

A STUDY ON ANALYSING THE CUSTOMERS CLEARANCE PROCEDURES AND TRANSPORTATION SYSTEM

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ABSTRACT

Two crucial operational areas that require the highest level of care and efficiency are customs clearance and transportation. Any small error made when doing these tasks could lead to serious issues for all parties. This study examines and details Total Shipping and Logistics PVT LTD's transportation operations and customs clearing processes.

1. INTRODUCTION

The goal of the study is to examine the transportation system and the customs clearance process. In order to facilitate the import and export of cargo into the nation, customs clearance entails preparing and submitting the necessary documents. It also involves representing clients during customs assessment, duty payment, examination, and handling the delivery of goods following customs clearance. The recipient country's government regulates a complicated customs clearance process that is subject to change over time. Stock shortages, stock outs, and even delivery delays may result from importers' failure to complete local clearance processes in customs.

2. OBJECTIVES

PRIMARY OBJECTIVES

In order to identify inefficiencies and areas for improvement, this objective seeks to evaluate the current logistics systems, infrastructure, and processes.

SECONDARY OBJECTIVE

1. By implementing cost-saving technology, renegotiating contracts with logistics providers, and improving processes, this goal aims to reduce logistics expenses.
2. This goal is to improve overall supply chain agility, expedite logistics processes, and shorten transit times.

3. LITERATURE REVIEW

1. As per the 1998 book "Rolling Back the Frontiers: The Customs Clearance Revolution" by Appeals T and Stroye de Swielande, H.
2. The Study of Thai Employees' Export-Import Logistics Operation Competence for the Asian Economic Community/Case Studies in Business and Management, 2016, Vol. 3 claims that
3. Titus Awokuse Applied Economics, 2007, vol. 40, issue 2 claims that As stated by YUE Wen Long and TSENG, Yung-yu; TAYLOR, Michael. transportation's function in the logistics chain. En: Eastern Asia Society for Transportation Studies Proceedings, Vol. 5, 2005
4. As stated by Prof. Dr. P. K. Jain, Dr. Chetali Agrawal, and Sunder Lal Saini. Logistics Chain and Organizational Performance: The Role of Transportation International Journal of Engineering & Science Research, July 2018, Vol. 8, Issue 7.
5. As stated by S. Lakshmi and Dr. N. Sugundan. International Journal for Research in Applied Science & Engineering Technology, Volume 5, Issue XI, November 2017; The Role of Transportation in Logistics
6. A review of distribution-related issues in logistics and supply chain research, published in December 2013 in the International Journal of Supply Chain Management, Vol. 2, No. 4,

4. METHODOLOGY OF THE STUDY

Design of Research Simply said, a research design is the framework or plan that directs the collection and analysis of study data.

SAMPLE SIZE

The study's sample size is restricted to 150 clients.

5. METHOD OF DATA COLLECTION

Data is gathered from the respondents using the questionnaire approach.

SOURCE OF DATA

The study is based on primary and secondary data.

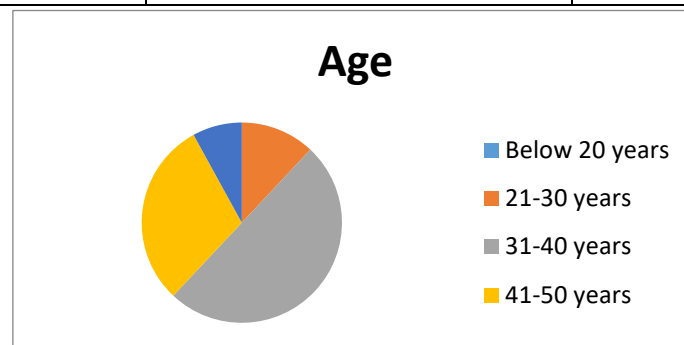
6. DATA ANALYSIS AND INTERPRETATION

INTERPRETATION OF FINDINGS

In this phase of the study, tables, bar graphs, and pie charts are used to analyze the findings.

Age group of respondents

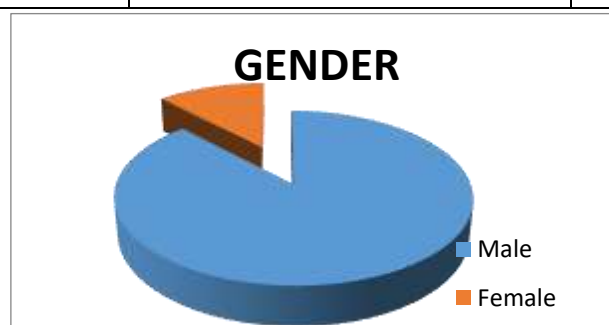
AGE	NUMBER OF RESPONDENTS	PERCENTAGE
Below 20 years	0	0
21-30 years	6	12
31-40 years	25	50
41-50 years	15	30
Above 50 years	4	8
TOTAL	50	100



INTERPRETATION- No one under the age of twenty did not participate in the interview, according to the table above, which also shows that 50 people in total answered the questions. Six people in all, ranging in age from twenty-one to thirty, answered the questions. Twenty-five people, or the bulk of responders, fall into the age range of thirty-one to forty. It is also clear that four of the respondents were older than fifty, and fifteen of the respondents were between the ages of forty-one and thirty. It may be seen from the following figure that half of the respondents are between the ages of 31 and 41.12% of the respondents fall in the age group between 21-30 years, 30% of them were aged in between 41-50 years and 8% of the respondents were aged above 50 years.

