2021
INDONESIA CUSTOMS REGULATORY CHANGES

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Overview

- Customs Authorities across the world are increasingly mandating additional data elements for Customs Clearance purposes.
- In order to ensure a smooth customs clearance, it’s essential that shippers provide complete & accurate data electronically to DHL Express.
- By providing high-quality data electronically, shippers ensure to:
  - Avoid unnecessary customer-service contact for you and your receivers to request additional information
  - Minimize unnecessary transit time and clearance delays
  - Enable correct assessment of duties and taxes
  - Reduce or eliminate the possible risk of fines and penalties

The Indonesian Customs Authorities will increase the requirements regarding data elements for Customs Clearance purposes.

In order to get prepared & ensure compliance, we encourage the DHL Express’ customers to ensure a high-quality data for shipments to/from Indonesia.
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Overview

In order to increase the transparency regarding the parties importing or exporting goods to/from Indonesia, the Indonesian Customs Authorities have developed the following new regulation:

→ **Law Name/Number:** Director General of Customs and Excise Regulation (DG Regulation), number 11/2020 on Manifest Regulation

→ **Timeline:** the new regulation is targeted to be effective as of **August 1st 2021.**

In summary, the regulation states that the **Indonesian Tax ID Number** (known in Indonesia as **NPWP - Nomor Pokok Wajib Pajak**) must be provided for:

- **Import Shipments** (for shipments from Rest of World to Indonesia)
- **Export Shipments** (for shipments from Indonesia to Rest of World)

This means that **customers must provide the Indonesian Tax ID Number to DHL when shipping to/from Indonesia,** so DHL provides the info to Customs Authorities.

This presentation will help explaining the topics in more details, and provide guidelines of how you can get prepared to ensure a smooth customs clearance.
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Additional Data Element

Additional Data Element | Identification Number

• The Indonesian Customs Authorities require an Identification Number to be provided for:
  o Import Shipments (from Rest of World to Indonesia)
  o Export Shipments (from Indonesia to Rest of World)

• The Identification Number requirements are different for businesses vs. private individuals, as per below:

→ Businesses must provide the:
  o Indonesian Tax ID Number (NPWP - Nomor Pokok Wajib Pajak)

→ Private Individuals must provide one of the following identification numbers:
  o Preferred option: Indonesian Tax ID Number (NPWP)
  o Alternatively:
    ▪ Indonesian ID Number (NIK - Nomor Induk Kependudukan), for Indonesian Nationals
    ▪ Indonesian Driver’s License, for Indonesian Nationals or Foreigners
    ▪ Passport Number, only for Foreigners

→ IMPORTANT: this is mandatory for ALL types of transactions (B2C, B2B, C2C, etc.), and the only exception is document shipments.
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**IMPORTANT**

- DHL Express is required to submit the electronic **Identification Number** to Indonesia Customs Authorities.

- If the Identification Number is **not** provided timely, this can cause **potential transit time delays** for your shipments to/from Indonesia.

→ Therefore, in order to ensure a **smooth import & export process** in Indonesia, it’s essential that **shippers provide the mandatory Identification Number pro-actively when preparing the shipment** via the DHL Electronic Shipping Solutions (ESS).

→ Making this information **available prior to pick-up** of your shipments is essential to avoid potential delays.

**IMPORTANT:** as per DHL’s Terms & Conditions of Carriage, you must ensure to provide an **authentic / valid Identification Number** to DHL, so then DHL can provide to the Indonesian Authorities.

- On the next slides we provide more information of what this means for shippers & receivers.
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# 2021 Indonesia Customs Regulatory Changes

## Impact for Shippers (from Rest of World to Indonesia) & Receivers

### Impact for Shippers (from Rest of World to Indonesia) & Receivers (in Indonesia)

To avoid Import Customs Clearance delays into Indonesia:

- If you ship from anywhere in the world to Indonesia, please ensure to provide the Indonesia’s Receiver Identification Number to avoid delays.
- If you do not provide, DHL Express Indonesia will contact the receiver (in Indonesia) to request the missing Identification Number required.

