

A faint, light yellow world map is visible in the background of the lower half of the page, centered behind the main text.

RPX

SERVICE GUIDELINE

RPX ONE STOP LOGISTIC

Table of **CONTENTS**

[RPX HOUSE OF PRODUCT](#)

[USP & VALUE ADDED PRODUCT](#)

[TOP RANKED PRODUCT](#)

[PRODUCT FEATURES](#)

[GENERAL FLOW](#)

[RATE CARD](#)

[DRG](#)

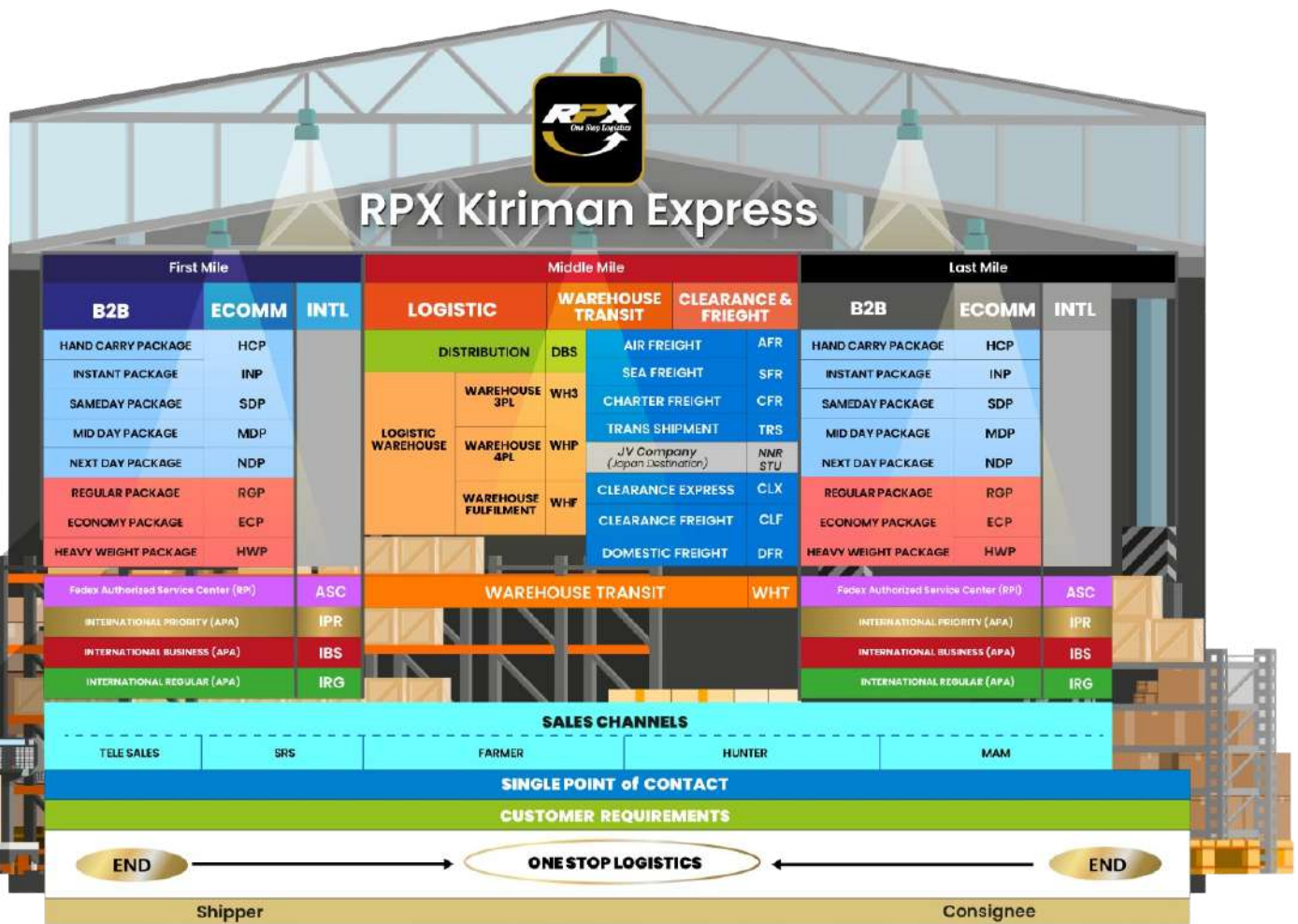
[ISG](#)

[DFRG](#)

RPX HOUSE OF PRODUCT

We are here as your **one stop logistics partner**, who provides an integrated solution for every aspect of your logistic solution needs using Single Point of Contact and seamless customer experience.

We go beyond the boundaries to design and implement end-to-end logistics solution; from first mile, middle mile, and last mile by using air, land, and sea transportation for both domestic and international.



USP PRODUCT & VALUE ADDED SERVICE

A unique selling point (USP), is the essence of what makes RPX product or service better than competitors. Communicating our USP is one of the keys to getting potential customers.



International Express

Redefine global shipping air and ocean freight to cater the global trading of our respected customers, experience with all-in-one international express solution, complete with digital solution thru mobile app tracking & web accessibility, various lead time options, and the support International sales expertise.

