



## Impact of Documentation Accuracy on Export-Import Operations

Dinesh D<sup>1\*</sup>

<sup>1</sup>MBA Student, School of Management Studies, Sathyabama Institute of Science and Technology, Chennai

\*Corresponding author

DOI: <https://doi.org/10.63680/ijstate0426203.134>

### Abstract

Documentation accuracy plays a critical role in ensuring the efficiency, compliance, and overall effectiveness of export-import operations. This study examines the impact of documentation accuracy on export-import operations at Triple V Air & Sea Services India Pvt. Ltd., a freight forwarding and logistics company based in Chennai. The research adopts a descriptive research design using both primary and secondary data. Primary data was collected from 192 respondents through a structured questionnaire. Statistical tools including percentage analysis, chi-square test, and ANOVA were used to analyze the data. The findings reveal that documentation inaccuracies such as discrepancies in quantity/weight, incorrect invoice details, and missing certificates frequently cause shipment delays, increase operational costs through penalty charges, and significantly affect customer satisfaction. The study concludes that adopting standardized documentation procedures, digital tools, and continuous staff training is essential for minimizing errors and enhancing overall operational performance.

**Keywords:** Documentation Accuracy, Export-Import Operations, Shipment Delays, Logistics, Compliance, Freight Forwarding

## 1. INTRODUCTION

### 1.1 Introduction

In today's globalized economy, international trade plays a vital role in the growth and development of businesses. Export-import operations involve the movement of goods across borders, which requires strict adherence to documentation and regulatory procedures. Documentation serves as the backbone of international trade, as it ensures smooth communication between exporters, importers, customs authorities, and logistics service providers. Accurate and complete documentation is essential for facilitating timely shipment, customs clearance, and compliance with international trade regulations.

However, errors in documentation such as incorrect product details, mismatched quantities, missing certificates, or inaccurate customs declarations can lead to significant operational challenges. These include shipment delays, increased costs due to penalties and demurrage, legal complications, and reduced customer

satisfaction. In a highly competitive logistics environment, even minor documentation inaccuracies can disrupt the entire supply chain and impact business performance.

Triple V Air & Sea Services India, as a logistics and freight forwarding company, plays a crucial role in managing export-import documentation and ensuring compliance with regulatory requirements. The accuracy of documentation handled by such organizations directly influences operational efficiency, risk management, and customer trust.

This study focuses on analyzing the impact of documentation accuracy on export-import operations at Triple V Air & Sea Services India. It aims to identify common documentation errors, evaluate their effects on operational performance and compliance, and suggest measures to improve accuracy and efficiency.

## 1.2 Review of Literature

**Koushik R et al. (2026):** This study investigates challenges in preparing, verifying, and processing import and export documentation at Ocean Star Logistics. Findings indicated that inconsistent verification processes, insufficient employee training, and limited digital adoption caused delays, customs issues, and client dissatisfaction. The study concludes that standardized workflows, staff training, and digital tools are essential for improving documentation accuracy and reducing operational risks.

**Poliak & Rovnanikova (2026):** This study examines the effects of adopting electronic consignment notes (e-CMR) on road freight competitiveness and operational efficiency. The findings indicate that digital documentation reduces processing time, improves transparency, and supports environmental performance. Logistics firms that implement e-documentation systems are better positioned to achieve efficiency gains and competitive advantages in international road transport markets.

**Sathishkumar P et al. (2025):** This study analyzed export documentation practices and their impact on shipment timelines and customs compliance. Findings revealed that manual documentation errors were prevalent due to limited digital integration and insufficient employee training, which caused delays and reduced operational efficiency. Adopting digital tools, automation, and employee skill development are key strategies to improve documentation accuracy.

**Syed Khusro Chishty et al. (2025):** This study assesses how logistics performance influences export intensity and corporate competitiveness. It finds that customs efficiency and infrastructure significantly enhance logistics quality and competitiveness, leading to improved export performance. Logistics quality is a key driver of firm export success, highlighting the need for performance improvements.

**Shaik Maideen et al. (2023):** This study examines the export documentation and clearance processes in a logistics company, focusing on challenges employees face in handling complex paperwork. Findings indicated that errors often arise from unfamiliarity with product-specific and country-specific requirements. Comprehensive documentation guidelines, continuous training, and systematic verification procedures are necessary to improve workflow efficiency and reduce risks in export operations.

In the logistics and freight forwarding sector, studies consistently indicate that documentation accuracy directly influences operational efficiency, regulatory compliance, and customer satisfaction. This reinforces the critical importance of implementing robust documentation practices for companies like Triple V Air & Sea Services India.

