JohorPort®
A Member of MMC Group

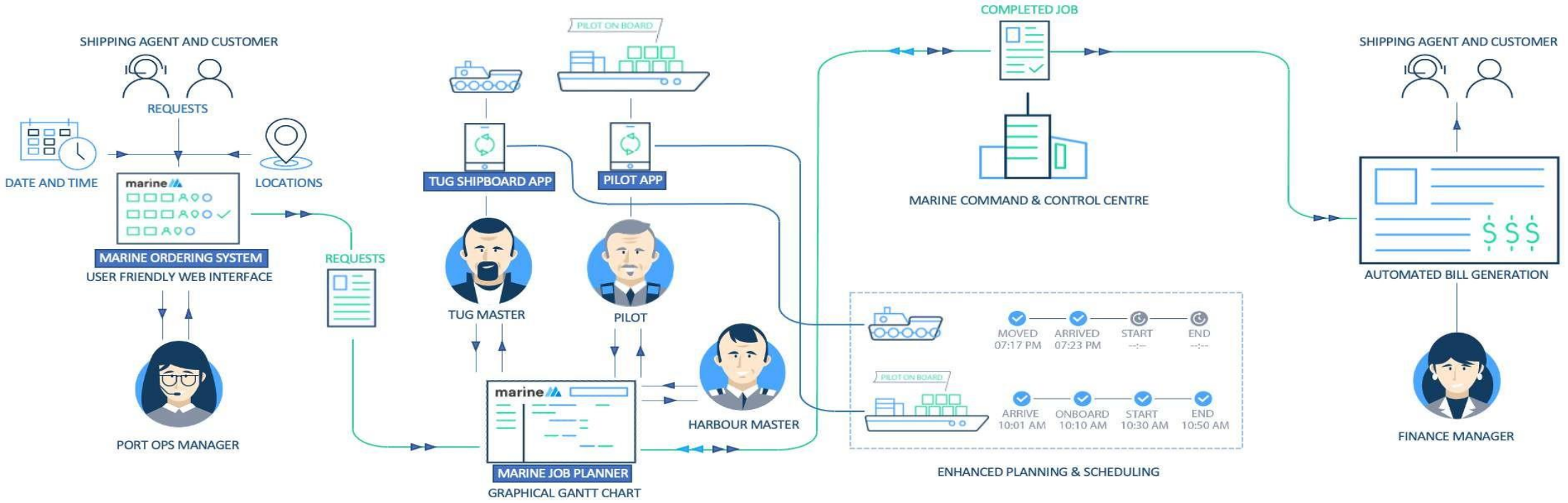
QUICK GUIDE FOR AGENTS

MARINEM – JOHOR PORT

Strictly Confidential

How MarineM Platform Works?

Marine Ordering Online	Marine Job Planning	Real-time Marine Job Updates	Marine Billing
1. Shipping Agent and Customer submit service request (for berth, pilot, tugboat, launch) via the MarineM portal.	2. Harbour Master (or team) approves the service request, which is then sent to the Marine Job Planner.	4. Pilot and Tug Master updates in real-time key timings of the job stages via their respective Pilot App and Tug Shipboard App.	6. Marine Job Planner sends completed job details to the Marine Billing System.
	3. Marine Job Planner auto schedules and assigns resources	5. Updates are sent in real-time back to Marine	7. Marine Billing System auto generates bills. Shipping Agent



Benefits of MarineM Platform

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To Achieve a Sustainable Marine Operations Management

Real Time Service Information

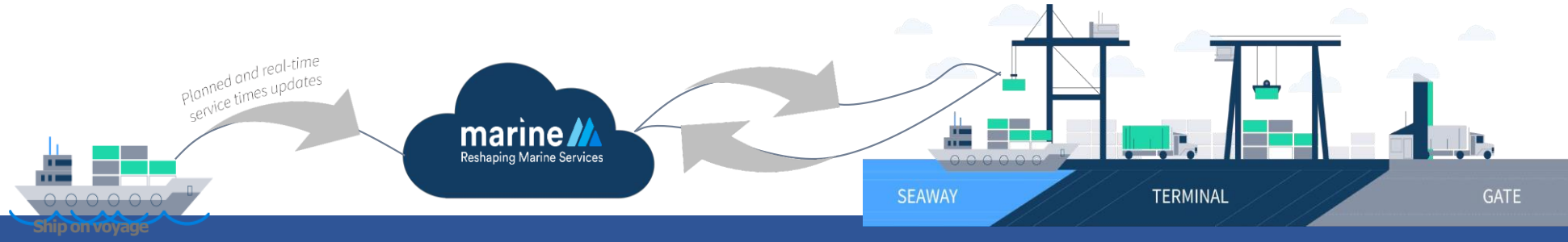
✓ Consolidate operations data in real time.

Digitised Maritime Processes

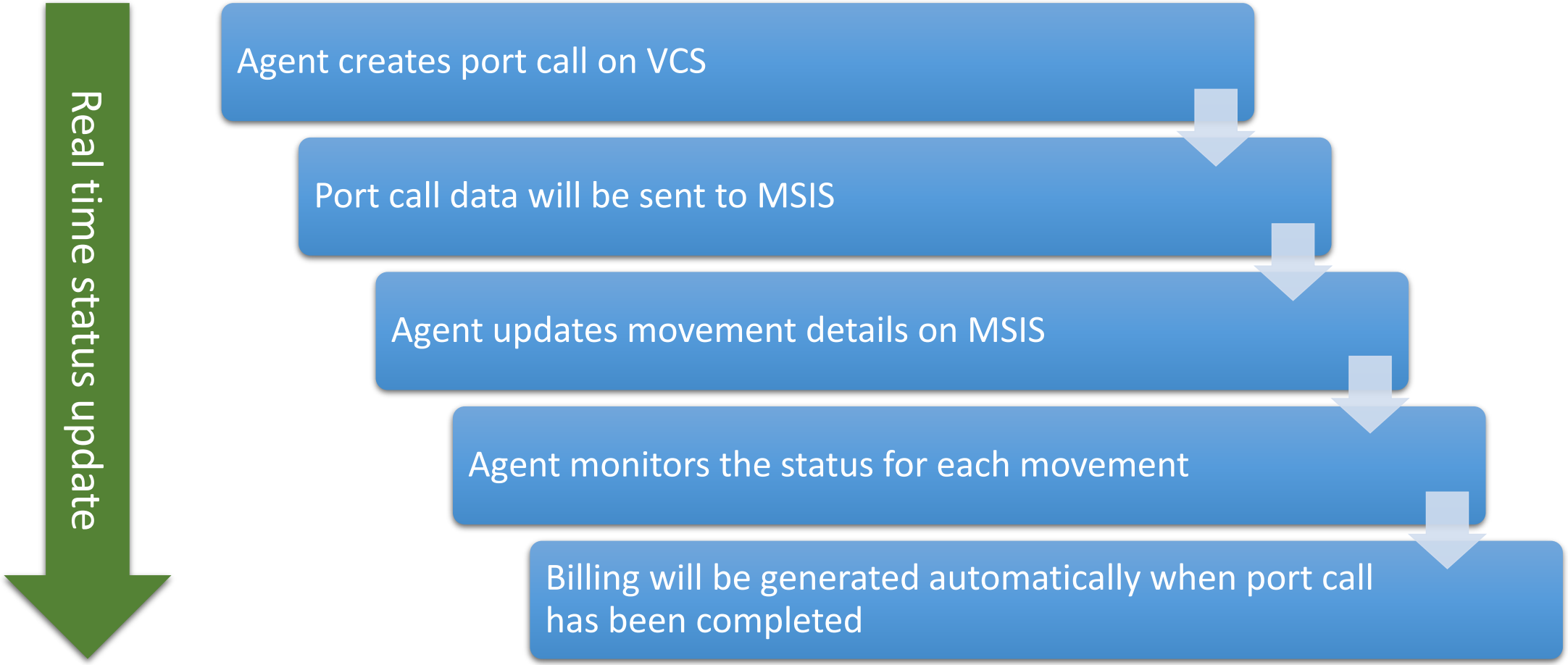
✓ Monitor real-time operation metrics and updates.

