Abstract

In the freight forwarding industry, the level of efficiency and effectiveness in logistics services greatly affects the level of customer satisfaction. In the era of digitalization, the integration of logistics services is an important factor to improve the efficiency of goods delivery. This integration is the right solution to overcome shortcomings in logistics services. With this integration of logistics services, it can create more efficient and effective delivery of goods. Therefore, PT Indo Trans Teknologi developed a platform designed to integrate logistics kites, making it easier for shipping companies to monitor, track, and manage their logistics operations. In addition, the platform can be accessed by a number of users with different permissions, allowing companies to manage operations jointly and efficiently. This research aims to develop a system that can be used to integrate logistics services in freight forwarding that focuses on managing shipments. The developed system also undergoes testing to ensure that all functions can operate properly and as expected. From the results of the tests that have been carried out, it is known that the system can help shipping companies in integrating logistics services, thereby increasing the efficiency and effectiveness of shipping goods.