

# CREW READINESS GUIDE FOR FILIPINOS



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Dear Valued Crew Member,

We know that you are excited to sail again. Our goal is to help make the preparations for your new assignment as smooth as possible. We hope you use this onboarding guide to make sure that you're ready for your next great adventure. Let's get started!

Your Crew Readiness Team

# C-TRAC (Career Tracking and Advancement Compass)

Get your crew documents ready! Please upload your required documentation in C-TRAC. Also, check your email regularly for further joining process instructions; a Crew Readiness Representative will contact you as needed.

- ✓ Your Contact Information is updated
- ✓ You have uploaded clear copies of your valid documents

# How to Update Your C-TRAC Contact Information

#### **Step 1.** Log into **MyRCL Home** > select **C-TRAC**.















#### **Step 2.** Go to **Personal Information** > **Contact Information**.

Step 3. Check if your contact numbers (Telephone and Mobile) are correct and updated.

Make changes if necessary and click SUBMIT.

OME				
MY PROFILE PERSON	AL INFORMATION QUALIFICATIONS	DOCUMENTS		
Personal Information	Contact Inform	nation		
Contact Information				
Address	Preferred means of	Email	~	
Parent Information	communication:			
Emergency Contact	Best time to reach you:	Morning (7am to 11am)	~	
Life Insurance Beneficiary	Skype ID: Country Code:	Philippines -> 63		
PhilHealth Legal Dependent	Telephone Number: Mobile Number:	09982480967		
OWWA Legal Beneficiary		00002400001	SUBMIT	
Allottee Information			SOBMIT	

After checking/updating your Contact Information, go through each tab under Personal Information to check if your details are updated and make changes if necessary.

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Contact Informa	ation
Address	
Parent Informat	ion
Emergency Con	tact
Life Insurance	
Beneficiary	
PhilHealth Lega	ι
Dependent	
OWWA Legal	
Beneficiary	
Allottee Informa	ation

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#### How to Upload Your Documents to C-TRAC

- Step 1. Log into your C-TRAC account.
- Step 2. Go to DOCUMENTS.
- Step 3. Click on the specific document you want to upload.
- Step 4. Take a photo of or scan the document and save the file in docx, jpg, png, or pdf formats.
- Step 5. Upload the file.
- Step 6. Enter your document details.
- Step 7. Click ADD.













# **C-TRAC Document Status**

Refer to the color-coded status guide in C-TRAC to track the status of your requirements.

STATUS	
Document Not Submitted	0
Pending Document Approval	•
Document Not Submitted	0
Document Rejected	0
Completed	0

- Yellow Document Not Submitted (you have not yet uploaded your required document)
- Orange Pending Document Approval (your document details are incomplete or your document has not yet been validated)
- Red Disapproved/Document Rejected (your uploaded document is invalid and has been rejected by your Crew Readiness Representative)
- Green Completed (your document has been verified as valid for your assignment)

For any rejected documents, you will receive an email stating the reason for the rejection.

**Important Reminders:** An uploaded document will be validated within three (3) business days. Monitor your document status regularly to avoid any delays in generating your **POEA Package**.













# **Assignment Confirmation Tool (ACT)**

ACT simplifies the process of securing your new assignment. Here's how ACT and the Assignment Confirmation process work:

#### Logging in

The Assignment Confirmation Tool will automatically appear in your **RCLCrewTravel** (RCT) account after you receive your assignment.

#### **Step 1.** Log into **MyRCLHome** > select **RCLCrewTravel**.



**Important Reminders:** Need help accessing RCT and our other HR systems? Go to https://royalcaribbeancruiselines.atlassian.net/servicedesk/customer/portals to send a message to our technical support team.

For a quick guide on how to use the HR Service Desk, go to https://rclcrewtravel.com/images/pdf/HowtoUsetheHRServiceDesk.pdf.











#### Step 2. Click Please confirm your assignment.



After clicking **Please confirm your assignment**, you will be able to view the details of your new assignment, including:

- Ship and Sign-on Date
- Required documents and their status
- Deadline for the submission of your documents

C RCL	CrewTravel	1 <del>65</del>			Sign Out
w Your future	is only a tap away.	MyRC		AppStore	Coogle play
C Back To MyRCL Portal	Home or My Travel Details	Port Guide	CrewAssist Mo		
Your Next Assignr We are excited to offer you th to join as scheduled, please or decide to DECLINE the assign Also, please review the list of a those showing a yellow estain required information as soon-	nent e assignment below please click on CONFI intact your scheduler. Please keep in mind ment, we cannot guarantee how soon we' all the decumentation you need to have re- mation mark need to be provided by you. I a possible. Plose note that your status ne	IRM to let us know you that you can confirm y II be able to provide yo addy to be able to join. Please click on the ADD exists to be COMFLETE is	If be able to join on th our next assignment / a with a new one. Pic Those showing a gree J link next to each of th order for you to be a	at date. If for any 1 as soon as 30 days ase dick here to re m checkmark are a he missing docum ble to jain.	cison you won't be able prior to joining. If you view our No Show policy, incady in our system, rets and provide the
ADVENTURE THU, 30 JUL 20	E OF THE SEAS		Confirm Confirm	accept of reject and a	ecline grownt utorsatically











**Step 3.** Click **Confirm** to accept your assignment. Clicking on **Confirm** will update your Assignment Confirmation status to **Pending Documents**.

Click on **Confirm** to inform us that you will be able to join on the indicated sign-on date. If for any reason you won't be able to join as scheduled, click on **Decline** and please contact your scheduler via the **RCLCrewTravel Contact Us tool**. Please keep in mind that you can confirm your new assignment as soon as it becomes available. If you decide to Decline the assignment, we cannot guarantee how soon we'll be able to provide you with a new one.

Step 4. Click Accept to confirm after reading the Reminders.



#### How to Upload and View Your Documents in RCLCrewTravel

- **Step 1.** Click the **Upload** (paper with up arrow) button to submit an image of a document.
- **Step 2.** Click the **View** (magnifying glass) button to view your document.

				Upload	View
RCL Medical Certifica	e	Appointment D	ate		
Appointment Required	Book Appointment	Appt. Date	Ê	Ţ	Q
Seaman's Book		Appointment D	ate		
Appointment Required	Book Appointment	Appt Date	<b>**</b>	Î	Q











#### **ACT Document Status**

Refer to the color-coded status guide to track the status of your requirements.

