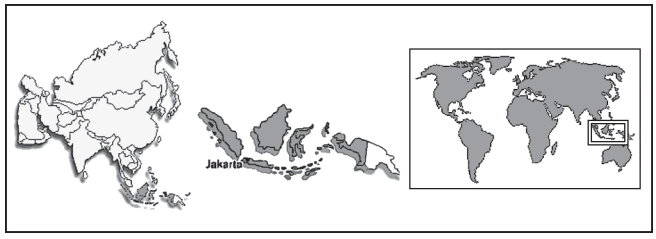
Indonesia (ID)
Amounts shown are expressed in Rupiah (IDR)



0. General Information

- IATA Area : 3
- Capital : Jakarta (JKT)
- Local Time : GMT + 7 / + 9
- Daylight Saving Time : Indonesia does not observe DST.
- ☎ Country Code : + 62
- Local Currency : Rupiah (IDR)
- Bank Information : Closed on Saturday and Sunday.
- Public Holidays :

Date
01 Jan 2015
03 Jan 2015
19 Feb 2015
21 Mar 2015
03 Apr 2015
01 May 2015
14 May 2015
01 Jun 2015
18 Jul 2015
17 Aug 2015
23 Sep 2015
13 Oct 2015
25 Dec 2015
26 Dec 2015

- **Cargo Claims Information**
  The following Protocols / Conventions have been ratified:
  1. Warsaw Convention (1929)

  For further details, explanation and how to apply these Protocols / Conventions see paragraph 2.1.5. (General Rules) including list of countries.
- **E-freight and e-AWB status of airports**
  For e-freight and e-AWB implementation status of airports please refer to chapter 6.4.

1. Airport Information

1.1. Customs Airports
Balikpapan (Sepinggan Airport) - BPN, Biak (Frans Kasiepo Airport) - BIK, Banjarmasin (Syamsuddin Noor Airport) - BDJ, Batam (Hang Nadim) - BTH, Banda Aceh (Blang Bintang) - BTJ, Jayapura (Sentani) - DJJ, Denpasar (Ngurah Rai Airport) - DPS, Jakarta (Soekarno Hatta Airport) - JKT, Jogyakarta (Adi Sucipto) - JOG, Makassar (hasanudin Airport) - UPG, Manado (Sam Ratulangi Airport) - MDC, Mataram (International Lombok Praya) - LOP, Medan (Polonia Airport) - MES, Padang (Tabing Airport) - PDG, Palembang (St. Badarudin Airport) - PLM, Pekanbaru (Simpang Tiga Airport) - PKU, Pontianak (Supadio Airport) - PNK, Surabaya (Juanda Airport) - SUB, Semarang (Achmad Yani Airport) - SRG, Solo (Adi Sumarmo Airport) - SOC.

1.2. Airport Facilities
1.2.1. Loading/Unloading equipment
Balikpapan, Banda Aceh, Banjarmasin, Batam, Biak, Jakarta, Jayapura, Jogyakarta, Makassar, Manado, Medan, Padang, Palembang, Pekanbaru, Pontianak, Semarang, Solo, Surabaya
Available.
1.2.2. Storage
Balikpapan, Banda Aceh, Banjarmasin, Batam, Biak, Denpasar, Jakarta, Jayapura, Jogyakarta, Makassar, Manado, Medan, Padang, Palembang, Pekanbaru, Pontianak, Semarang, Solo, Surabaya
Available.
Balikpapan
Available at Airport (PT. Unex Intl. Indonesia).
Cool storage: Available.
Animal hostel: Available (Quarantine Depot).
Batam
Available.
Biak
Available at Airport on request. Strong room: Not available. Animal hostel: Not available.
Denpasar
Available at Airport. (PT. Khrisna Multi Lintas Cemerlang and JAS Airport Services)
Animal hostel: Not available.
Strong room: Available (permanent).
Container rack: Available.
Pallet rack: Available
Jakarta
Available at airport (PT. Garuda Indonesia, JAS Airport Services, PT. Unex Intl. Indonesia).
Cold storage: Available up to -17 degrees C.
Strong room: Available (permanent).
Animal hostel: available (Quarantine Depot).
Cool Room: Available till 2 degrees C.
Container Rack: Available.
PCHS: Available.
Pallet Rack: Available.
Pallet Scale: Available.
X-Ray Small cargo: Available.
AC room: Available till 20 degrees C.
Rush handling storage: Available.
Manado
Available at airport (PT. Gapura Angkasa, JAS Airport Services).
Strong room/box: Not available.
Cold storage: Not available.
Animal hostel: Not available.
Cool room: Not available.
Container rack: Available.
Pallet rack: Available.
Makassar
Available at airport (PT. Gapura Angkasa, JAS Airport Services).
Strong box: Not available.
Container rack: Available.
Pallet rack: Available.
Surabaya
Available at airport (PT. Gapura Angkasa, JAS Airport Services).
Cold storage: Available by PT. Padjadjaran Multiprima.
Strong room/box: Available (permanent).
Animal hostel: Available (Quarantine Depot).
Container rack: Available.
Pallet rack: Available
1.2.3. Clearance
Balikpapan, Biak, Denpasar, Jakarta, Jogyakarta, Manado, Medan, Padang, Palembang, Pekanbaru, Pontianak, Semarang, Solo, Surabaya
By individual consignee or appointed cargo clearance agents.
1.2.4. Customs hours
Balikpapan
Monday through Saturday 09.00 - 16.00 hrs., Sunday on request.
Banjarmasin
Monday through Friday 08.00 - 15.00 hrs., Saturday and Sunday closed.
Batam
Monday through Saturday 07.00 - 17.00 hrs.
Biak
Monday through Saturday 08.00 - 12.00 hrs. and 13.00 - 18.00 hrs. Sunday and Public holidays on request.
Jakarta
- Import: Monday through Friday 08.00 - 12.00 hrs. and 13.00 - 17.00 hrs., Saturday 08.00 - 13.00 hrs. Clearance outside Customs hours possible through Customs rush handling facilities.
- Export: Monday through Friday 08.00 - 12.00 hrs. and 13.00 - 17.00 hrs.

