA			8. Ocean Freight		
NADA	34.2		B. Cleenn Freight		
			9. B/L Required		
Notify Party ODYEAR CANADA INC GOODYEAR ROAD PANELE ONTARIO K7R. NADA	36.2		11. Remarks / Additio 5 CONTAINER	nai Starking	
SO NOTIFY: GOODYE D RUSSELL A PARROW SO AMBASSADOR DRIV	AR CANA	DA INC			
Pre Carriage By		ling on or about	14 Foot Off Conding	I as navemen	as Names and
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Seean Vessel	17. Por	t of Loading	18. Part of Discharge VANCOUVER, CANA	19. Post of	Delivery
	POSTE				
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HIPPING INSTRUC	TION Date: 07	7.05.2025			Page 2 of 2
##PPING INSTRUC	Date 07	THUYER, GOODY COMPANY (PRIV RESPONSBILE PO INSURANCE!*	PAR OBJECT PATE LIMITED, OR OCEAN CARGO NECTING VESSEL	1	Page 2 of 2
IPPING INSTRUC 1313003201	Date : 07	THUYER, GOODY COMPANY (PRIV RESPONSBILE PO INSURANCE!*			Page 2 of 3

2. Sea Way Bill





3. Nota Pelayanan Ekspor (NPE)

				Nomor Penga	ajuan : 00003001003120250508000055
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KANTOR WILAYAH DJBC KAI		GIAN BARAT			
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MCMSC CASES	Nomor: 002199/I				: 08-05-2025
P 100 100 100 100 100 100 100 100 100 10	Nomor Pendaftar	an PEB : 00220	0	Tanggal	: 08-05-2025
	lenis Komoditi : S	SDA NON-MIGA	S		
回答实验的过程					Lembar ke-1 dari 5
1. NAMA KANTOR PABEAN PEMUAT	TAN	: KPPBC TMP B			
2. NPWP/NAMA EKSPORTIR				LBAR PROCESSO	DRS
NITKU		: 0010031862701	1000000000		
3. NPWP/NAMA PPJK		: -/-			
4. SARANA PENGANGKUT : a. Nam		: BG.LL 2517			
	age/Flight/Nopol	: 377JN : 14-05-2025			
TANGGAL PERKIRAAN EKSPOR PELABUHAN MUAT		: 14-05-2025			
	anak / Supadio (u)		abuhan/Flight/No	ool Muat : I	Pontianak / Supadio (u)
7. BERAT KOTOR		: 104,625.0000 K	GM		
8. KEMASAN		- N. M. M. L. P. C. L. P. L. P. C. L. P. C. L. P. P. L. P. L			
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A. CATATAN PEMERIKSAAN DOKUN	MEN EKSPOR		ACATIMA MENTAL PROPERTY AND ACTIVATION	MERIKSAAN FISI	KBARANG
Pejabat Pemeriksa Dokumen			Pemeriksa		
C. CATATAN PENGAWASAN STUFF	ING		D. CATATAN PI	ENGELUARAN BAR	RANG EKSPOR DARI TPB
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Ukuran Peti Kemas :			Selesai Kelu		Pukul :
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Pejabat Pengawasan Stuffing			Petugas Dina	as Luar	
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G. CATATAN PEMERIKSAAN DOKUM	MEN EKSPOR		AND CASE	EMERIKSAAN FISII	K BARANG
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I. CATATAN PENGAWASAN STUFFI	NG		J. CATATAN PE	NGELUARAN BAR	ANG EKSPOR DARI TPB
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Pejabat Pengawasan Stuffing			Petugas Dina	as Luar	
K. CATATAN PEMASUKAN BARANG	EKSPOR		L. CATATAN PE	MUATAN BARANC	S EKSPOR KE SARANA
Segel: Utuh Rusak	Tidak Sesuai	1000			
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Peruntukan : Eksportir / TPS / Pengangkut / Kantor Pabean

4. Declaration Of Verified Gross Mass

DECLARATION OF VERIFIED GROSS MASS

TO : PT. PELAYARAN SUKSES SINDO DAMAI Jl. Ir H. Juanda No.18, darat sekip, Kec. Pontianak Kota, Kota Pontianak Kalimantan Barat, Indonesia

