

User manual

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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.,Ltd , the partner of KoeKoeTech (www.koekoetech.com) 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 www.dmamyanmar.org/srps

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.

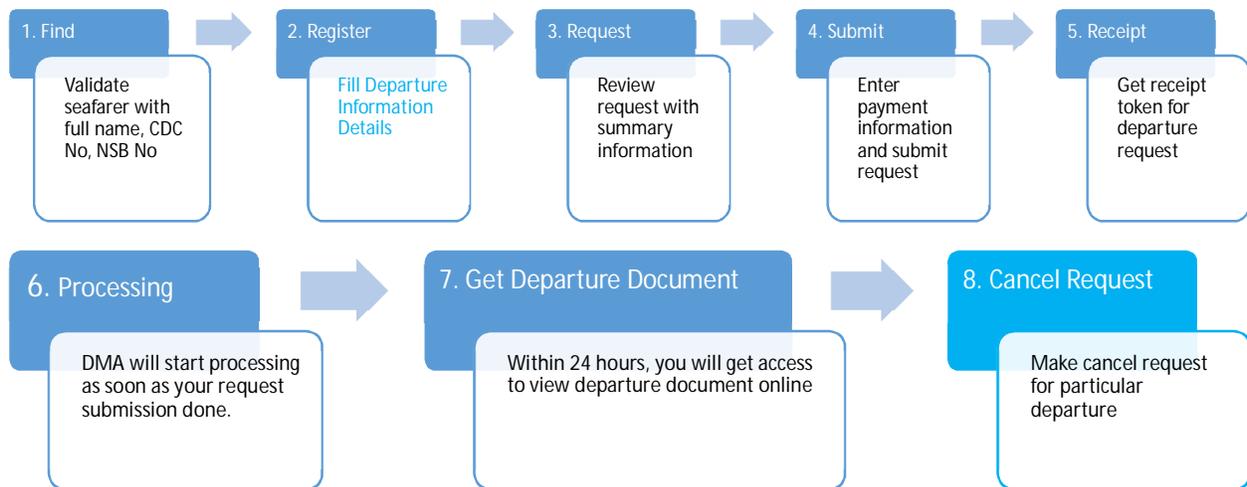
Making request and Getting Departure/Visa Form

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

Welcome to Dept of Marine Administration Online Service

Login to SRPS Company administration.

Note: Just put anything and hit 'sign-in' button.

Select company name

Username

Password

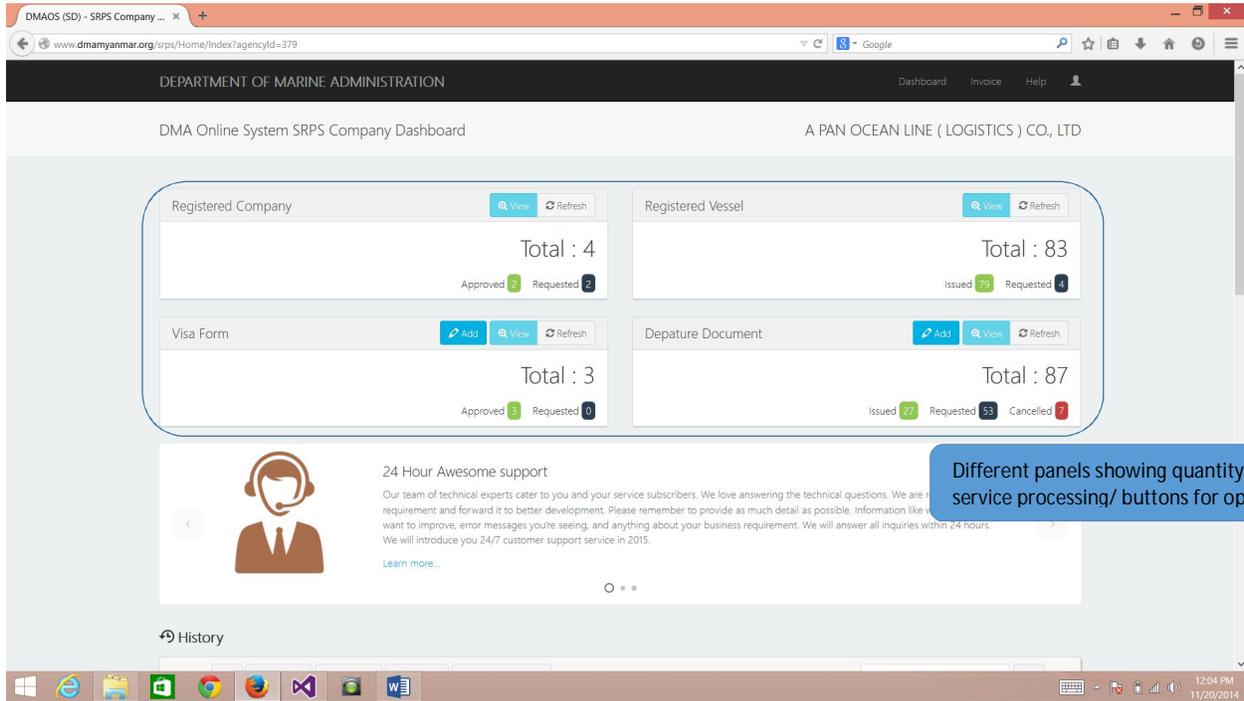
Remember Me [Lost password?](#)

