



**‘A STUDY ON EXIM PROCEDURES AND DOCUMENTATION WITH REFERENCE TO
GALAXY CARGO SERVICES LLP.’**

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The study focuses on Galaxy Cargo Services LLP, a key player in international logistics, and its EXIM policies and documentation procedures. With a focus on the importance of documentation, regulatory compliance, and adoption of technology, the study seeks to provide light on the effectiveness and efficiency of export and import procedures. Through a mix of primary and secondary data collection methods, such as surveys and questionnaires, the study sheds insight on the difficulties the business finds in handling documentation, including delays in customs clearance and regulatory changes. One major obstacle that affects both shipment delays and client happiness is regulatory concerns. According to the research, there is a high level of expectation for improved EXIM operations through greater digitization and tracking technological developments. All things considered, staying competitive and guaranteeing operational excellence in the changing global trade environment would require embracing a more sophisticated and integrated approach to EXIM paperwork and utilizing new technology.

KEYWORDS:

Exim Policies, Documentation, Regulatory Compliance.

INTRODUCTION

The core of international logistics is made up of export-import (EXIM) processes, which have made global trade a vital engine of economic growth. Meeting client expectations, adhering to international rules, and facilitating the seamless flow of commodities across borders all depend on the effective administration of these procedures. It is impossible to overestimate the importance of timely and accurate EXIM documentation in this situation, as it is the primary conduit between traders, logistics companies, and regulatory agencies. Strong systems that manage everything from freight forwarding and compliance monitoring to customs documentation are more important than ever due to the increasing complexity of international trade. Technological advancements, changing industry practices, and ongoing changes in international rules have made this even more difficult. As businesses search for methods to improve supply chain visibility, reduce errors, and simplify operations, the importance of automation and digitization in EXIM processes has drawn a lot of attention. A relevant case study for analysing these developments is Galaxy Cargo Services LLP, a well-known participant in the logistics and freight forwarding sector. The purpose of this study is to investigate the company's EXIM operations, with particular attention to the documentation practices, regulatory compliance issues, and degree of technology usage. The study aims to determine the elements that influence the company's effectiveness in managing import and



export procedures using surveys and secondary research, and it offers suggestions for future enhancements.

OBJECTIVES:

1. To understand the EXIM procedures at Galaxy Cargo Services LLP
2. To understand key Documentation process associated in Galaxy Cargo Services LLP
3. To evaluate compliance practices used by Galaxy Cargo Services LLP
4. To analyze challenges and solutions faced during EXIM operations at Galaxy Cargo Services LLP

LITERATURE REVIEW:

(Green, 2022) The compliance standards for international trade are examined in this article, along with the required paperwork for different kinds of goods and destinations. It offers a thorough examination of the relationship between compliance and risk management and trade efficiency.

(Brown, 2021) The study explores how blockchain technology and electronic data interchange (EDI) can enhance document's (Thomas E. Johnson, 2020) transparency and quality, lower errors, and speed up the customs clearance procedure. It also looks at how digital documentation affects EXIM processes.

RESEARCH METHODOLOGY:

1. **Research Design:** This study uses a descriptive research design.
2. **Data Collection:** Data will primarily be collected through two Types: -
 1. **Primary Data:** Primary data refers to the data collected firsthand by the researcher specifically for the purpose of the study. This data is original and is gathered directly from the source to address the objective of the study. Methods for collecting the primary data are surveys and questionnaires, interviews, observations, experiments etc.
 2. **Secondary Data:** Secondary data refers to the data that has already been collected, compiled and possibly analysed by others for a different purpose. Sources for secondary data are Literature Review, Research Papers, Journals, Websites, Articles etc.

3. Data Collection Method:

A survey is the main means of data collection used in this study, with the objective of obtaining detailed information from employees involved with EXIM procedures.

Data Collection Tool: A questionnaire is distributed online via Google Forms, allowing for efficient data collection and easy management of responses.

