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# A Study on Challenges in Export Procedure and Shipping in Aiyer Shipping Agency Pvt, Ltd.,

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### ABSTRACT

The logistics and freight forwarding sector. The global export process involves complex documentation, compliance with international regulations, coordination among multiple stakeholders, and timely transportation—all of which are critical to business success. Through a combination of primary data (interviews with company staff and observations) and secondary research, this study identifies various operational, regulatory, and logistical hurdles encountered by the company. The findings reveal issues such as delays in documentation processing, customs clearance complications, inefficiencies in supply chain coordination, and challenges posed by changing international trade regulations. The study also highlights the impact of technological gaps and the need for digital transformation in streamlining shipping procedures. Recommendations are provided to enhance operational efficiency, reduce turnaround time, and improve overall service delivery.

**Keywords** – Export Procedures, Shipping Challenges, Logistics Management, Freight Forwarding

### INTRODUCTION

Export is exit of goods or services or technology from a port in a country to another port in an another country. Import is inward movement of goods, services or technology in a country port from a port in another country. Export make the flow of currency or funds from one country to another country and it make the inflow of foreign exchange. Imports is the outgo of currency or funds and it must be balanced by inflow of foreign exchange, so that a nation maintains the balance of trade. To maintain a manageable balance of trade some regulatory framework is necessary. The regulatory frame-work is part of Export-Import Policy popularly called EXIM Policy.

There are four major acts which regulate the export and import. Some of these acts are very old export-import procedures and documentation and have been amended from time to time to overcome the changing global environment of trade, competition and product or service standards. EXIM policy not only regulate the import and exports, it also aims at giving the idea about the strong economic conditions prevailing in the country. Exports and Imports are very good indicators of the viability of the economic strength of the nation. Exports are indicator of the surplus production by a nation and imports indicate the level of growth of the nation

### EXPORT PROCEDURE:

Export is one of the major components of international trade. Exports facilitate international trade and stimulate domestic economic activity by creating employment, production, and revenues. Businesses export goods and services where they have a competitive advantage. India is amongst the world's top 20 nations with respect to the export of merchandise. With the increased liberalisation of trade by the Indian Government, there's an abundant opportunity for establishing a profitable export business. For undertaking an export business, an entrepreneur should have a clear understanding of the rules and regulations along with the documentation pertaining to these export transactions.

1. Receipt of Inquiry and Quotation
2. Order Confirmation / Purchase Order
3. Export Contract / Agreement
4. Procurement / Manufacturing of Goods
5. Quality Inspection (if required)
6. Packing and Labeling

## 7. Documentation Preparation

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### LOGISTICS:

Even before the cargo is ready for dispatch, it is necessary for the exporter to plan for the mode of transport of goods to ensure their timely delivery to the importer. While air transport may not require that much advanced planning, it is not the case with the sea transport due to inadequacy of shipping lines, longer transit time and equally their lack of frequency, compared to air frequency to the same place of destination.

The term 'Distribution logistics', in essence, refers to the decision in respect of mode of transport to be used for reaching the goods to the place of importer. So, exporter has to draw up logistics plan, taking two important factors into account viz. alternative modes of transport and optimal mode from the viewpoint of total distribution costs. Many a time, exporters ignore certain markets, as they are not readily accessible with the direct mode of transport. To reach goods to those markets, goods are to be transhipped, as there is no direct link.

Exporter is more concerned with distribution logistics if the price is quoted on CIF basis as it becomes the lookout of the exporter to bear the incidental costs and risks in reaching the cargo to the importer. However, generally, the importer and exporter usually decide the mode of transport mutually and this is specified in the export contract. The effort of the exporter is to ensure timely and safe delivery of goods to the importer, at economical cost. The role of clearing and forwarding agents is highly significant in the distribution logistics. This has been discussed, in detail, in the earlier chapter "Role of Clearing and Forwarding Agents".

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### FREIGHT FORWARDING

Freight forwarding is the process of organizing the shipment of goods from the exporter (seller) to the importer (buyer) using one or multiple carriers (air, sea, rail, or road). Freight forwarders act as intermediaries between exporters and various transportation services to ensure that cargo reaches its final destination efficiently, securely, and cost-effectively..

1. Changing International Trade Regulations
2. Delays in Customs or Port Congestion
3. High Fuel Costs and Freight Charges
4. Coordination Issues with Carriers or Buyers
5. Documentation Errors or Inconsistencies
6. Global Supply Chain Disruptions (e.g., pandemics, strikes, geopolitical issues)
7. Technological Gaps in Real-Time Tracking and Digital Integration

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### LITERATURE WORKS FROM PREVIOUS STUDIES

In order to find the research gap and to find the insights about the sample size, techniques to be followed, depth reading of previous literature review is required. Here are some of the summaries of the reviews that are collected for the research purpose.

*Son Nguyen, Peggy Shu-Ling Chen Yuquan Du, Blockchain adoption in container shipping: An empirical study on barriers, approaches, and recommendations. Marine Policy Volume 138, Issue 103, Page 104881.* The aim of the study is to investigate the barriers and approaches to the adoption of blockchain technology in container shipping and to provide recommendations for overcoming challenges in implementing blockchain in this industry

*Abisai Konstantinus, Johan Woxenius Coastal shipping in sub-Saharan Africa Case Studies on Transport Policy Volume 130, Issue 1, Page 1-12* the aim of the study is to explore coastal shipping as a mode of transport in Sub-Saharan Africa, examining its role, potential, and challenges. It focuses on transport policies and how they influence the development of coastal shipping in the region. T

*Po-Hsing Tseng, Zhao-Chao Her, Nick Pilcher, Piracy defense strategies for shipping companies and ships: A mixed empirical approach. Maritime Transport Research Volume 45, Issue 1, Page 43-54.* The aim of this study is to investigate piracy defense strategies for shipping companies and ships, focusing on effective measures to reduce the risk of piracy. The research aims to develop an understanding of the most effective defense strategies and how shipping companies can adopt them.

