



## Optimizing Logistics Administration and Financial Data Management at Pos Logistics Berhad

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### ABSTRACT

This technical report details an operational and administrative study conducted at Pos Logistics Berhad, specifically within the KLIA Cargo Village branch. The study aims to evaluate and streamline the processes involved in billing, administrative tracking, and accounts payable management for air freight logistics. In the billing department, documentation sorting and invoice drafting processes were optimized by applying algebraic simplifications to fee calculations and implementing direct-to-drive digital scanning methods, which significantly reduced processing time. Administrative tracking of staff claims, overtime (OT), and vendor purchase orders was centralized using cloud-based Microsoft Excel spreadsheets, ensuring data accessibility and continuity. Furthermore, the accounts payable workflow was managed utilizing the JD Edwards and e-Purchase Requisition (ePR) systems. The findings highlight several operational bottlenecks, including limited system storage for soft copy backups and communication gaps leading to overlooked vendor payments by the headquarters. The report concludes with targeted recommendations to upgrade outdated PC software, expand system database capacities, and automate payment alerts to enhance overall operational efficiency.

**Keywords:** Accounts payable, Administrative tracking, Data management, JD Edwards, Logistics operations.

### INTRODUCTION

Pos Logistics Berhad, a fully owned subsidiary of Pos Malaysia Berhad, is one of the largest logistics service providers in Malaysia, boasting over 30 years of experience. The organization offers end-to-end supply chain solutions, including container haulage, warehousing, freight forwarding, and customs clearance, supported by a network of 26 branch offices and over 1,600 staff. The KLIA branch specifically manages air freight services, offering operations such as air freighter chartering, break bulk cargo, transshipment services, and specialized cargo handling within the Free Commercial Zone (FCZ).

The operational success of the KLIA branch relies heavily on the efficiency of its Billing and Administration/Finance departments. The Billing department is responsible for invoicing customers for various services—including FCZ fees, Customs Operating System (SMK) charges, and handling fees—using the Go Global Pillars system. Meanwhile, the Administration and Finance department manages payroll, staff claims, office inventory, and vendor payments utilizing the JD Edwards and ePR (e-purchase requisition) systems.

Despite utilizing these systems, the branch faces several workflow challenges, such as time-consuming manual document sorting, overlooked payment requests by the headquarters (HQ), and outdated software infrastructures. Therefore, this study was conducted to analyze these specific administrative workflows, apply data management techniques to streamline daily tasks, and propose systemic recommendations to improve the branch's overall operational efficiency.

## **THE PROPOSED METHOD**

### **Document Sorting and Invoice Drafting**

The billing process requires handling various hardcopy customs forms (such as K1, K2, K8, ZB1) associated with different import/export conditions (See Table 1). To draft an invoice, several standard charges must be calculated, including custom examination fees, handling fees, and transport costs (See Table 2).

**Table 1**

*Form Descriptions*

| Form  | Description                                                            |
|-------|------------------------------------------------------------------------|
| K1    | Use for import item and need to be sent out from cargo.                |
| K2    | Use for export item from outside of cargo.                             |
| K3    | Use for item that already out of cargo but came back inside the cargo. |
| K8    | Use for clearance item.                                                |
| ZB1   | Use for import item but send within the cargo                          |
| ZB2   | Use for export item but from within the cargo                          |
| E-PAM | Use only for E-commerce items such as Shopee, Lazada, and Pomelo.      |

**Table 2**

*Invoice Charges breakdown*

| Charges                | Fee                                                                             |
|------------------------|---------------------------------------------------------------------------------|
| Custom examination fee | RM20                                                                            |
| FCZ Fee                | RM12.50                                                                         |
| SMK Charge             | RM12.50                                                                         |
| Handling Fee           | based on weight                                                                 |
| Documentation Fee      | Based on the document page<br>1 page = RM5 but the minimum fee is RM10.         |
| Transport              | Price per tan of lorry<br>1 tan = RM 280<br>3 tans = RM 380<br>10 tans = RM 600 |

A specific mathematical calculation is required for the documentation fee, which charges RM5 per page with a minimum baseline of RM10. The original formula provided by the executive was  $(\text{Total page} - 1) \times \text{RM5} + \text{RM10}$ . To expedite the manual calculation process during drafting, this was algebraically simplified to  $\text{Total page} \times \text{RM5} + \text{RM5}$ . Additionally, to bypass the auto-generated naming conventions of the default scanner, a flash drive method was implemented, allowing documents to be instantly renamed by invoice number before being uploaded to the Go Global Pillars system.

