

**INTERNATIONAL JOURNAL OF EDUCATIONAL AND SCIENTIFIC RESEARCH
FINDINGS, MAY, 2025, ISSN: 2749-7481 VOL. 7 NO.1, GERMANY**

**ASSESSMENT OF THE EFFECT OF THE OPERATIONAL EXPOSURE TO SHIPPING,
CUSTOMS CLEARANCE AND LOGISTICS**

By

Henry M. DANIEL, Ph.D.
Golden Gate University
536 Mission Street
San Francisco, Ca 94105
California
United States of America.

ABSTRACT

The internship was undertaken at a shipping agency in Chennai, focusing on key operational areas such as shipping, logistics, customs clearance, and transportation. The objective of the program was to bridge the gap between academic theory and practical business operations, providing valuable exposure to real-world business practices. The internship served as a core requirement for the Master of Business Administration degree, aiming to develop a deeper understanding of business processes in a dynamic commercial environment. The participant was assigned to the import and export department, where extensive knowledge was gained in ocean freight procedures, including customs clearance for both import and export operations. Emphasis was placed on familiarization with documentation processes, particularly electronic filing systems required for cargo movement. Exposure to various logistics procedures and international shipping documentation enabled the development of technical and operational competencies relevant to the global trade sector. The experience included a combination of hands-on tasks and the study of industry-related materials, contributing to enhanced skills in compliance, documentation, and regulatory procedures. Overall, the internship provided meaningful insights into the functioning of the shipping and logistics industry and played a crucial role in equipping the intern with essential skills applicable to a career in global trade and supply chain management.

KEYWORDS: Core Equipment, Theoretical Work, Relevant Materials, Export Department, Clearances Process, Electronic Filing, Enhance Skills

INTRODUCTION

Transportation is the movement of goods, while logistics is the management of the inward and outward flow of goods from the manufacturer to the end user. Though often used interchangeably, these two concepts form distinctly different segments of the supply chain. Logistics and transportation together ensure that products and services are delivered from one location to another in a systematic and efficient manner (TP. Krishna Kumar, 2020). Logistics involves the integration of several key components such as storage, transportation, cataloging, handling, and packaging of goods. In contrast, transportation specifically addresses the movement of products from one place to another (Ram, 2020). Together, logistics and supply

chain play a crucial role in ensuring effective transportation and distribution. Logistics refers to the comprehensive process of managing how resources are acquired, stored, and transported to their final destinations. Logistics management includes identifying suitable distributors and suppliers and evaluating their effectiveness and accessibility. Professionals working in this domain are commonly referred to as logisticians (TP. Krishna Kumar, 2020). The supply chain involves the management of goods and services as they move between businesses and locations, encompassing the storage of raw materials, work-in-process inventory, and finished products. It also includes the fulfillment of orders from the point of origin to the point of consumption.

A crucial step in international trade is the customs clearance process. It involves preparing and submitting the paperwork needed to import or export items into a nation. In addition, this procedure includes assessing duties, collecting the goods after clearance, paying any required fees, and representing clients during customs inspections. Here, the person who sends the goods is called the exporter, and the one who receives them is called the importer. For seamless international corporate operations, this process' accuracy and efficiency are essential. With particular relevance to shipping agencies, the study focuses on efficient customs clearing procedures. It seeks to examine the difficulties associated with customs clearance as well as the methods used by shipping companies to expedite these procedures. A clearer grasp of the overall effectiveness and possible areas for improvement can be attained by examining the current customs clearing processes. In addition to shipping companies, this aids students and newcomers to the logistics industry in understanding the operational structure and expanding their knowledge.

This study looks at the roles and duties involved in handling import and export activity and provides insight into the real-time customs clearance procedures. It determines the different tasks and paperwork needed for approval using data collecting and real-world experience. It also emphasizes how shipping organizations' import and export divisions oversee the logistics process and handle any difficulties that may come up during clearance. The report also clarifies how logistics managers work with customs officers, produce required paperwork, and make sure all legal and procedural criteria are met. Building operational excellence and cutting down on delays in international shipments require a realistic understanding of the customs procedure. To improve the efficiency and traceability of the operations, the study investigates the integration of automated platforms, electronic documentation, and digital file systems into contemporary customs clearing procedures.

