



Royal Caribbean Group

NEW HIRE ONBOARDING GUIDE FOR FILIPINOS





Royal Caribbean Group

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Dear New Hire,

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

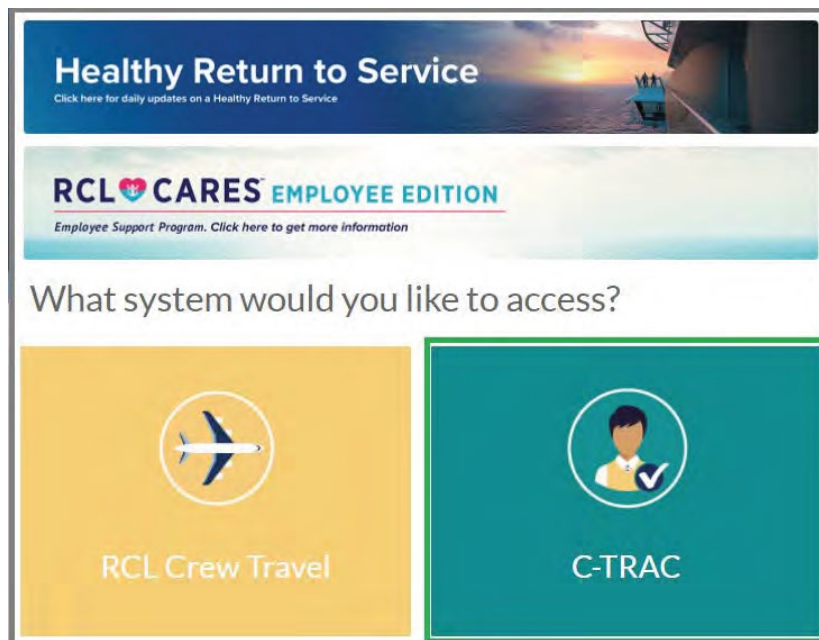
C-TRAC (Career Tracking and Advancement Compass)

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**.



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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.**

HOME - Personal Information

HOME MY PROFILE PERSONAL INFORMATION QUALIFICATIONS DOCUMENTS

Personal Information

Contact Information

Address

Parent Information

Emergency Contact

Life Insurance Beneficiary

PhilHealth Legal Dependent

OWWA Legal Beneficiary

Allottee Information

Contact Information

Preferred means of communication: Email

Best time to reach you: Morning (7am to 11am)

Skype ID:

Country Code: Philippines -> 63

Telephone Number:

Mobile Number: 09982480967

SUBMIT

- 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.

Personal Information

Contact Information

Address

Parent Information

Emergency Contact

Life Insurance Beneficiary

PhilHealth Legal Dependent

OWWA Legal Beneficiary

Allottee Information

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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**.



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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		
Pending Document Approval		
Document Not Submitted		
Document Rejected		
Completed		

- **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**.

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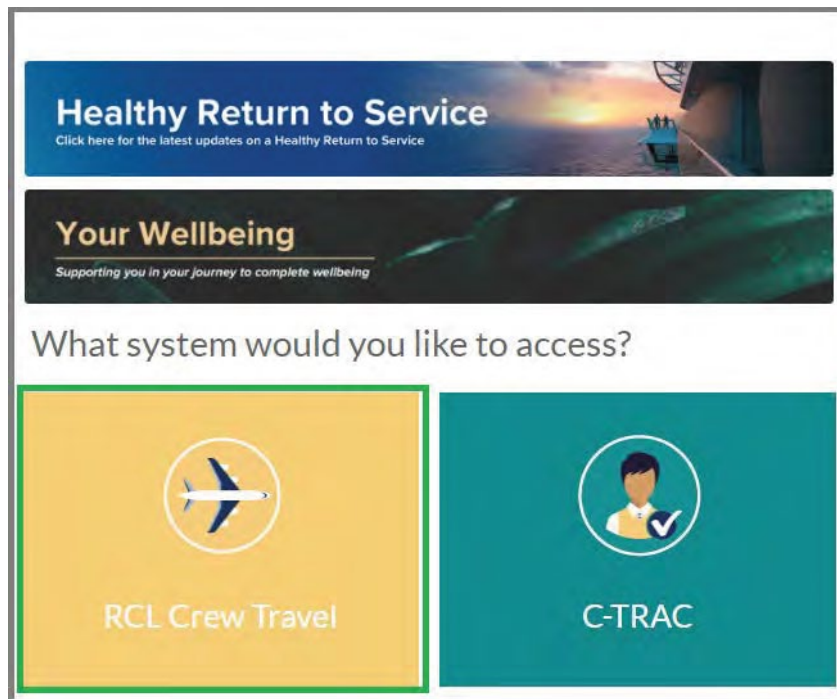
Assignment Confirmation Tool (ACT)

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.

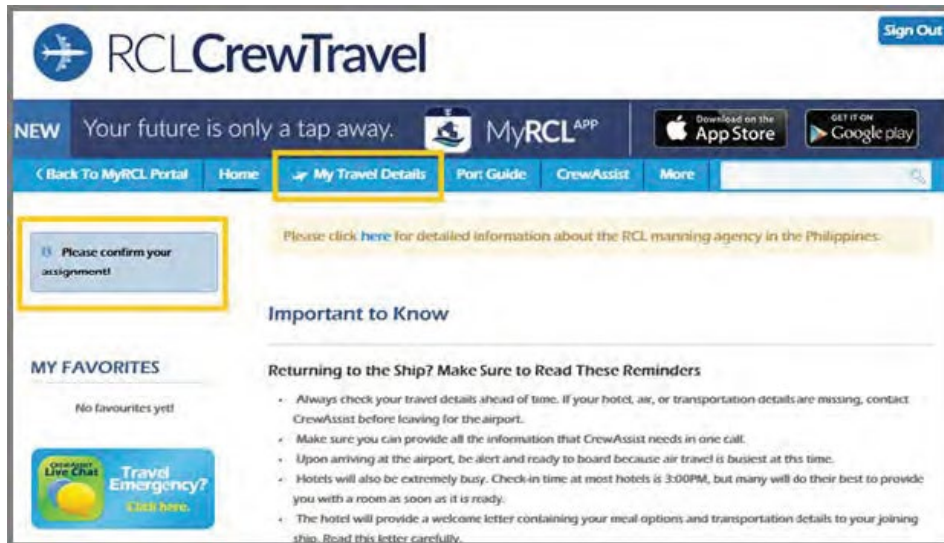
For a quick guide on how to use the HR Service Desk, go to <https://rclcrewtravel.com/images/pdf/HowtoUsetheHRServiceDesk.pdf>.