RPX Product:
IPR / IBS / IRG/ Hand Carry/ SDP

Added Value Service:

- RPX "machine" is combining several providers to get the best rate & services.
- Accessible anywhere through RPX app Kiriman Express.
- Flexible on cut-off pick-up time.
- Provide Hand-carry & same-day delivery service.
- No minimum number of AWB.
- Experienced customer services on International shipment.
- Serve most of big cities
- Ready to accept customized requirements.
- Provided in express & freight services, using both air & sea transport-mode.
- Experience in handle various commodity.
- PJT services with certified PPJK.
- Support for export-import documentation requirements.
- 3,300 international outlet networks which are still growing.
- No minimum amount of AWB and no minimum weight.
- Trained outlet agent who will give best advice for international products and handle the package well.



Highvalue & Valuable Document

RPX as pioneer and trusted of high value and valuable shipment provider by giving special-handling solution. For extra reassurance, consider insuring your fragile or high value shipment with a reliable insurance provider. In some cases, we may also be able to provide cover.

RPX Product: Add-value service of HCP / SDP / MDP / NDP / RGP

Added Value Service:

- Premium Packaging
- Door-to-door hand carry service
- Luxury / high value categorization with special handling solution
- RPX experiences & expertise
- Care & special handling
- ISO 13485:2016 related to medical devices
- Integrated express & freight services

Distribution Optimization By Using Gigantic Fleet (BM 52)

To be the most preferred solution for optimize distribution with long experience and digital solution such as real time GPS, e-POD, TMS, billing automation.

RPX Product: DBS

Added Value Service:

- Supported by real time GPS tracker
- Support E-POD for more efficient
- Supported by Trucking Management System (TMS)
- Provide billing automation
- Integrated service warehouse and distribution
- Integrated management system and warehouse system





Chemical / Dangerous Goods Warehouse

RPX as pioneer and trusted of high value and valuable shipment provider by giving special-handling solution. For extra reassurance, consider insuring your fragile or high value shipment with a reliable insurance provider. In some cases, we may also be able to provide cover.

RPX Product: WH3

Added Value Service:

- DG Specialist
- Experience in chemical / DG handling
- Integrated warehouse & distribution services & system

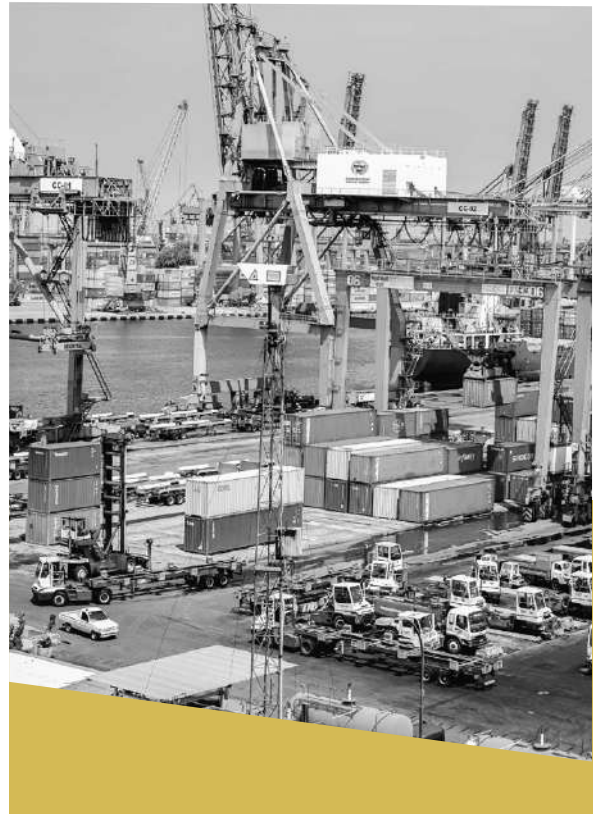
PJT Express Clearance Service

RPX freight forwarding provides one stop import and export customs gateway services, can also provide courier / express clearance service mode.

RPX Product: Express Clearance

Added Value Service:

- Integrated facility and operation for crossborder inbound outbound clearance activities
- Integrated to customs system / PJT online
- Capable to handle both freight and express clearance
- Real time customer dashboard for monitoring
- PPJK (Pengusaha Pengurusan Jasa Kepabeanan) certified officer





Various Freight service

Capable to handle various type of commodities; from general cargo to extra-ordinary (i.e. shipment per unit - CBU; perishable products; ancillary service, etc)

RPX Product: Air Freight and Sea Freight

Added Value Service:

- linked to international freight forwarding network organization (G7N & GFA)
- Capable to provide domestic transshipment and international transshipment
- Experience to manage triangle shipment (shipment operation that involve the participation of three different parties from three different countries)

PJT Warehouse

Integrated warehouse facility and system between Customs and warehouse (real-time status / TPS online)

RPX Product: Transit Warehouse

Added Value Service:

- Integrated distribution & warehouse services & system
- Integrated facility, operations, and system of cargo and PJT warehouse (including system integration to Customs' system / PJT online)
- Real time customer dashboard for monitoring





Transit Warehouse for International Airlines

Provide flexible and extra miles solutions by offering joint sales activity with airlines which also complimented by real-time dashboard for customer monitoring. Apart from that, we own facilities at tier 1 which direct access to airlines it's more efficient for cross docking.

