Category	No	Question	Answer
About ClassNK e-Certificate Service			
	1	Are e-Certificates required to be used? (Are only e-Certificates going to be issued from now on?)	The use of e-Certificates is not mandatory. Certificates that are available with ClassNK e-Certificate can be replaced with paper certificates, however, an extra about 6 USD (per certificate, before tax) will be charged in addition to the issuance fee. The extra fee / currency is different from countries.
	2	What are the advantages of e-Certificates?	The advantages of e-Certificate are as follows: ・Easier to manage and reduced risk of loss or damage ・The latest e-Certificate is always accessible and downloadable from our online server ・e-Certificates are issued via a secure electronic files thus allowing users to verify their authenticity in a timely manner as opposed to paper certificates which can be manipulated or falsified.
	3	What should be considered when applying for an e-Certificate?	Please notice the following points: 1. An Internet-connected computer, email address, and printer are needed. 2. Please review the procedures related to the control of electronic certificates (including file transfers between office and ship) and make amendments to the Safety Management System (SMS) accordingly.
	4	Which flagged vessels qualify for e-Certificates?	Flags authorized to use ClassNK e-Certificates by the flag administrations government are shown on the following page. ClassNK homepage > Web Service Portal > ClassNK e-Certificate http://www.classnk.or.jp/hp/en/activities/portal/e-cert.html
	5	Which certificates can be issued as e-Certificates?	Applicable certificates are as follows: Certificate of Classification, Statutory Certificates (LL, SOLAS, MARPOL, ISM, ISPS, MLC, etc.) and Canal tonnage certificates.
	6	Which certificates cannot be issued as e-Certificates?	Following certificates are not currently eligible to be issued as e-Certificates. Certificates issued by flag states, Statements of Compliance, certificates for the approval of materials etc.
	7	What about acceptance by port authorities?	ClassNK e-Certificates acceptance has been obtained from maritime authorities through ClassNK branch office staff member visits made to USCG, AMSA, China MSA as well as other authorities in order to directly promote and inform PSC officers about the service. Moreover, the use of electric certificates has already been approved by major flag states such as Liberia, Panama, Singapore, and the Marshall Islands in addition to Japan, so ClassNK feels that other flag states will follow suit in the near future and agree to accept such certificates.
Issuing and applying e-Certificate			
	8	Can I receive paper certificates?	It is possible to provide a paper certificates instead of an e-Certificates. However, please note that all certificates will be issued in paper certificate with charge at the time of switching to paper certificates. If you wish to receive paper certificates, please contact the survey office in charge.

NIPPON KAIJI KYOKAI

Last update date: 13 February 2023

FAQ for ClassNK e-Certificate

Category	No	Question	Answer
	9	When are e-Certificates issued?	In the case where the latest certificate is paper certificate, e-Certificates are to be issued as follows: 1. After completion of renewal surveys/audits 2. When existing paper certificates require rewriting due to changes in any information contained thereon. In addition to the above, e-Certificates may be issued for a fee per when requested.
	10	How can I receive an e-Certificate?	The procedure of receiving of an e-Certificate is as follows: 1. e-Certificates are issued by ClassNK branch offices after completion of surveys/audits and a "Notification of update survey documents" containing a hyperlink (URL) will be sent to the e-mail address registered at the time of application. You can access the download page through the link and download the electronic files (PDF) for each certificate (validity: 2 weeks). 2. After expiration of above notification, e-Certificates are available from NK-SHIPS.
	11	How can I receive an e-Certificate when there is no Internet access available on board?	Please access the download page for an e-Certificate while ashore (e.g., at the shipowner's or ship manager's office) and download the electronic files (PDF), then send them to the ship by email, etc.
	12	The link of download page mentioned in a notification is expired.	The link mentioned in the notification is valid for 2 weeks after receipt of the notification. After 2 weeks, the e-Certificates are available from webservice portal, NK-SHIPS. ClassNK homepage > Web Service Portal Login > NK-SHIPS https://portal.classnk.or.jp/portal/index.jsp
	13	What about the file size of an e-Certificate?	The typical file size for an e-Certificate is about 200 KB, but it depends upon the kind of certificate and the number of endorsement pages. Total file size is typically 4-6 MB when all certificates are issued after completion of renewal surveys, so please email multiple files separately to ships.
	14	Is there a limit to the number of times an e-Certificate may be downloaded?	No, there is no such limit. An e-Certificate may be downloaded as many times as needed.
	15	I lost the download page link.	Please access the "Inquiries" page listed below or contact nkecert@classnk.or.jp. The download page link will be re-sent to your designated e-mail address. If 2 weeks have passed since the e-Certificates was issued, you can download e-Certificates from NK-SHIPS. ClassNK homepage > Quick Links > e-Certificate Verification > Inquiries https://e-certificate.classnk.or.jp/CERF02010.aspx
	16	How can I change the email address which receives the "Notification of issuance of e-Certificate"?	Please change the registered e-mail address on the site when you submit a application via e-Application. (Application for surveys and audits shall be by e-Application.) If you do not use e-Application due to some reason, please inform the survey office in charge. For more detailes about the e-Application, please access the "e-Application" page listed below. ClassNK homepage > Products & Services > Web Service Portal > e-Application https://www.classnk.or.jp/hp/en/activities/portal/e-appli.html