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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



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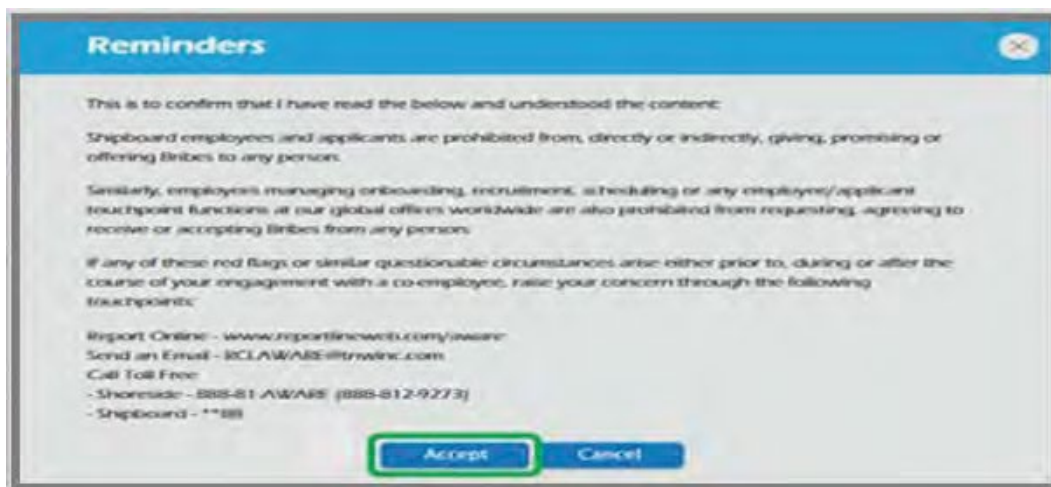




Step 3. Click **Confirm** to accept your assignment. Clicking on **Confirm** will update your Assignment Confirmation status to **Pending Documents**.

- 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.

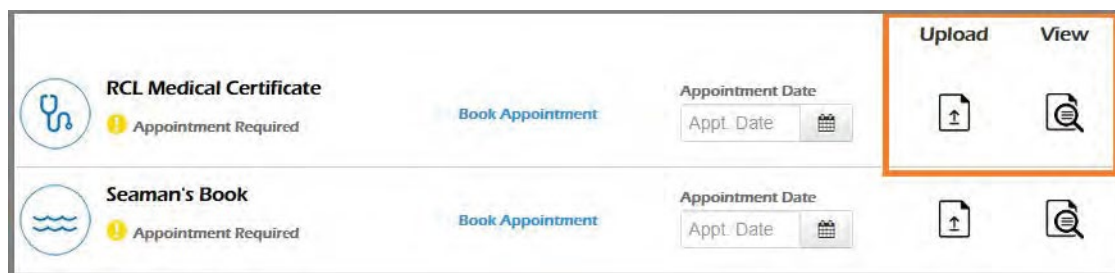
Step 4. Click **Accept** to confirm after reading the **Reminders**.



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.





















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ACT Document Status

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

	SSS Number ✔ Completed		
	PhilHealth Number 🟡 Pending Document Approval		
	Pag-Ibig Number 🔴 Document Rejected		
	Seafarer's Registration Number 🟡 Document Not Submitted		
	STCW 🟡 Appointment Required [+] Show STCW		
	Visa 🟡 Document Not Submitted [+] Get Form View Visa Notes 2		

- **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**.

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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



Important Reminder: Passport must have a signature on Page 3

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Seaman's Book



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
MARITIME INDUSTRY AUTHORITY

This Seaman's Identification and Record Book is issued for the purpose of providing the holder, whose signature appears below, with identity papers for travel to or from an assigned vessel and of providing a record of the holder's sea service.

This is issued pursuant to Section 14, para. (k) of EO 125 and Section 12, para. (j) of EO 125-A and conforms with the provisions of ILO Convention No. 108, the Seafarer's National Identity Documents Convention, 1958.

This book contains sixty-four (64) numbered pages, exclusive of covers.

Bearer's Signature
To verify, please log on to www.marina.gov.ph

REPUBLIC OF THE PHILIPPINES

NAME			
DATE OF BIRTH	PLACE OF BIRTH MAKATI, METRO MANILA		
HEIGHT (CM)	WEIGHT (KG)	EYES	HAIR
175.26	72.00	BROWN	BLACK
DISTINGUISHING MARKS MOLE ON THE NOSE			SEX M
DATE OF ISSUE	PLACE OF ISSUE	VALID UNTIL	

VADM NARCISO A VINGSON JR
Officer-in-Charge
Maritime Industry Authority



REPUBLIC OF THE PHILIPPINES

BEARER'S SIGNATURE

To verify, please log on to www.marina.gov.ph

REPUBLIC OF THE PHILIPPINES

NAME			
DATE OF BIRTH	PLACE OF BIRTH MAKATI, METRO MANILA		
HEIGHT (CM)	WEIGHT (KG)	EYES	HAIR
175.26	72.00	BROWN	BLACK
DISTINGUISHING MARKS MOLE ON THE NOSE			SEX M
DATE OF ISSUE	PLACE OF ISSUE	VALID UNTIL	

