



Important info and FAQs

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A. Reports and their Frequencies;

The NAU system caters to mandatory compliances and therefore it is very important and urgent to ensure reports are up to date and with correct data in order to comply with the requirements of the IMO and EU.

Incase you haven't commenced SEA and PORT and other reports, kindly do so at the earliest as mentioned on the below table;

S. No.	Module Name	Reporting Frequency	Remarks
1.	Vessel Particulars	Initially and then as and when required.	Please upload a vessel photo as well.
2.	Sea and Port Reports	Minimum every noon + each event.	<p>Incase you have not commenced the cycle of reports Please start reporting without any further delays.</p> <p>Since the reporting cycle commences, you can do as below:</p> <ol style="list-style-type: none"> 1. Incase your next departure is within the next 3 days, you can commence from there, 2. Else please complete your reports from the most recent departure. <p>We need your vessel reports at the earliest as this covers, Commercial ops, Mandatory EU and IMO reporting requirements and no delays can be accommodated.</p>
3.	Waste Management – Oil, Bilge & Garbage records	Once every day.	
4.	Main and Auxiliary Engine reports	Minimum once a month.	
5.	MARPOL Seal Log	Anytime MARPOL Related equipment are used and company seals are broken and re-sealed.	
6.	Activities information like; Dry Docking, Hull Cleaning, Propeller Polishing, Underwater Survey, Crew change, inspections, etc.	Sea COSP – Departure Report	<p>Very important; the first departure report must include your last dates and details for;</p> <p>Dry Dock, Hull, Propeller, Under water survey. This is in order to keep the records up to date from the start. Incase you have started reporting and missed out this, please add by going to Manage Full report section or please include in the forthcoming departure report (you can report for previous dates here).</p> <p>Further can be as per the occurrences.</p>

B. Automatically Generated reports for your ready use

- i. Voyage Report – This is essentially the Deck and Engine electronic abstracts automatically generated,
- ii. Environment & other Reports –
 - SEEMP Consolidated Voyage Report,
 - SEEMP Leg Wise,
 - MRV & IMO DCS voyage report,
 - MRV & IMO DCS event wise report,
 - Bunkers Received.
- iii. Other reports can be extracted from the sections directly.
- iv. You can also send my Sea and Port reports to other parties through email. Go to the Manage Reports Section (under the desired report) -> under the Actions column -> there is a Download button, this generates a properly formatted text file with the RAW data for you to use as required for other parties by directly copying and pasting on an email or others.

C. FAQs for your ready reference:

1. **Ques:** I want to send my Sea and Port reports to other parties through email, how can I make use of the NAU fleet performance report data to avoid duplication ?
Ans: For the Sea and Port reports (Full away, Noon, EOSP, Port report), go to the Manage Reports Section (under the desired report) -> under the Actions column -> there is a Download button, this generates a properly formatted text file with the RAW data for you to use as required for other parties by directly copying and pasting on an email or others.
2. **Ques:** Where can I see my Voyage & other Reports?
Ans: All reports mentioned above “Automatic Reports” can be found under “REPORTS” Menu or under their specific menus;
 - i. Voyage Report,
 - ii. Environment Reports.
 - iii. Other reports can be extracted from the sections directly.
3. **Ques:** How do I see which reports are delayed ?
Ans: There is a timeline format on the Landing page/Vessel particulars page that shows the latest reports submitted.
4. **Ques:** How do I edit the submitted reports ?
Ans: This is report specific;
 - a) Sea and Port reports; Only the current running Leg reports can be edited and with certain restrictions for fields that are consequential to further reports, such as departure SBE date and Time, COSP Date and time and certain others.
 - b) Incase the previous Leg needs to be edited please hold on further Sea and port reporting and contact support team.
 - c) Waste management (Oil / Bilge & Garbage Management); You need to request for reset of the day’s record and this should be immediately done upon seeing an error on the entry, because the further reports will also be deleted.
 - d) Main engine and Aux Engine performance reports; anytime by going to the Manage Reports Section,
 - e) Marpol SEAL Log; Depends on the case, you can generate a change request from the system.

- f) ME and AE monthly performance reports or static parameters data change the range for any specific data point – Please connect with the support team for advise and procedure for the same.
5. **Ques:** I have noticed a mistake in the previous voyage/leg report, what should I do ?
Ans: In case of any editing / deletion of previous reports the reports needs to be rolled back so please advice on time so that there is least data loss and requirement for re-entering the reports.
6. **Ques:** I have received updated instructions as versus Charter Party’s earlier instructions during sea passage, where do I update these ?
Ans: These can be updated on the subsequent day’s Sea report with adequate remarks.
7. **Ques:** When should I fill the Bunker report ?
Ans: The bunker report must be completed as soon as bunkering is completed as this automatically feeds the ROB onboard. The Bunker report needs to be filled whilst at Port & prior to departure and can’t be completed during Sea Passage.
8. **Ques:** My vessel carried out a bunker survey and have quantity adjustment, where can I accommodate this ?
Ans: This can be reported on the Port report or the departure report under the “Bunker Survey” Section, no changes are allowed during Noon/EOSP reports.
9. **Ques:** I forgot to fill the VLSMGO (or any other) bunkering and have started a new passage ?
Ans: The reports will require to be reset/rolled back for the Leg and filled again,
10. **Ques:** LNG Dual Fuel vessel, how do I include the fuel as bunkers ?
Ans: Keep a reservoir of a certain amount to expected LNG fuel consumption to accommodate for the consumption.
11. **Ques:** I am getting a email stating; “MISSING FILE Number XX.ZIP”, what should I do ?
Ans: You need to login and go to the Send and Receive Section à SENT ITEMS à Click SEND AGAIN (NOT REGENERATE ZIP),
12. **Ques:** I am getting a email stating; Reports delayed > 48 Hrs., what should I do ?
Ans:
- Case 1; you are reporting daily and clicking the Send and Receive button – in this case go to Manage Mail Server and Click TEST CONNECTION to ensure all Green. If anything Red, please connect with support team for guidance, if Green and don’t have any missing file email, please connect with support team.
 - Case 2; You are reporting but not clicking SEND AND RECEIVE button – Please make sure this is done each day à SEND AND RECEIVE SECTION à SEND AND RECEIVE BUTTON for exporting your one or more submitted reports,
 - Case 3; You are not reporting on the system – Please start reporting without any further delay in order to avoid report pile up.
 - Case 4; PC has crashed, please contact IT Team and Orion Support team to install on an alternate PC or new PC.
13. **Ques:** My vessel has not given FWE and is drifting, what report should I fill up ?
Ans:
- Case 1; Mid passage due to Machinery issues – Record Stoppage on the NOON REPORT.

b) Case 2; Arrived port and waiting for instructions – The EOSP report for SBE needs to be filled and continue further reports on the Port reports.

14. **Ques:** My vessel is transiting Suez Canal, how do I accommodate this ?

Ans: Canal or any other transits are like calling a port, same cycle applies, EOSP arrival SBE and further port reports, Leg complete etc.

15. **Ques:** There is idle timeout error showing up on the screen ?

Ans: Please restart or login to GMS and reach NAU.

16. **Ques:** My port is not in the list or I am drifting off somewhere, what should I select from the Port and Country drop down ?

Ans: Please double check, most world ports are listed under the Port list after selecting the Country, if still not seen, please contact Support team. For case of Drifting, please Tick the Option “OFF” and select the closest Country & port for reporting.

Further if you have any queries, please feel free to write to undersigned, with any specific assistance to the NAU fleet performance system, please write to support@orionmarineconcepts.com

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