A collection of various beans and lentils displayed in several bowls and sacks. The items include yellow lentils, green lentils, white beans with black spots, and speckled beans. The background is a neutral, light-colored surface.

Sosrait Successfully Enhanced Customer Satisfaction and Achieved a 5 Star Rating in Every Marketplace After Collaborating with Shipper

shipper.id



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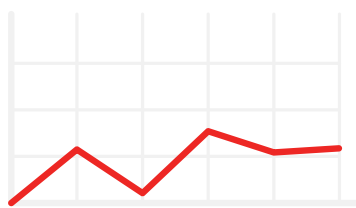
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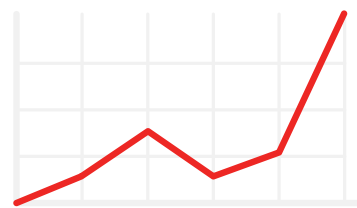
Market Overview

The agricultural sector in Indonesia plays a significant role in the national economy, particularly in supporting food security and economic growth. According to the Central Bureau of Statistics (BPS) report, the growth of Gross Domestic Product (GDP) in the agricultural sector in Indonesia during the fourth quarter of 2023 reached 1.30 percent, showing a significant contribution to the national economy, which grew by 5.05 percent on an annual basis C-to-C. This growth indicates that the agricultural sector in Indonesia remains the main driver of economic growth. In this context, sales of agricultural products such as coffee, cashew nuts, candlenuts, pepper, and other products in Indonesia also have a positive impact on the growth of the agricultural sector. Stable growth of the agricultural sector can influence increased production and sales of these products, helping strengthen the agricultural sector's contribution to the country's economy and supporting overall national economic growth. In this way, stable growth in the agricultural sector can be the main driver for increasing sales of agricultural products in Indonesia, including coffee, cashew nuts, candlenuts, pepper, and other products.



1.30%

GDP in the agricultural sector in Indonesia during the fourth quarter of 2023



5.05%

Significant contribution to the national economy on an annual basis C-to-C



MARKET OVERVIEW



On the other hand, demand for agricultural products such as coffee in Indonesia continues to increase, creating great opportunities for selling coffee beans. Indonesia's coffee production in 2024 is projected to increase. Based on data from the Central Bureau of Statistics (BPS), Indonesian coffee exports are expected to increase sharply by 35.71% in 2022, with an export value reaching US\$1.14 billion and a volume of 433,780 tonnes. Indonesia is the 3rd largest coffee producer in the world, with coffee production reaching 11.85 million bags in the 2022/2023 period. As much as 75% of the coffee produced comes from lowland areas in South Sumatra and Java Island. Indonesia is also one of the largest coffee consumers globally, with consumption continuing to increase until the 2018/2019 period. With demand continuing to rise from both domestic and international markets, an increase in Indonesian coffee production and exports provides excellent opportunities for selling coffee beans.



75%

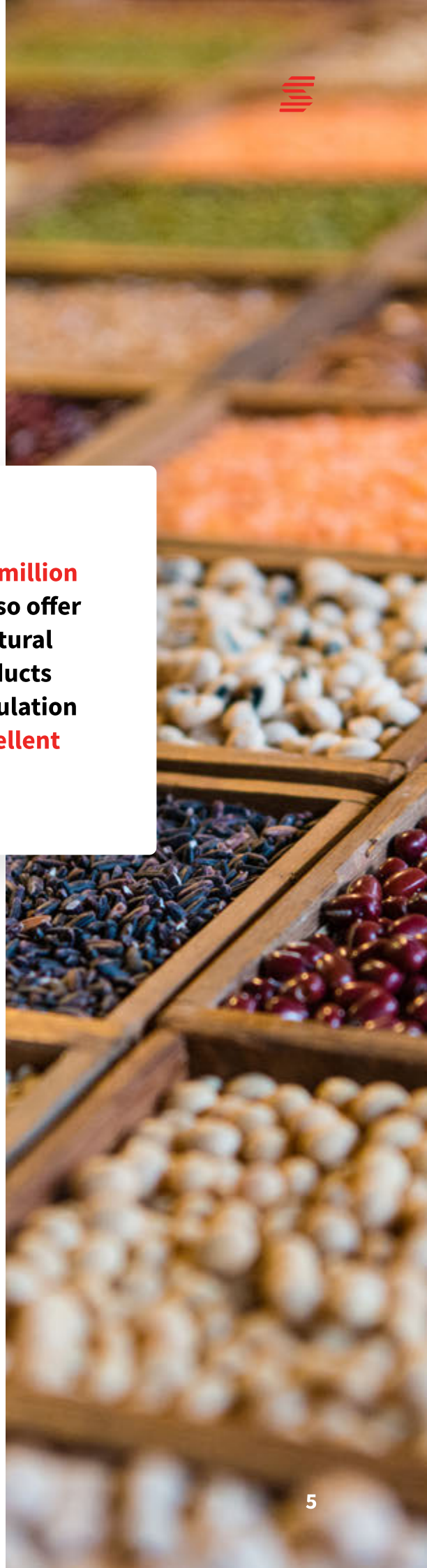
The coffee produced comes from South Sumatra and Java Island

