

Department of Port & Customs (DPC)

Marine Services Automation



Document Status:

Document Name: Marine Services Automation
Version Number: 1.2
Date: 16 July 2017
Status: Draft Document

Preface

For more information on this document, please contact:

Deepak Singh
IT Business Analyst
(+971) 6 747 0111. Extn. 260

Document Revision History

Date	Version	Author	Comments
02-7-2018	V1.0	Deepak	Initial draft document
16-7-2018	V1.1	Deepak	Meeting comments addressed

Document Approval

Name:	Department:
Signature: _____	Date: _____

Name:	Department:
Signature: _____	Date: _____

Name:	Department:
Signature: _____	Date: _____

Name:	Department:
Signature: _____	Date: _____

Table of Contents

1. Introduction	6
2. Definition, Acronyms and Terminology	6
3. Marine services:	7
3.1 Vessel berthing process flow	8
3.1.1 AS-IS	8
3.1.2 To-BE	8
3.2 Sail-out permit process flow:	12
3.2.1 AS-IS:	12
3.2.2 TO-BE:	12
3.3 Extend vessel berthing stay	15
3.3.1 AS-IS:	15
3.3.2 TO-BE:	15
3.4 Vessel permit to enter Ajman port	18
3.4.1 AS-IS:	18
3.4.2 TO-BE:	18
4. HAJT reports	21
5. Customer dashboard	21
6. Email notification message	22
<i>i. Submission email content:</i>	22
<i>ii. Approved email content:</i>	22
<i>iii. Rejected email content:</i>	22
7. Appendix:	23
A. Marine services TO-BE attachment for approve email	23
i. Vessel berthing	23
ii. Port clearance/ Sail out	24
iii. Extend vessel stay	25
iv. Vessel permit to enter Ajman port	27

Table of Tables

Table 1 Definition, acronyms and terminology	6
Table 2 Vessel berthing required documents.....	10
Table 3 Email notification trigger points	11
Table 4 HAJT user's roles and privileges	11
Table 5 Sail out permit data fields.....	14
Table 6 Sail-Out Permit required documents	14
Table 7 Email notification trigger points	14
Table 8 HAJT user's roles and privileges	14
Table 9 Extend Vessel stay data fields.....	16
Table 10 Extend vessel berthing required documents	17
Table 11 Email notification trigger points	17
Table 12 HAJT user's roles and privileges	17
Table 13 Vessel permit for Ajman data fields.....	19
Table 14 Vessel permit for Ajman required documents.....	20
Table 15 Email notification trigger points	20
Table 16 HAJT user's roles and privileges	20

Table of Figures

Figure 1 Vessel berthing process flow diagram	9
Figure 2 Sail out permit process flow diagram	13
Figure 3 Extend vessel berthing process flow diagram.....	16
Figure 4 Vessel permit for Ajman process flow diagram	19

1. Introduction

The purpose of this document is to present a detailed description of marine workflows in the Department of Port and Customs Ajman.

This document will cover the followings:

- Marine services workflows
 - Vessel berthing post online NOC approval
 - Sail out permit
 - Extend vessel berthing stay
 - Vessel permit to enter Ajman port
- Bilingual software (Arabic & English)
- DPC/HAJT reports
- Customer dashboard

This document is intended for the DPC/HAJT business users, systems team, operation team, finance team and any other business team that requires understanding the To-Be system.

2. Definition, Acronyms and Terminology

Item	Description/Expansion
DPC	Department of Port and Customs
HAJT	Hutchison Ajman International Terminal

Table 1 Definition, acronyms and terminology

3. Marine services:

This section elaborates the marine services which should be automate, the document first describe the current process under AS-IS section and in later part it elaborates the TO-BE process.

Below are the lists of marine services, which should be automate:

- Vessel berthing
- Sail out permit
- Extend vessel berthing stay
- Vessel permit to enter Ajman port

3.1 Vessel berthing process flow

3.1.1 AS-IS

- i. At present the customer sends an email request to port control and attaches all required certificates of the vessel, last port clearance, indemnity letter for taking care of crew whilst vessel in port.
- ii. Port Control prints all documents for Pilots review.
- iii. The Pilot verifies that all certifications of the vessel are valid and will then issue a NOC.
- iv. The NOC is then emailed to the Marine Office.
- v. Once NOC is granted by Pilot, Marine officer will issue a NOC letter to the Agent /customer.

