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Implementation *inaportnet* in Service One Stop Integrated at Dumai Port by PT. Andalas son Ocean Dumai, Indonesia

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ABSTRACT

PT. Putra Andalas Samudera is a company engaged in the field agency services. In the sense of a representative of *(Shipping Agency)* for management of ship documents and management of ship needs wrong only one that is boat docking and departure services. This research aim for know implementation of inaportnet in one stop integrated service at Dumai Port at PT. Putra Andalas Samudera. The process starts from the arrival of the ship to the departure of the ship. After the ship arrived the ship sailed again. *Inaportnet* is one part of the implementation of the INSW program which is an electronic system in the service of handling port documents (loading and unloading) and ship documents. Inaportnet as a portal that is operated and integrated into all patterns of service activities for ships and goods apparently still does not provide fast service, for example there are still frequent disruptions to ship planning, piloting and loading and unloading. Therefore, the authors conducted research using the gap analysis method by looking at several aspects such as technical operations, legality, and institutions. The research was conducted at Dumai Harbor through interviews and distribution of questionnaires to find out the assessment of respondents, most of whom are shipping entrepreneurs. The results of the study stated that although many felt comfortable with the *inaportnet system*, there were still a number of things that needed to be improved or repaired in order to increase the satisfaction of port service users, including anchoring, scouting, delaying, and mooring services (PPKB-D), Register services Sequence of Unloading (DUB), plans for loading and issuing Export Stack Cards (KSE), processing of Export Approval (PE) documents, and quarantine permits.

1. Introduction.

The government formed a team to handle *the Indonesia National Single Window* (INSW) where the portnet system is one the main pillars are mainly related to the process of *port clearance on ships services* at the port. The application of INSW is intended to accelerate the flow of goods at ports and this application is an electronic system to complete procedures for export-import and customs activities in an integrated, fast, efficient and sustainable manner. Implementation of INSW has at least two advantages, namely, first, accelerating the export-import process and increasing the effectiveness and performance of export-import traffic management, and secondly minimizing the time and cost of export-import that does not need to come directly to the office of issuing the relevant export and import permits to the relevant export and import permit issuing office including in relation to cargoes clearance. At present, there is still inefficiency in service at the port because delay times of up to 86% occur (Ricardianto et al. 2022).

Ports are the first interface of the import-export industry and play an important role in driving economic growth (Dwarakish & Salim, 2015). Shipping agents or shipping companies can optimize the logistics process and take advantage of the exchange of information about traffic and the availability of trucks and operators as well as their transport in real time and this exchange of information is called the ”Port *Community System*

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(PCS) ". PCS helps port authorities to provide logistics solutions to players businesses, encouraging them to share information which can lead to lower logistics costs, speed up the delivery/pickup process in the import/export chain, and create higher customer satisfaction *Port community system* technology then develops into a port-net to facilitate electronic communication so that sure, fast and timely service can be obtained (Mthembu & Chasomeris, 2022). *Port-net* was developed by the Ministry of Transportation through the Directorate General of Sea Transportation and was named Inaportnet. The *Inaportnet* system is one part of the implementation of the INSW program which is an electronic system for port document management services. *Inaportnet* is a container (portal) that is operated and integrated into all digital e-document-based activity patterns. This also includes services and permits from all agencies carrying out activities at the port. In addition, optimal port services need to be maintained and improved so that the important thing that needs to be worked out is to avoid long *waiting times and low queue system utilities.* Optimal services at the port will have an impact on the smooth flow of sea traffic and transportation which needs to be carried out on an ongoing basis, and continue to be improved so that the reach and services are wider to the community as well as realizing a reliable and integrated national transportation system. Besides that, loading and unloading services are also a technical factor in efforts to settle *dwelling time* at ports (Vandawati, 2019).

The concept of *the National Single Window* refers to the implementation of a national system that will act as a single *point of contact* for electronic delivery and exchange, especially information related to the delivery of goods by various modes of transportation. Therefore *a single window* needs to implement a system and telematics applications (Tijan et al. 2019). With this telematics system, the construction of the *inaportnet portal* is intended to accelerate the completion of the process and increase the effectiveness and performance of handling trade activities and goods traffic, especially in accelerating the process of *port clearance*. The question is why *Inaportnet*? This is important because Indonesia's logistics performance is currently receiving serious attention from the government and the private sector. This is often measured by several statistical benchmarks such as dwelling time, the contribution of logistics costs to GDP and *the Logistics Performance Index*. One effort that is considered capable of quickly and inexpensively to improve Indonesia's logistics performance is to provide information technology for integrated exchange of data and information. It is hoped that the national logistics can be improved considering the current conditions reduce Indonesia's business competitiveness and trigger a high-cost economy, as well as reduce the competitiveness of Indonesian commodities in the international market (Tijan et al. 2019).