[Sign In](#)

Don't have any account? [Sign up to get started](#)

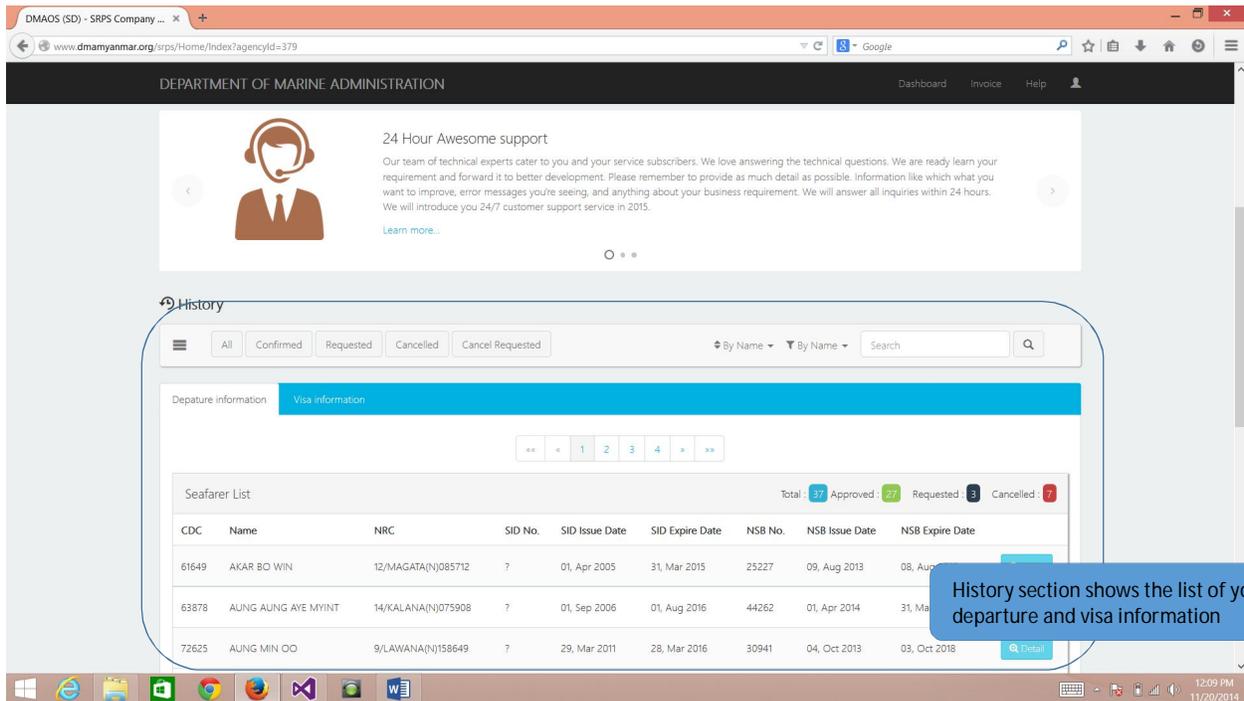
Instruction
Select your SRPS company
Fill the username: XXXXX
Fill the password: XXXXX

