



## A Study on Customers Perception on Effectiveness of Freight Forwarding Management System

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Received 16<sup>th</sup> Jul 2023,

Accepted 19<sup>th</sup> Aug 2023,

Online 4<sup>th</sup> Sep 2023

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**Abstract:** Project work in Air, Logistics, Customs Clearance, and Transportation was completed at BSM Logistics in Chennai for this paper. During an internship, you can put what you've learned in the classroom to use in a real-world setting. The goal of the programme is to provide students with the foundational skills necessary to earn a Master of Business Administration degree by providing them with real-world application of the knowledge they receive in the classroom. Interns were exposed to a variety of perspectives and methodologies during their time with us, from doing actual work to reading up on the subject. The import/export division was given the paper. The research article learned the process of importing and exporting. This position has also provided me with invaluable experience in electronic filing for cargo imports and exports. In conclusion, this was a great chance to learn new things and improve existing ones.

**Key words:** Customers, Perception on Effectiveness, Freight Forwarding, Management System, Export Department Enhance Skills and Competencies.

### Introduction

Freight forwarding is a service that facilitates international trade. There are various shippers, requirements, and laws involved with international shipping [1]. There is increasing demand for a specialised service provider in the legal sector. The freight forwarder may function as a go-between for the client and the various carriers, or it may perform the actual shipment. A freight forwarder or forwarding agent is a person or business that arranges shipments for individuals and businesses to transport items from a producer or manufacturer to a retailer, wholesaler, or other destination [2]. Goods in transit are guaranteed by the forwarder's contractual agreement with one or more carriers. In the logistics chain, a forwarder is a specialist who does not physically transport the products [3]. Ships, planes, trucks, and trains are only some of the modes of transportation available to these movers, and it is not uncommon for them to use a combination of modes for a single shipment [4]. A freight forwarder might, for instance, coordinate the trucking of Stimulated goods from a factory to an airport, followed by air transport to the destination city and, finally, ground transportation from the airport to the customer's

location. Transporting goods to a foreign country is a common service provided by international freight forwarders [5].

Freight forwarders have the expertise to prepare and complete all necessary paperwork for overseas shipments. Freight forwarders often check the commercial invoice, shipper's export declaration, bill of lading, and any other documentation necessary by the carrier or destination country prior to arranging dispatch [6]. These days, most of these transactions take place in a paperless setting. Freight forwarding dates back to the final decades of the 18th century [7]. Historically, innkeepers served as the first forwarders by temporarily storing and shipping their visitors' stuff. They aided their customers with paperwork and customs clearance by coordinating shipment through a system of local carriers. Traditional innkeepers served as the first freight forwarders by accommodating travellers in a convenient location and facilitating the transport of their goods [8-13]. The advent of more dependable railroads and ships in the 1970s sparked a surge in intra-international trade, particularly between Europe and North America. This escalation in commerce has given rise to a remarkable new field of endeavour. After 1734, London began receiving shipping updates from Lloyds' Loading List, the first official maritime document. The development of railroads and ships facilitated travel and trade between Europe and North America. The first exporters had to deal with paperwork and cultural norms just like today's exporters. Many papers and documentation were required for the work back then [14-19]. A lot of things have changed because of computers, the web, mobile devices, and the development of high-speed wireless internet. Improved road networks and other forms of global infrastructure have facilitated the movement of goods around the world [20].

The industry as we know it now is the result of a confluence of technological and infrastructure advancements. A field with limitless potential for improving the speed and efficiency with which commodities are sent and delivered all over the world [21-23]. It was a giant leap forward in establishing the function of the transit society in the early 1980s. Conventionally, this has included coordinating all aspects of international shipping and distribution and finding the most convenient site for customers to offload their loads (depending on speed, cost, reliability and security) [24-27]. All paperwork, including credit card and customs forms, had to be processed by the conductor. There has been a major shift in this function. The 1980s saw the emergence of international cargo businesses and postal corporations (also known as integrated carriers) into the shipping market, which contributed significantly to the shift [28]. The courier supplies the freight and shipping equipment but relies on independent carriers for delivery, which is the fundamental distinction between the courier and an Integrator (DHL, FedEx, UPS, etc.). The integrated carrier not only manufactures transportation and distribution services but also utilises its own fleet of cars and aircraft to transport goods (shippers continue to buy on multiple flights to ensure they get the most competitive prices from customers) [29-33].