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PhilHealth Number Pending Document Approval	Î	Q
Pag-Ibig Number O Document Rejected	Î	Q
Seafarer's Registration Number  Document Not Submitted	Î	Q
STCW Appointment Required [+] Show STCW	Î	Q
Visa Document Not Submitted [+] Get Form View Visa Notes 2	Î	Q

- Yellow Document Not Submitted (a required document has not yet been uploaded)
- Yellow Appointment Required (an appointment needs to be scheduled for you to obtain the document)
- Orange Pending Document Approval (your document will be validated by your Onboarding Associate)
- **Red Document Rejected** (your uploaded document is invalid and has been rejected by your Onboarding Associate)
- Green Completed (your document has been verified as valid for your assignment)

For any rejected documents, you will receive an email stating the reason for the rejection.

**Important Reminder:** An uploaded document will be validated within three (3) business days. To go back to the Assignment Confirmation Tool, go to the **RCLCrewTravel** homepage > click on **My Travel Details** > **Assignment Confirmation**.















# **Document Upload Guidelines: Correct and Incorrect Files**

To avoid delays in confirming your assignment, make sure to upload the correct files.

The files you upload to C-TRAC and/or the Assignment Confirmation Tool must:

- ✓ Clearly show the exact document without a background or other items
- ✓ Clearly show the details (your photo, name, document number)
- ✓ Be aligned/straight
- ✓ Be colored

# Passport



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Important Reminder: Passport must have a signature on Page 3













#### Seaman's Book

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# Important Reminder: Seaman's Book must have a Bearer's signature

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# STCW





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#### STCW



**Important Reminder:** Certificates of Proficiency (COPs) must have a signature at the "Signature of the holder of the certificate" part.

# **Worker's Information Sheet**

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# **Worker's Information Sheet**

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Important Reminder: Worker's Information Sheet must be uploaded in 1 file with signature and must be the latest version 2.0













# Letter of Employment (LOE)

You will receive an auto-generated email once your new assignment is ready. When your Letter of Employment becomes available in RCLCrewTravel, you will see a Your LOE is ready! message under NOTIFICATIONS.

RCLCr	ewTravel				Sign Qu
New Your future is or	nly a tap away.	MyR	CLAPP	Comelland on the App Store	Coogle play
C Back To MyRCL Portal Hors	e 🛛 🛶 My Travel Details	Port Guide	Entwartig	More	4
NOTIFICATIONS	Please tlick nere for det	calleo informacio	n about the RC	Emanuting aspenses in th	ne Ptolippines.
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MY FAVORITES	Upon arriving at the airp     Hotels will also be extremyou with a room as soon     The hotel will provide a v	ort, be alert and ro nely basy. Check in as it is ready welcome letter com	ady to board beca time at must hote raining your missi	use air bravel is busiest at s is is 2:00PM, but many will options and transportation	his time, I do their best to provide In details to your joining
No lavountes yet	ship, Read this letter care If you are travelling to Fi some transportation defin CrewAssistcan be reacher related emergencies	fully: ornila, experit the al yt. od 24/2 via email, c	rports and hotels i hat, or phone. Cor	to be extremely busy, You nact CrewAssist ASAP if y	may alto experience ou encounter any travel-

> Click LOE is ready! or go to My Travel Details > LOE to check the details of your new assignment (Ship, Sign-on Date, Sign-off Date).

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Back To MyRCL Portal	Home	or My Travel Details	Port Guide	GrewAssist	More		
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0 LOE is ready!							
LOE is ready!     Please click the ship nar	ne to view/pri	ntyour LOE.					
LOE is ready!     Please click the ship nar  DUR LOE(S)	ne to view/pri	nt your LOE.					
LOE is ready!     Please click the ship nar  OUR LOE(S)	ne to view/pri	nt your LOE. SIGN O	N DATE	SIGN OFF	DATE	ISSUE	DATE













Download and print your LOE as soon as it is available because you will need it when you do your **Re-Employment Medical Examination (REME)**.

**Important Reminder:** Always bring a printed copy of your LOE whenever you travel to join your ship as you will be asked to present it before going on board and in some cases, before you are allowed to pass through customs security in the airport.

#### **Document Reminders**

- Your documents must be valid for the entire duration of your contract.
- All crew members are encouraged to renew their documents ahead of time. You have the option to set a document-renewal appointment date even while you are are still on board.
- Always enter the appointment date(s) in the Assignment Confirmation Tool to allow your Crew Readiness Representative to assess if you can make it in time for your joining date.
- If you need to reschedule your appointment, update the entry as needed. Keep in mind that any delays in submitting your requirements can potentially delay the confirmation of your new assignment.





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#### Passport

Your passport must be valid for at least one (1) month after your sign-off date.

Depending on your joining port and the itinerary of your vessel, the ACT will prompt you to renew and upload a new passport. However:

- If your contract will end while you are in Europe or China, your passport must be valid for at least three (3) months after your sign-off date.
- If you are joining a ship that will sail through any port in Indonesia, your passport must be valid for at least six (6) months or more for every call in Indonesia.

Should you have questions about your passport, click on the Online Help tool available on RCLCrewTravel > Select Crew Documentation > Choose Passport.

Our CRT representatives are available for chat from Mondays to Fridays, 9 a.m. to 11 p.m. Philippine Time (PHT).

#### How to schedule a passport renewal appointment:

**Step 1:** Go to **RCLCrewTravel > My Travel Details >** Assignment Confirmation. Go to the **Passport** section and click **Book Appointment**.



Clicking on Book Appointment will redirect you to passport.gov.ph, DFA's passport application appointment system. Click Schedule an Appointment and carefully follow the succeeding instructions.













After securing an appointment date, go back to the ACT's **Passport** section and click the **Calendar** icon.



> Enter your appointment schedule by clicking on the corresponding date.

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			То	day			
wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
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31	2	3	4	5	6	7	8
32	9	10	11	12	13	14	15
33	16	17	18	19	20	21	22
34	23	24	25	26	27	28	29
35	30	31					
			Fri, A	Aug 7			

> Click Save.



Clicking on **Save** will update the status of your passport to **Appointment Scheduled**.

Passport		Appointment Da	ate			
🔀 ) 🐵 Appointment Scheduled	Book Appointment	2020-08-10	<b>#</b>	0	Ţ	Q

**Important Reminder**: If you need to reschedule your appointment, please update the entry as needed. Please remember that any delays in submitting your requirements can potentially delay the confirmation of your new assignment.











