



Mechanism for Issuance of PEB (Goods Export Notification) with CEISA 4.0 Customs at PT. Kemasindo Cepat Medan

Aidil Patori¹, Yursal², Netty Kesuma³

^{1,2,3} Politeknik Adiguna Maritim Indonesia Medan, Indonesia

Author's correspondence: aidilpatori35@gmail.com

Abstract. *The writing of this paper aims to find out more closely how the mechanism for issuing PEB (Notification of Export of Goods) with CEISA 4.0 Customs Excise at PT. Kemasindo Cepat Medan. BC 3.0 or PEB (Goods Export Notification) is a customs document used for the implementation of the export of goods by the exporter or his proxy PPJK (Customs Service Management Entrepreneur) to Customs made with CEISA 4.0 issued by Customs. The mechanism for issuing PEB using CEISA 4.0 Customs is the focus of this research. This study aims to find out the documents prepared, obstacles that occur during the work of B.C 3.0 using CEISA 4.0, procedures and obstacles that occur when completing PEB using CEISA 4.0. In the BC solution. 3.0 itself has several related parties, namely the exporter who informs his proxy, namely PPJK, that there will be goods that want to be exported. And after the goods are finished stuffed or loaded into containers, the exporter submits the documents as a condition for the issuance of PEB and the Customs checks the documents and approves the issuance of BC.3.0 or PEB through the CEISA 4.0 system. The data used in this study are primary data obtained through direct interviews with the company and secondary data obtained from books in the library and other reading sources related to the subject matter taken.*

Keywords: *System, Export Document, CEISA 4.0*

1. BACKGROUND

Export is the activity of removing goods from the Indonesian customs area to the customs area of another country. Usually, the export process starts from an offer from one party accompanied by the intention of another party through *the sales contract process*, in this case the exporter and importer. The payment process for this shipment can be through *the letter of credit (L/C)* or non-L/C method.

To carry out the process of exporting and importing goods, there are stages that must be completed first, namely by completing B.C 3.0 or Goods Export Notification (PEB), this PEB is used to notify the implementation of the export of goods by the exporter or his proxy to the Customs and Excise office. All goods to be exported must be notified to the Customs and Excise office. If there is an obstacle during the PEB work or there is a delay, the ship will be affected by *demurage* which is commonly known as excess ship parking time at the pier. This PEB work is carried out in order to get a reply in the form of an NPE (Export Service Memorandum) and of course through the company that takes care of the export file, namely the PPJK (Customs Service Management Entrepreneur).

Not all export goods are required to be accompanied by PEB. Certain goods are exempted based on the regulation of the Director General of Customs No.32. BC. 2014 Article 2 Paragraph 5. Such as: Personal belongings, cross-border goods, goods of means from the transport crew, goods sent by post weighing less than 100 kg. When handling

documents and various needs and stages related to the Customs bureaucracy, we must be familiar with the term CEISA 4.0. CEISA 4.0 Customs is one of the public media to make it easier for the public to access customs services. The CEISA 4.0 system aims to integrate all customs and excise services to all service users, both individuals and companies. CEISA 4.0 can be accessed from anywhere and anytime via the internet. The system has been implemented since 2012 and has undergone several updates. The latest version of CEISA is CEISA 4.0, which was launched in 2018. CEISA 4.0 has several new features, such as: integration of all customs and excise services, access from anywhere and anytime, online submission of document applications, CEISA is one of DJBC's efforts to improve customs and excise services to the public and increase ease of use.

In the process of completing BC 3.0 or PEB (Export Notification of Goods), especially at PT. Kemasindo Cepat Medan. There are several related parties, namely the exporter/*shipper* who informs his proxy, namely PPJK, that there are goods that he wants to export. Then the PPJK/EMKL requests or *books space* to the cruise and receives a *D/O Delivery Order* from the cruise. After the D/O is received and forwarded to the *shipper* for the withdrawal of the container empty, then receive the final data from the *shipper* for the process of submitting the PEB with CEISA 4.0 Customs.

