

Operation Manual

2025

Survey Operations Division

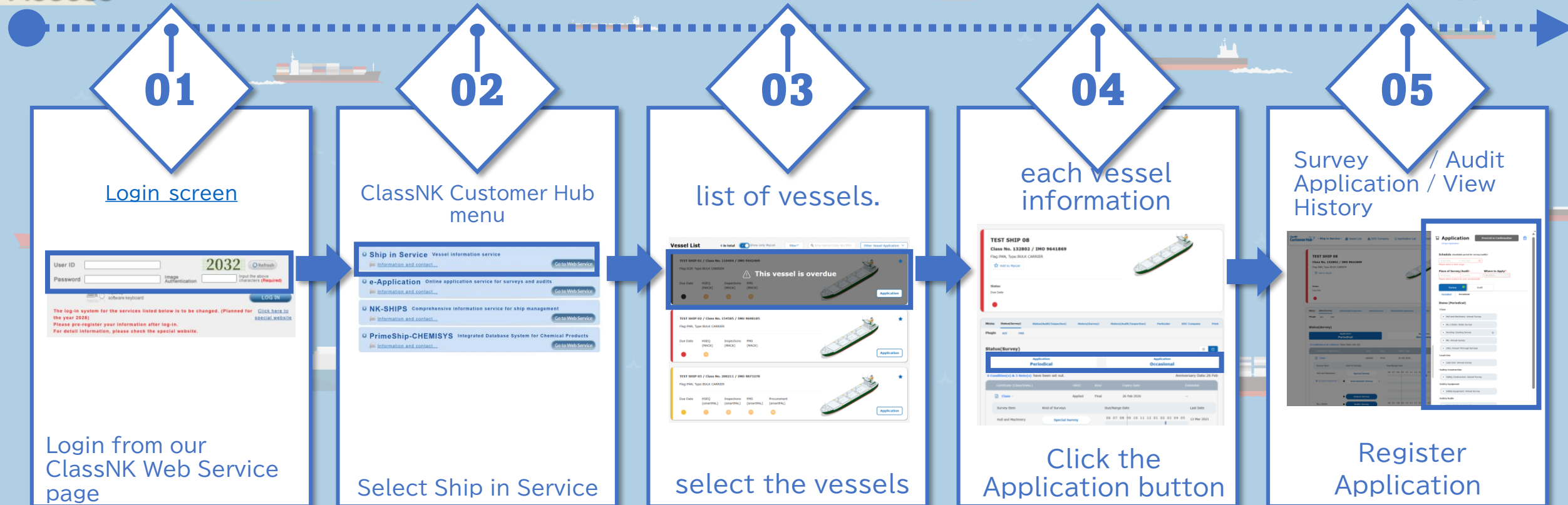
Ver 1.00

What is ?

The purpose of this service is to establish a seamless portal site that can be conveniently used by shipowners and management companies. Users can visually select a vessel from the browser and apply for various applications in just a few clicks from the individual vessel information.

You are able to check the survey and audit status in real time, and integration with external vessel management systems enables direct communication with us.

Access



LOG IN → Web Service Portal

Login from the link below to access the Customer Hub - Ship in Service -

⇒ [Web Service Portal](#)

If you do not have a NK-SHIPS ID, please apply for an account first from the link below.

⇒ [Applications](#)



