

Flow Company Profile

“Moving your business forward”

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Website

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CHAPTER 01

About Flow

About Us



We believe every business deserves to grow. But too often, limited space, complex systems, and delivery issues make that harder than it should be.

That's why Flowgistik exists: to make fulfillment something you never have to worry about. We remove the barriers that slow businesses down, so our clients can focus on growing sustainably.

Our journey began in May 2023 with a single 8,000 sqm warehouse in Jakarta. In our first two years, we've helped businesses fulfill over 2 million orders and streamline their operations.

By combining technology, operational efficiency, and human care, we support every business with these solutions:

E-commerce Fulfillment Management (B2C): Fast, reliable, and scalable for online stores.

B2B Fulfillment Management: Smart, cost-effective, and optimized for large-scale operations.

Dropshipping Solutions: Flexible, dependable, and built for limitless expansion.

“Growth shouldn’t feel heavy and out of reach. It should be within your flow.”



Certifications



ISO 9001:2015



ISO 45001:2018hc



Shopee Certified
Fulfillment Center



BPOM Compliant
Warehouse

Vision

An Indonesia where business growth is truly limitless, powered by seamless, trusted and intelligent solutions.



Mission

SIMPLIFY FULFILLMENT

We simplify fulfillment with smart, scalable, and cost-effective solutions that break down barriers so businesses in Indonesia can grow with confidence.

EMPOWER CUSTOMERS

We empower entrepreneurs, SMEs, and retailers by removing operational barriers so they can focus on expanding their businesses.

CONTINUOUS IMPROVEMENT

We continuously enhance our fulfillment through technology and innovation, ensuring reliable, transparent, and future-ready operations.

Core Values

F

Forward-Thinking

We embrace innovation and technology to develop smarter, future-oriented solutions for businesses everywhere.

L

Limitless Growth

We help remove barriers so every business can scale with confidence and freedom.

O

Open Collaboration

We work with transparency, trust, and customer focus to grow together with our partners.

W

World-class Standard

We uphold integrity and strive for excellence, delivering reliable results that align with international standards.

Team Members



Bryan Untoro

Head of Commercial



Faisal Fansuri

Head of Warehouse
Operations



Roberto Reynaldo

Finance Manager



Dimas Prayoga

Sales Manager



Ellysa Lim

Accounting Manager



Fuad Nasir

HSE Supervisor

Management Profile



Terence Hakim

Chief Executive Officer



Arif Sumpena

President Director

Drives vision and strategy to redefine AI-powered customer interactions.