2. SRPS Administration dashboard (before scrolled)



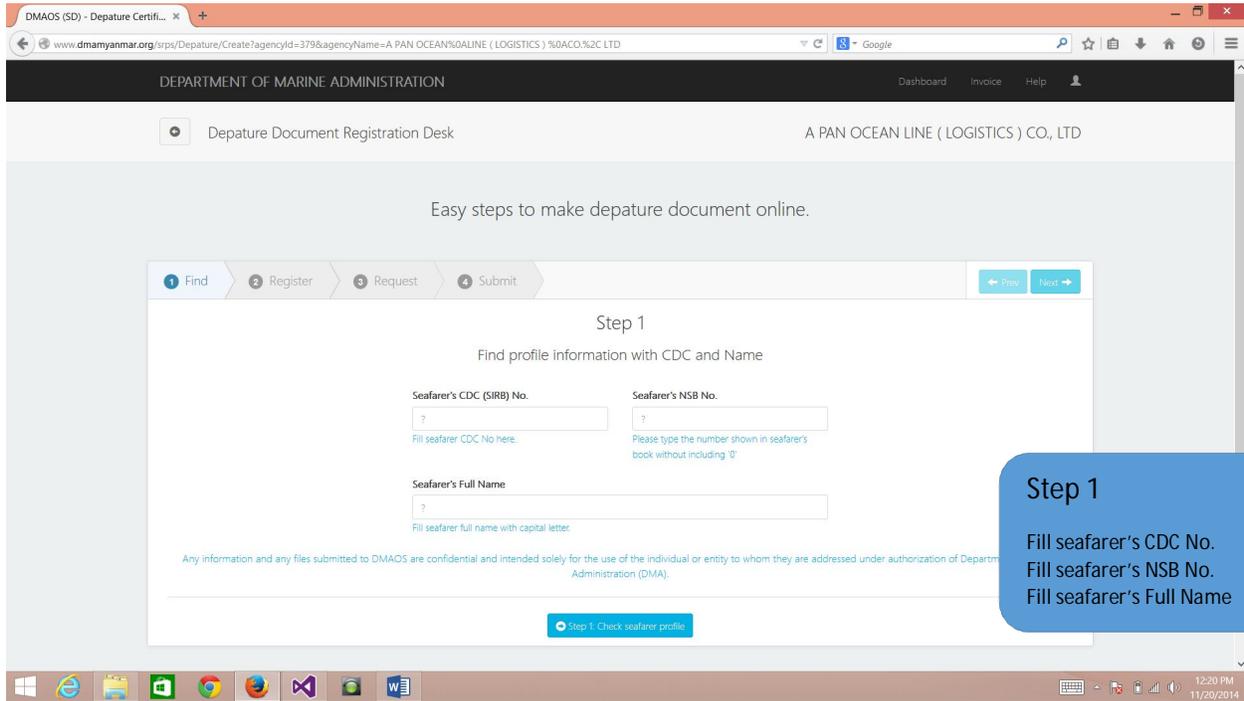
Different panels showing quantity of your service processing/ buttons for operations