Freight forwarding between businesses saw significant growth in the 19th and 20th centuries. The advent of industrialization made possible the mass production of a variety of commodities in a single facility. The factory owner cannot expect to make a profit from this line of manufacturing unless there is a market for the finished goods. Having a reliable system for transporting commodities is crucial in a modern industrial society. The ability to transport people and things around the world has been revolutionised by technical advancements over the past several hundred years [34-37]. These alterations allowed for a quicker and more efficient flow of merchandise. They also provided access to previously inaccessible markets for producers. As shipping and delivery options expanded and got more complicated, freight forwarders rose in importance as a valuable resource for businesses. In the late 19th and early 20th centuries, railroads and steamships were the dominant modes of transportation [38-45]. As the volume and complexity of international shipments increased, freight forwarders became indispensable to the industry. The development of the automobile, the expansion of the road system, and the advent of the aeroplane all contributed to the expansion of international commerce in the twentieth century. When you

factor in the advent of mega-container ships, it's clear to see why freight forwarding is crucial to navigating the complexities of modern trade. The integrators were affordable and dependable, and they provided a variety of extra services including pick-up and delivery. Customers' expectations in the freight sector rose dramatically as a result, since a single business could now handle the entire process, from collection to delivery. Because of this, "traditional" freight forwarders have adapted by creating niche markets and value-added services (a trend not exclusive to this industry) [46-51].

### Research Review

Freight transportation that employs more than one mode of transportation is variously referred to as intermodal, multimodal, combined, and through. Depending on the situation, either one could be substituted for the other. Since both terms refer to moving things from one location to another via more than one transportation mode, the terms are often used interchangeably [52]. The term "multimodal transport" refers to the practise of transporting goods from origin to destination by two or more modes of transportation while maintaining a single rate, billing, and liability structure [53]. In the Denizcilik Faculty Until the Dergisi 3 infrastructure for intermodality is in place, multimodality, which can be considered as a transitional step on the route to complete intermodalism, is a more achievable goal [54]. Decisions about which modes of transportation to employ in a multimodal transport operation are crucial to the success of the chain as a whole. The decision-makers ought to think about conducting a thorough analysis of the available transit options [55-62]. Although the transit time, distance, and cost parameters are all objective measures of how well a multimodal transport operation is doing, it may be worthwhile to gain insight into how decision makers view the system as a whole [63-67]. Most research into people's modal preferences makes use of either a behavioural or perceptual framework. Research based on organisational buyer behaviour theory laid the groundwork for the perceptual method [68-71].

### Current Situation

Today, freight forwarders' activities include the following functions:

- To act on the customers' behalf to procure the most suitable transport and shipping services.
- To coordinate the customer's desired route and manner of transport, as well as any additional services, such as customs clearance and packing. The shipper isn't always in a position to provide this level of expertise due to the scope of their engagement. .
- Offering stand-alone ancillary services such as warehousing, customs clearance, packing and port agency

Finding the most efficient path for a package requires some research and planning (taking account of the perishable or hazardous nature of the goods, cost, transit time and security). Shipping or storing things at their final destination once they have been packed appropriately (taking into account climate, geography, weight, nature of commodities, and cost). Obtaining, verifying, and compiling documentation to meet customs, insurance, packing, and tax requirements of foreign nations [72-81]. Provides cost-effective and safe options for small shippers who do not have enough cargo to fill their dedicated units by providing consolidation services by air, sea, and road. Coordinating with outside parties to arrange transportation of goods (by car, train, plane, or ship) according customer specifications [82]. Facilitating insurance coverage and providing assistance to the client during a claim. Facilitating the client's freight payment and other fee or payment collection. Information is transmitted over the internet and satellite networks, allowing for the tracking and tracing of commodities in real time. Managing the danger from door to door while air transporting time-sensitive, high-value cargo [83-89]. Participating as a broker in international customs discussions to smooth the passage of freight via convoluted procedures. Coordinating efforts with clients, coworkers, and other parties to keep projects on track and meet deadlines. Keeping an eye on all aspects of the trip and keeping everything under control by creating management reports and

conducting statistical and unit cost assessments. providing advice on issues related to customs clearance. Keeping up-to-date on any and all laws, politics, and other issues that may effect freight transit [90-95].