3.1.2 To-BE

3.1.2.1 Purpose

To enhance existing online vessel berthing workflow

3.1.2.2 Workflow

- i. The registered customer fills online form, attaches required documents and submits request for approval.
- ii. The port control officer will either approve or reject request, and system follow one of the below workflow:
 - a. Approve: The port control officer will approves NOC request and system will send approved NOC letter as an email attachment.
 - b. Reject: The port control officer controller will provide mandatory comments for rejection and system will notify the customer.

Note:

1. For reject scenario, the customer submits a new request with valid documents.
2. Post NOC letter received by Customer, the customer must get the coastguard and immigration clearance to enter the port.

3.1.2.3 Vessel berthing process flow diagram:

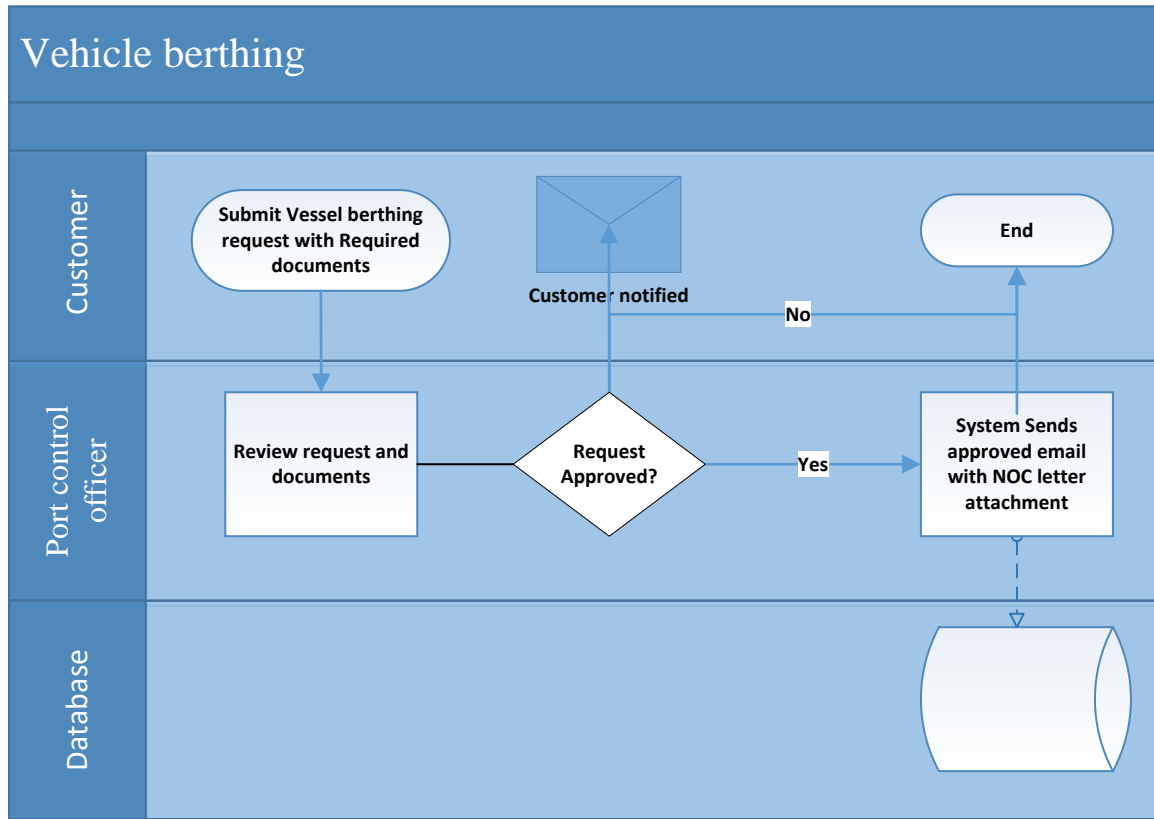


Figure 1 Vessel berthing process flow diagram

3.1.2.4 Required documents:

This section displays list of required documents for vessel berthing

Certificates to be submitted prior vessel's arrival											
Sr. No.	Certificate	UAE FLAG VESSELS	GENERAL CARGO	TANKER	CONTAINER	SUPPLY TUGS	NON-CONVENTIONAL VESSELS	<500 GT	<400 GT	<300 GT	BARGES
1	Entrance permission letter	X	X	X	X	X	X	X	X	X	X
2	Undertaking letter (Vessel Crew)	X	X	X	X	X	X	X	X	X	X
3	Certificate of registry	X	X	X	X	X	X	X	X	X	X
4	Certificate of Class	X	X	X	X	X	X	X	X	X	X
5	International loadline certificate	X	X	X	X	X	X	X	X	X	X
6	International tonnage	X	X	X	X	X	X	X	X	X	X
7	Non conventional vessel safety certificate	-	-	-	-	-	-	X	X	X	X
8	Safety construction certificate >500GT	X	X	X	X	X	X	-	-	-	X
9	Safety Equipment certificate >500GT	X	X	X	X	X	X	-	-	-	X
10	Safety Radio certificate >300GT	X	X	X	X	X	X	X	X	-	-
11	ISPS certificate for vessel more than 500 GT	X	X	X	X	X	X	-	-	-	-
12	IOPP certificate (oil tankers >=150GT, other >400GT	X	X	X	X	X	X	X	-	-	-
13	IAPP certificate (Air Pollution Prevention) >=400GT	X	X	X	X	X	X	X	-	-	-
14	ISPP certificate (Pollution Prevention) >400GT/ >15 crew	X	X	X	X	X	X	X	-	-	-
15	Ship Sanitation Control Exemption certificate	-	-	-	-	-	-	-	-	-	-
16	Radio station license - Cargo v/ls >300GT	X	X	X	X	X	X	X	X	X	-
17	Minimum safe manning	X	X	X	X	X	X	X	X	X	-
18	UAE FLAG (Navigation license)	X	-	-	-	-	-	-	-	-	-
19	Last port clearance should mention Ajman	-	-	-	-	-	-	-	-	-	-