3. SRPS Administration dashboard (scrolled)



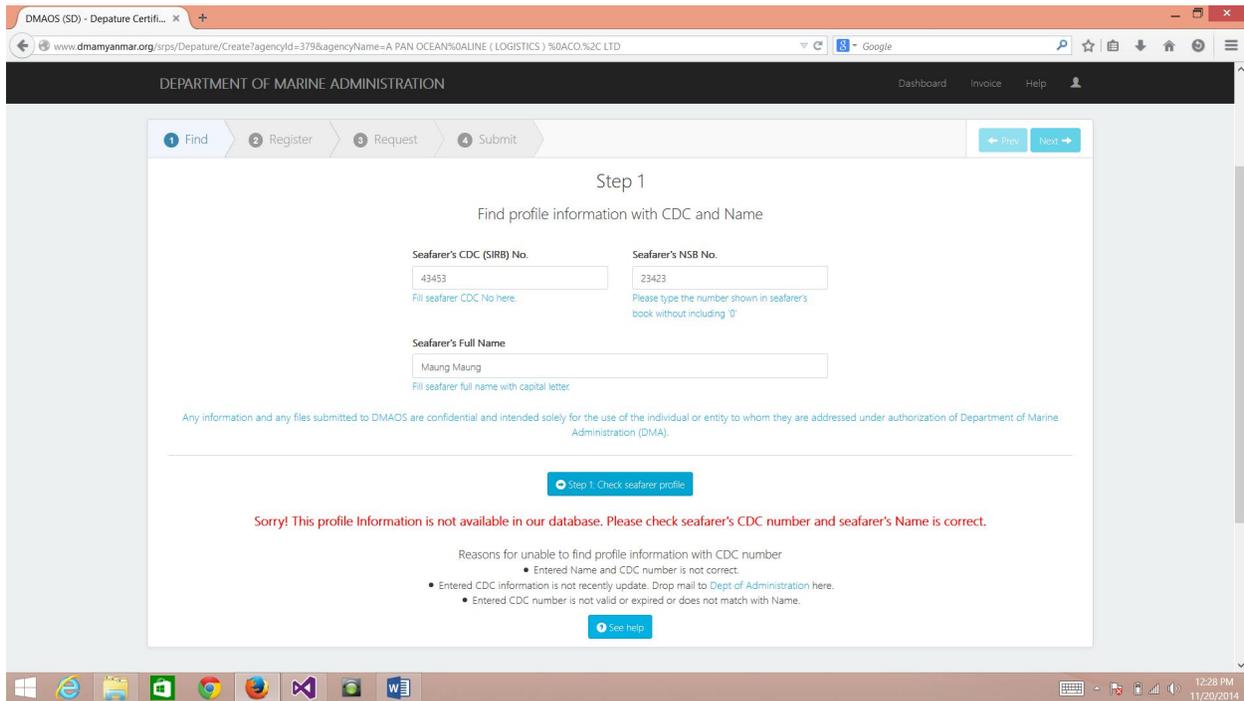
History section shows the list of your departure and visa information

4. Departure Request submission (Step 1)



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.



4.2 Departure information registration (Step 2)

Step 2

Select reason, Select rank, Fill passport
 Select Vessel
 (only registered vessels will be shown in list)
 Expected Departure Date
 (Today date and time will be set as default)
 Select the departure port country

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 info@dmamyanmar.org or contact to 959-73164644

4.3 Request summary review (Step 3)

Step 3

Review your request information
 If payment information is correct,
 Enter payment code
 Enter security code

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.

4.3.1 Error showing entered payment code is not valid (Step 3)

The screenshot shows a web browser window displaying the DMAOS (SD) - Departure Certification page. The page header is "DEPARTMENT OF MARINE ADMINISTRATION" with navigation links for "Dashboard", "Invoice", and "Help". The main content area contains a form with the following fields:

Name Maung Maung Tin	CDC No. 44015	Passport No. M1234
Reason JOB	Issued Date 19. Nov 2014	Expected Departure Date 27. Nov 2014
Vessel MV AQUAMARINE SW, IMO No. 9597666	Rank 1E	Port Ashmore and Cartier Islands
Remark This is urgent request		

Below the form, there are two input fields: "Enter payment code" (containing "D11111111") and "Security code" (containing "***"). A blue button labeled "Step 3. Submit request" is positioned below the form. Below the button, a red error message reads: "Sorry! Entered payment code is not valid. Please try with another code." Below the error message, a small text block states: "Reasons for your payment code is not valid." followed by a list of instructions: "Please make sure you entered valid payment code." and "If you can't access with valid payment code, drop mail to Payment Service of Dept of Administration here." A blue "See help" button is located at the bottom of the error message section. A footer note at the bottom of the page reads: "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 Marine Administration (DMA)." The browser's taskbar at the bottom shows the time as 1:07 PM on 11/20/2014.

