Customs Clearance Process Discovery of Red Lane Import Goods

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| Sections Info	ABSTRACT
Article history: Submitted: May 15, 2025 Final Revised: May 30, 2025 Accepted: June 6, 2025 Published: June 15, 2025 *Keywords:* Customs Imports Clearance	*Objective:* This research aims to analyze the customs clearance process for the discovery of imported goods in the red lane. *Method:* This research used a qualitative method with data collection through interviews, observations, and documentation. *Results:* The results of the study indicate that the customs clearance process for the discovery of imported goods in the red lane is quite complex, which includes an in-depth examination of documents and physical imported goods, verification of the status of the found goods if they are classified as Non-LARTAS must payment SPTNP, while goods included in the LARTAS category then the goods are not allowed to leave by Customs so that the Release of Part of the Imported Goods applies after the issuance of SPPB Notes. *Novelty:* Customs Clearance is a crucial process in international trade activities, especially imports. This process involves a channeling response from Customs, one of them is the red lane. Where imported goods require further action due to certain risk factors.

INTRODUCTION

The era of globalization has had an big influence on international trade activities which are growing rapidly and becoming an important part of the global economy [1], [2], [3], [4], [5]. especially import, which is the activity of bringing goods from abroad into another customs area by the import subject, which involves transportation across national borders and must comply with customs provisions [6]. Imports cannot be separated from the Customs Clearance, which is a customs formality procedure required for licensing the import of goods into or out of the country by government services responsible for the administration of applicable Customs and tax laws [7].

Imported goods arriving at the port of destination must immediately report the notification of import goods to the customs office in order to fulfill customs administrative procedures and determine further actions on the reported imported goods. Therefore, the Importer or information provider is responsible to the local Customs for the accuracy of the information provided in the goods notification and payment of import duties and taxes [8]. Inaccurate information or documents reported to the customs authority will affect the distribution of imported goods from the port of discharge. One of them is the red lane which requires a physical inspection of imported goods along with documents notified to the Customs authority.

The red lane response is an inseparable part of the customs clearance process that is generally avoided by importers or forwarding companies. Because it has a significant impact on the smoothness of the ongoing customs clearance process, so that its implementation takes longer and incurs additional costs than it should.
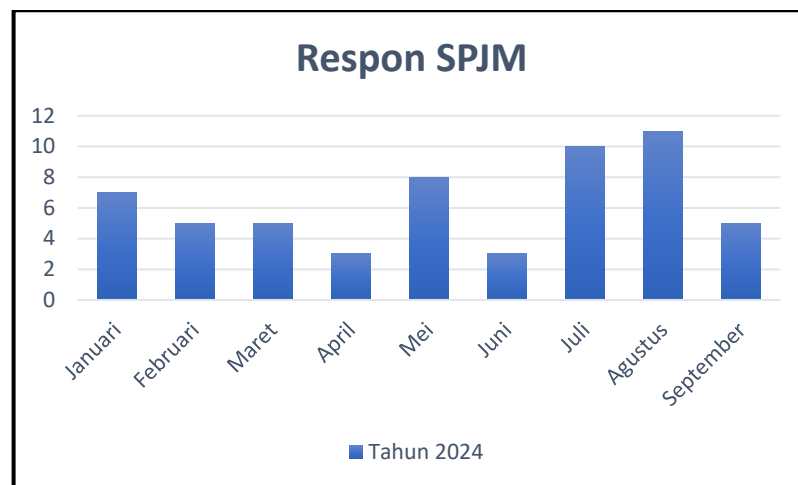
Respon SPJM

Source: Field Data Processed, 2024

Figure 1. SPJM response Jan-Sept 2024.

The following is a diagram of import shipments with red lane responses from field data from January to September 2024: From Figure 1 above, it can be seen that August 2024 is the month with the highest number of red lane responses, namely 11 shipments, followed by July with 10 shipments, and May with 8 shipments. On average, import shipments with red lane responses in January-September 2024 reached approximately 6 shipments per month, which is quite high so that this condition poses quite significant operational challenges. Therefore, the forwarder as well as the representative of the importer or consignee is fully responsible for handling customs procedures, especially in the red lane response which certainly requires appropriate and strategic steps, in order to remain compliant with applicable provisions without harming any party, and can still improve the image and quality of the company's services.

Based on the results of initial interviews with operational import informants, the red lane received by importers is one of the causes of deviations in the customs clearance process, which is generally because the importer is still relatively new and is subject to random inspections. For example, the import of fitness vitamin commodities that are subject to the red lane response and receive a Red Lane Notification Letter (SPJM), so that direct physical inspection of the goods must be carried out. After being inspected by PPF officers, other goods were found in the form of T-shirts and samples of new product drinks, where the details of the goods and HS Codes were not listed in the Import Notification (PIB) document reported to the local customs authorities. For these found goods, the customs clearance process is getting longer and more complex in accordance with the laws and regulations in force in Indonesia, different from the general process (green lane response). In addition, the customs clearance process is not well understood by new importers, so there are still many things that trigger errors when importing. For this reason, this study examines the Customs Clearance Process for the Discovery of Imported Goods in the Red Lane according to the facts on the ground.