Boost Customer Satisfaction

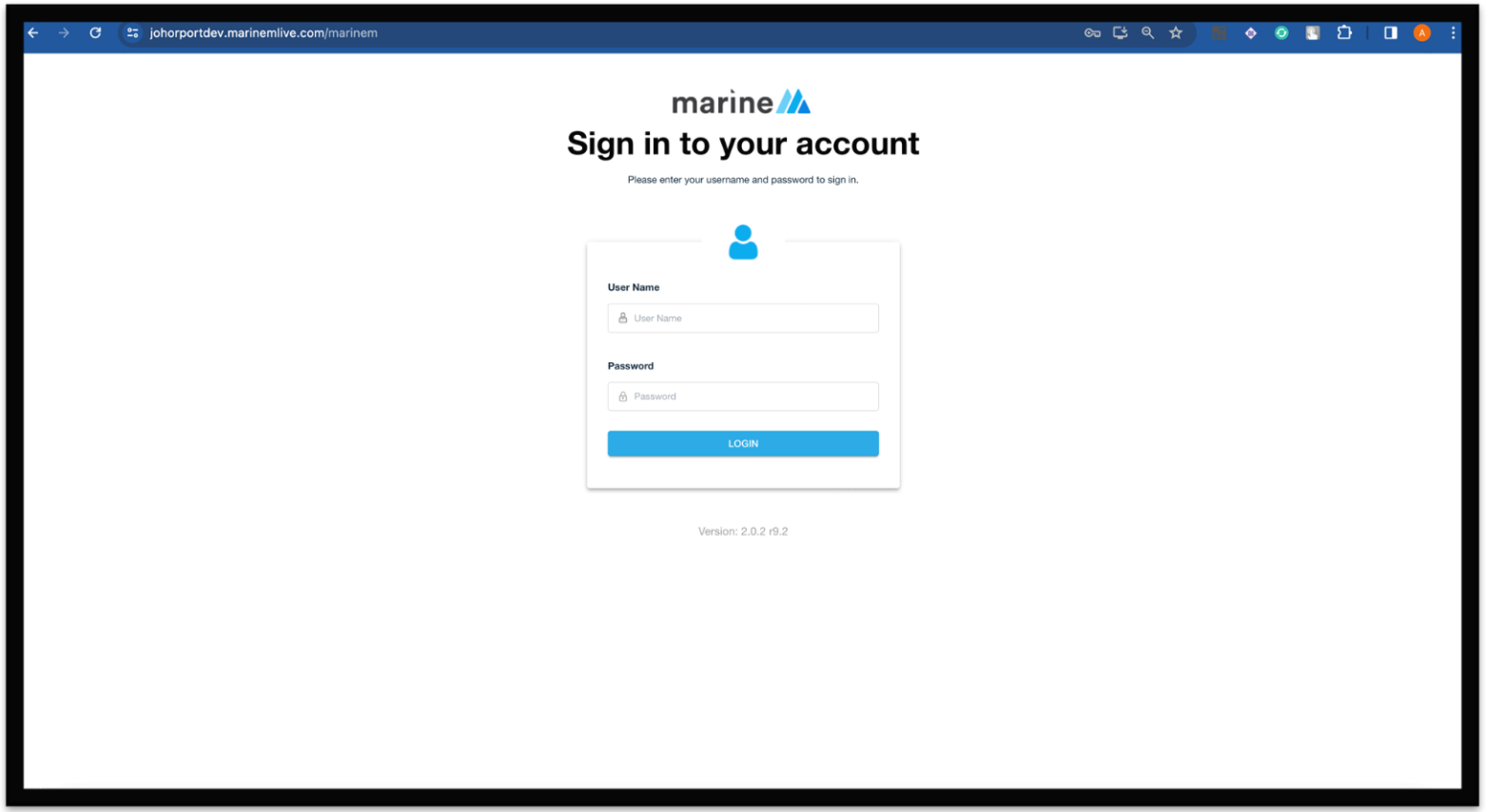
✓ Improved customer service with timely service responses.



