

## Procedure For Ship Arrival And Departure Document Management At PT. Seroja Jaya Agency Branch Kuala Tanjung

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**Abstract.** This study was conducted to determine the process of implementing the procedures for managing ship arrival and departure documents to facilitate loading and unloading procedures. PT. Seroja Jaya Agency, Kuala Tanjung branch, handles types of ships, such as Container vessels, Motor Tankers, Bulk Carriers, Tug Boats and Barges. The important role of operational agents is very influential in the smooth running of ship arrival and departure activities when docking, loading/unloading, and sailing. Preparation of notifications and management of arrival permits are the main tasks of the agency before the ship arrives and departs, known as clearance in and clearance out. Qualitative research type, data collection techniques with interviews, observations and documentation.

**Keywords:** Procedure For Processing Arrival Documents And Ship Departure.

### 1. INTRODUCTION

A port is a place consisting of land and water with certain boundaries as a place for government activities and activities which are used as a place for ships to dock, dock, board and unload passengers and loading and unloading of goods, in the form of terminals and ship berths which are equipped with safety and security facilities. Shipping security and port supporting activities as well as a place for intra- and inter-mode transfers (Law of the Republic of Indonesia No. 17 of 2008).

The port is also the starting place for shipping company activities, it is part of the sea transportation facilities stipulated in the shipping law. Shipping or sea transportation is part of other means of transportation, because sea transportation has the characteristics of being able to carry out mass transportation, so that it can connect and reach one region to another via water, sea transportation also has strong potential to be developed and its role is both national and international so that it is able to encourage and support national development in order to improve public welfare. The field of shipping activities can be divided into two, namely commercial and non-commercial shipping. Commercial shipping is the business of transporting goods.

## **2. LITERATURE REVIEW**

### **1. Definition of Service**

According to R.A Suprianto (2019: 58), service is an activity carried out by an organization regarding the needs of consumers which will create a special impression. With good service, consumers will feel satisfied, thus service is an important thing.

### **2. Understanding Clearance in**

According to the Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 154 of 2016 concerning the online service of the Harbor Master's approval letter, approval for ships entering the port (Clearance In) is issued in the form of an electronic document. Definition of Departure. Ship departure is a ship that leaves the port dock and moves to leave the port waters (UU No. 17 of 2007).

### **3. Understanding Clearance out**

According to Minister of Transportation Regulation number PM 154 of 2016, a Sailing Approval Letter is a state document issued by the harbormaster in electronic form that the ship technically meets the seaworthiness requirements. Understanding KSOP

### **4. Definition of Agent**

According to Abdul Wahid, Rohadi and Siti Malikhatun Badriyah (2022: 118) an agent is a national trading company that acts as an intermediary for and services on behalf of the principal based on an agreement to carry out marketing without transferring rights to the physical goods or services owned.

## **3. METHODS**

### **1. Field Research**

#### **a. Observation (Observation)**

The author's observation method directly observes how employees work at PT. Seroja Jaya Agency.

#### **b. Interview (interview)**

The interview or interview method is internal question and answer verbal and direct research regarding information or statements with leadership.

### **2. Library Method (Library Research)**

Through this method the author obtains data by reading or study materials in the library and manuals provided by the campus that are related to this paper.

## **4. RESULTS AND DISCUSSIONS**

### **A. Company Activities at PT. Seroja Jaya Agency Kuala Tanjung**

The activity of the agency company for the arrival and departure of ships is to carry out the business of managing various kinds of documents required when ships enter or leave (with the meaning of processing incoming ship documents and processing of outgoing ship documents). In the ship agency appointment letter (Letter of Appointment) between the ship owner and the agency.

Several documents or letters related to the ship's arrival report must be submitted to various parties as follows:

#### **1. Kuala Tanjung Port Authority Harbormaster's Office:**

- Ship Arrival Report Letter (LKK)
- Unloading Manifest
- Ship documents: Ship Particular, Ship Measurement Certificate, Sea Certificate
- Letter of Agency Appointment from the principal
- Route Pattern Plan (RPT)
- Application for Landing Movement Approval
- Application for Receipt of Payment for Beacon/Navigation and Ship Anchoring Fees

#### **2. PT. Prima Multi Terminal:**

- Ship Arrival Report (LKK)
- Letter of Agency Appointment
- Route Pattern Plan (RPT)
- Ship documents: Ship's Particular, Measurement Certificate, Sea Certificate
- Application for berthing permit at Kuala Tanjung Multi Terminal (KTMT)

#### **3. Port Health Office (KKP):**

- Ship Arrival Report
- Ship documents: Ship's Particular, Measurement Certificate, Sea Certificate
- Manifest
- Photocopy of Ship's Health Book
- First aid letter

#### **4. Customs and Excise Office:**

- Transport Arrival Plan Letter (RKSP)
- Notification of entry permit for domestic vessels in the customs area
- Manifest