The study also explores how technology is changing the customs clearance process. Many manual processes have been expedited with the use of digital platforms and electronic file systems, which has improved data accuracy and decreased errors. Faster clearance, real-time cargo tracking, and improved coordination amongst import and export process players are all made possible by these technology improvements. As a bridge between importers, exporters, and government officials, shipping companies are essential to the customs clearance process. International trade depends on their capacity to handle intricate regulatory frameworks and enable efficient clearing procedures. This study sheds light on how shipping agencies

operate, with particular attention on how they manage document processing, cargo tracking, duty assessments, and adherence to international trade regulations. Additionally, the study's conclusions are crucial in pinpointing areas in which these organizations may raise employee happiness. Recommendations to improve service delivery and work conditions can be made by examining internal facilities and operational difficulties. The agencies gain from this as well because it makes it possible for them to implement strategic adjustments meant to improve operational effectiveness and performance. Students and recent hires joining the logistics industry may find the study's conclusions very helpful (Muhammed Rafi, Jabir Moosa, 2023). It offers a comprehensive overview of the real-world applications of customs clearance processes and provides a practical understanding of the skills and competencies required in this domain. It serves as a learning resource for those pursuing a career in logistics and supply chain management. Furthermore, the study aids shipping agencies in evaluating their performance in handling customs clearance. It enables them to identify strengths and weaknesses in their existing systems and adopt best practices from industry standards. This self-assessment can lead to significant improvements in turnaround time, compliance, and customer satisfaction (S. Sailakumar and K. P. Naachimuthu, 2017). Through firsthand experience and direct involvement in the import and export department, practical knowledge was gained about ocean import and export customs clearance processes and procedures. This exposure helped understand how import and export operations are conducted and the critical documentation involved. A thorough understanding of electronic filing systems for import and export cargo was developed, highlighting the importance of accuracy and compliance in document handling (P. K. Maraju, 2023).

The experience also provided valuable insights into the roles of different departments within a shipping agency and how they collaborate to ensure successful customs clearance. The coordination among departments, attention to detail, and prompt communication with customs officials are essential for seamless operations. Understanding these internal workflows and their impact on the overall logistics process was a key learning outcome of the study. In the study of effective customs clearance processes at a shipping agency in Chennai provided a deep understanding of logistics and transportation operations. It emphasized the distinction between logistics and transportation, highlighted the complexities of customs clearance, and showcased the significance of documentation and procedural compliance. The practical exposure to import and export procedures enhanced professional competencies and contributed to a better grasp of how theoretical knowledge is applied in real-world scenarios. The study serves as a valuable reference for future research, academic purposes, and operational improvements in the field of logistics and supply chain management.

Materials And Methods

The term "methodology" refers to the strategies used for the study and encompasses the procedure of gathering information from multiple sources. It serves as the cornerstone for methodical research, guaranteeing that the work is planned and structured. The scientific and rational use of processes and techniques utilized in a study is known as methodology. Even

before the work starts, it entails careful planning and the careful selection of instruments and methods. A wide definition of research is the methodical, scientific search for knowledge. It is a methodical procedure designed to locate pertinent data pertaining to a particular issue or subject. According to Clifford Woody, research involves defining and redefining problems, formulating hypotheses or suggested solutions, collecting, organizing, and evaluating data, drawing conclusions, and finally testing those conclusions to determine their validity and relevance to the hypothesis.

The research design outlines the structure of the study and the procedures for data collection and analysis. It indicates how the research is planned and executed with respect to available data, observations, and sampling methods (R. Shrivastava, 2021). The design of this project follows a descriptive research model. Descriptive research seeks to accurately and systematically describe a population, situation, or phenomenon. It is primarily focused on fact-finding and is used to describe the characteristics of the current situation. Such methods are extensively applied in physical and natural sciences and are equally common in the social sciences, especially in socio-economic surveys and activity analyses. The sampling design adopted for the study is simple random sampling. In this technique, subjects are chosen randomly from a larger population where each subject has an equal chance of being selected. This randomness ensures that the sample is unbiased and representative of the population (V. M. Aragani, 2024). The population for this study consists of experts, employees, and students pursuing internships in the logistics sector. Data was collected from a sample size of 121 respondents, carefully selected from the target population. An appropriate sample size is essential to ensure accuracy and reliability in research findings, and it must meet criteria such as efficiency, representativeness, and flexibility.

The method of data collection included both primary and secondary sources. Primary data was gathered firsthand during the study, mainly through direct communication with respondents via a questionnaire. This questionnaire was designed with the research's core objectives (R. K. Dahal, 2020). The data collection process was structured to ensure that the responses accurately reflect the opinions and experiences of the target group. Secondary data, on the other hand, refers to information already collected and analyzed by others. These sources help to supplement primary data and provide a broader context for analysis. Collecting and analyzing both types of data contributed to a comprehensive understanding of the subject under study.