CREATE ORDER – PROCESS OVERVIEW

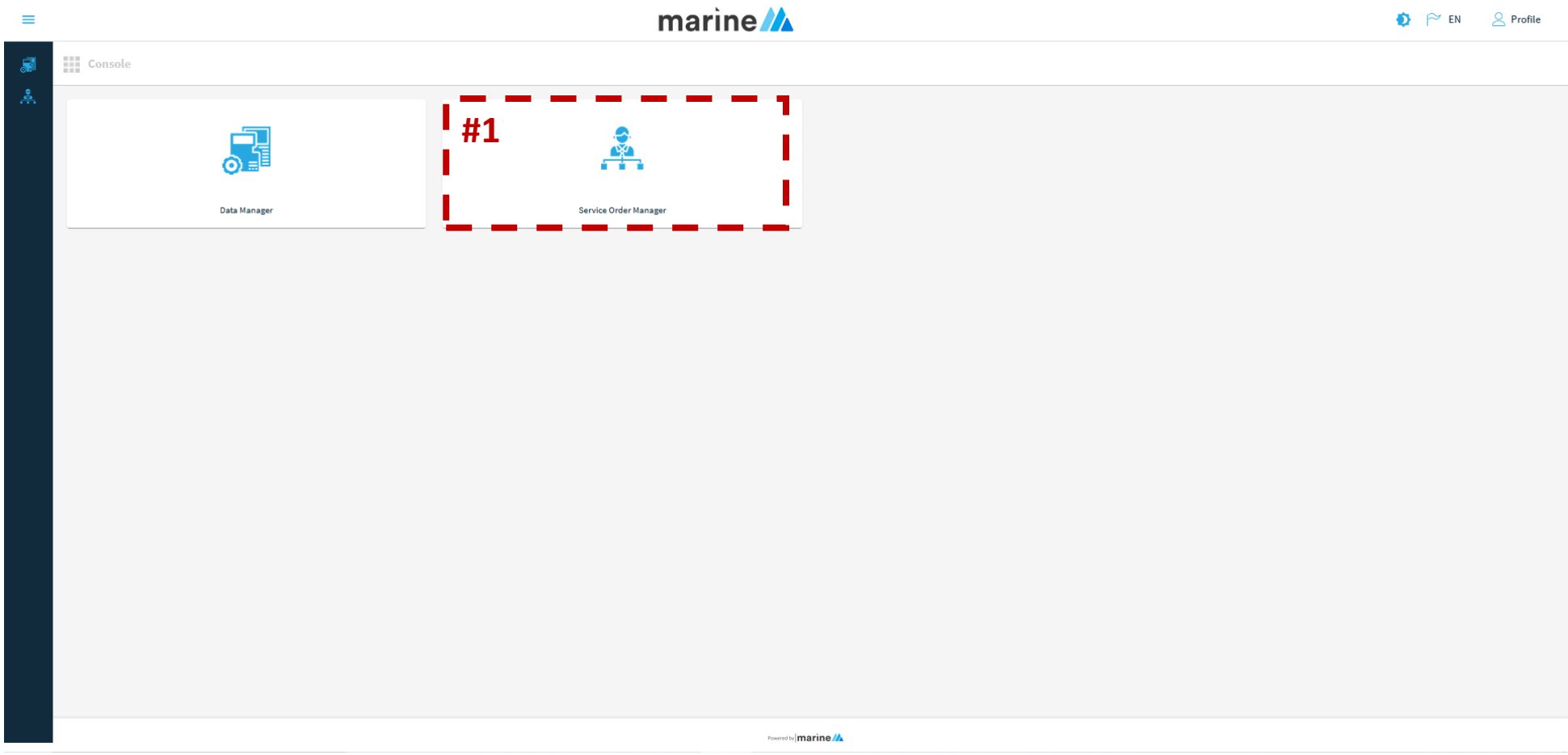


LOGIN – SINGLE SIGN ON



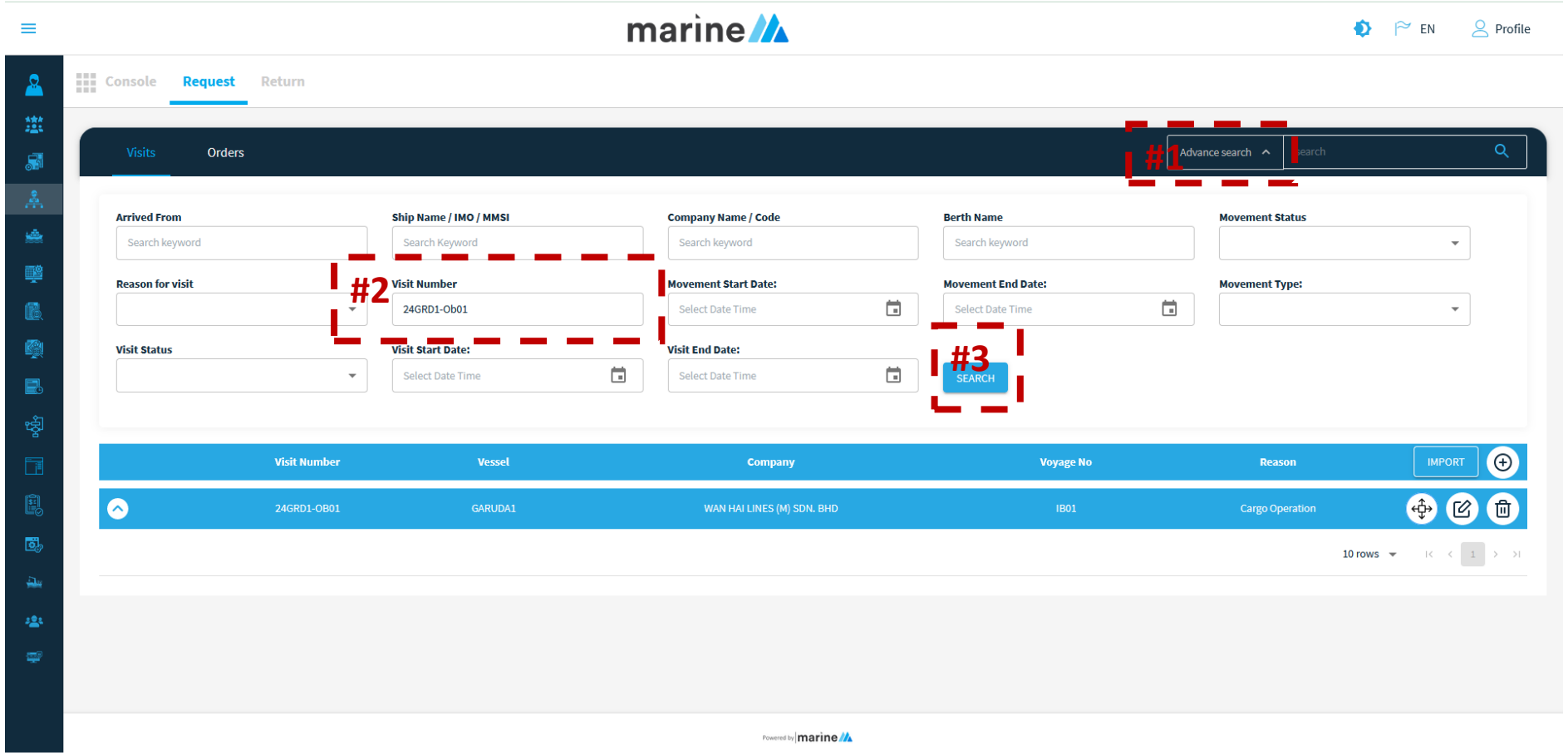
1. To create pilot/tug request, agent will login into JPB account then click on MarineM on the menu bar or open johorport.marinemlive.com/marinem and the above screen will be shown
2. Please login to MarineM using your JPB login id and password