2. THEORETICAL STUDIES

In this study, there are several underlying and relevant theories.

a. Definition of Export

According to Ali Purwito and Indriani (2015: 7), export is defined as the sale or delivery of goods, services, or capital originating from the customs area out of the customs area through an agreement or not carried out by a person, legal entity or state in accordance with applicable regulations.

b. Mechanism

According to the Great Indonesian Dictionary (2015) states that "*mechane*" which means an instrument, a weight-lifting machine, a device, equipment in carrying something and from the word "*Mechos*" which means a means of running something. It can be interpreted as a mechanism as an instrument and a way of carrying out something.

c. Publishing

According to the Great Dictionary of the Indonesian Language (KBBI), publishing is the process, method, act of publishing. The other meaning of the publisher is the

person and so on who publishes. Publication can also refer to publication, which is an announcement or publication.

d. PEB (Goods Export Notification)

According to the Regulation of the Director General of Customs and Excise Number: PER- 9/BC/2023, PEB is an export Customs Notification used to notify the export of general goods from within the Customs Area to outside the Customs Area. The Goods Export Notification (PEB) is an important and mandatory document in the process of exporting by sea. Functioning as an official notification to the Customs regarding the goods to be exported, the PEB contains detailed information about the goods, the sender, the recipient, and the transportation plan. (Dr. Hanggoro susanto. SP. MM, *Freight Forwarding in the Export Process Through Sea Transportation*, 2024)

e. CEISA 4.0

According to the Head of the Sub-Directorate of Public Relations and Customs Counseling, Encep Dudi Ginanjar, CEISA 4.0 stands for *Custom-Excise Information System and Automation* , a system used to create customs documents in place of the application module of goods export notification (PEB), goods import notification (PIB), and bonded stockpile (TPB). "Service users can access all customs processes in one portal system, including *tracking* the status of shipments. CEISA 4.0 can be accessed using *a browser*, so users do not need to install a special application on their communication device. This system has also been integrated with the currency exchange rate system, *manifest*, and tax".

3. RESEARCH METHODS

a. Metode Field Observation (*Field Research*)

This observation was made to find out the mechanism for issuing PEB (Goods Export Notification) with CEISA 4.0 Customs in order to obtain more accurate data, so the author immediately conducted an observation at PT. Kemasindo Cepat Medan concerned. This observation is carried out by recording the inventions that are considered necessary, with the following techniques:

1) Interview

Conduct interviews/questions and answers to parties who are considered competent at PT. Kemasindo Cepat Medan to the problems formulated around the PEB issuance mechanism using CEISA 4.0 Customs.

2) Observation

A technique where the author collects data that is already available and relevant or suitable for the author's field of observation as well as the author's experience while participating in the ground practice at PT. Kemasindo Cepat Medan.

b. Library Research

In this observation, it is carried out by reading existing books and other media related to *Freight Forwarding*, and studying materials from the library that are related to the writing of this paper.

4. RESULTS AND DISCUSSION

Corporate Activities in the Issuance of PEB with CEISA 4.0 Duty Excise on PT. Kemasindo Cepat Medan

Based on the results of observations and documentation carried out by the author during his land practice at PT. Kemasindo Cepat Medan. So the author in this chapter will discuss the results and the discussion will be in accordance with the formulation of the problem in this Final Project, which is as follows.

- 1) Preliminary Preparation:
 - a. Make sure you have a CEISA 4.0 account. If you haven't already, register first
 - b. Prepare the necessary supporting documents, such as *invoices*, *packing lists*, and other relevant documents.
- 2) Login to CEISA 4.0 System:
 - a. Open the official website of CEISA 4.0
 - b. Enter *your* username *and* password
 - c. Select the "Export" menu
- 3) Create a PEB Document:
 - a. Select the "Goods Export Notification" menu
 - b. Click "Create New" to start filling up PEB
- 4) Registration of PEB Control Mechanism:
 - a. After logging in, you will see *the main* dashboard
 - b. Find and click the "Export" menu on the sidebar or main menu.
 - c. Under the Export menu, click the "*PEB Registration*" sub-menu.
 - d. You will be redirected to the electronic PEB form.
 - e. Fill in each column carefully:
 - a) Exporter data (will be auto-populated from the company profile)