VADM NARCISO A VINGSON JR
Officer-in-Charge
Maritime Industry Authority

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

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STCW

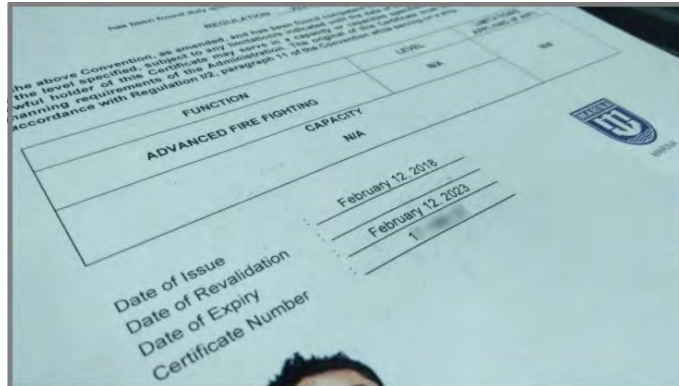


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STCW



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

Worker's Information Sheet

First Page

Second Page

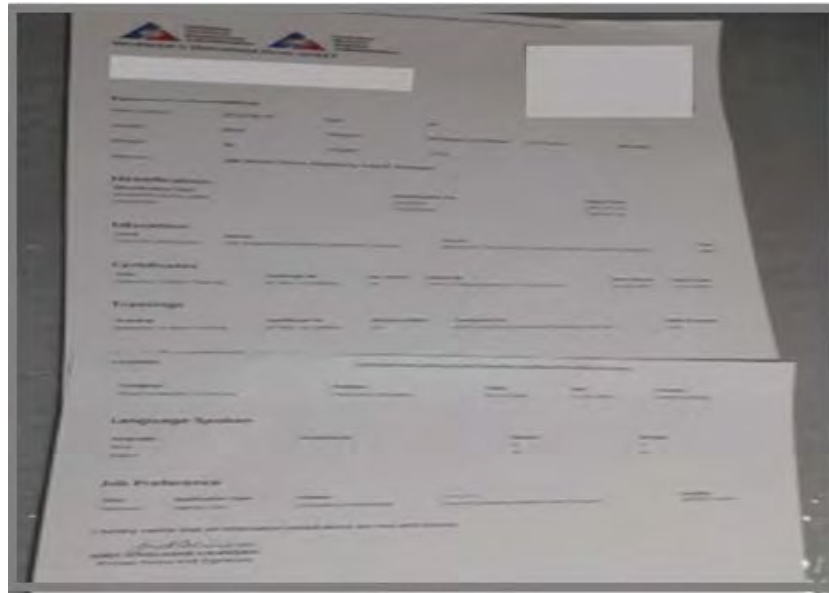




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Worker's Information Sheet

×



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



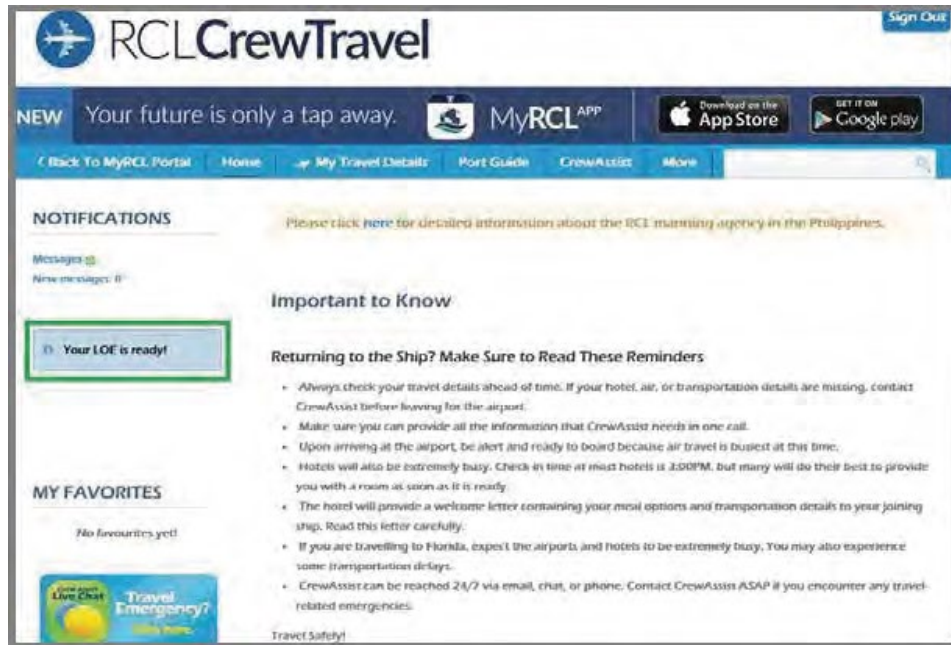
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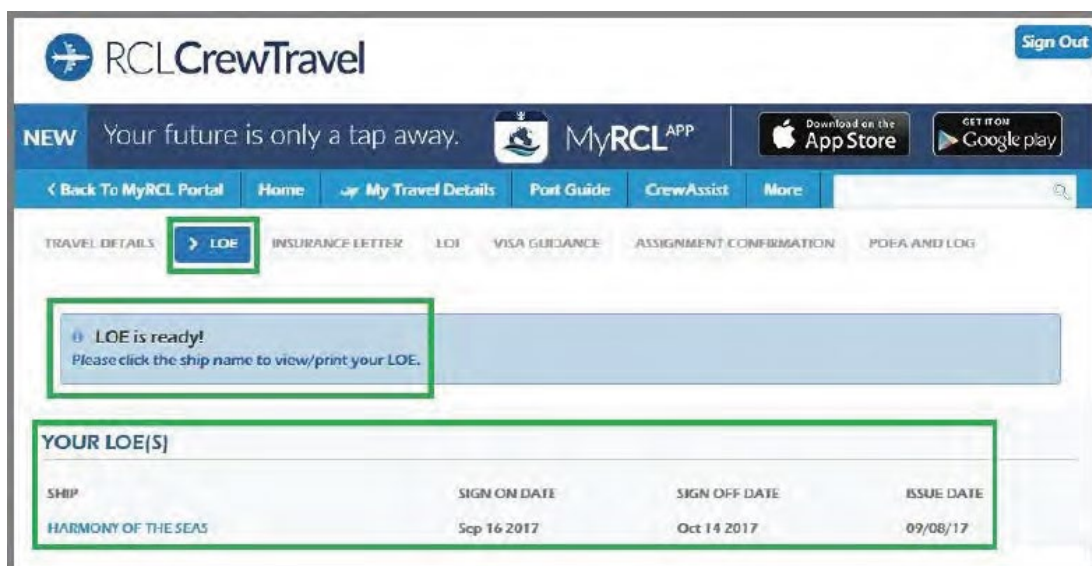


Letter of Employment (LOE)

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**.



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

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 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:

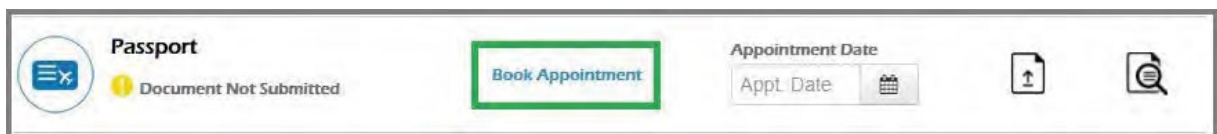
- If your contract will end while you are in Europe or China, your passport must be valid for at least three (3) months after your sign-off date.
- If you are joining a ship that will sail through any port in Indonesia, your passport must be valid for at least six (6) months or more for every call in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

Should you have questions about your passport, click on the Online Help tool available on RCLCrewtravel > select Crew Documentation and 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.



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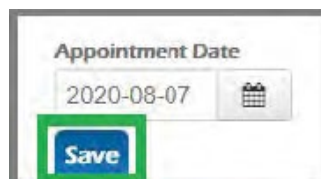
- After securing an appointment date, go back to the ACT's **Passport** section and click the **Calendar** icon.



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



- Click **Save**.



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



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 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**.