FAQ for ClassNK e-Certificate

Category	No	Question	Answer
Operations and management			
	17	Is there a user manual for ClassNK e-Certificate Service Operation?	Please access the "About e-Certificate" page listed below. ClassNK homepage > Products & Services > Web Service Portal > ClassNK e-Certificate https://www.classnk.or.jp/hp/en/activities/portal/e-cert.html
	18	How can I manage electronic certificates while on board?	Please keep the latest e-Certificate (electronic files) on board.
	19	I cannot figure out which e-Certificate (electronic file) is the latest and should be kept on board.	You can download the latest e-Certificates from NK-SHIPS. Multiple certificates can be downloaded at the same time. Please download e-Certificate (electronic files) either from on board the or from ashore. Files downloaded from ashore should then be emailed, etc. to the ship.
	20	Is it necessary to keep the printed version of the e-Certificates on board required?	No need to keep the printed version of the e-certificates. However, in the following cases, e-Certificates are issued by ClassNK branch offices after completion of surveys/audits and the printed version e-Certificates are handed over: (1) When e-Certificate (electronic files) cannot be kept on board the vessel before leaving the port. (2) For the purpose of receiving clearance to enter/leave port, and examinations by Port State Control authorities. Please note that control and responsibility for the printed version of the e-Certificates lies with the management company. Also, certificates may be printed out in color or black and white, but printing out in color is recommended.
	21	How is endorsement after completion of periodical survey applied to an e-Certificate?	The endorsement information (date of survey, place and name of surveyor, etc.) will be added to the endorsement page of e-Certificate on the online server by our attending surveyor after complation of the periodical surveys/audits. Please keep a new e-Certificate on the vessel after the endorsement page has been updated.
	22	What about issuing a revised e-Certificate?	When the details contained on an e-Certificate need to be changed, the survey office-in-charge will issue revised e-certificates.
	23	Is full-time access to the Internet on board required?	No Internet connection is required to open and print out previously downloaded e-Certificates.

Category	No	Question	Answer
Fee			
	24	What about the additional fee for ClassNK's e-Certificate Service?	A fixed issuance fee and a government surcharge will be charged for each certificate issued regardless of whether this service is used; there is, however, no extra fee for using this service.
	25	Is there any discount available for ClassNK's e-Certificate Service?	There are no discount and no preferential plans currently being offered.
	26	What about the additional fee for issuing paper certificate under the flag states which authorized issuance of e-Certificate?	In case where certificates that are available with ClassNK e-Certificate are replaced with paper certificates, an extra about 6 USD (per certificate, before tax) will be charged in addition to the issuance fee. The extra fee / currency is different from countries.
	27	What about communication costs and printing costs?	Any relevant communication costs (including the cost of downloading electronic certificates and the cost of accessing the verification site), communication devices, printers and printing costs etc. are to be borne by the user (shipowner/ship manager).
Related to confirming the validity			
	28	How do you certify the validity of an e-Certificate?	You can confirm the validity of the e-Certificate on the e-Certificate Verification Site. For this purpose, an Internet-connected PC or a mobile device (smartphone or tablet) is required.
	29	In cases where there is no Internet connection on board, how you would verify the validity of e-Certificate?	Please present the e-Certificate (electronic files). The digital signature on the e-Certificate certifies that the electronic file has been issued by ClassNK, and has not been tampered with or falsified.
	30	How do I use QR code on an e-Certificate?	You can access the e-Certificate Verification Site directly by scanning the QR code using mobile devices (smartphones or tablets) using the device's camera. You will need to install an application for reading QR codes in advance.
	31	Do I need to input my user ID and password to access the e-Certificate Verification Site?	No password or user ID is required. Please enter the vessel's IMO Number (7-digit number) and Tracking ID (20-digit number) to access the e-Certificate Verification Site.

FAQ for ClassNK e-Certificate

Category	No	Question	Answer
	32	Are all the Tracking IDs the same number?	Each Tracking ID for an e-Certificate is an unique number.
	33	Can the Tracking ID be changed?	The Tracking ID cannot be changed while the e-Certificate is valid. It also cannot be changed when endorsement is made on the e-Certificate after completion of periodical survey. It needs to be changed when rewriting or issuing a new e-Certificate.
	34	How can I access to the e-Certificate Verification Site?	Please access the page listed below. ClassNK homepage > Quick Links > e-Certificate Verification https://e-certificate.classnk.or.jp/CERF00010.aspx
	35	What about the security of e-Certificates?	e-Certificates are issued via electronic files (PDF) with digital signatures issued by a third party organization. The digital signature certifies that the electronic file has not been tampered with or falsified in any way. The online server provides safe and secure Internet access for verifying validity and downloading e-Certificates.
	36	I cannot find the digital signature on e-Certificate.	The digital signature will not appear when the electronic file (PDF) is opened using a mobile device (smartphone, tablet). It only appears when the electronic file (PDF) is opened using a computer.

* If you need further assistance, please access the Inquiries page or contact nkecert@classnk.or.jp.