



Republic of the Marshall Islands
Maritime Administrator

ONLINE SYSTEM FOR SEAFARERS' DOCUMENTATION (OSSD)



Maritime Administrator

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IMPORTANT INFORMATION

Do not use the back arrow in your browser window; this will cause you to exit the OSSD, and your unsaved work may be lost.

LIST OF ACRONYMS AND ABBREVIATIONS

CoC	Certificate of Competency
CRA	Certificate of Receipt of Application
dpi	Dots Per Inch
FIN	File Identification Number
ID	Identity Document
IMO	International Maritime Organization
JPG	Joint Photographic Experts Group
mm	Millimeters
OC	Officer Certificate
OSSD	Online System for Seafarers' Documentation
OTP	One Time Password
PDF	Portable Document Format
px	Pixels
QA	Quality Assurance
Ref	Reference
RMI	Republic of the Marshall Islands
SIRB	Seafarer Identification and Record Book
SQC	Special Qualification Certificate
URL	Uniform Resource Locator

1. INTRODUCTION

This is a step-by-step description of the procedures for the online submission of applications for RMI seafarer documents.

2. GETTING STARTED

The below section provides a general walkthrough of the OSSD from initiation through exit. The logical arrangement of the information will enable you to understand the sequence and flow of the OSSD.

- **Application Login (Users):**
All users will be provided the URL for login to the OSSD.
- **Application Entry:**
All logged in users will need to enter the details of the seafarer(s).
- **Application Submission:**
Once all the information is entered, the information will be validated for correctness and submitted.

3. SET-UP CONSIDERATIONS

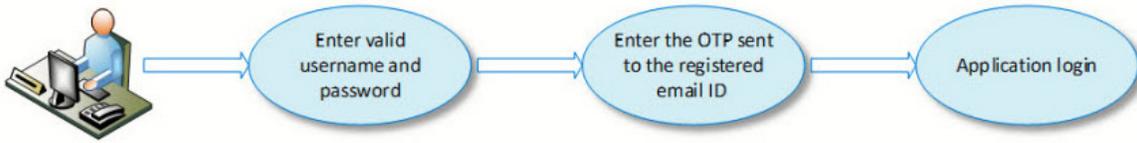
OSSD screens are designed to be viewed on multiple browsers including Firefox, Chrome, and Edge. The look and feel of the application may vary depending on the browser, but the functionality will be the same.

4. USER ACCESS CONSIDERATIONS

As a user of the OSSD, you will have access to application entry and submission pages. You will be able to log in, enter, and submit applications for seafarer documents.

A username and a temporary password will be sent to your registered email address. Upon first login, you will be required to change the temporary password and enter a new password for your future use. Usernames and passwords must be kept confidential and may not be shared.

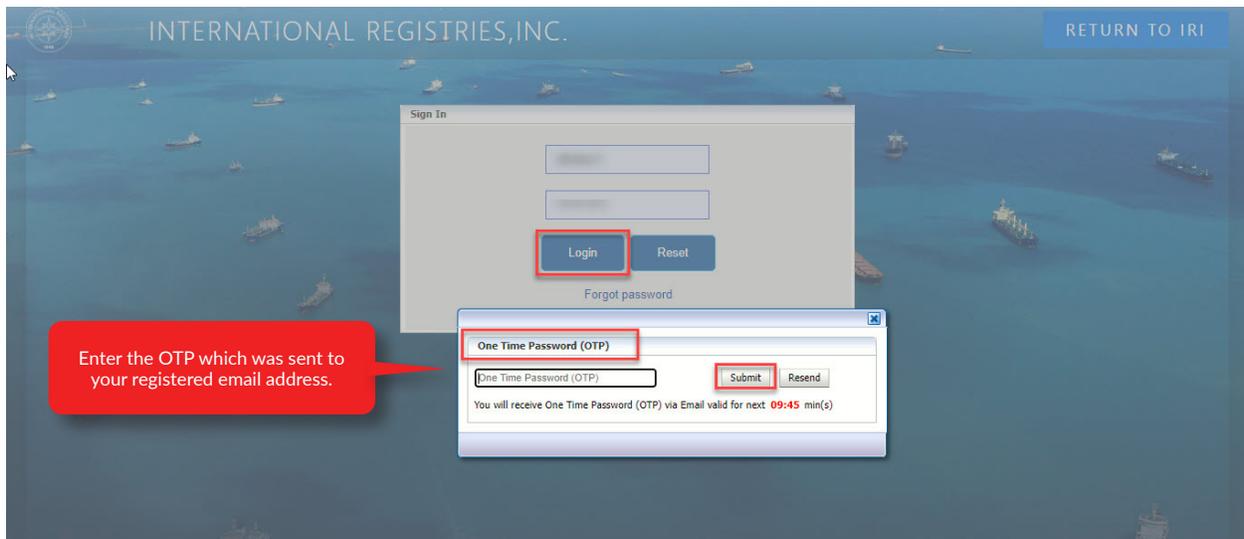
After resetting the temporary password, the first time you log in you will need to enter your username and new password and click on the **Login** button. This will open a pop-up window where you will provide the OTP sent to your registered email address. Once authenticated, you will be directed to the landing page.



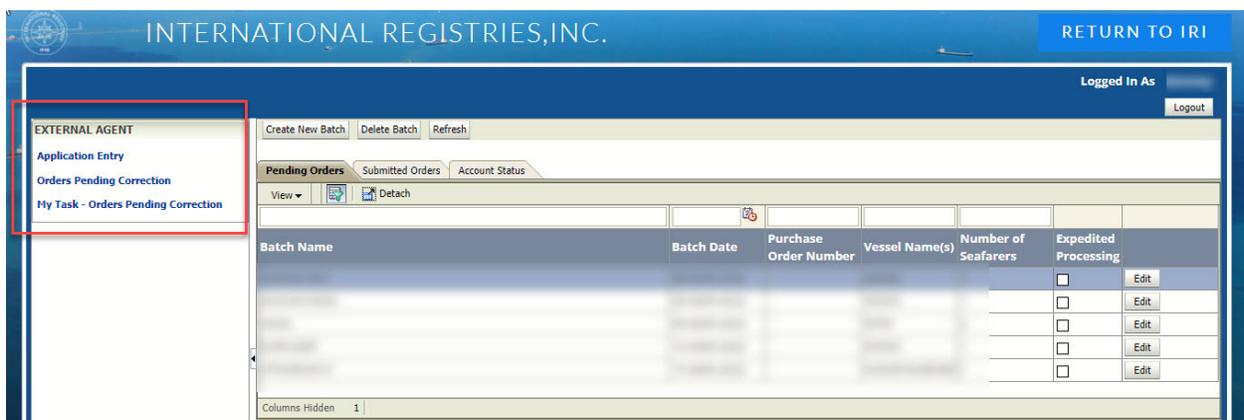
5. OSSD ORGANIZATION AND NAVIGATION

Users will enter and submit applications for seafarer documents using the OSSD. Each login attempt will require entry of an OTP which will be sent to the user’s registered email address.

The **Logout** button on the upper right will be used to successfully log out of the application.



Ref 4 User Login Screen



Ref 4 User Landing Page

6. USING THE OSSD

Each function and feature has been described under a separate sub-section corresponding to the menu items. Screenshots have been included to depict examples.

Section 7, Online Application Process, provides detailed, step-by-step instructions on how to use the various functions and/or features of the OSSD for application login, entry, and submission.

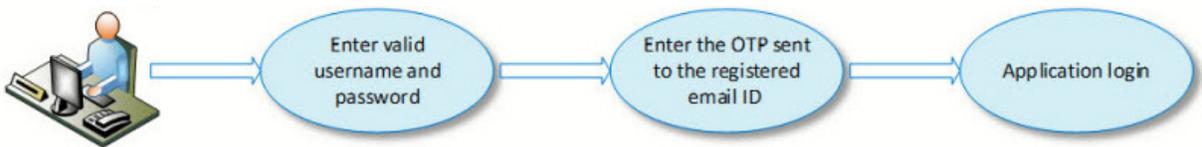
7. ONLINE APPLICATION PROCESS

The purpose of this section is to describe the functionality of application login, entry, and submission.

Users will enter applications into the OSSD with all necessary details, after which the work order will be created.

7.1 User Login

When a user logs in, they will need to provide their username and password and click on the **Login** button. This will open a pop-up window where the user will need to provide the OTP sent to the user's registered email address. Once authenticated, the user will be directed to the landing page and able to enter and submit applications.



- (a) Open the OSSD login page (the URL will be sent via email for first login and should be saved for future logins) and log in to the application with your username and password. (All users of the application will get an email notification with a temporary password to use first time you log in. You will be required to change the temporary password to a new password to use for future logins.)

(b) Upon login, an OTP will be sent to your registered email address. Enter the OTP and click on **Submit**. This will open the landing page.



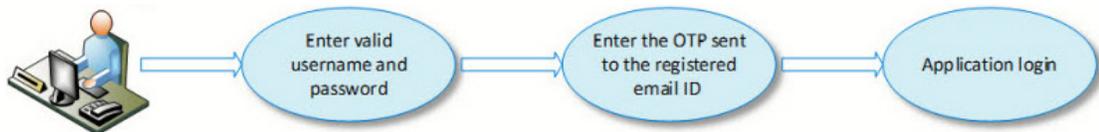
Ref 7.1 User Login Screen

7.2 User Application Entry and Submission

This section highlights the steps for application creation and entry.

7.2.1 Creating and Entering Application Details

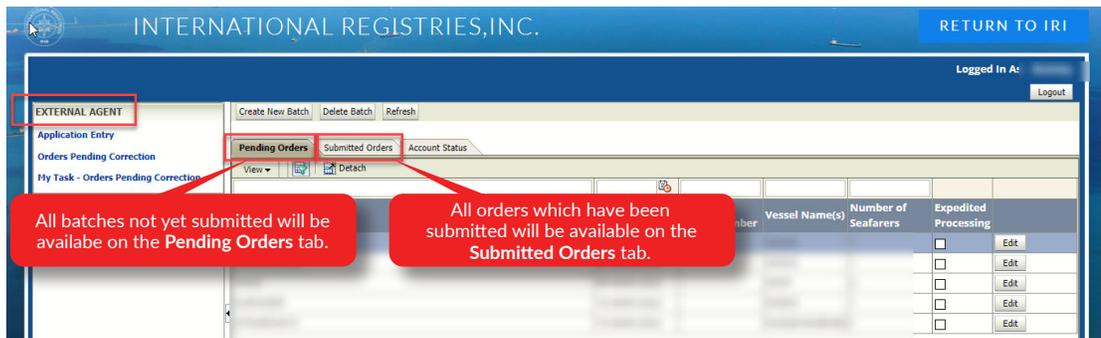
The landing page is the default page that opens when you log in to the application. This will be the page from which you will upload the application.



(a) When you have logged in successfully, the below page will be displayed. This is your landing page. This page will display all your applications which are pending and submitted.

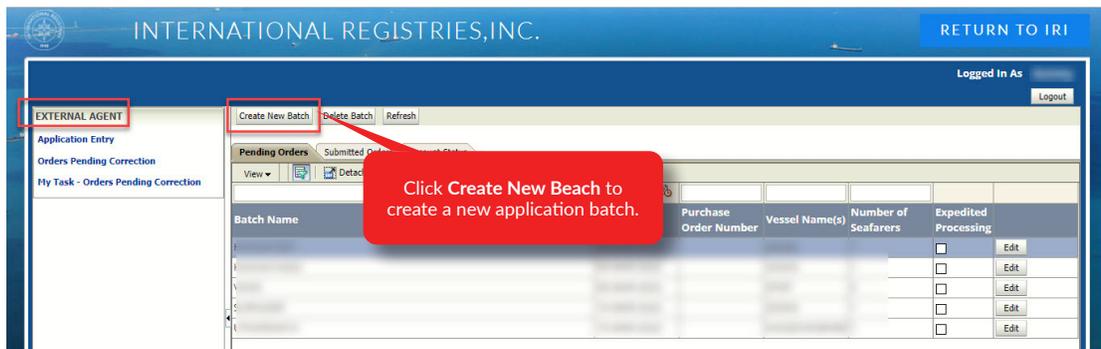
If orders have not yet been submitted, they will be available on the **Pending Orders** tab.

An order which has not yet been submitted is called a batch.



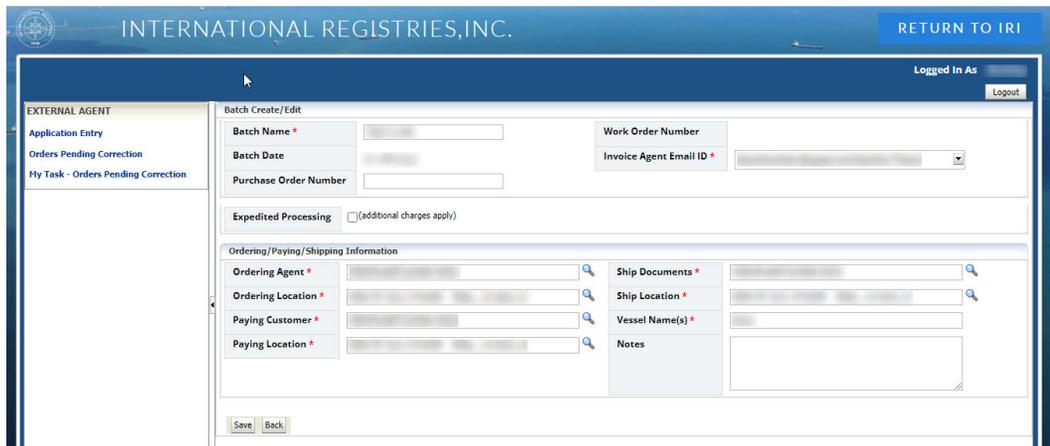
Ref 7.2.1 (a) Application Entry Page

(b) Click on the **Create New Batch** button to create a new batch



Ref 7.2.1 (b) Application Entry Page

(c) The **Batch Create/Edit** page will open.



