

Process of Receiving and Disputing Empty Containers PT. Evergreen Shipping Agency Indonesia Medan

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Abstract: International shipping involves a joint operation between a country and its neighbors, often involving the handling of empty containers. This study aims to understand the process of empty container handling at Evergreen Shipping Agency Indonesia Branch Medan using field research, interviews, library research, and document analysis. Data collection methods include field observation, interviews, and surveys with staff. The study covers administrative tasks such as document verification, gate inspection, and container cleaning.

Keywords: Empty Container, Receipt, Expenditure

INTRODUCTION

For logistics needs, especially for the import and export process, the use of containers (empty containers) is very necessary in the distribution process which uses ships, airplanes or trucks. So, it can be said that in every distribution activity that requires large quantities and requires long journeys, empty containers are the main choice.

History records that empty containers emerged due to high demands for work efficiency in the distribution and transportation of goods. In 1956, an American transportation entrepreneur named Malcom McLean introduced empty containers to the world for the first time. At that time, a cargo ship from the McLean company, named Ideal

At that time, the first generation of containers (empty containers) were specifically designed to be easier to move from trains, trucks, even ships, and were specifically designed to ease the mobility process. With the presence of containers, the goods inside do not have to be unpacked or moved. Since then, many innovations and variations in shapes and materials have begun to emerge.

Malcom McLean basically created an empty container that could wrap or carry a certain amount of cargo in the same container so that in the end all vehicles could transport it, be it trucks, trains, ships, or several other types of transportation so that it could be distributed freely. fast, safe and efficient.

International trade has a very important role in the economy of every country. International trade encourages a country to increase export transactions abroad, so that economic growth and state income increase. Export activities also play an important role in

increasing a country's foreign exchange reserves and reducing unemployment levels because productivity and employment in a country increase. Another benefit is meeting the need for goods or services that are not available in that country. Developed and developing countries need each other in terms of products and natural resources from each country.

International trade is trade carried out by residents of one country with residents of another country on the basis of mutual agreement. The population in question can be between individuals, between individuals and the government of a country or the government of a country and the government of another country (Wikipedia).

The problems faced in selecting export containers (empty containers) are increasingly extensive and complex so that improving fast, precise and safe service becomes a shared responsibility. In this case, the government through related agencies is making every effort to make Indonesia a gateway for the flow of goods and services in the distribution and handling of the flow of export and import goods in accordance with applicable laws and regulations.

Exporters and importers are expected to be more careful in choosing a cargo management service company, which in the export-import sector is known as EMKL (Sea Freight Forwarder) and Freight Forwarder. These two types of companies specialize in shipping goods either by sea or air. The EMKL company functions as an intermediary representing the owner of the goods to arrange goods and documents required for trade between countries by sea, air and land, both export and import.

THEORETICAL FRAMEWORK

Definition of Shipping

According to Antoni Arif Priadi (2020:08) "The definition of shipping according to UUD No. 17 of 2008 concerning Shipping is defined as a unified system consisting of transportation in waters, ports, safety and security, and protection of the maritime environment. If it is connected or associated with applied research, applied research in the field of shipping is applied research that discusses problems related to transportation in waters, ports, safety and security and protection of the maritime environment."

Definition Of Container Depot

According to Abdul Rasyid (2020) "Container depot is an area or place in a port that is used to store containers by carrying out the process of issuing, receiving, maintaining and repairing empty containers. A container depot must meet the requirements of the Container Depot Association, the Government and container owners."

Definition Of Container

According to Handoko (2020: 103) "Containers are parts of transportation equipment that are box-shaped and made from materials that meet the requirements, are permanent and can be used repeatedly, have pairs of corners and are specifically designed to facilitate the transportation of goods by one or more modes. transportation, without having to reload."

Definition Of Port

According to A. Junaedi Karso (2021:105) "According to Law 17 of 2008, a port is a place consisting of land and waters with certain boundaries as a place for government and business activities which is used as a place for ships to dock or board and unload passengers and their loading and unloading. goods, in the form of terminals and ship berths equipped with shipping safety and security facilities and port supporting activities as well as a place for the transfer of facilities and transportation between young people."

Definition Of Transportation

According to Bachtiar Arif, (2023:09) "Transportation comes from the word angkut, meaning to get and carry. According to the applicable legal doctrine, transportation is the result of exchanging goods or people from one place to another while maintaining high standards of behavior. The carrier undertakes to pay for the transportation of money, while the sender undertakes to arrange the transportation of goods or people from one place to another."

Definition of Commercial Ship

According to Subekhan and Urip Giyono (2023:05) "Trade ships and merchant ships are sea vessels that are mechanically propelled and which are used to transport goods or passengers for the public for a fee. Commercial ships can also be interpreted as sea vehicles which are called ships that carry cargo or also carry passengers for hire on a trip. These ships come in all sizes and shapes."

RESEARCH METHODS

1. *Field Research*

The author used two methods to collect data and supporting information for this :

a. Participant Observasion

Observation is a data collection technique carried out through observation accompanied by recording the condition or behavior of the target object. Researchers directly went into the field to observe the process of receiving and dispensing empty containers.

b. Interview

An interview is the process of obtaining information for research purposes by means of face-to-face question and answers between the interviewer and the respondent or person being interviewed at PT Evergreen Shipping Agency Indonesia Medan Branch to obtain information and information related to research, namely tyhe Process of Receiving and Dispensing Empty Containers,Medan Branch.