GENDER OF RESPONDENTS

GENDER	NUMBER OF RESPONDENTS	PERCENTAGE
Male	44	88
Female	6	12
TOTAL	50	100



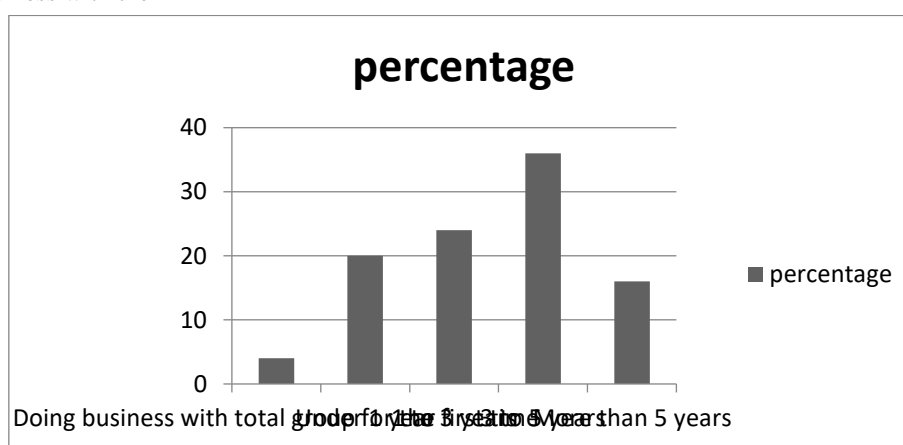
INTERPRETATION- According to the above data, 6 respondents, or 12% of the total, were female, and 44 respondents, or 88% of the total, were male.

NO OF YEARS DOING BUSINESS WITH THE FIRM

Please indicate the number of years you have been involved in shipping and logistics in general. Years spent doing business with the company

PARAMETERS	NUMBER OF RESPONDENTS	PERCENTAGE
Doing business with Total Group for the first time	2	4
Under 1 year	10	20
1 to 3 years	12	24
3 to 5 years	18	36
More than 5 years	8	16
TOTAL	50	100

Years doing business with the firm



Interpretation- Out of all the respondents, 4% were doing business with Total Shipping and Logistics for the first time, 20% had been doing business with Total Group for less than a year, and 24% had been doing business with our firm for one to three years. The majority of respondents, 36%, had been clients of Total Group for three to five years, and 16% had been doing business with our firm for more than five years.

7. RECOMMENDATIONS

Following the completion of the complete study and its evaluation, a number of difficulties and problems must be resolved in order to address the recognized internal issues pertaining to both import and export documents. Since the policies are dynamic and subject to change, Total Shipping and Logistics PVT LTD is currently responsible for monitoring the requirements in paperwork and ensuring compliance. In order to decrease the frequency of shipments and the associated work required by the consignee to process and clear them, the company must combine shipments where storage space is available. Mapping the port clearance and customs processes is advised. Although obstacles may or may not occur throughout the customs clearance procedure, it is impossible to identify and resolve the root causes of issues if one is not aware of the different steps involved. Setting up time and expense metrics for the port clearance and customs procedures is advised. The terms of their own agreements with outside logistics companies are within the importers' control. Most 3PL providers have no control over many aspects of customs clearance procedures.

8. CONCLUSIONS

I would like to draw the conclusion that the current business environment is competitive and has led to increased pressure for many companies in the logistics business industry after understanding the customs clearance procedures for both import and export, the documentation process for import and export, and the transportation of cargo. I have done this by analyzing the challenges in transportation in relation to Total Shipping and Logistics PVT LTD. In a setting like this, businesses must be able to fulfill client orders reliably, swiftly, and efficiently. In addition, the businesses must cut inventory, use reverse logistics, and take into account a number of other crucial logistics considerations.

A logistics company is made up of a number of interacting processes that are crucial to the supply chain system of the business. Businesses may restructure their current supply chain network and tend to view each operation as a component of the whole in an effort to cut costs in every area of the supply chain.

9. REFERENCES

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- [7] Xu Yang, An Examination of Issues Concerning Distribution in Logistics and Supply Chain Studies, International Journal of Supply Chain Management, Vol. 2, No. 4, December 2013