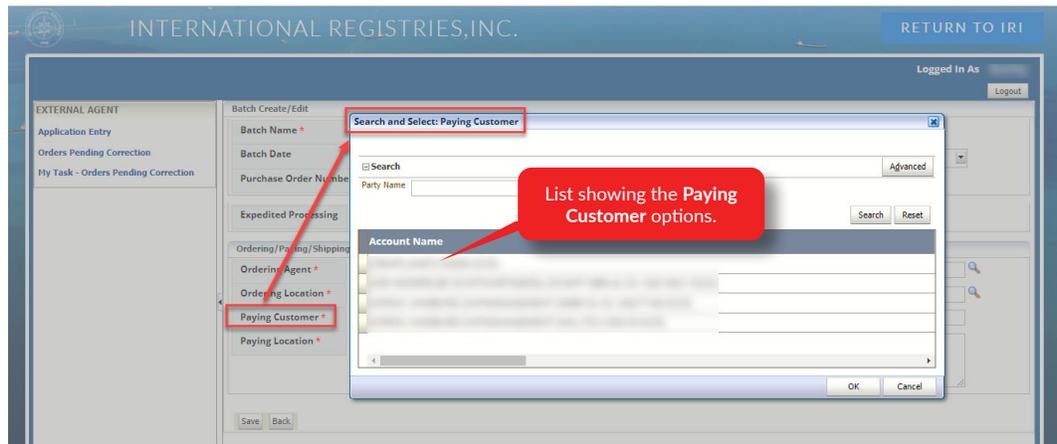
Ref 7.2.1 (c) Batch Create/Edit Page

- (d) Enter the **Batch Name**. The **Batch Name** is unique. If a duplicate batch name is entered, an error will display on the page. The **Batch Name** is either your company's reference number or name for the order. The OSSD will automatically assign the date in the **Batch Date** field when the new application batch is created.
- (e) If payment will be made by purchase order, enter the purchase order number in the **Purchase Order Number** field. If payment will be made by another means, leave this field blank.
- (f) The default **Ordering Agent** company will depend on the user. The OSSD identifies the company which is placing the order, based on the username and password used at login.
 - (i) If you are employed by more than one company, then the **Ordering Agent** field will be blank. Click on the  symbol to view and select the appropriate company and location.



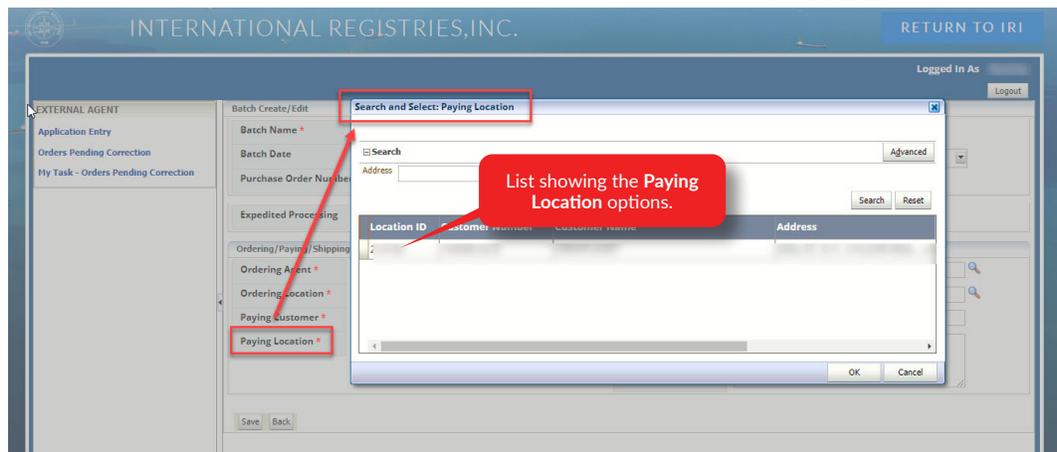
Ref 7.2.1 (f) (i) Batch Create/Edit Page

- (ii) If the **Ordering Agent's** company has only one **Paying Customer** and/or **Paying Location**, the OSSD will display the details by default. However, if the **Ordering Agent's** company has more than one **Paying Customer** and/or **Paying Location** or has billing relationships with other companies, you may need to select the **Paying Customer** and/or **Paying Location** from the list of values as shown below.



Ref 7.2.1 (f) (ii) Batch Create/Edit Page – Entering Batch Details

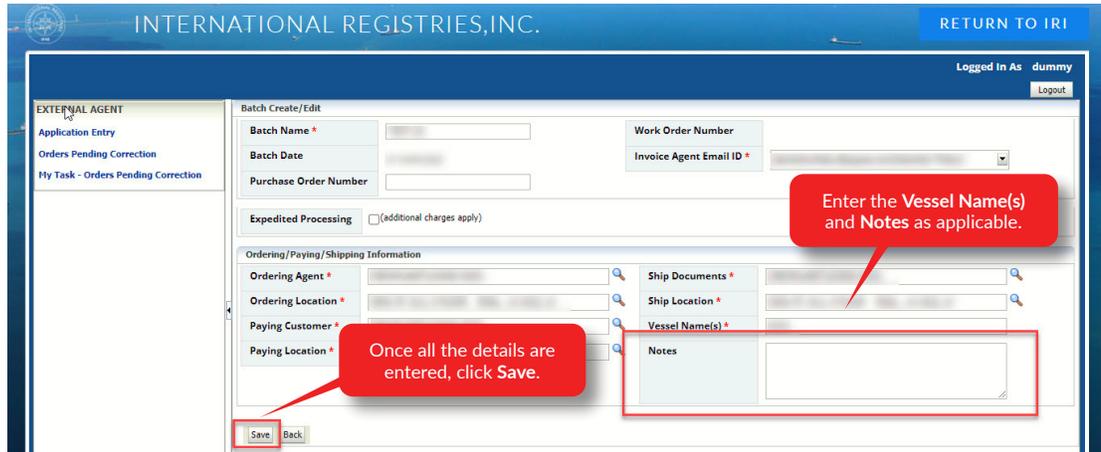
- (iii) Click on the drop-down list button, and a list of customer accounts will appear. The accounts on the user’s list are limited to those accounts to which the affiliated company has been approved to bill.
- (iv) If the **Paying Customer** selected has more than one active address, the appropriate address must be selected in the **Paying Location** field. Click in the **Paying Location** field and then click on the  symbol to open the list of addresses.



Ref 7.2.1 (f) (iv) Batch Create/Edit Page – Entering Batch Details

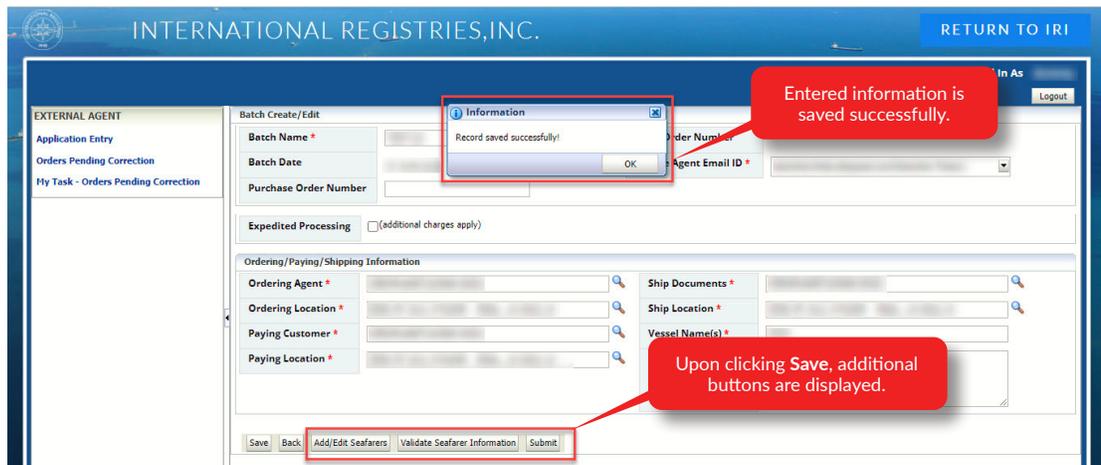
- (v) Select the **Ship Document** and/or **Ship Location** in the same manner that was used to select and enter information for the **Paying Customer** and/or **Paying Location**.

- (g) If you would like the name of the vessel or vessels to appear on the invoice, then enter the vessel name(s) into the appropriate field. Enter notes or comments in the **Notes** field.



Ref 7.2.1 (g) Batch Create/Edit Page – Entering Vessel Details

- (h) After entering the order information, save the batch by clicking on **Save**. Upon clicking the **Save** button, the OSSD will provide a pop-up indicating the record has been saved. There will also be additional buttons available at the bottom of the screen.



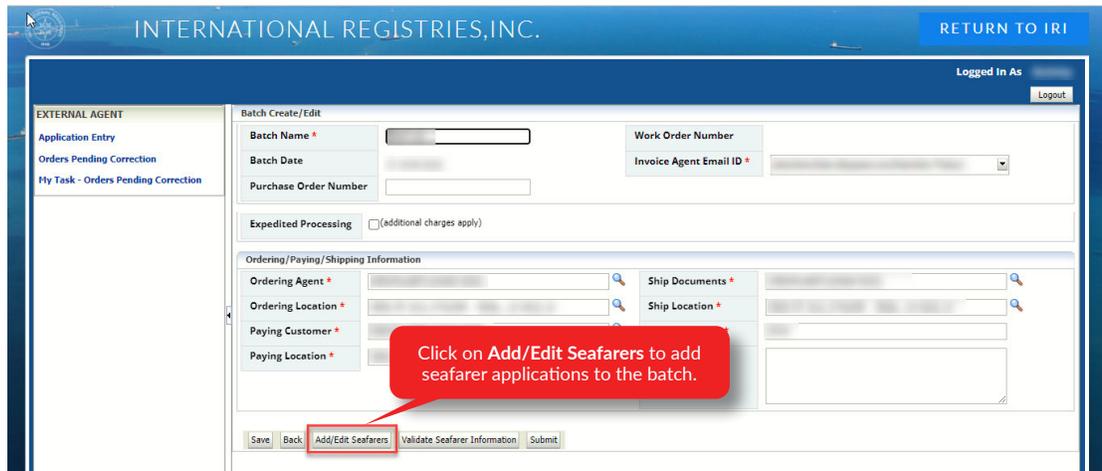
Ref 7.2.1 (h) Batch Create/Edit Page – Saving the Details

- (i) Upon clicking the **Back** button, the batch will be available to view on the **Pending Orders** tab. To return to the previous page throughout the OSSD, you must always use the **Back** button within the OSSD. Do not use the back arrow in your browser window; this will cause you to exit the OSSD, and your unsaved work may be lost.

Ref 7.2.1 (i) Batch Create/Edit Page – Saving the Details

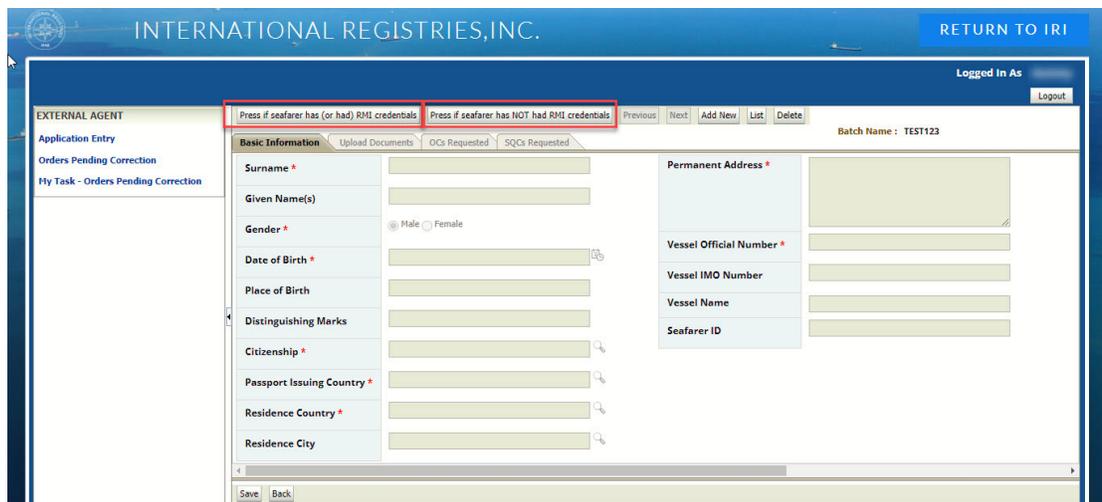
Ref 7.2.1 (i) Batch Create/Edit Page – Saving the Details

- (j) Click the **Add/Edit Seafarers** button to add seafarer applications to the batch.



Ref 7.2.1 (j) Batch Create/Edit Page – Adding Seafarers to the Batch

(k) Upon clicking on **Add/Edit Seafarers**, the seafarer application page is displayed.



Ref 7.2.1 (k) Batch Create/Edit Page – Adding Seafarers to the Batch

(l) The seafarer application page has two options: (1) **Press if seafarer has (or had) RMI credentials** and (2) **Press if seafarer has NOT had RMI credentials**. Available fields will depend on which option is selected.