Inaportnet has a positive effect on service performance in terms of waiting time for pilots and *waiting time for berths* (Malau et al. 2022). Previous studies were carried out partially which saw the importance of implementing inaport net in improving services, but there are still certain obstacles that need attention. This time, the author sees the other side of implementing inaportnet, namely integration with services coordinated by the Ministry of Finance. However, this integration needs to be accompanied by improvements to several weaknesses in the inaportnet system, especially from technical operational, legal and institutional aspects. Inaportnet is actually a system made online to serve the arrival and departure of ships (*clearance in and clearence out*) as well as the loading and unloading of goods (Alwin & Nugraha, 2022). Parties involved in Inaportnet include Port Authorities, Harbormasters, Port Business Entities, Shipping Companies/Agents, Loading and Unloading Companies, and Transportation Management Services. In inaportnet, other types of services related to ships and goods are integrated.

The existence of Inaportnet is very important in reducing the waiting time for ships to enter the port. The high cost of logistics costs is not only due to *dwelling time*, but also the long waiting time outside the port DLKR. *Dwelling time* is very affect the economy because it adds uncertainty to the export process making it difficult for local industries to sell their goods abroad (Munaf et al. 2018). This single service system and internet-based port information (Inaportnet) by some business actors has not yet run optimally, especially in relation to the integration of services with the *National Single Window.* The inaportnet system does not always run smoothly because there are internal factors such as *system maintenance* or a system repair at certain hours which can hinder the *port clearance process*. If all existing portals are integrated/integrated in serving the flow of goods and documents, it is hoped that they will no longer cause problems such as dwelling time and illegal levies, because all information and permits are carried out in the network, there is no face-to-face meeting, efficient and predictable. Therefore, to respond to these constraints, the authors conducted an analysis and evaluation of the integrated Inaportnet service system within INSW to achieve efficiency and effectiveness of ship and goods services at ports. It is hoped that the results of this research can become input in achieving efficiency and effectiveness of services for ships and goods at ports and support efforts to improve port performance and productivity.

2. Method Study.

2.1. Method of Collecting Data.

The research was conducted for five working days on December 2022, in the Dumai port environment by PT. Andalas son Ocean Dumai, Indonesia by conducting interviews and filling out questionnaires by port service users who come to the port office and port authority. Thus sampling was carried out on Port Authorities, Indonesian Port Operators, Special Terminal Operators, and Shipping Agents. The selected sampling method is *stratified random sampling*. The advantage of this method is that *stratifying* will increase precision sampling of the population and its implementation is relatively inexpensive from the aspect of carrying out field observations. The randomization stage of this method was carried out by simple random sampling or *systematic random sampling.*

2.2. Data Processing.

Data processing was carried out using descriptive and quantitative approaches. This research is classified as policy research, namely studying in depth the implementation of ship service systems and export/import goods. The analytical instrument used is the opinion of respondents on 4 aspects of the assessment, namely operational technical, legality, institutional and financial whose evaluation variables can be seen in the further discussion analysis.

2.3. Data Analysis.

Data analysis focused on respondents' assessment of current conditions and conditions expected to be accepted by respondents. Respondents gave an assessment of the variables determined based on the aspects mentioned above as seen in the chapter on results and discussion. Respondents' assessment was carried out using a Likert scale, namely: (5) = very satisfactory, (4) = satisfactory, (3) = mediocre, (2) = unsatisfactory, (1) = very unsatisfactory.

3. Results and Discussion.

The results of observations obtained in the field that:

3.1. A brief History and Activities Company PT. Putra Andalas Samudera Dumai.

PT. Putra Andalas Samudera Dumai is domiciled in Jalan Sei Rokan No. 95, Buluh Kasab Village, East Dumai District, Dumai City, Riau is a company that move in the field service service and service and for boat- boat with route Cruise in Country and Outside State of PT. Putra Andalas Samudera Dumai was established on April 13, 2021 which formerly a shipping company serving owned ships Alone. With fast trading International especially in The field of sea transportation is better known as a shipping company national, to take care of all the needs in every port that will stopped by in do activity. Owner boat has set representative by interest the. PT. Putra Andalas Samudera Dumai as Wrong One agent cruise Which on duty in handling all the needs of the ship while in port Which is service service to boat Which the agent. Company PT. Putra Andalas Samudera Dumai also processing some ship activities between other namely: serve process arrival and departure ship serve all management Bunkering, serving management demolish load, serve process management permission *ship* to *ship* and servicing Port invoices and invoices.