CONCEPT OF SHIPPING

Shipping refers to the process of transporting goods, commodities, and sometimes people from one location to another, primarily via sea routes but also including land and air transport in broader logistics contexts. Traditionally, the term “shipping” is closely associated with maritime transport, which involves the movement of cargo by ships across oceans, seas, and other navigable waters. Shipping plays a vital role in international trade, enabling the global exchange of raw materials, manufactured goods, and food products. Over 80% of global trade

by volume is carried by sea, making it one of the most critical components of the world economy (UNCTAD, 2022). Shipping is a major driver of globalization and economic development, accounting for over 80% of global trade by volume (UNCTAD, 2022).

However, it also poses environmental challenges, such as greenhouse gas emissions, marine pollution, and the risk of invasive species through ballast water discharge. Efforts are underway to address these issues through regulatory frameworks like the IMO's MARPOL Convention and initiatives promoting decarbonization. Modern shipping is a complex industry involving various types of vessels such as container ships, tankers, bulk carriers, and roll-on/roll-off ships, each designed for specific types of cargo. It also encompasses a range of services and activities, including freight forwarding, logistics coordination, customs clearance, and port operations. The concept of shipping encompasses a multifaceted system that is vital to global commerce, economic development, and connectivity. While it has evolved significantly over time, the industry continues to adapt to technological, environmental, and geopolitical challenges. As the world moves toward more sustainable practices, the shipping sector will play a crucial role in shaping the future of international trade.

The shipping industry has embraced various technological innovations to improve efficiency and sustainability. Containerization, introduced in the 1950s, revolutionized cargo transport by enabling standardized, high-volume shipping (Levinson, 2016). In recent years, digitalization, automation, and the use of big data have further optimized logistics and navigation, while alternative fuels and green technologies aim to reduce the environmental footprint of shipping. Shipping is not just a means of transportation but a foundational pillar of global commerce, connecting producers and consumers across continents through a vast and dynamic network.

CONCEPT OF CUSTOMERS CLEARANCE

Customs clearance refers to the set of procedures required to allow goods to enter or leave a country legally. It includes the submission of necessary documentation, payment of duties and taxes, inspection of goods, and compliance with the country's import and export regulations (Grainger, 2008). Customs clearance is not merely a bureaucratic necessity—it plays a strategic role in the facilitation of trade. Efficient customs processes reduce transaction costs, improve supply chain reliability, and encourage investment and trade (OECD, 2018). Furthermore, customs authorities serve as gatekeepers to national security, preventing the entry of prohibited items, counterfeit goods, and biohazards.

Moreover, effective customs operations enhance a country's trade competitiveness. For instance, countries that implement modern customs techniques—like electronic filing and pre-arrival processing—often perform better on indices such as the World Bank's Logistics Performance Index (World Bank, 2023). Customs clearance is a vital element of international trade, acting as a gateway through which goods legally move between nations. It encompasses complex procedures involving documentation, inspections, tax payments, and regulatory compliance. As global trade continues to expand and become more complex, modernizing

customs clearance through technology and international cooperation becomes imperative. By enhancing efficiency and transparency in customs processes, countries can unlock economic growth, promote legal trade, and ensure national security

Literature Review

Several bureaucratic issues, including Brazilian, federal, and international legislation, are involved in the processes of importing and exporting goods in Brazil. The owner or company is required to go through customs clearance in order to release an item when it arrives from abroad, along with the necessary property certificate documentation. Many dispatch businesses have to rethink their internal operations because of the changes to import and export declarations. Simplifying the Brazilian bureaucratic process of importing and exporting (K. Kashyap and V. Sharma, 2022) will have both positive and negative effects on customs clearance, which is why this study is set out to examine them. There was a window of opportunity to conduct an empirical study on the effects on business operations of Brazil's policy of streamlining import and export procedures. This study aims to analyse the situation encountered by the *BrasilienseCommissária de Despachos* enterprise in Campinas, São Paulo, Brazil, through qualitative and descriptive research. It gives a case study in this regard. Import and export procedures were simplified, leading to shorter, more centralised, and transparent international trade (K. Kashyap and V. Batwara, 2022). The company that was part of the study was able to save time and money by using DU-E, which allowed them to attend more processes in the same period. By providing other international trade companies with insight into the mapping of activities that have been reorganised to meet the new simplifications, this paper aims to make a practical impact on society through the case study. According to the hypothesis, future scholars will be able to make use of the current and operational data on Brazil's import and export system.