UPDATE ORDER



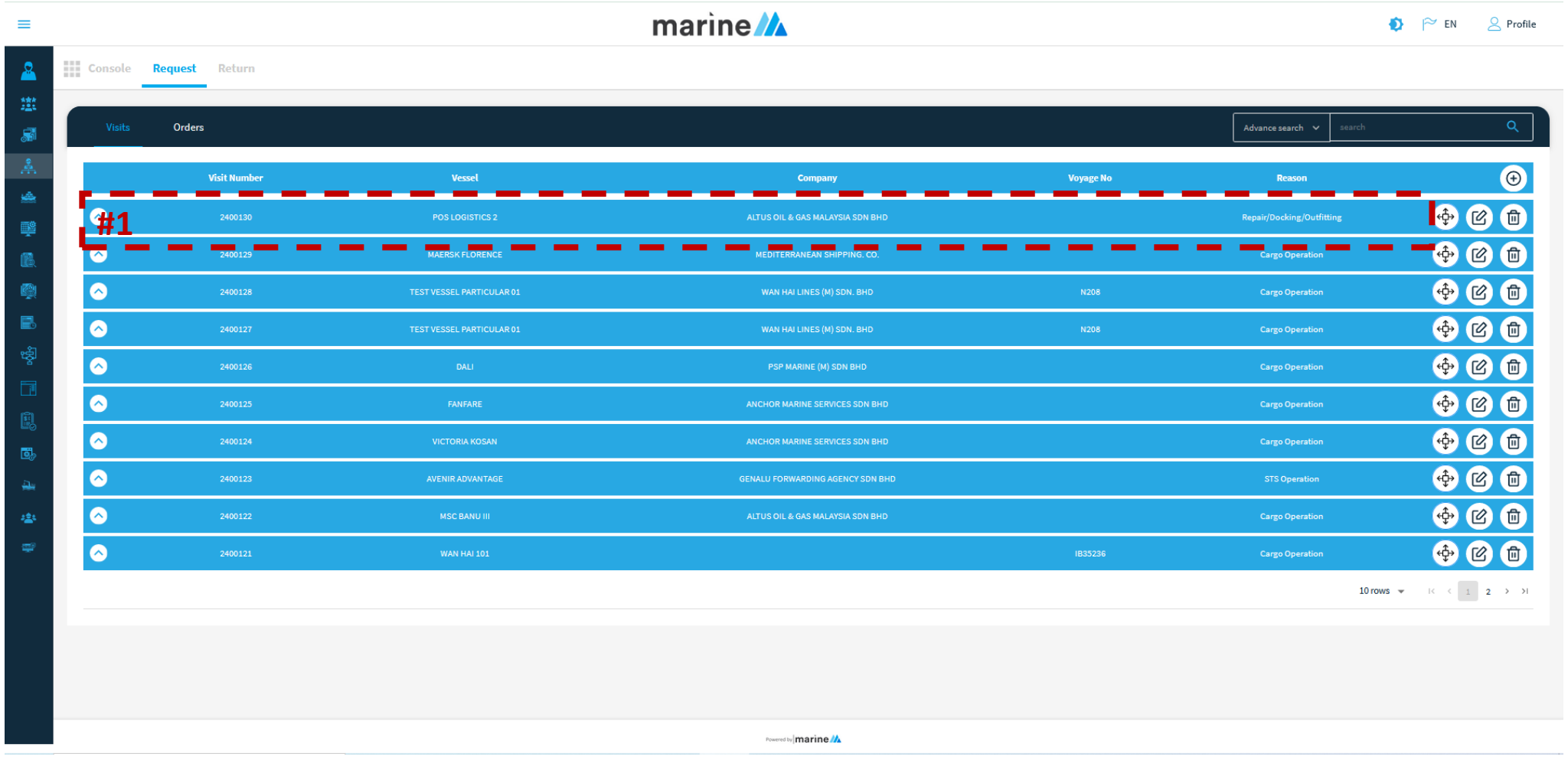
1. Navigate to SERVICE ORDER MANAGER

SEARCH ORDER



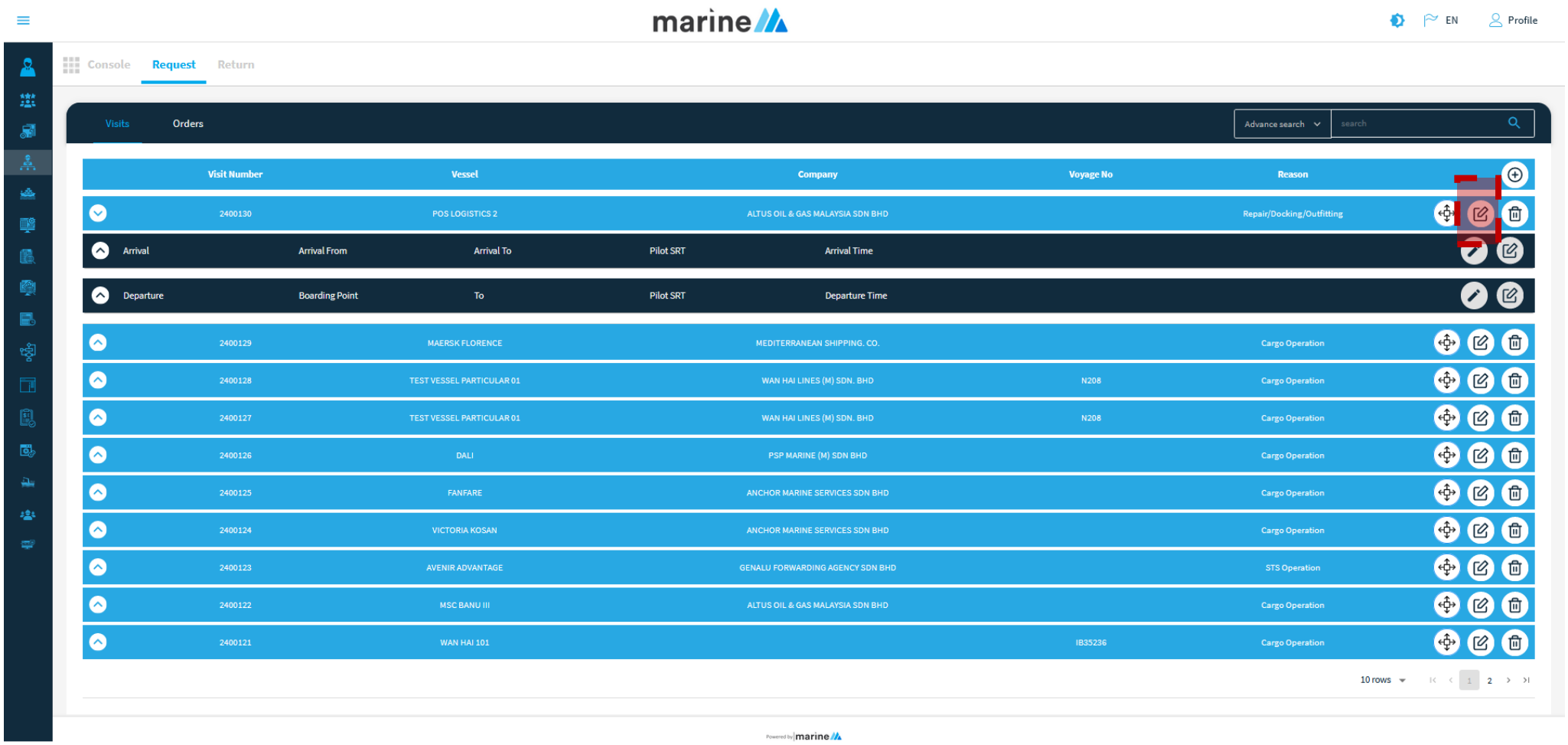
1. Click **advance search**
2. Enter **JPVC number** to search for specific port call
3. Click on **SEARCH** button to apply search parameter