4. Sampling Method: Stratified Random Sampling method is used.

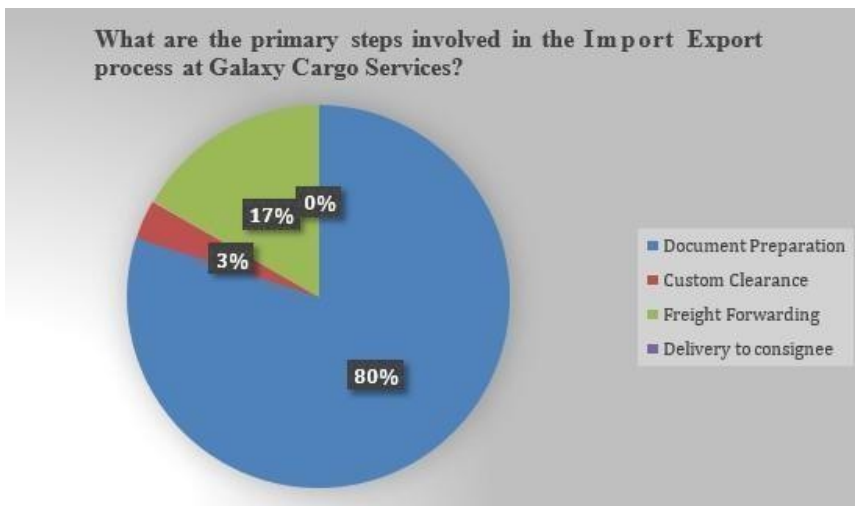
5. Sample Population: Employees directly involved in EXIM activities are specifically chosen to take part in the study.

6. Sample Type: Personnel like Vice President, General Manager, Assistant Manager, Customer Service Executives, Documentation Executive etc.

7. Sample Size: 30 Responses were taken during this survey.

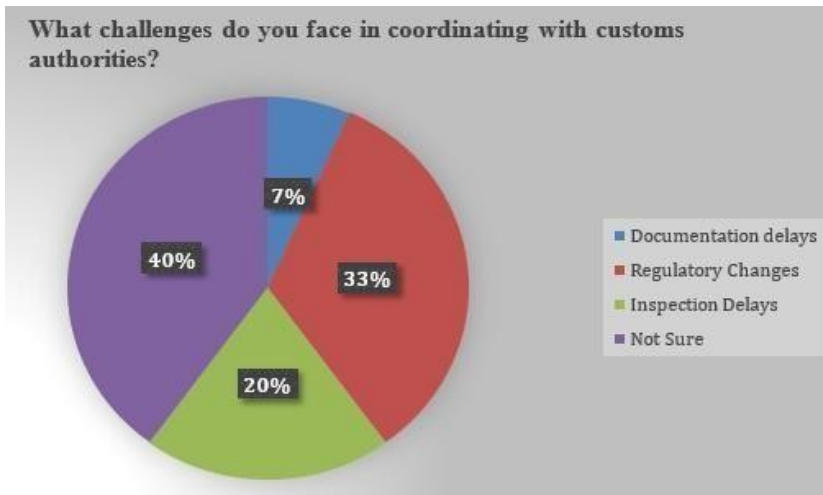
DATA ANALYSIS AND DATA INTERPRETATION:

1. What are the primary steps involved in the import export process at Galaxy Cargo Services?



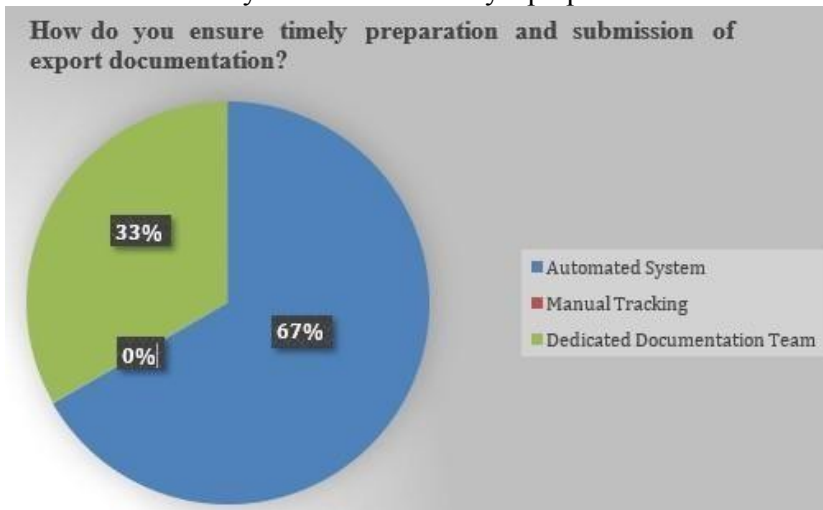
Interpretation: According to data, 80% of respondents said that the first stage in the export process at Galaxy Cargo Services LLP is document preparation. Customs clearance is mentioned by 3%, and freight forwarding is viewed by 17% as the first stage. All things considered, document preparation is generally seen as the most important first step, whereas freight forwarding is acknowledged but regarded as less important.