### Scope of The Study

- Working in the Air Freight Forwarding sector is of good scope for several opportunities in future.
- The freight forwarding work teaches us how to handle the clearance process and documentation.
- Here, we can understand the relations and work of freight forwarding with the co-loaders.
- Customs housing agents (CHA'Ss) of clearing agents and local vendors for the pick-up and transportation.

Freight forwarders operate as an intermediary between shippers and customs authorities to facilitate the smooth transit of cargo through international borders. Without forwarders, the global market's efficiency would suffer because of the enormous logistical load that forwarding would confront. Students and entry-level workers in the logistics industry can benefit from the study's conclusions. BSM Logistics benefits from knowing customs clearance performance since it provides insight into the efficiency with which the company is carrying out its duties and where it can be enhanced [96-101].

- To identify the importance of freight forwarders.
- To know the satisfaction level of customers towards the freight forwarding industry.
- To identify the major problems of the customer in the freight forwarding industry.
- This research will only focus on the factors affecting the freight forwarding BSM logistics.
- To study problems in BSM logistics.
- Things that can be done to improve customer satisfaction in the form of documentation work.

Doing research requires a lot of thought. Its function is to reveal previously unknown information. In addition to expanding the body of knowledge, it is charged with rectifying the errors of the present and doing away with any misinformation that may have crept in. It is generally agreed that persons who are intellectually endowed and really interested in expanding their knowledge engage in research. Methodology in research is the practise of conducting scientific inquiries. The goals, methods, and criteria for conducting and evaluating a study are all laid out in a study's methodology [102-113].

### Research Design

The purpose of a sound methodology is to provide a solid foundation upon which to build a study. Although the decision concerning the research strategy is crucial, it is only one of several that must be made in the research design process to get the required data. These findings are the product of a number of different methodologies. The study began with semi-structured interviews and questionnaires administered to key organisations [114-119].

### F-test

### Method of Data Collection

The data sources are an essential tool for structuring the analysis. The data sources may be primary or secondary. In this study, primary data is used. The primary data is collected through a questionnaire [120].

### Chi-square test

Chi-square test is used to determine if there is any association between the two options. It is also used to determine the effectiveness of any opinion or preference . Chi- square is a no parametric test marketing researcher uses to test hypothesis. This test is employed for testing hypothesis when population



distribution is unknown and when nominal data is to be analysed [121-123]. If the calculated value exceeds the table value the alternative hypothesis (H1) is accepted. If the calculated value is less than table value, null hypothesis (H0) is accepted.

The Formula for Chi-Square Is

$$\chi^2 = \sum \frac{(O-E)^2}{E}$$

F Test

Under the null hypothesis, an F-test is any statistical test in which the test statistic follows an F-distribution. It's commonly used to find the most accurate statistical model for the population from which a dataset was drawn. In an F-test, the significance level is determined by comparing the ratio of two scaled sums of squares that represent independent variables. The statistic tends to be larger when the null hypothesis is rejected, as this sum of squares is designed to do. Under the null hypothesis, the F-statistic will have the F distribution if the sums of squares are statistically independent and each follows a scaled 2-distribution. If the data values are independent and regularly distributed with a constant variance, then the latter criterion is assured. As more people get online, as purchasing power rises, as ports, containers, and ships adopt new technologies, and as services tailored to the needs of online retailers proliferate, the sea freight forwarding sector is thriving. Sea freight forwarding is expected to develop during the projection period due to the preference of various end-user industries and the formation of several strategic alliances [124-129]. Less-than-container load (LCL) volume and the development of maritime freight forwarding are both being driven by the expanding international e-commerce market. Increases in trade volume, container port throughput, and free trade agreements (FTAs) across Europe are all expected to propel the marine freight forwarding business in the region. In Europe, the primary markets for marine freight forwarding are Germany and the United Kingdom. This region's market is expected to grow at a quicker rate than others [130].