More trade facilitation with the global economy is something developing nations should make possible if they want to open up new possibilities for growth in the Global South (S. Akram and Z. Pervaiz, 2024). Ensuring regulatory compliance and efficiently processing a high volume of consignments and goods are often competing concerns for customs personnel, who are at the front line and operate as gatekeepers for market access (S. Akram and Z. Pervaiz, 2025). Developing nations face the double whammy of having to deal with the increasing problem of illicit or unlawful commerce and customs procedures that slow down the global supply chain and charge exporters and traders too much. When combined with automated risk-based selectivity, postclearance audits (PCAs) offer a powerful tool for risk management (S. Akram, M. U. Hassan, and M. F. Shahzad, 2024). When it comes to customs processing, this method offers a comprehensive strategy for risk control. Furthermore, PCAs can aid customs in facilitating the rapid release of products while maintaining strict control over high-risk shipments. Within the context of Bangladesh's local regulatory structure, this essay analyses the shortcomings and difficulties of applying PCAs. In order to accomplish this goal, this research has analysed and derived insights into incorporating PCA into the regulatory framework of Bangladesh by collecting primary evidence from prominent stakeholders, such as Bangladesh

Customs. Developing greater technical capacity through skilling-up the workforce, establishing online connectivity among relevant agencies, customs-to-customs cooperation, and automating risk-based selectivity are all obstacles that this article will examine. The logistics business has been seeing modest growth in popularity in recent years, thanks to the fast expansion of the Internet of Things and the profound integration of the two. Logistics customs clearance can be made more efficient with the use of radio frequency identification (RFID) technology and the development of an RFID-based logistics customs clearance information platform. This will make the jobs of administrative departments like customs, taxation, inspection, and quarantine much easier and faster. In light of this, "the design and realisation of RFID-based logistics clearance information platform" (V. M. Aragani, and P. K. Maroju, 2024) is the primary focus of this study. Layers of applications, system interfaces, data platforms, and perceptions make up the logistics clearance information platform that is planned out in this article. The article's major functions are designed using RFID technology. Testing has shown that the platform's page jump latency has an average value of approximately 1 s, which is sufficient for verifying the platform's effectiveness. This demonstrates the platform's stability, responsiveness, and outstanding parallel computing capabilities. Aiming to identify elements impacting supply chain efficiency, the study set out to do just that. Data were gathered from relevant existing literature, indicating a qualitative research approach. All businesses that imported or exported goods via the Jeddah port were included in the study's population (V. M. Aragani, and P. K. Maroju, 2024). You may find the samples in Al-Dawliya Watches & Jewellery and IKEA. Import and export businesses face a potential bottleneck in the customs clearance process, which is both essential to international trade and supply chain management and a potential Achilles' heel. As the global economy evolves, this process can undergo adjustments. Increased lead times, less product availability, and a decline in customer service quality were all consequences of the company's inability to clear shipments within defined periods. Businesses and government officials involved in customs clearance can both add unnecessary delays to the clearance process.

According to recent research, merchants and other intermediaries make international trade easier by lowering the fixed trade costs faced by producers that bypass these middlemen and deal with exports and imports directly. Firms that utilise customs brokers instead of self-declaring have lower fixed costs of clearing products through customs, according to this study. Customs brokers are an understudied sort of middleman in economics. In this work, we use panel data on Norwegian trade transactions to show that these brokers are used by most manufacturing firms who engage in international trade, and that these brokers often manage substantial trade values on behalf of many producers (P. K. Maroju, 2024). The proportion of a producer's market-specific trade that is self-declared as opposed to handle by brokers grows in direct proportion to the traded value, according to an econometric study. This persists even after accounting for both known and unknown producer, national, and product-level variables, which is consistent with the predictions of theoretical models on trade intermediaries. The results for importing and exporting are comparable, suggesting that brokers help in both types of trade. The prosperity of nations has been greatly influenced by their foreign commerce.

Every country has its own set of goals and policies that it updates from time to time in an effort to boost trade. When shipping goods abroad, you run the danger of encountering a number of serious issues (K. P. Naachimuthu, S. Bhuvaneshwari, 2024). Both the buyer and the shipper in India are dealing with minor issues; the main one is the inefficiency of the customs clearance and documentation processes. Policies and duty plans put in place by the government are subject to periodic revision. Knowledge of documentation and efficient documentation work are so crucial. Complete paperwork is done by the clearing agents and the authorised licence holder. The clearing agency acts as an intermediary between the buyer and the shipper, handling the necessary paperwork and clearance processes. This article examines the improvement of customs' traditional legal functions as well as the import/export documentation and clearance process. It stresses the significance of customs house agents (CHAs) who document quickly and efficiently. New kinds of documentation have emerged as a consequence of technology advancements, which are highlighted in this study. The paper may fail to include the characteristics and analysis of the document, as well as the consequences of various bills used in commercial transaction. Still, there's plenty of need for greater research in this area. A general review style paper is this one. The lack of prior research on this topic is what prompted us to conduct this study. Nonetheless, this research does make use of a number of secondary sources and pertinent literatures.