UPDATE ORDER



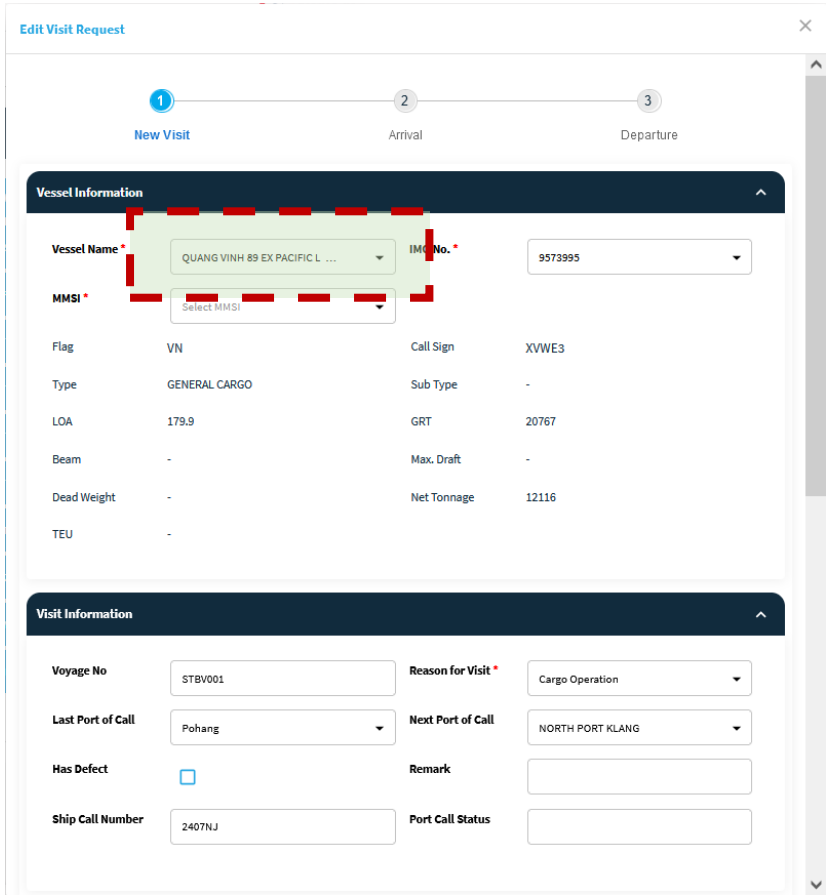
1. Click on the visit to show movements list