With a wide market potential and a variety of agricultural products produced in Indonesia, business opportunities in this sector continue to grow.



Indonesia's population, exceeding 270 million people, and stable economic growth also offer significant market potential for agricultural products. Demand for agricultural products continues to rise along with stable population and economic growth. This creates excellent opportunities for agricultural product businesses to boost their sales.

Meanwhile, the agricultural sector is the government's main focus in maintaining food security and supporting national economic growth. Government efforts to maintain food security, such as programs to enhance the quality and quantity of agricultural production and ensure equitable distribution, can be an opportunity for business actors to market their agricultural products more widely. With the government's support and attention to the agricultural sector, business actors can capitalize on this situation to increase sales of their agricultural products while also contributing to supporting the government's efforts to maintain food security.



Business Challenge

Sosrait has a strong vision of empowering local farmers and breaking the long trade chain by sourcing raw materials directly from farmers and distributing them straight to consumers. However, to achieve this goal, they encountered several challenges that hindered their operations and restricted their capacity to fulfill customer orders efficiently.

Here are some of the challenges faced by Sosrait:



Empowering local farmers and breaking the long trade chain



Sourcing raw materials directly from farmers



Distributing them straight to consumers





Warehouse Management

Sosrait faces challenges in warehouse management, including several aspects. One of them is the need for large space to store and stock its products, considering the large dimensions and weight of Sosrait products. Availability of adequate space is essential to ensure efficient storage. Apart from that, with order demand continuing to increase, Sosrait also needs to ensure the availability of sufficient product stock to meet growing market demand.