This paper delves into the importance of customs policy coherence and coordination in easing trade. It explores the potential of trade facilitation measures like integrated border management and single-windows to enhance customs control, management, and coordination in Latvia and other EU countries (K. Ashifa, 2022). Businesses and governments alike can reap the rewards of trade facilitation programs. Finding a middle ground between trade security and trade facilitation means ensuring that legitimate goods and travellers can cross borders without excessive obstacles and that the international commerce supply chain is protected against organised criminal threats. The purpose of this article is to assess Latvia's, an EU member state, real requirements for an Integrated Customs Control System. The research is grounded in a thorough examination of relevant literature and the first-hand knowledge of customs officials. Open-source information and statistics data about Latvian customs support empirical research.

Many international organisations have been thinking about how to use ICT to improve customs administration processes and trade facilitation for a while now. These include the European Union, the World Bank, the World Customs Organisation, the World Trade Organisation, and the Organisation for Economic Cooperation and Development (OECD). In light of the present worldwide economic slump, governments, businesses, and individuals are all seeking to improve their personal financial situations. A country's customs services are a part of its commercial profile, which is essential for boosting economic success (K. Ashifa, 2022). All customs operations can be made more efficient and, in turn, national finances can be improved via careful use of information and communication technology. This study defines information and communication technology (ICT) and highlights its significance in customs settings. Customs must reevaluate its business model in light of recent changes to the technological and commercial landscape in which it operates. Traditional ideas like

declarations and "regimes" with an emphasis on imports and, for many nations, revenue, continue to form the basis of Customs' operations, despite the prevalence of modern risk management approaches, commercial business systems, and Electronic Data Interchange (EDI). We need to reevaluate our mission and get back to the fundamentals. We confirm collecting money, facilitating commerce, protecting society, and collecting trade statistics in the United Kingdom (UK) (K. Ashifa, 2022). However, we are putting the outdated Customs textbooks to rest and are instead investigating how we may optimise the utilisation of electronic data that is inherent to businesses' day-to-day operations in order to evaluate risks related to security, compliance, admissibility, and revenue. This necessitates a cooperative effort to increase compliance and crack down on non-compliance through the use of information technology systems and risk management based on intelligence. An even more revolutionary notion is to evaluate the consignor's responsibility in providing reliable information to an electronic data pipeline, rather than focusing on the point of importation. This transition would occur as early in the supply chain as possible.

CONCEPTUAL & THEORETICAL REVIEW

Custom clearance procedures encompass a range of activities required to facilitate the legal import and export of goods into or out of a country. This process primarily involves the preparation and submission of relevant documentation that helps in assessing and permitting the movement of cargo. It includes representing the client during customs inspection, verifying and evaluating the shipment, payment of duties, and finally, securing the release of cargo once all regulatory requirements are met. The documents required for customs clearance differ slightly between export and import processes. In export documentation, essential records include the purchase order from the buyer, the sales invoice, a packing list, a shipping bill, a bill of lading or air waybill, and a certificate of origin. For imports, the necessary documents consist of the buyer's purchase order, the supplier's invoice, the bill of entry, the bill of lading or airway bill, the packing list, and a certificate of origin. These documents serve as evidence and support in identifying the nature of the goods, their value, and their country of origin, which are all important aspects for customs officers during clearance (S. Shahzad, and S. Zareen, 2024). The initial and one of the most vital stages of the customs clearance process is the filing of the bill of entry. This document is essentially a declaration by the importer or their agent that provides detailed information about the imported goods. It is filed in four copies, one original and three duplicates. One copy is retained by customs, another is meant for the bank handling remittance, the third copy is given to the importer, and the last is retained in customs records. With modernized procedures, this bill is now often computerized. The customs officer assigned will inspect the paperwork for accuracy, verifying whether the goods comply with regulations and if all documentation has been properly submitted (Shbool, Mohammad & Youssef Al-Abdallat, 2021).

The next step in the customs clearance process is the assessment of the goods. This task is performed by the assessing officer, whose role is to determine the appropriate duty liability for the shipment. The assessment includes verifying whether any exemptions or

incentives under various export promotion schemes apply to the shipment. The assessing officer must also ensure that the goods are correctly classified according to customs tariff schedules and that there are no restrictions or prohibitions on the items being imported or exported (Shbool, Mohammad & Yousef Al-Abdallat, 2021). They take into account the invoice details, supporting documents, and declarations provided with the bill of entry. Furthermore, they refer to valuation data available with customs to ensure consistent valuation practices. The aim is to ensure legal compliance while facilitating legitimate trade. The Electronic Data Interchange (EDI) system has modernized the customs clearance procedure by digitizing many of the assessment and evaluation processes. In this system, cargo declarations and duty calculations are managed by software, significantly reducing the need for manual intervention (K. Kashyap and M. Chaudhary, 2023). Once the assessment is completed in the EDI system, the assessed bill of entry is printed at the service center. Notably, in many instances, the examination of physical documents coincides with the actual inspection of goods. The EDI system often has built-in appraisal functions that can automatically calculate duty liabilities, eliminating the need for an assessment officer in some cases. It also allows for queries to be raised and processed electronically, making communication between customs and traders more efficient. Additionally, a telephone inquiry facility is available at certain customs stations to track the status of documents, and any queries can be printed using fax facilities (U. F. Arain, and M. M. Afzal, 2024).