- (i) The **Press if seafarer has (or had) RMI credentials** window uses an existing FIN or document numbers of previously issued documents (SIRB, OC, SQC) as search criteria.

- Select the appropriate button under **Select Criteria** to search. Then enter the FIN or document number in the **Document Number** field.
- Click on the **Search** button. The **Search Results** will appear.
- If the applicant that appears in the window is a match, click on the **Use Selected Seafarer** button.
- If the Seafarer that appears in the window does not match, click on the **Cancel/Seafarer Not Found** button.

(ii) The **Press if seafarer has NOT had RMI credentials** option will be used if seafarer has no RMI credentials. The details of the seafarer will have to be entered into the OSSD.

The screenshot displays the 'INTERNATIONAL MARITIME SERVICES, INC.' web application interface. At the top, there is a navigation bar with 'RETURN TO IRI' and 'Logged In As' with a 'Logout' button. Below this, a breadcrumb trail shows 'EXTERNAL AGENT' and 'Application Entry'. The main content area is titled 'Basic Information' and contains a form for adding seafarers to a batch. The form includes several sections: 'Basic Information' with fields for Surname, Gender (Male/Female), Date of Birth, Place of Birth, Distinguishing Marks, Citizenship, Passport Issuing Country, Residence Country, and Residence City; 'Permanent Address'; and 'Vessel Information' with fields for Vessel Official Number, Vessel IMO Number, Vessel Name, and Seafarer ID. At the bottom of the form are 'Save' and 'Back' buttons. Two red callouts are present: 'Option 1.' points to the 'Press if seafarer has had RMI credentials' button, and 'Option 2.' points to the 'Press if seafarer has NOT had RMI credentials' button. The batch name 'TEST123' is visible in the top right corner of the form area.

Ref 7.2.1 (l) Batch Create/Edit Page – Adding Seafarers to the Batch

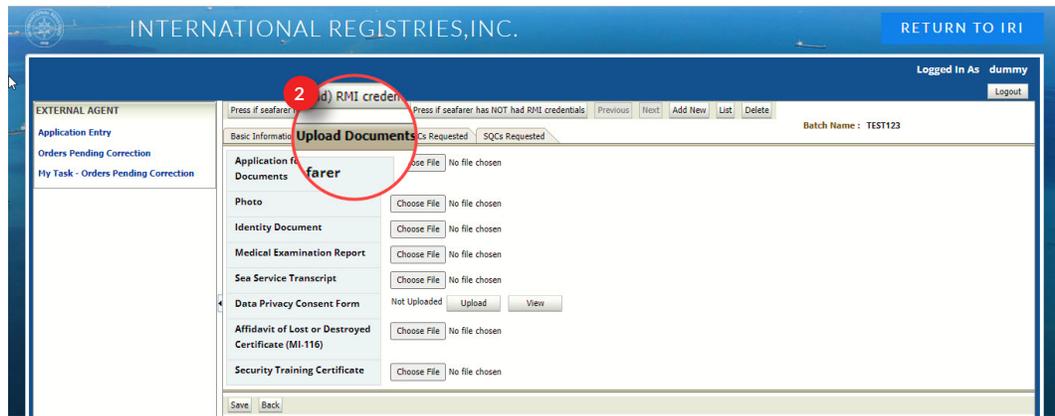
(m) The seafarer application page contains four tabs where information will need to be entered.

- Seafarer’s Basic Information



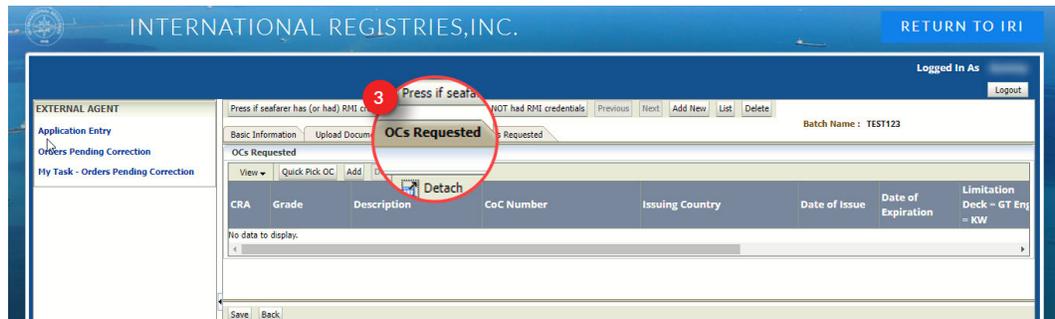
Ref 7.2.1 (m) Batch Create/Edit Page – Entering Seafarer’s Basic Information

- Uploading Supporting Documents



Ref 7.2.1 (m) Batch Create/Edit Page – Uploading Supporting Documents

- Request for OCs



Ref 7.2.1 (m) Batch Create/Edit Page – Entering OCs Requested

- Request for SQCs



Ref 7.2.1 (m) Batch Create/Edit Page – Entering SQCs Requested

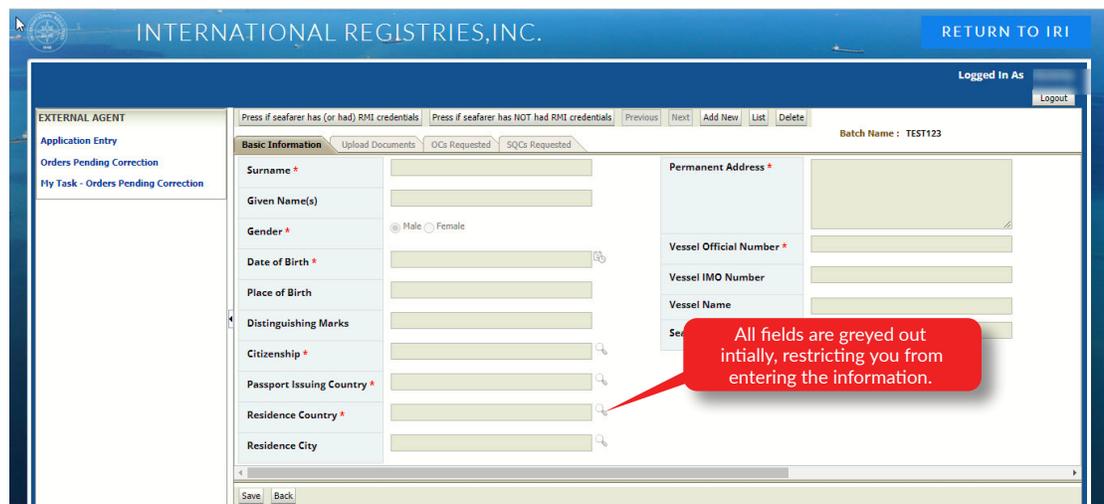
You will need to enter the above information and submit the application for processing. This is described in section 7.2.2. Any missing information will result in an exception in the form of a pop-up notification. Until the exception is remedied, the application cannot be submitted.

7.2.2 Entering Application Details

Below are the details required to be entered on each tab.

Section 1: Entering Seafarer Basic Information

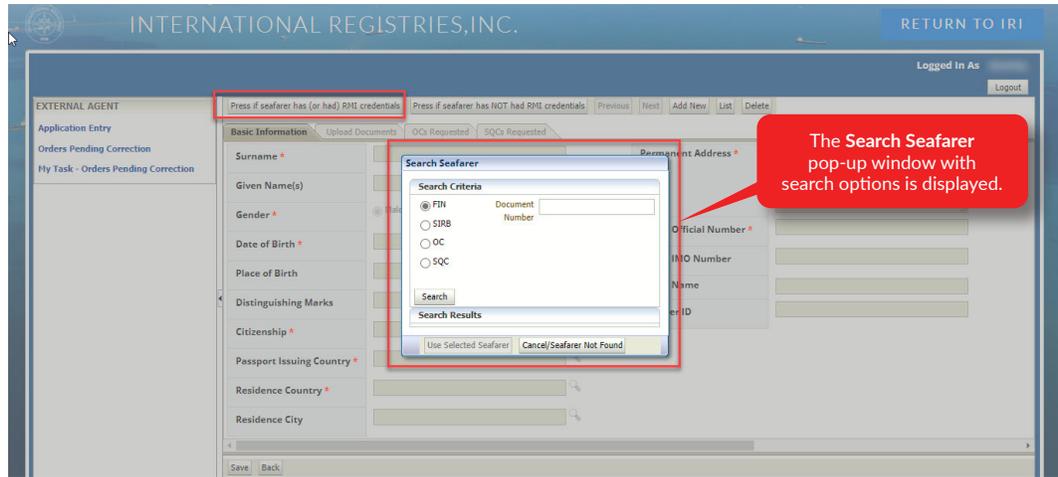
- Click **Press if seafarer has (or had) RMI credentials** or **Press if Seafarer has NOT had RMI Credentials** depending on the seafarer’s RMI document history.



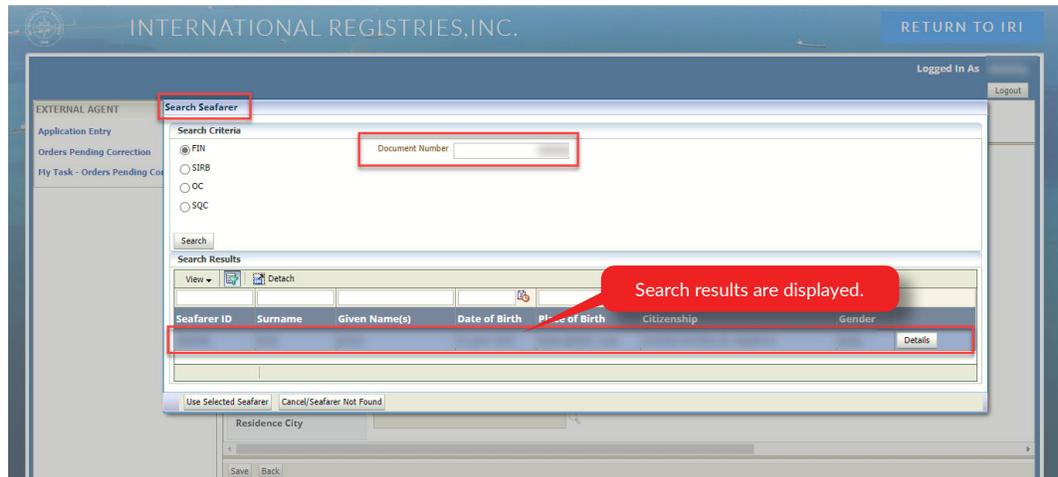
Ref 7.2.2 Section 1 (a) Batch Create/Edit Page – Seafarer Validation

The fields will be greyed out until you select either **Press if seafarer has (or had) RMI credentials** or **Press if seafarer has NOT had RMI credentials**.

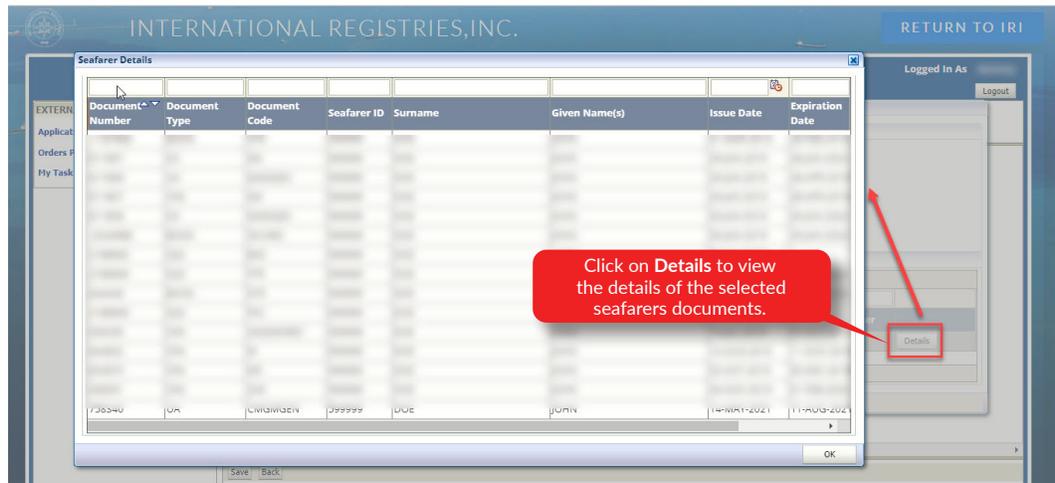
- (i) If **Press if seafarer has (or had) RMI credentials** is selected, any of the below search criteria may be used to search for the seafarer. Enter FIN or document number and click on the **Search** button.



Ref 7.2.2 Section 1 (a) (i) Batch Create/Edit Page – Seafarer Validation



Ref 7.2.2 Section 1 (a) (i) Batch Create/Edit Page – Seafarer Validation

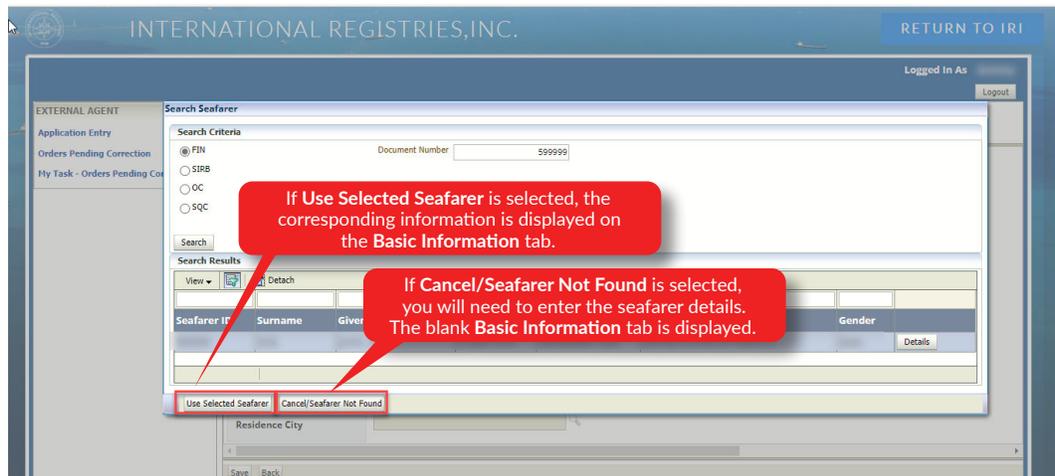


Ref 7.2.2 Section 1 (a) (i) Batch Create/Edit Page – Seafarer Validation

The **Details** button will show you the details of the documents issued to the seafarer and the status of the documents.