3.2. Inaportnet Dumai Harbor by PT. Andalas son Ocean Dumai, Indonesia.

The implementation of inaportnet at the port of Dumai is considered to have been able to improve ship services properly. In fact, the existence of this online system can avoid physical contact between officers, both from service users and service providers. According to the Director General of Hubla, *the Inaportnet go live* activity at Tanjung Perak was a follow-up to the signing of the integrity pact for implementing the Inaportnet system. Inaportnet will function well if the application and its supporting systems are well integrated, therefore the entire system must be built and developed synergistically, involving all stakeholders. This readiness has been carried out by the Dumai Port management by preparing all the facilities and infrastructure they have. The information needed is related to sea and port traffic management, for the Inaportnet application which is currently being developed by the Ministry of Transportation. To carry out data and information processing, information technology facilities are used. The process starts with data processing owned by the Port Authority and Pelindo. The information processed by data related to the business processes of the Port Authority Office and PT Pelindo, Shipping Companies/Ship Agencies include the following: i) Harbor Masters who are responsible for ship departure and shipping seaworthiness; ii) Navigation District which is responsible for shipping navigation and shipping safety; iii) Pelindo which is responsible for loading and unloading activities at the port; iv) Shipping Companies/Ship Agencies are responsible for: ensuring the smooth operation of ships at ports, completing financial obligations (disbursement), submitting reports on the realization of ship visits at Indonesian ports.

3.3. Analysis Operational Technical Aspects.

Inaportnet is an open and neutral electronic portal to facilitate the fast, safe, neutral and easy exchange of data and information on port services. Inaportnet is integrated with related government agencies, port business entities, and logistics industry players to increase the competitiveness of the Indonesian logistics community. Users of the Inaportnet portal are government agencies and port business entities as well as logistics industry players in Indonesia who utilize port services such as shipping lines/agents, freight forwarders, CFS (Container Freight Station), Custom Brokerage/PPJK, Importers and Exporters, Container Depots, Warehouses and Inland Transportation (Prastyo et al. 2022).

3.4. Legality Aspect Analysis.

The implementation of Inaportnet is carried out by the Directorate General of Sea Transportation and comes into effect on January 13, 2016 or three months after its promulgation. As already explained, Inaportnet is a form of ship and goods services including incoming ships, moving ships, outgoing ships, mooring extensions and service cancellations. The implementation of Inaportnet for ship and goods services at ports is carried out in accordance with the duties, functions, authorities and responsibilities of each government agency and related stakeholders at ports based on statutory provisions. Government agencies and related stakeholders in ports include; Main Authority Office, Main Harbormaster's Office, Harbormaster's Office and Port Authorities, Port Administration Unit Offices/Port Offices, Customs Offices, Port Health Offices, Agricultural Quarantine Offices, Fish Quarantine and Fish Quality Control Offices, Immigration Offices, Port Business Entities, National Sea Transportation Companies at Ports and Loading and Unloading Companies at Ports.

3.5. Institutional Aspect Analysis.

Ship and goods services online using the address http://inaportnet.dephub.go.id. Inaportnet and integrated into INSW and systems owned by the Directorate General of Sea Transportation, Directorate General of Customs and Excise, Directorate General of Disease Control and Environmental Health, Directorate General of Immigration, Agricultural Quarantine Agency, Fish Quarantine Agency, Quality Control and Safety of Fishery Products, Port business entities and stakeholders other related interests in the port.

3.6. Inaportnet Service Operational Technical.

The government continues to make improvements in overall, comprehensive and integrated service improvements in the export/import process, for example, import services are only based on 1 (one) import document (PIB) and submitted electronically (on-line) and with a single submission process, physical inspection imported goods are carried out immediately and importers do not delay their implementation, selective physical inspection based on risk management for export goods subject to export duties, electronic management of payments and/or deposit of state revenues, the process of monitoring (tracking) PIB/PEB documents does not require a User ID. Service Standard Reference (Service Level Standard/ SLS) uses Inaportnet for ship and goods services at ports. SLS is measured based on units of time, etc. The Inaportnet system actually provides benefits in ensuring the transparency of ship and goods services at ports, fairness of service (first come first served), accelerating the completion of ship and goods services, minimizing the costs required in handling ship and goods services, increasing the validity and accuracy of data related to ship and goods service activities, and increase national competitiveness and encourage investment inflows.