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)

The screenshot shows the 'DEPARTMENT OF MARINE ADMINISTRATION' interface. At the top, there's a navigation bar with 'Dashboard', 'Invoice', and 'Help'. Below it, a progress bar indicates four steps: 1. Find, 2. Register, 3. Request, and 4. Submit. The main content area displays 'Step 4' with a large green checkmark and the text 'Your departure request has been submitted successfully.' Below this, it states 'Your requested has been submitted successfully and DMAOS will response you within 24 hours.' There are two buttons: 'Make another request' and 'View request token'. A blue callout box on the right says 'Step 4 Your request has been successfully submitted. Click (View Request token) for your submission'. At the bottom, there's a footer with 'copyright 2014' and 'Developed by Xbusiness and The Inspiration Co., Ltd'.

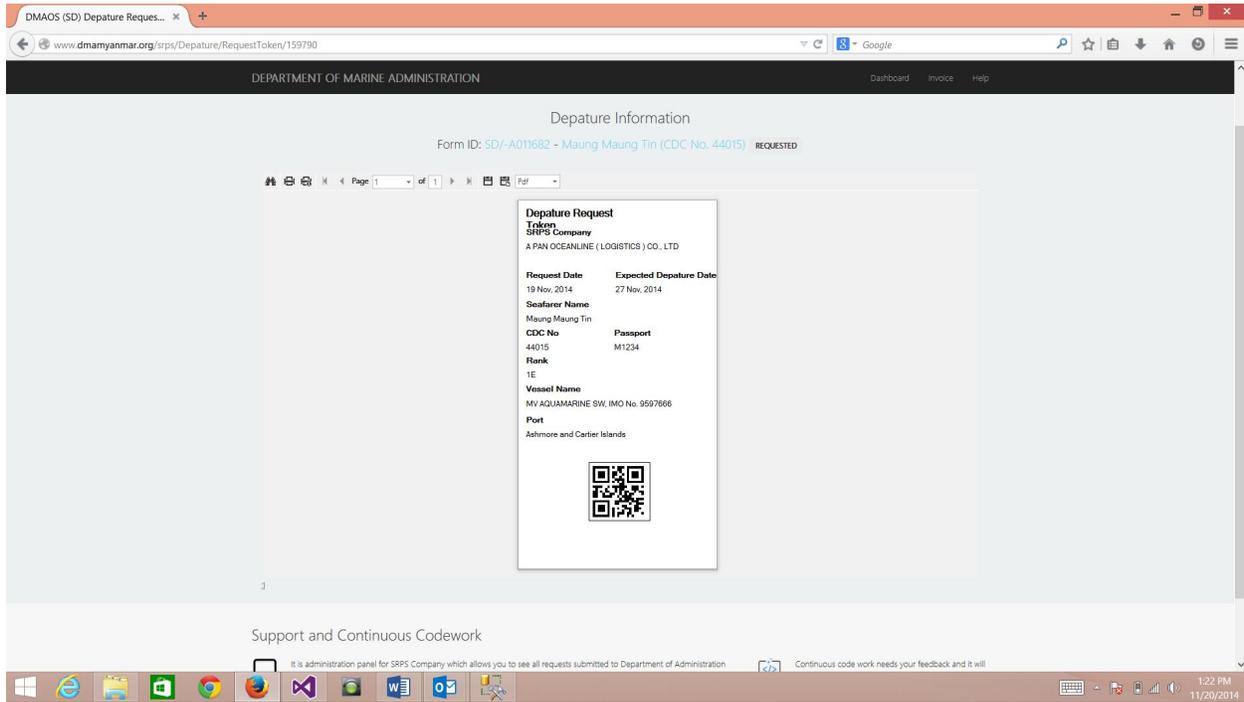
4.3.2 Error showing entered payment code has been already redeemed