- (ii) If the seafarer is found and selected using the **Use Selected Seafarer** button, the seafarer’s details will populate in the **Basic Information** tab. The rest of the fields will then need to be entered on the **Basic Information** tab.

If the seafarer cannot be found in the database, select **Cancel/Seafarer Not Found**. You now will need to enter the information for the new seafarer on the **Basic Information** tab.



Ref 7.2.2 Section 1 (a) (ii) Batch Create/Edit Page – Seafarer Validation

(b) If the applicant cannot be found in the database, you will need to enter all of the applicant's information into the **Basic Information** tab.

Click **Press if Seafarer has NOT had RMI Credentials**, then enter the required information in the fields. The **Gender** will default to **Male**. If needed, the gender can be changed to female by selecting the **Female** radio button.

When entering information into the **Basic Information** tab, please use the applicant's national identity document as the basis for surname(s), given name(s), date and place of birth, and citizenship. If citizenship cannot be determined, select **CITIZENSHIP NOT CITED** from the drop-down list of countries provided in the **Citizenship** field. The **Surname**, **Date of Birth**, **Citizenship**, and **Vessel IMO Number** (this is in lieu of the letter of commitment for employment) fields are required. Other fields can be left blank if you do not have the information. (If place of birth is not indicated on the national identity document, this field should be left blank.)

Fields with an asterisk (*) are required and will result in an exception if they are not entered.

The screenshot displays the 'INTERNATIONAL REGISTRIES, INC.' web application interface. At the top, there is a navigation bar with 'RETURN TO IRI' and 'Logged In As' information. Below this, a breadcrumb trail shows 'EXTERNAL AGENT' and 'Application Entry'. The main content area is titled 'Basic Information' and contains several input fields: 'Surname *', 'Given Name(s)', 'Gender *' (with radio buttons for Male and Female), 'Date of Birth *', 'Place of Birth', 'Distinguishing Marks', 'Citizenship *', 'Passport Issued', 'Residence Country', and 'Residence City'. To the right, there are fields for 'Permanent Address *', 'Vessel Official Number *', 'Vessel IMO Number', 'Vessel Name', and 'Seafarer ID'. A red callout box with white text says 'Click Save after entering the Basic Information details for the seafarer.' The 'Save' button at the bottom left is highlighted with a red box.

Ref 7.2.2 Section 1 (b) Batch Create/Edit Page – Entering Seafarer's Basic Information

Section 2: Uploading Supporting Documents

The screenshot shows the 'INTERNATIONAL REGISTRIES, INC.' web application interface. The top navigation bar includes the company logo, the name 'INTERNATIONAL REGISTRIES, INC.', and a 'RETURN TO IRI' button. Below this, there is a 'Logged In As' section with a 'Logout' button. The main content area is titled 'EXTERNAL AGENT' and contains a navigation menu on the left with options like 'Application Entry', 'Orders Pending Correction', and 'My Task - Orders Pending Correction'. The main panel has several tabs: 'Basic Information', 'Upload Documents' (highlighted with a red circle and the number '2'), 'OCs Requested', and 'SQCs Requested'. The 'Upload Documents' tab is active, showing a list of document types with 'Choose File' buttons: 'Application for Seafarer Documents', 'Photo', 'Identity Document', 'Medical Examination Report', 'Sea Service Transcript', 'Data Privacy Consent Form' (which is already 'Uploaded'), 'Affidavit of Lost or Destroyed Certificate (MI-116)', and 'Security Training Certificate'. At the bottom of the main panel are 'Save' and 'Back' buttons. The top right of the main panel shows 'Batch Name: TEST123'.

Ref 7.2.2 Section 2 (c) Batch Create/Edit Page – Uploading Supporting Documents

(c) Click on the **Upload Documents** tab to upload required supporting documents.

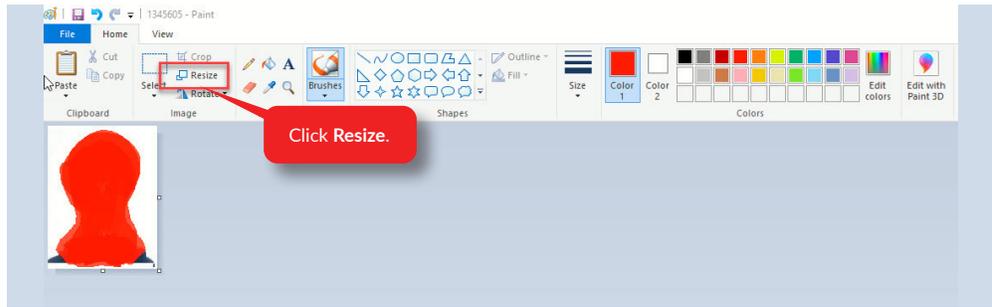
(i) Uploading Photos (.jpg/.jpeg):

All photo files must be .jpg/.jpeg files with 24-bit color at a resolution of 300 dpi.

(ii) Photo Resizing Steps:

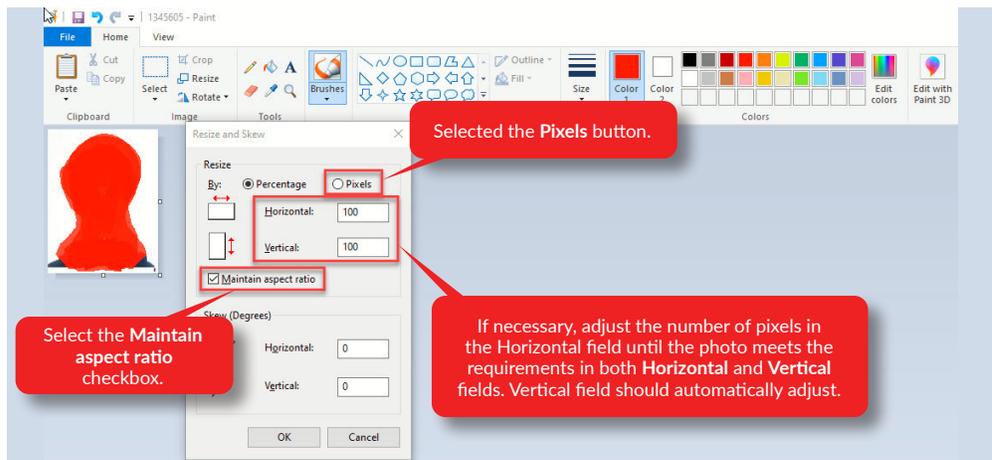
You may need to resize the photo to the recommended size to make sure it will print properly on the seafarer's documents. Requirements are that a photo be no larger than 35 mm x 45 mm and no smaller than 26 mm x 32 mm. In px, this equates to no larger than 130 px x 170 px and no smaller than 98 px x 120 px.

- Open the photo to be uploaded.
- Right click on the photo file. Click **Open** with. Select **Paint** from the available options and click **OK**.
- The photo opens in Paint.



Ref 7.2.2 Section 2 (c) (ii) Batch Create/Edit Page – Uploading Photos

- Click **Resize**. The **Resize and Skew** window will open.
- In the **Resize** section of the window, click the **Pixels** button.
- Make sure the **Maintain Aspect Ratio** check box is selected. This will ensure that the image is not distorted.
- The Horizontal and Vertical fields will show you the current size of the photo, in pixels. If the photo does not meet the required size, adjust the size by typing in the Horizontal field. The Vertical field should automatically adjust. When you have resized the photo so that its size is between 130 px x 170 px and 98 px x 120 px, click **OK**.
- Save the photo file and exit Paint.



Ref 7.2.2 Section 2 (c) (ii) Batch Create/Edit Page – Uploading Photos

(iii) Uploading Supporting Documents (.pdf):

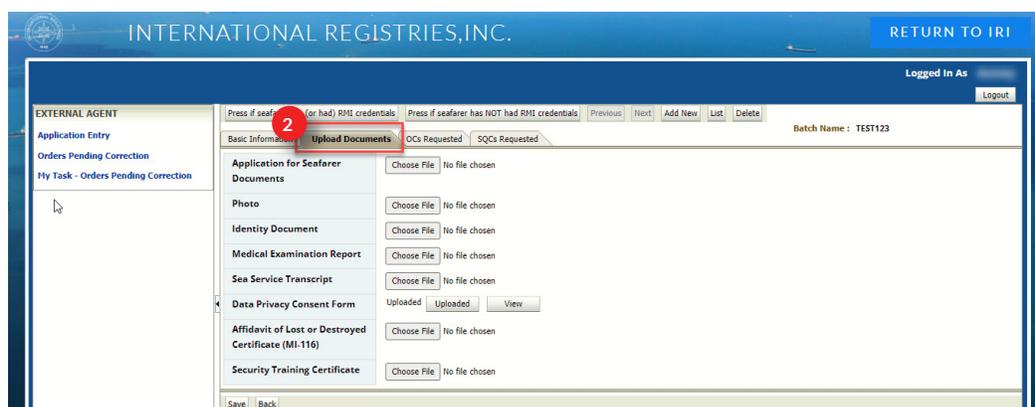
All other supporting documents must be .pdf files. All .pdf documents should be scanned at a lower resolution. The RMI Maritime Administrator (the “Administrator”) recommends scanning supporting documents in:

- grey scale at a resolution of 100 dpi; or
- color at a resolution of 96 dpi.

You will need to upload scanned copies of the required supporting documentation as shown below.

The names of the buttons and fields on the **Upload Documents**, **OCs Requested**, and **SQCs Requested** tabs may be different, depending on which browser you use. The screenshots in this manual show the names that appear in Edge and Chrome. The Firefox names will appear in parentheses () in the manual text.

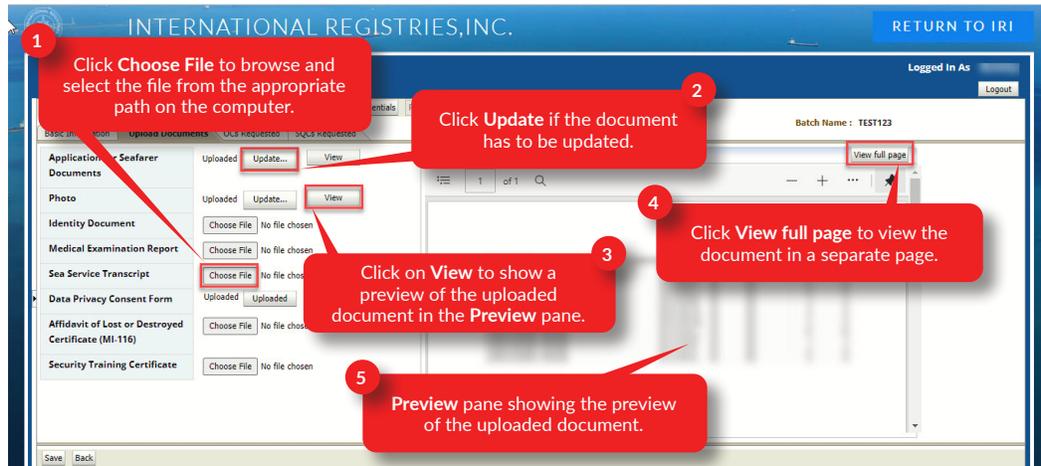
Click on the appropriate **Choose File (Browse)** button and select the file to upload from your computer or network. Click the **Open** button in the window that appears to upload the file.



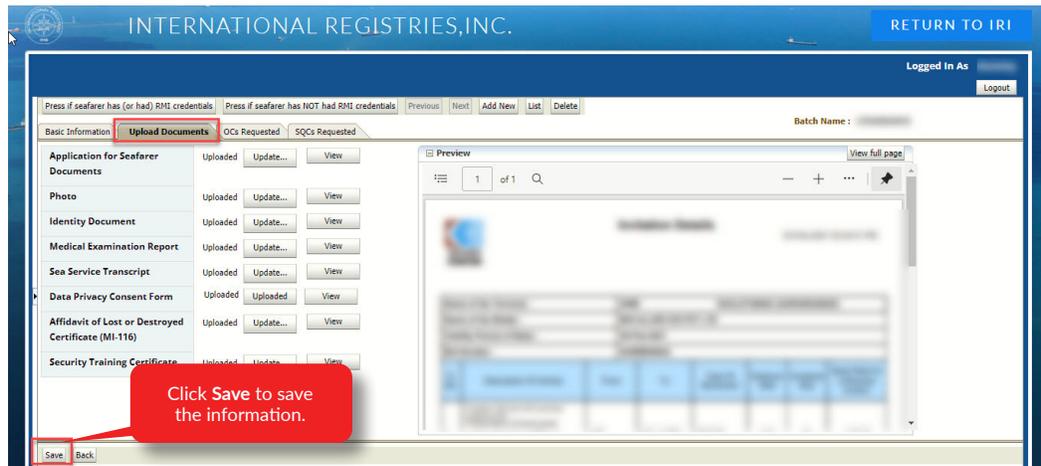
Ref 7.2.2 Section 2 (c) Batch Create/Edit Page – Uploading Supporting Documents

(iv) You need to upload the documents against each option in the list one-by-one.