- b) Importer data (name, address, destination country)
 - c) Goods data (*HS Code*, description of goods, quantity and unit)
 - d) Value of goods (in foreign currency and rupiah)
 - e) Net and dirty weight
 - f) Port of loading and destination
 - g) Payment method and *terms of delivery*
- 5) Upload Supporting Documents:
- a. At the end of the PEB form, there is a *section* for uploading documents.
 - b. Prepare *the document file* in the accepted format.
 - c. Upload *Invoice*:
This document should include the item's details, price per unit, and total value.
 - d. Upload *Packing List*:
Contains a detailed list of items, packing quantities, and weight.
 - e. Upload other relevant documents:
Certificate of Origin of Goods (if required for tariff preference purposes).
Special Export Permit (for certain items such as forest products, minerals, etc.).
 - f. Make sure all documents are legible and in accordance with the data in the PEB.
- 6) Data Verification:
- a. Once all the data is filled in and the document is uploaded, click the "Verify" button
 - b. The CEISA 4.0 system will perform automatic checks, including:
 - a) Mandatory data completeness
 - b) Data format compatibility
 - c) Validity of supporting documents
 - d) If there is an error or shortage, the system will notify you.
 - e) Fix as notified and re-verify
- 7) PEB Application:
- a. Once the verification is successful and the payment (if any) is complete, click the "Apply for PEB" button.
 - b. The system will process the application and provide a temporary application number.
 - c. You will receive a notification that the PEB has been successfully submitted

8) Issuance of PEB Registration Number:

- a. If all requirements are met, the system will issue a PEB Registration Number.
- b. This number will appear on *your dashboard* and be emailed.
- c. PEB Registration Number serves as a permit to load goods.

Comparison of PEB Control Mechanisms before and after CEISA 4.0

Prior to CEISA 4.0, PEB submissions were done manually by filling out a physical form or using an older EDI (*Electronic Data Interchange*) system. This means exporters have to fill out paper forms or use separate software that is less integrated. Supporting documents must also be submitted in *hardcopy*, which means the exporter needs to print and bring the physical documents to the Customs office. After the implementation of CEISA 4.0, the entire application process is carried out online through the CEISA 4.0 portal. Electronic forms are already integrated into the system, allowing for direct filling on the *platform*. Supporting documents can be uploaded digitally, eliminating the need to submit physical documents.

a. Processing Time

Before CEISA 4.0, the PEB control process took longer, could reach several days. This is due to manual verification carried out by Customs officers, as well as the presence of physical queues in the office for the submission and processing of documents. With CEISA 4.0, the process becomes much faster, it can be completed in a matter of hours. Initial verification is done automatically by the system, reducing the time required. There are no more physical queues because all processes are done online.

b. Data Accuracy

Prior to CEISA 4.0, the risk of data input errors was higher due to manual processes. If an error occurs, data correction requires a time-consuming manual resubmission or revision. With CEISA 4.0, the system validates data in real-time, reducing the risk of input errors. The system can automatically detect data discrepancies and alert users. Data corrections can be done directly in the system without the need for resubmission.

c. Transparency

Prior to CEISA 4.0, *tracking* the status of PEB was limited and often required direct communication with officers. Information about requirements and regulations is not always easily accessible, so exporters often have difficulty understanding the process. With CEISA 4.0, *PEB status tracking* becomes *real-time* and transparent. Exporters can view their PEB status at any time through the system. Regulatory and requirement

information is integrated in the system, making it easy to access. The system also provides automatic notifications for any changes in PEB status.

d. Data Integration

Prior to CEISA 4.0, data was stored separately across different systems. This causes the exchange of information between government agencies to be slower and less efficient. With CEISA 4.0, there is data integration with other government systems, such as the licensing system. This allows for faster and more efficient information exchange between agencies, reducing data duplication and speeding up the verification process.

e. Payment of State Levy

Prior to CEISA 4.0, state levy payments were often made separately at banks. Payment verification is done manually and time-consuming, as the officer must physically check the proof of payment. With CEISA 4.0, payment is integrated in the system (*e-payment*). Exporters can make payments directly through the system, and payment verification is done automatically and instantly, speeding up the entire process.

f. Risk Management

Prior to CEISA 4.0, the determination of red (physical examination), yellow (document examination), or green (no examination) was more based on manual assessment. Risk profiling is limited to historical data that is not always *up-to-date*. With CEISA 4.0, risk management systems are automated and more sophisticated. Risk *profiling* is more accurate based on historical and *real-time* data, allowing for more effective targeting for inspections.

g. Accessibility

Prior to CEISA 4.0, access to Customs services was limited to office working hours. Many processes require a physical visit to the Customs office, which can lead to inefficiencies and delays. With CEISA 4.0, access is available 24/7 through *an online platform*. Most of the process can be completed without a physical visit, increasing efficiency and convenience for exporters.

h. Data Security

Prior to CEISA 4.0, data security relied on physical storage and older security systems. There is a risk of loss or damage to physical documents. With CEISA 4.0, data security is enhanced with encryption and *cloud* storage. The system performs

automatic data backups and provides a higher level of security against unauthorized access.

i. Reporting and Analytics

Prior to CEISA 4.0, reporting was manual and time-consuming. Data analysis is limited and often delayed due to limited access and data processing. With CEISA 4.0, reporting becomes automated and *real-time*. The system provides more advanced data analysis capabilities, enabling faster and more accurate decision-making based on up-to-date data.