### (1) SHIPPERS FROM REST OF WORLD TO INDONESIA

In order to avoid delays, we recommend shippers to:

- Pro-Actively **identify the Indonesia’s Receiver Identification Number before shipping** and provide it electronically to DHL via DHL Express Electronic Shipping Solutions when preparing the shipment.
- Provide a valid **Indonesia’s Receiver contact** information, such as phone & e-mail address – in case DHL needs to contact the receiver.
- Provide complete and accurate **Commercial / Pro-Forma Invoice** data electronically via DHL Express Electronic Shipping Solutions, such as: goods descriptions, itemized values, country of origin, etc.

**IMPORTANT:** this is mandatory for ALL types of transactions (B2C, B2B, C2C, etc.)

### (2) RECEIVERS IN INDONESIA

- In case of missing information (not provided by the shipper), **DHL Express Indonesia will contact the receiver to request the missing Identification Number.**
- Therefore, it’s essential to ensure that shippers provided accurate contact details of the Indonesia’s Receiver, including a valid phone & e-mail address.
- **NOTE:** ideally the Indonesia’s Receiver Identification Number should be provided by the SHIPPER. This will avoid unnecessary customer-service contact in Indonesia to request receivers to provide the missing information.
Impact for Shippers (from Indonesia to Rest of World)

To avoid Export Customs Clearance delays out of Indonesia:

✓ If you **ship outbound from Indonesia (to Rest of World)** on your DHL Import Express Account (anywhere in the world, e.g. 96/95 account), please contact your shippers in Indonesia to ensure that they provide the Identification Number required.

✓ If you **ship outbound from Indonesia (to Rest of World)** on your local DHL Express Indonesia account, please ensure to provide the Identification Number required.

(3) SHIPPERS FROM INDONESIA TO REST OF WORLD

In order to **avoid delays**, we recommend shippers to:

- **Provide the Identification Number** to DHL Express during the shipment creation via the DHL Electronic Shipping Solutions.

- **NOTE**: for shipments outbound from Indonesia to Rest of World, the DHL Electronic Shipping Solutions will not create the DHL Waybill in case of missing Identification Number of the Indonesia’s Shipper.

- Therefore, it’s essential to ensure that **complete & accurate information is provided from the very beginning** (including the Identification Number), to avoid unnecessary shipment delays.

→ **IMPORTANT**: this is mandatory for **ALL types of transactions** (B2C, B2B, C2C, etc.)
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Key Takeaways

- **As of August 1st 2021**, the Indonesian Customs Authorities require an **Identification Number** to be provided for **Import and Export Shipments to/from Indonesia**, i.e.:

  → **Businesses** must provide the:
    - Indonesian Tax ID Number (NPWP - Nomor Pokok Wajib Pajak)

  → **Private Individuals** must provide one of the following identification numbers:
    - Preferred option: Indonesian Tax ID Number (NPWP)
    - Alternatively:
      - Indonesian ID Number (NIK - Nomor Induk Kependudukan), for Indonesian Nationals
      - Indonesian Driver’s License, for Indonesian Nationals or Foreigners
      - Passport Number, only for Foreigners

→ **IMPORTANT**:
  - This is mandatory for **ALL types of transactions** (B2C, B2B, C2C, etc.), and the only exception are document shipments.
  - As per DHL’s Terms & Conditions of Carriage, **you must ensure to provide an authentic / valid Identification Number to DHL**, so then DHL can provide to the Indonesian Authorities.

In order to ensure a smooth customs clearance, it’s important that shipper’s **pro-actively identify the Identification Number** required, and provide electronically to DHL Express via the **DHL Electronic Shipping Solutions**.
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Frequently Asked Questions (FAQs) - 1 of 2

Frequently Asked Questions (FAQs)

What is new in this Indonesian Customs Authorities regulation?