You can view the documents you have uploaded in the panel on the right side of the page. A full-page view in a separate window can also be displayed by clicking **View Full Page**.



Ref 7.2.2 Section 2 (c) (iv) Batch Create/Edit Page – Uploading Supporting Documents



Ref 7.2.2 Section 2 (c) (v) Batch Create/Edit Page – Uploading Supporting Documents

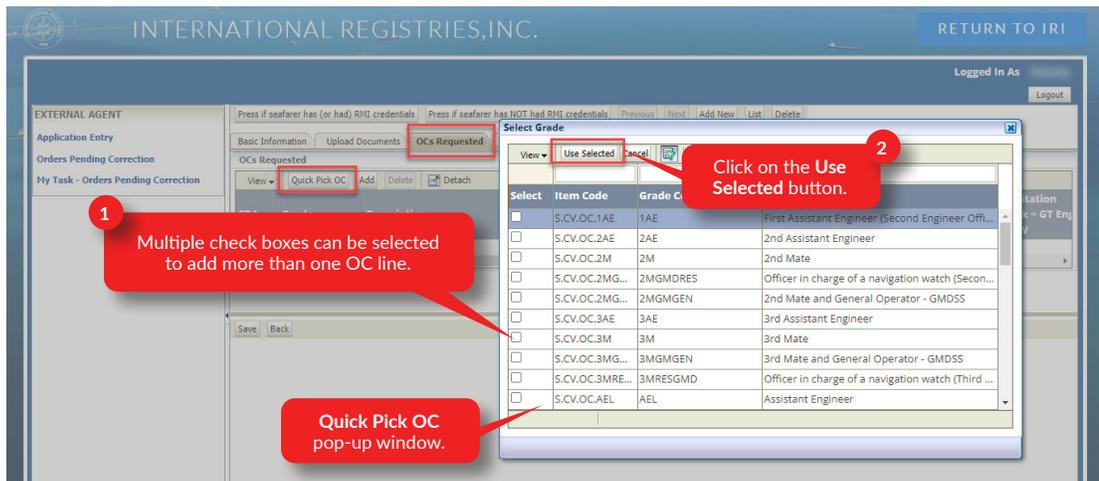
(v) Click **Save** to save the uploaded documents.

Section 3: Documents Requested — Request for OCs



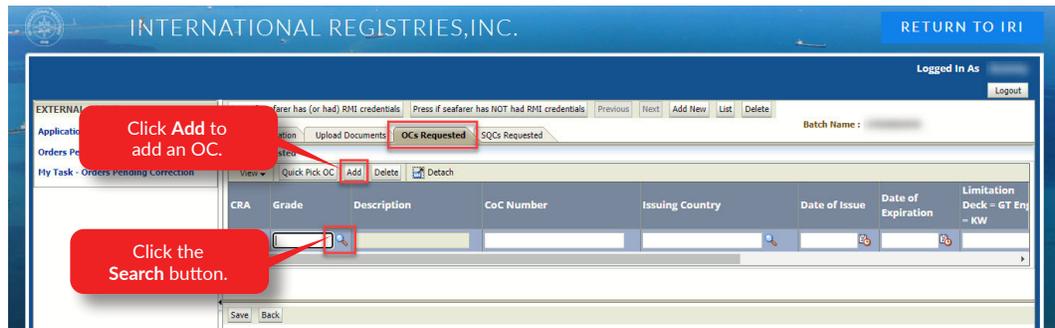
Ref 7.2.2 Section 3 (d) Batch Create/Edit Page – Entering OCs Requested

(d) You can request an OC by clicking **Quick Pick OC** or using the **Add** button.



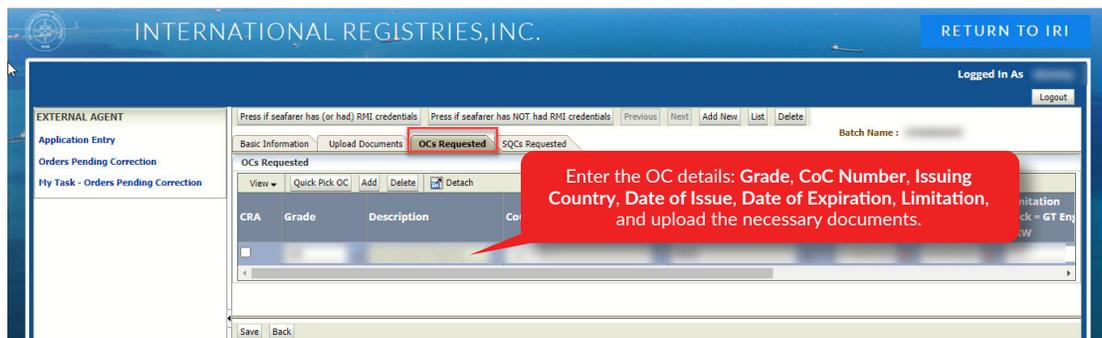
Ref 7.2.2 Section 3 (d) (i) Batch Create/Edit Page – Entering OCs Requested

(i) If the OCs are entered using the **Quick Pick OC** button, a pop-up window will display. The required OCs may be selected by clicking the checkbox in the **Select** column. Multiple OCs may be selected. When you are finished making your selections, click **Use Selected**.



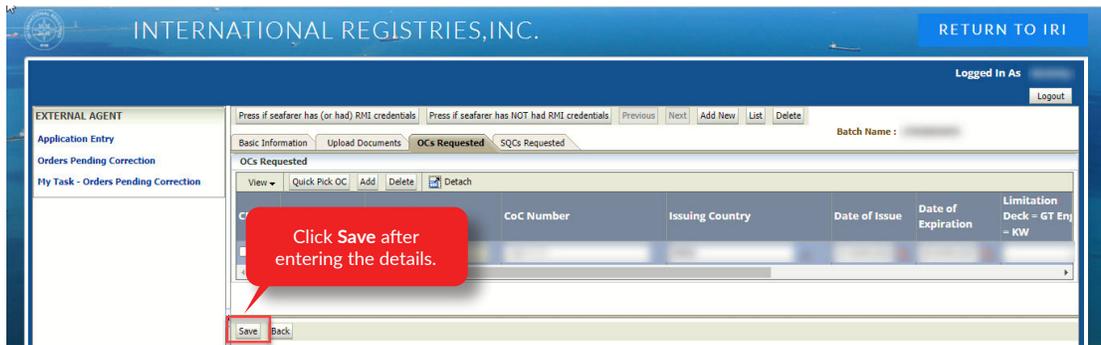
Ref Section 3 7.2.2 (d) (ii) Batch Create/Edit Page – Entering OCs Requested

- (ii) If you want to use the **Add** button, select the capacity of the OCs being requested by using the  symbol in the **Grade** field. Choose the capacity of the OCs needed from the drop-down list that appears.
- (e) When you have entered the capacity of the desired OC, you will need to enter additional information from the applicant’s national CoC. Enter the CoC number and other requested information into the appropriate fields. Upload a complete copy of the applicant’s CoC in .pdf format. If you wish to receive a CRA, click in the CRA checkbox to the left of the row. If the CRA checkbox is not selected, no CRA will be issued.



Ref 7.2.2 Section 3 (e) Batch Create/Edit Page – Entering OCs Requested

- (f) Click on **Save** after entering the required information.

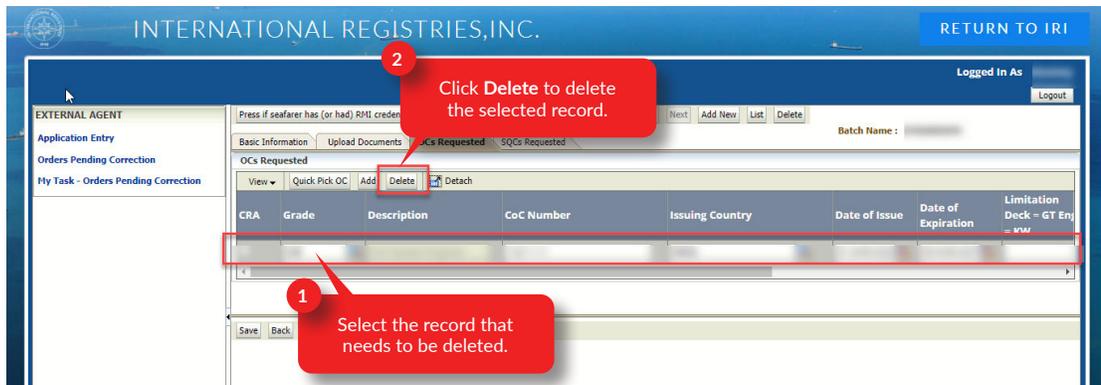


Ref 7.2.2 Section 3 (f) Batch Create/Edit Page – Entering OCs Requested



Ref 7.2.2 Section 3 (f) Batch Create/Edit Page – Entering OCs Requested

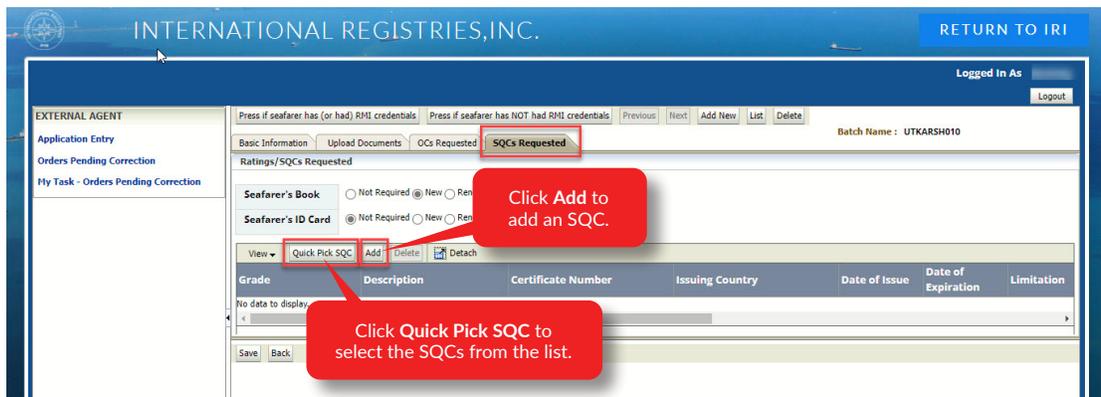
(h) If any line needs to be deleted, select the required record and click **Delete**. This will delete the required line.



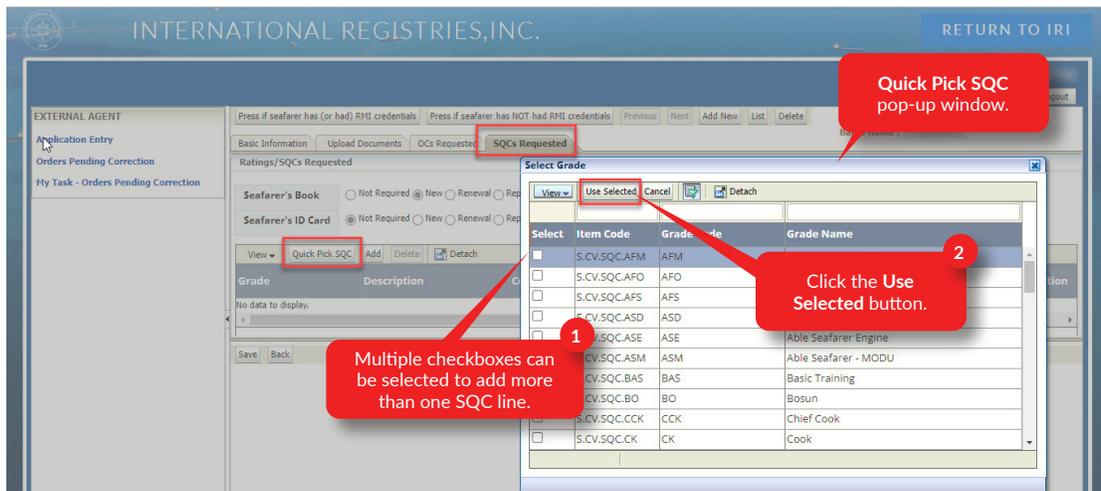
Ref 7.2.2 Section 3 (h) Batch Create/Edit Page – Entering OCs Requested

Section 4: Documents Requested - Request SIRB and SQCs

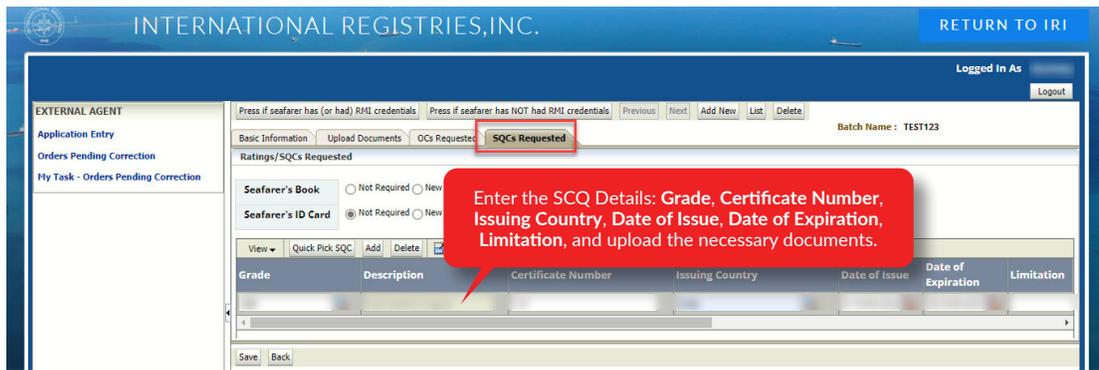
- (i) If the applicant has never been issued an RMI SIRB, or if a previous SIRB has been expired for over one year, select the **New** button in the **Seafarer's Book** row. If the applicant is applying for additional SQCs to be placed in the current book already in his/her possession or already has an active SIRB and is applying for OCs only, select the **Not Required** button. If the SIRB needs to be renewed or has been lost or damaged and needs to be replaced, select the appropriate button.
- (j) Use the **Quick Pick SQC** or **Add** buttons to request SQCs .