Throughout the projected period, Asia-Pacific is expected to expand rapidly. COVID-19 has created a moment of uncertainty in the logistics sector [131-137]. Despite the global epidemic, the Asia-Pacific market is continuously expanding. The Asia-Pacific area has the world's quickest-growing freight and logistics market. This is because to the presence of major economies like China and India, as well as the growing importance of logistics in ASEAN countries. Government investment and encouragement of the logistics business in the region also contribute to its expansion. The need for pharmaceuticals and other necessities is rising in China, which is also the world's largest manufacturing hub. China's factories reopened earlier than those in any other country. Therefore, it continues to dominate the international freight forwarding industry. Technology is being integrated into the logistics process more quickly in the region's leading countries. Eighty percent of India's cargo travels by road, and the trucking sector is embracing cutting-edge tracking technology to monitor shipments and estimate when they will arrive. In an effort to improve the efficiency of tracking shipments, Thailand has adopted the blockchain project being developed by IBM and Maersk [138].

There are a lot of companies competing in the freight forwarding industry. However, the top 20 firms account for more than half of the market share. DHL Global Forwarding, Kuehne + Nagel International AG, DB Schenker, DSV, and Expeditors International are only few of the market leaders. Players in the freight forwarding industry would do well to adopt technological advances, digitise their processes, and expand both their reach and the scale at which they operate in order to take advantage of the market's robust growth and the numerous opportunities it presents. Businesses need reliable connections all across the world. Companies need to create unique answers to enhance the client experience because of the intense competition and rapid changes occurring in the sector. There is ongoing demand on businesses to reduce expenses and increase productivity. International investors are showing a growing interest in the ASEAN logistics sector for mergers and acquisitions as a result of changes in investment strategy and the

diversification of global supply chains. Because of the region's growing importance in international trade, global logistics firms have set up shop in the ASEAN countries. This has led to a rise in the industry's potential for investment. Scheduled domestic and international passenger transportation, as well as mail and freight transit, is provided by businesses in this sector [139-141]. U.S.-based titans include American, Delta, FedEx, Southwest, and United, while international heavyweights like Air France, Kim Martina Cargo, China Southern Airlines, Emirates Group, International Airlines Group, and Lufthansa Group also rank among the industry's elite. The amount of money people are willing to spend on airline tickets—for both business and pleasure—is directly related to the state of the economy [142-144]. Companies' capacity to turn a profit depends on factors such as efficient operations and favourable fuel and labour costs, as many operating expenses are fixed. The purchasing power and service breadth of a large company allows it to take advantage of economies of scale. Local and regional service is a good way for smaller airlines to compete. Fewer people can enter the airline business because of the high entry cost. The US market is highly consolidated, with just four companies generating almost 70% of total revenue. Competition among the largest network providers is heating up [145-148].

### Major Players Recent Developments

Kuehne + Nagel is acquiring Apex International Corporation (Apex), a major player in the Asian freight forwarding market, per a legally binding agreement signed in February 2021 [149]. DHL Global Forwarding started a weekly air freight service in April 2020 that could carry 100 tonnes of cargo from China to the Middle East and Africa (fig.1).

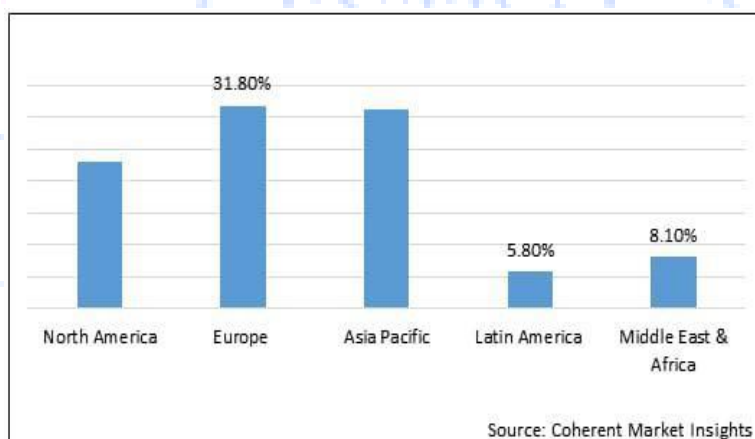


Figure 1: APAC is the largest contributor to air freight

Nearly half of the world's 48.5 million metric tonnes of cargo was moved through airports in the Asia-Pacific area in 2018. In 2019, the Asia-Pacific region was the largest airfreight forwarding market, and it will continue to provide several expansion prospects for industry suppliers. The expansion of the airfreight forwarding sector in this area will be heavily influenced by the rising popularity of international online shopping. The Asia-Pacific region is responsible for almost 68% of the market's expansion. The largest markets for air cargo forwarding in Asia Pacific are China and Japan. China and Japan's manufacturing sectors have expanded in 2017 in response to rising demand for their goods. This was made feasible by a pick-up in economic activity across Europe and persistent strength in the United States. The market is predicted to expand more rapidly in this area than in others.