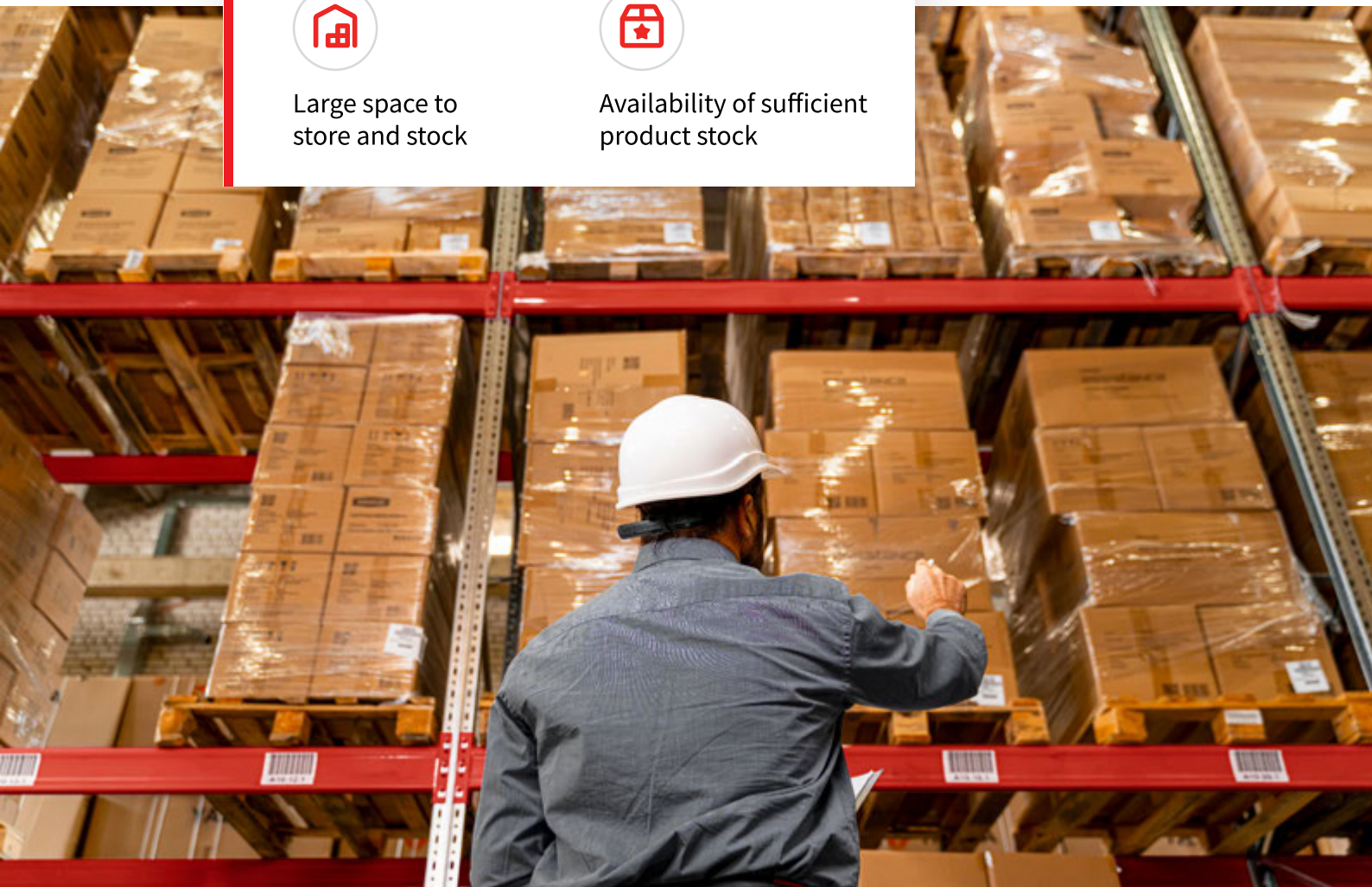
Sosrait faces challenges in warehouse management



Large space to store and stock



Availability of sufficient product stock





Stock Management

Stock management is also a significant challenge for Sosrait. Proper stock management is crucial to avoid hindering the smooth operation of the warehouse. Sosrait needs to set up an efficient system to ensure product stock is available on time. With demand for orders continuing to increase from various regions, Sosrait must be able to manage stock well to meet market needs. This has resulted in Sosrait experiencing overload in the process of recording stock in and out, as well as handling orders from various regions in Indonesia.



Sosrait needs to set up an efficient system to ensure product stock is available on time.





Customer Satisfaction

Customer satisfaction is also one of the main focuses that Sosrait needs to pay attention to. Challenges in warehouse management and stock management can directly impact customer satisfaction. Therefore, Sosrait needs to ensure that its products are always available in good quality and can be delivered on time to customers, thus ensuring customer satisfaction is maintained.



Sosrait needs to ensure that its products are always available in good quality and can be delivered on time to customers.



A solid red horizontal bar at the top of the page.

BUSINESS CHALLENGE



Thus, Sosrait faces several challenges in running its business, from warehouse management, stock management, to customer satisfaction, all of which are integral parts of efficient and successful business operations.



Shipper Solutions

In facing these challenges, Sosrait collaborated with Shipper. Shipper provide various services that empower Sosrait to achieve more effective operations, resulting in increased customer satisfaction. Here's the explanation:





Warehouse Management System

Shipper offers warehouse management services with advanced technology. This service helps Sosrait in stock management by monitoring stock in real-time, allowing Sosrait to have better visibility of their inventory, accurately recording incoming and outgoing stock, thereby minimizing the risk of stock shortages or excess stock. The Warehouse Management System also optimizes stock management, ensuring product availability when needed without too much buildup.