Ref 7.2.2 Section 4 (j) Batch Create/Edit Page – Entering SQCs Requested

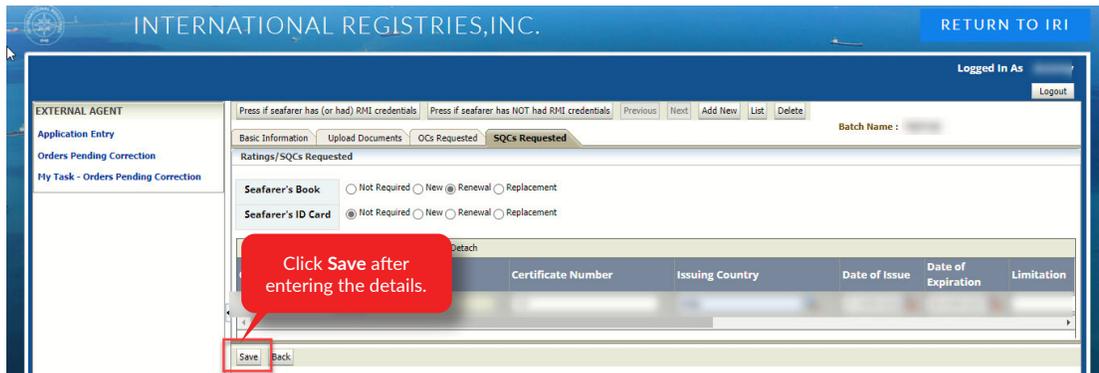


Ref 7.2.2 Section 4 (j) Batch Create/Edit Page – Entering SQCs Requested

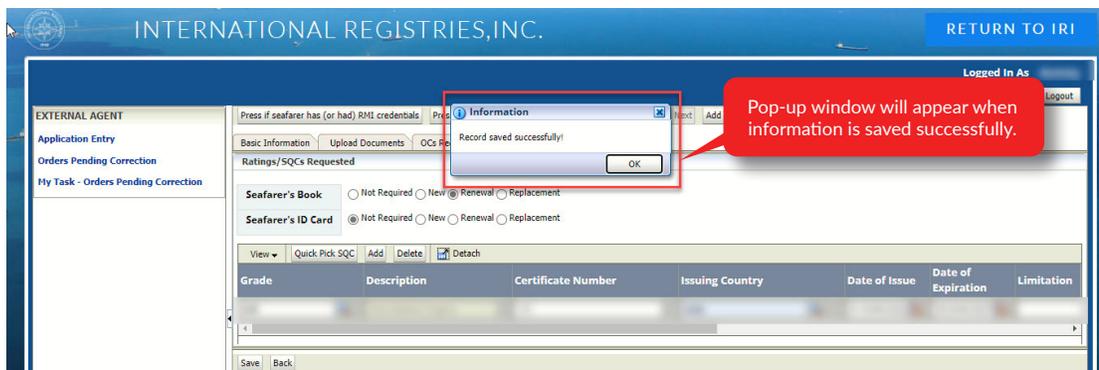


Ref 7.2.2 Section 4 (j) Batch Create/Edit Page – Entering SQCs Requested

(k) Upload the supporting certificates for the SQCs you have requested.



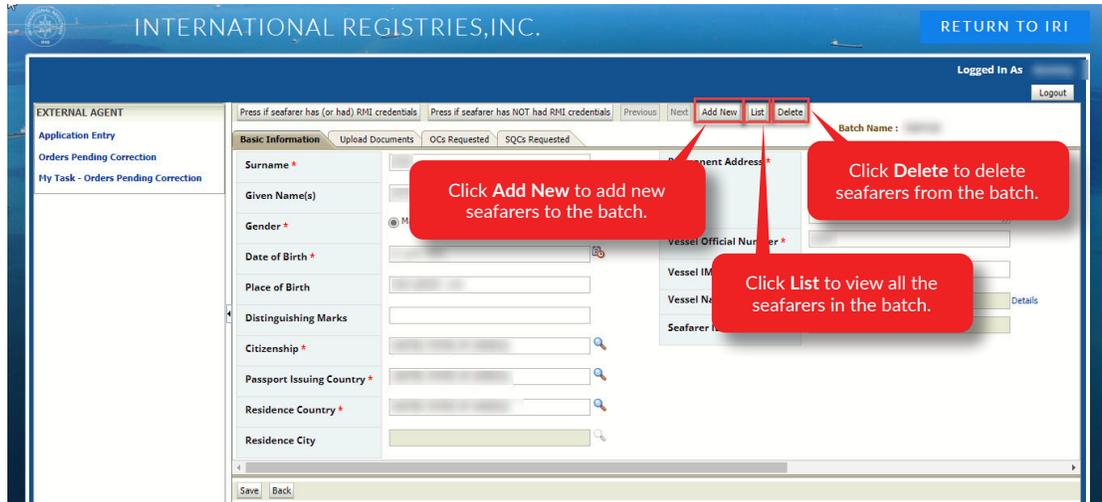
Ref 7.2.2 Section 4 (k) Batch Create/Edit Page – Entering SQCs Requested



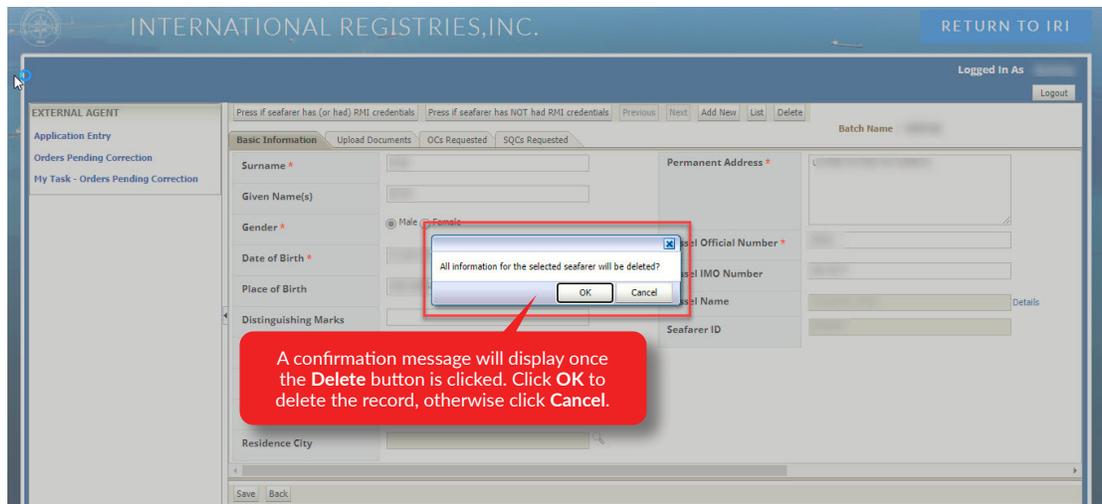
Ref 7.2.2 Section 4 (k) Batch Create/Edit Page – Entering SQCs Requested

(l) When you have finished with the first application, click the **Add New** button to open a new record for the next seafarer's application in the batch. You may move between the applications using the **Next** and **Previous** buttons. The **List** button will open a window that shows you all the applicants on the order.

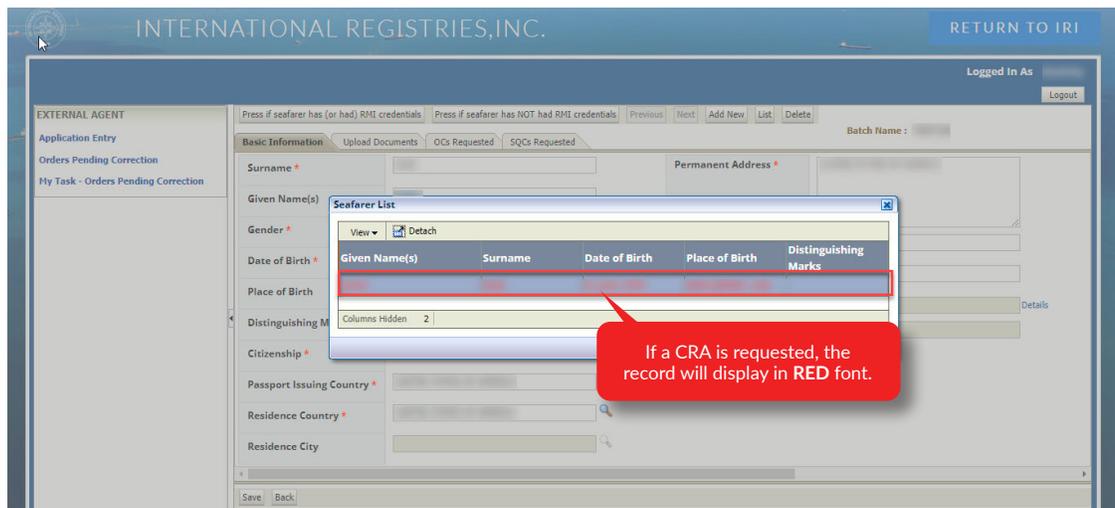
- (m) Before submitting the batch, make sure to remove any applicants that are no longer affiliated with the batch. To remove an applicant, go to the applicant's record using the **Next** and/or **Previous** buttons, or select the **List** button and double-click on the seafarer's name. When the record appears on your screen, click in the **Surname** field. Then click the **Delete** button on your toolbar.



Ref 7.2.2 Section 4 (m) Batch Create/Edit Page – Saving the Batch

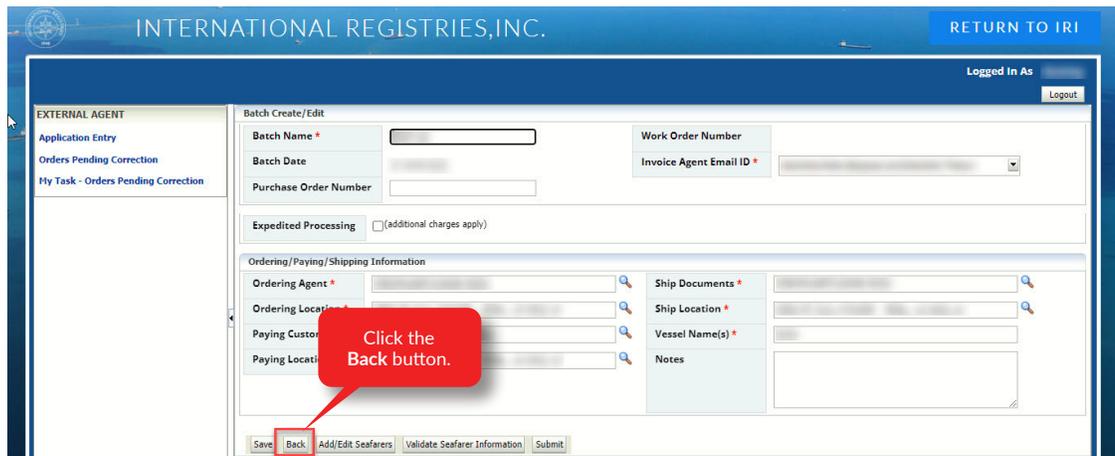


Ref 7.2.2 Section 4 (m) Batch Create/Edit Page – Saving the Batch



Ref 7.2.2 Section 4 (m) Batch Create/Edit Page – Saving the Batch

(n) Once all the information is entered and saved, click the **Back** button. This will open the **Batch Create/Edit** page.