VOYAGE: 377JN ETA LOAD PORT: 08 Mei 2025

SIA PORT OF DISCHARGE: :SHIBUSHI, JAPAN

SHIPPER PT. NEW KALBAR PROCESSORS

PLACE OF DELIVERY: SHIBUSHI, JAPAN VESSSEL: LL 2517 VON
PORT OF LOADING: PONTIANAK, INDONESIA
BOOKING REF./SI: 98098662

S/NO.	CONTAINER NO.	VERIFIED GROSS MASS (VGM)	METHOD 1 OR 2
01.	UACU3706153	23.275 KG	METHOD 2
02.	UACU4044977	23.225 KG	METHOD 2
03.	UACU4017307	23.225 KG	METHOD 2
04.	XINU1229836	23.175 KG	METHOD 2
05.	TGBU2215261	23.025 KG	METHOD 2
_			

^{**} USE SEPARATE SHEET IF EXCEED TEN (10) CONTAINERS

- c Method 1: Container fully packed and sealed is weighed by a calibrated and certified equipment. E.g. weighbridge c Method 2: The shipper may weigh all cargo packages including pallets and dunnage materials necessary to secure the cargoes in the container, and then add on to the tare weight of the container found on the CSC Plate affixed on the door of the container

The International Maritime Organization (IMO) adopted mandatory amendments to the International Convention for the Safety of Life at Sea (SOLAS) Chapter VI, Part A, Regulation 2 - Cargo Information. (The full text of the SOLAs regulations and the IMO Guidelines Regarding the Verified Gross Mass of Container Carrying Cargo (MSC.1/Circ.1474, 9 June 2014) can be found at: http://www.worldshipping.org/industryissues/safety/cargo-weight)

- The aforementioned SOLAS amendments introduce two main new requirements:

 1. the shipper is responsible for providing the Verified Gross Mass by stating it in the shipping document and submitting it to the Carrier or his representative and to the terminal representative sufficiently in advance to be used in the preparation of the ship stowage plan; and
- 2. the verified gross mass is a condition for loading a packed container onto a ship.

Effective from 1st July 2016, the shipper is responsible for providing an accurate "Verified Gross Mass" (VGM) for each packed container. Container(s) that does not have a VGM is prohibited to load onto the vessel and shipper will be responsible for any costs that arise thereof (e.g. demurrage, storage, etc)

This declaration must be sent & received by the carrier at least one (1) working day before vessel's ETA date shown above.

The carrier will not be responsible for verifying the shipper's VGM Declaration and the carrier reserves the right not to load if this declaration is not received timely.

PT. NEW KALBAR PROCESSORS NAME OF SHIPPER AS IN BILL OF LADING NAME AUTHORISED PERSON: ELIS DESIGNATION: STAFF EKSPOR

DATE: 08 Mei 2025

SIGNATURE & COMPANY'S STAMP

PT NEW KALBAR PROCESSORS

Jl. Adisucipto Km. 11,3 RT. 006 RW. 003 Dusun Teluk Indah, Desa Teluk Kapuas, Kabupaten Kubu Raya 78391, Indonesia Telp. 0561-721959, 736643, 722870 Fax. 0561-721103