Monitoring stock in real-time



Better visibility of their inventory



Accurately recording incoming and outgoing stock



Customized Warehouse Services

Shipper provides customized warehouse services with temperature, light, and humidity control that can be adjusted to Sosrait's products and needs. This service helps Sosrait maintain the quality of their products with customized storage environments, preventing damage due to unsuitable environmental conditions. Apart from that, customized warehouse services also allow storing products that are sensitive to temperature or humidity in optimal conditions.




**Preventing damage
due to unsuitable
environmental
conditions**

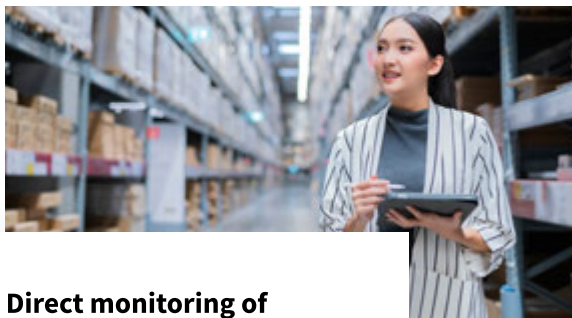



**Allow storing products
that are sensitive to
temperature or
humidity**

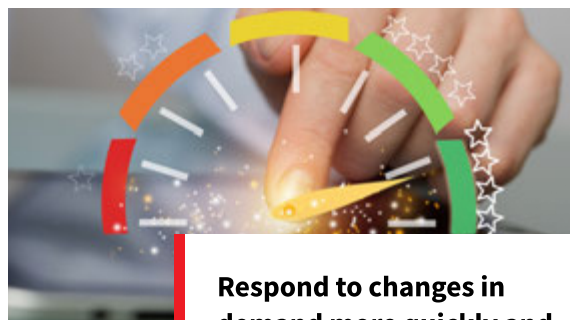


Real-Time Dashboard Reporting

Shipper provides real-time dashboard reports to monitor inventory more accurately. This service allows Sosrait to carry out direct monitoring of inventory, enabling Sosrait to respond to changes in demand more quickly and accurately, as well as facilitating better planning for order delivery, optimizing shipping processes and inventory management.



Direct monitoring of inventory



Respond to changes in demand more quickly and accurately



Facilitating better planning for order delivery



SLA 99.9% Guarantee

Shipper, as a shipping service provider, offers expert and experienced manpower in their field. The presence of this expert manpower helps Sosrait with a 99.9% SLA guarantee and focus on customer satisfaction. Shippers ensure delivery on time and in good condition, which ultimately has an impact on increasing customer satisfaction. Giving Sosrait confidence that delivery will be carried out with high professionalism and reliability.



99.9%

Service Level Agreement (SLA)





Benefit Using Shipper

Collaborating with Shipper provides significant benefits for Sosrait, including increasing operational efficiency, achieving a 5-star rating on all e-commerce platforms, improving customer satisfaction through a 99.9% SLA guarantee, and reducing last-mile delivery costs. How do these benefits support Sosrait? Here is the explanation:





BENEFIT USING SHIPPER

Operational Efficiency



Shipper's Warehouse Management System (WMS) services significantly enhance Sosrait's operational efficiency.

The stock reporting feature allows Sosrait to maintain real-time control over product stocks, facilitating monitoring of stock levels and streamlining the management of incoming and outgoing orders. This enables Sosrait to focus more effectively on sales.



BENEFIT USING SHIPPER

Enhancing Customer Satisfaction with a 5-Star Rating on Marketplaces

After collaborating with Shipper, Sosrait successfully increased their Service Level Agreement (SLA) to 99.9%. This directly impacted the improvement of Sosrait's customer satisfaction levels as they minimized complaints related to product delivery, including packaging, delivery time, and errors in product shipment.

Customer satisfaction is also reflected in Sosrait's reputation on various marketplace platforms and other sales channels, receiving positive reviews and a 5-star rating. This positive impact is evident in the 5-star reviews received by Sosrait on various marketplace platforms.



