

## ABSTRAK

Sonia Rosiyani. NIM : 180201978. **LAPORAN MAGANG INDUSTRI PADA PT.UNIAIR INDOTAMA CARGO.** Tugas Akhir, Jakarta : Politeknik APP Jakarta. Juli 2021.

Tugas akhir ini bertujuan untuk mengetahui dan melaporkan kegiatan magang industri pada PT. Uniair Indotama Cargo. Kegiatan magang industri merupakan bagian dari proses ekspor yang dilakukan oleh PT. Uniair Indotama Cargo salah satu perusahaan nasional yang bergerak pada bidang *freight forwarding* dan logistik. Kegiatan magang industri dilakukan dengan bertatap muka selama 73 hari. Kegiatan magang industri ini dilaksanakan pada Sub divisi *Ocean Export Department, Divisi Customer Service*. Kegiatan yang dilakukan selama magang industri adalah membuat *Shipping Instruction*, *input registrasi/extend eSAM* pada *Dimerco value plus*, *input registrasi shipment / lot di value plus Dimerco*, *booking trucking on TMS*, *booking space on Shipping Line / Coloader*, *input AMS on Value Plus Dimerco*. Data yang digunakan dalam tugas akhir ini adalah data primer dan data sekunder dari PT. Uniair Indotama Cargo. Walaupun setiap kegiatan berjalan lancar, namun masih ada hambatan yang dihadapi saat magang industri yaitu kesalahan *Input Quotation* pada JPS, respon PIC *Shipping Line* yang lambat, dan pergantian *Mother Vessel* secara tiba-tiba. Adapun solusi untuk upaya mengatasi permasalahan yang ada yaitu permasalahan tersebut terselesaikan dengan mengganti kertas JPS yang sesuai dengan *quotation*, bertanya dan memastikan tidak ada penambahan informasi atau revisi dari *customer* dan melakukan pendekatan personal kepada pihak *shipping line/ coloader* untuk menegosiasi agar DO cepat di *release* dan mengganti dan *update* informasi mengenai *shipment* tersebut.

**Kata kunci:** Pengiriman, Pelanggan, Ekspor Laut

## **ABSTRACT**

Sonia Rosiyani. NIM : 180201978. **THE REPORT OF INDUSTRIAL INTERNSHIP AT PT. UNIAIR INDOTAMA CARGO.** Final Assignment, Jakarta : Polytechnic of APP Jakarta. July 2021.

*This final assignment aims to know and report on practical work activity at PT. Uniair Indotama Cargo. Practical work activities are parts of the export process carried out PT. Uniair Indotama Cargo. PT. Uniair Indotama Cargo is one of the national company engaged in field at freight forwarding and logistics. Industrial internships are conducted face-to-face for 73 days. This industry internship activity is carried out at Ocean Export department division at Customer service. The activities are create shipping instruction, input registration/extend eSAM on Dimerco Value Plus, input shipment registration / lot on Dimerco Value Plus, booking trucking on TMS, booking space on shipping line/ coloader, input AMS on Dimerco value plus. The data is used in final assignment is primary and secondary data from PT. Uniair Indotama Cargo. Even though every activity went smoothly, there were still obstacles during the industrial internship, like Input Quotation error at JPS, the slow response of the PIC Shipping Line, and the sudden change of the Mother Vessel. The solution to overcome the existing problems is that the problem is resolved by replacing the JPS paper in accordance with the quoation, asking and making sure there is no additional information or revision from the customer and taking a personal approach to the shipping line / coloader to negotiate so that the DO is quickly released and replace and update information about the shipment.*

**Keywords:** *Shipment, Customer, Ocean Export*