RPX Product: Transit Warehouse

Added Value Service:

- Operate to transit warehouse in tier 1 Soekarno Hatta International Airport
- Assist airline to conduct joint sales activity
- Empowering seamless connections with our expertise: Offering both domestic and international transshipment solutions



TOP RANKED PRODUCT THIS MONTH

Based On NPBT

- 1ST DOMESTIC EXPRESS – MDP
- 2ND INTERNATIONAL EXPRESS – IPR
- 3RD INTERNATIONAL EXPRESS – IBS
- 4TH INTERNATIONAL TRANSIT WAREHOUSE
- 5TH INTERNATIONAL EXPRESS – IRG
- 6TH DOMESTIC EXPRESS – NDP
- 7TH DISTRIBUTION
- 8TH DOMESTIC EXPRESS – HCP
- 9TH TRANSIT WAREHOUSE DOMESTIC
- 10TH CONTRACT LOGISTIC
- 11TH DOMESTIC EXPRESS – ECP
- 12TH DOMESTIC EXPRESS – RGP
- 13TH CLEARANCE EXPRESS
- 14TH DOMESTIC EXPRESS – SDP
- 15TH FREIGHT
- 16TH DOMESTIC EXPRESS – HWP
- 17TH E-FULFILLMENT

PRODUCT FEATURES

ON BOARD DELIVERY

On Board Delivery providing customize service thru Hand Carry Delivery

PRODUCT FEATURE	
Product Name	HCP
Services	Door to Door
Weight	Max 20 kgs
Liability (Lost and Damage only)	Value coverage with a maximum value of Rp. 20,000,000, - / AWB / Incident
Multiple Shipments	Not Available
Transit Time	Up on Customer Request (based on flight schedule/availability)
Insurance	Available, with additional charges
MBG	Not Available

SAME DAY DELIVERY

In Same day delivery service customers will get experience in receiving package before 23:59 same day

PRODUCT FEATURE	
Product Name	SDP
Services	Door to Door
Weight	Max 50 kgs each package
Liability (lost and damage only)	Value coverage with a maximum value of Rp. 20,000,000, - / AWB / Incident
Multiple Shipments	Max 999 packages per AWB
Transit Time	Cut off Pick Up by 10:00, delivery same day
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 100,000,000 / AWB
Additional Charges	Heavy Weight Charges: ≥ 70 – 99 kgs, additional charge 25% ≥ 100 – 149 kgs, additional charge 75% ≥ 150 kgs, additional charge 100%

MID DAY DELIVERY

Delivering shipment before 12:00 in the next day

PRODUCT FEATURE	
Product Name	MDP
Services	Door to Door
Weight	Max 50 kgs each package
Liability (lost and damage only)	Value coverage with a maximum value of Rp. 20,000,000, - / AWB / Incident
Multiple Shipments	Max 999 packages per AWB
Transit Time	Cut off Pick Up request by 16:00 Delivery = next day before 12:00
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 100,000,000 / AWB
Additional Charges	Heavy Weight Charges: ≥ 70 – 99 kgs, additional charge 25% ≥ 100 – 149 kgs, additional charge 75% ≥ 150 kgs, additional charge 100%

NEXT DAY DELIVERY

Delivering shipment before 20:00 in the next day

PRODUCT FEATURE	
Product Name	NDP
Services	Door to Door
Weight	Max 50 kgs each package
Liability (Lost and Damage only)	10 x transportation charge, whichever is lower with max replacement of Idr 2,000,000 per AWB/incident
Multiple Shipments	Max 999 packages per AWB
Transit Time	Cut off Pick Up request by 16:00 Delivery = next day before 20:00 (local time)
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 100,000,000 / AWB
Additional Charges	Heavy Weight Charges: ≥ 70 – 99 kgs, additional charge 25% ≥ 100 – 149 kgs, additional charge 75% ≥ 150 kgs, additional charge 100%

REGULAR DELIVERY

Delivery Service with reliable transit time

PRODUCT FEATURE	
Product Name	RGP
Services	Door to Door
Weight	Max 50 kgs each package
Liability (Lost and Damage only)	10 x transportation charge, whichever is lower with max replacement of Idr 2,000,000 per AWB/incident
Multiple Shipments	Max 999 packages per AWB
Transit Time	≥2 days (based on delivery area)
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 100,000,000 / AWB
Additional Charges	Heavy Weight Charges: ≥ 70 – 99 kgs, additional charge 25% ≥ 100 – 149 kgs, additional charge 75% ≥ 150 kgs, additional charge 100%

ECONOMY PACKAGE

Economist rate with minimum weight 10 kgs

PRODUCT FEATURE	
Product Name	ECP
Services	Door to Door Jawa, Bali, Sumatera
Weight	Minimum 10 kgs per AWB Maximum Dimension: 125 cm (length) x 125 cm (width) x 120 cm (height)
Liability (Lost and Damage only)	10 x transportation charge, whichever is lower with max replacement of Idr 2,000,000 per AWB/incident
Multiple Shipments	Max 999 packages per AWB
Transit Time	≥3 days (based on delivery area)
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 100,000,000 / AWB

HEAVY WEIGHT PACKAGE

Delivery service with minimum weight 20 kgs

PRODUCT FEATURE	
Product Name	HWP
Services	Door to Door Jawa, Bali, Sumatera
Weight	Minimum 20 kgs per AWB Maximum Dimension: 125 cm (length) x 125 cm (width) x 120 cm (height)
Liability (Lost and Damage only)	10 x transportation charge, whichever is lower with max replacement of Rp. 2,000,000 per AWB/incident
Multiple Shipments	Max 999 packages per AWB
Transit Time	≥3 days (based on delivery area)
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 100,000,000 / AWB