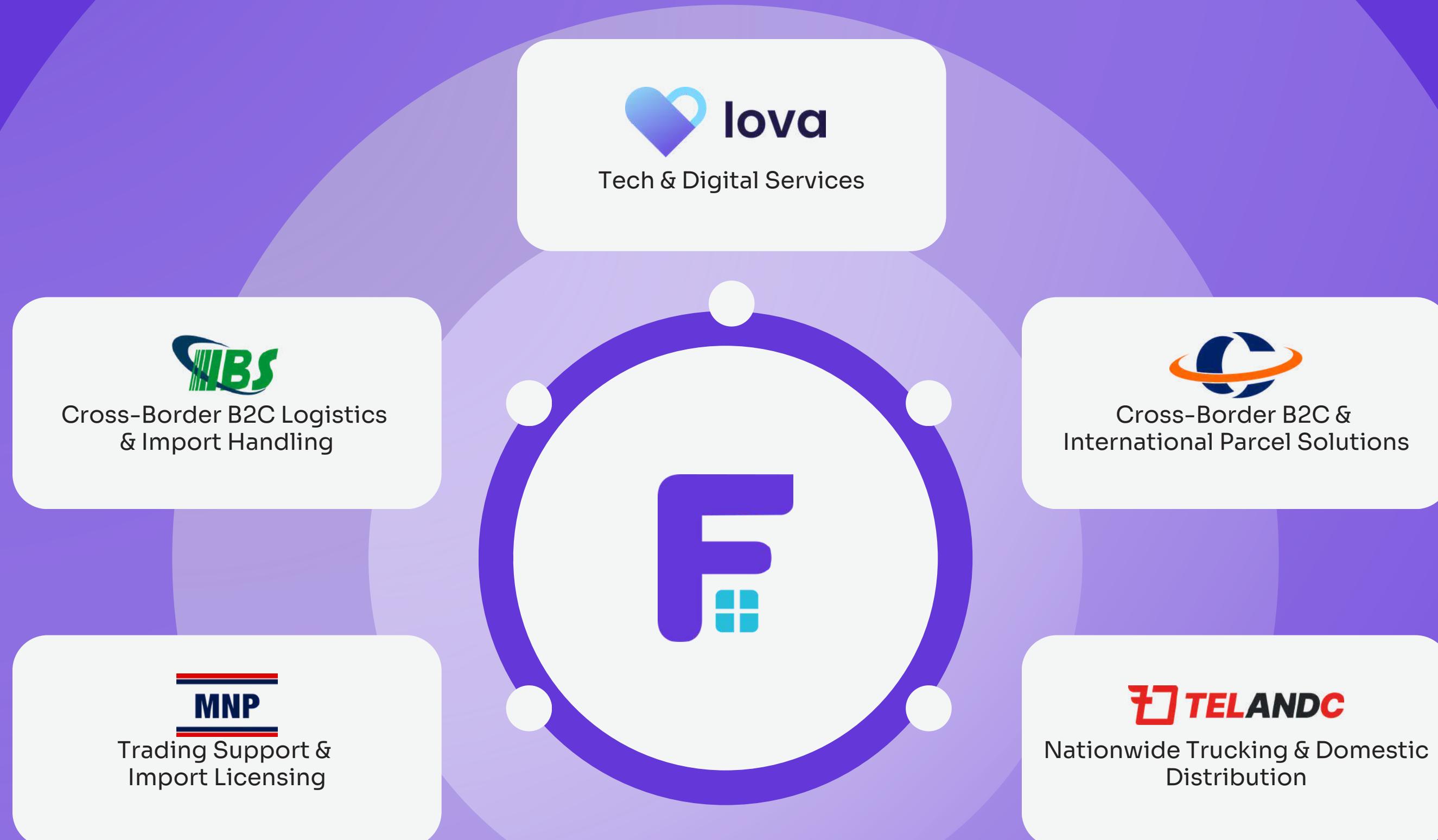
Drives vision and strategy to redefine AI-powered customer interactions.



CHAPTER 02

How Flow Operates

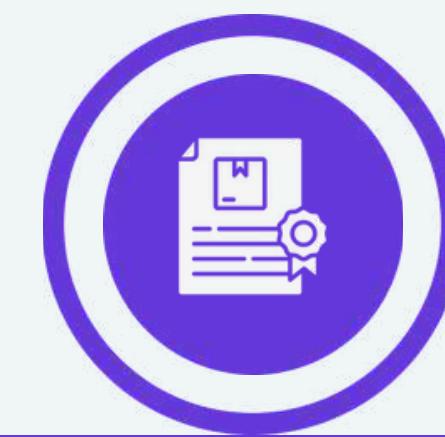
Business Ecosystem



Business Ecosystem

An end-to-end supply chain with connected network of logistics, technology, and compliance services designed to help our clients grow confidently.

STAGE 1



Product Licensing & Import Readiness MNP

Product registration

BPOM licensing

Import compliance

STAGE 2



Cross-Border Logistics IBS Logistik (B2B)

Freight forwarding

Bonded logistics

Container/air import CTA (B2C)

Cross-border small parcels

International inbound distribution

STAGE 3



Digital Services Lova

Live Streaming

Marketplace

integration

STAGE 4



Fulfillment Operations Flow

Inbound

Storage

Pick & pack

Returns

Order processing

SLA compliance

STAGE 5



Domestic Distribution Telandc / Delivery Partners

Trucking

Nationwide delivery

B2B/B2C last-mile support

STAGE 6



Customers

Marketplace buyers

Retailers / distributors

Brands / SMEs

Services



B2C Fulfillment Management

Fast, accurate, and scalable fulfillment for growing e-commerce brands.