# Royal Caribbean Group

**Step 2:** Go to the DFA office you selected for your appointment. After receiving your passport:

- > Log in to **MyRCLHome**.
- > Go to **RCLCrewTravel** > **My Travel Details** > **Assignment Confirmation**.
- > Click on the **Upload** icon next to **Passport**.
- > Enter your **Passport Number** and select **Country of Issue**.
- > Take a photo of or scan the biopage with your original signature.
- Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **passport details**.
- > Upload the file and click **Submit**.

RCL Medical Certificate	ADD PASSPORT INF	ORMATION
	Passport Number *	P0000000A
Seaman's Book	Country of Issue *	PHILIPPINES
Passport	Issue Date *	2020-08-14
	Expiry Date *	2030-08-13
Pre-Departure Orientation Seminar	Copy of Passport	Choose File Maria_delaCrrt_2020.jpg

Clicking on **Submit** will update the status of your passport to **Pending Document Approval**.





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> To view your uploaded passport, click View uploaded file.

Issue Date :	14 Aug 2020	🕼 Edit	ØD
Expiry Date :	13 Aug 2030		
Passport Number :	P0000000A		
Country of Issue :	Philippines		
Upload :	View uploaded file		

After your passport is validated and approved, the status of your document will be updated to **Completed**.



# Seaman's Book

Your Seafarer's Identification and Record Book (SIRB) or Seaman's Book:

- Must be valid for at at least four (4) months after your sign-off date
- Is valid for 10 years if issued starting 2016

Should you have questions about your seaman's book, click on the Online Help tool available on RCLCrewTravel > Select Crew Documentation > Choose Seaman's Book.

Our CRT representatives are available for chat from Mondays to Fridays, 9 a.m. to 11 p.m. Philippine Time (PHT).

#### How to schedule a Seaman's Book renewal appointment:

Step 1:Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.Go to the ACT's Seaman's Book section and click Book Appointment.











	Royal Caribbean Group	
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Seaman's Book		Appointment Date		
Appointment Required	Book Appointment	Appt. Date 🛗	Ţ	Q

Clicking on Book Appointment will redirect you to the MARINA Integrated Seafarers Management Online appointment (MISMO) system (onlineappointment.marina.gov.ph). Log into your MISMO account to schedule an appointment to renew your Seaman's Book.



- Click Sign Up to create a MISMO account; click on Sign In if you already have a MISMO account.
- After securing an appointment date, go back to the ACT's Seaman's Book section and click the Calendar icon.

Appointment Da	ite
2020-08-07	

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> Enter your appointment schedule by clicking on the corresponding date.

?		Au	gus	t, 20	20		×
	•	-	To	day			
wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
30							1
31	2	3	4	5	6	7	8
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33	16	17	18	19	20	21	22
34	23	24	25	26	27	28	29
35	30	31					
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> Click Save.



Clicking on **Save** will update the status of your Seaman's Book to **Appointment Scheduled**.

1	Seaman's Book		Appointment Da	ite			
<b>≈</b> )	Generation Appointment Scheduled	Book Appointment	2020-08-10	*	0	Î	Q

**Important Reminder**: If you need to reschedule your appointment, please update the entry as needed. Please remember that any delays in submitting your requirements can potentially delay the confirmation of your new assignment.

**Step 2:** Go to the MARINA office as scheduled. After receiving your Seaman's Book:

- > Log in to **MyRCLHome**.
- > Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.
- > Click on the Upload icon next to Seaman's Book.

SALL BEYOND

- > Take a photo of or scan the biopage with your original signature.
- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **Seaman's Book details**.
- > Upload the file and click **Submit**.











Seaman's Book	ADD SEAMAN'S BOO No book held (optional)	ok information	
Appointment Scheduled	Seaman's Book Number *	123456	
Passport	Country of Issue *	PHILIPPINES *	
Pre-Departure Orientation	Issue Date *	2020-08-21	Ħ
Seminar Document Not Submitted	Expiry Date *	2030-08-21	*
Anti-Piracy Training	Copy of Seaman's Book	Choose File Juan_delaCrB_20	20.jpg

Your Seaman's Book number (in green) can be found in the upper-right corner of the biometric page.

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Clicking on **Submit** will update the status of your Seaman's Book to **Pending Document Approval**.















> To view your uploaded Seaman's Book, click **View uploaded file**.

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Issue Date :	21 Aug 2020	
Expiry Date :	21 Aug 2030	
Seaman's Book Number :	123456	
Country of Issue :	Philippines	
Upload :	View uploaded file	

After your Seaman's Book is validated and approved, the status of your document will be updated to **Completed**.





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#### Seafarer's Registration Number (SRN)

The **Maritime Industry Authority (MARINA)** requires all seafarers to have a Seafarer's Registration Number to avail of services and transactions (filing of exam, renewal of certificates) with the agency. Your SRN is your profile number in MARINA's database.

#### How to Create Your Seafarer's Registration Number:

**Step1:** Go to the MARINA Integrated Seafarers Management Online (MISMO) system: https://online-appointment.marina.gov.ph/.

**Step 2:** Click **Sign Up** then click **Register New Account** if you do not have a MISMO account (if you already have a MISMO account, click **Sign In**).

**Step 3:** Fill in the necessary information. Take note of your email address and password. You will use them as your login credentials.

Step 4: Tick the I accept the terms & conditions box and click Register.

**Step 5:** Go to your nominated email address to confirm your account.

**Step 6:** Sign in to your new MISMO profile. Use the email address and password you provided in the sign-up process.

**Step 7:** You can now view your SRN in your main profile. This number is auto-generated once you create your MISMO account.

$\left( \right)$	YOUR NAME HERE your mail here Digmail.com SNN - 9102140016 Chils is your SRN					• Select Transactions		
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**Step 8:** To upload a copy of your SRN:

- > Log in to **MyRCLHome**.
- > Go to **RCLCrewTravel** > **My Travel Details** > **Assignment Confirmation**.
- > Click on the **Upload** icon next to **Seafarer's Registration Number**.
- > Take a screenshot of your **MISMO profile**.
- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **SRN details**.
- > Upload the file and click **Submit**.