In 2019, the worldwide air freight industry was worth \$270.2 billion, and it is expected to grow to \$376.8 billion by 2027, for a compound annual growth rate (CAGR) of 5.6%. Air freight is the practise of sending freight via aeroplane at high speed over great distances. The capacity to quickly convey valuable and superior quality products to consumers globally is essential to the global economy, and air freight contributes to this development. Vaccines are typically shipped through aeroplane because of the quick

delivery times and temperature-sensitive storage on aircraft. Vaccines save the lives of about 3 million children every year, according to the World Health Organization. Because of their sensitivity to temperature changes, temperature-controlled drugs must be shipped through air freight to ensure their safe arrival at their destination. Although air freight only makes up around 1% of global freight activities by weight, it is nevertheless a vital way to deliver luxury commodities such as jewellery, perishable goods, medications, and pricey electronics. There has been a shift in the air freight industry from using antiquated mainframe systems for flight operations, revenue accounting, and network planning to more flexible user interfaces.

In addition, the increased adoption of cool-chain technology, robotics, automated systems, AI, Big Data, deep learning, IoTa, and augmented & virtual reality across a variety of functions is expected to fuel the expansion of the global air freight market over the forecast period. During the forecast period, the air freight market is expected to develop due to factors such as the increasing popularity of consolidated airfreight services and the need for faster shipment delivery compared to other logistics options. However, the market expansion is anticipated to be slowed by the high prices of air freight solutions. The market is broken down into subsets defined by service, location, final consumer, and geographical area. The service industry is broken down into the subsectors of freight, express, postal, and miscellaneous. The market can be broken down into two distinct sections: domestic and foreign, depending on the point of sale. It can be broken down into two distinct categories, according to its ultimate purpose: residential and business. North America, Europe, the Asia-Pacific, and the Latin America and the Caribbean are all examined. Companies like FedEx, Hellmann Worldwide Logistics, Kuehne+Nagel International AG, Nippon Express, and United Parcel Service, Inc. are some of the most prominent names in the international air freight industry.

### **Faster Delivery of Shipments as Compared with Other Logistics Solutions**

When compared to other shipping methods, air cargo delivery is the quickest. When compared to cargo, rail, or road transport, which can take days or weeks to deliver packages, air delivery can get them there in a matter of hours. Due to the smaller quantity of goods to offload from passenger ships, customs clearance is expedited and local storage space is rarely needed. Since air cargo undergoes the least amount of handling, and since airport security is so well-managed, it is also the safest route of transport. The chances of theft or transportation damage are reduced. Furthermore, insurance premiums on air freight are typically minimal due to the short duration of the trip. Because of these benefits, air freight has become an indispensable part of the logistics industry. Nearly 35% of the total value of international trade is transported on cargo planes. IATA estimates that yearly deliveries of 328 billion letters and 7.4 billion packages rely heavily on air freight. Shipping electronics, jewellery, medications, perishables, and other high-value commodities through air freight is highly recommended. In the beginning, cargo planes were exclusively used to deliver perishable goods like fresh produce and cut flowers. However, airlines have improved their practises and infrastructure over time to accommodate frozen and chilled cargo, including expanding their cold storage and freighter capacity and creating temperature-controlled packing techniques. Air freight is the best option because of the enormous profit margins in the jewellery, pharmaceutical, and electronic industries.

There are four delivery choices available from air freight service companies. Charter, standard, postponed, and consolidated are the four types. Customers of a consolidated air freight service benefit from lower costs and consistent timetables, making it easier to organise their supply chains. While there are benefits to air freight, such as faster arrival dates and reduced handling time for high-value commodities, the high price makes it less popular than ocean freight. However, air freight is adaptable and may be tailored to meet the specific requirements of any individual customer. Several large firms, like The Maersk Group, DSV, UPS, DHL, QATAR Cargo, and FedEx, offer consolidation services because they recognise the value of making air freight more accessible by providing the option to ship

multiple packages at once. When customers choose to ship their goods via plane, they can save money by consolidating their shipment with others to make a complete load using the consolidated air freight option. Additionally, delivery services and airlines benefit from consolidated freight because it is more cost effective to fly an aeroplane with a full cargo load than a partially loaded jet. Consolidated air freight is the most cost-effective method of shipping goods in a timely and secure manner, and this trend is projected to fuel the expansion of the global air freight market over the forecast period.