DISTRIBUTION SERVICES

Heavy weight Delivery with single trip

PRODUCT FEATURE				
PRODUCT NAME	DCD	DFS	DWB	DBM
TONAGE (MAX) - KG	800	8000	16000	42000
VOLUMETRIK (M3)	3-4	25	30-65	94
Service	FTL (Door to Door)			
Transit Time	1 day (intra city)		2-9 days	
Packaging	Customer Own Packing			
Multi drop	Available (additional charge apply)			
Package Tracing	GPS by Request (report only)			
Insurance	0.5% of value of goods as stated on AWB, with a maximum coverage of idr 500,000,000 / AWB			
MBG	N/A			
Liability (Lost and Damage only)	10 x transportation charge, whichever is lower with max replacement of Rp. 2,000,000 per AWB/incident			
Pick Up Time	Refer to DFRG			
Origin Area	Jabodetabek - Bandung- Semarang - Surabaya-Denpasar-Medan			
Delivery Area	Jawa-Bali-Lombok-Sumatra			
Tax	11%			

INTERNATIONAL EXPRESS

Export service with maximum weight 100 kgs

Features	IPR	IBS	IRG
Service Area	Drop off and Pick up within Regular RPX area		
Weight	a. 30 kg per AWB b. >30 – 100 kg, mandatory with PEB Single submission c. maximum 10 kg per package for food shipment <i>only Singapore, Malaysia and Taiwan</i> <i>food surcharge 5 USD/ AWB</i>		a. 30 kg per AWB b. >30 – 100 kg, mandatory with PEB Single submission, <i>Above 50 kgs in total and 120 cm shipment size, will be charged 50 USD/awb</i> c. maximum 10 kg per package for food shipment <i>only singapore, malaysia and taiwan</i> <i>food surcharge 5 USD/ AWB</i>
Basic Rate	Doc = 0.5 kg; Ndoc = 0.5 kg – 20 kgs	0.5 kg – 20 kgs	1 – 20 kgs
	>20 kgs using flat rate per kg		
Fuel Surcharge	The Highest Fuel every week		30% per year DFS update every year
Emergency Surcharge*	-Europe region and india Idr 21,460/kg - America region Idr 21,460/kg - APAC Idr 16.000/kg -Australia and New Zealand Idr 40,700/kg -Rest of the world 20.000/kg		20%
Additional Charges	IDR 415.000 per shipment or IDR 7,000 per kg, whichever is greater	IDR 405.000 per shipment or IDR 7,000 per kg, whichever is greater	IDR 385,000 per shipment or IDR 7,000 per kg, whichever is greater
Liability	as per declare value with maximum 100 USD <i>*Damaged goods and Items lost in shipment</i>		as per declare value with maximum IDR 1,000,000 <i>*Damaged goods and Items lost in shipment</i>
Insurance	IDR 36.000 Per IDR 1.375.000 or minimum Rp 250.000/ AWB <i>*Food shipments cannot be insured</i>		No Insurance

Shipping services for International line thru sea and air cargo

INTERNATIONAL FREIGHT

Features	AFR – Air Freight	SFR – Sea Freight	CFR – Charter Freight
Service Type	Door to Door	Door to Door	Port to Port
	Door to Port	Door to Port	
	Port to Port	Port to Port	
Commodity	General Cargo, include DG categories	General Cargo, include DG categories	General Cargo
Coverage Area	International	Domestic and International	Domestic and International
Transit Time	≥ 2 working days, since pick up in origin	≥ 4 working days, since pick up in origin	Depends on Flight Schedule
Weight	Cargo weight >100 kgs	CBM	No limitation weight, Depend on aircraft capacity
		FCL	
		LCL	
Rate	No Publish Rate, using spot rate provided by Pricing Clearance and Freight		
Packaging	Customer own packaging		
Tax	1.1%	1.1%	1.1%

TRANS SHIPMENTS

Shipments to an intermediate destination, then to yet final destination, thru air cargo

Service Type	International Cargo
Commodity	Mail, General Cargo
Coverage Area	International Port to Port
Service Commitment	<ul style="list-style-type: none"> • ≥ 1000 kg ≥ 3 working days • ≥ 25000 kg ≥ 5 working days (lead time for clearance in CGK only, Exclude freight)
Weight	No limitation weight, depend on aircraft capacities
Rate	Minimum 0.45 USD/kg, with commitment volume min 1000 kgs/arrival
Tax	11%

CUSTOMS CLEARANCE

Clearance assistance for both express and general cargo

Features	CBR – Clearance Crossborder CBE – Clearance Express		ACC – Air Cargo Clearance SCC – Sea Cargo Clearance
	Deminimus	Consignment Goods	Formal Entry
Value	≤USD 3	≤USD 1500	No limitation value
Weight	No limitation weight		
Customer	C2C B2B		B2B
Duty and Tax	VAT 11%	<u>Certain Commodities:</u> Bags, Textile Products, Shoes; subject to HS Code/MFN Tariff <u>Others:</u> Single Tariff for Import Duty and VAT a. Import Duty: 7.5% b. VAT: 11%	Duty and Tax based on MFN/HS Code Tariff
Lead Time	One day Service (subject to no customs inspection and non control items)		Green Line ≤ 1 days Yellow Line 3 days Red Line ≥ 5 days
Location	Jakarta (Cengkareng & Tj Priok), Batam, Surabaya, Denpasar, RPX Branches with Intl port		
VAT	11%		11%

Features	ACC – Air Cargo Clearance SCC – Sea Cargo Clearance	CBR – Clearance Crossborder CBE – Clearance Express
VALUE	No Limitations Value	
Weight	No limitation Weight	<100 kgs
Customer	B2B	C2C B2B
Cut off Request	48 hours before ETD	24 hours before ETD
VAT	11%	11%

