

Warehouse Administration Process in Companies in West Java

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Abstract

The warehouse is an important asset for the company, as is the warehouse administration process. If the warehouse administration process does not run well, each company will experience inaccuracy in calculating the stock of goods in the warehouse. Furthermore, warehouse administration plays a crucial role in streamlining the processing and management of goods data. In the warehouse administration process in companies in West Java, of course, there are several obstacles, such as inaccurate data accuracy, the process of recording the number of products, the process of checking products, the process of storing products, and the incompatibility of the requested goods with the goods sent. so that a warehouse must really implement an effective and efficient warehouse administration system to help smooth its business. The company devises various solutions to overcome obstacles. The goal of this study is to examine the warehouse administration strategies employed by companies in West Java. This study employs a literature review method, examining several Indonesian journals. The study's findings show that companies in West Java use a variety of warehouse management techniques, such as first-in, first-out (FIFO), perpetual, periodic, average, and class-based storage. For several of these methods, there are advantages and disadvantages.

Keywords: *administration, warehouse, storage.*

INTRODUCTION

Warehouse administration is essential in company activities; if there is no administration activity, then every company will experience doubts in processing and managing warehousing. Administration activities are very much needed because the main activities, such as administrative recording in documents, shipping or receiving records, damaged goods, and returned goods, can result in losses that will be experienced by the company.

Administration is the most important activity in every trading company and service company. Every company always carries out administration activities because their role greatly influences product sales to achieve the desired sales target. Marketing requires accurate administration and data to stay competitive. The warehouse area can facilitate administration activities related to goods storage. As we know, warehousing is a place to store goods to be produced or production results in a certain amount of time, which are then distributed to the intended location based on consumer demand. In warehouse administration, there are many obstacles that have been faced by companies, such as inaccurate data accuracy, the process of recording the number of products, the process of checking products, the process of storing products, and the incompatibility of the requested goods with the goods sent. Therefore, the importance of a warehouse

administration system for companies in West Java lies in its ability to control the flow of goods and accurately record their entry and exit from the warehouse section.

Therefore, the author conducted a study to find out how the warehouse administration process, obstacles, and solutions carried out by several companies in West Java were carried out by reviewing companies that implement warehouse administration in companies in West Java.

RESEARCH METHODS

This study employs a literature analysis method, referencing several journals relevant to the warehouse administration process. The discussion process is carried out by comparing 4 (four) journals to find out how the warehouse administration process is, the methods used, the obstacles faced, and how the solutions are carried out by several companies in West Java.

This research is a type of literature review research that looks for theoretical references that are relevant to the cases or problems found. According to Creswell, John. W. (2014; 40), a literature review is a written summary of articles from journals, books, and other documents that describe theories and information, both past and present, organizing the literature into the topics and documents needed. The type of data used by the author in this study is derived from literature studies. Literature studies are a method used to collect data or sources related to the topics raised in a study.

RESULTS AND DISCUSSION

This study examines the warehousing administration procedures used by four West Javan companies.

CV Eastern Depo

A company engaged in the distribution of quality and guaranteed tools imported from abroad. The company has been in operation since 2016.

A. Warehousing Administration Process at CV. Eastern Depo

1. Placing a Product Order

The process of placing an order is usually carried out by the sales order team, who are responsible for handling all consumer requests. At this stage, sales must submit the product request to the warehouse staff using specific documents. The documents used to place the order include the Purchase Order (PO), which serves as an official request from the sales team to the warehouse. Additionally, an invoice or sales receipt is also used to record the payment details and the quantity of products requested by the consumer.

2. Product Preparation

Once the sales order submits the PO to the warehouse staff, the next step is the preparation of the requested products. The warehouse manager plays a crucial role in ensuring that the required products are available and ready for shipment. In this process, the warehouse manager will coordinate with the packing staff to prepare the products for dispatch. Two important tasks to be carried out during the product preparation phase are physical inspection of the products to ensure they are in good condition, and product

suitability checks to ensure that the items being shipped meet the desired quality standards.