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

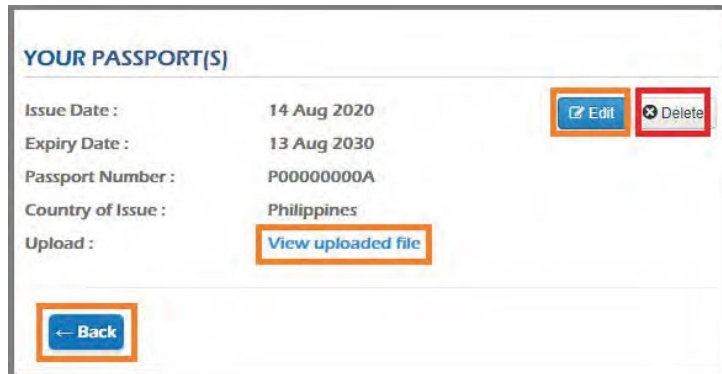


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➤ To view your uploaded passport, click **View uploaded file**.



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 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 and choose Seaman's Book.

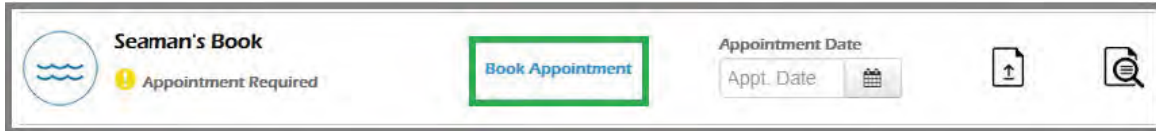
Our CRT representatives are available for chat from Mondays to Fridays, 9 a.m. to 11 p.m. Philippine Time (PHT).

How to schedule a Seaman's Book renewal appointment:

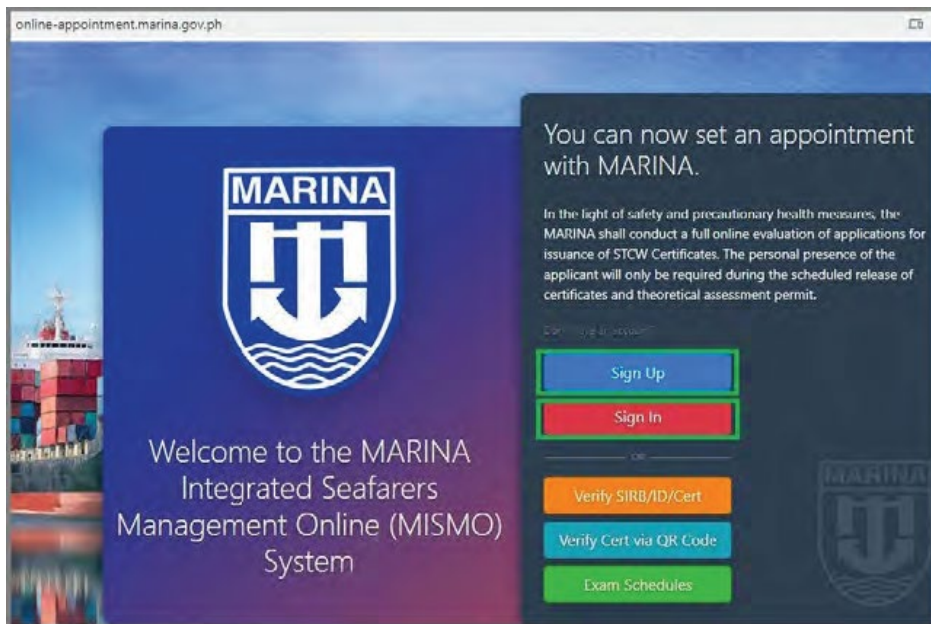
Step 1: Go to **RCLCrewTravel > My Travel Details > Assignment Confirmation**. Go to the ACT's **Seaman's Book** section and click **Book Appointment**.

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- 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.

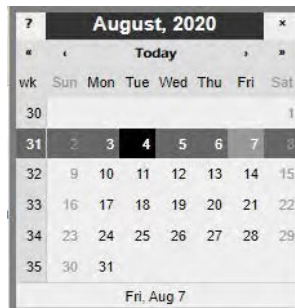


- Click **Sign Up** to create a MISMO account; click on **Sign In** if you already have a MISMO account.
- After securing an appointment date, go back to the ACT's **Seaman's Book** section and click the **Calendar** icon.

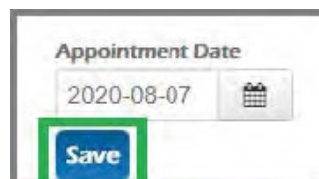




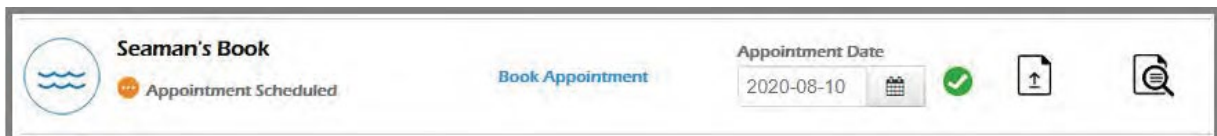
- Enter your appointment schedule by clicking on the corresponding date.



- Click **Save**.



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



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**.
- 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**.

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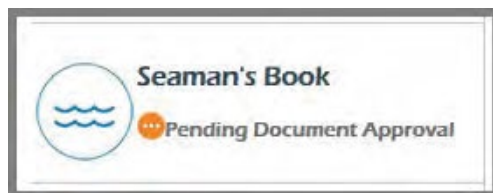


RCL Medical Certificate Completed	<h3>ADD SEAMAN'S BOOK INFORMATION</h3> <p><input type="checkbox"/> No book held (optional)</p> <table border="1"><tr><td>Seaman's Book Number *</td><td>123456</td></tr><tr><td>Country of Issue *</td><td>PHILIPPINES</td></tr><tr><td>Issue Date *</td><td>2020-08-21</td></tr><tr><td>Expiry Date *</td><td>2030-08-21</td></tr></table> <p>Copy of Seaman's Book <input type="button" value="Choose File"/> Juan_delaCr...B_2020.jpg</p> <input type="button" value="Submit"/>	Seaman's Book Number *	123456	Country of Issue *	PHILIPPINES	Issue Date *	2020-08-21	Expiry Date *	2030-08-21
Seaman's Book Number *		123456							
Country of Issue *		PHILIPPINES							
Issue Date *		2020-08-21							
Expiry Date *		2030-08-21							
Seaman's Book Appointment Scheduled									
Passport Appointment Required									
Pre-Departure Orientation Seminar Document Not Submitted									
Anti-Piracy Training Document Not Submitted									

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



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



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

YOUR SEAMAN'S BOOK(S)

No Book Held :	No	Edit	Delete
Issue Date :	21 Aug 2020		
Expiry Date :	21 Aug 2030		
Seaman's Book Number :	123456		
Country of Issue :	Philippines		
Upload :	View uploaded file		

[← Back](#)

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:

Step 1: 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**).