20	Certificate of Insurance (Hull and Machinery)	X	X	X	X	X	X	X	X	X	X
21	Certificate of Insurance (Bunker) >1000GT	-	-	X	-	-	-	-	-	-	-
22	Certificate of Insurance for Oil tankers (CLC 69)>2000T	-	-	X	-	-	-	-	-	-	-
23	P & I club insurance	X	X	X	X	X	X	X	X	X	X
24	FALForm2 Cargo Declaration	X	X	X	X	X	X	X	X	X	X
25	FALForm3 Ship Store Dec	X	X	X	X	X	X	X	X	X	X
26	FALForm4 Crew Effects Declaration	X	X	X	X	X	X	X	X	X	X
27	FALForm5 IMO Crew List	X	X	X	X	X	X	X	X	X	X
28	FALForm6 Passenger List	X	X	X	X	X	X	X	X	X	X
29	FALForm7 IMO Dangerous Cargo	X	X	X	X	X	X	X	X	X	X
30	Agent is responsible for the ship and the crew when vessel inside the port letter - Statement*	X	X	X	X	X	X	X	X	X	-
31	AIS installation date- Statement*	X	X	X	X	X	X	X	X	X	X

Table 2 Vessel berthing required documents

3.1.2.5 Email notification trigger points:

This section display the email notification trigger points:

Application Status	Customer	Vetting group
Submitted	Yes	Yes
Approved	Yes	Na
Rejected	Yes	Na

Table 3 Email notification trigger points

3.1.2.6 DPC/HAJT user's roles & privileges:

This section displays the DPC/HAJT user's roles & privileges.

HAJT Role	View	Edit details	Approval	Reject	Reports' view
Port Control Officer	Yes	Yes	Yes	Yes	Full
DPC	Yes	No	No	No	No

Table 4 DPC/HAJT user's roles and privileges

3.2 Sail-out permit process flow:

3.2.1 AS-IS:

- i. The customer submits sail out permit form with required documents (Approved Declaration, Finance receipts and Immigration entrance) and visit the Marine Department for approval.
- ii. The Marine officer verify the document ad approve the request and stamp the Sail out form
- iii. The customer received the stamped Sail out form.

3.2.2 TO-BE:

3.2.2.1 Purpose:

To automate existing Sail-Out Permit request

3.2.2.2 Workflow:

- i. The registered customer fills online form, attaches required document and submits request for approval.
- ii. The port control officer will either approve or reject request, and system follow one of the below workflow:
 - a. Approve: The port control officer will approves request and system will send approved permit as an email attachment.
 - b. Reject: The port control officer will provide mandatory comments for rejection and system will notify the customer.

Note: For reject scenario, the customer submits a new request with valid documents