3. Data Entry for Product Dispatch

Once the product preparation is completed, the next step is entering the data for the product dispatch. This data entry process aims to provide information to the warehouse staff about the products that have been prepared and the products that have been dispatched from the warehouse. Accurate data entry enables warehouse staff to monitor product availability and ensure that the shipped items match the consumer's request. This process is also crucial for updating the stock of products available in the warehouse.

4. Product Dispatch

After the data entry for product dispatch has been completed, the prepared products will be separated from the warehouse inventory to undergo a suitability check before being sent to the consumer. At this stage, the products that are ready for shipment will be prepared for further delivery, ensuring there is no damage or shortage in the items being shipped. The products will also be properly packaged to prevent any damage during the shipping process.

5. Conformance / Non-Conformance

At this stage, adjustments are made to ensure that the products being shipped are in accordance with the consumer's request and in suitable condition. Product suitability checks are essential to ensure that the items received by the consumer are not damaged during transit. Every product should be carefully inspected to ensure there are no defects or discrepancies from the specifications listed in the Purchase Order (PO) or sales invoice.

6. Product Shipment

After all preparation, suitability checks, and adjustments have been completed, the products that are ready and suitable for shipment will be dispatched to the consumer. This shipping process represents the final step, ensuring that the products reach the consumer within the agreed time frame. The shipped products will be received by the consumer in good condition and as requested, ensuring customer satisfaction and smooth product distribution.

B. Implementation of the Warehouse Administration Process: There are Several Obstacles That are Often Experienced; The Following is an Explanation:

1. Limited Space

The rising cost of land has become a significant obstacle, leading to limited space availability for warehousing. As a result, workers are forced to utilize very confined areas within the company for storage purposes. This limitation on available space can significantly affect the efficiency of warehouse operations and the overall workflow, making it harder to optimize storage and inventory management.

2. Low Productivity

A warehouse that is too expansive can lead to slower item retrieval processes. When the storage area is overly large, workers may need to cover considerable distances between different locations to fetch goods. This increases the time required for inventory picking, which ultimately reduces overall productivity. The inefficiency in time

management is a direct result of having a warehouse with excessive space that is not properly optimized for quick and easy access.

3. Data Accuracy Issues

Inaccurate or mismatched data regarding the inventory often occurs in many companies, especially when the movements of goods in and out of the warehouse are not tracked in detail. The lack of detailed and accurate data records can result in discrepancies between the actual stock levels and the data stored in the system. This issue can lead to stock-outs, overstocking, and confusion in fulfilling customer orders, ultimately affecting business operations and customer satisfaction.

4. Worker Errors

Human error is an inevitable part of any operation, especially in warehouses. When the warehouse is too large, workers face difficulties in memorizing or locating items efficiently. This increases the likelihood of mistakes, such as picking the wrong items or storing them in the wrong locations. These errors can lead to delays, customer dissatisfaction, and a need for additional time and effort to correct the mistakes.

5. Low Quality Control

In some cases, the same staff members responsible for quality control are also involved in the processes of item retrieval, packaging, and shipping. This overlap of duties can compromise the effectiveness of the quality control process, as mistakes may go unnoticed due to the workers' involvement in multiple tasks. Without a dedicated focus on quality checks, errors in product condition and packaging could be overlooked, ultimately affecting the customer's experience and the company's reputation.

PT. Mitra Niaga Distribusindo

A company engaged in the distribution of food and beverage products, which mostly distributes products from PT Mayora Indah Tbk. The company has been in operation from January 23, 2009, to the present day.

A. The detailed steps of warehouse administration procedures at PT. Mitra Niaga Distribusindo are as follows:

1. Product Receipt Process

The product receipt process begins with reporting the arrival to the security staff. The security checks the delivery log to verify the arrival. The administrative staff then inspects the delivery note against the previously created Purchase Order (PO). If the delivery is directed to the wrong location, the administrative staff rejects the shipment, informing the warehouse manager and notifying the supplier. If the delivery is correct, the administrative staff hands over the delivery note to the checker for unloading and loading, ensuring that the unloading time is recorded, as approved by the warehouse manager.

2. Product Inspection Process

Once the delivery note is handed over to the checker, the checker rechecks the delivery note. The unloading and loading process then begins, during which the quality and quantity of the products are inspected. This step ensures that any damaged products

are easily detected. The checker verifies the quality and quantity of the products to ensure they match the specifications in the purchase order.