The Impact of CEISA 4.0 Implementation on the Efficiency of the Export Process

The implementation of CEISA 4.0 has significantly improved the efficiency of the export process in Indonesia. Not only does this system speed up the documentation and delivery process, but it also increases transparency, reduces costs, and improves compliance. The result is an increase in the competitiveness of Indonesia's exports in the global market, which in turn can contribute to national economic growth. The implementation of CEISA 4.0 not only has a direct impact on the efficiency of the export process, but also has a *positive multiplier effect* on various economic and social aspects in Indonesia. This system is an important catalyst in modernizing Indonesia's trade, encouraging inclusive and sustainable economic growth, and improving Indonesia's position in the global value chain.

The positive impact of the implementation of CEISA 4.0 extends to various aspects:

1. **Improved Investment Climate:** With a more efficient and transparent export process, Indonesia has become more attractive to foreign investors. The ease of exporting can encourage more companies to build production facilities in Indonesia, which ultimately creates more jobs.
2. **Supply Chain Optimization:** CEISA 4.0 enables better integration with global logistics systems. This helps Indonesian exporters to more easily enter the international supply chain, increasing their business opportunities in the global market.
3. **Improved Data Quality:** With an integrated and automated system, the quality of export data becomes more accurate and comprehensive. This helps the government in making trade policies that are more targeted and effective.
4. **Strengthening MSMEs:** CEISA 4.0 also benefits Micro, Small, and Medium Enterprises (MSMEs) by simplifying the export process. This opens up opportunities

for more MSMEs to enter the export market, which may have previously been hampered by the complexity of the procedure.

5. **Improved Trade Security:** The more advanced risk management system in CEISA 4.0 helps in detecting and preventing illegal activities such as smuggling or false declarations, enhancing the security of international trade.
6. **Harmonization with International Standards:** *The implementation* of CEISA 4.0 brings Indonesia's customs practices more in line with international standards, facilitating integration with the global trading system.
7. **Adaptation to *E-commerce*:** CEISA 4.0 also facilitates export growth through *e-commerce platforms*, which is increasingly important in this digital age. This system allows for faster processing for small but high-frequency shipments.
8. **Increased Resilience to Crises:** With a system that is mostly *online*, CEISA 4.0 increases the resilience of the export sector to external disruptions such as the pandemic, allowing the export process to keep running even in challenging situations.
9. **Innovation Drive:** The implementation of advanced technologies in CEISA 4.0 encourages export companies to further adopt digital solutions in their operations, improve overall efficiency and drive innovation in the logistics and *supply chain sectors*.
10. **Improved International Reputation:** With a more efficient and transparent export system, Indonesia's reputation in the international trade scene has increased. This could open up opportunities for more lucrative trade agreements in the future.

Obstacles faced by PT. Kemasindo Cepat Medan at the time of PEB issuance uses CEISA 4.0 Customs

The inhibiting factors in the process of working on PEB using CEISA 4.0 faced are:

1. Documents or data entered are not readable in the CEISA 4.0 application. PT. Kemasindo Cepat Medan experienced this obstacle when the CEISA 4.0 application experienced periodic improvements every week because the CEISA 4.0 application was in the *maintanance process*.
2. There are certain shipping parties that without the knowledge *of Freight Forwarding* update the *Delivery Order* (D/O) which results in *Freight Forwarding* having to change the relevant data on export supporting documents such as the Goods Export Notification (PEB).

3. Often the exporter makes repairs/notes on the HC document (*Health Certificate*) which results in the PEB document being corrected/notified.

Based on experience, each obstacle is carefully studied and can be overcome until the company's performance remains good.

5. CONCLUSIONS AND SUGGESTIONS

Based on the results of the research from the discussion described by the author and the observations made by the author regarding the "Mechanism for Issuing PEB (Goods Export Notification) using CEISA 4.0 Customs at PT. Kemasindo Cepat Medan" can be concluded The documents prepared in the PEB issuance mechanism with CEISA 4.0 Customs at PT. Kemasindo Cepat Medan is B/L, *Packing list*, *comercial invoice*, D/O, *verivied gross mase* (VGM), NPWP, COO. And there are several obstacles that are still often experienced by PT. Kemasindo Cepat Medan in issuing PEB uses CEISA 4.0, namely documents or data input are not readable in the CEISA 4.0 application. The system is regularly repaired every week due to the CEISA 4.0 application in the *maintenance process*.

