User manual

Edited at: 21 November 2014 Version: 1.1

A. Introduction

Aiming to provide operational efficiency of SRPS companies in terms of time, cost and intangible expense for departure and visa service, dmamyanmar.org is developed and introduced to provide online access for those service. Cooperating with technology company named Xbusiness and The Inspiration Co.,Itd, the partner of KoeKoeTech (<u>www.koekoetech.com</u>) and DMA-SD section, it takes a year to introduce online service limited to departure and visa application. This is the user manual for showing how to use the online service for departure and visa application via <u>www.dmamyanmar.org/srps</u>

B. Limitation of use

This user manual is limited to be used only for registered SRPS company in terms of browsing, registration, applying departure and visa application. It will be updated according to the release of service update. Get latest version at http://www.dmamyanmar.org/Content/File/usermanual.pdf

C. Services offered

• Online departure document application

Any registered SRPS company can browse, register departure online and make request for departure document. After submitted, the request will be posted to DMA-SD section and the section will proceed your request within 24 hours. After your request information has been validated by DMA-SD, the company will get response – departure document or service information after processing.

Online visa application

Any registered SRPS company can browse, register visa online and make request for visa form. After submitted, the request will be posted to DMA-SD section and the section will proceed your request within 24 hours. After your request information has been validated by DMA-SD, the company will get response – departure document or service information after processing.

D. General requirement

- Access to Internet Connection (256 kbps 1 Mbps) ADSL or Wimax or Mobile Data network)
- Anyone who has average computer user skill and knowledge (e.g. anyone who can use 10% of functionality of Microsoft office, anyone who can use gmail or facebook)
- Registered and valid SRPS company
- One administrator email for security code update and technical support

E. Browser compatibility

• Mozilla Firefox, Chrome, Safari

F. Features provided

• Online Seafarer's Departure/Visa request submission

It provides access you to submit departure request for particular seafarer together with associated information.

• Browsing and searching departure/Visa information online

It provides feature you to browse or search your company Departure/Visa information

• Information and Technical Support

It delivers information or technical support for any kind of question and request.

G. How does it work?

How is dmamyanmar online service working?

For delivering mentioned services, two respective domains have been hosted on Microsoft Azure, cloud computing platform. One domain (SRPS) stands for business operation and administration of SRPS companies and another domain stands for DMA-SD administration. Through SRPS domain, any registered SRPS company can access the services with respective account profile – username and password.

Making request and Getting Departure/Visa Form

The online service provides Departure or Visa form to submit your request. After submitted, you will get request token online and it will posted to DMA-SD section at once. DMA-SD will review your request through validation and verification for confirmation within 24 hours. As soon as confirmed, you will get noticed in your email or on web page.

Making request cancel

Before getting any confirmation from DMA-SD, you are free to make cancellation request if you wish to cancel for any reason.



H. Steps for Departure Request Submission

Note: The step 1-5 and 7 are the steps to be taken by SRPS company to process any departure request. Step 6-7 are the steps to be taken by DMA-SD. It should be noted that the same steps are applied to Visa Request submission (see Visa Request Submission)

I. Walkthrough screen shots

1. Login screen

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Swww.dmamyanmar.org/srps/	⊤ C Google	
\bigoplus Welcome to Dept of Marine Administration Online Service		
Login to SRPS Company administration.		
Select your SRPS company Fill the username: XXXXX Fill the password: XXXXX Don't have any account? Sign up to get starte	d	
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2. SRPS Administration dashboard (before scrolled)

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Registered Company Visa Form	Q View © Refresh Total: 4 Approved @ Requested @ 2 Add @ Vice © Refresh Total: 3 Approved @ Represent	Registered Vessel Iss Depature Document	Q Vow © Refresh Total: 83 ued © Requested Q Vow © Refresh Total: 87	ł
	24 Hour Awesome support Our team of technical experts cater to you and your se requirement and forward it to better development. Plea want to improve, error messages you're seeing, and any We will introduce you 24/7 customer support service in Learn more	vice subscribers. We love answering the technical questions. We are n se remember to provide as much detail as possible. Information like thing about your business requirement. We will answer all inquiries within 2 2015.	Different panels showing qua service processing/ buttons f	antity of your for operations
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3. SRPS Administration dashboard (scrolled)