RCL Medical Certificate	ADD SEAFARER'S RE	
Seaman's Book	Seafarer's Registration Number *	1234567890
OPending Document Approval	Copy of your SRN	Choose File Juan_dela_CN_2020.jpg
Passport		Submit

Clicking on Submit will update the status of your SRN to Pending Document Approval.



> To view your uploaded SRN, click View uploaded file.



After your SRN is validated and approved, the status of your document will be updated to **Completed**.



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#### Medical

Seafarers must embark with a Medical Certificate Service at Seas that is valid for the full duration of their contract. Seafarers are not allowed to work with expired medical certificates and may be repatriated at their own expense if they fail to renew before the expiration date. Seafarers may not transfer to another ship or rejoin their ship after signing off for training, medical leave, etc., with an expired medical certificate.

- Letter of Employment (LOE) is required for your Re-Employment Medical Examination (REME); Company endorsement is not required.
- SuperCare and Health Metrics are the only providers authorized by Royal Caribbean Group to issue Medical Certificates for Service at Sea to Filipino crew members.
- You must bring all original Medical forms, results, and vaccination records when you join the ship.
- New hires must have a Medical Certificate for Service at Sea issued no earlier than eight (8) months prior to the start date of new hires. For example, if your start date is August 1, 2023 your medical certificate cannot be issued before DEC 1, 2022.
- Returning crew members who have not been onboard for at least one year will also need to renew their medical certificate to be able to return onboard.

RoyalCaribbean INTERNATIONAL	Cruises*			AL CARIBBEAN GROUP
This Medical Certificate has been i Watch-keeping for Seafarers STCV regulation of the authorizing country	ssued in accordance with the prov V 1978, as amended (STCW) Regi /* as applicable.	visions of the (Internati ulation I/9, Maritime L	onal Convention on Standards c .abour Convention 2006 (MLC	of Training, Certification and 2006) Regulation 1.2 and
Family Name:	Given Name(s):	Exam Date:	Birth Date (day/month/year):	Gender:
Passport No./Seaman Book No.:	Home Address:	1		
Nationality:	Capacity that the seafarer will se	erve onboard :	3. 37 T. T	5
	Deck: Deck: Deck: Deck: Deck: Deck	Rating 🗌 Cater	ring (F&B)	

#### How to obtain a Medical Certificate for Service at Sea:

- **Step 1:** You will receive an email from riskonnect@rccl.com with a link and log in instructions to complete the medical form.
  - New team members: you will receive this email once you have an assignment.
  - Returning crew: you will receive the message 180 days before your current medical certificate expires.
  - <u>Click here</u> for a guide on how to complete the online form.











**Step 2:** Make an appointment with one of our approved medical providers to get your physical examination performed.

Go to **RCLCrewTravel > My Travel Details > Assignment Confirmation.** Go to the **Medical** section > click **Book Appointment.** 



Clicking on **Book Appointment** will open a pop-up menu with links to Health Metrics and SuperCare's respective online appointment webpages. Click on your preferred medical facility.



SuperCare (https://www.supercare.com.ph/#appointment)















# Health Metrics (https://cms.healthmetrics.com.ph/public/kiosk-default.html)

Fill out the required information in the SuperCare or Health Metrics appointment webpage. After securing an appointment date, go back to the ACT's Medical section. Click the **Calendar** icon.



> Enter your appointment schedule by clicking on the corresponding date.



> Click Save.













Clicking on **Save** will update the status of your Medical to **Appointment Scheduled**.

(1)	RCL Medical Certificate		Appointment Da	de:
n)	C Appointment Scheduled	Book Appaintment	2016-05-28	台

**Important Reminders:** If you need to reschedule your appointment, please update the entry as needed. Please remember that any delays in submitting your requirements can

- **Step 3:** Go to SuperCare or Health Metrics as scheduled. Bring your Letter of Employment (LOE) and photocopies of your passport and Seaman's Book.
- **Step 4:** A SuperCare/Health Metrics representative will notify you if your results are ready for pick up. After receiving your **Fit for Duty Medical Certificate**:
  - Log in to MyRCLHome.
  - > Click on the **Upload** icon next to **RCL Medical Certificate**.
  - > Take a photo of or scan the **Medical Certificate for Service at Sea page**.
  - > Save the file as **docx**, **jpg**, **png**, or **pdf**.
  - > Enter your certificate details.
  - > Upload the file and click **Submit**.













Clicking on **Submit** will update the status of your Medical certificate to **Pending Document Approval**.



> To view your uploaded Medical certificate, click **View uploaded file**.

Expiry Date :	10 Aug 2022	🕼 Edit	C Delete
Issue Date :	10 Aug 2020		
Field Facility :	PH3 - SUPERCARE MEDICAL SERVICES INC MANILA (MANILA)		
Upload :	View uploaded file		

After your Medical certificate is validated and approved, the status of your document will be marked as **Completed**.



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#### **IMPORTANT REMINDERS:**

- If there is no Company-approved Medical Provider in your country, you must determine if your country can issue maritime medical certificates.
- Countries NOT allowed to issue medical certificates (without STCW or MLC Signatory Status):

Angola, Armenia, Austria, Belarus, Bhutan, Botswana, Cameroon, Costa Rica, Dominican Republic, Guyana, Haiti, Iraq, Kazakhstan, Kyrgyzstan, Lesotho, Macau, Macedonia, Moldova, Namibia, Nepal, North Macedonia, Paraguay, Republic of Taiwan, St. Lucia, Suriname, Swaziland, Uzbekistan, Zambia, and Zimbabwe.

- If your country is listed above, you should arrange to obtain/renew your medical at an approved provider in a neighboring country. You will be able to complete the new online process.
- If your country is NOT listed above, you may use the services of a physician/ clinic familiar with maritime or occupational health medicals for your PEME/ REME. You will download and print Form A and B (please see links below) and manually complete Form A, schedule and complete your medical exam with your chosen provider. Please keep in mind that you must send all completed medical forms and test results to PEME@rccl.com for final review and approval (an approval email will be required for you to be allowed to join the ship). Once approval is given, please upload a copy of the email to your C-TRAC profile together with the copy of your medical certificate at sea.
  - New to the team? <u>Click here to download Royal / Celebrity PEME forms</u>
  - o Returning crew member: Click here to download Royal / Celebrity REME forms









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#### Visas

Visa requirements for crew members vary according to ship assignment as they are itinerary-driven. Please check Assignment Confirmation Tool in RCLCrewTravel for the specific visa/s you need to obtain for your assignment. We also have a new tool called the "Visa Application Tool" available in MyRCLHome. You can access this as soon as you are ready to start your visa application. (See Visa Application Process portion below for further information)