Modifications to the bill of entry may be required if discrepancies or errors are found during the assessment. The customs officer may initiate changes, but these can only be made with permission from the Deputy or Assistant Commissioner of Customs. It is crucial for the accuracy of customs records and proper duty calculation that such changes are authorized and documented. Once the bill of entry is finalized, the importer or exporter must proceed with the payment of duty. Duties are generally paid using a specific challan known as the TR-6. Customs houses have designated branches of authorized banks where these payments must be deposited. Importers and exporters need to verify the correct bank branch to avoid any delays in the clearance process. In certain scenarios, importers may choose to file the bill of entry in advance, even before the arrival of goods. This provision, known as prior entry, allows for faster processing upon the arrival of the cargo. The bill of entry filed under this scheme is valid only if the goods arrive within thirty days of the date of submission. This provision helps save time in urgent trade operations. For goods imported under specialized schemes like the Duty Exemption Entitlement Certificate (DEEC) or Export-Oriented Units (EOUs), customs clearance requires the execution of bonds. These bonds serve as guarantees that the importer will fulfill certain obligations, such as re-exporting the goods or utilizing them according to the scheme guidelines. In case of default, the importer is liable to pay the full amount of duty that was originally exempted. The bond value is usually equivalent to the total duty that would have been payable, and importers must furnish a bank guarantee alongside. The value of this guarantee often depends on the track record and status of the importer, with reputed importers sometimes being given relaxation.

Another category in customs clearance is related to warehousing. When goods are not immediately required for use or sale, importers may opt to store them in bonded warehouses. This requires the submission of a different form of bill of entry specific to warehousing. The evaluation of such goods is carried out just like in a standard import, but the payment of duty is deferred until the goods are withdrawn from the warehouse. Upon withdrawal, the importer must file a new document known as the ex-bond bill of entry. This document reflects the portion of the warehoused goods being taken out and ensures duty is paid only on that quantity. This process helps businesses manage cash flow more effectively, especially when goods are to be used or sold in stages. The final stage in the customs clearance process is the actual delivery of goods. Once all formalities, assessments, payments, and document verifications have been completed, and the customs officer has confirmed clearance, the port officials are notified. The importer can then arrange to receive the cargo. In the case of warehoused goods, the ex-bond bill of entry must be submitted to obtain permission to remove the items from storage. It is only after fulfilling all the necessary legal procedures and receiving confirmation from customs that the delivery of goods is authorized. Altogether, the customs clearance process is a detailed and regulated procedure that ensures legal compliance, proper valuation, and safety in cross-border trade. It is critical for governments to maintain revenue integrity, protect national interests, and support fair trade practices. At the same time, with technological advancements such as the EDI system and improved infrastructure, the process has become more streamlined, enabling traders to experience reduced delays and increased efficiency in their import-export operations.

RESULTS AND DISCUSSION

The study reveals several important insights based on the responses collected. A significant majority of 93% of the respondents were male, and 66% were within the age group of 18 to 25 years. Educationally, 56% had completed their undergraduate degrees. Additionally, 66% of the participants were employed, and the same percentage affirmed their employment status. When asked about a multiple-option question, 67% of the respondents chose "All of the above" as their response. About 40% of the participants were engaged in export customs clearance activities.

Regarding documentation, 43% of the respondents agreed that preparing documents for customs clearance requires considerable time. Meanwhile, 51% expressed that customs clearance zones are specifically focused on containerized cargo. However, 37% agreed that the customs clearance procedures and time required are simple. Furthermore, 67% of the employed respondents strongly agreed that they were satisfied with the services provided by the customs clearance zone. Half of the respondents found the cost of customs clearance to be affordable, and 69% indicated their preferred mode of cargo transportation. The study also found that 63% of the respondents agreed that customs clearance expenses depend on the shipment's location. When asked about independent brokers, 47% viewed their involvement in customs clearance positively. Interestingly, 27% of the respondents stated that they faced both types of problems during the clearance process, while 29% highlighted those live inspections posed challenges. In terms of duty payments, 69% confirmed that charges depend on the

variety of goods. Additionally, 74% believed that every item must undergo lab testing during live inspections.