2. What challenges do you face in coordinating with customs authorities?



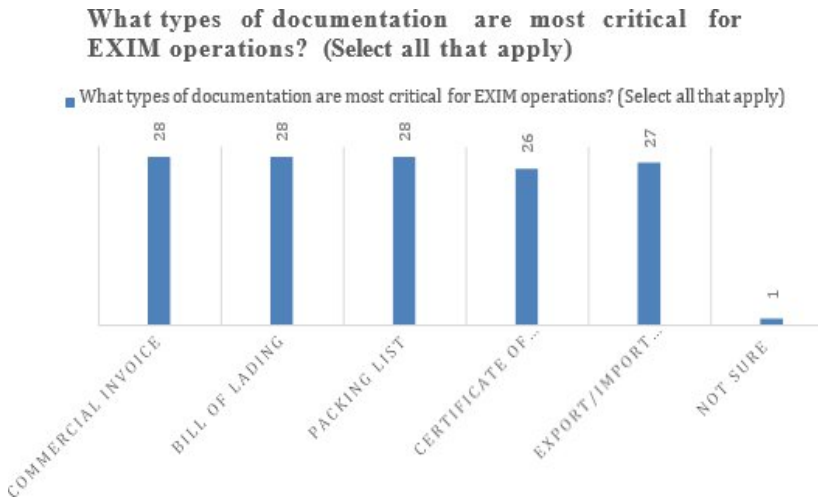
Interpretation: According to the data, 20% of participants encounter inspection delays, and 33.3% of participants have difficulties with regulatory changes. 7% experience delays in documentation, and 40% are uncertain. Overall, even if some respondents may not experience these problems, many expressed significant concerns about regulatory changes and inspection delays.

3. How do you ensure timely preparation and submission of export documentation?



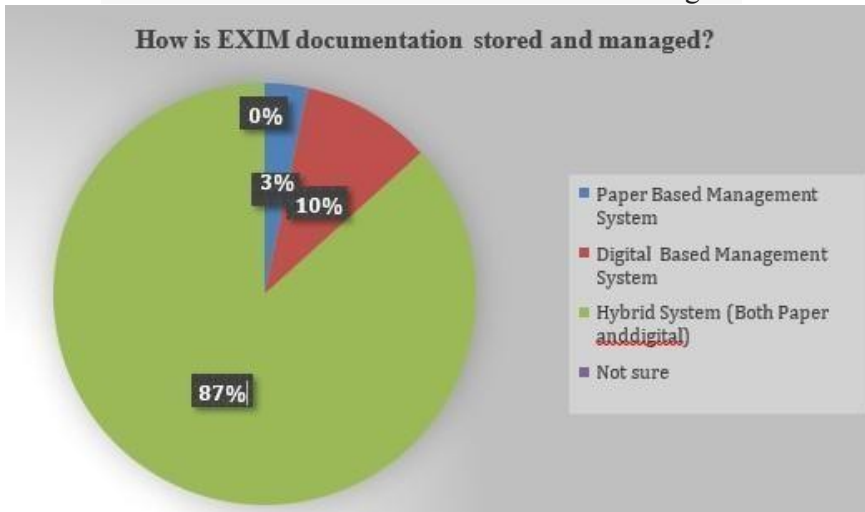
Interpretation: According to the study, 33% of respondents think the company has a specialized documentation staff. According to 67% of respondents, the company uses an automated system for export documentation. In general, the company handles export documents more through automation than through specialized employees.