*Yu Liu, Shenle Pan, Eric Ballot, Unveiling the potential of digital twins in logistics and supply chain management: Services, capabilities, and research opportunities. Digital Engineering Volume 10, Issue in 3, Page 177-190.* The aim of this paper is to explore the potential applications of digital twins in logistics and supply chain management. It seeks to identify the services and capabilities provided by digital twins in these areas and to highlight key research opportunities for future development and integration.

*Zeeshan Raza, Johan Woxenius, Ceren Altuntas Vural, Mikael Lind, Digital transformation of maritime logistics: Exploring trends in the liner shipping segment. Computers in Industry Volume 137, Issue 1, Pages 52-68.* The aim of the paper is to explore the digital transformation trends within

the liner shipping sector of maritime logistics. It seeks to identify the drivers and challenges of digitalization in the maritime logistics industry and understand how these transformations impact business processes, efficiency, and competitiveness. The study adopts a qualitative research approach.

*When business processes meet complex events in logistics: A systematic mapping study" by Belén Ramos Gutiérrez, Antonia M. Reina Quintero, Luisa Parody, and María Teresa Gómez López was published in the journal Computers in Industry. It appears in Volume 144, January 2023, as Article Number 103788, spanning pages 1-16.* The study aims to identify current approaches, frameworks, and tools that integrate business processes and complex events within the logistics domain. By conducting a systematic mapping study, the authors seek to capture and synthesize existing methodologies to understand the maturity level of these integrations and highlight gaps for future research.

*Lifeng Ni, Elnaz Irannezhad, Performance analysis of LogisticChain: A blockchain platform for maritime logistics. Computers in Industry Volume 136, Issue 1, Pages 1–16* The aim of this study is to analyze the performance of **LogisticChain**, a blockchain-based platform designed for maritime logistics. The authors investigate how blockchain technology can be used to improve transparency, traceability, and efficiency in the maritime logistics sector, focusing on the practical performance aspects of implementing such a solution.

*Liliana Cuccu, Nicola Pontarollo, Logistic hubs and support for radical-right populism: Evidence from Italy. European Journal of Political Economy. Volume 69, Issue 1, Pages 101-121.* The aim of the paper is to investigate the relationship between the presence of logistic hubs and the electoral support for radical-right populism in Italy. The study explores whether the establishment and concentration of logistic hubs in certain regions have an impact on the rise of populist political movements, particularly those on the radical-right.

*Carlos Henrique . de Faria, João Flávio . Almedia, Luiz Ricardo Pinto, Simulation–optimisation approach for sustainable planning of intermodal logistics in the Brazilian grain export industry. Decision Analytics Journal. Volume: 6, Year: 2019, Issue: 1, Article Number: 100048.* The aim of the paper is to develop and apply a simulation-optimization **approach** for the sustainable planning of intermodal logistics in the Brazilian grain export industry.

## RESEARCH METHODOLOGY

The descriptive research design is used in this study. The population of the study is 157. The census method is adopted in this study. Data is collected through questionnaires. The respondents are employees in the organization. By collecting data from the organization it is very easy to analysis the impact on documentation requirements and customs clearance delays of the employees and their influence on the **Chi – square test** is used in this research

## RESEARCH OBJECTIVES

1. To find the relationship between the documentation requirements and customs clearance delays

## DATA ANALYSIS AND INTERPRETATION

To test the Significant Association between documentation requirements and customs clearance delays of the respondent.

**H0:** There is no Significant Association between documentation requirements and customs clearance delays to the organization.

**H1:** There is a Significant Association between documentation requirements and customs clearance delays to the organization.

**VARIABLES:** documentation requirements and customs clearance delays.

TABLE NO4.2.9

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	21.728	9	.010

SOURCE: Collected through questionnaire (Primary Data).

TABLE VALUE @ 5% = 16.919

Degrees of Freedom (df) = 9

$\chi^2$  (Chi-Square value) = 21.728

INTERPRETATION:

➤ The critical value of the chi-square with 9 degrees of freedom at 5 per cent level of significance equals 16.919. Since the sample value of  $\chi^2$  (21.728) is less than the critical value, there is not enough evidence to reject the null hypothesis. Therefore, the null hypothesis is accepted. Therefore, there is no Significant Association between age and emotionally attached to the organization

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## CONCLUSION

Challenges faced during the export procedure and shipping processes. It is evident that despite having a well-structured operational framework, the company encounters several obstacles such as delays in documentation, compliance with dynamic international trade regulations, customs clearance issues, and coordination inefficiencies among stakeholders. Additionally, technological limitations and lack of real-time tracking mechanisms further contribute to operational delays and customer dissatisfaction. The study emphasizes the need for greater digital adoption, process automation, and continuous staff training to keep up with global export standards.

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## LIMITATIONS AND FUTURE RESEARCH DIRECTIONS

Since the study is conducted on the limited population increase the sample size may reduce the flaws of the research. As this research is conducted on the export sector the future research can be conducted in the educational sector, logistics performance and transportation.

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