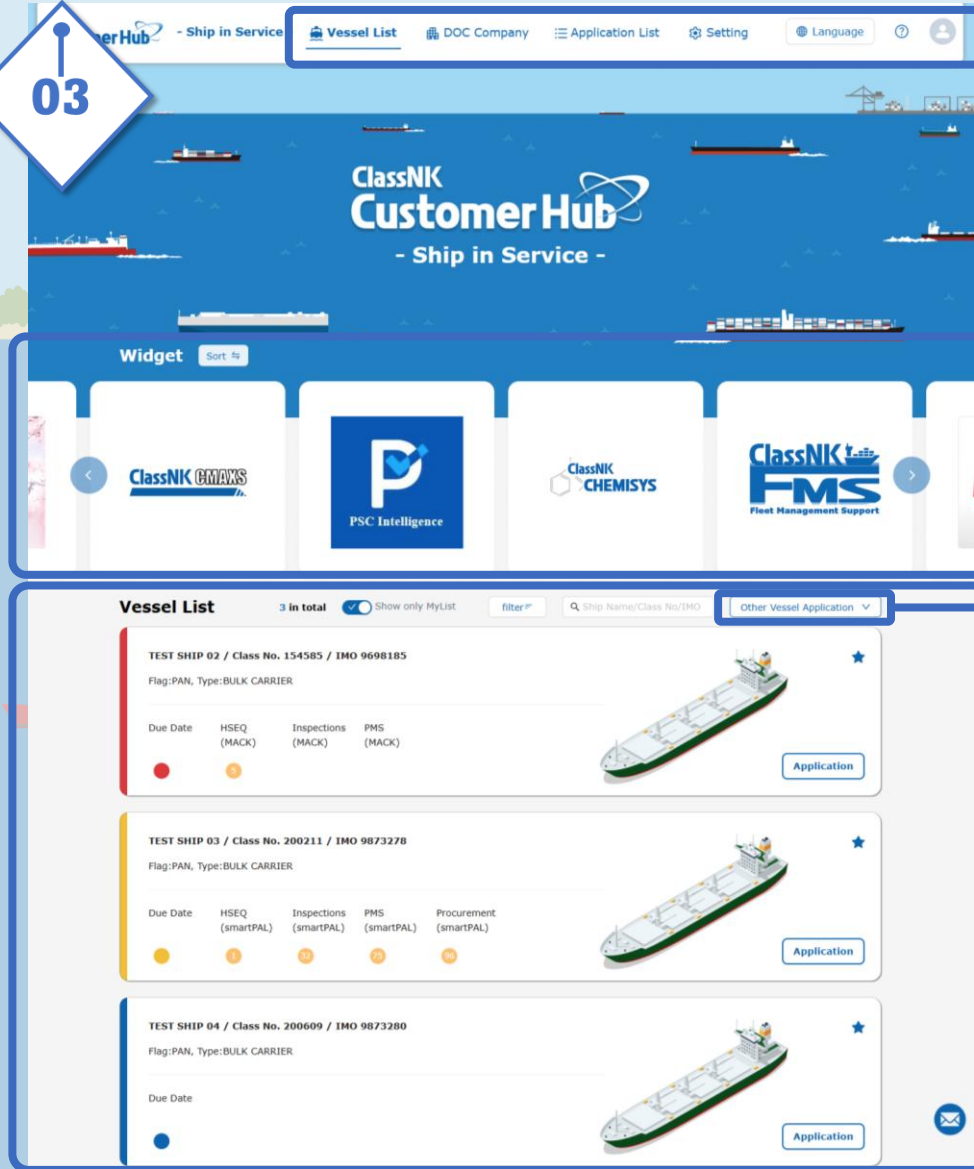
Enter your User ID and Password four-digit number displayed in the image and click the login button on the Web Service Portal.



Click on 「Ship in Service」or 「Go to Web Service」.

-Ship in Service- Summary of our Top page

03



Navigation Menu

This is a menu common to all screens.

- Vessel List** Go to the ship list page.
- DOC Company** Go to the Company page.
- Application List** Go to the Application History.
- Setting** Go to the Settings Page.(This page allows you to configure widgets, data integration, and set up plugins.)
- Language** Select Language. English or Japanese
- ?** Go to the Operation Manual page.
- Profile** View Login Information.

Widget (refer to page 12 for more details)

It can be linked to other systems (Our web service and external ship management software ※ Separate license agreement is required to use the service). Once you click on the icon, you will be transferred to their login page.