The screenshot shows the 'DEPARTMENT OF MARINE ADMINISTRATION' interface. The form fields are filled with the following information:

Name	CDC No.	Passport No.
Maung Maung Tin	44015	M1234
Reason	Issued Date	Expected Departure Date
JOB	19. Nov 2014	27. Nov 2014
Vessel	Rank	Port
MV AQUAMARINE SW, IMO No. 9597666	1E	Ashmore and Cartier Islands
Remark		
This is urgent request		

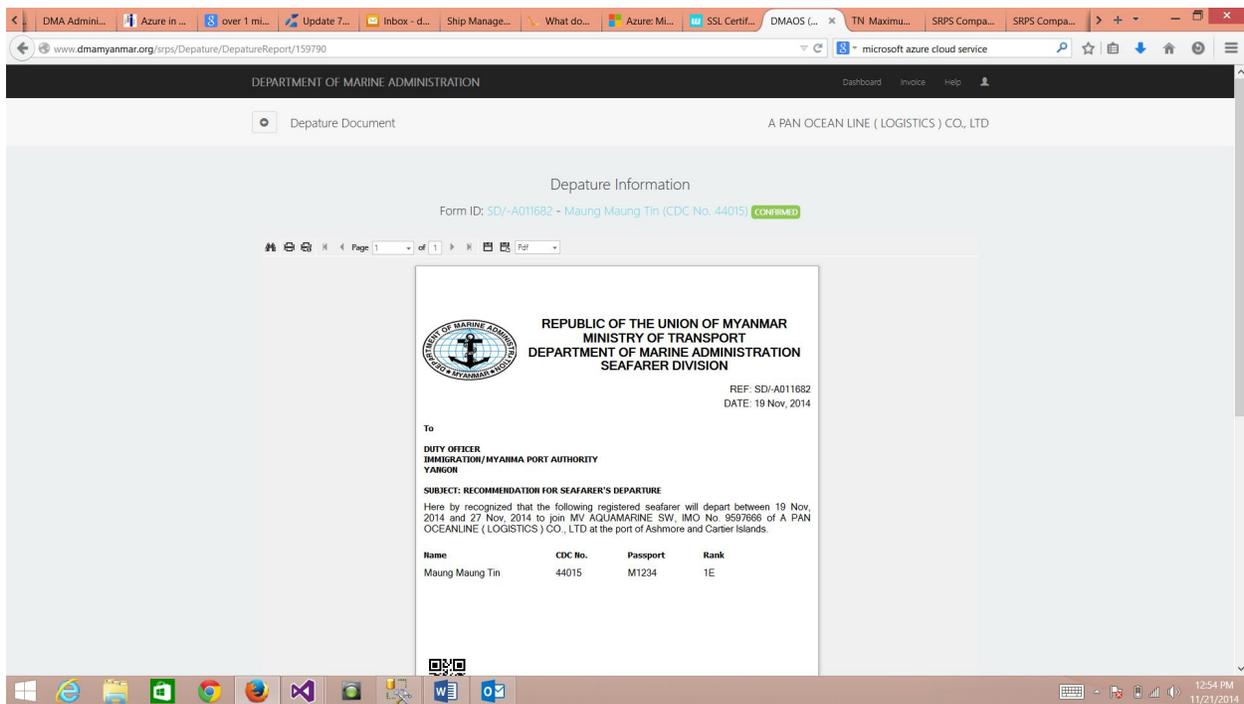
Below the form, there are two input fields: 'Enter payment code' (containing 'D11111111') and 'Security code' (containing '***'). A blue button labeled 'Step 3: Submit request' is visible. Below the button, an error message is displayed: 'Sorry! Entered payment code has been already redeemed. Please try with another code.' Below the error message, there are two bullet points: '• Your payment code has been used before.' and '• If you have any claim for your payment code drop mail to Payment Service of Dept of Administration here.' A blue button labeled 'See help' is at the bottom.