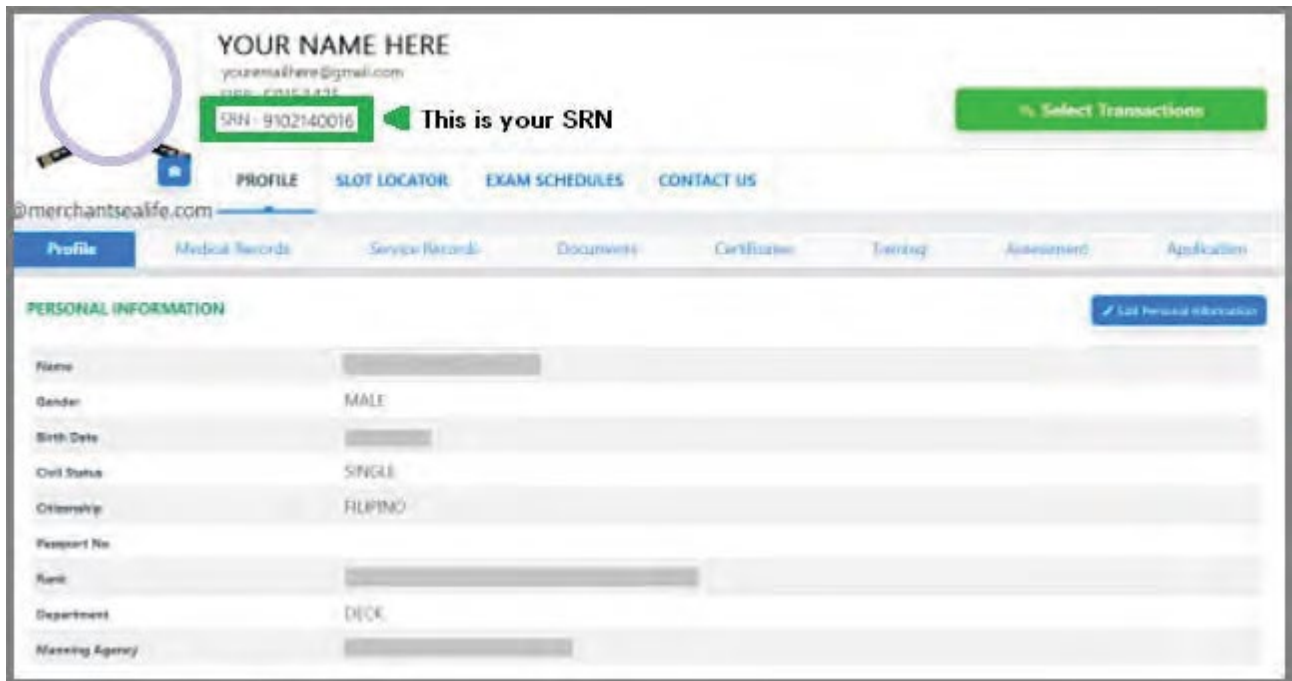
Step 3: Fill in the necessary information. Take note of your email address and password. You will use them as your login credentials.

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.



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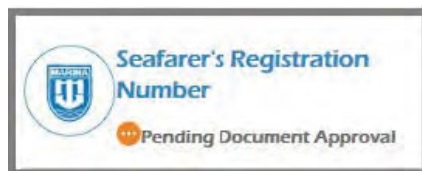




Step 8: To upload a copy of your SRN:

- 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**.

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 for Service at Sea 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.



This Medical Certificate has been issued in accordance with the provisions of the (International Convention on Standards of Training, Certification and Watch-keeping for Seafarers STCW 1978, as amended (STCW) Regulation I/9, Maritime Labour Convention 2006 (MLC 2006) Regulation 1.2 and regulation of the authorizing country as applicable.*

SEAFARER INFORMATION

Family Name:	Given Name(s):	Exam Date:	Birth Date (day/month/year):	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Passport No./Seaman Book No.:	Home Address:			
Nationality:	Capacity that the seafarer will serve onboard : Deck: <input type="checkbox"/> Engineer <input type="checkbox"/> Rating <input type="checkbox"/> Catering (F&B) <input type="checkbox"/> Other <input type="checkbox"/>			

How to obtain a Medical Certificate for Service at Sea:

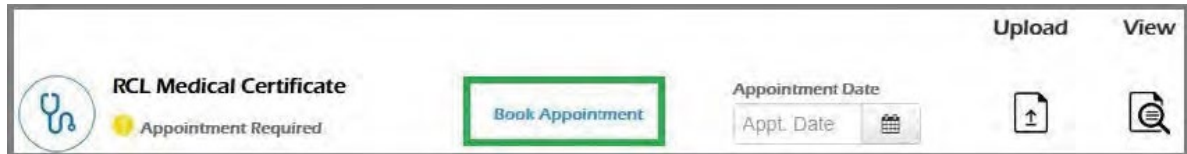
- Step 1:** You will receive an email from riskconnect@rccl.com with a link and log in instructions to complete the medical form.
- **New team members:** you will receive this email once you have an assignment.
 - **Returning crew:** you will receive the message 180 days before your current medical certificate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



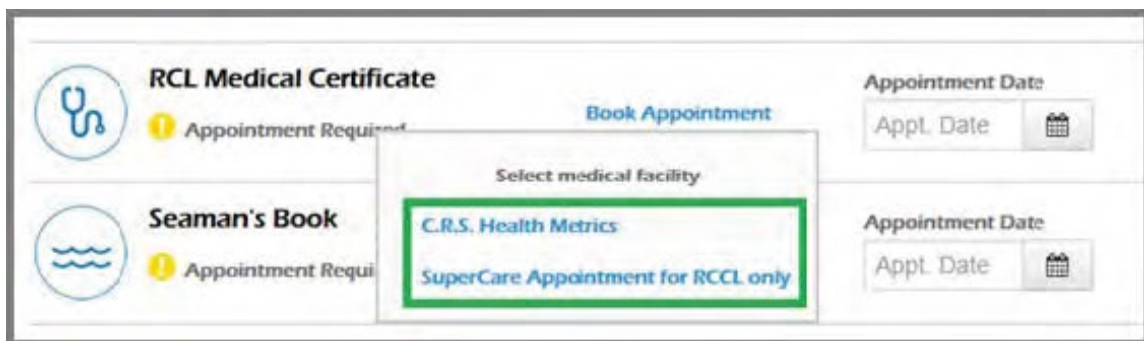


Step 2: Make an appointment with one of our approved medical providers to get your physical examination performed.