Vessel List (refer to page 9 for more details)

You are able to check the survey status for the vessels you manage. Application can also be made if necessary.

Other Vessel Application (refer to page 7-8 for more details)

You may also submit a survey/audit application of a vessel not under your fleet.

Individual Vessel Details Page • Status(Survey) Details

When you click 'Application Periodical' or 'Application Occasional' on the individual vessel detail screen, the Status (Survey) screen will be displayed. You can view detailed information about the vessel's survey status, periodical survey/audit items, and survey/audit due/range dates on this screen. Additionally, you may apply for various surveys and audits when necessary.

04

TEST SHIP 04
Class No. 200609 / IMO 9873280
Flag: PAN, Type: BULK CARRIER

★ Remove from MyList

Status
Due Date

Menu Status(Survey) Status(Audit/Inspection) Particular

Plugin AIS FMS

Apply for periodical survey.

Apply for occasional survey.

Application Periodical Application Occasional

0 Condition(s) & 3 Note(s) have been set out. Anniversary Date: 12 Feb

Certificate (Class/Insta.)	HSSC	Kind	Expiry Date	Extended
Class -	Applied	Final	12 Feb 2025	--

Survey Item	Kind of Surveys	Due/Range Date	Last Date
Hull and Machinery	● Special Survey	06 07 08 09 10 11 12 01 02 03 04 05	--
▶ Survey Programme ?	● Intermediate Survey *		--
	● Annual Survey		08 Feb 2021

05

When you click on "Periodical" or "Occasional", the application cart slides in from the right side of the screen.

Application Proceed to Confirmation

Using e-Application

Schedule (Available period for survey/audit)*

Start Date → End Date

Please select a date range

Place of Survey/Audit* Where to Apply*

Port/Place Country NK Office

Please select a place for your survey/audit

Survey 16 Audit

Periodical Occasional

Items (Periodical)

-Class

- × Hull and Machinery: Intermediate Survey >>
- × No.1 Boiler: Boiler Survey
- × Docking: Docking Survey >>
- × No.1 Propeller Shaft: Prop. Shaft Survey >>
- × M0: Annual Survey
- × CHG: Load Test

-Load Line

- × Load Line: Annual Survey

-Safety Construction

- × Safety Construction: Intermediate Survey

-Safety Equipment

- × Safety Equipment: Periodical Survey

Survey status, Kind of Surveys (Periodical), Kind of Audit, Survey/Audit Due/Range Date from NK-Ships

e-Application(Fleet Vessel Application)

05

Application Using e-Application Proceed to Confirmation

Schedule (Available period for survey/audit)*
Start Date → End Date
Please select a date range

Place of Survey/Audit* **Where to Apply***
Port/Place Country NK Office
Please select a place for your survey/audit

Survey **Audit**

Items (Periodical)
-Class
x Hull and Machinery: Intermediate Survey
Clear Items

Items (Occasional)
-Please enter the required survey items for Occasional Survey.
Enter your items
Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Ship Particulars change
Ship Particulars

Attach
Drop files to upload (or click)
File Name
No data

UPLOAD LIMIT
Supported formats : pdf, text, word, excel, jpg & zip file.
Maximum Number of Files: 30
Maximum Size of File: 30MB

①

The items on the left slide in from the right side of the screen

①

Enter the preferred period and location for the survey/audit.

②

The "Periodical" item is automatically set, so Please let us know which items are unnecessary. The "Occasional" item enter by the user as needed.

③

If you have an attachment, you can upload it here

Application Using e-Application

Person in charge (Applicant)
Name* NK TARO
E-mail* example@example.com
Tel Enter telephone number
Automatic reply mail English Japanese
I agree to the Privacy Policy and Terms & Conditions
I agree to the Terms of Use
Back Submit

Applicant
BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
18 BOON LAY WAY, #09-104 TRADE HUB 21, SINGAPORE 609966
Tel: +65-6507-3939
Delivery Address for Issued Documents
NK TARO example@example.com
It is possible to edit and add information about the person in charge of sending certificates and records.