3. Unloading and Loading Record Process

After the unloading and loading process is completed, a report is generated to document the activity. This unloading and loading report is input into the system, where the administrative staff reviews the data entry for accuracy. Once confirmed, the unloading report is printed. The results of the unloading and loading input are checked again to ensure that all details are correct.

4. Warehouse Storage Process

The warehouse storage process involves filing the product receipt documents. The receiving staff signs the receipt acknowledgment form, confirming the goods' arrival. A receipt letter is then generated and reviewed. Finally, the warehouse manager prints the Goods Receipt Note (GRN) to confirm the product has been received and stored in the warehouse.

5. Product Dispatch Process

The product dispatch process begins with preparing the products for shipment. A list of the products to be dispatched is printed, and the dispatch details are entered into the system. The products are then sent to the shipping department for further processing, completing the dispatch and delivery to the customer.

B. Challenges in the Warehouse Administration Procedures at PT. Mitra Niaga Distribusindo Cianjur

1. Inspection of Delivery Notes
2. Human Error
3. Product Storage Process

C. Solutions to Address the Challenges in Warehouse Administration Procedures at PT. Mitra Niaga Distribusindo Cianjur

1. Inventory Inspection and Accurate Documentation

To address the challenge of inspecting delivery notes, the company conducts regular inventory checks to ensure that products leaving the warehouse are properly documented. Before marketing or selling products, the company verifies stock levels in the warehouse and ensures that the delivery note includes complete and accurate information about the goods being shipped. Additionally, the company has implemented standardized procedures for checking delivery notes to avoid discrepancies and ensure smooth operations.

2. Employee Training to Prevent Human Errors

To minimize human error, the company provides training for employees responsible for entering delivery note information. The training emphasizes the importance of accurate data entry, proper product coding, and the need to double-check all information before it is recorded. By providing clear context about the importance of

correct data entry, the company aims to reduce mistakes and improve the accuracy of the documentation process.

3. Monthly Warehouse Clearance Sales

To improve product storage efficiency, the company conducts a monthly warehouse clearance sale. This helps reduce the accumulation of old stock in the warehouse, ensuring that space is freed up for new products and that inventory turnover remains steady. This practice aids in maintaining a well-organized warehouse and preventing overstocking of outdated items.

CV Bintang Mas

A company engaged in the production of fried crackers.

A. The Detailed Steps of the Warehouse Administration Process at CV Bintang Mas are as Follows:

The first step in the warehouse administration process at CV Bintang Mas is the product receipt process. The production coordinator, who is responsible for the production department, reports the arrival of goods to the warehouse department, bringing the necessary related documents. Afterward, the warehouse coordinator records the arrival time of the products in the warehouse book and conducts an inspection of the newly received products to ensure their quality and compliance.

Next, the product inspection process is carried out to ensure that the received goods meet the established standards. This process begins with unloading the products from the vehicle or delivery site, followed by recording the quantity of the received products. Furthermore, a further inspection is conducted to assess whether the products meet the defined quality and standard requirements.

After the inspection, the products go through a repacking process to ensure that the packaging is neat and secure for storage and distribution. This packing process also includes storing the products in designated locations within the warehouse, ensuring that inventory management and stock monitoring are easier and more efficient.

The next step involves recording to ensure that the stock is accurately documented. Stock opname (inventory checking) is conducted periodically to ensure that the quantity of goods in the warehouse matches the data recorded in the system. In addition, the quantity of processed goods is also recorded to maintain inventory accuracy.

Finally, in the product dispatch process, the Delivery Coordinator consolidates the Stock Opname (SO) to ensure that the products to be shipped are accurately recorded. Then, the planning of product deliveries to outlets is carried out according to the Surat Tanda Terima Order (STTD), which serves as the basis to ensure that goods are delivered on time and in accordance with the order requirements.

B. Constraints in the Implementation of Warehouse Administration at Cv Bintang Mas, Sukabumi Regency

1. The process involves recording the number of products. In this recording process, errors often occur because there is a repeated process, namely products that have been packaged will be repackaged in the form of packaging.
2. The checking process. This company does not recheck goods from the production process to the warehouse during the checking activity.
3. Warehouse infrastructure does not meet standards; other factors that affect warehouse administration procedures are, namely, warehouse infrastructure that is not appropriate, such as not having pallets and shelves so that product storage is stored on the floor.

