



VesselPro™

Service Request Tracking (SRT) Feature



SUBMIT PLAN UPDATE REQUESTS DIRECTLY THROUGH VESSELPRO™ WITH OUR SRT FEATURE

We continue to add features to VesselPro™ that help our clients, while offering them a great user experience. One such update is the addition of the SRT feature, which allows clients to submit plan update requests directly through VesselPro™. Benefits of this feature include:

- **Speed** - Clients are able to start the compliance process at anytime from anywhere in the world. The onscreen guides walk the user through all required information and documentation, and your Witt O'Brien's Client Specialist will check and finalize the request to ensure everything is accurate. This added feature is especially useful when dealing with regulatory authority submission timeframe requirements and ensuring all updates are submitted as expeditiously as possible.
- **Accuracy** - Our streamlined plan maintenance process means less forms to fill out and duplication of data for increased accuracy across all plans.
- **Communication** - SRT allows users to track the progress of their request from submission to publication, as well as delivery to the regulatory authorities.

SRT Request and Progress Tracking Options

SRT allows you to easily submit requests to create new plans, add or remove vessels, or update existing plan information. Our onscreen guides will direct you how to add new vessels or update existing information. From there, you are able to track your SRT from assignment to approval and publication.

CONTACT INFORMATION

To sign up for VesselPro™ with SRT, contact your Client Specialist today.

If you have trouble logging into your existing VesselPro™ account, email inquiry@wittobriens.com to access your credentials.

"The addition of SRT is a huge benefit for VesselPro™." - client quote

CONTACT AN EXPERT



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The screenshot shows the VesselPro web interface. The navigation bar includes 'Home', 'Document Library', 'Tools', 'About Us', 'Service Request' (highlighted), and 'Search'. Below the navigation bar, the 'Vessel General Details' section contains fields for 'Vessel Operator', 'Vessel Name', 'IMO #', and 'Vessel Type'. A message below this section reads: 'Please enter all vessel details available in the fields below as completely as possible'. The 'Vessel Specifications' section contains fields for 'Takeover/Effective date & location (if applicable)', 'Next US Port', 'Vessel ETA', 'POI for invoicing (if applicable)', 'Official Number', 'Call Sign', 'EX Name', 'Hull Type', 'Inmarsat/Comms. Numbers', 'Vessel's Mobile Number', and 'Vessel's Email'.

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