Billing to
BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
18 BOON LAY WAY, #09-104 TRADE HUB 21, SINGAPORE 609966
Tel: +65-6507-3939
Delivery Address for Issued Invoice
It is possible to edit and add information about the person in charge of sending invoice.

Agent Info
Name/Company Enter name/company
E-mail Address Enter email address
Tel Enter telephone number

Remarks
Enter your text

④

The applicant's name and email address are automatically filled in. If you touch the agreement item checkbox, you can touch Submit button.

⑤

Moving to the completion screen

Application Using e-Application

Schedule (Available period for survey/audit)
2026-01-01 → 2026-01-31

Place of Survey/Audit **Where to Apply***
Tokyo Japan East Japan Region...

Survey **Audit**

Items (Periodical)
-Class
Hull and Machinery: Intermediate Survey

Items (Occasional)
-Please enter the required survey items for Occasional Survey.
Enter your items
Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Attach
File Name
No data

UPLOAD LIMIT
Supported formats : pdf, text, word, excel, jpg & zip file.
Maximum Number of Files: 30
Maximum Size of File: 30MB

Back Submit

Application

Your application has been completed.
Please wait for a ClassNK representative to contact you.
Application No: M16141699
OK

① Click the other vessel application button.

② Clicking "Survey/Audit" will open the vessel search modal.

DMLC Part II Review

③ Search the vessel using either IMO No. or Class No.

④-1 Click on the target vessel in the search results.

(2) No vessel found

④-2 Click the “Register New Vessel” button.

⑤-1
The vessel editing screen will be displayed. After making edits, click "OK".

⑤-2
The ship registration screen will be displayed.
Enter the information and click "OK".

⑥-1
The application cart will slide in. From then on, the procedure is the same as for applying for a management ship.

⑥-2
The application cart will slide in. From then on, the procedure is the same as for applying for a management ship.
(Survey is disabled)

The screenshot displays the 'Guest Customer Hub' interface for a shipping status page. The header features the company logo and the text 'Guest Customer Hub - Ship in Service'. The main content area is divided into two columns. The left column contains a 'View Order' button, a 'View Order' button, and a 'View Order' button. The right column contains a 'View Order' button, a 'View Order' button, and a 'View Order' button. The page also includes a 'Shipping Status' section with a progress bar and a 'Shipping Information' section with a table of shipping details.

Guest Customer Hub
- Ship in Service -

Shipping Status

Order Details

Order Information

Order Items

Shipping Information

Additional Information

Ship Participation Charge

e-Application(Other Vessel Application-Others)

05

Other Vessel Application ▾

Survey/Audit

SSP Approval

DMLC Part II Review

Other Vessel Application ▾

Survey/Audit

SSP Approval

DMLC Part II Review

ClassNK e-Application Ver.3.3.1 TRIAL - 29 May 2025 - Framework 4.6.2 Login User : NS0084

e-Application Top ▶ Preparing NK-SHIPS HELP

Application for SSP approval Contract Attach Confirmation

Search and re-use data of previous application.

Applicant Information Save

Registry Date 2025/09/09
e-Appl No. XXXXXXXXX

Do you use the same data for "Person in charge" input as in the previous application? Apply

Company

User ID NS0084
Company Name TEST COMPANY
Address Tokyo, Japan XXXXXXXX
Tel +00-0000-0000
Fax +00-0000-0000
IMO Company ID XXXXXXXX

Person in charge

Name
Dept. / Section
e-Mail
(Confirm)

Use comma to separate entries.

Automatic reply message ☐ Japanese ☒ English

The SSP Approval application screen from the old e-Application system will open.

ClassNK e-Application Ver.3.3.1 TRIAL - 29 May 2025 - Framework 4.6.2 Login User : NS0084

e-Application Top ▶ Preparing NK-SHIPS HELP

Application for DMLC Part II review Contract Attach Confirmation

Search and re-use data of previous application.