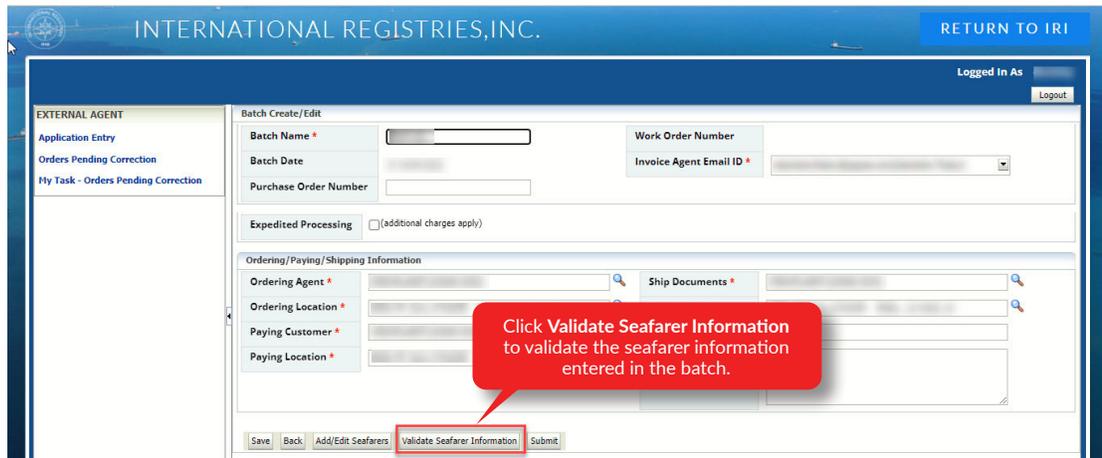


Ref 7.2.2 Section 4 (n) Batch Create/Edit Page – Saving the Batch

7.2.3 User Application Submission

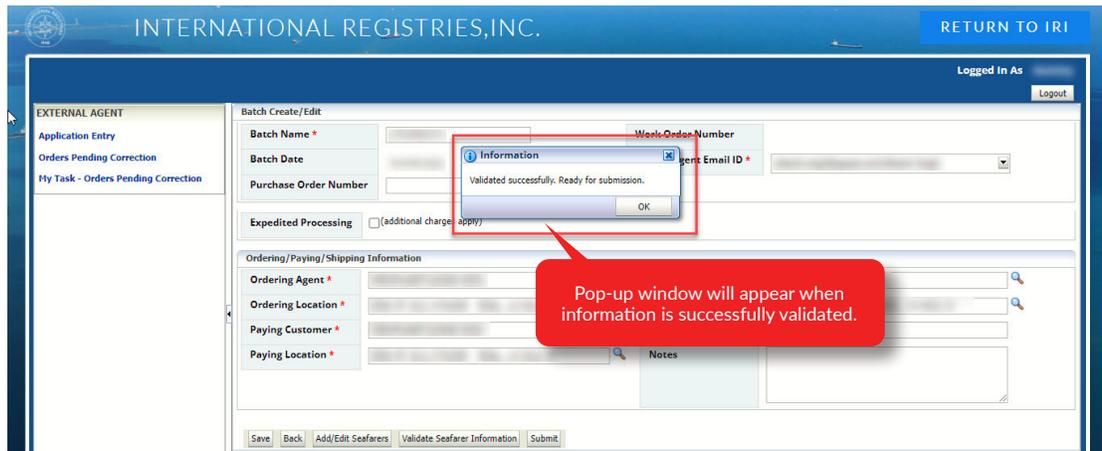
Below are the steps for the submission of the batch.

(a) Once the batch is entered and saved, click **Validate Seafarer Information**.



Ref 7.2.3 (a) Batch Create/Edit Page – Validate Seafarer Information

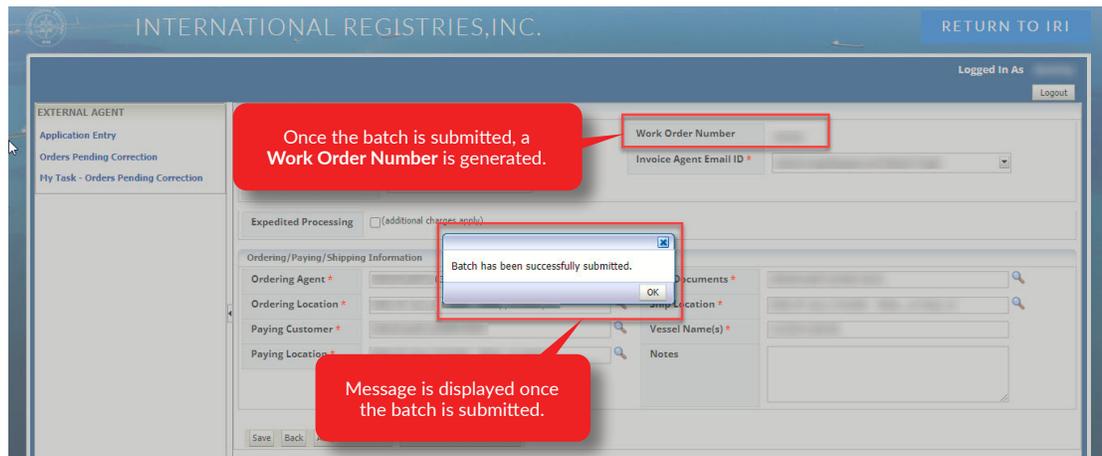
- (b) The **Validate Seafarer Information** button will validate all the information entered for the seafarer application(s) in the batch. Once validated successfully, the below pop-up window is displayed.



Ref 7.2.3 (b) Batch Create/Edit Page – Validate Seafarer Information

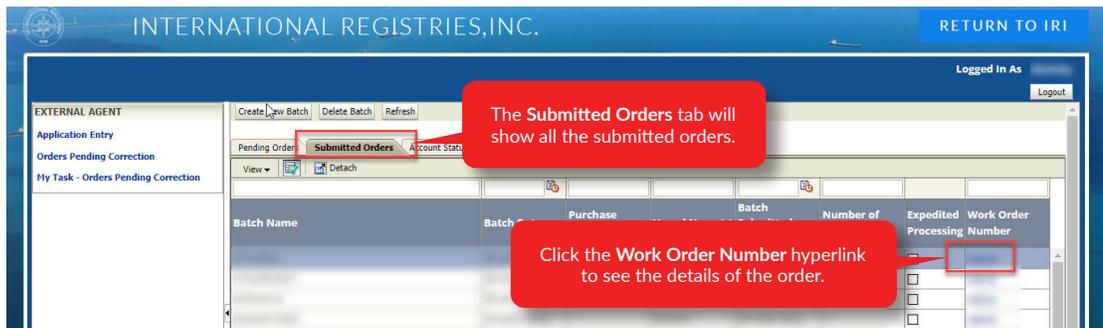
- (c) If there is a problem with the batch, you will get a pop-up message telling you the items that need to be corrected before the batch can be submitted.
- (d) If necessary, return to the records that need additional information by clicking on the **Add/Edit Seafarers** button. After you have made corrections, return to the **Batch Create/Edit** window and click the **Validate Seafarer Information** button again. Once you get the notification that all data is valid, click the **OK** button to close the notification.

- (e) Once validated, click the **Submit** button. Upon submission, a unique **Work Order Number** will be generated. You can use this number to refer to the order while it is being processed. After a batch has been submitted, the **Submit** button will no longer be available.



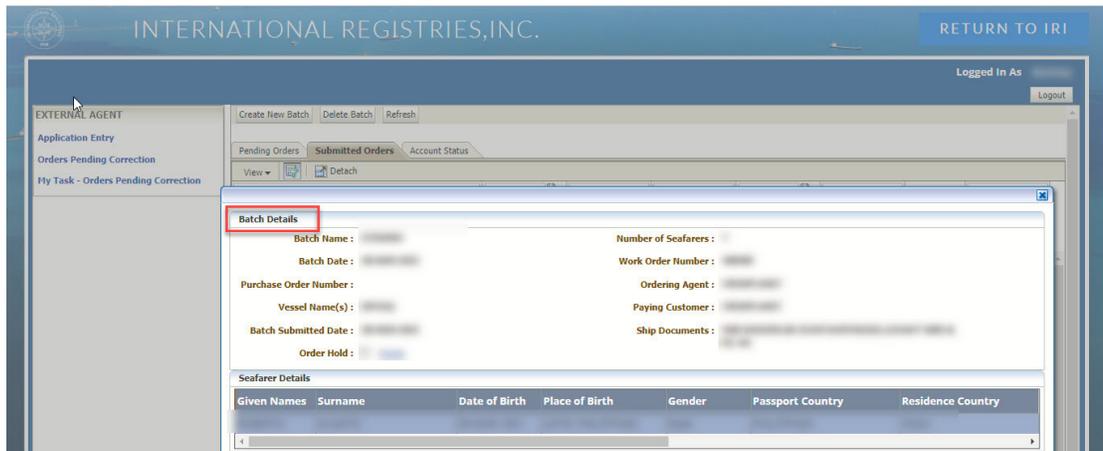
Ref 7.2.3 (e) Batch Create/Edit Page – Validate Seafarer Information

- (f) Once the batch is submitted, it will no longer appear on the **Pending Orders** tab. Click on the **Submitted Orders** tab to view the status of all submitted orders.
- (g) Upon submission of your order, an **Acknowledgement of Application** (hereinafter “Acknowledgement”) will be issued automatically by email for SIRBs and SQCs requested in the batch. These will be sent to you by email. CRAs will be sent after evaluation of applications by a trained Administrator evaluator.
- (h) If an Acknowledgement cannot be issued automatically, you will receive a notification by email. The application will be reviewed by the Administrator as part of the due diligence process. After this review, the Administrator will send the Acknowledgement or will request additional information.
- (i) Submitted orders can be viewed on the **Submitted Orders** tab, with details displayed under each column.

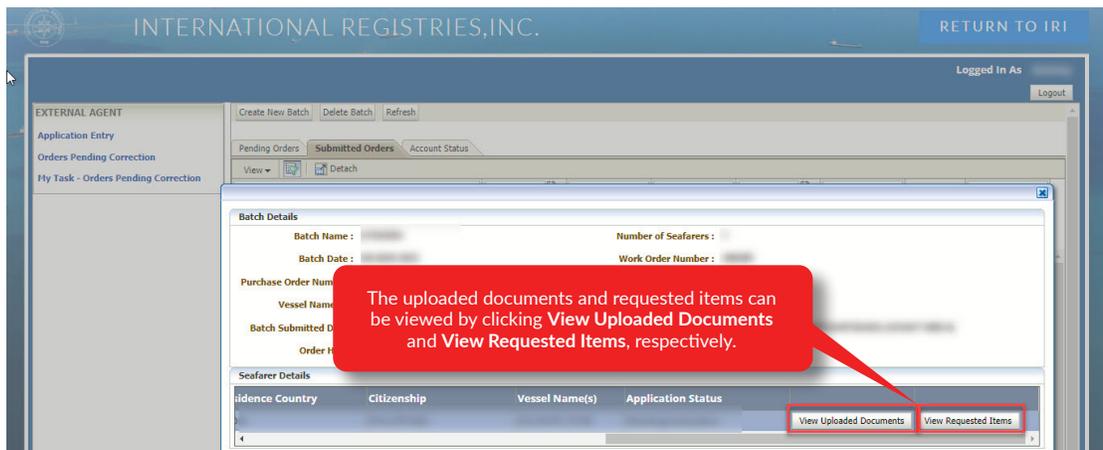


Ref 7.2.3 (i) Batch Create/Edit Page – Validate Seafarer Information

(j) The **Batch Details** page will open when the **Work Order Number** hyperlink is clicked.

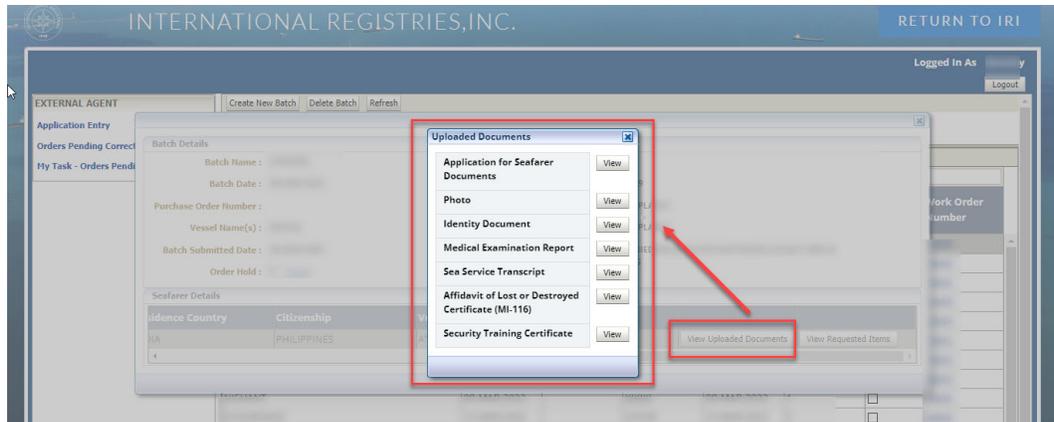


Ref 7.2.3 (j) Batch Create/Edit Page – Viewing Submitted Order Details

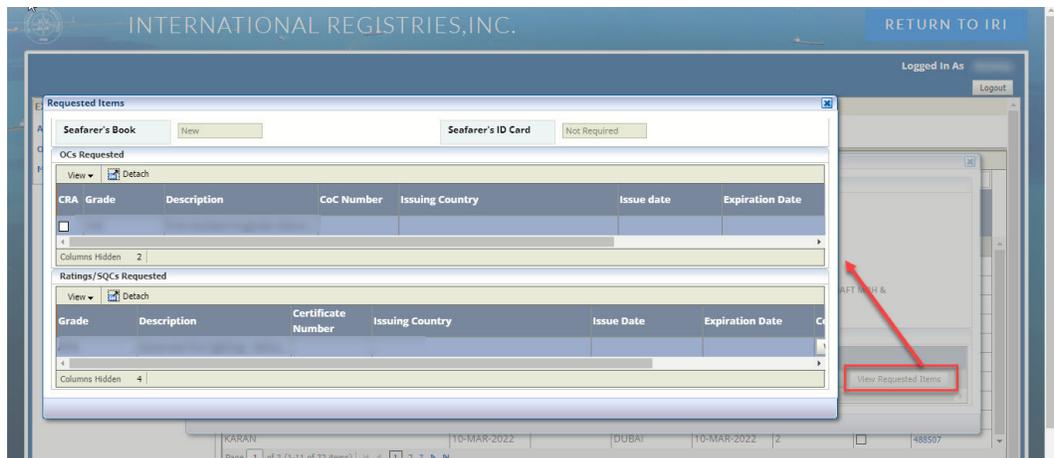


Ref 7.2.3 (j) Batch Create/Edit Page – Viewing Submitted Order Details

- (k) The seafarer application status will be displayed in the **Application Status** column.
- (i) The status will change as the order moves through the workflow.
 - (ii) Application statuses are: Pending Validation, Pending Evaluation, Pending Trade Compliance, Pending QA, Pending Assign Book Numbers, and Pending Shipping.