3.7. Legality and Institutional.

Inaportnet is an internet/web-based single service system that integrates a standard port information system in the ship and goods service system by all relevant agencies (stakeholders) at the port. Starting in 2016 the Ministry of Transportation through the Directorate General of Sea Transportation has officially implemented the inaportnet application at ports Dumai by PT. Andalas son Ocean Dumai, Indonesia. Its application is carried out with the aim of improving ship services so that it can run fast, reliable, transparent, standardized and at a lower cost minimum. The implementation of Inaportnet is a follow-up to the signing of the integrity pact for the implementation of the Inaportnet system on 19 July 2016. Based on this, all levels of the Directorate General of Sea Transportation and the Center for Information and Communication Technology work together to build and develop SIMLALA, Ship SIM, Port SIM, and other online-based services that are reliable and integrated with the Inaportnet application. Likewise, the Port Business Entity continues to build and develop a ship and goods service system at its port and integrate it with the systems installed by the Ministry of Transportation. As for port service users, including shipping companies/agents, PBM and JP are now able to use ship and goods services through Inaportnet. With so many institutions/agencies involved, good coordination is needed so that optimal service can be provided to service users and no longer face-to-face. The implementation of the single window system brings changes to the procedure for submitting permits where in the previous procedure, submitting permits manually. However, currently the submission of permits is carried out electronically (online) by sending e-licensing from the related GA in-house system using hard-copy. With this system service users feel comfortable in managing all the necessary permits. However, the obstacle in the field is the frequent occurrence of trouble which usually occurs when there are many service requests, too many documents are entered, resulting in frequent downtime of the network system. If so, the portal or application cannot be opened, the system becomes an error, and this results in service delays, as is often experienced by service users who will make payments through banks. Several problems often occur, such as the loading process on the system which is sometimes slow and the system access speed is occasionally not optimal (Malau et al. 2022).

Technical errors like this occur a lot, namely when inputting data resulting in further processing experiencing problems, and this, as the results of the respondents' assessment, it is hoped that there will be an increase or even better service improvement, especially in relation to: legal and institutional aspects. The legality aspect concerns (i) Export approval documents (PE) and (ii) Information on stack position and Yard Occupation Ratio (YOR). While the institutional aspect is related to: (i) Animal Quarantine Permit, (ii) Fish Quarantine Permit, and (iii) Plant Quarantine Permit.

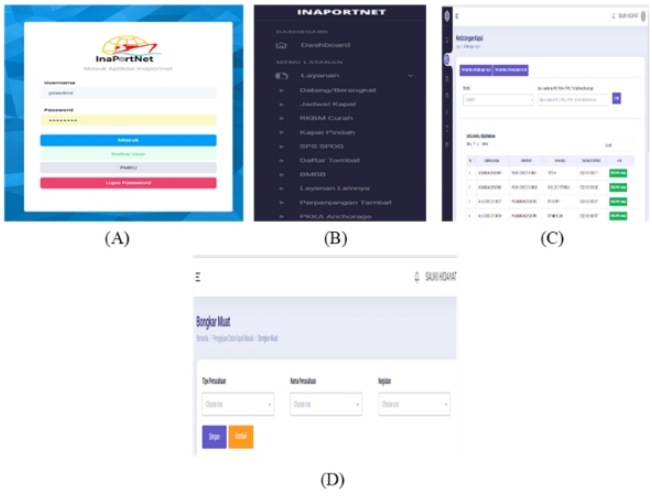
3.8. One Door Service.

The development of management science has encouraged the benefits of risk management to secure the management process. The growing use of Information and Communication Technology (ICT) in management makes it easier to apply management information systems. Accelerating decision making can be automated by utilizing knowledge base information resulting from the process of identifying and assessing risks in information system management. The formation of a knowledge base makes the decision-making process faster and meets decision quality standards. This can help accelerate service with standard quality. Therefore, the application of Inaportnet as a single electronic service is a solution to realize the collective agreement of all government and private agencies and integrated/integrated with tradenet services in one door. In its implementation, INSW integrates all export services imports, there are many differences in service governance among the government agencies involved. This difference creates inequalities in service quality and speed in each of the relevant agencies that occur due to the slow service process and the risk of transactions being processed. Thus, all exporters-importers or all types of transactions will apply standards and decision-making processes that should be equal. Therefore, it is necessary to increase the equality of service quality and speed even though there are differences in the application of service procedures and the acceleration of decision making. Its application is not

easy, there are many limitations that must be overcome so that risk management in all INSW participating agencies can be carried out. Limitations that are often encountered, for example, human resources do not understand the application of risk management. The agencies involved have a different focus of attention because of their respective duties and functions. Thus, integration is important in order to achieve equality of treatment, service processes and speed of decision-making based on accurate data. Integration will be easy if implemented for the benefit of one entity with the same focus of attention. For all entities, a knowledge base can be developed with the same concerns. With this, the same risk value can be obtained to be utilized by all involved.