CONTRACT LOGISTIC AND FULLFILMENT

Logistic products for warehouse and fulfillment services

PRODUCT FEATURE			
Services	1. Logistic Warehousing 2.e-Fulfillment		
Location	1.RPX Warehouse Cibitung: 4800 m2 3-storey warehouse with 8m floor-to-floor high 2.11 RPX Stations (Kebon Jeruk, Pal Batu, Purwakarta, Cirebon, Bandung, Yogyakarta, Semarang, Makasar, Surabaya, Denpasar, Medan)		
Commodity	FMCG, Electronic and Communication, Automotive, eCommerce products		
Warehouse Type	1.Rack Warehouse 2.Yard Warehouse 3.Bulk Warehouse		
Equipment	1.WMS 2.Barcode System		
Activity	Inbound Outbond Inventory	Knitting Labeling	
Rate	Based on CR form submitted		
VAT	11%		

TRANSIT WAREHOUSE

PRODUCT FEATURE			
Services	1.Gudang Umum/TPS 2.Gudang PJT/TPS 3.Rush Handling 4.Ground Handling		
Location	1. Lini 1 – Cargo Area Soekarno Hatta International Airport: i. RCB 1 (Garuda Ind Domestik Cargo) = 1,211 sqm ii. RCB 2 (TPS Umum – JAL) = 2,157 sqm iii. RCB 3 (TPS Umum dan PJT – ASIANA, Emirates, Qatar Intl'cargo) = 2,763 sqm 2. RPX DPS		
Rate	Refer to Warehouse Table Rate		
VAT	11%		

INSURANCE TERMS AND CONDITIONS

Insurance Matrix - Domestic Express				
Service	Condition	Claim Coverage		
		Money Back Gurantee- late Delivery	Missing	Damage
Hand carry package, Same day package, Midday package, Next day Package, Regular package, Heavy weight package, Economy Package	Maximum claim amount	Amount of shipping cost	AWB without surcharges:	
			10 times shipping cost with maximum coverage IDR 20.000.000 / AWB	
	** Insurance rate 0,5% from declare value with maximum coverage IDR 100.000.000/ AWB			
	*Deduction rate:			
	<ul style="list-style-type: none"> • For regular items: 5% from claim to be paid • For extraordinary items: 10% from claim to be paid 			

Surcharge Special Handling:

- Valueable Document Rp 15.000
 - Highvalue Rp 30.000
- } Maximum coverage IDR 20.000.000

Insurance Matrix - International Express		
Service	Liability	Insurance
IPR	As declare value with maximum amount \$100	IDR 36.000 Per IDR 1.375.000 or minimum IDR 250.000
IBS	As declare value with maximum amount \$100	IDR 36.000 Per IDR 1.375.000 or minimum IDR 250.000
IRG	As declare value with maximum amount IDR 1.000.000	



RPX BOX Small

Dimenssion : 32X32X15CM

Maximum weight : 2,5Kg

Charges : IDR 5.000 / box



RPX BOX A

Dimenssion : 32X32X30CM

Maximum weight : 10Kg

Charges : IDR 8.000 / box



RPX BOX B

Dimenssion : 43x43x37CM

Maximum weight : 50Kg

Charges : IDR 15.000 / box



RPX BOX C

Dimenssion : 55x54x54CM

Maximum weight : 50-70Kg

Charges : IDR 20.000 / box



Crating

0 - 5Kg : IDR 45.000 ; Next Kg IDR 4.500

5 Kg : IDR 15.000; Next Kg IDR 1.500

DISCOUNT MATRIX & LEVEL APPROVAL

- **Non Project Shipment (Publish rate)**

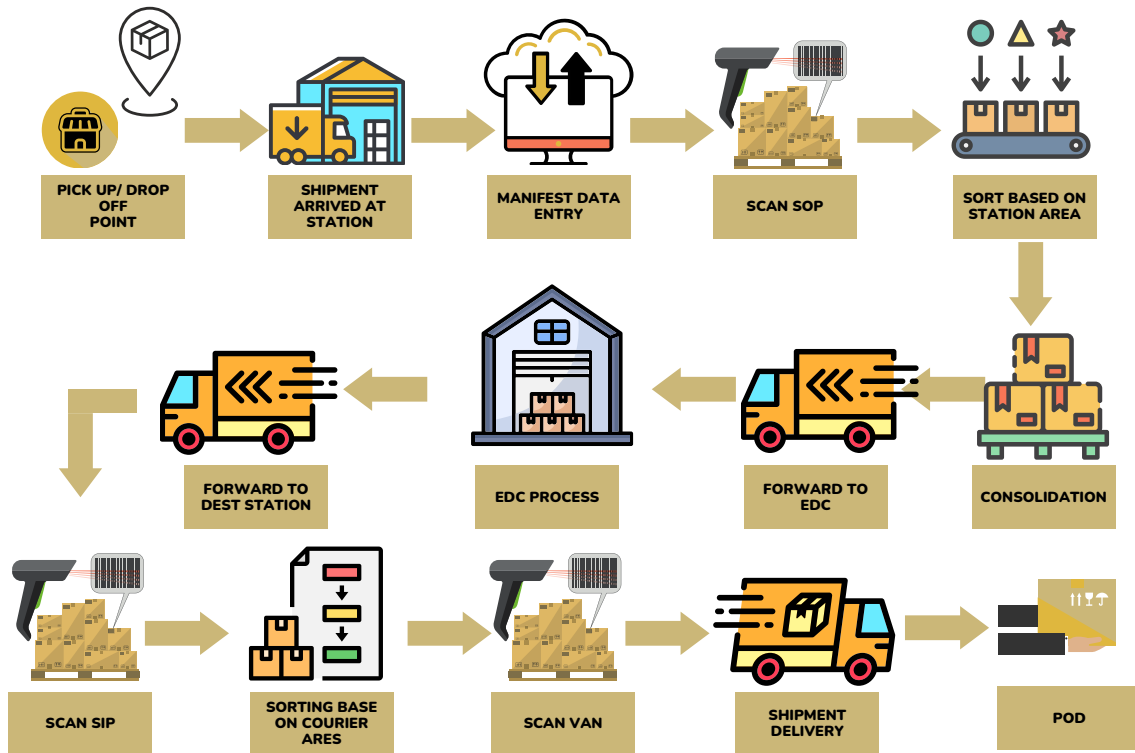
Revenue Per Month	Discount	Level of Approval
Rp 500,000 - Rp 1,000,000	5%	Sales Manager & Pricing Manager
Rp 1, 000,001 - RP 10,000,000	10%	Sales Manager & Pricing Manager
Rp 10,000,001 - Rp 30,000,000	15%	SM Sales & SM pricing
Rp 30,000,001 - Rp 50,000,000	20%	GM Sales
> Rp 50,000,001	> 20%	CEO, VP Finance , and either CFO or COO