4.4.1 View Departure Request Token (Step 4)



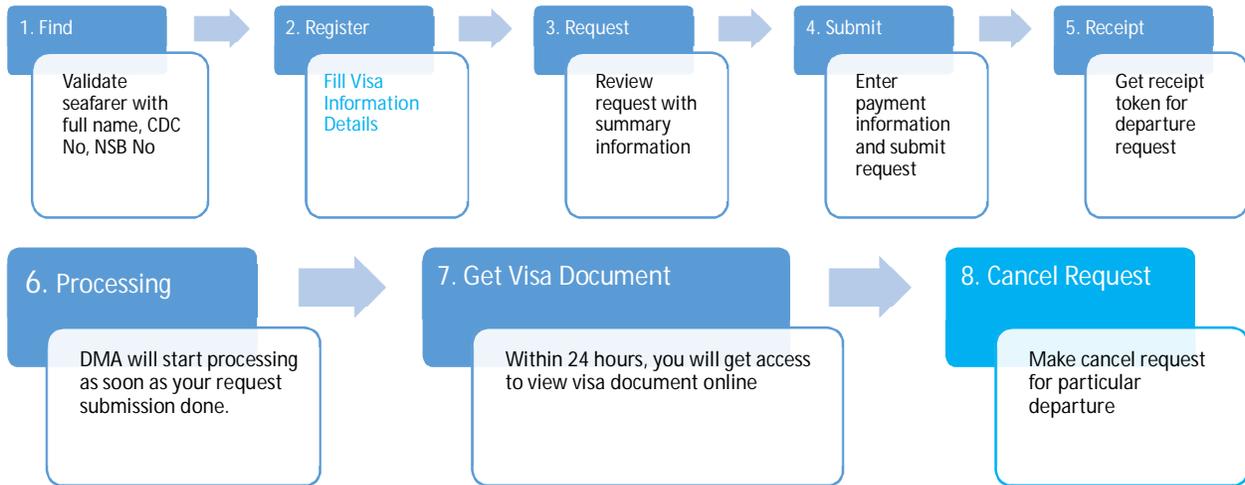
Note: Keep this request token by click print button or save as pdf. Using QRCode scanner with your phone to check whether you request has been confirmed or not.

4.4.2 View Departure Document



Note: After confirmed your request by DMA-SD, by clicking 'View' button at the departure list, you can view or get departure document online

J. Steps for Visa Request Submission



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

DEPARTMENT OF MARINE ADMINISTRATION

Departure Document List

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Search and sort toolbar

CDC No.	Name	Vessel Name	Port	Passport	Issued Date	Expected Dep Date	Status
44015	Maung Maung Tin	MV AQUAMARINE SW, IMO No. 9597666	Ashmore and Carter Islands	M1234	19, Nov 2014	27, Nov 2014	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 Requested
53802	NAY MYO AUNG	MV PAC AQUILA	Myanmar	M673032	28, May 2014	31, May 2014	Cancel Requested
39162	ZAW MOE	MV PAC SEGINUS	Japan	M749223	04, Aug 2014	10, Aug 2014	Cancel Requested
43074	WAI YAN	MV ST JOHN MERCY, IMO No. 9238870	American Samoa	M9999	13, Oct 2014	19, Oct 2014	Requested
43074	WAI YAN	MV AQUAMARINE SW, IMO No. 9597666	American Samoa	M9999	05, Oct 2014	11, Oct 2014	Requested

Show departure request status

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

Status	Description
View/Cancel	Your request has been confirmed, you can view departure document or you can make cancel request 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.