5. PT. Multimas Nabati Asahan (MNA):
  - Tug Boat Request for Berthing Application
  - Tug Boat Request for Unberthing
6. PT. Pelindo 1 Kuala Tanjung:
  - Request for Ship and Goods Services (PPKB) via Pelindo 1 Kuala Tanjung online system
  - Creation of Pilot Orders through Pelindo Kuala Tanjung online system
7. Immigration Office:
  - Passport
  - Crew List

#### Ship Agency Services and Arrival Procedures

In maritime commercial activities, shipping services are categorized into two primary types: liner and tramper shipping. Liner shipping typically involves ships with permanently appointed agents who consistently manage their port-related needs due to regular port calls. Conversely, transshipment vessels engage agents only when specific port stops are required under charter agreements.

Ship agency appointments can be initiated by various stakeholders, including ship owners, charterers, ship operators, or principals responsible for managing chartering activities. PT. Seroja Jaya Agency Kuala Tanjung Branch specializes in representing ship owners at port locations, handling comprehensive ship requirements and responsibilities.

Key agency service responsibilities include:

- Receiving official agency appointment documentation
- Managing ship-related documentation
- Providing detailed port and operational information
- Reporting critical maritime details such as:
  - \* Estimated time of arrival (ETA)
  - \* Disbursement account details
  - \* Average loading/unloading rates
  - \* Worker operational hours

For foreign shipping companies conducting sea transportation activities in Indonesian trade ports, national maritime transportation companies meeting specific criteria must be appointed as general agents. The ship owner notifies the general agent to manage all ship-related interests during commercial operations in Indonesian ports.

As a general agent, PT. Seroja Jaya Agency Kuala Tanjung Branch submits a foreign ship agency notification to the Director General of International Ships, who subsequently issues a Foreign Ship Agency Notification (PKKA). This process aligns with the Indonesian Minister of Transportation Decree Number KM 33 of 2001 on Sea Transport Implementation, specifically Article 45, which mandates that vessels entering or departing Indonesian ports must appoint a national sea shipping company as their representative.

Critical Pre-Arrival Documentation Requirements:

- Ship Arrival Report
- Berthing Approval Application
- Ship Berthing Plan Agreement
- Loading and Unloading Activity Plan
- Transport Facility Arrival Plan
- Customs Area Docking Permission
- Tug Boat Berthing and Unberthing Requests

## **B. Obstacles in Ship Departure Document Management Procedures**

### **1. Certificates That Do Not Have a Barcode**

When carrying out the ship's Clearance Out procedure, the harbormaster's office will check the original certificate on the ship and it often happens that there is no barcode on the original certificate, so the officer on duty at the harbormaster will not accept a certificate that does not have a barcode, so the agent will ask the ship's captain for a certificate that clearly has a barcode on it.

### **2. Certificate Expires (Expired)**

When checking the ship's certificate, it happens that the ship's certificate is about to expire, so the officer on duty will ask the agent for an extension of the certificate and the agent will inform the ship's captain about the certificate extension and the fees for extending the certificate, after the captain has made the payment, the process will be carried out. extension of the validity period of the certificate and it will take 4 days while the ship mooring period is only 3 days, then the owner will increase the estimated time and spend more on ship mooring costs.

### **C. How to Overcome Obstacles in Ship Departure Document Management Procedures**

1. Procedures for processing documents for the arrival and departure of ships, namely the berthing and departure of ships. Before the berthing and departure of the ship is carried out, there are several activities that are determined in advance by the dock manager and must be conveyed to the ship, namely plans for the arrival and departure of the ship, determining the berth and preparing the berth, carrying out the ship's berthing and departure, requests for ship requirements, processing clearance documents. in and out clearance of ships, related parties/agencies. The implementation of this task shows that the national shipping company in running its company as an agent has fulfilled the requirements met by its ships.
2. If the above activities do not run well, it will hamper the smooth handling of the ship at the port. Therefore, a good work system and ship handling procedures for the arrival and departure of ships will greatly support the quality of ship services. So that it can minimize obstacles such as delays in docking or departure from the port, and parties involved in managing ships at the port. Systems and procedures are important factors in operational activities, especially in handling ship arrivals and departures.

## **5. CONCLUSION AND SUGGESTIONS**

After the author has completed this paper, the author can conclude that the Ship Arrival and Departure Document Processing Procedure has been running well and smoothly according to existing procedures, however, in the procedure for processing arrival and departure documents there are still obstacles due to the large number of documents being processed and making the parties agents have difficulty handling procedures for processing ship arrival and departure documents.

So the author suggests that PT. Seroja Jaya Agensi Kuala Tanjung officers continue to maintain good communication and relationships with port agency officers and maintain solidarity among employees so that the document process runs well and smoothly.

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