5. Pemberitahuan Ekspor Barang

BC 3.	.0	PE	EMBERITAHI	JAN EKSPO	RBA	RANG			
Namo	or Pengajuan : 000	030010031202505080000	055				Ha	alaman ke-1 dari 1	
A. KA	ANTOR PABEAN								
1,	. Kantor Pabean Pernuatan : KPI	PBC TMP B PONTIANAK			H. KOL	OM KHUSUS	BEA DAN CUKAI		
2	. Kantor Pabean Ekspor : KPI	PBC TMP B PONTIANAK		1.1		1. Nomor Pendaftaran : 002200			
B. JE	ENIS EKSPOR : EK	SPOR BIASA			1	anggal	: 08-05-20	25	
C. KA	ATEGORI EKSPOR : UM	UM			2. N	omor BC 1.1	3		
D. CA	ARA PERDAGANGAN : LAI	NNYA			1	Tanggal :			
E. CA	ARA PEMBAYARAN : PE	RHITUNGAN KEMUDIAN			F	os/Sub Pos	¥		
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	Identitias					15. Nama	: ARCHIPELAGO RUBBER T	RUBBER TRADING PTE LTD	
2, Nam				000000000		16 Alamat	: 3 PHILLIP STREET, #15-05	ROYAL GROUP	
3. Alam		6. N	ama : PT. NEW KALBA	R PROCESSORS			BUILDING SINGAPORE 04	8693	
4. State	RT.006 RW.003 TELUK KAPUAS		lamat : JL. ADISUCIPTO RT.006 RW.003	KM 11.3 DUSUN TELUK I TELUK KAPUAS SUNGAI I	NDAH RAYA	17. Negara	: SINGAPORE		
	us								
B. NPW	WP :		KAK YANG MELAKUKAN KO Katagori :	INSCLIDASI		PENERIMA 18. Nama	GOODYEAR CANADA INC		
			NPWP :						
9. Nam	na :	13.1	Nama ;			19. Alamat	: 388 GOODYEAR INC NAPA K7R 3L2 - NAPANEE	ANEE ONTARIO	
10. Ala	smat :		Alamat			20. Negara	: CANADA		
DATA	A PENGANGKUTAN	Kon	solidasi	DATA PELABUHAN	/TEMPAT N	A STATE OF THE STA	7.002.011400.017		
		LAUT		25. Pelabuhan Muat			NAK / SUPADIO (U)		
		ID		26. Pelabuhan Muat	Ekspor		NAK / SUPADIO (U)		
В	9G.LL 2517			27. Tempat Penimbu	nan	1.	-		
23. No.	Pengangkut (Voy/Flight/Nopol)	377JN		28. Pelabuhan Tujua	n	: TORON	ТО	4	
24. Ta	anggal Perkiraan Ekspor	14-05-2025		29. Negara Tujuan E	kspor	: CANADA	•		
DOK	UMEN PELENGKAP PAREAN			DATA TEMPAT PEN	MEDIKCAAN				
	o & Tgl Invoice : No. 311300	3492	tgl. 08-05-2025	33. Lokasi Pemeriksa			DANG EKSPORTIR		
and the	o & Tgl Packing List : No. 131300		tgl. 08-05-2025	34. Kantor Pabean P	emeriksaan	- KPE	PBC TMP B PONTIANAK		
was a super		o. SNI 1903:2017 tgl. 18-0	21 (24 (24 (24 (24 (24 (24 (24 (24 (24 (24			at utotal	DO TIME DE CONTINUENT		
		PPBC TMP B PONTIANA		DATA PENYERAHA	1994.0				
1000	A CONTRACT OF THE CONTRACT OF			35. Cara Penyerahar	Barang	: FOB			
70.000	A TRANSAKSI EKSPOR	CPERMATA		Term n	Mark.				
				39. Biaya Penangkut		: 10,651,84			
	enis Valuta : US D umlah Nilai Ekspor : 187,8	OLLAR (USD)		49. Asuransi (LN/DN 41. Nilai Maklon (Jika		: 446.66			
	A PETI KEMAS	03.16		DATA KEMASAN	i Ada)	. 0			
	mlah Peti Kemas	: 5		44, Jenis, Jumlah dai	n Marak V	12020			
	, Ukuran, Jenis Muatan, & Tipe Peti Kemas	: UACU3706153 /	20 FEET / FCL	75 CRATE/ GOO		nasan	,		
	A BARANG EKSPOR								
	erat Kotor (kg) : 104,625.000	D		46. Berat Bersih (kg)		94,500.0000			
47. No.	48Pos Tarif/HS - Uraian Jenis Barang Secara Le Ukuran, Kode Barang, Spesifikasi V - Jenis Ekspor	engkap, Merek, Tipe, Vajib	49. Perizinan Ekspor & No. Urut	50. HE barang dan Tarif BK	51 Jumleh Satuan Bara - Berat B - Jumlah Kemasah	ing lersih (kg)	52. Negara Asal Barang 53. Daerah Asal Barang	54. Nilai Ekspor	
í	- 40012220 TSNR 20, Merk: GIOODYEAR, Tips: K 115X108X146 CM, Speudikasıl lain: -, Rode - EKSPOR BIASA	ARET ALAM / SIR20, Ukuran: Barang : -	TPP-SIR (3)	HE: 0 BK: 0	- 94,500.00 h (KGM) - 94,500.000 - Komasan:	0 Kg	- INDONESIA (ID) - KOTA PONTIANAK (6171)	187,863.11	
55. NI	llai Tukar Mata Uang : Rp	16,706.00		DATA PENERIMAAI	N NEGARA	- 12-			
				56. Nilai Bea Keluar		Rp. 0			
				57. PPh Pasal 22 Ekspor : Rp. 0					
				57. PPh Pasal 22 Ek	spor	Rp. 0			