The regulation introduces the new requirements as of August 1st 2021:
• The Directorate General of Customs and Excise Regulation on Manifest Regulation stated that Tax ID of the receiver must be provided for import shipments (from Rest of World to Indonesia) and the Tax ID of shipper must be provided for export shipments (from Indonesia to Rest of World).
• It is a mandatory requirement (no exceptions) for ALL types of transactions (B2C, B2B, C2C, etc.)
• For businesses the Indonesian Tax ID (NPWP) is mandatory.
• For private individuals, the Indonesian Tax ID (NPWP) is also mandatory or alternative IDs are acceptable – see below for more info.

What are the Tax ID/Identification Number(s) required?

→ Businesses must provide the:
  o Indonesian Tax ID Number (NPWP - Nomor Pokok Wajib Pajak)
→ Private Individuals must provide one of the following identification numbers:
  o Preferred option: Indonesian Tax ID Number (NPWP)
  o Alternatively:
    ▪ Indonesian ID Number (NIK - Nomor Induk Kependudukan), for Indonesian Nationals
    ▪ Indonesian Driver’s License, for Indonesian Nationals or Foreigners
    ▪ Passport Number, only for Foreigners
## Frequently Asked Questions (FAQs)

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>For shipments from Rest of World to Indonesia: what will happen if the</td>
<td>In case of missing information (not provided by the shipper), DHL Express Indonesia will contact the receiver to request the missing Identification Number, which might lead to shipment delays. Therefore, it’s essential to ensure that shippers provided accurate contact details of the Indonesia’s Receiver, including a valid phone &amp; e-mail address.</td>
</tr>
<tr>
<td>mandatory Identification Number is not provided by the shipper?</td>
<td></td>
</tr>
<tr>
<td>Will the DHL Electronic Shipping Solutions be updated, so shippers are</td>
<td>Yes, the DHL Electronic Shipping Solutions (ESS) will be updated during the month of July to ensure readiness for the August 1&lt;sup&gt;st&lt;/sup&gt; 2021 Indonesian Regulatory requirements.</td>
</tr>
<tr>
<td>able to provide the Identification Number when creating a shipment?</td>
<td></td>
</tr>
<tr>
<td>If the Identification Number is provided to DHL via the DHL Electronic</td>
<td>The Indonesian Tax ID will not be indicated in the Waybill nor in the Commercial/Pro-Forma Invoice. The number will automatically be sent to the DHL’s systems that require such info to process the Customs Clearance. This is done in accordance with the relevant data protection laws applicable.</td>
</tr>
<tr>
<td>Shipping Solutions, will the number also appear on the Waybill and Invoice?</td>
<td></td>
</tr>
</tbody>
</table>
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For additional information, please consult the Indonesian Customs websites below:

- **Directorate General of Customs and Excise:**
  [https://www.beacukai.go.id/](https://www.beacukai.go.id/)

Link to the relevant regulation:

- **The Director General of Customs and Excise Regulation (DG Regulation), number 11/2020 on Manifest Regulation (in Bahasa Indonesia):**
  [https://peraturan.web.id/per-11-bc-2020/](https://peraturan.web.id/per-11-bc-2020/)
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WHERE TO INDICATE TAX ID OR OTHER PERSONAL IDENTIFICATION NUMBER

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Where to Indicate Tax ID or Other Personal Identification Number

Appendix

MyDHL+
Express Logistics Platform

MyDHL API/ XMLPI

Coming Soon:
Emailship

EasyShip

Electronic Data Interchange (EDI)

DHL Express Commerce
Where to Indicate Tax ID or Other Personal Identification Number

Appendix

• Tick the ‘Business Contact’ box if you are shipping on behalf of your company (FROM section) or shipping to a company in Indonesia (TO section)

• If Indonesia is selected either as an origin or destination, the ‘Tax Document Type’ dropdown will appear after the contact information fields. Select the type of identification number you will be using from the dropdown, and a new field will appear depending on your selection.