#### **Important Reminders:**

- Active LOE is one of the important requirements so you can be able to start applying your visa.
- Passport must be valid at least 1 year and make sure this has been uploaded in Assignment Confirmation Tool (ACT)/CTRAC.
- Fill out the visa application form through the Visa Application Tool in MyRCL Home. Click <u>here</u> to log in.
- Make sure you already have a fit-for-duty Medical Certificate for Service at Sea before starting your visa application process.
- All visa applications (except US visa) require a processed POEA Contract. Please ensure you have submitted all the requirements to generate your POEA Contract in RCLCrewTravel to avoid delays in your visa application/s.
- Submit your visa requirements as soon as possible to avoid cancellation of your assignment. Failure to submit may cause a delay in the processing of your visa.
- You may choose to send via 2GO or leave your documents at the RCM Manila office drop box.
- After you complete submitting your visa requirements at RCM office, you will be notified through email for your appointment date and if you are required to have an appearance or non-appearance. You may refer also to your Visa Application Tool for the visa status. Ensure to complete the form so that you will be notified until the visa has been approved.

# US C1/D Visa Guidelines:

 All Filipino crew members must have a valid US C1/D visa prior joining a vessel operating in US waters.













# Royal Caribbean Group

- C1 visa allows a crew member to enter the United States to transit or join a vessel there.
- D visa is required for non-American and non-Canadian crew members to be manifested onboard, or to disembark the ship in a US port. This may be issued jointly with the C1 visa or in a separate stamp.
- A crew member who is on US waters for the entire duration of the assignment must possess a valid visa covering the whole assignment period plus one (1) month.
- A crew member whose joining will be in a US port but moving to a non-US itinerary must have a C1 visa valid at the date of joining and a D visa valid beyond the ship's stay on US waters.
- A crew member who will join the ship in a non-US port and will not move to US waters during the assignment is not required to have a US C1/D visa.
- A crew member joining in a non-US port and will move to US waters is required to have a valid US C1/D visa from the date of sailing to US waters plus one (1) month after disembarking in the US port.

#### US C1/D Visa Reminders:

- A crew member who is not scheduled to join, sail, or disembark in the US during his/ her assignment should not attempt to obtain or renew his/her US C1/D visa as there is a risk of being denied. Any crew member who has obtained US visa denial without substantial evidence may be deemed ineligible to rejoin. However, Filipino officers holding positions with three (3) stripes and above are expected to make all effort to obtain and maintain a valid US C1/D visa regardless of assignment itinerary in consideration of operational needs.
- A crew member who holds a US C1/D visa valid for one (1) year or beyond must upload the same in his/her C-TRAC account and Assignment Confirmation Tool in RCLCrewTravel.

# US C1/D Visa Requirements:

- Original Passport (Old and New)
- Two (2) pcs latest 2x2 Photo taken within 3 months with white background If you are renewing a previous visa, this generally means your photo must not be the same one that appeared on your old visa. For the photo specification, you may also refer to your assignment confirmation tool Visa Tab Get Form on your RCL Crew Travel.











# Royal Caribbean Group

• Your C1/D Visa application fee will be paid by the Royal Caribbean Group. Please be reminded that we can only proceed with payment once your visa requirements are complete.

#### Schengen and Other Visa Requirements:

- Original Passport (Old and New)
- Original Seamans Book (Old and New)
- Two (2) pcs latest Passport size Photo taken within 3 months with white background
- POEA Package
- Basic Training Certificate for first timer applicants only

# **Visa Application Tool**

We have created an online platform called the **"Visa Application Tool"** that will make your visa application convenient wherever you are in the Philippines and whatever visa you need to obtain for your next assignment. All you need is a working smartphone or computer and a stable internet connection! Please click the link for a step-by-step guide: (<u>https://rclcrewtravel.com/images/CrewGuide/</u><u>VisaApplication\_ToolGuide\_012022.pdf</u>)

#### **Important Reminders:**

- Make sure to use your internet browser when accessing VAT as it is not supported through mobile.
- Filling out the form in Visa Application Tool are not applicable for crew members applying for Spanish Visa, Italian visa and Chinese visa only. You will be needing to submit your actual form to RCM office.

Should you have questions about your visa, click on the Online Help tool available on RCLCrewTravel > Select Crew Documentation > Visa.

Should you encounter technical issues with the VAT, kindly create a jira ticket through this: <u>https://royalcaribbeancruiselines.atlassian.net/servicedesk/customer/portal/3/group/17/create/62</u>











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# **OKTB Processing**

Upon completion of your documents, OKTB will be requested 5 days prior your joining date. Your Crew Readiness Representative will send your OKTB a day or before your departure. Kindly wait for our email for the updates.

#### FOR NASSAU and FREEPORT, BAHAMAS

- Please fill up the Bahamas Health Visa for CRT to proceed in requesting your Okay to Board. Okay to Board is strictly required in Airport Immigration.
- For applying Bahamas Health Visa, click the link provided: <u>https://travel.gov.bs/</u> <u>international</u>. You have to click "Add trip" "International" as visitor and complete your personal profile.

#### FOR LIMASSOL, CYPRUS

- As part of the requirements for your new assignment, you will need an Immigration Letter with OKTB and Special Permission Code (SPC). Special Permission Code (SPC) will be used in registering to Cyprus Flight Pass.
- You may register your Special Permission Code to Cyprus Flight Pass. Click this link to proceed <u>https://cyprusflightpass.gov.cy/</u>

#### FOR SAINT MAARTEN

You are required to register online before traveling to Saint Maarten, through the Electronic Health Authorization System (EHAS): <u>https://stmaartenehas.com/application-form/</u>

For a quick guide on completing the EHAS form, go to: <a href="https://rclcrewtravel.com/images/CrewRequirements/HowtoCompletetheSXMEHASForm.pdf">https://rclcrewtravel.com/images/CrewRequirements/HowtoCompletetheSXMEHASForm.pdf</a>











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# **STCW Training Certificates**

All crew members are required to have the following STCW certificates:

- ✓ Basic Training (BT) certificate
- ✓ Certificate of Proficiency (COP) for Basic Training
- ✓ Security Awareness Training

Please use the Online Help to learn about other STCW certificates and licenses required for your position.