Jogyakarta
Monday through Saturday 07.30 - 16.30 hrs., Sunday on request.
Manado
Monday through Thursday 08.00 - 14.00 hrs.,
Friday 08.00 - 11.30 hrs., Saturday 08.00 - 13.00 hrs.,
Sunday and official holidays (on call/request) at least 2 days in advance.
Medan
Monday through Saturday 08.00 - 16.00 hrs.
Palembang
Monday through Saturday 06.00 - 21.00 hrs.
Pekanbaru
Monday through Saturday 07.30 - 15.30 hrs.

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Semarang
Monday through Friday 08.00 - 16.30 hrs., Saturday and Sunday closed.
Surabaya
Monday through Saturday 08.00 - 16.00 hrs. and 20.00 - 23.00 hrs., Sunday and official holidays closed.

1.2.5. Delivery
Balikpapan, Biak, Denpasar, Jakarta, Manado, Medan, Padang, Palembang, Pekanbaru, Pontianak, Surabaya
Possible.
All import cargo shipments can be cleared by consignee at airport of destination, provided that advance arrangement has been made.

1.2.6. (Re)-Forwarding
Balikpapan, Biak, Denpasar, Jakarta, Manado, Medan, Padang, Palembang, Pekanbaru, Pontianak, Surabaya
- International to international sector possible.
- International to domestic sector possible.

2. Import

2.1. General

2.1.2. Marking
Packages must show country of origin.

2.1.4. Language on documents
English.

2.1.5. Other requirements
- AWB: consignees residing in places other than Jakarta are recommended to appoint a customs clearance agent or representative in Jakarta whose name and address must be stated at the bottom.
- All AWBs must show full name and address, fax number, phone number, e-mail (if available) of both consignee and shipper. Abbreviations may not be used.
- Number of pieces and total weight must tally with the AWB, invoice, packing list and cargo manifest.
  In case of partial shipment, the pieces and weights on the various cargo manifests, must tally to the total number of pieces and total weight appearing on the AWB.
- Consolidation manifest should be attached for every consolidation cargo and consisted of shipper, consignee and cargo details.

2.2. Documentary Requirements
Indonesia Government (Indonesia Customs) requires description of goods must be stated complete and detailed, not in general in column Nature and Quantity of Goods of the Air Waybill. How specific that information must be depends on the nature of the commodity. For example, “electronics” is not a precise description, but “CD players” or “Computer monitor” would be.

The following terms are intended as a guide. They are illustrative, not exhaustive, example of acceptable an unacceptable description. Phrase or words in parenthesis are meant as examples.