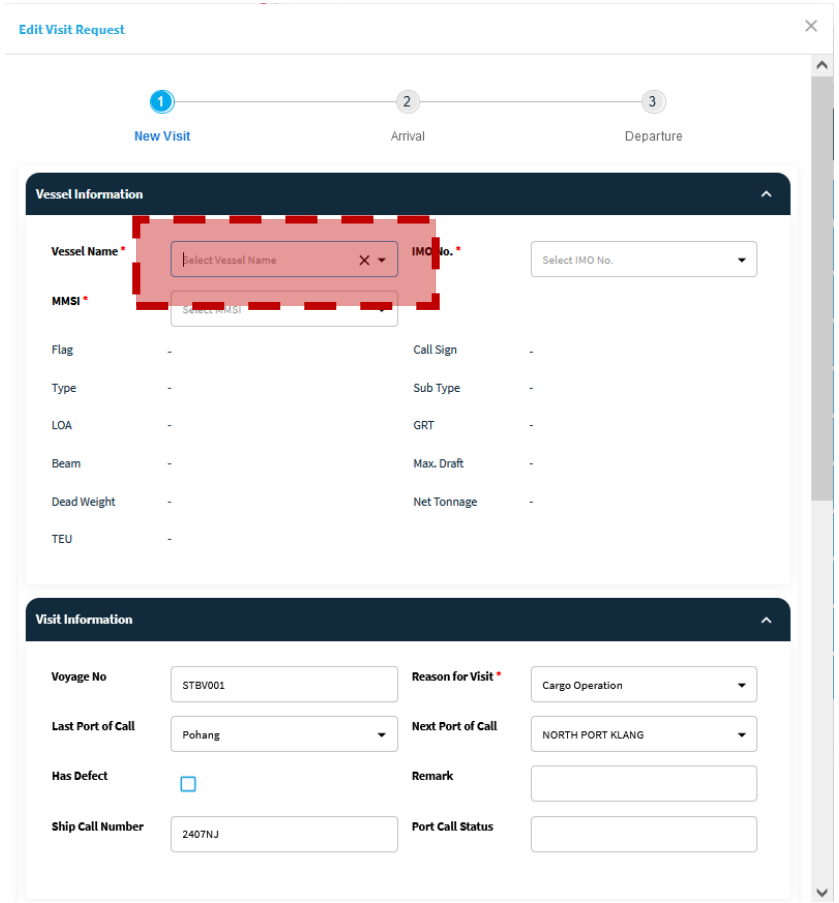
UPDATE ORDER - ARRIVAL



1. Click on EDIT button to edit the vessel schedule details

UPDATE ORDER - ARRIVAL





1. Confirm the vessel details and the visit information, if correct scroll down and click next

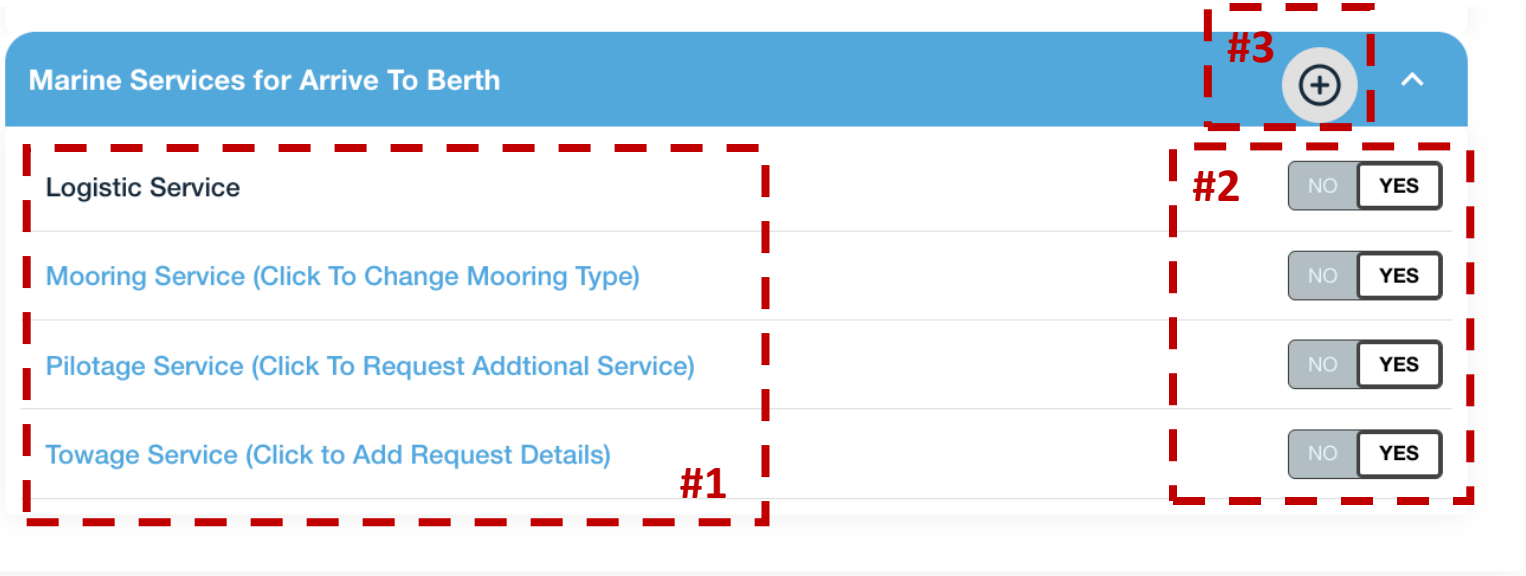
2. If you don't see your vessel name, meaning that it's not yet confirmed by marine, **please contact JPBI to confirm your vessel**

UPDATE ORDER - ARRIVAL

1. Update arrival details such as SRT or locations
   - ❖ MarineM will only shows default SRT, shipping agent **MUST UPDATE** the SRT to the correct time

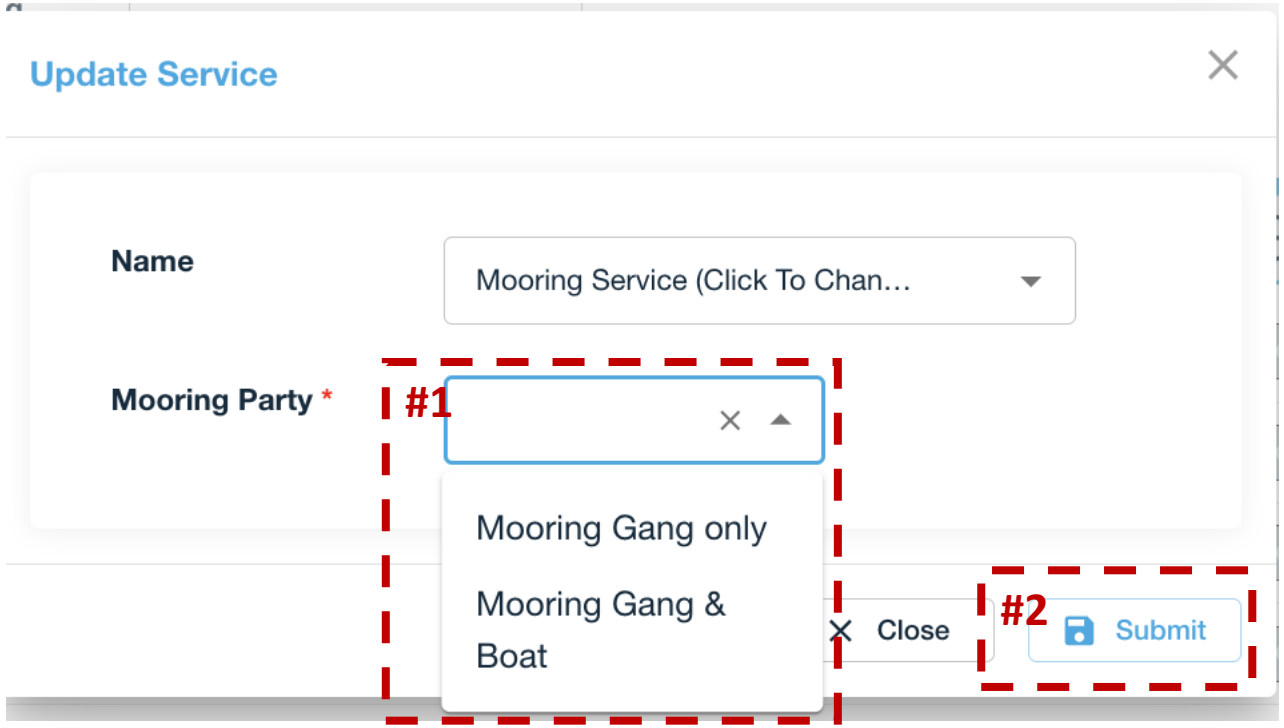
2. Update applicable marine services, user can add additional marine services if needed

UPDATE ORDER - ARRIVAL



1. Under marine services, system will automatically request mandatory marine service based on location
2. For non mandatory services, user can toggle YES/NO option to request marine service
3. To add non mandatory marine services not specified in the list, click on + button and select service type