SS. Nilai Boa Keluar : Rp. 0

S7. PPh Pasal 22 Ekspor :: Rp. 0

S8. Pungutan Sawit :: Rp. 0

S8. Pungut

LEMBAR LANJUTAN DOKUMEN PELENGKAP PABEAN PEMBERITAHUAN EKSPOR BARANG (PEB) 090100 Kantor Pabean Nomor Pengajuan : KPPBC TMP B PONTIANAK : 00003001003120250508000055 No. Jenis Dokumen Nomor Dokumen Kantor Pendaftaran Tanggal 3113003482 08-05-2025 INVOICE PACKING LIST 08-05-2025 1313003201 2 214/KBC/2022 3 TPP-SIR 22-03-2022 LAINNYA KEP-37/KBC.1401/2025 23-04-2025 4 LAINNYA SNI 1903:2017 18-03-2022

PONTIANAK, 08-05-2025 Eksporli/PPJK

			BAR LANJU TAHUAN EK		TI KEMAS BARANG (PEB)		
		TMP B PONTIANAK 01003120250508000			090100		
No.	40. Nomor Peti Kemas	Ukuran	Status	No.	40. Nomor Peti Kemas	Ukuran	Status
1	UACU3706153	20 FEET	FCL		1		
2	UACU4044977	20 FEET	FCL				
3	UACU4017307	20 FEET	FCL .				
4	XINU1229836	20 FEET	FCL				
5	TGBU2215261	20 FEET	FCL				

Lampiran 3 Dokumen Impor

1. Bill of Lading



Ocean Network Express Pte. Ltd. (ONE), AS CARRIER

2. Manifest Of Cargo On Board

SAMUDERA SHIPPING LINE LTD MANIFEST OF CARGO ON BOARD PRINT BY: wahyu.haryadi

PRINT DATE: 04/07/2025 10:33 PM

FEEDER VESSEL: BAHARI 278 VOY: 175E CAPTAIN:

TO: PONTIANAK ETD: 2025-07-06 14:38:00 FROM: SINGAPORE ETA: 2025-07-06 14:38:00

No. B/L SHIPPER **GROSS WEIGHT** VOLUME **PKGS** DESCRIPTION OF PREPAID/COLLECT CONSIGNEE NET WEIGHT GOODS

3 X 20' GP SLOT CONTAINERS 7 X 40' HC NORMAL SLOT SSLSGPNKPAE0305 184590.0000 Prepaid

CONTAINERS

SHIPPER NAME: **GENERAL CARGOES**

NEW GOLDEN SEA SHIPPING 30 CECIL STREET #25-01 PRUDENTIAL S/E

TOWER SINGAPORE 049712 +65-68128311 +65-98333190

CONSIGNEE NAME:

GLOBAL TRANSPORTASI NUSANTARA JL.A.YANI KOMPLEK MEGA MALL NO.H7 PONTIANAK TEL:0561-761221 PIC:NURASIAH E:CS@PNK.GPI-G.COM