Applicant Information Save

Registry Date 2025/09/09
e-Appl No. XXXXXXXXX

Company

User ID NS0084
Company Name TEST COMPANY
Address Tokyo, Japan XXXXXXXX
Tel +00-0000-0000
Fax +00-0000-0000
IMO Company ID XXXXXXXX

Person in charge (Applicant)

Automatic reply message ☐ Japanese ☒ English

Do you use the same data for "Person in charge" input as in the previous application? Apply

Add

Name	e-Mail	Dept. / Section	Tel	Mobile
------	--------	-----------------	-----	--------

The application screen for the DMLC Part II Review of the old e-Application will open.

Fleet vessel list details

TEST SHIP 01 / Class No. 110494 / IMO 9442469

Flag:SGP, Type:BULK CARRIER

Due Date



HSEQ
(MACK)

1

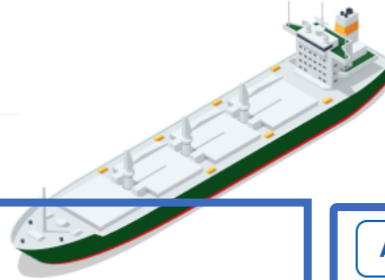
Inspections
(MACK)

32

PMS
(MACK)

75

Application



An alert related to survey or audit is displayed.

Colors indicate the priority level. Details of each alarm are listed below.

high
↑
importance
↓
Low

- Surveys/audits have not been performed by the specified date
- Surveys/audits are due within 30 days of the specified date.
- Surveys/audits are due within 90 days of the specified date.
- Some Surveys/audits are currently within the specified range date.
- It indicates that open-up examination report by the chief engineer must be submitted to the surveyor conducting the next periodical on-site survey, in order to carry out the confirmatory survey.
- This is the normal state (no alarm), indicated by the absence of color

When multiple alarms are present, the color representing the highest priority is used.

Additionally, vessels with higher-priority alarms are displayed at the top.

The display shows the number of alarms integrated from other systems configured via the settings screen for data linkage. The alarm type is shown in parentheses.

Certain systems apply a display format based on the number of days remaining until the specified date indicated on the left.

If an alarm is present, you can proceed to the individual vessel information screen via 'Application' and apply for a request for survey/audit. ⇒ See the next page: 'Individual Vessel Details Screen - [Status \(Survey\) details](#).'

e-Application(Correction)



Application

Your application has been completed.
Please wait for a ClassNK representative to contact you.

Application No: M16141699

OK

① Click on the Application No. displayed on the completion screen.

Application No. M16141699

[Proceed to Confirmation](#) [Application Edit Cancel](#) [Cancel Request](#)

Vessel
TEST SHIP 04 /ClassNo. 200609/ IMO 9873280
Flag: PAN, Type: BULK CARRIER

Schedule (Available period for survey/audit)*
2026-01-01 → 2026-01-31

Place of Survey/Audit **Where to Apply***
Tokyo Japan East Japan Regiona...

Survey **Audit**

Items(Periodical)

-Class
X Hull and Machinery: Intermediate Survey

[Clear Items](#)

Items(Occasional)
-Please enter the required survey items for Occasional Survey.
Enter your items

Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Ship Particulars change
[Ship Particulars](#)

② If you click this button, you can enable editing. After editing items, please click the confirm button.

Application No. M16141699

Person in charge (Applicant)

Name* NK TARO

E-mail* example@example.com

Tel Enter telephone number

Automatic reply mail ☒ English ☐ Japanese

[Back](#) [Submit](#)

Applicant

BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
18 BOON LAY WAY, #09-104 TRADE HUB 21, SINGAPORE 609966
Tel: +65-6507-3939

Delivery Address for Issued Documents
NK TARO example@example.com

① It is possible to edit and add information about the person in charge of sending certificates and records.