4. What types of documentation are most critical for EXIM operations? (Select all that apply)



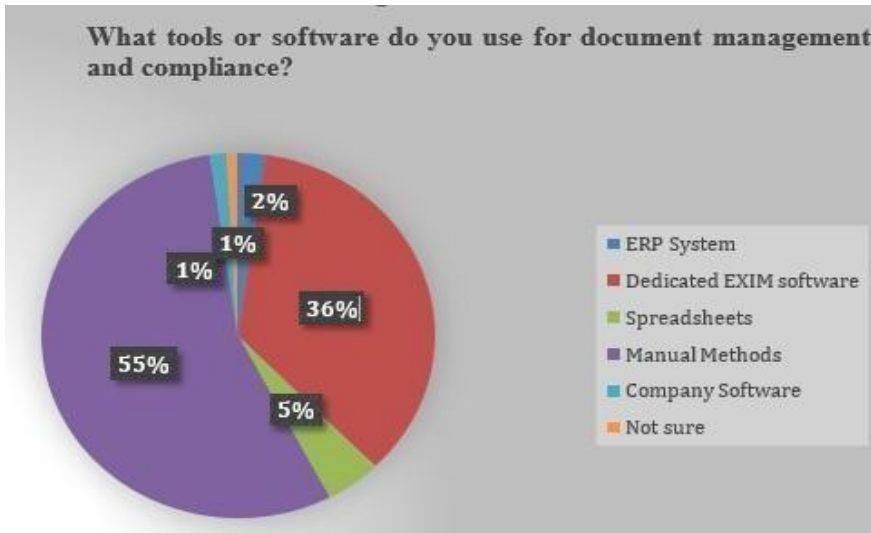
Interpretation: According to the data, 28 participants greatly prefer the commercial invoice, packing list, and bill of lading for customs clearance. Furthermore, according to respondents 26 and 27, export/import licenses and certificates of origin are crucial. All things considered, the primary paperwork is crucial to customs operations, even though additional documents are also significant.

5. How is EXIM documentation stored and managed?



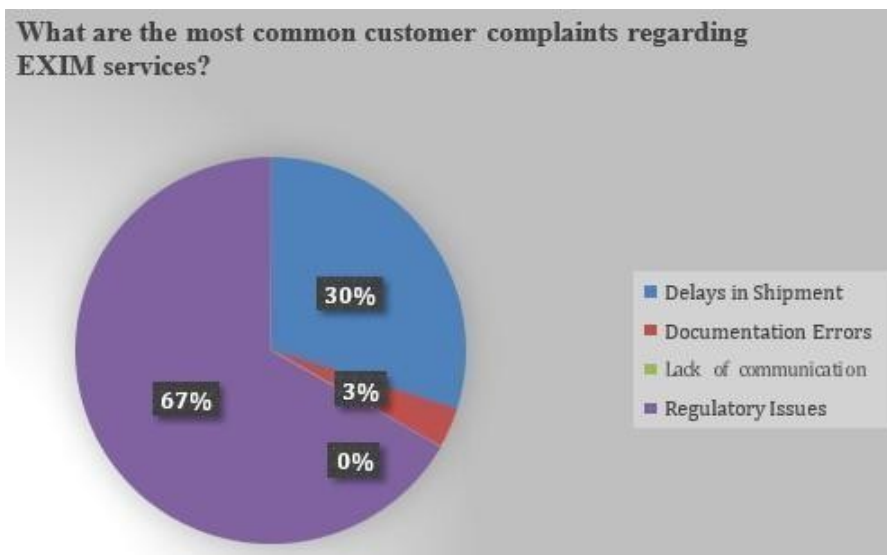
Interpretation: According to the findings, 87% of participants favor an EXIM documentation system that combines digital and paper techniques. Three percent prefer paper-based management, while ten percent choose a totally computerized system. In general, the business focuses a dual strategy that integrates both systems.

