

POEA AND PRE-DEPARTURE GUIDE FOR FILIPINOS



STEP 1

PREPARE YOUR DOCUMENTS

After receiving your Letter of Employment (LOE)

- You are required to obtain or renew all your pending documents, and ensure they are valid for the entire length of your contract plus 1 month.
- APAS certificates obtained from 2010 until the present do not have an expiration, while PDOS certificates have 5 years of validity. To secure an appointment, send an email to pdosandapas@rcclapac.com.
- Update your Worker's Information Sheet regularly to ensure your most recent information is reflected, including your latest Passport and Seaman's Book details. Use the latest version of WIS by logging in here.

Note: Do not create multiple WIS accounts to avoid delays in processing your POEA contract. Make sure to upload your updated WIS in ACT.

- Before joining a ship, you must be fully vaccinated with an approved FDA/WHO vaccine and be willing to receive a booster vaccine when eligible. Learn more about RCG Vaccine Policy here.
- Upload all required documents to RCLCrewTravel's Assignment Confirmation Tool (ACT). Click here to learn how to properly upload your documents.

Reminder: Your uploaded documents will be validated within 5 business days.



STEP 2

SUBMIT YOUR POEA PACKAGE

Submit your POEA package via courier or personally through the drop-box area at RCM Philippines Office. Our guard on-duty is available 24/7 to assist you.

Your POEA Package must contain:

- 3 signed copies of your POEA Contract
- 2 signed copies of Terms and Conditions
- 1 signed copy of your WIS (latest version)
- Your original Seaman's Book

IMPORTANT TO KNOW:

- Your POEA Package will only be available on RCLCrewTravel if all the required documents below are uploaded and validated in the Assignment Confirmation Tool.
 - RCG Medical Certificate
 - Passport
 - Seaman's Book
 - STCW Certificates
 - WIS
 - OWWA Beneficiaries
 - Allottee
- Your Place of Birth in your POEA must be the same in your Seaman's Book. Log in to your C-TRAC profile and edit the Place of Birth (City and State) field if necessary.
- Ensure all personal information submitted to RCM matches your POEA contract to avoid delays on your joining process.
- If your ship assignment changes, you need to submit a new POEA package reflecting your new joining ship.
- If your OEC has expired, submit your cancellation/conforme letter by reaching out to CRT using Online Help in RCLCrewTravel.
- If you are joining within the next 14 days,** submit your documents personally to RCM Manila Office through the drop box.
- If you are joining beyond 14 days,** submit your documents to RCM office either personally or via local courier.



STEP 3

VISA (IF REQUIRED)

Your visa requirements vary based on ship itinerary. Visit the Assignment Confirmation Tool in RCLCrewTravel to see the specific visas you need to obtain for your assignment.

Access the **Visa Application Tool** in MyRCLHome to start your visa application. [Click here](#) for a step-by-step guide.

Important: You must submit an actual visa application form for **Italy** and **Spain**.

- [Click here to access Italy package](#)
- [Click here to access Spain package \(New Hires\)](#)
- [Click here to access Spain package \(Returning crew\)](#)

Reminder: If OKTB is required, your Crew Readiness Representative will request it 7 days before your joining date, while Sign on Letter will be requested 4 days before your joining date, assuming all your documents are complete.



STEP 4

DISPATCH DOCUMENTS

If your documents are ready for dispatch:

- Beyond 8 days** of your joining date – you will receive your documents via courier, either 2GO or LBC.
- Within 7 days** of your joining date – you will receive instruction via email to pick up your documents at the RCM office. Office is open 24/7 so make sure to bring a copy of your email notification to present upon arrival.

The above protocols are applicable to all crew members, regardless of chosen gateway.

If you are joining from Visayas or Mindanao Region:

- Submit your documents to RCM either personally or via courier.
- If you need to pick up your documents at the office, book your round-trip domestic flight ticket. You are required to take your issued flight from your gateway to join your assignment.

Note: All transportation expenses from your gateway to the RCM Manila office and vice versa are not reimbursable to the company.

Contact rcm_documentation@rccl.com if you do not receive your dispatched documents 72 hours before your flight departure.



STEP 5

YOU ARE READY TO TRAVEL

Make sure you have original copies of the following documents in your carry-on luggage to avoid delays at the airport immigration:

- Passport (with required visa(s))
- Seaman's Book
- Medical Certificate (PEME Forms A & B, Laboratory Results, Vaccination Certificates (Flu, MMR & Yellow Fever if applicable))
- STCW Certificates (must be valid for the entire duration of your contract)
- Issued POEA contract with valid OEC
- OK to Board from Port Agent (if applicable)
- NBI Clearance (For New Hires only)
- PDOS & APAS certificates (RCM and PTC Issued Certificates only)
- Letter of Employment (LOE)
- Letter of Guarantee (Downloadable in RCLCrewTravel > My Travel Details > POEA | LOG)
- Flight Details and Hotel Information (Downloadable in RCLCrewTravel > My Travel Details)

TRAVEL ASSISTANCE

If you are joining within six (6) days before your sign-on date and need urgent travel assistance, please contact our 24-7 CrewAssist Team:



CONTACT US TOOL: Log in to **MyRCLHome** > **Select RCLCrewTravel** On the right side of the screen, **click on the EMAIL** icon to send us an urgent message or **click on the ONLINE** to chat with a CrewAssist representative.



- PHONE: 1-877-414-CREW (2739)

- * To call from the United States, simply dial the number above.
- * To call from outside the US, click here to find the country from which you are calling and dial the AT&T Direct Code. A voice prompt will ask for the number you are trying to reach. Enter **1.877.414.2739**.