Step 1: If you need to renew a STCW certificate, please use the Online Help

ahead of time so they can assist you.

- To request a Sea Service Certificate (SSC), submit the following to COPseaservice@rcclapac.com:
  - Your name
  - Seafarer's Registration Number (SRN)
- A photocopy of your SIRB service stamps for the past five (5) years

**Important Reminders:** Your STCW training certificates can only be issued by maritime training centers that are accredited by the Maritime Industry Authority (MARINA). **Never engage in fraudulent activity to obtain any training certificate as this is a serious ground for termination.** 

Step 2:To view the required STCW training certificates you'll need for your<br/>assignment, go to RCLCrewTravel > My Travel Details > Assignment<br/>Confirmation. Go to the STCW section and click Show STCW.



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You will see the trainings you need to obtain.

STCW	1 Show STOW		G
Appointment Required	Think Sick	1	G
Designated Security Duties (STCW A VI/6 2)		Appointment Date	
Appointment Required	Book Appointment	Appt. Date	
Security Awareness (STCW A-VI/6-1)		Appointment Date	
Appointment Required	Book Appointment	Appt. Date	
Crowd Management (STCW A-V/2 Paragraph 4)		Appointment Date	
9 Appointment Required	Book Appointment	Appt. Date	
Basic Training (STCW A-VI/1-1, 1-2, 1-3, 1-4)		Appointment Date	
Appointment Required	Book Appointment	Appt. Date	
COP for Basic Safety Training (for Filipino Crew M	ember Only)	Appointment Date	
Appointment Required	Book Appointment	Appt. Date	

> Go to a specific course and click **Book Appointment**.

STCW O Appointment Required	[-] Show STCW		Ì	Q
Designated Security Duties (STCW A-VI/6-2) Appointment Required		Book Appointment	Appointment Date	

J•

Clicking on Book Appointment will allow you to select your preferred training facility – either PHILCAMSAT or MARINA – and open a pop-up menu with links to PHILCAMSAT and MARINA's respective online appointment webpages. Click your preferred training institution and schedule an appointment.

STCW Appointment Required	H Show STCW		Î	Q
Designated Security Duties (STC	W A-VI/6-2)	Book Appointment	Appointment Date	
Appointment Required Security Awareness (STCW A-	Select training facility		Appointment Date	
Appointment Required	MARINA Online Appointment System	Book Appointment	Appt. Date	











After securing an appointment date, go back to the ACT's STCW section. Click the Calendar icon.



> Enter your appointment schedule by clicking on the corresponding date.



Click Save.

Appointment Da	ate
2020-08-07	*
Save	

Clicking on **Save** will update the status of your STCW document to **Appointment Scheduled**.

d Rescue Boat STCW A-VI/2-1) Book Appointment D	ste
Appointment 2016-07-06	*
Appointment 2010-01-00	

**Important Reminders:** If you need to reschedule your appointment, please update the entry as needed. Please remember that any delays in submitting your requirements can potentially delay the confirmation of your new assignment.

**Step 3:** Go to the PHILCAMSAT or MARINA office as scheduled. After receiving your training certificate:

- > Log in to **MyRCLHome**.
- > Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.
- > Click on the **Upload** icon next to **STCW**.
- > Take a photo of or scan your certificate.

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- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your training details.
- Upload the file and click Submit.











MBI / Police Clearance	Training Type *	BT (Basic Training STCW A-\	
Completed	Training Facility *	MARINA	
Passport	Certificate Number *	1234567890	
OPending Document Approval	Description *	BT	1
Pre Departure Orientation Seminar	Issue Country *	PHILIPPINES	
Pending Document Approval	Trainer *	Jose Santos	
RCL Medical Certificate	Issue Date *	2016-07-25	6
Seaman's Book	Expiry Date *	2021-07-23	1
Completed	Copy of STCW	Choose File JuandelaCruzra	aining.j

Clicking on **Submit** will update the status of your STCW document to **Pending Document Approval** if you have uploaded all the pending STCW documents.

> To view your uploaded STCW certificate, click **View uploaded file**.

Training Facility :	MARINA	G∕ Edit	C Delet
Certificate Number :	1234567890	Constant of the second s	
Training Type :	BT (Basic Training STCW A- VI/1-1, 1-2, 1-3, 1-4)		
Trainer :	Jose Santos		
Issue Date :	25 Jul 2016		
Expiry Date :	23 Jul 2021		
Country of Issue :	Philippines		
Description :	BT		
Upload :	View uploaded file		

**Step 4:** Repeat the process for your other pending STCW requirements. After all the STCW training certificates and Certificates of Proficiency (COPs) required for your assignment have been validated and approved, the status of your STCW documents will be marked as **Completed**.





#### Worker's Information Sheet (WIS)

**Step 1:** Please ensure to have the latest Worker Information Sheet by logging in to POEAOnlineServices (dmw.gov.ph) to complete your registration online and obtain your POEA e-Registration number.

Click this link to see a sample of the latest Worker's Information Sheet: <u>https://rclcrewtravel.com/images/CrewGuide/POEA/</u> <u>Workers\_Information\_Sheet\_061322.pdf</u>

**Important Reminders:** 

- The document should be signed with an actual pen signature.
- Please avoid creating multiple WIS accounts.
- Only one account shall be recognized.

Having problems with the e-Registration process? Visit the POEA Helpdesk online at <u>https://onlineservices.dmw.gov.ph/OnlineServices/POEAOnline.aspx</u>

Review your WIS and verify the details to make sure it contains error-free information about your Seaman's Book. The correct information is needed by the e-Registration system when we process your POEA Contract.

**Step 2:** Review your WIS and verify the details to make sure it contains error-free information about your Seaman's Book. The correct information is needed by the e-Registration system when we process your POEA Contract.





SALL BEYONDS







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**Step 3:** After generating your WIS version 2:

- > Log in to **MyRCLHome**.
- > Go to **RCLCrewTravel** > **My Travel Details** > **Assignment Confirmation**.
- > Click on the **Upload** icon next to **Worker's Information Sheet**.
- > Take a screenshot of your **WIS**.
- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **WIS details**.
- > Upload the file and click **Submit**.



Clicking on Submit will update the status of your WIS to Pending Document Approval.



> To view your uploaded WIS, click View uploaded file.