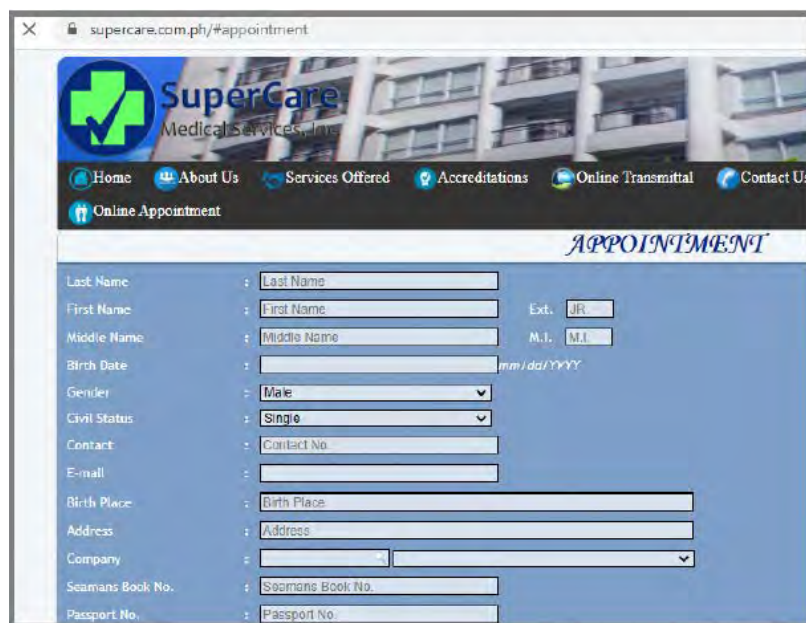
Go to **RCLCrewTravel > My Travel Details > Assignment Confirmation.**
Go to the **Medical** section > click **Book Appointment.**



➤ 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>)

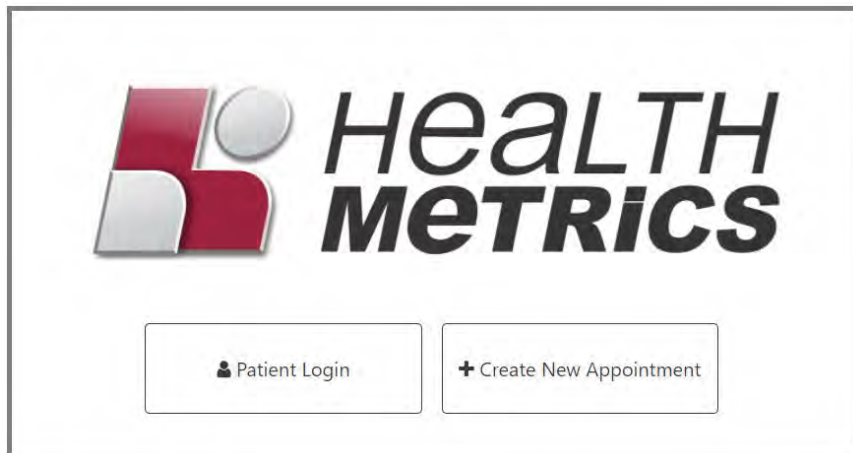


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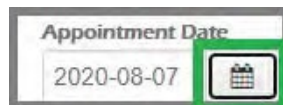




Health Metrics (<https://cms.healthmetrics.com.ph/public/kiosk-default.html>)



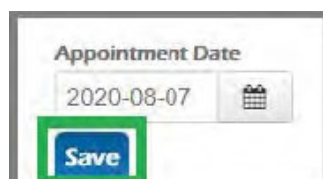
- Fill out the required information in the SuperCare or Health Metrics appointment webpage. After securing an appointment date, go back to the ACT's Medical section. Click the **Calendar** icon.



- 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**.

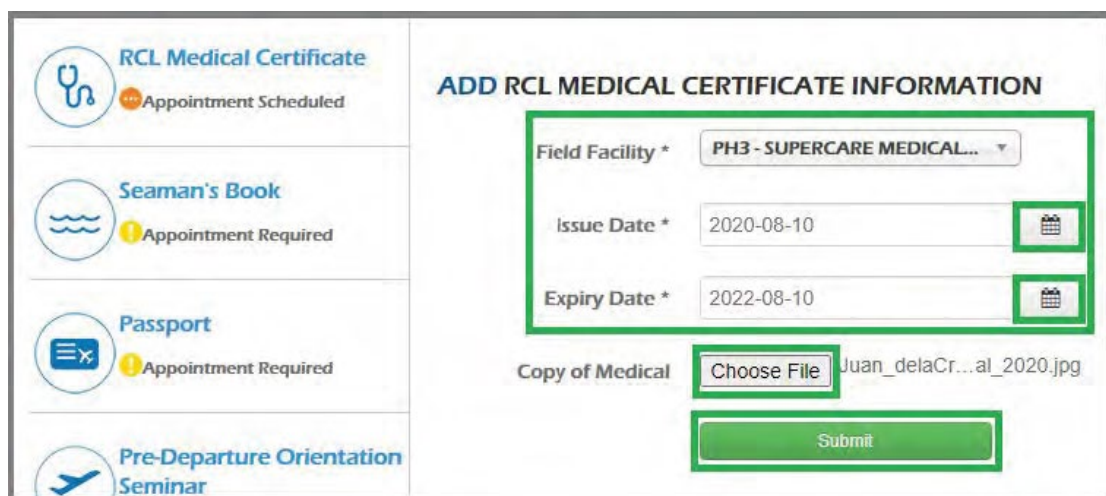


Important Reminders: If you need to reschedule your appointment, please update the entry as needed. Please remember that any delays in submitting your requirements can potentially delay the confirmation of your new assignment.

Step 3: Go to 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**.

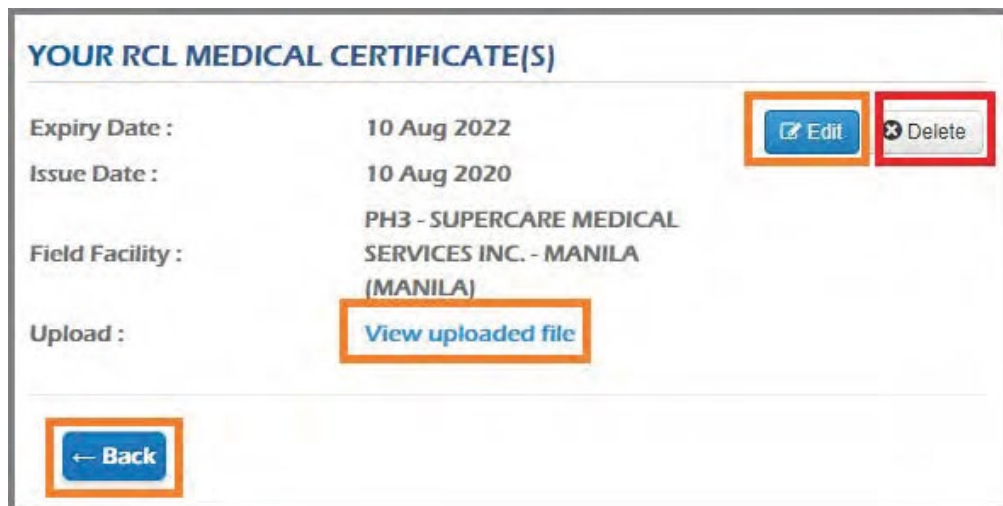


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Clicking on **Submit** will update the status of your Medical certificate to **Pending Document Approval**.