6. What tools or software do you use for document management and compliance?



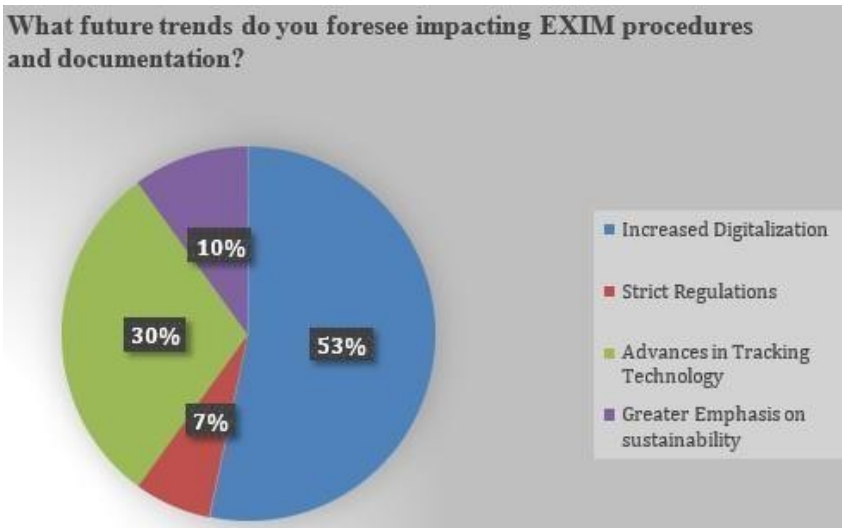
Interpretation: According to the findings, 87% of participants prefer manual document management and compliance procedures. 36% prefer specialized EXIM software, compared to 5% who prefer spreadsheets. Others make use of ERP or business software. Overall, a large number of responders continue to use conventional techniques even while utilizing sophisticated EXIM software.

7. What are the most common customer complaints regarding EXIM services?



Interpretation: According to the research, 67% of participants think that customer complaints about EXIM services are mostly related to regulatory issues with shipments. According to 30% of respondents, customer complaints are caused by shipment delays. Documentation errors are cited as a contributing factor by 3% of respondents. In general, the interpretation highlights that regulatory concerns are the most frequent reason for complaints, however shipment delays and documentation issues occasionally contribute to complaints to a lesser degree.

8. What future trends do you foresee impacting EXIM procedures and documentation?



Interpretation: According to the data, 53% of participants anticipate more digitization. Thirty percent think that tracking technology advancements will be a trend in the future. 10% anticipate a greater emphasis on sustainability, and 7% anticipate more stringent rules.

The analysis's overall findings strongly suggest that future EXIM procedures will likely be more digitalized and have better tracking.

FINDINGS:

Documentation Practices: Spreadsheets and specialized EXIM software are used by a significant majority of respondents to handle export documents. This suggests a significant inclination towards specialist tools, whilst a smaller subset depends on manual processes or pre-existing enterprise software.

Experience Levels: According to the statistics, have six to ten years of experience, which suggests that most of their professional base is mid-level. This skilled workforce offers insightful information about EXIM procedures.

Challenges In EXIM procedures: Among the responders, some mentioned regulatory concerns as a major challenge, and few of them express concern about shipment delays. Although they are less often, documentation problems are also noticed.

Future Trends: The majority, believe that EXIM operations would be more digitally impacted, while few of responders believe that tracking technology will progress. These patterns point to a shift in operations toward higher-tech ones.



CONCLUSION:

The analysis of Galaxy Cargo Services LLP's EXIM processes and documentation offers a thorough picture of the organization's present practices, difficulties, and potential future directions. The results show that although while spreadsheets and specialized EXIM software are used by most respondents to manage documentation, staff members have differing degrees of experience and manual methods are still heavily used. One major obstacle that affects both shipment delays and client happiness is regulatory concerns. According to the research, there is a high level of expectation for improved EXIM operations through greater digitization and tracking technological developments. The study highlights the significance of sustained investment in technology and personnel knowledge to address difficulties and enhance efficiency, even in the face of some heterogeneity in practices and attitudes. All things considered, staying competitive and guaranteeing operational excellence in the changing global trade environment would require embracing a more sophisticated and integrated approach to EXIM paperwork and utilizing new technology.

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