UPDATE ORDER - ARRIVAL

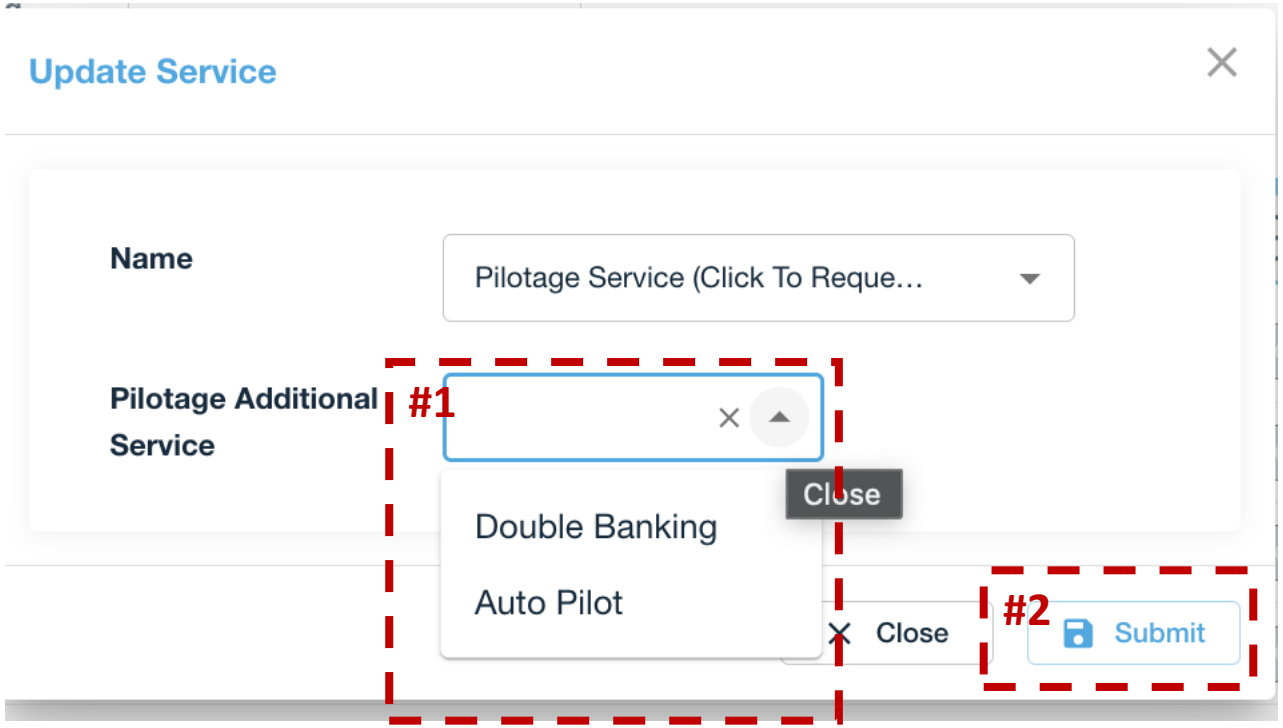


Click on Mooring Service to show mooring service options

1. Click on mooring party to select type (mandatory)

2. Click on **Submit** to save changes

UPDATE ORDER - ARRIVAL

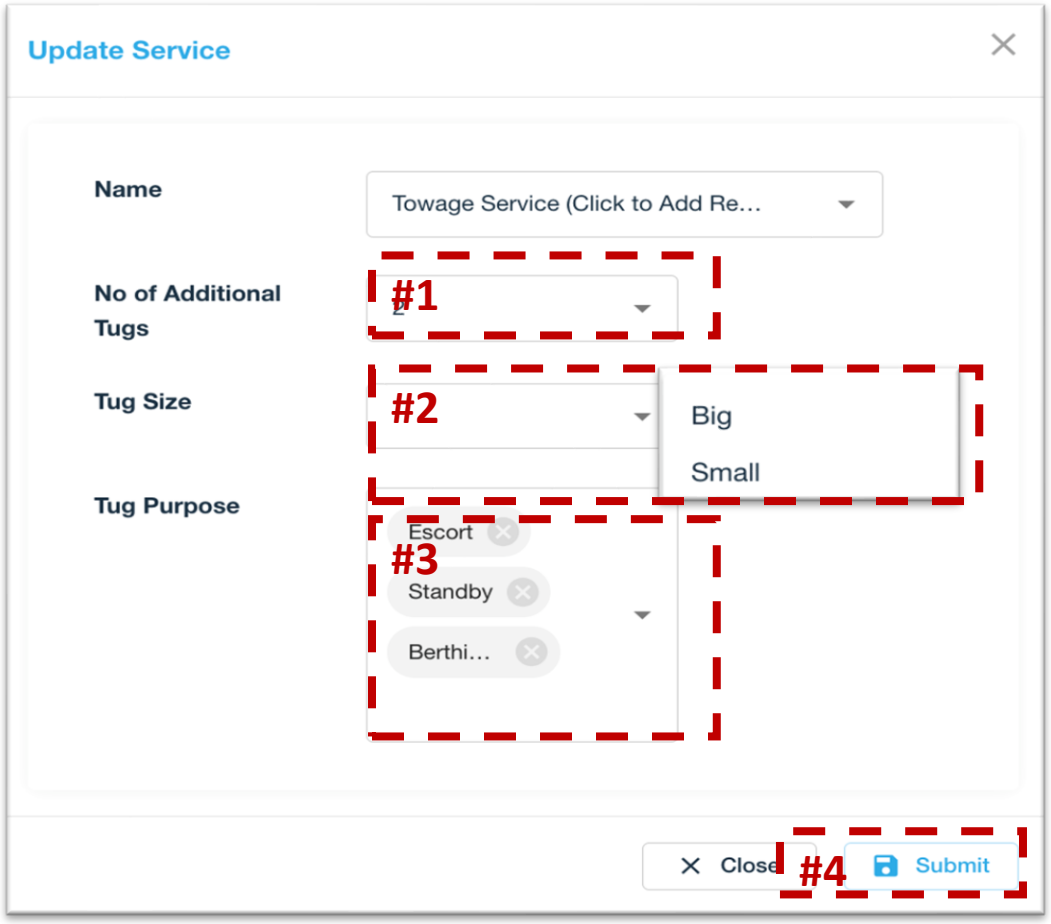


Click on Pilotage Service to show pilotage service options

1. Click on pilotage additional service to select type (optional)