3.2.2.3 Sail-Out process flow diagram:

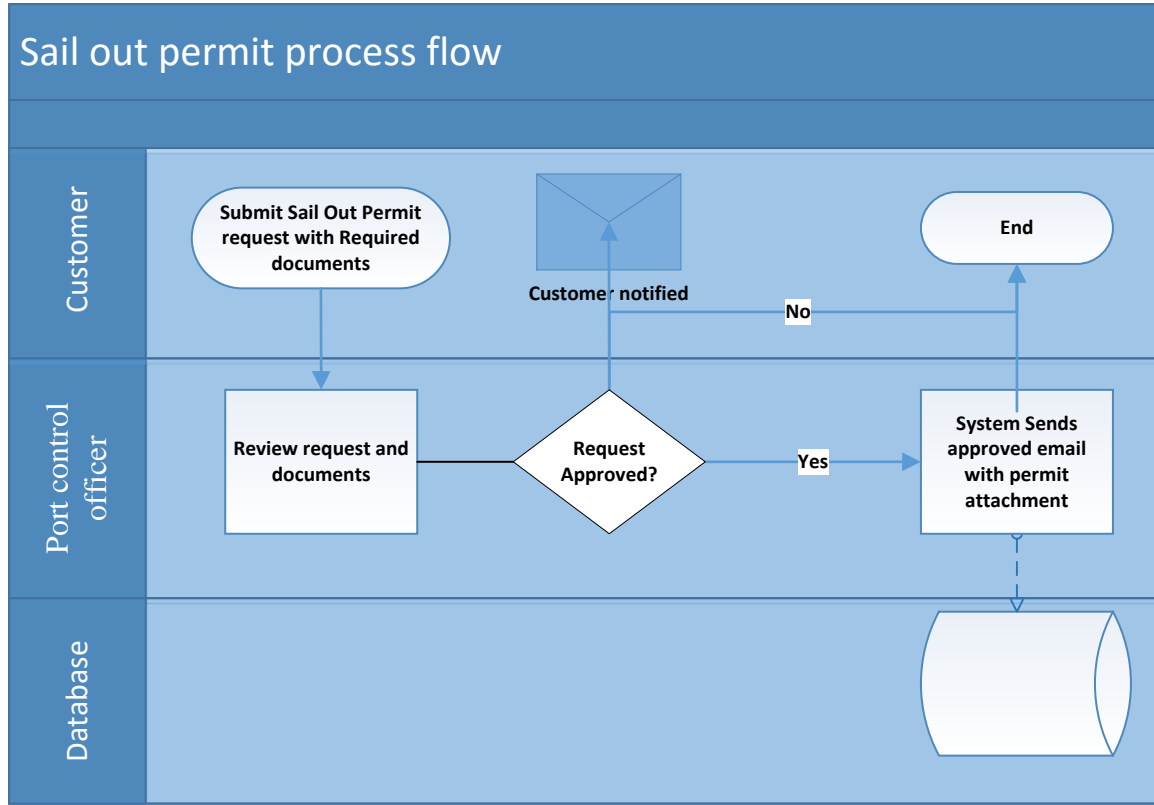


Figure 2 Sail out permit process flow diagram

3.2.2.4 Sail out permit form data fields:

The below table describe the sail out permit data fields:

Sail out permit data fields			
S.No	Fields	Description	Data type
1	Vessel Name	Enter vessel name	Varchar2 (80 byte)
2	Vessel Type	Enter vessel type	Varchar2 (80 byte)
3	Flag/Country	Enter/Select country list	Drop-down of countries
4	Tonnage	Enter tonnage details	Number (5)
5	Captain's Name	Enter captain name	Varchar2 (80 byte))
6	No. of Crew	Enter no. of crew	Number (5)
7	Last port of call	Enter last port details	Varchar2 (80 byte)
8	Next port of call	Enter next port details	Varchar2 (80 byte)
9	Date of Arrival time	Enter arrival date & time	Date & time format (DD/MM/YYYY-HH:MM)
10	Departure Date & time	Enter departure date & time	Date & time format (DD/MM/YYYY-HH:MM)
11	Shipping Agency	Enter shipping agency	Varchar2 (80 byte)

Sail out permit data fields			
S.No	Fields	Description	Data type
		name	
12	Remark	Enter comments if any	Varchar2 (500 byte)
13	Fees	Select type	Drop down: 1) 125 AED for Launch 2) 75 AED for GCC 3) 125 AED for Non-GCC

Table 5 Sail out permit data fields

3.2.2.5 Sail out permit required document:

This section displays list of required documents for sail out permit.

S.No	Document Name
1	Approved Declaration
2	Finance Receipt
3	Immigration Entrance

Table 6 Sail-Out Permit required documents

3.2.2.6 Output:

Refer [Port clearance/ Sail out](#) form under Appendix

3.2.2.7 Email notification trigger points:

This section display the email notification trigger points:

Application Status	Customer	Vetting group
Submitted	Yes	Yes
Approved	Yes	Na
Rejected	Yes	Na

Table 7 Email notification trigger points

3.2.2.8 HAJT user's roles & privileges:

This section displays the HAJT user's roles & privileges.