After your WIS is validated and approved, the status of your document will be updated to **Completed.** 





# **Pre-Departure Orientation Seminar (PDOS)**

The Pre-Departure Orientation Seminar is only valid for five (5) years.

Step 1:To schedule an appointment to renew your PDOS, send an email to<br/>pdosandapas@rcclapac.com. Use the subject line "PDOS Training<br/>Schedule Request + your Employee ID" (example: PDOS Training<br/>Schedule Request – 123456). RCM Philippines will send you the available<br/>schedule via email so you can select the date that is most convenient for you.

**Important Reminder:** Follow the same steps if you need to schedule an appointment to attend an Anti-Piracy Awareness Seminar.

DTC Marine	PHILIPPINE TRANSMARINE CA First Maritime Plane, Togethe San Antonio Village, Makuti	RRIFAS, INC.
	CERTIFICATE OF ATTEN	ON SEMINAR DANCE
Name of OFW Sall / Occupation Country of Destination Local Recruitment Age Fareign Principal Fareign Employer	PROVAL CARDINEAN CRUM	ses uto orker!
This certifies that the above theid on May 06, 2015. with	ve names of DFW has completed the press to Certificate No. <u>00120100</u>	using requirements for the above program
WIDENTA MARS	KA S	ENGR. PETERCON & LUGUE
Printed Name and Sig Accredited PDOS To	patore	Frinted Name and Signature Authorized Agency Official

**Step 2:** After receiving your PDOS certificate:

- > Log in to **MyRCLHome**.
- Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.
- > Click on the Upload icon next to Pre-Departure Orientation Seminar.
- > Take a photo of or scan your **PDOS certificate**.

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SALL BEYONDS

- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **PDOS** details.
- > Upload the file and click **Submit**.



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Seaman's Book			
Pending Document Approval	Training Facility *	RCM Philippines	
Passport	Issue Date *	2020-08-07	8
Pending Document Approval	Expiry Date *	2025-08-07	

Clicking on **Submit** will update your status of your PDOS to **Pending Document Approval**.



> To view your uploaded PDOS certificate, click **View uploaded file**.



After your PDOS certificate is validated and approved, the status of your document will be updated to **Completed**.



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# **Anti-Piracy Awareness Seminar (APAS)**

The Anti-Piracy Awareness Seminar does not expire/has unlimited validity.

Moving the World	Philippine Transmarine Carners, Inc. First Maritime Place, 7458 Bagtikari Street. San Antonio Village, Makat City, Philippines 1203	Caloridos - Sinta
	Certificate of Attendance	
	is issued to	
	r having successfully completed the full familiarization training	M ON
Awar	eness and Safety Procedure on Pira	acy Acts
This is in com Series of 200	pliance with the requirement laid down in POEA GB Resolution and POEA MEMORANDUM CIRCULAR No. 11, Series of 2011	n No. 05 them 3
Conducted an	el lesued this May 02, 2015 in Mulati City, Philippines.	TOP
	WitteryA Martina	STR.

If you have not yet uploaded your APAS certificate:

- > Log in to **MyRCLHome**.
- > Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.
- > Click on the **Upload** icon next to **Anti-Piracy Training**.
- > Take a photo of or scan your **APAS certificate**.
- Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **APAS details**.
- > Upload the file and click **Submit**.

RCL Medical Certificate	ADD ANTI-PIRACY T	RAINING INFORMATION	1
	Anti Piracy Number *	123456789	
Seaman's Book	Training Facility *	RCM Philippines	
Passport	Issue Date *	2020-08-07	<b>*</b>
Pending Document Approval	Copy of Anti-Piracy	Choose File Juan_dela_CS	\$_2020.jp
Pre-Departure Orientation		Submit	











Clicking on **Submit** will update your status of your Anti-Piracy Training to **Pending Document Approval**.



> To view your uploaded APAS certificate, click on **View uploaded file**.

Anti Piracy Number : Training Facility :	123456789 RCM Philippines	C Edit Delete
Issuing Date :	07 Aug 2020	
Upload :	View uploaded file	

After your APAS certificate is validated and approved, the status of your document will be updated to **Completed**.



Should you have questions about PDOS/APAS, click on the Online Help tool available on RCLCrewtravel > select Crew Documentation and choose PDOS/APAS.

Our CRT representatives are available for chat from Mondays to Fridays, 9 a.m. to 11 p.m. Philippine Time (PHT).



#### **Government IDs**

To generate your POEA Contract, you need to upload copies of your government IDs, including your:

- SSS Number
- PhilHealth Number
- Pag-IBIG Number



For more information about your government IDs, go to: https://rclcrewtravel.com/images/Government\_IDs\_030624.pdf

#### **SSS Number**

To upload a photo or a scanned image of your SSS Number:

- > Log in to **MyRCLHome**.
- > Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.
- > Click on the **Upload** icon next to **SSS Number**.
- > Take a photo of or scan your **SSS document**.
- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **SSS Number**.
- > Upload the file and click **Submit**.

NBI Clearance	ADD SSS NUMBER INFORMATION
	SSS Number * 1234567890
RCL Medical Certificate	Copy of SSS Choose File Juan_dela_Cr_2020.jpg
Seaman's Book	Submit











Clicking on **Submit** will update the status of your SSS Number to **Pending Document Approval**.



> To view your uploaded SSS Number, click **View uploaded file**.

ss rearried i	1234567890	Edit Oelete
Ipload :	View uploaded file	

After your SSS Number is validated and approved, the status of your document will be updated to **Completed**.



#### **PhilHealth Number**

To upload a photo or a scanned image of your PhilHealth Number:

- > Log in to **MyRCLHome**.
- > Go to RCLCrewTravel > My Travel Details > Assignment Confirmation.
- > Click on the **Upload** icon next to **PhilHealth Number**.
- > Take a photo of or scan your **PhilHealth document**.
- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **PhilHealth Number**.
- > Upload the file and click **Submit**.











NBI Clearance	ADD PHILHEALTH N	NUMBER INFORMATION
-	PhilHealth Number *	1234567890
RCL Medical Certificate	Copy of PhilHealth	Choose File Juan_dela_Cr_2020.jp
Seaman's Book		Submit

Clicking on **Submit** will update the status of your PhilHealth Number to **Pending Document Approval**.



> To view your uploaded PhilHealth Number, click **View uploaded file**.

			-		-	_	_	_	
View uploaded file									
de	ew upl	uploa	load	ded	ed f	d filo	file	file	l file

After your PhilHealth Number is validated and approved, the status of your document will be updated to Completed.