CONTAINER NO / SEAL NO

NOTIFY PARTY NAME: CAAU9147429 SAME AS CONSIGNEE

CSLU6314568 CSNU1017899 OOCU0812915 OOCU9182083 TCNU1068211 TCNU1202892 TCNU1209881 TEMU7855050 TIIU2227066

3. Multimoda Transport Bill Of Lading

Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination	WORLDGI Tel No.: +6 MULTIMODAL BILL OF Received in apparent good order and condition except as otherwise noded the total number of containers or other prodages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	document (duly endorsed) to the Carrier by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shall (without prejudic to any rule of common law or status rendering them binding on the
LOT NO. J. J.LAN ANGGERIK MOKARA 31/54, KOTA KEMUNING 40460 SHAH ALAM SELANGOR MALAYSIA Consign to order of: PT ANUGERAH MAKHUR SEJATI GEDUNG E-TRASE BUILDING LT3 SUTTE B JL K.H. WAHID HASYIM NO.55 RT DOOR RW.000 GONDANGDIA. MENTENG, KOTA ADM. JAKARTA PUSAT OKI JAKARTA TAX ID: 0024 9244 6607 6000 Notify address: SAME AS CONSIGNEE OCEAN VESSEI PORT KLANG, MALAYSIA	WORLDGI Tel No.: +6 MULTIMODAL BILL OF Received in apparent good order and condition except as otherwise noded the total number of containers or other prodages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	INTEXPRESS SERVICES SDN BHD NO.42, JALAN PUTERI 2/2 ANDAR PUTERI PUCHONG 47100 PUCHONG SELANGOR MALAYSIA J380603933 Fax No.: +603-80602901 TRANSPORT ADING document (duly endorsed) to the Carrie by of on behalf of the lottler the right and liabilities arising in accordance with the terms hereof shall (without prefugice to any rule of common liw or statu rendering them binding on the Werchart) boxome binding in all respect between the Carrier and the Holder a frough the contract evidenced hereh had been made between them. No. of
HORGO SHAH ALAM SELANGOR MALAYSIA Consign to order of: PT ANUGERAH MAKMUR SEJATI GEDUING E-TRADE BUILDING LT3 SUITE B JL K.H. WAHID HASYIN NO.55 KT.000 RW.000 GONDANGDIA. HENTENG, KOTA ADM. JAKARTA PUSAT KOK JAKARTA TAX ID: 0024 9244 6607 6000 Notify address: SAME AS CONSIGNEE Doesn Vessel Port of Loading PORT KLANG, MALAYSIA PORT OF Discharge Final Destination PONTLANAK, INDONESIA	MULTIMODAL BILL OF. Received in apparent good order and condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this	NO.42, JALAN PUTERI 2/2 AMDAR PUTERI PUCHONG 47100 PUCHONG 5ELANGOR MALAYSIA 3380603433 Fax No.: +603-80602901 TRANSPORT ADJING document (duly endorsed) to the Carrix by of on behalf of the Holder the right by of on behalf of the Holder the right to any rule of common live was or statu- rendering them binding on the Werchart) boxome binding in all respect between the Carrix and the Holder a through the contract evidenced hereb had been made between them. No. of
SELANGOR MALAYSIA Consign to order of: PT ANUGERAH MAKMUR SEJATI GEDUNG E-TRADE BUILDING LT 3 SUITE B JL K.H. WAHID HASYIM NO. 5S RT.000 RW.000 GONDANGDIA. WENTENO, KOTA ADM. JANARTA PUSAT DKI JAKARTA TAX ID: 0024 9244 6607 6000 Notify address: SAME AS CONSIGNEE Doean Vessel WAN HAI 331 012N PORT KLANG, MALAYSIA PORT KLANG, MALAYSIA PORT OF Discharge Final Destination PONTIANAK, INDONESIA	MULTIMODAL BILL OF. Received in apparent good order and condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this	NO.42, JALAN PUTERI 2/2 AMDAR PUTERI PUCHONG 47100 PUCHONG 5ELANGOR MALAYSIA 3380603433 Fax No.: +603-80602901 TRANSPORT ADJING document (duly endorsed) to the Carrix by of on behalf of the Holder the right by of on behalf of the Holder the right to any rule of common live was or statu- rendering them binding on the Werchart) boxome binding in all respect between the Carrix and the Holder a through the contract evidenced hereb had been made between them. No. of
Consign to order of: 77 ANUGERAH MAKMUR SEJATI SEDUNG F-TRADE BUILDING LT.3 SUTTE B JL K.H. NAHID HASYIM NO.55 RT.000 RW.000 GONDANGDIA. HENTENG, KOTA ADM. JAKARTA PUSAT KIJ JAKARTA TAX ID: 0024 9244 6607 6000 NOLITY address: SAME AS CONSIGNEE DOCEAN Vessel Port of Loading PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTLANAK, INDONESIA	MULTIMODAL BILL OF Received in apparent good order and condition except as otherwise noted the total number of containers or other peckages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	JANDAR PUTERI PUCHONG 47100 PUCHONG SELANGOR MALAYSIA J380603433 Fax No.: +603-80602901 TRANSPORT ADING document (duly endorsed) to the Carrie by of on behalf of the Holder the righ and liabilities arising in accordance wi the terms hereof shall (without prejudic to any rule of common law or state rendering them binding on the Werchard; bocome binding in all respect between the Carrier and the Holder a frough the contract evidenced heret had been made between them. No. of