- **Project Shipment (Non Publish rate)**

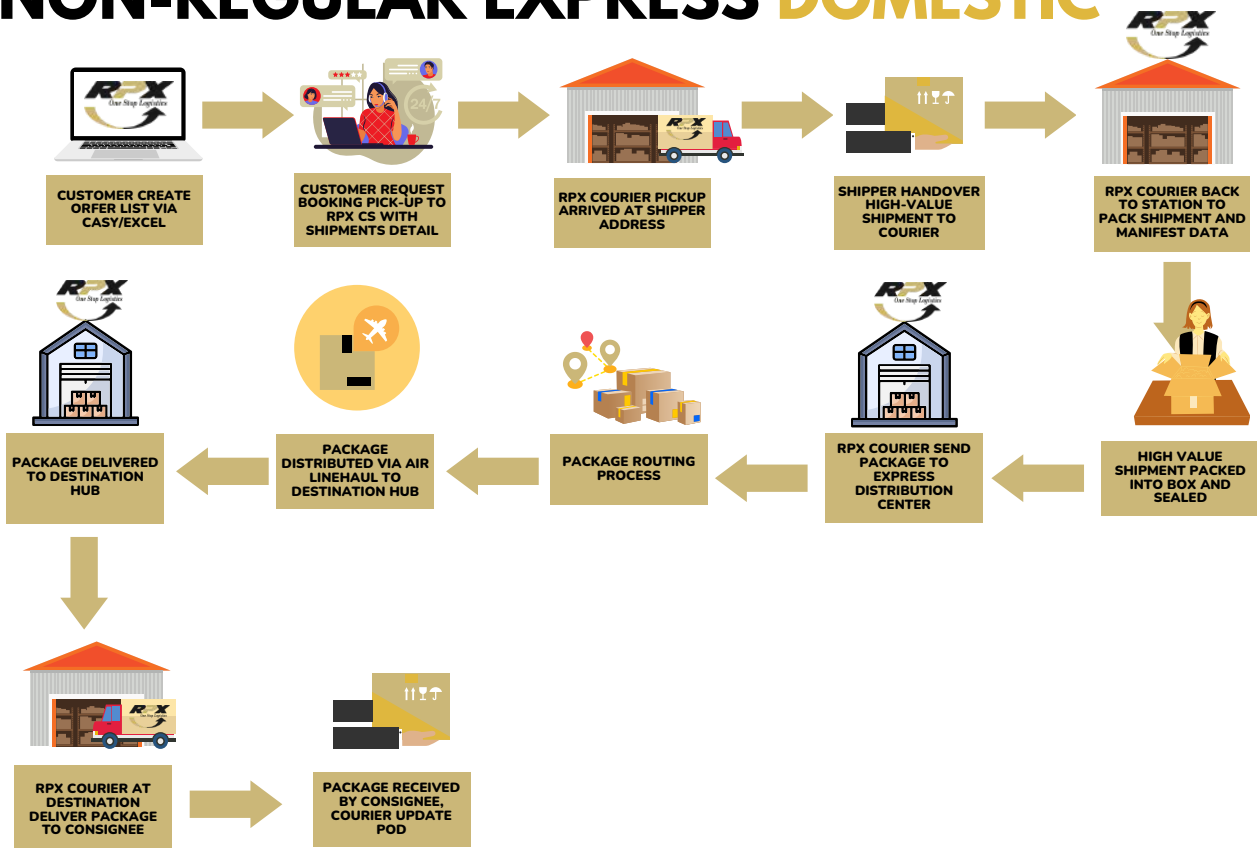
Discount	Level of Approval
> 12%	Pricing
10% - 12%	Sales Manager & SM pricing
8% - 9.99%	SM Sales & SM pricing
6% - 7.99%	GM & VP Finance
<6%	CEO & VP Finance
Minus	2 C- Level