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#### **Pag-IBIG Number**

To upload a photo or a scanned image of your Pag-IBIG Number:

- > Log in to **MyRCLHome**.
- > Go to **RCLCrewTravel** > My Travel Details > Assignment Confirmation.
- > Click on the **Upload** icon next to **Pag-IBIG Number**.
- > Take a photo of or scan your **Pag-IBIG document**.
- > Save the file as **docx**, **jpg**, **png**, or **pdf**.
- > Enter your **Pag-IBIG Number**.
- > Upload the file and click **Submit**.

RCL Medical Certificate	ADD PAG-IBIG NUMBER INFORMATION
	Pag-Ibig Number * 1234567890
Seaman's Book	Copy of Pag-Ibig Choose File Juan_dela_Cr_2020.jpg
Passport Pending Document Approval	Submit

Clicking on **Submit** will update the status of your Pag-IBIG Number to **Pending Document Approval**.



> To view your uploaded Pag-IBIG Number, click **View uploaded file**.



After your Pag-IBIG Number is validated and approved, the status of your document will be updated to **Completed**.

Pag-Ibig Number					Q
	A MEMBER C	DF ROYAL CARIBBEAN GROU	Ρ		
RoyalCaribbean	Celebrity Cruises SAIL BEYOND <sup>M</sup>	<b>&amp;</b> SILVERSEA		HAPAG 18/21 CRUIS	LLOYD



# POEA Package and Letter of Guarantee (LOG)

- After all your required documents have been uploaded to the Assignment Confirmation Tool and approved by your Crew Readiness Representative, your POEA Package will be available for printing.
- Your Letter of Guarantee will be available once your ticket is issued.

**Important Reminder:** If your LOG has errors/issues, or if it is not available on RCLCrewTravel, please email RCM@rccl.com as soon as possible.

O Your POEA P Please click "POEA	ackage is ready! Contract" to view/print your POEA d	locuments.	
Your Letter of     Please click "Letter of	Guarantee is ready! of Guarantee <sup>*</sup> to view/print your Let	ter of Guarantee.	
YOUR POEA PAC	KAGE		
	SIGN ON DATE	SIGN OFF DATE	PORT
POEA Contract	June 09, 2017	January 20, 2018	BARCELONA
YOUR LETTER OF	GUARANTEE		
	SIGN ON DATE	SIGN OFF DATE	PORT
Letter of Guarantee	June 09, 2017	January 20, 2018	BARCELONA

#### How to Print Your LOG:

- Step 1. Log in to MyRCL Home > go to RCLCrewTravel.
- Step 2. Click on My Travel Details > POEA and LOG.
- **Step 3.** Click Letter of Guarantee and print four (4) copies.

GUARANTEE		
SIGN ON DATE	SIGN OFF DATE	PORT
June 09, 2017	January 20, 2018	BARCELONA
	SIGN ON DATE	SIGN ON DATE SIGN OFF DATE June 09, 2017 January 20, 2018











#### How to Print Your POEA Package:

- **Step 1.** Log in to **MyRCL Home** > go to **RCLCrewTravel.**
- Step 2. Click on My Travel Details > POEA and LOG.
- Step 3. Click POEA Contract and print:
  - Three (3) copies of your POEA Contract
  - Two (2) copies of the Terms and Conditions

YOUR POEA PACK	AGE		
	SIGN ON DATE	SIGN OFF DATE	PORT
POEA Contract	June 09, 2017	January 20, 2016	BARCELONA

- > You need to submit the following documents to the RCM Philippines office:
  - ✓ Three (3) signed copies of your POEA Contract
  - ✓ Two (2) signed copies of the Terms and Conditions
  - $\checkmark~$  Old and new Seaman's Book
  - ✓ One (1) original signed copy of your updated Worker's Information Sheet
  - ✓ Cancellation/Conforme Letter (this will be sent to you by your Crew Readiness Representative if needed)











# **Travel Details & Luggage**

To access your travel details, log in to your MyRCL account, select **RCLCrewTravel**, and click on the **My Travel Details** Tab. Please keep in mind the following:

- Flight tickets will be visible as soon as booked, however, keep in mind that itineraries may change and you should confirm your flight details 72 hours before your travel date.
- Hotel details will be visible 3-5 days prior to travel date or will be sent via registered email address.



**Luggage:** visit the airline's website and use the ticket number/airline reference ID found on the lower portion of your flight ticket to access your luggage allowance.

**Important:** If there's no luggage allowance in one or more portions of your itinerary, contact Crew Assist, they will verify this information and issue a reimbursement preauthorization. After purchasing, keep the receipt and upload it to CamEx. To learn more on luggage fees, visit this <u>link</u>.

In the event of a travel emergency or crew traveling within six (6) days, you may contact our Crew Assist team for immediate assistance.

- To chat with us, click on the ONLINE HELP icon on the right side of the screen and select **TRAVEL** to chat with a CrewAssist representative. Live chat is only available to those traveling within 6 days.
- **To call**, dial 1-877-414-CREW (2739) if you are in the US or visit MyRCL>RCLCrew Travel>Crew Assist for directions on how to call from outside the US.
- **To send an email,** click the envelope icon on the right side of your screen in RCLCrewTravel, select TRAVEL from the Contact Us Tool drop-down menu and submit your concern.













# **Online Help, Contact Us Tool, and Search Function**

Please follow these guidelines in sending your onboarding-related concerns based on your joining date:

PELP

If you are joining within the next 90 days contact us via Online Help and chat live with a Crew Readiness representative. Chat is available Mondays to Fridays from 9am to 11pm Philippine Time (PHT).

For Filipino Crew members:

If you have questions about the documents or processes listed below, please email the corresponding inbox:

- Government IDs cfw@rcclapac.com
- Dispatch rcmmanila\_documentation@rccl.com
- Anti-Piracy and Pre-departure Seminar pdosandapas@rcclapac.com
- Allotment cfw@rcclapac.com
- Medical Credentialing- medicalcredentialing@rccl.com



If you are joining beyond 90 days, use the Contact Us tool in MyRCL by clicking on the email icon on the right side of the page and selecting Crew Documentation from the drop-down menu. Please keep in mind that this option is only available once you have an assignment.



At any time, you may use the Search function available in Online Help to find detailed information about onboarding requirements and other popular topics.