- Quick receiving for diverse SKUs
- Organized bin storage
- Accurate pick & pack
- Marketplace-ready dispatch
- Returns



B2B Fulfillment Management

Reliable fulfillment for wholesalers, retailers, and distributors.

- Bulk receiving & inspections
- Palletized storage
- FIFO/FEFO outbound
- Bulk returns handling



Dropship Order Fulfillment

Seamless processing for multi-channel dropship sellers.

- SKU setup
- Marketplace sync
- Fast pick & pack
- Auto-shipping labels

Operational Flow Diagram



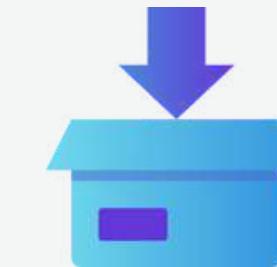
Inbound Receiving

- Products are received from the client
- Quick quantity & quality check
- Items are scanned and registered



Put-Away & Storage

- Items are stored in assigned locations
- Items are organized by bins or pallets
- Real-time stock visibility



Order Processing

- Orders are synced automatically
- Items are picked accurately (SKU + qty)
- System-guided picking



Packing & Quality Check

- Items are checked before packing
- Secure packaging and marketplace labels
- Prepare for dispatch



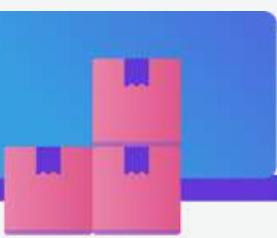
Returns Management

- Inspect, sort, restock or hold items



Delivery to Customer

- Items are delivered by courier partners
- Tracking available
- Customers receive the package



Dispatch

- Parcels are sorted by courier
- Pick-up or drop-off to 3PL partners
- SLA-based cut-off times