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



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





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?** [Click here to download Royal / Celebrity PEME forms](#)
- **Returning crew member:** [Click here to download Royal / Celebrity REME forms](#)

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Visas

Visa requirements for new hires 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 [here](#) 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 new hires must have a valid US C1/D visa prior joining a vessel operating in US waters.

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- C1 visa allows a new hire 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 new hire 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 new hire 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 new hire 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 new hire 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 new hire 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 new hire 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 new hire 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.

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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: (https://rclcrewtravel.com/images/CrewGuide/VisaApplication_ToolGuide_012022.pdf)

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 new hires 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 link: <https://royalcaribbeancruiselines.atlassian.net/servicedesk/customer/portal/3/group/17/create/62>

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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 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.

STCW Training Certificates

All new hires 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.**

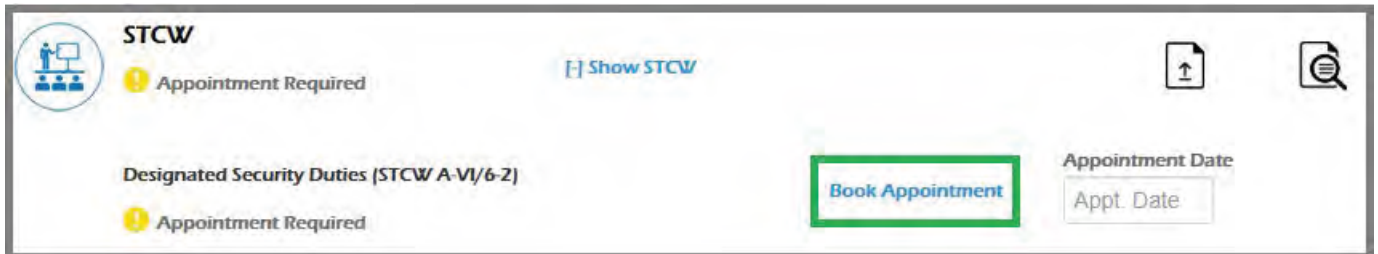
Step 2: To view the required STCW training certificates you'll need for your assignment, go to **RCLCrewTravel > My Travel Details > Assignment Confirmation**. Go to the **STCW** section and click **Show STCW**.



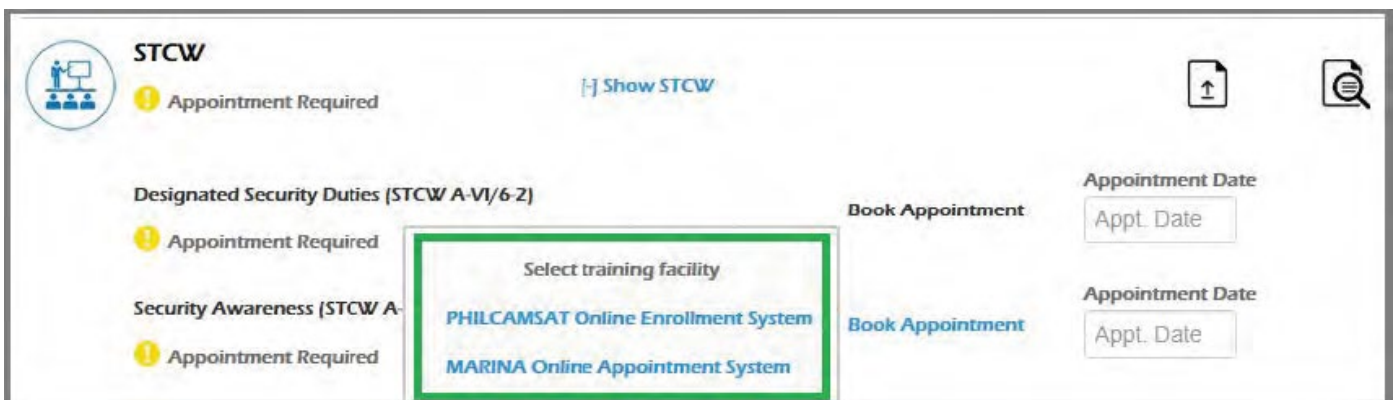
You will see the trainings you need to obtain.



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



- 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.

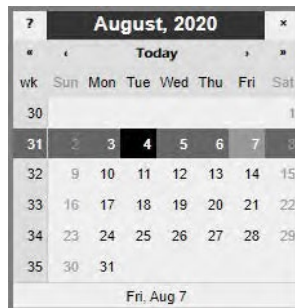


- After securing an appointment date, go back to the ACT's **STCW** section. Click the **Calendar** icon.

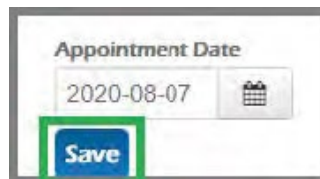




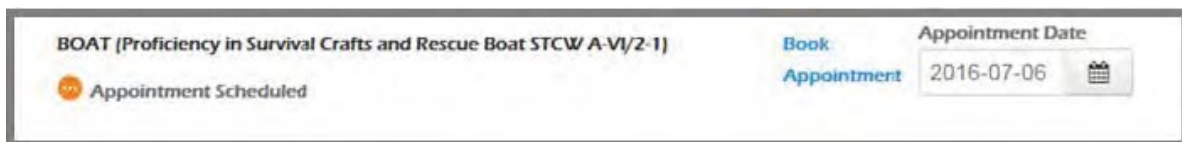
- Enter your appointment schedule by clicking on the corresponding date.



- Click **Save**.



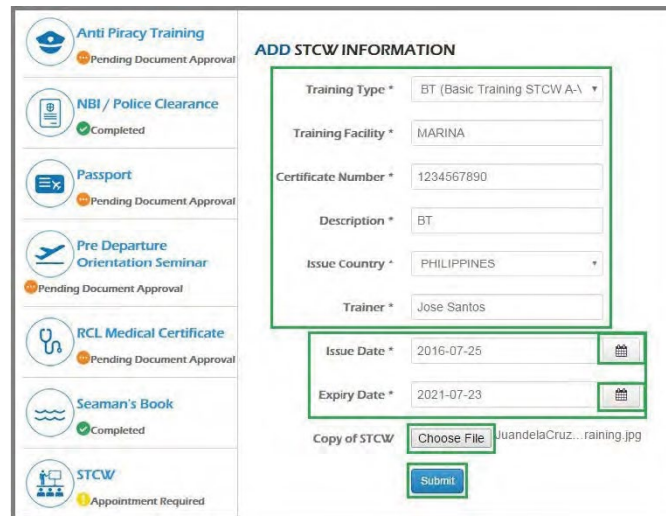
Clicking on **Save** will update the status of your STCW document to **Appointment Scheduled**.