Ref 7.2.3 (k) (ii) Batch Create/Edit Page – Viewing Submitted Order Details



Ref 7.2.3 (k) (ii) Batch Create/Edit Page – Viewing Submitted Order Details

7.3 Deficient Applications

The **Deficient Seafarer Applications** window will show applications which have been put on hold due to deficiency. You will be able to edit the application here to make the necessary corrections and then return it for processing. The deficient seafarer applications will be

available in the **Orders Pending Correction** queue. You can assign the batch to yourself by clicking the **Assign** button.



Ref 7.3 Deficient Seafarer Applications

- (a) Click on the **Orders Pending Correction** page to see the orders with deficient applications which require correction.



Ref 7.3 (a) Deficient Seafarer Applications

- (b) Click the **Assign** button to assign the batch to your queue: **My Task – Orders Pending Correction**. Once the order has been moved to **My Task – Orders Pending Correction**, other users in your office will not be able to access the order. This will prevent any confusion which might result from you and your colleagues working on the same order at the same time. Click **Edit** to open the order or click **Return** to return the order back to the main queue for **Orders Pending Correction**.



Ref 7.3 (b) Editing Deficient Seafarer Applications

- (c) When the order is opened, order details will be greyed out on the **Batch Create/Edit** page. Changes to the order details such as **Batch Name**, **Purchase Order Number**, **Work Order Number**, **Batch Date**, **Ordering/Paying/Shipping Information** will not be permitted. The **Expedited Processing** check box and the **Notes** section will be editable to allow you to make necessary updates to the order.

The screenshot shows the 'Batch Create/Edit' page. The 'Expedited Processing' checkbox is checked, and the 'Notes' text area is empty. The 'Batch Name' field is highlighted with a red box. The 'Notes' section is also highlighted with a red box.

Ref 7.3 (c) Editing Deficient Seafarer Applications

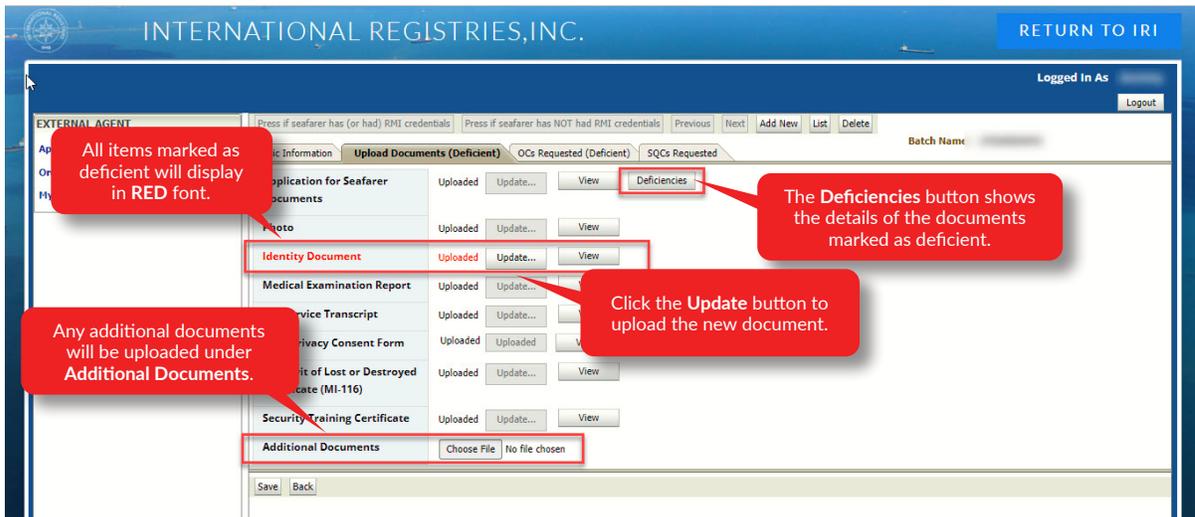
- (d) Click **Add/Edit Seafarers** to open the deficient seafarer application. Once the deficient application is opened, the **Basic Information** tab will display on the page. All the applications which are deficient will be available for editing. Other seafarer applications which have no deficiency will be greyed out, as no changes will be needed on them.

The screenshot shows the 'Basic Information' tab. The 'Upload Documents (Deficient)' tab is highlighted with a red box. A red callout box points to it with the text 'Tabs with deficient documents will have the text "(Deficient)" on them.'

Ref 7.3 (d) Editing Deficient Seafarer Applications

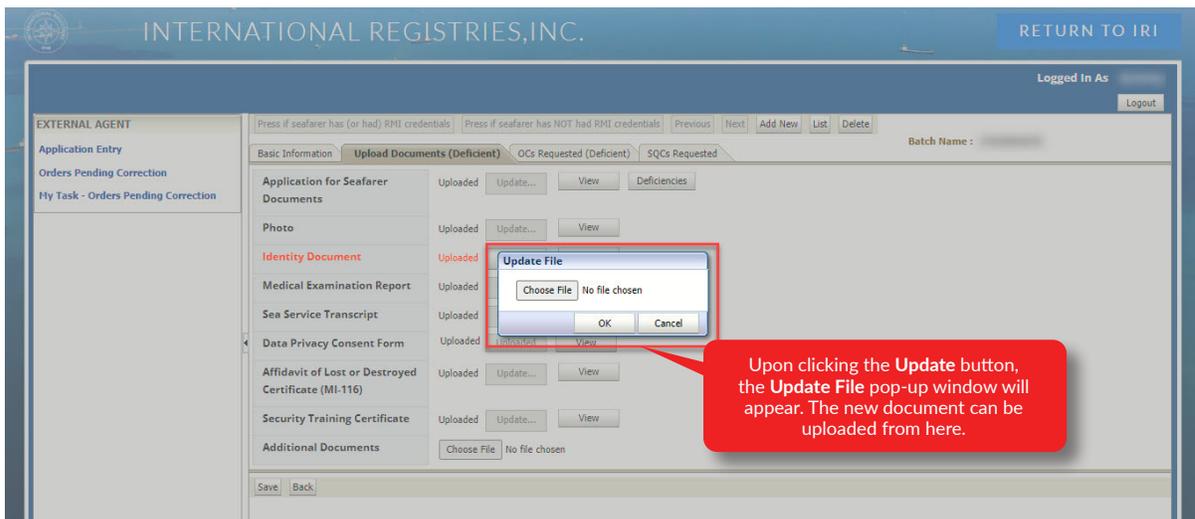
(e) Click the **Uploaded Documents** tab. Items marked for deficiency will display in **RED** font indicating that correction is needed.

The tabs with deficient items will be shown as **Upload Documents (Deficient)**, **OCs Requested (Deficient)**, and **SQCs Requested (Deficient)**, if applicable.



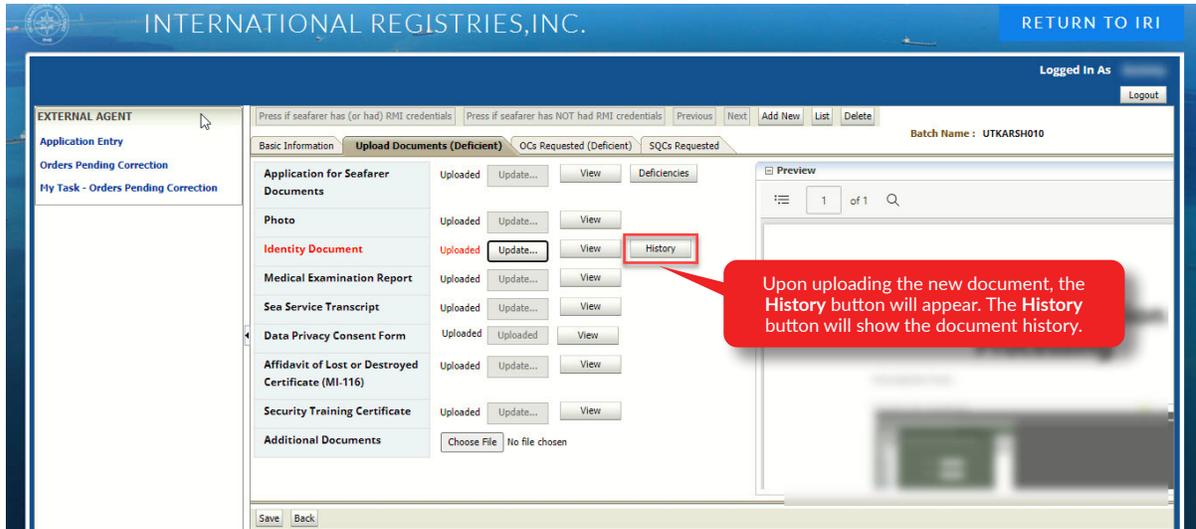
Ref 7.3 (e) Editing Deficient Seafarer Applications

(f) Click the **Update** button to upload the new document.

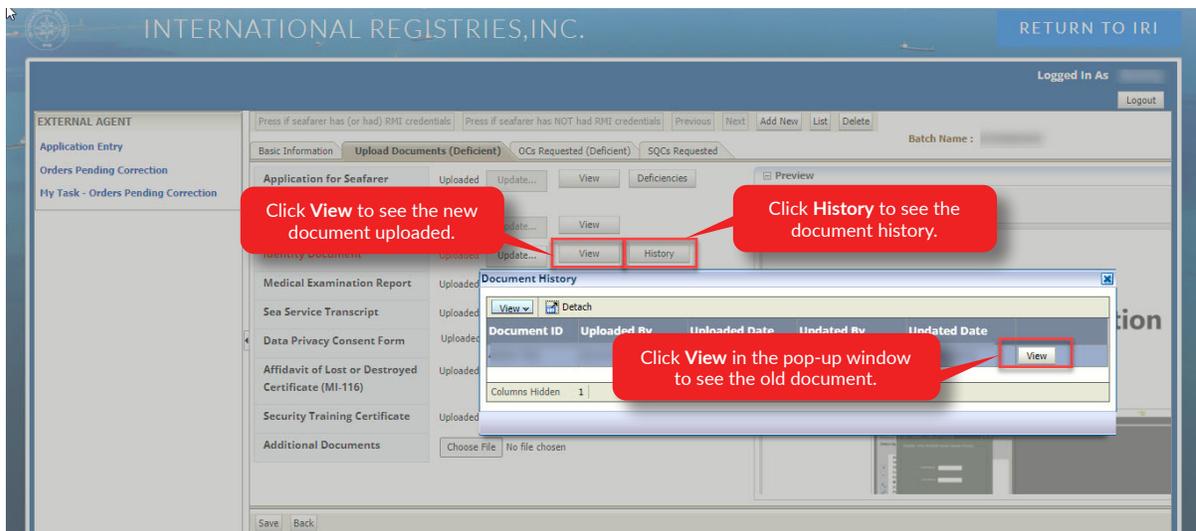


Ref 7.3 (f) Editing Deficient Seafarer Applications

- (g) Upon uploading the new document, a **History** button will appear. Clicking the **History** button will display the document originally uploaded.



Ref 7.3 (g) Viewing History Documents



Ref 7.3 (g) Viewing History Documents

- (h) Follow the same steps to remedy deficiencies on the **OCs Requested (Deficient)** and **SQCs Requested (Deficient)** tabs and click **Save**.
- (i) If there are more applications with deficiencies in the batch, repeat the same steps to upload the new documents.

(j) Once the deficiencies are remedied, click **Resubmit** to resubmit the batch as shown below.

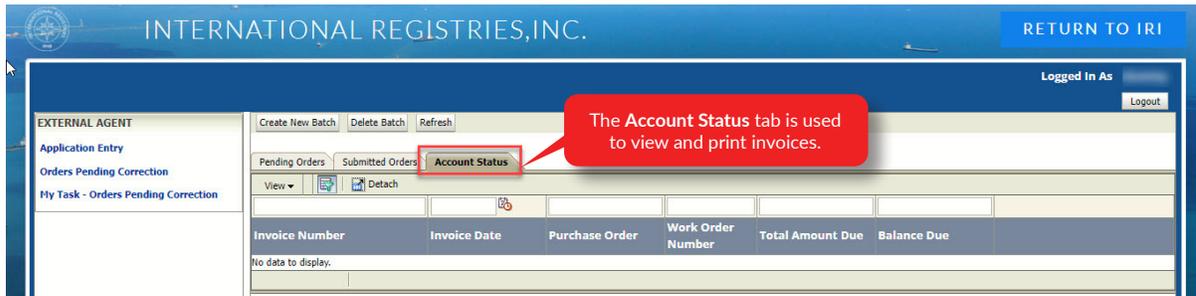
Ref 7.3 (j) Resubmitting Application

Ref 7.3 (j) Resubmitting Application

(k) Once the deficient applications are corrected and the batch is resubmitted, the batch will no longer be available in the **My Task – Orders Pending Correction** queue. You can now view it on the **Submitted Orders** tab of the **Application Entry** queue to check the status.

7.4 Account Status

The **Account Status** tab will be used to view the invoices. It will list unpaid invoices for requested documents.



Ref 7.4 Account Status Page

Click on the **Email Invoice** button for an order to send a copy of the invoice to the email address of the designated accounting contact. Contact was entered in the **Invoice Agent Email ID** field on the **Batch Create/Edit** page.

The orders for which invoices have been sent will be marked in **GREEN** font, and the orders for which invoices have not been sent will be marked in **RED** font.

Note: You will only be able to view invoices issued to your company.



Ref 7.4 Account Status Page – Email Invoice