C. Solutions to Constraints That Occur in the Implementation of Warehouse Administration at Cv Bintang Mas, Sukabumi Regency

1. The company records and calculates periodically; in the packing process, there is a shortage of products to be packaged. The company makes repeat orders (reorders) to the production building to prevent the product from expiring. The business also uses a regular stock opname method for goods received and inventory in the physical condition of each number of existing products. The stock opname form records the number (quantity) of goods and their physical condition so that there are no mistakes in administration.
2. Recording the administration of the list taken (picking list), preparing for shipping by sorting each type of goods, and recording the input of goods in the stock opname.
3. The company stores products in the warehouse in an organized manner by sorting and separating the types of products.

PT. Transkon Jaya Tbk

A company engaged in the field of vehicle rental services. Established from 2006 until now, approximately 18 years ago, this company has grown rapidly.

The warehousing administration process at PT. Transkon Jaya Tbk. begins with the unloading process, which is moving goods from the delivery vehicle into the warehouse. After that, a quantity check is carried out to ensure that the number of goods received is in accordance with the shipping documents, such as the packing list. We also check the quality of the goods to make sure they meet the standards listed in the packing list. Once the inspection is complete, we create a report to document the check results and the status of the received goods. Next, we pack the goods neatly for storage or subsequent shipping. Finally, we distribute the ready-to-ship goods to the workshop department or the company's site section based on operational needs.

Table 1. Comparison of Warehouse Administration Processes in Companies in West Java

Company Name	Field	Method	Warehouse Administration Process	Constraint	Solution
CV Eastern Depo	Tool Distributor	-	<ol style="list-style-type: none"> 1. Submitting Goods Order 2. Goods Preparation 3. Inputting Goods Release Data 4. Issuing Goods 5. Appropriate/Not 6. Goods Sent. 	<ol style="list-style-type: none"> 1. Limited Space 2. Low Productivity 3. Data Accuracy 4. Worker Errors 5. Low Quality Control 	-
PT. Mitra Niaga Distribusindo	Food and Beverage Distributor	<ol style="list-style-type: none"> 1. Fifo 2. Perpetual 3. Periodic 	<ol style="list-style-type: none"> 1. Product Receipt Process 2. Product Inspection Process 3. Loading and Unloading Recording Process 4. Goods Storage Procedure in Warehouse 5. Goods Release Process 	<ol style="list-style-type: none"> 1. Delivery Document Inspection Process 2. Human Error 3. Product Storage Process 	<ol style="list-style-type: none"> 1. Conducting Stock Checks 2. Conducting Employee Training 3. Conducting Product Warehouse Clearance Once a Month
CV Bintang Mas	Cooked Cracker Production	Average	<ol style="list-style-type: none"> 1. Product Receiving Process 2. Product Checking Process 3. Packaging Process 4. Recording Process 5. Product Issuance Process 	<ol style="list-style-type: none"> 1. Product Quantity Recording Process 2. Checking Process 3. Warehouse Infrastructure Does Not Meet Standards 	<ol style="list-style-type: none"> 1. Recording and Calculating Periodically 2. Recording the Packing List Administration 3. Storing Products

					According to Their Type
PT. Transkon Jaya Tbk	Rental Services	Class Based Storage	<ol style="list-style-type: none"> 1. Loading and Unloading Process 2. Quantity Check 3. Quality of Goods That Must Match the Packing List 4. Making Reports 5. Packing Process 6. Sending Goods to the Workshop Department or to the Company Site Section 	-	-

CONCLUSION

Based on the results of research through literature review, warehousing administration is included in the stage of sending goods from the company to the consumer so that it is well coordinated. This activity is very important for a business to do because it can help determine the stock of incoming and outgoing goods in the warehouse. In its implementation, the company uses several different methods. In general, the companies we reviewed carry out warehousing administration starting from receiving goods, checking, to issuing or sending goods. Throughout the process, one must confront obstacles and find available solutions to overcome them.

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