ABSTRACT


Significant development of export import, make the government applying technology in customs system. Wisdom to apply Electronic Data Intrechange (EDI) system is a system which based on electronic document service and customs file that integrated and quickly. Abstacles, and effort that doing by PT. HeruRahayu Surabaya to support effectivity and work efficiency.

Observation methodology choose descriptive and quantitative submitting data technic using interview, observation, literature study, and document study. Choose location in PT. HeruRahayu Surabaya office and also KPBC Tanjung Perak Office, this observation spend time for three months since 27th July 2015 till 27th October 2015. Description method using Urgenvy, Seriousness, Growth (USG).

Observation result showed that EDI system easier the process of customs clearance furtherance PIB, lessen human errors and lessen using paper that can increase company aility in quality and quantity service product wichfinnaly can increase effectivity and work efficiency and company’s benefit. This also an effort from government to make easy customs notification and easier to control and service in customs and exice office. At the end ofminithesys author give recommendation to two object. For PT. HeruRahayu Surabaya advice to improve SDM quality and supporting facility EDI system. To KPBC Tanjung Perak more develop EDI system and need to apply in relate government’s programme.

Keywords: Import Export Business, EDI system, Customs.