Seafarer Trip
Enablement
Platform

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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

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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.

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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?

Cancelations 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.

Sl #	Description of Activity	Name of Person	Key Contact Information	1st Level Escalation - Name of Person	Key Contact Information
1	Log-in ID/Password	Mueen Ahmed	+91-8748894937 charters-support@travelspends.com	Ravi. K	ravi.k@travelspends.com
2	Technical Support	Mueen Ahmed	+91-8748894937 charters-support@travelspends.com	Ravi. K	ravi.k@travelspends.com
3	Business Support	Mueen Ahmed	+91-8748894937 charters-support@travelspends.com	Suraj Nair	+91-9845404818 Suraj.nair@travelspends.com

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