Not Acceptable	Acceptable
Machinery	Printing Machine, Drilling Machine
Home Appliance	Blender, Juicer, Mixer, Microwave oven
Auto Parts, Spare Parts	Gear, Nut, Bolt, Chain, Camshaft
Fabrics, Textile	Jeans, T-Shirt, Underwear, Socks, Sweater, Hat
Chemical Product, Chemicals, Chemicals Goods	Dyestuff, Surfactant, Soap, Toothpaste
Electronic Goods, Electronics	Computers, Television, Radio, Video Player, CD Player, Telephone
Plastic Products	Toys, Tooth Brush, Automotive Equipment, Poultry Equipment, etc
Stationery	Books, Pencil, Pen
Foodstuffs	Oranges, Fish, Packaged Rice, Packaged Grain, Bulk Grain
Iron	Iron Pipes, Steel Pipes
Steel	Iron Building Material, Steel Building Material.
Leather Product	Saddles, Leather Handbags, Leather Jackets, Shoes
Electronic Parts, Electric Parts	Cable, PCB, IC, LED
Household Goods	Chair, Table, Television, Washing Machine

2.2.1. Commercial consignments
Commercial Invoice in triplicate containing: Name and address of both exporter and importer, place and date of shipment, net and gross weight and contents of each piece of cargo, unit price, number of LC, name and address of bank concerned.

2.2.2. Sample consignments
Pro Forma Invoice in triplicate.

2.2.4. Unaccompanied baggage
Packing List in triplicate.

2.3. Restrictions

2.3.2. Live animals
- 2 Health Certificates (one original plus one photocopy is acceptable) issued within 5 days prior to shipment, stating that the animals are free from any disease and have not been in a Yellow Fever infected area for a period of at least 5 days prior to shipment.
- Import Licence from “Direktorat Jenderal Peternakan, Departemen Pertanian” (Directorate General of Veterinarian, Department of Agriculture).

Prohibited: All live mammals are prohibited (including non endangered species), birds of the parrot species (or their parts); fowls and ducks.

2.3.3. Plants and plant material
Health Certificate stating that the plants or seeds are free from insects and endangering diseases. Permit from Ministry of Agriculture for various plants and seeds. Inspection on arrival for consignee’s account.

2.3.4. Arms, ammunition and explosives
Import Permit for sporting purposes from Kepolisian Negara R. I.

2.3.5. Narcotics and drugs
Not allowed, except for medical or scientific purposes only. Import Declaration from Department of Health.

2.3.6. Human remains
Uncremated: Death Certificate stating cause of death, signed by Health Authorities, and legalised by the Indonesian Representation in country where death occurred. A Doctor’s Certificate that the corpse has obtained sufficient anti-decay injection and the death was not caused by a contagious disease.
A written guarantee from consignee that the coffin will be collected at destination.
Cremated: Additional Cremation Certificate.

2.3.7. Pharmaceutical and chemical products
If for personal use Authorization Letter from Ministry of Public Health must be obtained.

2.3.8. Medicines and vaccines
If for personal use Authorization Letter from Ministry of Public Health must be obtained.

2.4. Prohibitions
Yellow Fever virus. Textiles with batik design, books, magazines and other printed matter in the Indonesian language. See also 2.3.2.

2.5. Charges

2.5.2. Handling
Denpasar
Handling fee:

1 - 166 kg.	USD	5.00
167 - 500 kg., per kg.	USD	0.03
Over 500 kg., per kg.	USD	0.02
Administration fee	USD	1.00

Rush handling fee:

Per kg.	USD	0.07
Minimum charge	USD	1.00
Administration fee	USD	1.00

Jakarta
Handling fee:

Per kg.	USD	0.01
Minimum charge	USD	1.00
Administration fee	USD	1.00

Rush handling fee:

Per kg.	USD	0.10
Minimum charge	USD	1.00
Administration fee	USD	1.00

2.5.4. Documentation
Customs Data Fee (CI) must be collected at origin and shown on the Air Waybill at due carrier column.

Minimum	USD	5.00

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2.5.6. Storage

Denpasar

Warehouse charges:

First 3 days will be charged as one day only,

per kg.	USD	0.06
Thereafter, per kg., per day	USD	0.06
Minimum charge	USD	1.00

A 200% surcharge will apply for the usage of cool room and cold storage.

Warehouse charges (Domestic):

1 - 100 kg., per kg., per day	150.00

Jakarta

Warehouse charges:

First 3 days will be charged as 1 day only,

per kg.	USD	0.08
4th - 10th day, per kg., per day	USD	0.08
Thereafter, per kg., per day	USD	0.12
Rush Handling Service	USD	0.10
Minimum charge	USD	1.00
Administration fee, per document	USD	1.00

A 200% surcharge will apply for the usage of strong room/box, cool room and cold storage.

A 100% surcharge will be applied for usage of AC room.

Warehouse charge domestic:

Per kg., per day	250.00

Minimum charge 10 kg.