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Seafarer List					Tota	al : 37 Approved :	27 Requested : 3 Cancelled :	7			
CDC Name	NRC	SID No.	SID Issue Date	SID Expire Date	NSB No.	NSB Issue Date	NSB Expire Date				
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63878 AUNG AUNG AYE MYINT	14/KALANA(N)075908	7	01, Sep 2006	01, Aug 2016	44262	01, Apr 2014	History sec ^{31, Ma} departure a	tion shov and visa i	vs the nform	list of ation	you
72625 AUNG MIN OO	9/LAWANA(N)158649	7	29. Mar 2011	28 Mar 2016	30941	04 Oct 2013	03 Oct 2018 @ Datail				
	All Confirmed Requirement All Confirmed Requirement Seafarer List CDC Name 61649 AKAR BO WIN 63878 AUNG AUNG AVE MYINT TURE LINE DO	want to improve, error We will introduce you 2 Learn more	All Confirmed Requested Cancelled Cancel Requested All Confirmed Requested Cancelled Cancel Requested pature information Visa information Visa information Seafarer List CDC Name NRC SID No. 61649 AKAR BO WIN 12/MAGATA(N)085712 7 63878 AUNG AUNG AYE MYINT 14/KALANA(N)075908 7 Total Cancel Ca	want to improve, error messages you're seeing, and anyth We will introduce you 24/7 customer support service in 21 Learn more Ifistory All Confirmed Requested Cancelled Cancel Requested Ifistory All Confirmed Requested Cancelled Cancel Requested Seafarer List CDC Name NRC SID No. SID Issue Date 61649 AKAR BO WIN 12//MAGATA[N)085712 7 01, Apr 2005 63878 AUNG AUNG AYE MYINT 14//ALANA[N)075908 7 01, Sep 2006 The State	Seafarer List CDC Name NRC SID No. SID Issue Date SID Expire Date Seafarer List CDC Name NRC SID No. SID Issue Date SID Expire Date 61649 AKAR BO WIN 12/MAGATA[N]085712 7 01, Apr 2005 31, Mar 2015 63878 AUNG AUNG AYE MYINT 14/KALANA[N]075908 7 01, Sep 2006 01, Aug 2016	Image: Search of the second of the secon	Image: Search or metages you're seeing and anything about your business requirement. We will introduce you 24/7 customer support service in 2015. Learn more Image: Story Story	Image: Search index in the improve, energine support service in 2015. Learn more Image: Search index	Image: Search NRC SID No. SID Expire Date NSB No. NSB Expire Date Sid Expire Date Sid Expire Date History section show Cot Name NRC SID No. SID Expire Date NSB No. NSB Expire Date Sid Expire Date History section show distant 12,04,04,04,04,00,055712 7 01, Apr 2005 31, Mar 2015 23227 09, Aug 2013 08, Aur History section show 4AGR BD WIN 12/AAGATA(N)085712 7 01, Apr 2005 31, Mar 2015 23227 09, Aug 2013 08, Aur History section show 63378 ALUNG ALUNG AVE W1NT 14/AAGATA(N)075708 7 01, Apr 2005 31, Mar 2015 23227 09, Aug 2013 08, Aur	Image: Search NRC SID No. SID Source Source SID Source Source SID Source Source<	Search wat to improve error messages you're seeing, and anything about your business requirement. We will answer all inquiries within 24 hours. > wait to improve error messages you're seeing, and anything about your business requirement. We will answer all inquiries within 24 hours. > Image: Search Image: Search Image: Search Image: Search Image: Search Image: Search Image: Search Image: Search spature information Vass information Image: Search Image: Search Image: Search Search Image: Search Image: Search Image: Search Image: Search Image: Search spature information Vass information Vass information Image: Search Image: Search

4. Departure Request submission (Step 1)

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			Step 1		
		Find profile infor	rmation with CDC and Name		
		Seafarer's CDC (SIRB) No.	Seafarer's NSB No.		
		2	2		
		Fill seafarer CDC No here.	Please type the number shown in sea book without including '0'	farer's	
		Seafarer's Full Name			Step 1
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	Any information and any files submitted to DM	Fill seafarer full name with capital letter. IOS are confidential and intended solely for Ar	r the use of the individual or entity to whom the dministration (DMA).	ey are addressed under authorization of Departm	Fill seafarer's CDC No. Fill seafarer's NSB No. Fill seafarer's Full Name
		Oste	sp 1. Check seafarer profile		
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Note: All seafarer information (CDC No, NSB No, Full name) must be correct to proceed to register departure information at Step-2. If seafarer information is not correct, related error will be highlighted as below.