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



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**.



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**.



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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:

https://rclcrewtravel.com/images/CrewGuide/POEA/Workers_Information_Sheet_061322.pdf

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 <https://onlineservices.dmw.gov.ph/OnlineServices/POEAOnline.aspx>

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.

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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**.



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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 pdosandapas@rcclapac.com. Use the subject line "PDOS Training Schedule Request + your Employee ID" (example: PDOS Training Schedule Request – 123456). RCM Philippines will send you the available 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.



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

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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.



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**.

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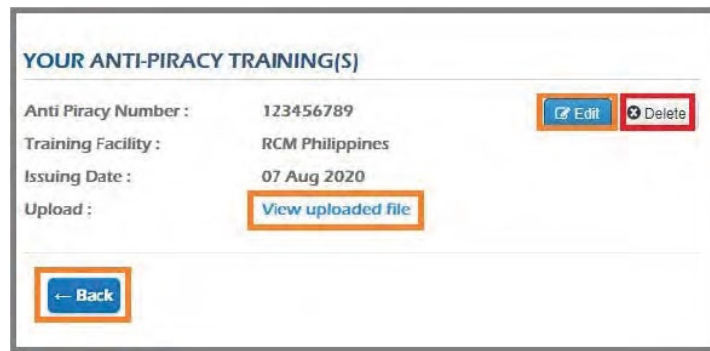




Clicking on **Submit** will update your status of your Anti-Piracy Training to **Pending Document Approval**.



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



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.

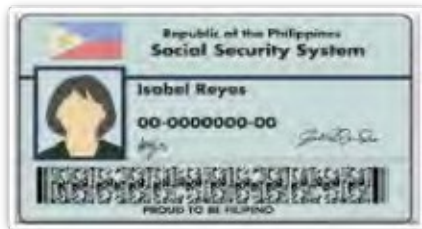
Our CRT representatives are available for chat from Mondays to Fridays, 9 a.m. to 11 p.m. Philippine Time (PHT).



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**.

<p>NBI Clearance Appointment Required</p> <p>RCL Medical Certificate Appointment Required</p> <p>Seaman's Book Appointment Required</p>	<p>ADD SSS NUMBER INFORMATION</p> <p>SSS Number * <input type="text" value="1234567890"/></p> <p>Copy of SSS <input type="button" value="Choose File"/> <input type="text" value="luan_dela_C...r_2020.jpg"/></p> <p><input type="button" value="Submit"/></p>
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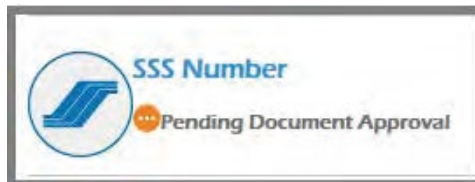
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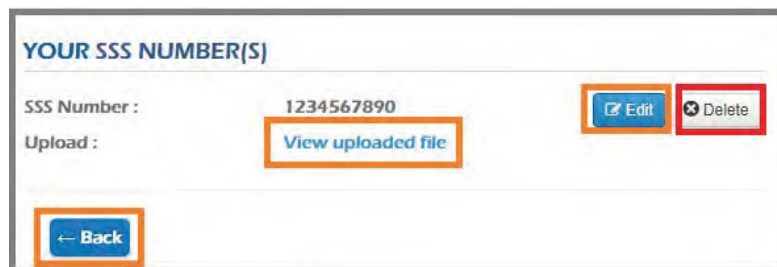


Royal Caribbean Group

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**.



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**.

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 <p>NBI Clearance Appointment Required</p>	<p>ADD PHILHEALTH NUMBER INFORMATION</p> <p>PhilHealth Number * <input type="text" value="1234567890"/></p> <p>Copy of PhilHealth <input type="button" value="Choose File"/> Juan_dela_C...r_2020.jpg</p> <p><input type="button" value="Submit"/></p>
 <p>RCL Medical Certificate Appointment Required</p>	
 <p>Seaman's Book Appointment Required</p>	

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**.

YOUR PAG-IBIG NUMBER(S)

Pag-Ibig Number :

Upload :

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





Pag-IBIG Number

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

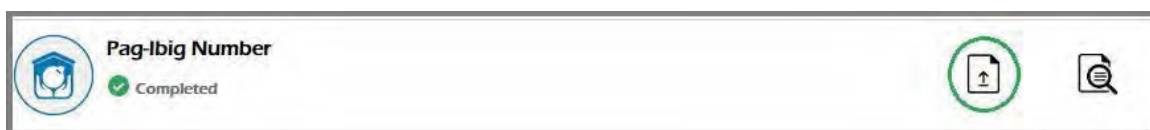
- Log in to **MyRCLHome**.
- Go to **RCLCrewTravel > My Travel Details > Assignment Confirmation**.
- Click on the **Upload** icon next to **Pag-IBIG Number**.
- Take a photo of or scan your **Pag-IBIG document**.
- Save the file as **docx, jpg, png, or pdf**.
- Enter your **Pag-IBIG Number**.
- Upload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

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**.



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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.

The screenshot shows a user interface with two notification boxes at the top, both highlighted with green boxes. The first box says "Your POEA Package is ready! Please click 'POEA Contract' to view/print your POEA documents." The second box says "Your Letter of Guarantee is ready! Please click 'Letter of Guarantee' to view/print your Letter of Guarantee." Below these are two tables. The first table, titled "YOUR POEA PACKAGE", has columns for "SIGN ON DATE", "SIGN OFF DATE", and "PORT". It contains one row with "POEA Contract" in a green box, "June 09, 2017", "January 20, 2018", and "BARCELONA". The second table, titled "YOUR LETTER OF GUARANTEE", has the same columns and contains one row with "Letter of Guarantee" in a green box, "June 09, 2017", "January 20, 2018", and "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.

This is a close-up of the "YOUR LETTER OF GUARANTEE" table from the previous screenshot. It shows a single row with "Letter of Guarantee" in a green box, "SIGN ON DATE" of "June 09, 2017", "SIGN OFF DATE" of "January 20, 2018", and "PORT" of "BARCELONA".

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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 PACKAGE			
	SIGN ON DATE	SIGN OFF DATE	PORT
POEA Contract	June 09, 2017	January 20, 2018	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
- ✓ 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 pre-authorization. After purchasing, keep the receipt and upload it to CamEx. To learn more on luggage fees, visit this [link](#).

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.

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Online Help, Contact Us Tool, and Search Function

Effective June 29, please follow these guidelines in sending your onboarding-related concerns based on your joining date:



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.