Our Service Commitments

17



99.5%
Order Picking
Accuracy



99.5%
Inventory
Accuracy



100%
On-Time
Fulfillment
target

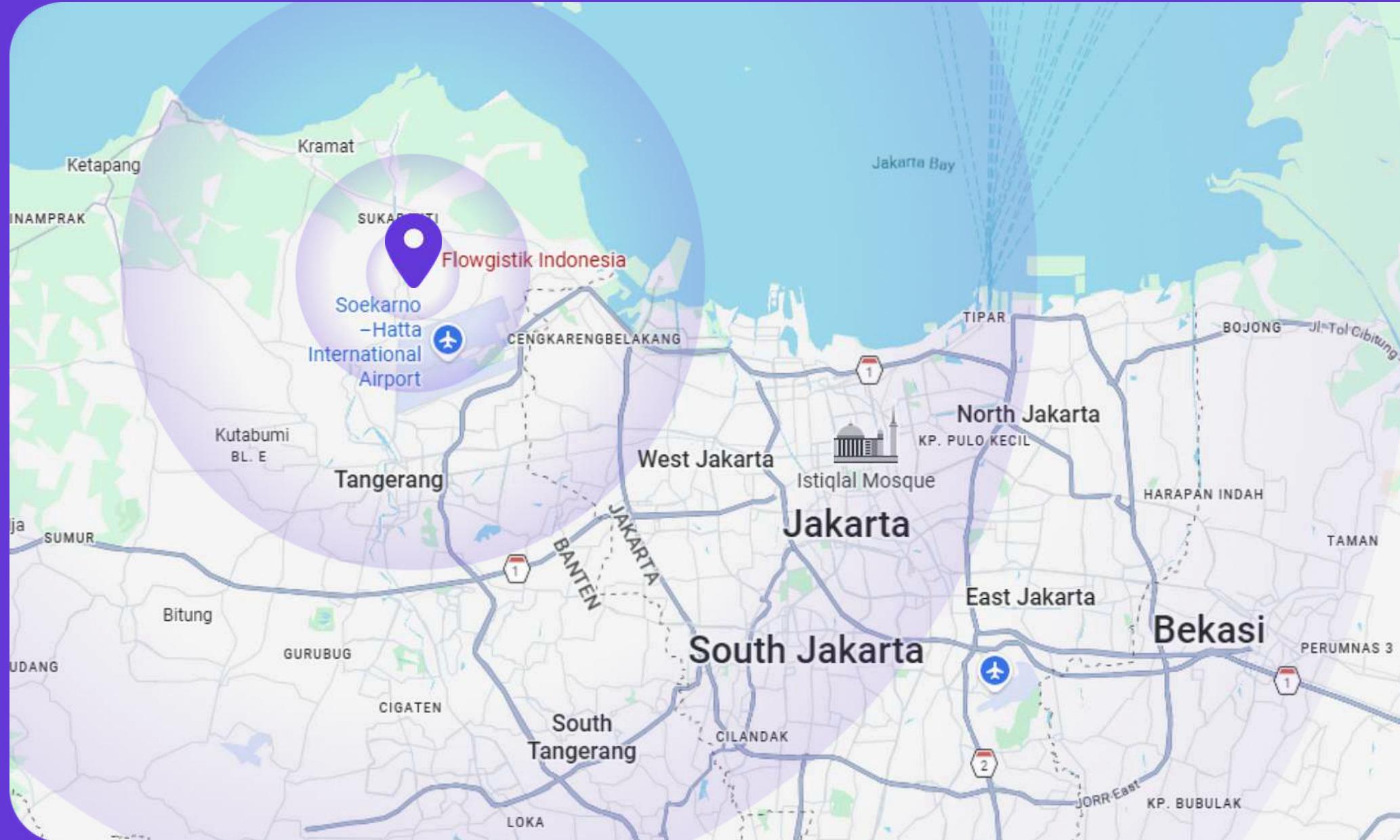


<5 Minute
Support
Response



1x24h
Inbound
Processing

Infrastructure and Technologies



Warehouse Location

Our warehouse in Teluknaga, strategically located near Soekarno-Hatta International Airport, enables us to offer same-day delivery throughout Greater Jakarta.

We also offer quick delivery within 40 km of Jakarta with direct toll-road access to the Port of Tanjung Priok.

Types of Storage



Shelving (Bin-Level Storage)

Multi-tier shelving for small items and high-SKU accuracy.



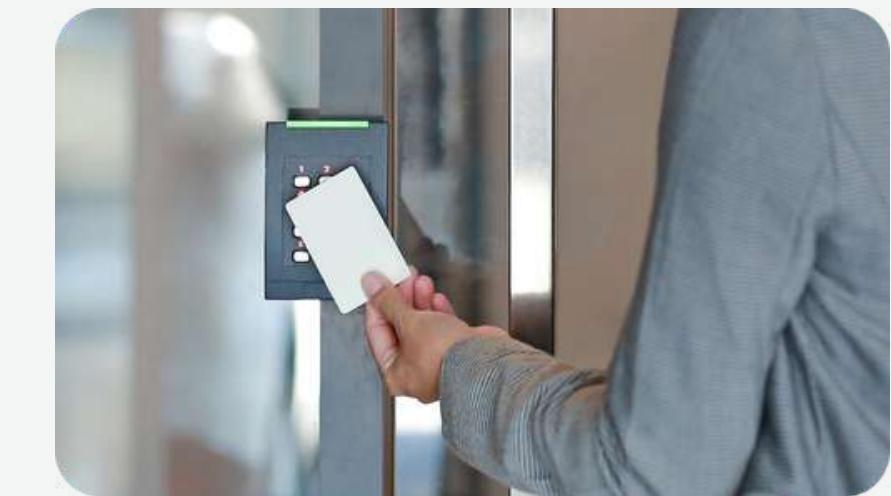
Pallet Rack Storage

Bulk inventory on pallet racking with efficient FIFO/FEFO handling.



Cool Room Storage

150 sqm temperature-controlled room at 20°C for sensitive goods.



High-Value Storage

Restricted-access, Face ID-secured room for premium and high-risk items.

Packing Area

***Fully Protected,
Rest Assured.***



CCTV(s) on Every Station

We carefully monitor each packing station with surveillance cameras to ensure everything remains secure and maintains high quality.