③ If you click this button, you will move to the completion screen.

Application No. M16141699

Your application has been completed.
Please wait for a ClassNK representative to contact you.

OK

e-Application(History)

05

① Click the 'History (Survey)' or 'History (Audit/Inspection)' tab in the menu.

② When the status is Applied, the Application No. is displayed. When the status changes to Registered, the Record No. is displayed.

③ status
Applied~Assigned : Display the application edit screen.
Serviced~ : Display the record screen. (Not editable)

Menu [Status\(Survey\)](#) [Status\(Audit/Inspection\)](#) **History(Survey)** [History\(Audit/Inspection\)](#) [Particular](#) [DOC Company](#) [Print](#)

Plugin [AIS](#) [FMS](#)

History(Survey) [Hull Compartments](#) [View More](#)

Status ? CAN.	Application / Record No.	Place	First Date	Last Date
Applied	M11252676	Chiba	10 Sep 2025	11 Sep 2025
Registered	25EJ0424	Chiba	02 Sep 2025	04 Sep 2025
Completed	25TZ0032	Head Office	05 Sep 2025	05 Sep 2025
Completed	25TZ0031	Head Office	05 Sep 2025	05 Sep 2025
Serviced	25EJ0445	Chiba, Japan	04 Sep 2025	04 Sep 2025

Application No. M11252676 Applied Proceed to Confirmation Application Edit Cancel Request

Vessel
PROGRESS ACE / ClassNo. 032803 / IMO 9267687
Flag: PAN, Type: VEHICLES CARRIER

Schedule (Available period for survey/audit)
2025-09-10 - 2025-09-11

Place of Survey/Audit Chiba Japan **Where to Apply*** East Japan Region...

Survey **Audit**

Items(Periodical)
Clear Items

Items(Occasional)
Occasional Survey

-Please enter the required survey items for Occasional Survey.
TEST TEST TEST

Ship Particulars change
Ship Particulars

Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Record No. 25EJ0445 Serviced

Vessel
PROGRESS ACE / ClassNo. 032803 / IMO 9267687
Flag: PAN, Type: VEHICLES CARRIER

Record
[Survey Record \(Class\) Survey Record](#)

Schedule (Available period for survey/audit)
2025-09-04 - 2025-09-04

Place of Survey/Audit
Chiba, Japan

Class Survey
Occasional Survey

Widget Details

Choose other systems to display in the widget via setting

ClassNK CustomerHub - Ship in Service -

Widget Sort ↕

Setting

MACK (Solverminds)
 MACK- Managing Content and Knowledge is a comprehensive digital ship management solution developed by Solverminds. It offers a holistic approach to digital ship management and support users to optimize operational performance as well as enhance efficiency. Some valuable attributes of MACK are:
Robust Functionalities Integrated: MACK seamlessly integrates industry best practices with robust digital features like workflows, tasks, alerts, notifications, Gantt charts, and analytics.
Knowledge Management for Data-Driven Decisions: MACK centralizes recorded data thus fostering a strong cross-functional collaboration between ship and shore-based teams.
Accessibility & Mobility: MACK is a cloud-based ERP system with mobile-optimized functionality.
 [Add to Home] [Data Linked]

smartPAL (MariApps)
 MariApps is your digital partner on the water. Talk to us to digitize your operations.
 [Add to Home] [Data Linked]

ORION CLOUD (ORCA)
 This is a cloud system where the information of services provided by ORCA is consolidated. Vessel management softwares and onboard network information can also be accessed here.
 [Remove from Home]

ClassNK CMAXS (1)
 CMAXS is a vessel maintenance management system. We provide three systems (CMAXS 1, 2, 3) and each system satisfies the requirements of the industry. They are characterized by their easy-to-use manuals. You can purchase only the system you need from our products.
 [Remove from Home]

To change the display order : click here.

To add this item: Click "Add to Home"

To delete this item: Click "remove from Home"