2.5.10. Others

Cargo Charge:

Import, per kg.	50.00
Rush Handling, per kg.	50.00
Domestic, per kg.	50.00

3. Transhipment/Transit

3.1. General

Transshipment to domestic station via any gateway in Indonesia and process customs clearance at final destination is permitted with special arrangement. This special arrangement is valid for shipment with flight connection between Garuda international flight and Garuda domestic flight only and subject to applicable charge and customs regulation. Mandatory documents which should be attached to this transshipment are:

1. Invoice
2. Packing list
3. Air Waybill with consignee's city address same as airport destination
4. Manifest

Note:

For some reasons, any shipment on Garuda B737 aircraft services is limited to 250 kg./piece; part shipments must be avoided as much as possible.

In case of any further question on this matter please call Garuda Indonesia 24-hours call centre at +62 21 23519999 or 0804-1-807-807.

3.1.5. Other requirements

Any inquiry or pre-alert message should be addressed to:

SITA telex: JKTBOGA, CGKBDGA, CGKBIGA
Phone nbr.: 62-21-550 7320 / 7322
Fax nbr.: 62-21-550 1408
E-mail: cust_srv_cargo@garuda-indonesia.com

Note:

Any inquiry for airlines handled by JAS Airport services should be addressed to CGKAFXH.

3.3. Restrictions

Live animals; medical examination; Dangerous Goods.

3.5. Charges

3.5.2. Handling

Transhipment handling fee:

Charge per kg.	USD	0.07
Minimum charge (based on chargeable weight of 100 kg.)	USD	7.00

For Airlines handled by JAS Airport Services, charges would be collected from last carrier upon arrival CGK.

Transhipment charges for Garuda - None.

3.5.4. Documentation

Any transit shipment via Indonesian gateway with connecting flight to other country is subject to customs data processing fee levied by Indonesian customs. Charges must be collected at origin under CI code in due carrier column

Minimum	USD	5.00

4. Export

4.1. General

4.1.1. Packing

Old boxes made of carton and of inferior quality will be rejected. The package must be in accordance to the IATA packing standard.

4.1.2. Marking

In English.

4.1.3. Routing

Through Customs airport at Balikpapan, Biak, Denpasar, Jakarta, Manado, Padang, Palembang, Pekanbaru, Pontianak and Surabaya.

4.1.4. Language on documents

English.

4.1.5. Other Requirements

Subject to Customs inspection/duties and government regulations.

4.2. Documentary Requirements

See 2.2.

4.3. Restrictions

4.3.1. General

1. Certain endangered species of animals and plants are restricted or prohibited by the Government.
2. Export Licence from Departemen Perdagangan (Department of Trade).

4.3.2. Live Animals

1. Export Permit from Direktorat Jendral Perlindungan Hutan dan Pelestarian Alam, Departemen Kehutanan (Indonesian Directorate General of Forestry Protection and Nature Conservation, Department of Forestry).
2. Animal Quarantine Certificate from Directorate General of Veterinarian, Department of Agriculture.
3. For list of protected live animals refer to the Indonesian Directorate General of Forestry Protection and Nature Conservation, Dept. of Forestry.

4.3.3 Plants and Plant Material

1. Export Permit from Direktorat Jendral Perlindungan Hutan dan Pelestarian Alam, Departemen Kehutanan (Indonesian Directorate General of Forestry Protection and Nature Conservation, Department of Forestry).
2. Export Licence from Departemen Perdagangan (Department of Trade).

4.5. Charges

4.5.2. Handling

See 2.5.2.

4.5.4. Documentation

Customs Data Fee (CI) must be collected by issuing office and shown on the Air Waybill at due carrier column.

Minimum	USD	5.00
AWB fee	USD	3.00

4.5.6. Storage

Denpasar

Warehouse charges (International):

1 - 3 days, per kg., per day	USD	0.03
4 - 10 days, per kg., per day	USD	0.03
11 - 20 days, per kg., per day	USD	0.06
Thereafter, per kg., per day	USD	0.08
Minimum charge	USD	1.00

A 200% surcharge will apply for the usage of cool room and cold storage.

Warehouse charges (Domestic):

1 - 100 kg., per kg., per day	60.00
101 - 1000 kg., per kg., per day	50.00
Over 1000 kg., per kg., per day	35.00

Jakarta

Warehouse charges:

First 3 days will be charged as one day only,

per kg.	USD	0.06
Thereafter, per kg., per day	USD	0.06
Minimum charge	USD	1.00
Document fee	USD	1.00

A 200% surcharge will be apply for the usage of strong room and cold storage.

Warehouse charges Domestic:

Per kg., per day	250.00

Minimum charge 10 kg.

4.5.10. Others

Cargo Charge:

International, per kg.	60.00
Domestic, per kg.	60.00

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