Based on the results of the conclusion that the author has previously explained, the author provides suggestions as considerations and inputs in the Issuance Mechanism of PEB (Notification of Export of Goods) with CEISA 4.0 Customs at PT. Kemasindo Cepat Medan to maintain good relations with Customs. If there is a network disruption in the *system* again, then PT. Kemasindo Cepat Medan to immediately coordinate with Customs.

6. REFERENCE LIST

- Amir, M. S. (2018). *Import Exports: Theory and Application* (13th ed.). Jakarta: PPM Publishers.
- Aruan, D. S. T., Ginting, S., Lilis, L., & Sabila, F. H. (2023). Proses penerbitan dokumen statement of fact (SOF) MV. Skatzoura oleh PT. Lampung Shipping Agency Bandar Lampung. *MASMAN: Master Manajemen*, 1(4), 230–240.
- Chandradja, J., & Sabila, F. H. (2024). Prosedur perpanjangan sertifikat keselamatan konstruksi kapal melalui sistem SIMKAPEL pada Kantor KSOP Kelas I Dumai oleh PT. Samudera Sarana Karunia Dumai. *Jurnal Publikasi Ilmu Manajemen*, 3(3), 261–267.
- Dr. Hanggoro Susanto, SP., MM. (2024). *Freight forwarding in the export process through sea transportation*. West Sumatra: Azzia Karya Bersama.

- Firdausy, C. M. (2021). *Advancing Indonesia's competitive logistics*. Indonesian Pustaka Obor Foundation.
- Hadiwidjaja, R. D. (2019). Analysis of the use of the CEISA (Customs Excise Information System and Automation) system on the performance of customs officers. *Journal of Management and Organization*, 10(3), 182–195. <https://sinta.kemdikbud.go.id/>
- Hartono, Y. K. (2019). The impact of the Auto Gate System (AGS) on the acceleration of containers at Tanjung Priok Port. *Journal of Customs and Excise Perspectives*, 3(1), 96–110. <https://doi.org/10.31092/jpbc.v3i1.430>
- Kurniawan, T., Dirhamsyah, D., & Sutria, Y. (2024). Prosedur penerbitan surat ukur kapal baru luncur barge Patria 3222 pada KSOP oleh PT Menara Shipping Agency Batam. *MASMAN: Master Manajemen*, 2(4), 126–135.
- Murti, B. H., & Vikaliana, R. (2021). Analysis of the application of CEISA Manifest Application in inward manifest and outward manifest reporting at PT Samudera Agencies Indonesia Tanjung Priok Branch. *Journal of Logistics Management*, 1(1), 61–66. <https://ojs.stiami.ac.id/index.php/JUMATIK/article/view/1245>
- Nasution, P. D. V., Dirhamsyah, D., & Sabila, F. H. (2024). Implementasi sistem Inaportnet dalam pelayanan kapal di Terminal Sarana Citra Nusa Kabil pada PT. Snepac Shipping Batam. *Wawasan: Jurnal Ilmu Manajemen, Ekonomi dan Kewirausahaan*, 2(4), 265–271.
- Nugroho, A. D. (2022). Optimizing the use of CEISA 4.0 in the process of issuing goods export notification (PEB). *Journal of Customs Science*, 6(1), 75–90. <https://www.beacukai.go.id/>
- Pane, H. C., Ginting, D., & Sabila, F. H. (2024). Sistem pengembalian dan pengambilan container empty di depo PT. Tanto Intim Line cabang Medan Belawan. *Jurnal Adiguna Maritim Indonesia*, 1(2), 49–53.
- Prasetyo, D. (2020). Implementation of the CEISA (Customs Excise Information System and Automation) system in an effort to improve customs services. *Journal of Customs and Excise Perspectives*, 4(2), 45–60. <http://garuda.ristekbrin.go.id/>
- Purwito, A., & Indriani. (2015). *Export, import, harmonization system, customs value, and taxes in customs*. Jakarta: Mitra Wacana Media.
- Wibowo, S. (2023). The impact of CEISA 4.0 implementation on the efficiency of export processes in Indonesia. *Journal of Economics and Public Policy*, 14(2), 110–125. <https://jurnal.dpr.go.id/index.php/ekp>