



August 20, 2007

New Procedures at the RECs “Ready for Evaluation”

As you know, the Mariner Licensing and Documentation program is facing tough challenges. Mariners are complaining about lengthy delays in receiving their credentials, about poor customer service, and about inconsistencies regarding policy. One of the main reasons mariners are experiencing delays is the fact that the RECs and the NMC spend a large amount of time obtaining information missing from the mariner's credential application submission.

Centralization brings huge opportunities to set a new focus, set new goals to improve service to the merchant mariners – our customers – and to improve the processes used to produce merchant mariner credentials. We must take advantage of these opportunities to reduce application processing time and improve customer service.

New Procedure

To help reduce the percentage of incomplete applications from entering the evaluation stage of our process, the NMC is implementing a new procedure that shall be used at all RECs in the future. For now, the new procedure is only being used by RECs forwarding application packages to NMC and is described below.

- **At the Regional Exam Center**

Since the RECs represent the “face” of the Coast Guard to the mariner, it is essential that they help the mariner complete the application to ensure it is “ready to be evaluated” before forwarding the application to NMC for evaluation. The REC’s basic processing steps are:

- (1) Take application package from mariner.
- (2) Review application package to determine if it is “ready to be evaluated”. The RECs will use the “Mariner File Organization and Mariner Application Submittal Checklist” MLD-FM-NMC1-01. The checklist also provides important reminders regarding database entries and file mailing procedures.
- (3) If the application is determined to be “ready for evaluation”, the RECs will send it to the NMC with the completed checklist attached. If it is not ready to be evaluated, the REC will provide the mariner with a receipt letter detailing a list of items missing and hold the application package until the mariner provides the missing material.

- **At the National Maritime Center.**

The NMC’s processing steps are:

- (1) Receive the application package from REC.
- (2) Verify that the application package is “ready for evaluation” using MLD-FM-NMC1-01.
- (3) If critical pieces of the application package are missing, (i.e. evaluation can not begin without them) contact the REC and hold the application until the REC provides the missing material from the mariner. If the application is “ready to evaluate”, begin processing immediately.

The Goal – Reduce Processing Time

The overall goal is to reduce credential processing time by ensuring that only files that are “ready to be evaluated” are sent to NMC. As the NMC begins to receive "ready for evaluation" applications from the RECs, the inventory of active applications will be reduced because we won't be spending time waiting for missing information. This will result in faster processing of credentials.

For Additional Information

If you have specific questions regarding this new procedure, please contact your local REC or LCDR Mike Washburn at (304) 724-9546 or CDR Craig Swirbliss at (304) 724-9560 in the NMC's Operations and Oversight Division.

Best Regards,

David C. Stalfort
Captain, U. S. Coast Guard
Commanding Officer
National Maritime Center



Merchant Mariner Licensing and Documentation (MLD) Program

**Mariner File Organization
&
Mariner Application Submittal to NMC Checklist**

TOP	Date	Mariner Name:	REF:	Initials
File Contents				
▼		1 Camera Set-up Form with two passport photos (MMD and STCW Only).		
		2 User Fee Sheet or Pay.Gov receipt		
		3 Application (CG 719B) (w/Oath for Original Transactions)		
		4 Written statement (who, what, where, when, and why) to any applicable "yes" answers and anything that pertains to the convictions i.e. court documentation		
		5 Physical (CG 719K) or Entry Lvl Physical (CG 719K/E), if applicable include any amplifying information from physician.		
		6 Drug Screen (CG 719P) or a letter from a marine employer or a drug consortium		
		7 Sea Service - Sighted		
		8 Course certificates - Sighted (i.e. Radar, Master, or OUPV courses, 1st Aid/CPR)		
		9 (3) Character References. (For Original License Only)		
		10 Two forms of identification (i.e. valid U.S. Passport or an original Birth Certificate and a current Drivers License or a State issued Identification Card)		
		11 Social Security Card - Sighted (For Original Transactions Only)		
		12 SF-86 (Optional)		
		13 Authorization for Release of Information (Optional)		
BOTTOM		14 Copies of all Credentials Held (If Applicable)		

MMLD Requirements					
▼		15 Create new application in MMLD w/Credential(s) Transaction Status of "Requested".			
		16 Initiate Vetting Request (Status Request & Remark). See MLD-WI-NMC5-10 "Request Vetting Process in MMLD" for requirements.			
		17 Check "Request NDR" box (If Applicable). See NMC Guidance Document 03-06.			
		18 MMLD Correspondence entry: Method: "MAIL" - Summary: "Application mailed to NMC this date." * The date of this entry <u>must</u> coincide with the actual mail date of the application(s).			
	Pilotage Requirements				
		19 Endorsement credential created in MMLD; REC retains route info & copy of 719B			
		20 REC verified correct route and route verbiage; validated trips, emailed NMC-5			
		21 If Renewal: REC Verifies 360d service last 5 yrs; REC Retains Route Info			
		22 If Upgrade: REC Retains Copy of Sea Service; Submits Original to NMC			
	Local Limited License				
		23 Limited License route or location verified; emailed to NMC-5			
		24 Limited License verbiage in MMLD			

Transfer

Prepare a per box packing list of all applications to include applicant last name, first name, & MMLD reference Number (Do not use applicant SSN). Include a copy in the box & e-mail a copy to: ARL-DG-NMC5USGC. The e-mail must indicate shipment date, courier used & box tracking number.

Notes:



Merchant Mariner Licensing and Documentation (MLD) Program

Mariner File Organization

&

Mariner Application Submittal to NMC Checklist Instructions

CRITICAL ERRORS

If any of the below items are missing, applications may be returned to the REC

(Box #1) Camera Set-up Form

- At least one photo
- Signed

(Box #2) User Fee Sheet

- Record of payment

(Box #3) Application (CG719B)

- Check for mariner address (RECs should strongly encourage accurate phone # and/or email)
- Check for next of kin name and address (Phone number not required)
- Check for signatures and dates where appropriate
- If original, check for oath signed, dated and witnessed
- Written statement (who, what, where, when, and why) to any applicable "yes" answers and anything that pertains to the convictions i.e. court documentation

(Box #5) Physical

- All blocks completed
- Signed and dated (within 12months) by physician

(Box #6) Drug Screen

- May be a form from a Testing facility.
- May be letter from mariner's employer with the following statement:
"During the previous 185 days been subject to a random testing program required by 46 CFR 16.230 for at least 60 days and did not fail or refuse to participate in a chemical test for dangerous drugs required by this part."
- Dated within past 180 days.

(Box #10) Identification

- Two forms of identification (i.e. **valid** U.S. Passport or an original Birth Certificate and a **current** Drivers License or a State issued Identification Card)
- Social Security Card - Sighted (**For Original Transactions Only**)

(Box #15, 16) MMLD Requirements

- Create new application in MMLD w/Credential(s) Transaction Status of "Requested".
- Initiate Vetting Request (Status Request & Remark)

GENERAL ERRORS

If any of the below items are missing, NMC will work with the REC to correct

- 1) Application checklist (page 1) not completely filled out:
 - a. Applicant's name
 - b. MMLD reference #
 - c. All blocks dated and signed
 - d. All MMLD Entry blocks signed and dated
- 2) User fee properly documented in MMLD
- 3) Date on application when REC received application from mariner
- 4) MMLD correspondence entry stating file transferred to NMC
- 5) NDR request