• Enter the identification number that corresponds to your ‘Tax Document Type’ selection. There’s a validation in this field depending on identification number selected/entered.

• Should the user decide to skip entering the Tax ID number in the Shipper – Receiver section, they will be reminded to do so in the Customs Declaration section. An additional information regarding Indonesia Customs Regulation can be seen in the Customs Declaration section to reinforce the importance of submitting this information.
Where to Indicate the Tax ID or Other Personal Identification Number

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ELP – Express Logistics Platform

• In the ‘Business Trade Type’ dropdown, select ‘Business’ if you are shipping on behalf of your company (origin) or sending to a company (destination) in Indonesia. ‘Private’ should be selected if you are exporting or importing a personal shipment. An iHelp message (icon ‘?’) provides some reminder on what identification number may be used.

• After which, indicate the identification number that corresponds to the Business Trader Type
  ➢ In ‘VAT Registration’ field, businesses and private individuals may enter the Tax ID Number (NPWP - Nomor Pokok Wajib Pajak)
  ➢ Private Individuals who wants to use the alternative identification numbers, may use the following fields :
    • National Identity Card: enter Indonesian National ID (NIK - Nomor Induk Kependudukan),
    • The ‘Driver’ field can be used by private individuals who would like to use their Indonesia Issued Driver’s License number
    • The ‘Passport’ field can be used only by foreigners to submit their Passport Number when sending personal shipment.
Where to Indicate the Tax ID or Other Personal Identification Number

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MyDHL API/XMLPI

- In XML PI and MyDHL API (SOAP), the Indonesian Tax ID, Driver’s License, Passport or National Identity Card number must be provided into the “RegistrationNumbers/RegistrationNumber/Number” tag under the Shipper section for Indonesia outbound shipments and under Recipient MyDHL API (SOAP) or Consignee (XMLPI) section for Indonesia inbound shipments.

<table>
<thead>
<tr>
<th>Element Name</th>
<th>Datatype/Format</th>
<th>Req</th>
<th>Definition</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>dhl:Number</td>
<td>M</td>
<td>The Registration Number</td>
<td>Min:1 Max:35</td>
</tr>
<tr>
<td>NumberTypeCode</td>
<td>dhl:NumberTypeCode</td>
<td>M</td>
<td>The Registration Number’s type code</td>
<td>VAT – Tax ID</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>For full list of allowed type code values refer to Reference_Data.xlsx on</td>
<td>DLI – Driver’s License</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>&lt;RegistrationNumberTypeCode&gt; section.</td>
<td>NID – National IdentityCard</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PAS - Passport</td>
</tr>
</tbody>
</table>

“NumberTypeCode” Values:

<table>
<thead>
<tr>
<th>Registration Type</th>
<th>Value in NumberTypeCode tag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax ID</td>
<td>VAT</td>
</tr>
<tr>
<td>Driver’s License</td>
<td>DLI</td>
</tr>
<tr>
<td>National Identity Card</td>
<td>NID</td>
</tr>
<tr>
<td>Passport</td>
<td>PAS</td>
</tr>
</tbody>
</table>

The applicable Country Code must be provided in the “NumberIssuerCountryCode” tag.

Example:

```xml
<RegistrationNumbers>
  <RegistrationNumber>
    <Number>123456789012345</Number>
    <NumberTypeCode>VAT</NumberTypeCode>
    <NumberIssuerCountryCode>ID</NumberIssuerCountryCode>
  </RegistrationNumber>
</RegistrationNumbers>
```
Where to Indicate the Tax ID or Other Personal Identification Number

Appendix

MyDHL API/XMLPI (Continued)

• For the MyDHL API native rest (v2) service these registration numbers go into the “registrationNumbers” container under “shipperDetails” for Indonesian outbound shipments and under “receiverDetails” for Indonesia inbound shipments:

Example:
"registrationNumbers": [  
  
  "typeCode": "PAS",  
  "number": "123456789012345",  
  "issuerCountryCode": "US"  
]
Thank You

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