



# Seafarer Trip Enablement Platform

Visibility . Standardization . Efficiency

Date: 23Jul' 2020



Confidential / MASSA 2020 ©This presentation from MASSA and any files attached and/or transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. No part of this presentation may be given, lent, resold, or disclosed to any unintended recipients or exploited for any commercial purposes. If you are not the intended recipient and you have received this presentation in error, please return this material to the sender immediately and forthwith delete and destroy the presentation including any copies thereof from your records. We hereby notify that disclosing, distributing, copying, reproducing, storing in a retrieval system, or transmitting in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, or taking any action in reliance on the contents of the presentation in its entirety or any part thereof is strictly prohibited without the prior written consent of MASSA, such consent being given at the sole discretion of MASSA. MASSA makes no representations and to the full extent permissible by applicable law, MASSA disclaims any warranties of any kind, express or implied, including any warranty of merchantability, accuracy, fitness or applicability for a particular purpose, and non-infringement of third party rights, as to the information, content and materials.



powered by TravelSpends

Our Seafarer Trip Enablement Platform (STEP) provides **automation** to combine a technology-mind model to make travel a possibility for our crew and their families.

Kindly refer to this Frequently Asked Question (FAQ) documentation prior to raising a service ticket



## Frequently Asked Questions: Platform URL & Log-In

### URL to access Seafarer Trip Enablement Platform (STEP)

What is the URL or web address to access the STEP?

The URL to access the Trip Authorization Tool is <https://crewcharters.tripnomics.com/>

### Creating Log-In Credentials

How to get log-in credentials to access the STEP?

You need to contact the administrator to enable set-up your log-in credentials. TravelSpendS will assist you in the process to set-up the ID

### Forgot/Change password

Have problems/unable to log-in using the user-name and password?

Kindly click on the forgot password tab on the home page, you will be re-directed to enter your log-in id and the new password will be forwarded to you on your registered email id. Contact administrator for support

### No Last Name

If the traveler has only a name and no surname, what needs to be done?

You need to enter “LNU” the abbreviation for Last Name Unavailable and kindly mention in the remarks that traveler has only Given Name.



## Frequently Asked Questions: Access Levels

### Company level access

#### What can you access?

The level of access granted to you is limited to your Company level information.

### Departures & Cut-off Time

#### How can you check which charter manifests are open?

Kindly click on the Departure Listing tab, you will get a list of Charters that are listed along with the cut-off time. It's important to note that after the cut-off time, those files will be not be available for any modification.

### Allocation & Utilization

#### How can you check on your allocation & utilization?

The allocation assigned to your Company is displayed on the top for the scheduled departure chosen by you. Additionally the number of seats utilized by the Company are also displayed.

### Utilization update status

#### How can you check the updated status of the Utilization?

The number of seats utilized by the Company will be displayed based on every successful upload recorded.



## Frequently Asked Questions: Upload & Bulk Upload

### Upload/Download – Bulk Updation

How can you perform Bulk upload of Traveler information?

Kindly download the file format from STEP, fill in the information and perform a bulk upload.

In case of multiple bulk-uploads, system will consider allocation of confirmed listing basis timestamp.

### Manifest Entry – Individual travelers

How can you update individual traveler information on the manifest?

Use the Add traveler feature, all the required information have to be furnished in the correct format.

### Bulk Upload – Entry Format

What happens when information is not fed as per the specified format for bulk upload?

An error can occur due to wrong format entries. The format checks will be applied as a part of ongoing improvements of STEP.

### Format of File

What file formats are allowed for bulk upload?

Both “xls” or “xlsx” formats are acceptable for bulk upload



## Frequently Asked Questions: Finalization

### Confirm Seafarers

#### How to move seafarers from a confirmed list ?

The platform automatically allocates the assigned quota to your company. In the event you want to move a name from confirmed list to waitlist, kindly click on the checkbox and submit to move the traveler to waitlist.

### Awaiting Confirmation Seafarers

#### How to move seafarers to a confirmed list ?

In the event you want to move a name from awaiting confirmation to the confirmed list, kindly click on the checkbox and submit to move traveler to the confirmed list.

### Cancellations

#### Can cancellations be actioned post the cut-off time?

Cancellations cannot be done on STEP post the cut-off, contact administrator for offline assistance

### Reports & Manifest

#### How can you download the reports & manifest?

Click on the report section to download the reports and manifest of the names updated by you.



## Support & Escalation Matrix

The key contact information for any support related to STEP from 0900 – 1900 is enclosed below.

SI #	Description of Activity	Name of Person	Key Contact Information	1 <sup>st</sup> Level Escalation - Name of Person	Key Contact Information
1	Log-in ID/Password	Mueen Ahmed	+91-8748894937 <a href="mailto:charters-support@travelspend.com">charters-support@travelspend.com</a>	Ravi. K	<a href="mailto:ravi.k@travelspend.com">ravi.k@travelspend.com</a>
2	Technical Support	Mueen Ahmed	+91-8748894937 <a href="mailto:charters-support@travelspend.com">charters-support@travelspend.com</a>	Ravi. K	<a href="mailto:ravi.k@travelspend.com">ravi.k@travelspend.com</a>
3	Business Support	Mueen Ahmed	+91-8748894937 <a href="mailto:charters-support@travelspend.com">charters-support@travelspend.com</a>	Suraj Nair	+91-9845404818 <a href="mailto:Suraj.nair@travelspend.com">Suraj.nair@travelspend.com</a>







# Seafarer Trip Enablement Platform

Visibility . Standardization . Efficiency



Confidential / MASSA 2020 ©

This presentation from MASSA and any files attached and/or transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. No part of this presentation may be given, lent, resold, or disclosed to any unintended recipients or exploited for any commercial purposes. If you are not the intended recipient and you have received this presentation in error, please return this material to the sender immediately and forthwith delete and destroy the presentation including any copies thereof from your records. We hereby notify that disclosing, distributing, copying, reproducing, storing in a retrieval system, or transmitting in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, or taking any action in reliance on the contents of the presentation in its entirety or any part thereof is strictly prohibited without the prior written consent of MASSA, such consent being given at the sole discretion of MASSA. MASSA makes no representations and to the full extent permissible by applicable law, MASSA disclaims any warranties of any kind, express or implied, including any warranty of merchantability, accuracy, fitness or applicability for a particular purpose, and non-infringement of third party rights, as to the information, content and materials.



powered by TravelSpend