RESEARCH METHOD

This research used a qualitative approach that is chosen because it is able to provide a deeper understanding of the phenomena that occur in the field. The researcher acts as the main instrument in data collection and analysis by utilizing triangulation to ensure the validity of the data [9], [10], [11], [12], [13]. Data collection in this study is based on two sources, the first, primary data through in-depth interviews with five informants who are involved and understand the Customs Clearance process. Observations were made during the physical inspection of imported goods at the container yard (CY). Second, secondary data includes customs documents, laws and regulations (Law No. 17/2006, PMK No. 185/PMK.04/2022, DJBC Per-02/BC/2023) [14], and supporting literature such as journals and e-books. Data collection techniques in this study were through interviews, observations, and documentation. While data analysis was carried out interactively following the Miles and Hubnerman model [15] including.

a. Data reduction, in the form of sorting data from interviews, observations, and documentation by focusing on the theme of customs clearance procedures and constraints

b. Data presentation, presented in the form of descriptive narratives equipped with pictures and direct quotes from informants.

c. Drawing conclusions, carried out inductively by verifying findings through triangulation of sources and techniques.

In validating data, this study used triangulation of sources in the form of data from informants and triangulation of techniques or methods in the form of interview results, observations, and company documents or literature studies that support the focus of the research.

RESULTS AND DISCUSSION

Based on the results of interviews with informants, observations, and documentation studies, it shows that Customs Clearance in foreign trade activities, especially imports, is a series of customs administrations that include the release of goods from abroad to within the country, completion of official documents required by the sender and recipient, fulfillment of customs obligations, and delivery of goods to the hands of buyers. For this reason, the Customs Clearance procedure is also said to be a key stage in foreign trade that is carried out carefully in accordance with the regulation applicable in the destination country.

Import distribution is divided into two, namely the green lane and the red lane which have significant differences in their implementation. The red lane, a lane that goes through the Customs inspection procedure which includes physical inspection of imported goods and reported documents. The determination of distribution by the customs authority is influenced by several factors. For example, the case of a shipment of fitness vitamins that was subject to the red lane due to random inspections and the importer was relatively new. Based on the results of interviews and field data, the procedure is divided into two main stages as follows:

a. Pre-Clearance (registration of importers and their commodities to Customs by the Forwarder): The Forwarder receives and verifies import documents (Bill of Lading, Invoice, Packing List, Certificate of Origin) from the Consignee. The Goods Import Notification (PIB) which is declared correct is submitted through the CEISA 4.0 system.

Starting from receiving documents, checking documents, making Goods Import Notification (PIB) then submitted to the Ceisa 4.0 portal and e-billing is carried out by the company. In other words, customs procedures apply in the form of importer registration carried out internally by the company (forwarder). If a high risk is detected in the shipment (such as new importers, risky commodities, subject to random inspections, etc.) the system issues a red lane response so that the importer receives a Red Lane Notification Letter (SPJM).

b. Clearance: The forwarder prepares various supporting files (goods identification documents, Customs Power of Attorney, billing, State Goods Receipt (BPN), Business Identification Number (NIB), NPWP, other import requirement fulfillment documents) and uploads them to the Customs service user website. Customs issues Inspection Instructions (IP) and Inspection Minutes (BAP) which are used as the basis for implementing physical inspection of imported goods. Customs Physical Inspection Officers (PPF) conduct inspections of 30% of the total imported goods (moderate inspection level) at the Container Yard (CY) as stated in the SPJM.

In this case, a T-shirt and a sample of a new product drink were found that were not registered in the PIB, Then the LHP of the found goods was analyzed and its status verified by the PFPD Officer with the results of the beverage sample being subject to a Customs Tariff/Value Determination Letter (SPTNP) because it was not included in the Prohibition and Restriction (LARTAS) category. While the T-Shirt is included in the Prohibition and Restriction (LARTAS) category so that it received a Prohibited Goods Determination Letter (SPBL). Coordination was carried out by the forwarder with the consignee and shipper, regarding the source. It was explained that the consignee or importer did not have an Import Approval (PI) and Surveyor Report (LS) for the LARTAS found goods, so the next process was payment of the SPTNP for the beverage sample, and issuance of the SPBL for the T-Shirt so that it was subject to a policy of releasing part of the imported goods after the issuance of the Goods Release Approval Letter (SPPB) Note (only goods allowed to leave). The forwarder as the representative of the importer or consignee submitted a request for partial release and opened the container seal, after the note was issued, partial release was carried out for goods that were allowed to leave with the mechanism determined by Customs. Meanwhile, the T-Shirt finds were taken over by the state and became Goods Under State Supervision (BDN).

CONCLUSION

Fundamental Finding : The study reveals that the Customs Clearance process for imported goods categorized under the red lane is notably complex and requires specialized handling, particularly in cases involving the discovery of imported goods.

This process entails thorough physical and documentary inspections along with a verification process concerning the classification status of the goods. Specifically, goods falling under the Non-LARTAS category necessitate SPTNP payments, whereas those under the LARTAS category are prohibited from release by Customs and may only be partially released upon the issuance of the SPPB Note. **Implication :** These findings underscore the critical role of freight forwarders acting on behalf of importers in ensuring compliance with established regulations. Their strategic involvement is essential in reducing operational disruptions and minimizing risks associated with procedural delays or legal violations. Moreover, it highlights the necessity for all stakeholders in the import chain to possess a comprehensive understanding of clearance procedures to support smooth international trade operations. **Limitation :** This research is limited by its qualitative approach and focus on a specific procedural segment—namely, red lane cases in the Customs Clearance process. The study does not address broader systemic factors, such as technological readiness, variations across regions, or quantitative assessments of delay durations and financial impact. **Future Research :** Future studies should consider a broader scope, incorporating comparative analyses between red, yellow, and green lane procedures to measure efficiency and risk management effectiveness. Additionally, quantitative investigations could provide insight into how delays in the clearance process impact importers' operational costs and supply chain stability on a larger scale.

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