# A SEAMLESS COMMUNICATION AND REDUCTION OF COSTS IN INTERNATIONAL CARGO LOGISTICS

SHANMUGA BHARATHI P K – MBA (SLM)

Dr. G. Veeramani, Associate Professor – MBA SCHOOL OF MANAGEMENT STUDIES,

VELS INSTITUTE OF SCIENCE TECHNOLOGY AND ADVANCED STUDIES CHENNAI - 600117

# Abstract:

International cargo logistics is a complex process in which various entities collaborate. This paper discusses the challenges of effective communication and cost reduction in international cargo logistics. The challenges of coordinating diverse parties, traversing several legal frameworks, and handling the complexities of cross-border transportation are the problem statements for cost-effective communication and efficient international freight logistics. In this paper, we focus on strategic cost management and seamless communication, as well as the importance of cost-efficiency and clear communication in cargo logistics for international trade effectiveness and competitiveness

Keywords: Logistics, Freight, cost reduction, cargo and communication

# Introduction:

Real-time information transmission is one of the most significant aspects of communication that affect logistics. Logistics staff now have quick access to critical data thanks to technological advancements and digital platforms. Real-time inventory levels, shipment status, and delivery schedules allow businesses to make swift decisions and respond proactively to unforeseen difficulties. Effective communication increases supply chain visibility and transparency, ensuring that all stakeholders have access to accurate and up-to-date information. Improved transparency benefits the whole supply chain, which includes suppliers, manufacturers, distribu**tors, retailers, and end users.** In the logistics industry, customer service is critical. Prompt and clear communication with clients is essential for keeping them informed about the status of their shipments, delivery timeframes, and any potential delays. Proactive communication in the event of an unexpected occurrence

# Objectives of the study

* To study the delays, charges and damages in export & import
* To seamless the communication between customer and forwarder.
* To make CFS operations efficiency
* To know the tracking, problems and its documents in EXIM

# Need of the study

* Prioritizing cost-efficiency and clear communication in cargo logistics is crucial for international trade effectiveness and competitiveness.
* This leads to reduced delays, improved supply chain operations, innovative solutions, and customer satisfaction.
* Understanding the efficient movement of goods in the global transportation.
* It helps professionals optimize logistics, reduce costs & ensure timely delivery.

# Problem of the statement

The challenge of effectively coordinating varied parties, traversing several legal frameworks, and handling the complexities of cross-border transportation is the problem statement for cost-effective communication and efficient international freight logistics. For companies looking to maximize their supply chain operations, the high expenses of international freight logistics—which include transportation, customs clearance, and warehousing—also present substantial obstacles. To address these challenges and guarantee successful and economical international cargo logistics, a thorough grasp of the dynamics of global trade, technological integration, and strategic cost management are necessary.

# Scope of the study

* The main scope of the study is to know how to export and import the product in shipping.
* To track the goods or cargo for filing documents, arrangement of transport, and real-time visibility of the cargo operations.
* To observe the CFS operation for both export and import
* Study the terms and condition for the payment.

# Review of literature

**Ojadi, F. (2021)** - The study outlines the hurdles to the growth of freight forwarding in India and suggests that, in order for the sector to play a major role, professionalism and standards of collaboration across the marine industry need to be enhanced. **Priya, S. M., & Valliammal, M. (2019)** - A freight forwarder can make it simpler for individuals or organizations to move goods from manufacturers to end users via planning shipments. They contract with carriers to transport goods from raw agricultural products to manufactured goods, acting as an expert in the supply chain. Understanding freight forwarder problems at freight consolidators private limited, proposing solutions that assure smooth business flow, and acquiring market share are the primary objectives of this project. **Pradeep, V. (2023)** - The task of creating economical and successful shipping strategies for goods and products falls to freight forwarders. They take safety precautions into account in addition to possible risks, costs, and time commitments. They also pack supplies, taking into account terrain, weight, nature, and route. They also guarantee insurance, customs clearance, and keep up of international rules. They participate in customs talks as brokers and advisors. **Huber, S., Klauenberg, J., & Thaller, C. (2015)** - The essay examines how most freight models fail to take into account the importance of transport logistics hubs for freight transportation. It tries to give a thorough grasp of their involvement in transportation operations by discussing the gaps and difficulties in comprehending their inclusion in these models

# Research Methodology

This study uses a descriptive research design to explore the characteristics of individuals, situations, or groups in the freight forwarding industry. The research design includes surveys and fact-finding inquiries to accurately depict the current state of affairs. The sample design includes respondents from Blue world cargo in Chennai, with a sample size of 24. Data collection methods include primary and secondary sources, with primary data gathered through structured questionnaire and secondary data. The questionnaire design covers six parts, covering personal details of employees and their perceptions of various issues related to freight forwarding. Hypotheses are formulated to explore relationships between different variables, and several hypotheses are presented to investigate various aspects of the research problem. Statistical tools used for data analysis include percentage analysis, chi-square analysis, correlation analysis, and weighted average calculation. SPSS (Statistical Package for the Social Sciences) is used as the primary statistical tool for data analysis, offering features for descriptive statistics, inferential statistics, and data visualization.

# LIMITATION OF THE STUDY

* The study research done in single Custom broker company.
* Period of study was restricted to three months
* Difficult to collect responses in the company.
* Some data are so confidential.
* Most of the employees are not from logistics field.