### 1.3 Objectives of the Study

- To understand the importance of documentation accuracy in export-import operations at Triple V Air & Sea Services India.
- To identify common documentation errors in documents like invoices, packing lists, bills of lading, and customs forms.
- To examine the impact of documentation errors on shipment delays, customs clearance, and additional costs.
- To understand compliance and regulatory issues related to inaccurate documentation in international trade.
- To suggest improvements to enhance documentation accuracy and overall operational efficiency.

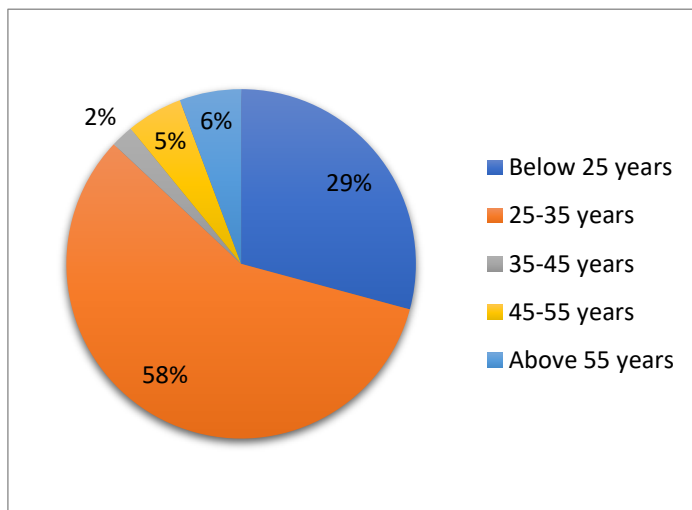
### 1.4 Research Methodology

The study adopts a descriptive research design, using both primary and secondary data. Primary data was collected from 192 respondents — logistics operators and freight forwarding agents in Chennai — through a well-structured questionnaire. Secondary data was gathered from freight forwarders association records, internet sources, journals, magazines, and websites. The statistical tools used include percentage analysis, chi-square test, and ANOVA, analyzed using SPSS IBM Version 20.

### 1.5 Data Analysis and Interpretation

**Table 1: Age of the Respondents**

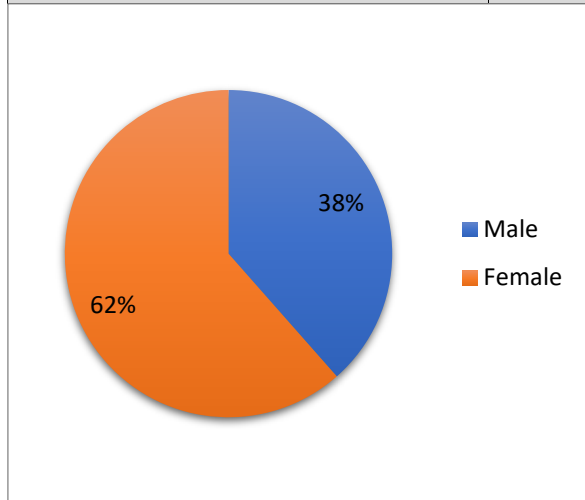
Age	No. of Respondents	Percentage (%)
Below 25 years	56	29.2
25-35 years	111	57.8
35-45 years	4	2.1
45-55 years	10	5.2
Above 55 years	11	5.7
<b>Total</b>	<b>192</b>	<b>100.0</b>



The table shows that a majority of 111 (57.8%) respondents belong to the age group of 25–35 years, indicating that the workforce is predominantly young and mid-career professionals.

**Table 2: Common Documentation Errors**

Common Documentation Error	No. of Respondents	Percentage (%)
Incorrect details on invoices	51	26.5
Missing signatures or stamps	18	9.4
Errors in shipment description	21	10.9
Discrepancies in quantity/weight	92	47.9
Incorrect customs codes	10	5.3
<b>Total</b>	<b>192</b>	<b>100.0</b>



The table reveals that 92 (47.9%) respondents identified discrepancies in quantity/weight as the most common documentation error, followed by incorrect details on invoices (26.5%). These errors represent the primary sources of documentation inaccuracy in export-import operations.

**Table 3: Frequency of Documentation Errors Leading to Shipment Delays**

Frequency	No. of Respondents	Percentage (%)
Very Frequently	64	33.3
Frequently	104	54.2
Occasionally	20	10.4
Rarely	4	2.1
<b>Total</b>	<b>192</b>	<b>100.0</b>

The table shows that 104 (54.2%) respondents stated that documentation errors frequently lead to shipment delays, and 64 (33.3%) reported this occurs very frequently. A combined 87.5% of respondents experience

delays frequently or very frequently due to documentation inaccuracies, underscoring the severe operational impact.