Air freight is the preferred method of transport for international traders because of its speed and reliability. Air freight makes deliveries significantly faster; for example, the delivery time between the United States and China is shortened from around 20 to 30 days by the ocean to just 3 days via air. The downside is the high price tag associated with shipping via aeroplane. Air freight costs four to five times as much as road transport and twelve to sixteen times as much as ocean freight, as reported by the World Bank. The price of air freight transportation is based mostly on the dimensions and mass of the shipment. When calculating fees, most airlines either use volumetric weight or actual weight. The cost of air freight likely also incorporates various other fees, such as those for fuel, terminal handling, security, and airport transfers. Air cargo services, such as pick-up and delivery, cargo insurance, customs brokerage, and accessorial charges, are also included in the total for door-to-door delivery. In addition, the cost of jet fuel can have an effect on air cargo operations. As a result, the high price of shipping by air is expected to slow the global air freight sector down in the future.

E-meteoritic commerce's rise over the past few years has made it an integral cog in the worldwide sales machine. Logistics procedures have been revolutionised as a result. There is a growing need for expedited shipment times, prompting a shift in operational paradigms. When you need to get something to a customer quickly, air freight is your best bet. In 2019, the International Air Transport Association (IATA) predicted that e-commerce would account for around 15% of air freight volumes. This shift toward online purchasing is accelerating overall and has done so since the COVID-19 epidemic. Since 2005, global e-commerce has expanded at a compound annual rate of roughly 20%, much faster than sales at brick-and-mortar stores. The International Postal Corporation (IPC) estimates a 25% increase in the share price. Cross-border e-commerce continues to be a major growth driver for the expansion of e-commerce, alongside the rising domestic quantities shipped by both small and large e-retailers. More than 35% of the value of international trade is carried by air cargo, according to the International Air Transport Association (IATA). Cross-border e-commerce volumes are growing as people get more comfortable making purchases on their smartphones. The rising demand for package transport services all over the world brought on by the rise of e-commerce is widely seen as the industry's future development engine. Increases in international e-commerce are expected to drive demand for air freight services over the next few years. The following is a standard procedure used by Indian international freight forwarders.

Customs House Brokers now face growing pressure to offer reliable Customs Clearance Services in response to fluctuating production and shipping needs. One of the most prominent customs brokers in the Commonwealth of Independent States (CIS) and the Middle East is Globalink Logistics. Globalink's connections with government bodies are long-standing and professional. This prestigious position was gained through years of hard work, and it gives us an upper hand when bargaining for challenging shipments and navigating the bureaucratic hurdles present in the CIS and Middle Eastern regions. No matter how quickly a shipment reaches one of the CIS destination ports, lengthy delays caused by complicated customs processes and documentation requirements can incur high storage fees for the consignee. Customs brokers working for Globalink receive in-depth education in the peculiarities of each region's customs regulations. To minimise costly and time-consuming delays, our customs brokerage team will take full responsibility for preparing the proper papers well in advance of any import or export deadlines. To further improve this element of our operations, Globalink Logistics keeps a bonded



warehouse network across the CIS. These terminals are accessible through road, rail, or air and can process a wide variety of cargo types with minimal delay.

### Data Analysis and Interpretation

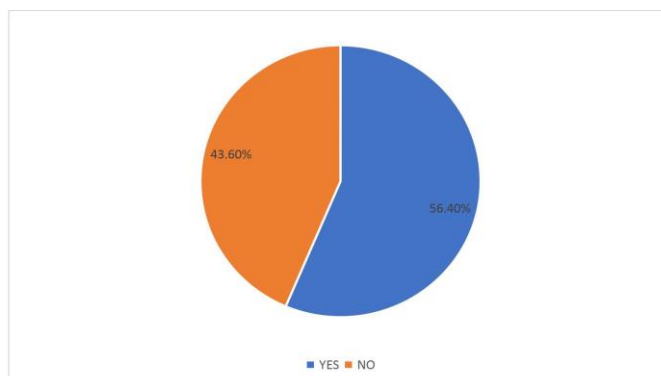


Figure 2: Chart Showing Challenges Faced in Freight Forwarding

It's clear that 56.4% of consumers are selecting "yes" as their answer. Customers are saying "no" at a rate of 43.6%. Approximately 56.4% of buyers are selecting "yes." The issues that freight forwarders face can be broken down into four categories: rising government regulation expenses, rising operational costs, supply chain disruptions, and all of the above. The vast majority of buyers opted for the more expensive option (31.4%) (fig.2).