Using search and sorting toolbar

1. Sorting

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

The screenshot shows the 'Departure Document List' interface. At the top, there are filter buttons: 'All', 'Confirmed', 'Requested', 'Cancelled', and 'Cancel Requested'. To the right, there are sorting dropdowns: 'By Name' (up/down arrows) and 'By Name' (down arrow), along with a search input field. Below the toolbar is a pagination bar with '<<', '<', '1', '2', '3', '4', '5', '6', '>', and '>>' buttons. The main table has columns: ID, CDC No., Name, Vessel Name, Port, and Status. A dropdown menu is open over the 'Port' column, listing sorting criteria: By Name, By Cdc No, By Passport, By SRPS Company, By Vessel, By Form ID, By Country, By Issued Date, and By Update. The table shows one entry: ID SD/-A011682, CDC No. 44015, Name Maung Maung Tin, Vessel Name MV AQUAMARINE SW, IMO No. 9597666, Port Ashmore and Cartier Islands, and Status Confirmed. Summary statistics show: Total: 10, Confirmed: 28, Requested: -25, Cancelled: 7. The 'Status' column for the entry shows 'Confirmed' and buttons for 'View' and '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.

The screenshot shows the 'Departure Document List' interface with search and filtering applied. The filter buttons 'All', 'Confirmed', 'Requested', 'Cancelled', and 'Cancel Requested' are visible. The search input field contains 'Mau' and has a search icon. The sorting dropdowns are also visible. The pagination bar shows '<<', '<', '1', '2', '3', '4', '5', '6', '7', '8', '9', '>', and '>>' buttons. The table has columns: ID, CDC No., Name, Vessel Name, Port, Pass, and Status. The dropdown menu is open over the 'Pass' column, listing sorting criteria: By Name, By Cdc No, By Passport, By SRPS Company, By Vessel, By Form ID, By Country, By Issued Date, and By Status. The table shows one entry: ID SD/-A011682, CDC No. 44015, Name Maung Maung Tin, Vessel Name MV AQUAMARINE SW, IMO No. 9597666, Port Ashmore and Cartier Islands, Pass M12, and Status Confirmed. Summary statistics show: Confirmed: 28, Requested: -25, Cancelled: 7. The 'Status' column for the entry shows 'Confirmed' and buttons for 'View' and '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.

The screenshot shows the help page for the Department of Marine Administration Online Service (DMAOS). The page is titled "DEPARTMENT OF MARINE ADMINISTRATION" and includes a navigation bar with "Dashboard", "Invoice", and "Help" options. The main content area is titled "Thank you for using Dept of Marine Administration Online Service" and features four sections: "Need Support", "Post Suggestion", "Contact us", and "Secure processing". To the right, there are "General" and "Account" sections with expandable links for various topics like "What is the Dept of Marine Administration Online Service (DMAOS)?", "Who can use or join the DMAOS?", "What are the conditions for using the DMAOS?", "Will any information be exposed to public while using DMAOS?", "Help and Support for using the DMAOS?", "How do I get access to DMAOS?", "Can I do opening account for my company online?", "Can I change my username and password after signed in to DMAOS?", and "What are the recommendations for keeping own password?".

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

DEPARTMENT OF MARINE ADMINISTRATION

Thank you for using Dept of Marine Administration Online Service

All Visa Departure

By Date By Form ID Search

1

Invoice / October - November
13, Oct 2014 - 19, Nov 2014 Invoice ID : #763548

Description	Token Quantity
1 VISA- SD/-V000003 <small>Redeemed at: 13, Oct 2014 WAI YAN, Cdc No: 43074, Passport No: M8888</small>	1
2 DEPARTURE- SD/-A011681 <small>Redeemed at: 13, Oct 2014 WAI YAN, Cdc No: 43074, Passport No: M9999</small>	1
3 DEPARTURE- SD/-A011682 <small>Redeemed at: 19, Nov 2014 Maung Maung Tin, Cdc No: 44015, Passport No: M1234</small>	1
TOTAL REDEEMED	3
BALANCE	1

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SRPS Company
Reported at: 20, Nov 2014 13:25

3:55 PM 11/21/2014

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