3.9. *Supporting Data Service Arrival / Departure boat through system inaportnet.*

Figure 1: Information.



(A) System login *inaportnet*;
(B) Service Menu;
(C) Service Menu Arrival/ Departure;
(D) Service Menu Demolish Load

3.10. *Supporting Data Service Arrival / Departure boat through system inaportnet.*

a. System Login *inaportnet*.

Before report plan activity boat agency company or Principal ship especially formerly must own account inaportnet in a manner official. Furthermore when account Already registered then the first done i.e. login in the system inaportnet with the domain http//inaportnet.dephub.go.id. On our login menu will displayed in column charging Name account as well as the required password filled in to be able to log in to the system inaportnet.

b. Management Document Arrival with System *inaportnet*.

1) Service Menu.

After our login faced with appearance First namely the service menu in system *inaportnet* which contains including: service arrival ship, schedule ship, plan activity demolish payload bulk, ship move, mail agreement harbormaster and letter order though motion (SPS & SPOG), mooring list, unloading goods dangerous, service others, service mooring, notice shipping agency (PPKA) anchorage, services state revenue is not tax (PNBP). After page First go out click the service menu For choose a number of options available in the system, after option Already go out user service select " arrive / depart ".

2) Request Service Arrival.

On the page This user service can make request service For the ship to be Come nor the ship to be depart, for make order service arrival ship , click knob notification arrival voice blue after That content the column " route , information , and enter the PKKA number" then click " send " button . On the page furthermore user service must *Upload the document* "Appointment Agency ", after That user service waiting for " agency Approved " by the officer .

3) Arrival Notice.

Before service data entry company cruise especially formerly prepare as following:

a. Company data demolish fit.

Before Fill in company data demolish load agent already pointing company demolish load that will do activity with because of company data demolish fit We displayed with column charging type port, name company demolish load already _ designated and type activity like demolish or load . After charging so click knob save what is listed.

b. Ship Data.

In the ship data view company cruise required fill in the appropriate data with boat it and on display up to specification data ship. As for data data the covers as following: sign registration ship, name ships, flags ship. company transport sea owner, kind ship, year making ship, port registration, domicile agency, route, No. route, call sign, IMO No, Inmarsat No, Minimum safe manning, MMSI, name of customer service officer, number call the customer service officer, No voyage, power pusher ship .

c. Specification data boat.

On specification data boat among others as following: gross tonnage, front draft ship, maximum draft ship, rear draft ship, ship death weight tonnage, altitude air, length over all, width ship. After all data has been filled in Then user service click button "Save" to existing data storage filled. After That user service return to the portal Inaportnet.dephub.go.id. After That user service must do input document " Ship *Manifest* " which is green then *Upload* document files Unloading *manifest* load and stowage plan and stowage plan, if payload is goods dangerous user services should too Document *uploads* goods dangerous Then click "Save ".

After stored user services should too do input the document "Crew Data Ship " user service click " Crew Data" button The last red ship *Upload* document files *Crew List.* Furthermore user service do inputting "Data *Manifest* Unload Load ", user service click colored buttons _ Yellow Then *Upload* the document " Unloading *Manifest* Load ". After user service *Upload the* unloading Manifest file fit user service furthermore do input " Document Ship ". For input " Document Ship" or-

der and documents uploaded as _ following : letter measure (*International Tonnage Certificate);* letter sea (*Ship Registry Certificate);* certificate safety construction (*Safety Construction Certificate);* certificate Radio Safety (*Safety Radio Certificate);* certificate safety equipment (*Safety Equipment Certificate);* document insurance framework ship (*Wreck removal Document);* loading line certificate International (*International Line Certificate);* minimum manning certificate (*Minimum Safe Manning Certificate);* certificate International prevention pollution by oil (*International Oil Pollution Prevention Certificate);* certificate International prevention pollution by sewage (*International Sewage Pollution Prevention Certificate);* certificate International prevention air pollution *(International Air Pollution Prevention Certificate);* certificate classification stomach *(Certificate Of Classification For Hull);* certificate classification machine *(Certificate Of Classification For Machinery);* Port *State Control Certificate; Inflatable Life Rafts;* certificate extinguisher PMK fire *(Fire Extinguisher)* ; *Derrating Certificate:* certificate liberation control sanitation boat *(Ship Sanitation Control Exemption Certificate);* and permission harbor final *(Last Port Clearance).*