4.1.1 Showing an error that entered seafarer information is not found in our database.

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Find Register Request O Submit Find	Next →				
Step 1					
Find profile information with CDC and Name					
Seafarer's CDC (SIRB) No. Seafarer's NSB No.					
43453 23423					
Fill seafarer CDC No here. Please type the number shown in seafarer's book without including: 0'					
Seafarer's Full Name					
Maung					
Fill seafarer full name with capital letter					
Any information and any files submitted to DMAOS are confidential and intended solely for the use of the individual or entity to whom they are addressed under authorization of Department of N Administration (DMA).	Varine				
Step 1 Check seafarer profile					
Sorry! This profile Information is not available in our database. Please check seafarer's CDC number and seafarer's Name is correct.					
Reasons for unable to find profile information with CDC number					
Entered Name and CDC number is not correct.					
entered CDC information is not recently update. Drop mail to Dept of Administration here. entered CDC number is not valid or expired or does not match with Name.					
O See help					
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4.2 Departure information registration (Step 2)

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1 Find 2 Regis	ster 3 Request	Submit		← Prev Next →	
		Step 2			
	Register d	epature information for MAUNG	MAUNG TIN (CDC No. 44015)		
Reason		Vessel	Expected Depature Date		
Select reason	~	Select vessel	✓ 11/25/2014 12:00:00 AM		
Fill the reason of depature.		Select vessel to be signed on	Fill seafarer's expected depature of	iate.	
Rank		Passport	Port		
Select rank	~	e.g. M12834	Select port country	~	
Fill seafarer's rank.		Fill seafarer's passport.	Fill depature country port.		
Remark					
e.g. your remark here					
Fill your remark here.			S	tep 2	
Any information submitted to D	DMAOS are confidential and intend	ed solely for the use of the individual or entity to © Strp 2: Register departure if	whom they are addressed under authorization c Se formation (O Ex	elect reason, Select r elect Vessel nly registered vessel pected Departure D	ank, Fill passport s will be shown in lis ate
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Note: If no vessel you are looking to put is not found in registered vessel list, although you have confirmed that particular vessel has been already registered by DMA, please report to <u>info@dmamyanmar.org</u> or contact to 959-73164644

4.3 Request summary review (Step 3)

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	Step 3			
Send r	equest with depature information for Maung	Maung Tin (CDC No. 44015)		
Name Maung Maung Tin	CDC No. 44015	Passport No. M1234		
Reason JOB	Issued Date 19. Nov 2014	Expected Depature Date 27, Nov 2014		
Vessel MV AQUAMARINE SW, IMO No. 9597666	Rank 1E	Port Ashmore and Cartier Islands		
Remark This is urgent request				
	Enter payment code	Security code		
	e.g. X000000	.g. 000	Step 3	
Any information and any files submitted to DMAOS	; are confidential and intended solely for the use of the individual Administration (DMA).	or entity to whom they are addressed under authoriz	Review your requ	uest information
	Step 3. Submit request		Enter payment of Enter security co	ode de
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Note: Payment code is requested for final request submission. Get payment code by using keyMaker program (see how to use keyMaker program in section 7). It must be noted that if you use certain key for particular transaction (Departure or Visa), the key will be redeemed and it cannot be use anymore for other transaction. Therefore before proceeding to submission using payment code, you need to make sure that all the request information is correct and valid. Once submitted, DMA-SD will see your request and process through validation and verification. Within 24 hours of service, you will get notice of your request confirmation in your email and web page.