# DATA ANALYSIS & INTERPRETATION Table No 4.2.1: Gender of the respondent

|  |  |  |  |
| --- | --- | --- | --- |
| **S.**  **No** | **Statement** | **Frequency** | **Percentage** |
| 1 | Male | 19 | 80 |
| 2 | Female | 5 | 20 |
| **TOTAL** | | **24** | **100** |

**Chart No 4.2.1: Gender of the respondent**

20

Frequency

10

19

~~Mal~~e

Female

5

0

Male

Female

PERCENTAGE

# INTERPRETATION:

From the above table and chart inferred that 80% of the respondent are male and 20% of the respondent are Female. Hence the 80% of the respondent are male

# Table No 4.2.2: Age of the respondent

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Statement** | **Frequency** | **Percentage** |
| 1 | Above 20 | 7 | 29.16 |
| 2 | 25-30 | 9 | 37.5 |
| 3 | 30-40 | 6 | 25 |
| 4 | Above 40 | 2 | 8.3 |
| **TOTAL** | | **24** | **100** |

**Chart No 4.2.2: Age of the respondent**

Frequency

10

8

6

4

2

0

Above 20

25-30

6

30-40

2

Above 40

Above 20 25-30 30-40 Above 40

7

9

Percentage

# INTERPRETATION:

From the above table and chart inferred that 29.16% of the respondent are from the age group of above 20 years and 37.5% of the respondent are from the age group between 25 – 30 years and 25% of the respondents are from the age of above 30

– 40 & and 8.3% of the respondents are from the age of above 40. Hence, the 37% of the respondent are age group of 25 -30 age.

# Table No 4.2.5: If filing bill of entry after ETA, the customs will charge fine

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Statement** | **Frequency** | **Percentage** |
| 1 | Yes | 18 | 75 |
| 2 | No | 4 | 16.66 |
| 3 | Maybe | 2 | 8.33 |
| **TOTAL** | | **24** | **100** |

**Chart No 4.2.5: If filing bill of entry after ETA, the customs will charge fine**

Frequency

20

15

10

5

0

18

Yes

4

2

No

Yes No Maybe Maybe

If filing bill of entry after ETA, the customs will charge fine

Percentage

# INTERPRETATION:

From the above table and chart inferred that the 75% of the respondent are said filing bill of entry after ETA, the customs will charge fine, 16.66% of the respondent are filing bill of entry after ETA, the customs will charge fine and 8.33% of the respondent are filing bill of entry after ETA, the customs will charge fine. Hence, that the 75% of the respondent are said filing bill of entry after ETA, the customs will charge fine

# STATISTICAL TOOL

**ANOVA**

1. Has you notice any damages occur while export or import the goods via BWC?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Sum of Squares | df | Mean Square | F | Sig. |
| Between Groups | .253 | 1 | .253 | .313 | .581 |
| Within Groups | 17.747 | 22 | .807 |
| Total | 18.000 | 23 |  |

# Inference:

From the above table, the P-value is 0.31, therefore the p-value is 0.58. Since the calculated value is greater than the P value (0.58>0.05). Therefore, it denotes null hypothesis is not rejected, so there is a significant association Has you notice any damages occur while export or import the goods via BWC

# F - TEST

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Levene's Test for Equality of Variances | |
| F | Sig. |
| 17. Compare to import clearance, export will have fast movement of clearance.  Did you agree? | Equal variances assumed | 1.481 | .238 |
| Equal variances not  assumed |

**Inference:**

From the above table, the P-value is 1.481, therefore the p-value is 0.238. Since the calculated value is greater than the P value (0.238>0.05). Therefore, it denotes null hypothesis is not rejected, so there is a significant association for Compare to import clearance, export will have fast movement of clearance.

# FINDINGS

* + 80% of the respondent are male
  + 37% of the respondent are age group of 25 -30 age
  + 75% of the respondent are said filing bill of entry after ETA, the customs will charge fine

# F-Test

From the above table, the P-value is 1.481, therefore the p-value is 0.238. Since the calculated value is greater than the P value (0.238>0.05). Therefore, it denotes null hypothesis is not rejected, so there is a significant association for Compare to import clearance, export will have fast movement of clearance.

# ANOVA

From the above table, the P-value is 0.31, therefore the p-value is 0.58. Since the calculated value is greater than the P value (0.31>0.05). Therefore, it denotes null hypothesis is not rejected, so there is a significant association Has you notice any damages occur while export or import the goods via BWC.

# RECOMMENTDATIN & SUGGESTION

* + - To manage more hazardous materials
    - Provide a bot option for your business so that AI can answer any queries.
    - Various items are imported and exported in place of present goods.
    - launching a profitable LCL shipment of one's own

# CONCLUSION

In conclusion, improving efficiency and competitiveness in international cargo logistics requires effective communication and cost reduction. Companies may attain higher levels of transparency and collaboration by incorporating cutting-edge technical solutions, such block-chain for safe data exchange, AI-powered logistics management platforms, and real-time tracking systems. Standardized processes and employee training also guarantee reliable and efficient communication across cultural and regional divides. Significant cost savings in transportation and storage can be achieved by streamlining route planning and grouping shipments. Additionally, establishing solid alliances with domestic and foreign carriers can result in more flexible cargo management and

improved freight pricing negotiation. In the end, international freight logistics businesses improve customer happiness and streamline operations by placing a high priority on strategic cost management and seamless communication

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