PT. Andalas son Ocean Dumai has follow progress and registered For follow system application implemented by the Ministry Communications in service operational concerns arrival / departure boat through system *Inaportnet*. During its application system *Inaportnet* already run by PT. Andalas son Ocean Dumai has going on during company This standing, a lot constraint or obstacles that occur since operation *inaportnet* That underway, however in another matter That *inaportnet* That Alone walk at the company cruise because system *inaportnet* for company voyages that use it very instrumental important for activity company cruise That own and very supportive side company shipping and agencies associated with the Port. For increase service Boat need apply service electronic through *Inaportnet.* Regulation of the Minister of Transportation PM Number 157 of 2015 concerning Application inaportnet For Service Ships and Goods in the Harbor as has changed with Regulation of the Minister of Transportation PM Number 192 of 2015.

3.11. Obstacles in System inaportnet.

Inaportnet is system service singular and information port in a manner electronic internet based. The INSW (Indonesia Single Windows) is a single portal consisting of on two pillars namely trade system and port system facilitate acceleration current goods and documents that apply throughout Indonesian port then *Inaportnet* that has not been running for some time Still found obstacles in system, frequent bottlenecks happened in the port concerned system *inaportnet* is as following:

a. Stability network.
   Less stable network will bother performance and will slow down other processes. Due to the whole process of handling service agency boat use system and require own Very good internet connection in order to be able to expedite the way handler service agency boat use system *Inaportnet.* So company must own very good network.
b. Knowledge user service in system *inaportnet*
   Because usually in *Inaportnet* data input often happened to the parties agent No understand and not thorough in input document to system *Inaportnet.*
c. Socialization.
   Still lacking socialization about operation system *inaportnet* good party Port office and party company shipping and companies demolish fit so that still looked exists to efficiency service at the Port.
d. Delay System.
   Delay System still often found, data that has been input by the party company sailor slow connected to system existing *Inaportnet* at the port office.
e. Platforms Integration.
   Report Then cross to unfinished items complete on *Inaportnet* become inhibitor integration to service single to port That into the INSW (Indonesian Single Window).
f. Information cooperation.
   Integration with Not yet owned by KSOP and Pelindo *Inaportnet* synchronous matter This happen because Not yet exists Application system presenting information - information about indicator main from activity organization.

Conclusions.

In general, Inaportnet at PT. Andalas son Ocean Dumai has been running well, seen from the readiness that is done by the Port Authority PT. Andalas son Ocean Dumai. This readiness includes facilities and human resources/operators, as well as service user support. Integrated services for ships and goods electronically have been going well. Similarly, customs clearance, quarantine permits and immigration processes have been carried out using a single electronic-based service system (portnet) under the coordination of the Customs Office. However, efforts still need to be made to be integrated with inaportnet owned by the Port Authority and PT Pelindo III in one unit with the system within INSW. This happens because there is no dashboard that is managed jointly by the two agencies. Respondents' assessment of the implementation of the inaportnet service system is good, but there are still a number of things that need improvement, including: (i) Operational technical aspects include: anchoring, piloting, delaying, and mooring services (PPKB-D), unloading list service (DUB). , and plans for the loading and issuance of Export Stack Cards (KSE); (ii) Legal and institutional aspects include: processing export approval documents (PE), information on stack positions and Yard Occupation Ratio (YOR), as well as permits from quarantine agencies; and (iii) The need to further enhance the integration of inaportnet into a single service system one door (INSW) link with the portnet system so as to eliminate data differences and remove obstacles that often occur including prohibitions and restrictions (lartas) that still exist in several related agencies .

Inaportnet system is a part of the Implementation of the Indonesia Single Windows (INSW) program, which is an electronic system for document processing services at Ports. The

application of INSW is intended to speed up the flow of goods in ports and this application is an electronic system to complete both export and import activity procedures. With the mechanism for managing foreign ship documents using the *Inaportnet system*, service users do not need to wait for *the clearance process* at the Kesyahbandaran and Port Authority Offices. Completeness of company and ship data must be included every input into the *Inaportnet system*.

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