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Name Maung Maung Tin Reason JOB Vessel	CDC No. 44015 Issued Date 19, Nov 2014 Rank	Passport No. M1234 Expected Depature Date 27, Nov 2014 Port	
MV AQUAMARINE SW, IMO No. 9597666 Remark This is urgent request	ΤE	Astemore and Cartier Islands	
Any information and any files submitted to DMA	Diffiffit OS are confidential and intended solely for the use of the individual Administration (DNA).	ual or entity to whom they are addressed under authorization of Department of Marine	
	Sorry! Entered payment code is not valid. Plea	use try with another code.	
	Reasons for your payment code is • Please make sure you entered valic • If you car't access with valid payment code, drop mail to Paym • See help	iot valid. payment code. ent Service of Dept of Administration here.	
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4.3.1 Error showing entered payment code is not valid (Step 3)

Note: Your entered payment code is random and it is not generated by keyMaker or you entered wrong security code.

4.4 Departure Request Submitted (Step 4)

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DEPARTMENT OF MARINE ADMINISTRATION	Dashboard Invoice Help 💄
Find A Register Request Submit	← Prev Complete
Step 4	
Your depature request has been submitted succe	essfully.
Success	
Your requested has been submitted successfully and DMAOS will response you	u within 24 hours.
O Make another request.	
	Step 4
Support and Continuous Codework	Your request has been successfully submitted. Click (View Request token) for your submission
It is administration panel for SRPS Company which allows you to see all requests submitted to Department of Administration for processing your depature request and visa request. You are free to contact us for any questions of using DMA admin pan through Xbusiness and The Inspiration Co.Ltd	nel keep going for providing better solution with your business insights.
© copyright 2014	Developed by Xbusiness and The Inspiration Co., Ltd
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4.3.2 Error showing entered payment code has been already redeemed

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	Name	CDC No.		Passport No.				
	Maung Maung Tin	44015		M1234				
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	Vessel	Rank		Port				
	MV AQUAMARINE SW, IMO No. 9597666	1E		Ashmore and Cartier Islands				
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	This is urgent request							
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		D11111111	•••					
	Any information and any files submitted to DMAOS a	re confidential and intended solely for the use of the indi- Administration (DMA)	vidual or entity to whor	n they are addressed under authorization of Departr	ment of Marine			
	Sorry! E	• Step 3: Submit reque	st emed. Please try v	with another code.				
	• If ye	Reasons for your payment code has beer • Your payment code has bee ou have any claim for your paymment code drop mail to f	n already redeemed. n used before. Payment Service of Dep	ot of Administration here.				
		See help						
		March Mar						

4.4.1 View Departure Request Token (Step 4)



Note: Keep this request token by click print button or save as pdf. Using QRCode scanner with your phone to check whether you request has been confirmed or not.

4.4.2 View Departure Document

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Depature Document		A PAN OCEAN LINE (LOGISTICS) CO., LTD	
新日日 (K 《 Page 1	Depature Information Form ID: SD/-A011682 - Maung Maung Tin (CDC No. 44	4015) (CRAINARD)	
	REPUBLIC OF THE UNION OF MINISTRY OF TRANSPO DEPARTMENT OF MARINE ADMI SEAFARER DIVISION	MYANMAR DRT INISTRATION N REF: SD/A011682 DATE: 19 Nov, 2014	
	To DUTY OFFICER IMMERATION/INVAINAA PORT AUTHORITY VARGON SWIRCT: RECOMMENDATION FOR SEAFARER'S DEPARTURE Here by recognized that the following registered seafarer will depa 2014 and 27 Nov. 2014 to juin MV AQUAMANEES SW, MO ON OCEANLINE (LOGISTICS) CO., LTD at the port of Ashmore and Canti	irt between 19 Nov, 9697666 of A PAN ber Islands.	
	Name CDC No. Passport Rank Maung Maung Tin 44015 M1234 1E		
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Note: After confirmed your request by DMA-SD, by clicking 'View' button at the departure list, you can view or get departure document online



Note: The work-through for visa request submission is the same with departure request except visa related information required in step-2.