HAJT Role	View	Edit details	Approval	Reject	Reports' view
Marine Officer	Yes	Yes	Verify	Yes	Full
Port Control Officer	Yes	Yes	Yes	Yes	Full

Table 8 HAJT user's roles and privileges

3.3 Extend vessel berthing stay

3.3.1 AS-IS:

- i. The customer submits extension vessel berthing form with required documents at vetting office.
- ii. The officer/ port control verifies the application form with required documents and notifies customer about payment (AED 800) and extension duration (Max 21 Days).
- iii. The customer make payment at Finance Department and notify vetting officer
- iv. The vetting officer/ port control, confirm with Finance Department about payment and issue extension Permit i.e. 2 permit 1 for Cost guard and another for Immigration department.

Note: Post 21 days of extension expiry, if required the customer submits a new request for extension.

3.3.2 TO-BE:

3.3.2.1 Purpose:

To automate existing Extension Permit request

3.3.2.2 Workflow:

- i. The registered customer fills online form, attaches required document and submits request for approval.
- ii. The port control officer will either approve or reject request, and system follow one of the below workflow:
 - a. Approve: The port control officer will approves request and system will send approved permit as an email attachment.
 - b. Reject: The port control officer will provide mandatory comments for rejection and system will notify the customer.

Note: For reject scenario, the customer submits a new request with valid documents

3.3.2.3 Extend vessel berthing process flow diagram:

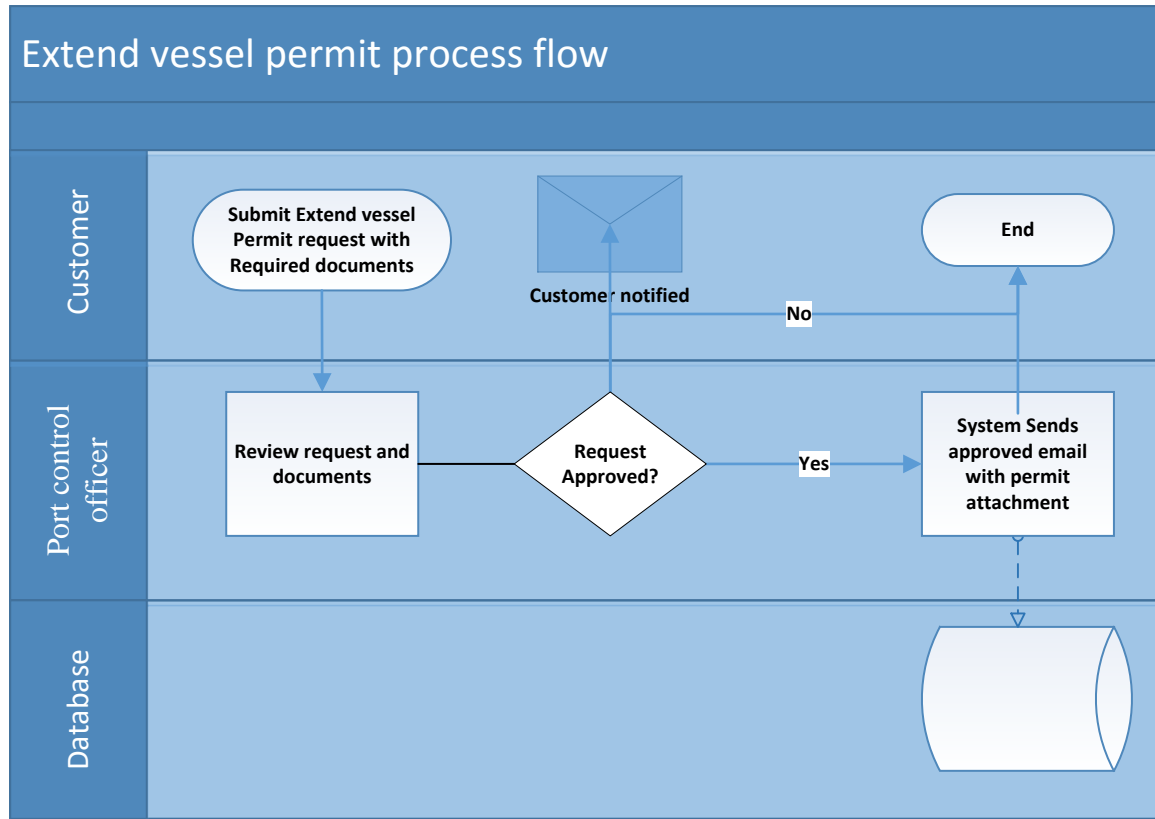


Figure 3 Extend vessel berthing process flow diagram

3.3.2.4 Extend vessel berthing data fields:

The below table describe the extend vessel berthing data fields:

Extend vessel berthing data fields			
S.No	Fields	Description	Data type
1	Vessel Name	Enter vessel name	Varchar2 (80 byte)
2	Vessel Type	Enter vessel type	Varchar2 (80 byte)
3	Flag/Country	Enter country details	Drop-down value: i. Select country list
4	Extension Reason	Enter extension reason	Varchar2 (80 byte)
5	Entrance Reason	Enter entrance reason	Varchar2 (80 byte)
6	Extension Date	Enter extension date	Date format (DD/MM/YYYY)
7	Extension Days	Enter extension days	Numeric (5)
8	Agent Name	Enter agent name	Drop-down
9	Agent Contact Details	Enter agent contact details	Numeric (10)
9	Extension Fees	Enter Fees (800 AED)	Numeric (5)

Table 9 Extend Vessel stay data fields

3.3.2.5 Extend vessel berthing required documents:

This section displays list of required documents for extends vessel berthing:

S.No	Document Name
1	Approved Declaration
2	Finance Receipt
3	Immigration Entrance

Table 10 Extend vessel berthing required documents

3.3.2.6 Output:

Refer [Extend vessel stay](#) form under Appendix

3.3.2.7 Email notification trigger points:

This section display the email notification trigger points:

Application Status	Customer	Vetting group
Submitted	Yes	Yes
Approved	Yes	Na
Rejected	Yes	Na

Table 11 Email notification trigger points

3.3.2.8 HAJT user's roles & privileges:

This section displays the HAJT user's roles & privileges.

HAJT Role	View	Edit details	Approval	Reject	Reports' view
Marine Officer	Yes	Yes	Verify	Yes	Full
Port Control Officer	Yes	Yes	Yes	Yes	Full

Table 12 HAJT user's roles and privileges

3.4 Vessel permit to enter Ajman port

3.4.1 AS-IS:

- i. The customer submits application form with required documents at vetting office.
- ii. The officer verifies the application form with required documents and notifies customer about payment (AED 100)
- iii. Post payment collection and approval the officer issue NOC to customer.

3.4.2 TO-BE:

3.4.2.1 Purpose:

To automate existing vessel permit to Ajman port request

3.4.2.2 Workflow:

- i. The registered customer fills online form, attaches required document and submits request for approval.
- ii. The port control officer will either approve or reject request, and system follow one of the below workflow:
 - a. Approve: The port control officer will approves request and system will send approved permit as an email attachment.
 - b. Reject: The port control officer will provide mandatory comments for rejection and system will notify the customer.

Note: For reject scenario, the customer submits a new request with valid documents.