SOSRAIT
Online 5 jam lalu • Jakarta Timur
Follow Chat Penjual

★ 4.9 Rating & Ulasan
± 9 jam Pesanan diproses
08:00 - 16:00 Jam operasi toko



SOSRAIT Official Store
Official Store Top rated • 7 pengikut
Lokasi toko: Rawasari-2, Kota Jakarta Timur

Rating seller 93%
Ulasan positif: 100%
Transaksi berhasil: 96%
Ulasan: 41 ulasan

Proses tepat waktu: 82%
Kecepatan respons: 91%



Sosrait Official Shop
Abit 10 menit lalu

Produk: 23
Mengikuti: 12
Performa Chat: 60% (Hitungan Jam)

Pengikut: 1,388
Penilaian: 4.8 (1,388 Penilaian)
Bergabung: 33 Bulan Lalu



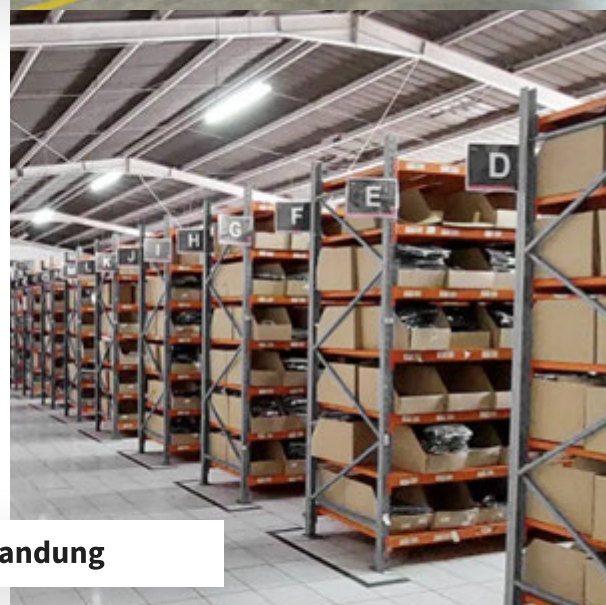
BENEFIT USING SHIPPER

Reduced Last-Mile Delivery Costs

Sosrait's partnership with Shipper has enabled the establishment of three fulfillment centers in several big cities in Indonesia, including Jakarta, Bandung and Surabaya. Leveraging shared warehouse services with real-time analytic dashboard reporting in Shipper 360, these fulfillment centers have contributed positively to Sosrait's operations. Proximity to consumers facilitated by these centers has led to significant reductions in last-mile delivery costs, demonstrating a direct advantage of the collaboration with Shipper.



Jakarta



Bandung



Surabaya



TESTIMONIALS



“Collaborating with Shipper truly benefits Sosrait in efficient warehouse management, leading to enhanced customer satisfaction, evident from the positive reviews and 5-star ratings on all Sosrait marketplaces. As Sosrait's business expands, **there is optimism that in the future, Sosrait can establish fulfillment centers in other cities to cater to a broader audience.”**

DEDY SUPRIATNA, SUPPLY CHAIN MANAGER PT SOSRAIT SATU RANTAI



About Sosrait



PT Sosrait Satu Rantai is a company that focuses on the manufacturing and trading sectors of agricultural and plantation products, as well as the FCG Business to Business (B2B) sector.

The company was established in 2021 with the main aim of meeting the demand for dry raw products through various sales channels, both online and offline, on a scale that can cater to both small and large operations. Sosrait prioritizes producing premium quality products made from high-quality local ingredients. As a result, the company not only aims to fulfill market demands but also adds value through the high-quality products it offers.



About Shipper

Shipper is a prominent logistics company in Indonesia that leverages technology to offer comprehensive supply chain and commerce solutions. With a wide-reaching network of fulfillment centers, shipping agents, and stations throughout Indonesia, Shipper tailors its services to meet the unique requirements of your business.



Fulfillment centers



Shipping Agents



**Stations throughout
Indonesia**



To find out how we help businesses grow faster,

contact us at
www.shipper.id