### Administrative Data Tracking

To manage staff claims and overtime (OT) efficiently, data was systematically keyed into standardized Microsoft Excel templates equipped with predefined formulas for calculating incentive, meal, and mileage allowances (See Figure 1). Another Excel database was developed to track pending purchase orders and vendor follow-ups (See Figure 2). These files were synchronized to OneDrive to ensure cloud accessibility.

### Accounts Payable Management

Accounts payable required recording vendor invoices into the JD Edwards system to generate batch and document numbers. For larger requisitions, such as transportation or mass stationery orders, the ePR system was utilized. Once a Delivery Order (DO) and Purchase Order (PO) were matched in JD Edwards, an official request email, complete with the vendor's invoice and system codes, was transmitted to the Finance HQ for payment execution (See Figure 3).

Figure 1

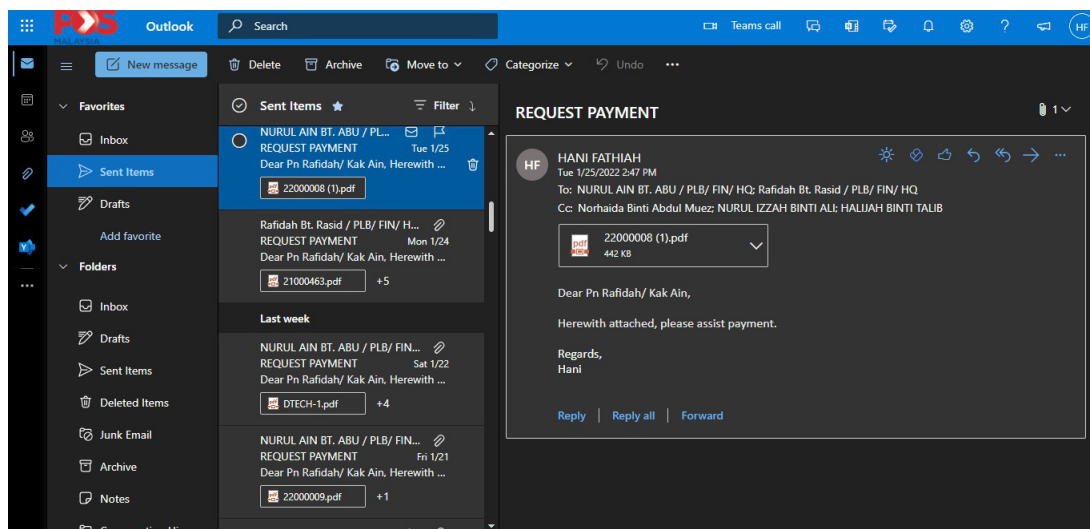
Excel OT and Claim tracker

Figure 2

Excel update Purchase Order tracker

Figure 3

Email format for payment requests



## **EVALUATION AND RESULTS**

### **Efficiency in Sorting and Billing**

Implementing the simplified calculation formula and the flash drive scanning method significantly reduced the time required to sort and upload job files, allowing the department to easily meet end-of-month closing deadlines. However, a major limitation was identified within the Go Global Pillars system; it possesses a highly restricted file size limit for uploading supporting documents. Consequently, the branch is forced to maintain physical backup copies in a storage room, which are vulnerable to environmental damage (e.g., rain or tearing) and increase retrieval times during customer audits.

### **Administrative Continuity**

By shifting the tracking of claims and purchase orders to a cloud-based Excel spreadsheet, the department mitigated the risk of forgetting important tasks amidst ad-hoc administrative duties. This digital trail also ensured that communicating with vendors via email created a transparent historical record, facilitating a seamless handover of responsibilities to other staff members.

### **Accounts Payable Bottlenecks**

The primary bottleneck in the accounts payable workflow is the reliance on email to trigger payments. The Finance HQ occasionally overlooks these email requests, resulting in delayed payments to vendors, which in turn risks the suspension of essential branch services.

## **CONCLUSION**

The industrial training at Pos Logistics Berhad provided critical insights into the real-world complexities of logistics administration and financial data management. The implementation of simplified calculation formulas and cloud-based Excel tracking successfully optimized the branch's daily workflow, proving that basic analytical and data management skills are vital in fast-paced corporate environments. However, technological limitations hinder maximum efficiency. It is highly recommended that the company upgrades its outdated PC software to handle modern workloads more smoothly. Furthermore, the Go Global Pillars system's storage capacity should be expanded to allow for comprehensive digital archiving, reducing reliance on physical paper storage. Finally, to prevent service disruptions, the organization should develop an integrated, automated alert system within JD Edwards to notify HQ of pending payments, rather than relying solely on manual email requests.

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### **Conflict of Interest**

The authors have no conflicts of interest to declare.

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