**Table 4: How Documentation Errors Affect Costs**

Cost Impact	No. of Respondents	Percentage (%)
Increase in customs duties/fines	66	34.4
Penalty charges	97	50.5
Extra storage or demurrage charges	19	10.0
No significant impact	10	5.1
<b>Total</b>	<b>192</b>	<b>100.0</b>

The table indicates that 97 (50.5%) respondents stated that documentation errors result in penalty charges, while 66 (34.4%) cited an increase in customs duties/fines. Together, these two categories account for 84.9% of cost impacts, confirming that documentation inaccuracies have significant financial consequences.

**Table 5: Chi-Square – Designation and Level of Impact of Documentation Accuracy on Operational Performance**

Designation	High	Moderate	Low	Total	$\chi^2$ / Sig.
General Manager	10	4	4	18	$\chi^2=21.731$
Senior Manager	12	28	12	52	df=8
Manager	20	24	4	48	p=0.005
Assistant Manager	8	26	4	38	
Section Head	28	8	0	36	
<b>Total</b>	<b>78</b>	<b>90</b>	<b>24</b>	<b>192</b>	

Since the calculated  $\chi^2$  value (21.731) is greater than the table value (15.507) at the five percent level of significance,  $H_0$  is rejected. It is concluded that there is a significant association between the designation of respondents and the level of impact of documentation accuracy on operational performance.

**Table 6: ANOVA – Age and Level of Understanding of Compliance and Regulatory Implications**

Source	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	46.079	2	23.039	11.846	0.000
Within Groups	258.678	189	1.945		
<b>Total</b>	<b>304.757</b>	<b>191</b>			

The P value (0.000) is less than 0.05. Therefore, there is a significant difference in mean scores based on the level of understanding of compliance and regulatory implications with respect to the age group of respondents. It is inferred that the age of respondents influences their understanding of compliance and regulatory implications.

## **1.6 Findings**

The findings of the study reveal that documentation inaccuracies have a significant and multi-dimensional impact on export-import operations at Triple V Air & Sea Services India. The majority of respondents (57.8%) belong to the 25–35 age group, and 65.6% are post graduates, indicating a well-educated workforce. The most common documentation error identified was discrepancies in quantity/weight (47.9%), followed by incorrect invoice details (26.5%).

Documentation errors were found to frequently (54.2%) or very frequently (33.3%) cause shipment delays of 1–3 days on average (51.1%). In terms of cost impact, penalty charges were the most significant consequence (50.5%), followed by increases in customs duties and fines (34.4%). Most critically, 91.7% of respondents confirmed that documentation errors significantly affect customer satisfaction.

Chi-square tests confirmed significant associations between designation and documentation accuracy impact, and between educational qualification and operational performance. ANOVA results showed that age and educational qualification significantly influence understanding of compliance and regulatory implications, whereas experience does not.

## **1.7 Conclusion**

The study concludes that documentation accuracy plays a critical role in ensuring the efficiency, compliance, and overall effectiveness of export-import operations at Triple V Air & Sea Services India. Inaccurate or incomplete documentation has been identified as a major cause of shipment delays, increased operational costs, customs penalties, and reduced customer satisfaction. Common errors were observed in commercial invoices, packing lists, bills of lading, and certificates of origin, highlighting the need for standardized procedures and thorough verification systems.

The findings indicate that implementing structured documentation processes, regular staff training, digital tools for automation, and effective compliance checks can significantly reduce errors and associated risks. Overall, improving documentation accuracy not only enhances operational performance and regulatory compliance but also strengthens customer trust and contributes to the sustainable growth of the organization. By investing in technology-enabled documentation systems and fostering a culture of accuracy and accountability, Triple V Air & Sea Services India can maintain a strong competitive position in the international logistics market.

## **Declaration of Conflicting Interests**

The authors declare no potential conflicts of interest with respect to the research, authorship and publication of this article.

## **Funding**

The author received no financial support for the research, authorship and publication of this article.

## **References**

1. Koushik R, Sathiyarayanan S.R., Sureshkumar V. & Kishore G. (2026). A Study on the Challenges in Import and Export Documentation with Reference to Ocean Star Logistics.
2. Poliak, M. & Rovnanikova, D. (2026). Digitization of Transport Documentation and Competitiveness in Road Freight. *Logistics*, 10(1).
3. Sathishkumar P., Saranya P.C. & Anitha Kumari D. (2025). A Study on Export Logistics and Documentation.
4. Syed Khusro Chishty et al. (2025). Managing Logistics Performance on Export and International Market Competitiveness.
5. Shaik Maideen, Sudha P. & Pradeep V. (2023). A Study on Export Documentation and Clearance Process at Logistics Company.
6. Company Reports – Triple V Air & Sea Services India Pvt. Ltd.
7. Various logistics industry reports, journals, and online sources.