The study further showed that 46% of the respondents believed that both the procedures and documentation involved in customs clearance are the same for air and sea transport. When asked how long it typically takes for imported goods to clear customs, 38% reported a duration of 1 to 2 days. Lastly, 44% of the respondents affirmed the possibility of achieving IT-based clearance.

Based on these findings, several suggestions were proposed to improve the customs clearance process. The company is advised to fully computerize its documentation process to enhance efficiency. It should also preplan for potential challenges during the customs clearance process. Freight forwarding and multimodal transportation should receive equal attention as customs clearance. The adoption of modern marketing techniques is also recommended to enhance the company's visibility and outreach. The agency should consider expanding the range of customs services offered to clients and hire more talented personnel to improve service quality. More focus should be given to air transportation, and the company should consider opening new branches in less competitive areas such as Karaikal Port and Nagapattinam Port. Expanding into Gulf countries and offering 24/7 customer service would also be beneficial.

However, the study has some limitations. The sample size was restricted to only 121 respondents, which may not fully represent the broader population. Time constraints posed challenges to the depth of analysis. There were also difficulties in analyzing the collected data. Moreover, the study considered only the opinions of employees, students, and experts in the field of logistics, which may limit the diversity of perspectives included in the findings.

CONCLUSION

During the course of this project, insights were gained into the various challenges encountered in the customs clearance process. A major issue observed in both export and import activities revolves around documentation. Inaccurate or incomplete documentation often leads to delays and penalties. Therefore, it is essential to ensure that all legal documents required for export and import are complete, accurate, and neatly prepared. According to the survey conducted, some of the most common challenges faced by shipping agencies include difficulties in file assessment, forwarding to the accounts department, and live inspections. These challenges are often exacerbated by minor errors and instances of carelessness. Through careful analysis and understanding, several solutions can be proposed to address these issues. For example, proper planning for customs inspections can help avoid penalties. Additionally, issues in the transportation department, such as inefficiencies in loading and unloading, non-availability of trailers and trucks, and less-than-truckload shipment problems, should be addressed. By resolving these operational inefficiencies, the shipping industry can improve its efficiency and contribute to a more reliable future. The study was enriched by exposure to the operations of shipping agencies, which provided valuable learning opportunities. This environment allowed for a deeper understanding of the real-world challenges in logistics and customs clearance. The experience gained from working with shipping agencies not only

enhanced knowledge but also significantly contributed to the practical understanding of the customs clearance process.

REFERENCES

- A. Hoti and A. Dermaku, "Corporate governance in the banking industry of Kosovo: does board size and board independence matter?" *International Journal of Finance & Banking Studies*, vol. 7, no. 3, pp. 20-34, 2018.
- A. Muthulakshmi, J. Tamilselvi, and S. S. Hameed, "Moderating effects of challenges on self-efficacy and satisfaction of women street vendors," *Int. J. Electron. Finance*, vol. 13, no. 3, pp. 386-402, 2024.
- B. A. Haddad, M. Chuman, R. Kouki, "Clearance process and its effect on the supply chain performance in jeddah port," in *effat university business and management papers*, vol. 18, no. 12, pp. 31-39, 2021
- Bäckström, K. (2011). Shopping as leisure: An exploration of manifoldness and dynamics in consumers' shopping experiences. *Journal of Retailing and Consumer Services*, 18(3), 200-209.
- Bloch, P. H., Ridgway, N. M., & Dawson, S. A. (1994). The shopping mall as consumer habitat. *Journal of Retailing*, 70(1), 23-42.
- Chaffey, D. (2019). *Digital Business and E-Commerce Management* (7th ed.). Pearson Education.
- D. B. Acharya, B. Divya, and K. Kuppan, "Explainable and fair AI: Balancing performance in financial and real estate machine learning models," *IEEE Access*, vol. 12, no.10, pp. 154022-154034, 2024.
- D. B. Acharya, K. Kuppan and B. Divya, "Agentic AI: Autonomous Intelligence for Complex Goals—A Comprehensive Survey," in *IEEE Access*, vol. 13, no.1, pp. 18912-18936, 2025.
- D. Qehaja, F. Zeka, and A. Hoti, "The effect of foreign direct investments on trade balance in southeast Europe during the period 2000-2018," *International Journal of Applied Economics, Finance and Accounting*, vol. 13, no. 1, pp. 29-39, 2022.
- Grewal, D., Roggeveen, A. L., & Nordfält, J. (2020). The future of retailing. *Journal of Retailing*, 96(1), 69-76.
- H. Medin, "Customs brokers as intermediaries in international trade," *Rev. World Econ.*, vol. 157, no. 2, pp. 295-322, 2021.
- Hausman, A. (2000). A multi-method investigation of consumer motivations in impulse buying behavior. *Journal of Consumer Marketing*, 17(5), 403-419.
- Hofstede, G. (2001). *Culture's Consequences: Comparing Values, Behaviors, Institutions and Organizations Across Nations* (2nd ed.). Sage Publications.