3.4.2.3 Vessel permit for Ajman process flow diagram:

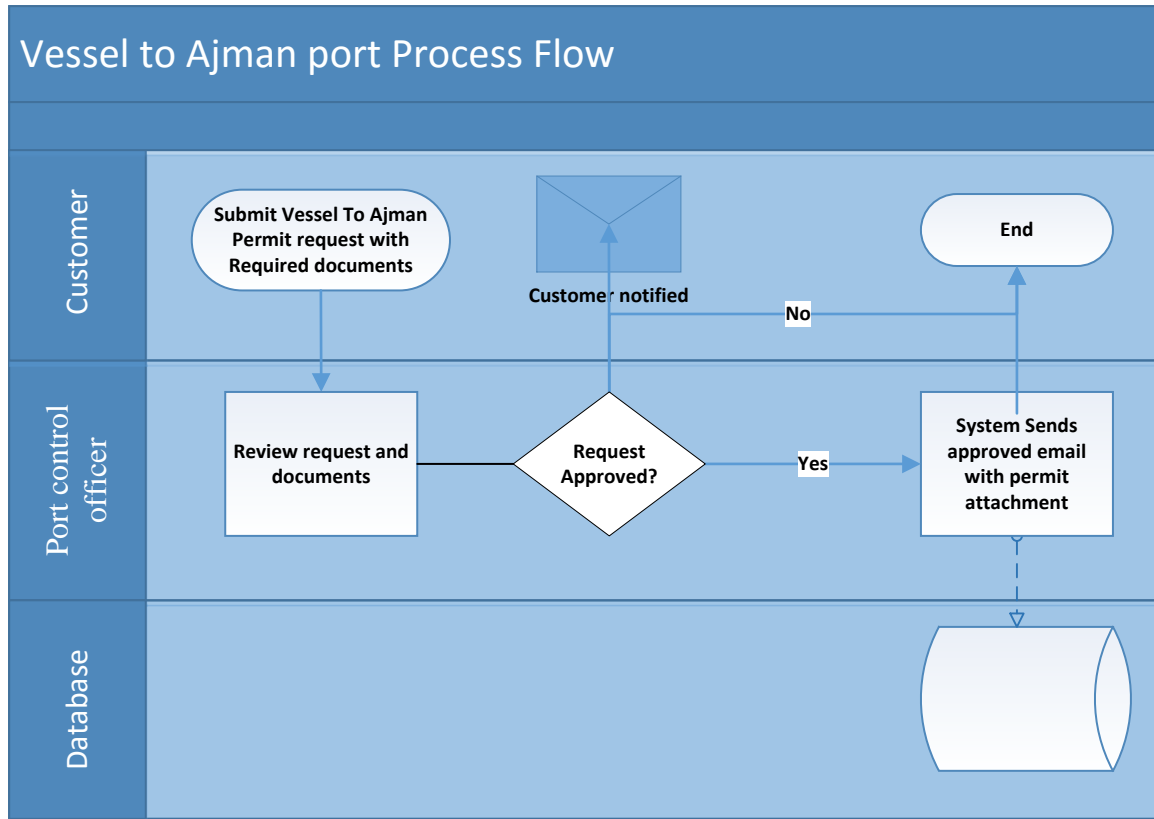


Figure 4 Vessel permit for Ajman process flow diagram

3.4.2.4 Vessel permit for Ajman data fields:

The below table describes the vessel permit for Ajman data fields:

Vessel permit for Ajman data fields			
S.No	Fields	Description	Data type
1	Vessel Name	Enter vessel name	Varchar2 (80 byte)
2	Vessel Type	Enter vessel type	Varchar2 (80 byte)
3	Flag/Country	Enter country details	Drop-down value: Select country list
4	Agent Name	Enter agent name	Varchar2 (80 byte)
5	Exit Port	Select exit port	Drop-down value: List of port in UAE
6	Fees	Enter fees (100 AED)	Numeric (5)

Table 13 Vessel permit for Ajman data fields

3.4.2.5 Vessel permit for Ajman required documents:

This section displays list of required documents for vessel permit for Ajman.

S.No	Document Name
1	Vessel Document (based on Vessel Type)
2	Exit NOC
3	Entrance permit from the agent

Table 14 Vessel permit for Ajman required documents

3.4.2.6 Output:

Refer [Vessel permit to enter Ajman port](#) form under Appendix

3.4.2.7 Email notification trigger points:

This section display the email notification trigger points:

Application Status	Customer	Vetting group
Submitted	Yes	Yes
Approved	Yes	Na
Rejected	Yes	Na

Table 15 Email notification trigger points

3.4.2.8 HAJT user's roles & privileges:

This section displays the HAJT user's roles & privileges.

HAJT Role	View	Edit details	Approval	Reject	Reports' view
Marine Officer	Yes	Yes	Verify	Yes	Full
Port Control Officer	Yes	Yes	Yes	Yes	Full

Table 16 HAJT user's roles and privileges

4. HAJT reports

This section covers reporting functions available for HAJT departments:

- a. Able to get report by date range
- b. Able to get report by status
- c. Able to use all combination filter
- d. Able to get all report despite of date range.
- e. Able to get report by users name

Note: All reports should be saved and printed in excel/PDF format.

5. Customer dashboard

This section covers the dashboard requirements for Customer.

- a. List of submitted requests
- b. List of approved requests
- c. List of rejected requests

6. Email notification message

i. *Submission email content:*

Dear User (XXXXXX),

Your (request name) request for (request no.) has been received and is being considered.

You will be advised by email when a decision has been made.

Regards,
Marine Department,
HAJT

ii. *Approved email content:*

Dear User (XXXXXX),

Your (request name) for XXXXXXX (request no.) has been approved.

Please find the attachments for your reference and follow below instructions for entry

Instructions:

1. Payment must be made at payment counter prior to entry. (Conditional)
2. Approved permit

Regards,
Marine Department,
HAJT

iii. *Rejected email content:*

Dear User (XXXXXX),

Sorry, your (request name) for XXXXXXX (request no.) has been rejected.

Rejection Comments:

You can re-submit a new (request name) request.