2. Library Research

The author obtained data by reading books in the library and from the Medan Indonesian Maritime Adiguna Polytechnic guidebook which is related to the discussion of the author's paper. This method helps writers understand terms and meanings that cannot be explained by field research.

RESULT AND DISCUSSION

Process of Receiving Empty Containers at the Container Depot

1. Administration Section, during the administration process, EMKL (Sea Cargo Expedition) customers take a queue number and wait in the waiting room until their turn for the service queue arrives. Then the customer brings a copy of the Delivery Order to the service counter and waits for the administration process carried out by customer service in the IDMS (Integrated Depo Management System), customer service verifies documents, creates a PRA In, and prints an unloading receipt/ CRO In (Container Receive Order In) then EMKL pays Lift Off to unload the empty containers. Customer service carries out payment administration by printing receipts, tax invoices and submitting unloading receipts/CRO In (Container Receive Order In) to EMKL.
2. Gate In, in the gate in container process, the driver gives an unloading receipt/CRO In (Container Receive Order In) to the security officer. Then the security officer enters the container number to call up the data, then security enters the container number and the trucking company shows the unloading receipt/CRO In (Container Receive Order In) then opens the bill gate.
3. Cleaning, cleaning officers clean and wash containers.
4. Survey, in the container survey process the surveyor officers carry out a physical survey of the empty container then input the container number and enter the condition of the container, remark damage, and take photos of the damage. Then the surveyor triggers autoprinting EIR (Equipment Inter-change Receipt In) to the gate out.
5. After going through the survey and cleaning process, the surveyor officer determines the condition of the container that has been surveyed. If the condition of the container is in DN

(Damage) or damaged, the container is placed in the damage area workshop block and the repair officer reports the damage to the principal. After the shipping company or principal agrees (approves) to repair the container, the repair officer hands over work instructions to the vendor to repair the damage to the container, then the container is placed and stacked at the available container block location. If the container is in AC (available cleaning) or good condition, the cleaning officer directs the trailer truck to the location based on blocks and then the truck goes to the location.

6. Yardman orders the operator to unload the empty container from the chassis truck to the specified location and update the location of the container/Lift Off container until placing the container in the specified place then the trailer truck goes to the gate out door.
7. Security requests CRO In (Container Receive Order In) and exchanges it for the appropriate EIR (Equipment Interchange Receipt In) to open the boom gate while recording the exit time and allowing the trailer truck to exit.
8. Empty Container Dispensing Process. Dispensing activities are the process of releasing empty containers into the depot which will be used for export activities, also known as container loading.

Empty Container Dispensing Activity Process at the Container Depot

1. During the administration process, EMKL (Sea Cargo Expedition) customers wait in the waiting room until their turn in the service queue arrives. Customer service calls the queue number and EMKL provides a copy of the Delivery Order to the service counter and EMKL waits for the administration process carried out by customer service in IDMS (Integrated Depo Management System). Customer service verifies documents, creates PRA OUT and prints an Unloading/CRO Out (Container Receive Order Out) receipt then EMKL pays for Lift Off to unload empty containers. Customer service carries out payment administration including printing receipts, tax invoices and submitting container seals along with unloading receipts/CRO Out (Container Receive Order Out) to EMKL.
2. Security check, the driver gives a loading receipt/CRO Out (Container Receive Order Out) to the security officer, then the security officer enters the CRO Out number to call up the data then security enters the container and trucking company number then opens the receipt gate.
3. Survey, Yardman surveys containers by finding containers according to the container number listed on the loading receipt (Container Receive Order) before the container is loaded on the chassis truck. The trailer truck goes to the loading location that has been determined by the blocking system. The yardman and side loader equipment operator

approach the trailer truck according to the equipment maneuver location and request CRO Out (Container Receive Order Out).

4. Gate Out, Yardman instructs the equipment operator to load the container on the chassis truck then input the container number in the TAB as well as trigger printing EIR Out (Equipment Interchange Receipt Out) to the gate out:
 - a. Lift On Container, operators load containers directly on the chassis. Then the trailer goes to the gate out.
 - b. The security officer enters the container number physically, presses the print button and opens the gate while recording the trucking number. The trailer takes the EIR Out (Equipment Interchange Receipt Out) from the scanner machine then matches it and trucks out of the depot.

CONCLUSION AND SUGGESTION

Conclusion

The flow of activities for releasing empty containers includes administrative processes (verifying documents, making PRA Out, printing unloading receipts, and paying empty container handling fees accompanied by receipts), surveys, lift on containers and gate out containers. However, there are definitely several obstacles that hinder the Empty Container Receiving and Dispensing Process activities, but all of them have been handled so that they can reduce the obstacles that occur.

Suggestion

To avoid delays in Container Receiving and Dispensing, it is necessary to place special workers who handle it and people who are specialists in their fields and can also improve the Container Receiving and Dispensing service so that it is more perfect and so that things outside of the procedure do not happen.

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