- Jones, P. (2010). Retailing and Retail Operations. Goodfellow Publishers.
- K. Kashyap and P. Rathore, "Regulating competition and cartelisation in the corporate real estate sector: The emerging market case," *Otoritas: J. Ilmu Pemerintahan*, vol. 11, no. 2, pp. 63-77, 2021.
- K. Kashyap and V. Batwara, "Legal analysis of real estate investment trust regulation in India," *BRICS Law J.*, vol. 9, no. 1, pp. 114-135, 2022.
- K. Kashyap and V. Sharma, "Legal aspects of structured finance in the infrastructure sector in India," *J. Law Polit. Sci.*, vol. 30, no. 1, p. 441, 2022.
- K. Kuppan, D. B. Acharya, and B. Divya, "Foundational AI in insurance and real estate: A survey of applications, challenges, and future directions," *IEEE Access*, vol. 12, no. 12, pp. 181282-181302, 2024.
- L. N. R. Mudunuri, V. M. Aragani, and P. K. Maroju, "Enhancing Cybersecurity in Banking: Best Practices and Solutions for Securing the Digital Supply Chain," *Journal of Computational Analysis and Applications*, vol. 33, no. 8, pp. 929-936, Sep. 2024.
- Laudon, K. C., & Traver, C. G. (2021). *E-commerce 2021: Business, Technology, and Society* (16th ed.). Pearson.
- Miller, M. (2012). *The Department Store: A Social History*. Taylor & Francis.
- North, D. C., & Thomas, R. P. (1973). *The Rise of the Western World: A New Economic History*. Cambridge University Press.
- R. K. Dahal, "Customer satisfaction in Nepalese cellular networks," *Tribhuvan University Journal*, vol. 33, no. 2, pp. 59-72, 2019.
- R. Shrivastava and N. K. Surarchith, "Effect of employees' attitude towards ERP post implementation on support of top management and business performance - A study of critical success factors on post implementation," *The J. Contemp. Issues Bus. Gov.*, vol. 27, no. 2, pp. 684-689, 2021.
- R. Shrivastava and S. Shrivastava, "Relationship marketing: Spoke of a wheel reference to industrial customer's expectations and contentment towards identification products," *J. Bus. Manag. Soc. Sci. Res.*, vol. 1, no. 3, pp. 79-82, 2012.
- Rick, S. I., Pereira, B., & Burson, K. A. (2014). The benefits of retail therapy: Making purchase decisions reduces residual sadness. *Journal of Consumer Psychology*, 24(3), 373-380.
- S. Akram and Z. Pervaiz, "Assessing Inequality of Opportunities for Child Well-being in Pakistan," *Child Ind. Res.*, 2025.

- S. Akram and Z. Pervaiz, "Estimation of inequality of opportunities across countries: a multidimensional approach," *Stud. Econ. Econometrics*, vol. 48, no. 1, pp. 18-41, 2024.
- S. Akram and Z. Pervaiz, "The Role of Institutions and Social Inclusion in Trust Building," *Qual. Quant.*, vol. 58, pp. 3887-3903, 2024.
- S. Akram, F. Zahid, and Z. Pervaiz, "Socioeconomic determinants of early childhood development: evidence from Pakistan," *J. Health Popul. Nutr.*, vol. 43, no. 1, p. 70, 2024.
- S. Akram, M. U. Hassan, and M. F. Shahzad, "Factors Fuelling the Persistence of Child Labour: Evidence from Pakistan," *Child Ind. Res.*, vol. 17, no. 4, pp. 1771-1790, 2024.
- Shaw, D., Hogg, G., Wilson, E., Shiu, E., & Hassan, L. (2006). Fashion victim or responsible consumer? Ethical fashion consumption. *International Journal of Retail & Distribution Management*, 34(4/5), 301-314.
- Shbool, Mohammad A., Farah Altarazi, and Wafa' H. AlAlaween. "A Dynamic Nonlinear Autoregressive Exogenous Model to Analyze the Impact of Mobility during COVID-19 Pandemic on the Electricity Consumption Prediction in Jordan: Covid-19 Mobility Impact Model for Electricity Consumption in Jordan." *Journal of Scientific & Industrial Research (JSIR)* 83, no. 2 (February 6, 2024): 164-73.
- V. M. Aragani and P. K. Maroju, "Future of blue-green cities emerging trends and innovations in iCloud infrastructure," in *Advances in Public Policy and Administration*, pp. 223-244, IGI Global, USA, 2024.