Station Packing

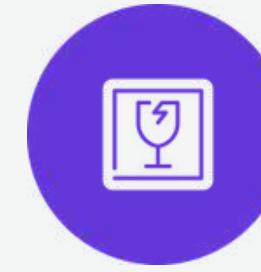
Each station is thoughtfully designed to ensure fast, efficient, and accurate packing.

FLOW Standard Packaging

Standard Protection Applied



Plastic Wrap or
Polymailer



Fragile Sticker



Bubble Wrap
(for fragile items)

Small Items



Medium Items



Large Items



Clients may provide their own packaging or request special packaging as a value-added service.

Value-added Services



Custom Packaging & Branding

Personalized packaging to give a better customer unboxing experience.

- Client-provided boxes or branded mailers
- Thank-you cards & stickers
- Branded sleeves/ inserts



Extra Protection Packaging

More protection for fragile or sensitive items.

- Extra bubble wrap layers
- Foam or cardboard reinforcement
- Premium protective mailers



Product Bundling & Assembly

Preparing combo sets or multipacks for promotions or campaigns

- Pairing two or more SKUs
- Creating promotional bundles
- Sealing and labeling bundles

Value-added Services



Kitting & Light Assembly

Simple assembly tasks before items arrived at the market.

- Attaching accessories or components
- Assembling gift sets
- Preparing product kits



Relabeling & Repackaging

Updating packaging or labels to meet marketplace or brand standards.

- New barcode or SKU label
- Rebagging or replacing damaged packaging
- Updating compliance labels



Inserts & Collateral Handling

Adding printed materials to every shipment.

- Flyers, vouchers, or brochures
- Thank-you cards
- Product Catalogues

Value-added Services



SKU Setup & Label Mapping

Ensuring SKUs and barcodes are ready for smooth fulfillment.

- SKU-printing
- Barcode mapping
- Marketplace-ready labeling



Serial Number / Batch Recording

Capturing key product identifiers when necessary.

- Serial or IMEI recording
- Batch or lot number capture
- Expiry date logging



CHAPTER 03

Why Flow

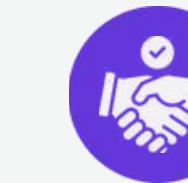
Why Choose Flow?

What Makes Us Different?



Technology-First

We integrate smart warehousing systems with real-time visibility, giving clients full control over inventory, orders, and performance at every step.



Partnership-Driven

As an extension of our clients' operations, we combine customer focus with proactive support and agile problem-solving.



Customer-Focused

We align our SLAs and operations with marketplace standards to ensure speed, accuracy, and compliance—helping clients maintain high ratings and customer trust.



Scalable Through Group Synergy

As part of the Tunas Group, Flow is backed by a complete logistics ecosystem—from import-export handling to distribution and transportation—allowing businesses to scale seamlessly beyond fulfillment.

FLOW's Fulfillment Strength



Accuracy

We align our SLAs and operations with marketplace standards to ensure speed, accuracy, and compliance—helping clients maintain high ratings and customer trust.



Speed & SLA

100% on-time fulfillment with SLA-ready processing.



Channel Flexibility

Supports B2C, B2B, webstores, and dropship operations.



Infrastructure

8,000 sqm facility with pallet racks, shelving, cool rooms, and high-value storage.



Support

<5-minute response time with proactive updates and quick issue resolution.



Value-Added

Custom packaging, bundling, relabeling, enhanced QC, and returns processing.

Building Indonesia's Most Advanced Fulfillment Network



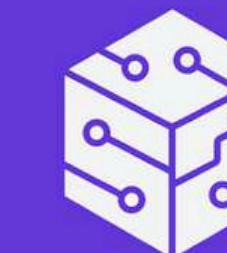
Expansion Where it Matters

Launching new hubs in strategic cities to improve fulfillment speed and reduce lead times.



Fast Operational Innovation

Continuously enhancing our operations to remain fast, accurate, and resilient at all stages.



Smarter Technology Every Quarter

Upgrading our WMS, dashboards, and automation tools to help brands gain better control and visibility.

Clients



Chat with Our Consultant

Guaranteeing a simpler operational Process

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