K. Browsing, Searching and Sorting Departure/Visa Information Online

As browsing, searching and sorting in all different pages use the same toolbar and same user experience, if you are familiar at one page – departure

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	Depature [Document List				Total : 10	Confirmed : 28 Re	quested : -25 Can	celled : 7				
	CDC No.	Name	Vessel Name	Port	Passport	Issued Date	Expected Dep Date	Status					
	44015	Maung Maung Tin	MV AQUAMARINE SW, IMO No. 9	9597666 Ashmore and Cartier Islands	M1234	19, Nov 2014	27, Nov 2014	Q View	Cancel				
	46746	MYO THANT	MV ST JOHN MERCY	Singapore	MA 533811	05, May 2014	12, May 2014	Not available					
	63878	AUNG AUNG AYE MYINT	MV ST JOHN MERCY	Sri Lanka	M035631	30, Apr 2014	07, May 2014	Cancelled					
	33260	ZAY YAR MYO	MV ALAM PENTING	China	M261043	23, May 2014	29, May 2014	Cancel Request	ted				
	53802	NAY MYO AUNG	MV PAC AQUILA	Myanmar	M673032	28, May 2014	31, May 2014	Cancel Request	ted				
	39162	ZAW MOE	MV PAC SEGINUS	Japan	M749223	04, Aug 2014	10, Aug 2014	Cancel Request	ted				
	43074	WAI YAN	MV ST JOHN MERCY, IMO No. 92	American Sam	oa M9999	13, Oct 2014	19, Oct 2014	Requested					
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Status	Description
View/Cancel	Your request has been confirmed, you can view departure document or you can make cancel re-
	quest if you want it by clicking on 'View' or 'Cancel' button respectively
Cancel	You has made cancel request and it has already approved by DMA-SD
Cancel Requested	You has made cancel request and it has not approved yet.
Requested	You has made new departure request and it has not confirmed yet.

Note: You can check the status of your departure request at 'Status' column

Using search and sorting toolbar

1. Sorting

It enables you to sort the list shown below the toolbar by selecting sorting criteria you desire.

All	Con	firmed Requested	Cancelled Cancel Requested		♦ By Name ▼	T By Name	- Search	Q
Depature E)ocumer	nt List	ee e 1 2 3 4	5 6	By Name By Cdc No By Passport By SRPS Company By Vessel	Total : 10	Confirmed : 28 Rec	quested : -25 Cancelled : 7
ID	No.	Name	Vessel Name	Port	By Form ID By Country	ed Date	Expected Dep Date	Status
SD/-A011682	44015	Maung Maung Tin	MV AQUAMARINE SW, IMO No. 9597666	Ashi and Islar	By Issued Date By Update	Nov 2014	27, Nov 2014	Q View S Cancel

2. Searching

It enables you to search the information in the list shown below by selecting the filter you want and enter the information you want to search and click 'Zoom' button. Also by clicking the tag button 'All/Confirmed/Requested/Cancelled/Cancel Request', you can filter the list.

	l Con	firmed Requested	Cancelled Cancel Requested		♦ By	Name 👻 🕇 By Name 🕶	Mau	٩
			** * 1 2 3 4 5	6 7 8	9	By Name By Cdc No By Passport		
Depature Document List					By SRPS Company nfirmed : 28 Re		quested : -25 Cancelled : 7	
ID	CDC No.	Name	Vessel Name	Port	Pass	By Vessel By Form ID	Expected Dep Date	Status
SD/-A011682	44015	Maung Maung Tin	MV AQUAMARINE SW, IMO No. 9597666	Ashmore and Cartier Islands	M12:	By Issued Date By Status	27, Nov 2014	Q View S Cancel

Note: Depend on connectivity, you need to wait for certain amount of time after you click tag, search or sort.

L. Getting help

You can get help or information assistance by clicking 'Help' at the main navigation bar.



1. Download manual

You can get latest manual by clicking 'Download manual here' at 'Need Support' section.

2. Post Suggestion

You are free to post any suggestion and comment at 'Post Suggestion' section.

3. Contact us

Anytime you can contact for any question and information at 'Contact us' section.

M. View Invoice

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Note: By clicking 'Invoice' button at main navigation bar, you can see all transactions that have been redeemed for your requests.