DECENT VESSEL DECENTS OF TANDES DIA TO	MULTIMODAL BILL OF Received in apparent good order and condition except as otherwise noted the total number of containers or other proclages or unit enumerated below for transportation from the place of receive to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	47100 PUCHONG SELANGOR MALAYSIA J380603433 Fax No.: +603-80602901 TRANSPORT ADING document (duly endorsed) to the Carris by of on behalf of the Holder the right on liabilities arising in accordance with the terms hereof shalf (without prejudic to any rule of common law or statu- rendering them binding on the Werchant) boxome binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them. No. of
DECENT VESSEL DECENTS OF TANDES DIA TO	MULTIMODAL BILL OF. Received in apparent good order and condition except as otherwise noted the total number of containers or other peckages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill OT Ledding must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	TRANSPORT ADING document (duly endorsed) to the Carris by of on behalf of the Holder the right by of on behalf of the Holder the right by of on behalf of the Holder the right by of on behalf of the Holder the right by of on behalf of the Holder the right by of on behalf of the Holder the right to any rule of common law or statu rendering them binding on the Merchant) boxome binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them. No. of
DEFAULT OF DISCHARE OCEAN VESSEL OCEAN VES	MULTIMODAL BILL OF. Received in apparent good order and condition except as otherwise noted the total number of containers or other peckages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill OT Ledding must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	TRANSPORT ADING document (duly endorsed) to the Carrix by of on behalf of the Holder the right and liabilities arising in accordance with the terms hered shall (without prejudic to any rule of common laws or statu- endering them binding on th Herchant) become binding in all respect between the Carrier and the Holder a frough the contract evidenced hereb had been made between them. No. of
CEDUNG E-TRADE BUILDING LT.3 SUITE B.J. K.H. WAHID HASYIM NO.55 RT.000 RW.000 GONDANGDIA. HENTENG, KOTA ADM. JAKARTA PUSAT DKI JAKARTA TAX ID: 0024 9244 6607 6000 Notify address: SAME AS CONSIGNEE Doean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA PORT Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	Received in apparent good order and condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the piace of receipt to the piace of delivery subject to the term hereof. One of the signed Bill of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this	document (duly endorsed) to the Carrier by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shall (without prejudic to any rule of common law or statu rendering them binding on the Werchard) become binding in all respect between the Carrier and the Holder a firrough the contract evidenced hereb had been made between them. No. of
WAHLD HASYIM NO.55 RT.000 RW.000 GONDANGDIA. MENTENG, KOTA ADM. JAKARTA PUSAT OKI JAKARTA TAX ID: 0024 9244 6607 6000 Notify address: SAME AS CONSIGNEE OCean Vessel WAN HAI 331 012N PORT KLANG, MALAYSIA PORT KLANG, MALAYSIA PORT DESIGNATE FINAL DESIGNATION PONTIANAK, INDONESIA	Received in apparent good order and condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the piace of receipt to the piace of delivery subject to the term hereof. One of the signed Bill of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this	document (duly endorsed) to the Carrier by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shall (without prejudic to any rule of common law or statu rendering them binding on the Werchard) become binding in all respect between the Carrier and the Holder a firrough the contract evidenced hereb had been made between them. No. of
MENTENG, KOTA ADM. JAKARTA PUSAT DKI JAKARTA TAX ID : 0024 9244 6607 6000 Notify address: SAME AS CONSIGNEE Ocean Vessel WAN HAI 331 012N PORT KLANG, MALAYSIA PORT OF Discharge Final Destination PONTIANAK, INDONESIA	Received in apparent good order and condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the piace of receipt to the piace of delivery subject to the term hereof. One of the signed Bill of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this	document (duly endorsed) to the Carrier by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shall (without prejudic to any rule of common law or statu rendering them binding on the Werchard) become binding in all respect between the Carrier and the Holder a firrough the contract evidenced hereb had been made between them. No. of
Notify address: SAME AS CONSIGNEE Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	Received in apparent good order and condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the piace of receipt to the place of delivery subject to the many containers of the subject	document (duly endorsed) to the Carrie by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shalf (without prejudic to any rule of common law or staturendering them binding on the Merchant) become binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them. No. of