Table 1: Rates of the BSM Logistics Staff

| S. No. | The BSM Logistics Staff | Count of Customer | Percentage |
|--------|-------------------------|-------------------|------------|
| 1      | Friendly                | 33                | 32.4%      |
| 2      | Knowledgeable           | 31                | 30.4%      |
| 3      | Inexperienced           | 16                | 15.7%      |
| 4      | Professional            | 22                | 21.6%      |
| Total  |                         | 102               | 100%       |

It can be identified that 71.6% of the customers chose yes, and 28.4% of the customers chose no. Most of the customers chose 71.6% yes (table 1).

It can be identified that 49% of the customers chose yes, and 51% chose no. Most of the customers choosing 51% no.

It can be identified that 67.6% of the customers chose yes, and 32.4% chose no. Most of the customers chose 67.6% said yes.

It can be identified that 91.1% of the customers chose yes, and 10.9% chose no. Most of the customers chose 91.1% yes.

### Findings

- The majority (89.2%) of the respondents are male.
- The majority (39.2%) of the respondents are 25-35 customers.
- The majority (44.1%) of the respondents are undergraduate customers.
- The majority (33.3%) of the respondent's business locations are in another district.
- Most respondents (38.2%) have been doing business for 5-10 years.
- Most (41.2%) of the respondents have district-level customer structure.

- The majority (45.1%) of the respondents suggest developing the policies and customs.
- Most (32.4%) of the respondents are satisfied with BSM logistics.
- Most (39.2%) of the respondents face duties affecting the process.
- Most respondents (56.4%) face challenges on freight forwarding.
- The majority (31.4%) of the respondents fear increasing operation costs.
- Most (32.4%) respondents rate the BSM staff as friendly.
- The majority (55.9%) of the respondents are not facing problems with the export process.
- Most respondents (55.9%) said BSM logistics is better than other logistics companies.
- The majority (55.9%) of the respondents are not facing problems with imports.
- Most (41.2%) respondents use BSM logistics for 2-5 years.
- The majority (63.4%) of the respondents achieve goals using BSM logistics.
- Most (39.2%) respondents describe BSM logistics as good value for money.
- Most (71.6%) of the respondents' BSM logistics freight forwarding process was done quickly.
- Most (51%) of the respondents are not facing problems in freight forwarding.
- The majority (67.6%) of the respondents also use other logistics companies.
- Most (90.1%) of the respondents suggest our friends use BSM logistics.

The implementation of web-based tracking (e-tracking) will aid in error reduction and increase visibility into business processes. The payment default can be ratified by the introduction of online payments. Major issues were found in the destination delivery data preparation and payment arrangements. Preparing price quotes might be a bottleneck in the firm. When the number of shipments needs to be forwarded, freight forwarders have a harder time keeping up. There are now more opportunities for trade between the East and West, the two formerly separate political blocs. However, without the right infrastructure, the opening of the market is accompanied mostly by huge new impediments. Freight forwarders might lessen their competition by raising service standards and providing pricing quotes. The organization's ability to compete in a competitive environment is bolstered by its infrastructure, technology, and policies. In addition to their standard services, freight forwarders may be able to provide the shipper with a wider range of logistics-related assistance.

## Conclusion

In freight forwarding, you'll encounter obstacles including rising expenses due to red tape. Spend more on overhead. Freight brokers do not stock up on their own. Inflation, growing shipping prices, trade disputes, and environmental considerations are all causing significant shifts in the global economy, and freight forwarders must adapt accordingly. Maintaining a steady supply chain is crucial in today's ever-evolving world. Shipments are subject to the customs, duties, and taxes of the destination country. However, these criteria may not be consistent or straightforward depending on the location where the shipment is being handled. Freight forwarders must keep abreast of the most recent shipping practises because they can alter on a daily basis.

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