GENERAL FLOW

REGULAR EXPRESS DOMESTIC

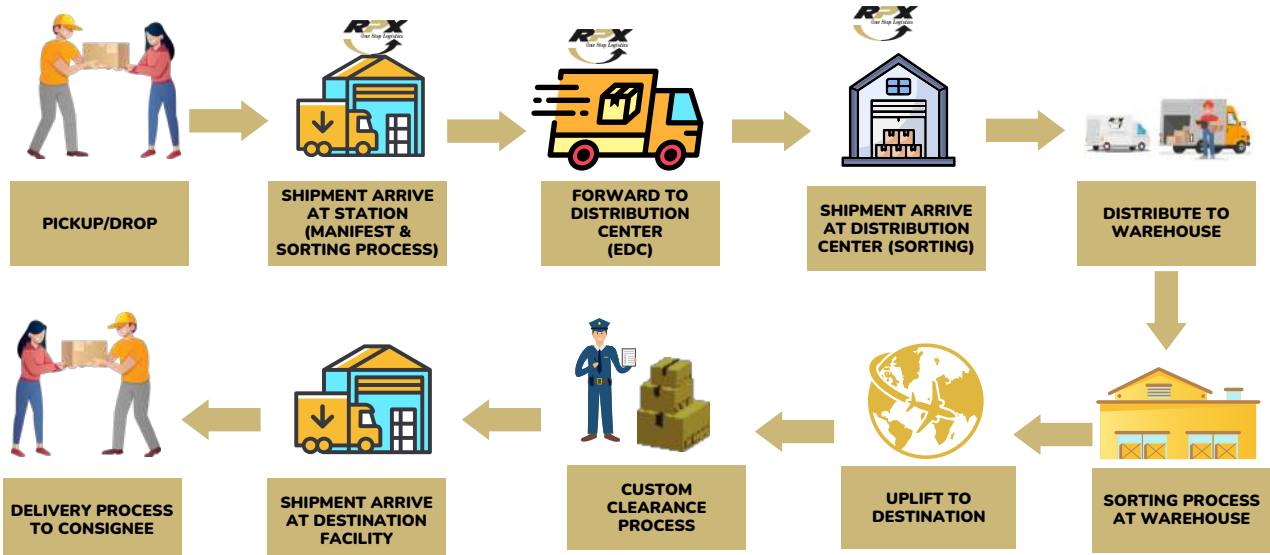


NON-REGULAR EXPRESS DOMESTIC

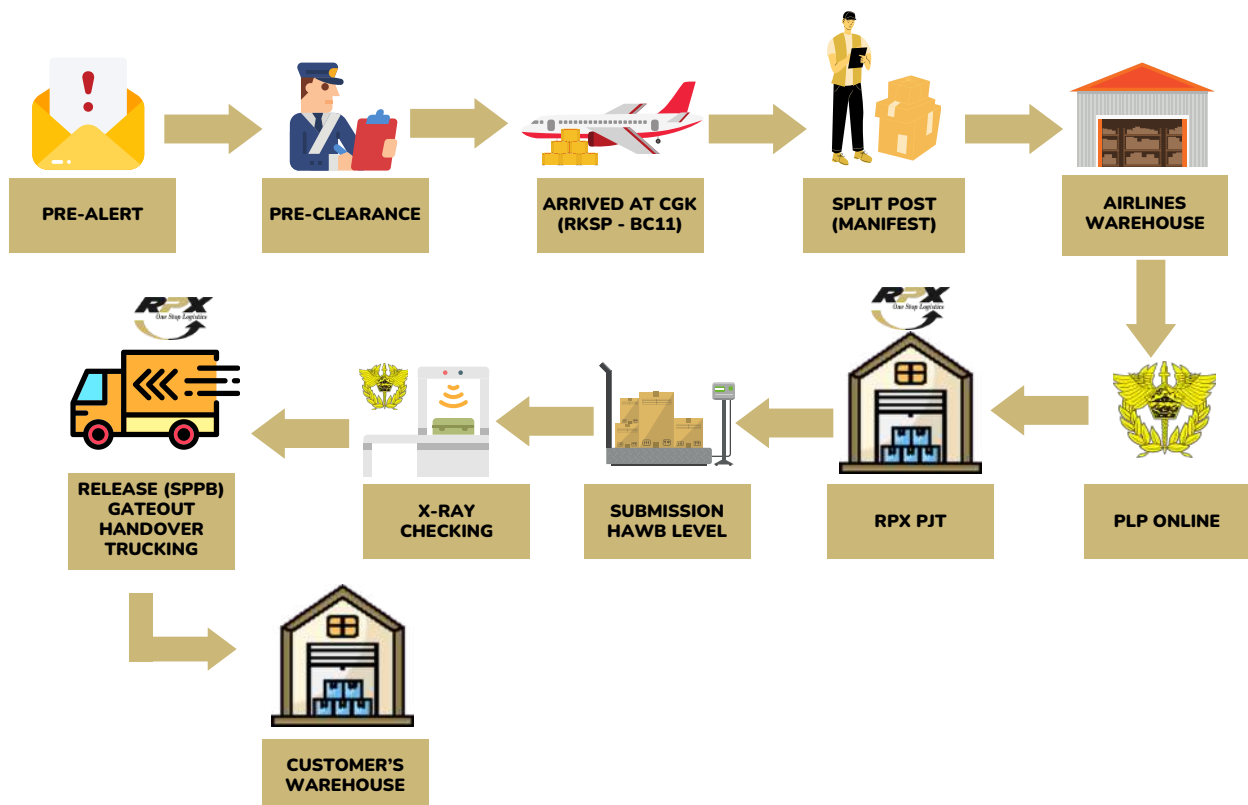


GENERAL FLOW

INTERNATIONAL EXPRESS

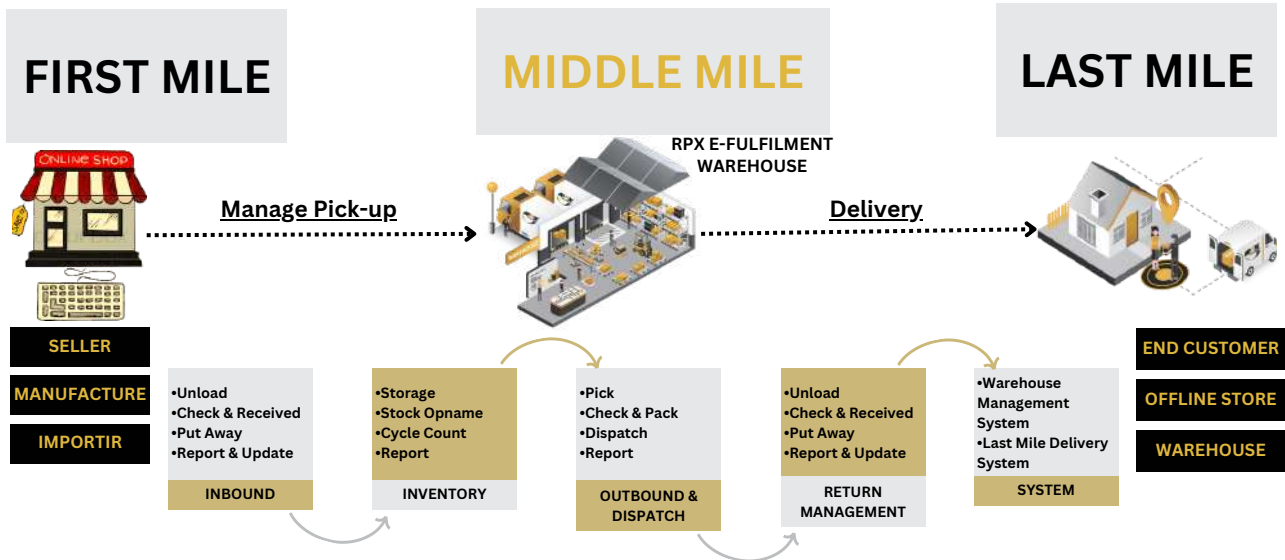


CLEARANCE PROCESS

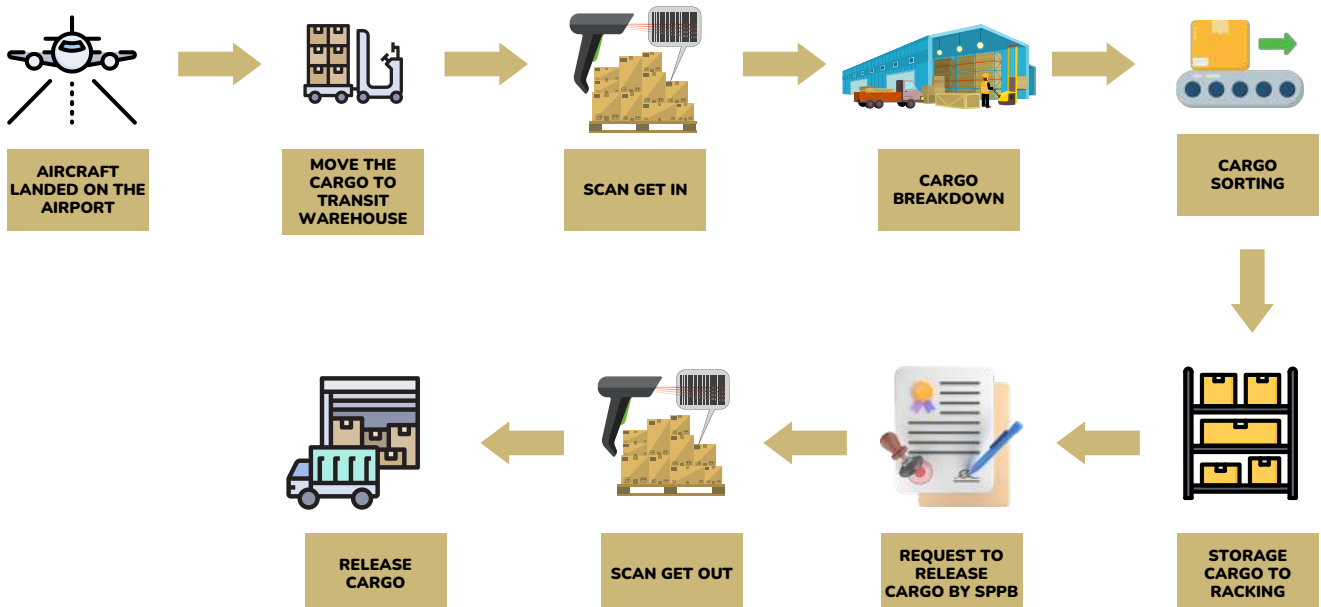


GENERAL FLOW

E-FULFILLMENT



TRANSIT WAREHOUSE



RATE CARD

INTERNATIONAL EXPRESS

IPR 

IBS 

IRG 

DOMESTIC EXPRESS

SDP 

MDP 

NDP 

RGP 



RPX Center Building
Jl. Ciputat Raya No. 99 Pondok Pinang, Jakarta Selatan 12310,
Indonesia
+62 21 7590 1800

 @RPX_ID

 @RPX_ID

 @RPXONESTOPLOGISTIC