Ocean Vessel Port of Loading WAN HAL 331 012N PORT KLANG, MALAYSIA PORT OF Discharge Final Destination PORTIANAK, INDONESIA PONTIANAK, INDONESIA	condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the piace of receipt to the place of delivery subject to the place of delivery subject to the place of of either subject to the place of delivery subject to the place of of either subject to the place of the enumber of the off the subject to the subject to the place of the subject to the subject to the subject to the place of the subject to the subje	by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shalf (without prejudic to any rule of common law or staturendering them binding on the Merchant) become binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them. No. of
Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	condition except as otherwise noted the total number of containers or other packages or unit enumerated below for transportation from the piace of receipt to the place of delivery subject to the place of delivery subject to the place of of either subject to the place of delivery subject to the place of of either subject to the place of the enumber of the off the subject to the subject to the place of the subject to the subject to the subject to the place of the subject to the subje	by of on behalf of the Holder the right and liabilities arising in accordance with the terms hereof shalf (without prejudic to any rule of common law or staturendering them binding on the Merchant) become binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them. No. of
Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	packages or unit enumerated below for transportation from the place of receipt to the place of delivery subject to the term hereof. One of the signed Bill of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this	the terms hereof shall (without prejudic to any rule of common law or statu rendering them binding on the Merchant) become binding in all respect between the Carrier and the Holder a frrough the contract evidenced hereb had been made between them.
Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	transportation from the piace of receipt to the piace of delever subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	to any rule of common law or state rendering them binding on the Merchant) become binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them. No. of
Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	to the place of delivery subject to the term hereof. One of the signed Bill Of Lading must be surrendered duly endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	rendering them binding on the Merchant) become binding in all respect between the Carrier and the Holder a through the contract evidenced hereb had been made between them.
Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	through the contract evidenced hereb had been made between them.
Ocean Vessel Port of Loading WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	endorsed in exchange for the Goods or delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	through the contract evidenced hereb had been made between them.
WAN HAL331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	delivery order. On presentation of this Place of Acceptance PORT KLANG, MALAYSIA	had been made between them. No. of
WAN HAL331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	PORT KLANG, MALAYSIA	
WAN HAL331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	PORT KLANG, MALAYSIA	
WAN HAI 331 012N PORT KLANG, MALAYSIA Port Of Discharge Final Destination PONTIANAK, INDONESIA PONTIANAK, INDONESIA	PORT KLANG, MALAYSIA	Original B/Ls ZERO(0)
PONTIANAK, INDONESIA PONTIANAK, INDONESIA	Acces incresoes	25.00(0)
69 CHALL AND DOMESTICS (2004)	Place of Delivery	Freight and charges payable at
Marks & Numbers Number of type of packages Description of Good	PONTIANAK, INDONESIA	DESTINATION
	ds	Gross Weight Measurement
	COUNT AND SEALED"	1,380.000KGS 7.3110M3
SFIATI	COONT AND SCALED	1,300.000kG3
	ER SAID TO CONTAIN:	
3 CASES OF		
*EMAIL:		
	LAVAL VD15 VACUUM	
SYSTEM C/W ACCE		
\$/NO. 4667-12/202		
HS CODE: 8419 34	20	
1 CACE OF CITY OF	IL TRANSFER PUMP CEHA	
5103 COMPLETE W		
HS CODE: 8413 70		
"FREIGHT COLLECT		
	RD WAN HAI 331 V.012N ON ORT KLANG, MALAYSIA	
2 301 2023 311 (ON REPROPRIENTATION	Telex Release
		Telex Release
Details of cargo as declared by Shipper	SHIPPED ON BOARD THE VESSEL	
Container Nos. / Seal Nos.	Date: 29-Jun-2025	
KKTU8058104/MY976135A		
Type of Service		
	Freight ar	d Charges
Delivery Agent	Trugite u	
PT. ARCHE MITRA GLOBAL		
KOMP. RUKO PURI DELTA MAS BLOK 3-7		
JL. BANDENGAN SELATAN NO. 43 RT/RW. 002/001		
PEJAGALAN, PENJARINGAN, JAKARTA UTARA 14450		
TAX ID: 0420 0926 0304 2000 TELP: +62 21 22677819*		
In witness of the contract herein contained the above stated number of originals have been issued one of which being accomplished the other(s) to be void		
For the Carrier		
OCEAN NETWORK EXPRESS (MALAYSIA) SDN BHD		
as Agent only	DESTINATION Charges payable at	
as Agent only		
	Total No. of Packages (in words)	
	THREE CASES	

Lampiran 4 Dokumentasi Kegiatan Stuffing









Lampiran 5 Dokumentasi Wawancara Narasumber