Regards,
Marine Department,
HAJT

7. Appendix:

A. Marine services TO-BE attachment for approve email

i. Vessel berthing



الاشارة : 7194 / م ج ع / ش ب / 2017

2018-06-24

الساده / مجموعة حرس السواحل - السرب الثالث - المحترمين
السلام عليكم ورحمة الله وبركاته،،،

تهديكم دائرة الميناء والجمارك عجمان أطيب التحيات، ونشكركم على صادق التعاون معنا، ونحيطكم
علماً بأنه لا مانع لدينا من دخول السفينة المذكورة بياناتها ادناه الى الميناء :

- اسم السفينة : ديهول - 7
- النوع : قاطرة
- العلم : سانت فنسنت
- الغرض من الدخول : سحب بارج
- التاريخ : 2018/6/25
- الوكيل البحري : سكس كونستراكت للشحن

وتفضلوا بقبول فائق الاحترام والتقدير،،

ii. Port clearance/ Sail out

Sail out

حكومة عجمان
Government of Ajman

دائرة الميناء والجمارك
Department of Ports and Customs

رقم تصريح مغادرة الميناء
Port Clearance No. 04335

Date _____ Time _____ الساعة _____ التاريخ _____
Vessel's Name _____ اسم السفينة _____
Type of Vessel _____ النوع _____
Flag _____ العلم _____
Tonnage _____ الحمولة _____
Captain's Name _____ اسم القبطان _____
No. of Crew _____ عدد الملاحين _____
Last port of Call _____ ميناء الاقلاع الاخير _____
Next port of Call _____ الميناء المتوجه اليه _____
Date of Arrival _____ تاريخ الورود _____
Arrival Time _____ وقت الوصول _____
Date of Departure _____ تاريخ المغادرة _____
Time of Departure _____ وقت المغادرة _____
Shipping Agency _____ الوكيل البحري _____
Remarks _____ ملاحظات _____

إدارة الشؤون البحرية
Marine Department

iii. Extend vessel stay

حزمة تمديد بقاء وسيلة
(2)

Extend vessel Letter [1]

EXT CO

373 / ش ب م ج ع / 2016
2018/6/19

السادة / مجموعة حرس السواحل - السرب الثالث - الشارقة - المحترمين
السلام عليكم ورحمة الله وبركاته

تهديكم دائرة ميناء وجمارك عجمان اطيب التحيات، ونشكركم على صادق التعاون معنا، ولا مانع لدينا من استمرار رسو السفينة المذكورة ببياناتها ادناه :

✓ 1- اسم السفينة : فاير فاتون
✓ 2- النوع : تنكر
✓ 3- العلم : ليبيريا
✓ 4- الغرض من الدخول : الصيانة في الميناء
✓ تاريخ الدخول : 2015/12/10
✓ مدة التمديد : 30 يوم
✓ الوكيل البحري : الزمرد للملاحة والشحن
✓ سبب التمديد

وتفضلوا بقبول فائق الاحترام

ناصر عبيد السويدي
مدير/ادارة الشؤون البحرية

حزبة تصدير نقاء وسيله
(1)

Extent Vessel Letter (2)

373 / م ج ع / ش ب / 2017

2018/6/19

الساده / الهيئة الاتحادية للمواصلات البرية والبحرية- الشارقة - المحترمين
السلام عليكم ورحمة الله وبركاته ،،

تهديكم دائرة الميناء والجمارك عجمان اطيب التحيات، ونشكركم على صادق التعاون معنا، ونحيطكم
علماً بأنه لا مانع لدينا من استمرار رسو السفينة المذكورة ببياناتها ادناه :

✓ اسم السفينة : فاير فاتون
✓ النوع : تنكر
✓ العلم : ليبيريا
✓ الغرض من الدخول : الصيانة في الميناء
✓ تاريخ الدخول : 2015/12/10
✓ كمادة التمديد : 30 يوم
✓ الوكيل البحري : الزمرد للملاحة والشحن
✓ سبب التمديد :

وتفضلوا بقبول فائق الاحترام والتقدير ،،

عن / ناصر عبيد السويدي
مدير ادارة الشؤون البحرية

iv. Vessel permit to enter Ajman port

لما منع من المصادرة في حوالي أخرى
خطاب

Vessel Permit to enter Ajman Port 2016 / ج ع / 07
2016/07/26

المحترمين السادة / ادارة جوازات ميناء الحميرية - المشاركة -
السلام عليكم ورحمة الله وبركاته :

تهديكم دائرة ميناء وجمارك عجمان اطيب التحيات- ونشكركم على صادق تعاونكم معنا - ولا
ماتع لدينا من دخول السفينة التي تحمل البيانات أدناه:-

اسم الوسيلة : بي اس باور
نوع الوسيلة : قاطرة
علمها : سنغافوره
الوكيل : شركة عجمان للملاحة والتجارة

و تفضلوا بقبول فائق الاحترام .

ناصر عبيد السويدي
مدير / ادارة الشؤون البحرية

① خطاب باسم الوكيل البحري موحية للميناء
②