

Understanding SatuFen's Indonesia Digital Customs Procedures

The Company:

Satufen, developed by **Mahyu**, is a digital logistics solution designed with an open system architecture. Tailored specifically for Indonesian pilgrims undertaking **Haj** and **Umrah**, Satufen facilitates the seamless management of unaccompanied baggage, enabling pilgrims to transport their purchased limited items from Saudi Arabia with ease and efficiency.

Additionally, the system serves **Indonesian migrant workers** residing abroad, enabling them to send purchased items to their families in Indonesia. Satufen ensures compliance with the latest Indonesian regulations, which impose restrictions on the frequency of shipments per year and the value of items in each parcel. This ensures a smooth and regulated process for both senders and recipients.

The system:

1. For Umrah and Haj Logistics work flow

The system collaborates with Umrah/Haj travel agents to streamline the unaccompanied baggage process.

The steps are as follows:

- a. Data input by **Group Leader**
 - The group leader inputs the shipper's preliminary details items into the SatuFen format via the online platform
- b. Data Processing by SatuFen
 - Once the data is finalized, **Mahyu's in-house administration** reviews, converts, and processes it into the SatuFen system. This process typically takes **24 hours**
- c. Submission of shipments to **Saudi Partner**
 - After the data is uploaded, the group leader brings all **unsealed shipments** to SatuFen's designated partner in **Saudi Arabia** for administration-processing.
 - o At this stage, the following steps are completed:
 - o Administration and verification of the shipment.
 - o Payment of associated charges
- d. Data Finalization in Saudi Arabia
 - The Saudi partner finalizes each data entry in the system, including:
 - o Printing and attaching barcode labels to parcels.
 - o Uploading the shipper's identity documents, such as passports and airline tickets.
- e. Shipment Date Procedures
 - o **On shipment date**, the Saudi partner inputs the AWB and other shipment details into the SatuFen system.
- f. API Activation
 - o The system activates its API feature, sending all shipment information to SatuFen's Indonesia operation team
- g. Customs Clearance and Final Delivery
 - o Once the shipment clears customs Indonesia, the system **automatically sends API data** to SatuFen last mile delivery partner
 - o Last mile partner picks up shipment and ensures it is delivered to the consignee's address.

2. For Indonesia Migrant Worker

The system process for migrant worker mirrors the Umrah/Haj procedures, with a few key differences:

- Migrant workers upload **different documents** such as work permits and Indonesia tax ID.
- Migrant workers are allowed to send up to **three parcels per calendar** year with value per parcel should be less than USD 500.
- The rest of the procedure, from shipment submission and data processing to customs clearance and delivery, follows the same workflow as the Umrah/Haj Process.

The **integrated online Satufen system** provides a seamless and reliable solution for managing shipments. For pilgrims, it allows them to purchase personal items during their **Haj or Umrah** without the need to rely on informal or underground networks to transport goods. This ensures a **secure, efficient, and compliant process** for bringing their items home.

At the same time, the system offers **Indonesian migrant workers** a convenient and dependable way to send goods to their loved ones back home. By leveraging this structured system, they can manage shipments easily and stay compliant with **Indonesian regulations**, all while focusing on their work abroad. **Technology transformation** is not a one-time-event, it is a continuous development journey that shapes the future of the logistics industry in each country.

Note:

Satufen is managed by PT. Sinergi Bersama Sukses. For more information, info@satufen.com