2. Click on **Submit** to save changes

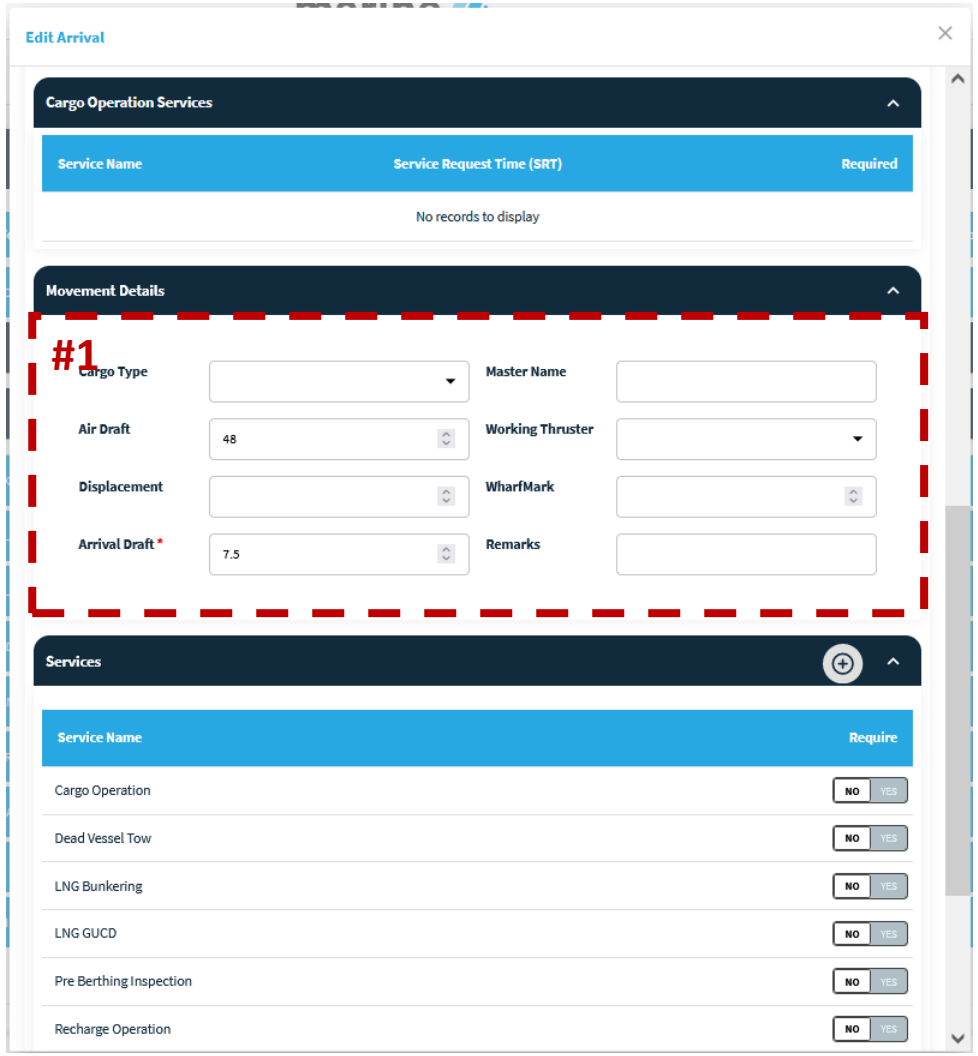
UPDATE ORDER



Click on Towage Service to show towage service options

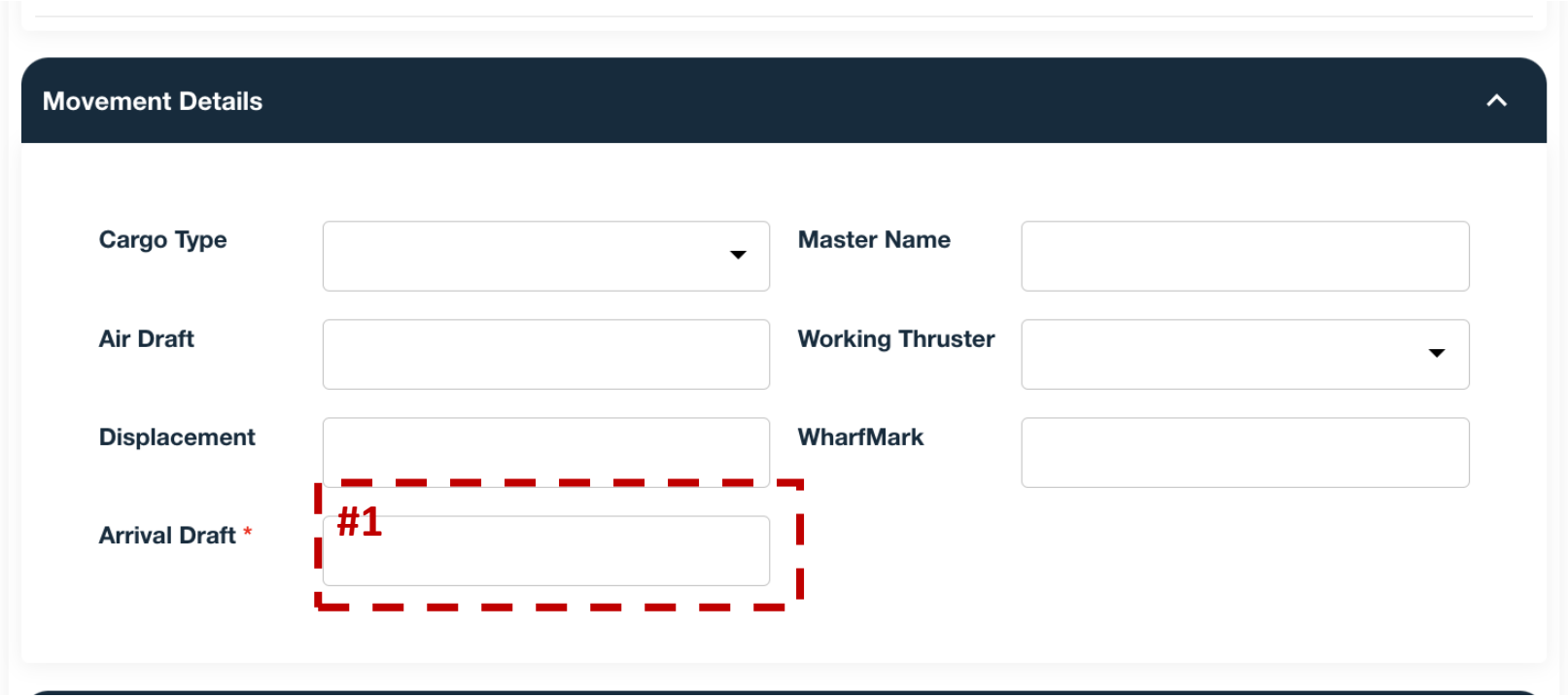
1. Enter no of additional tugs (optional)
2. Enter tug size (optional)
3. Enter tug purpose (optional)
4. Click on SUBMIT to save changes

UPDATE ORDER - ARRIVAL



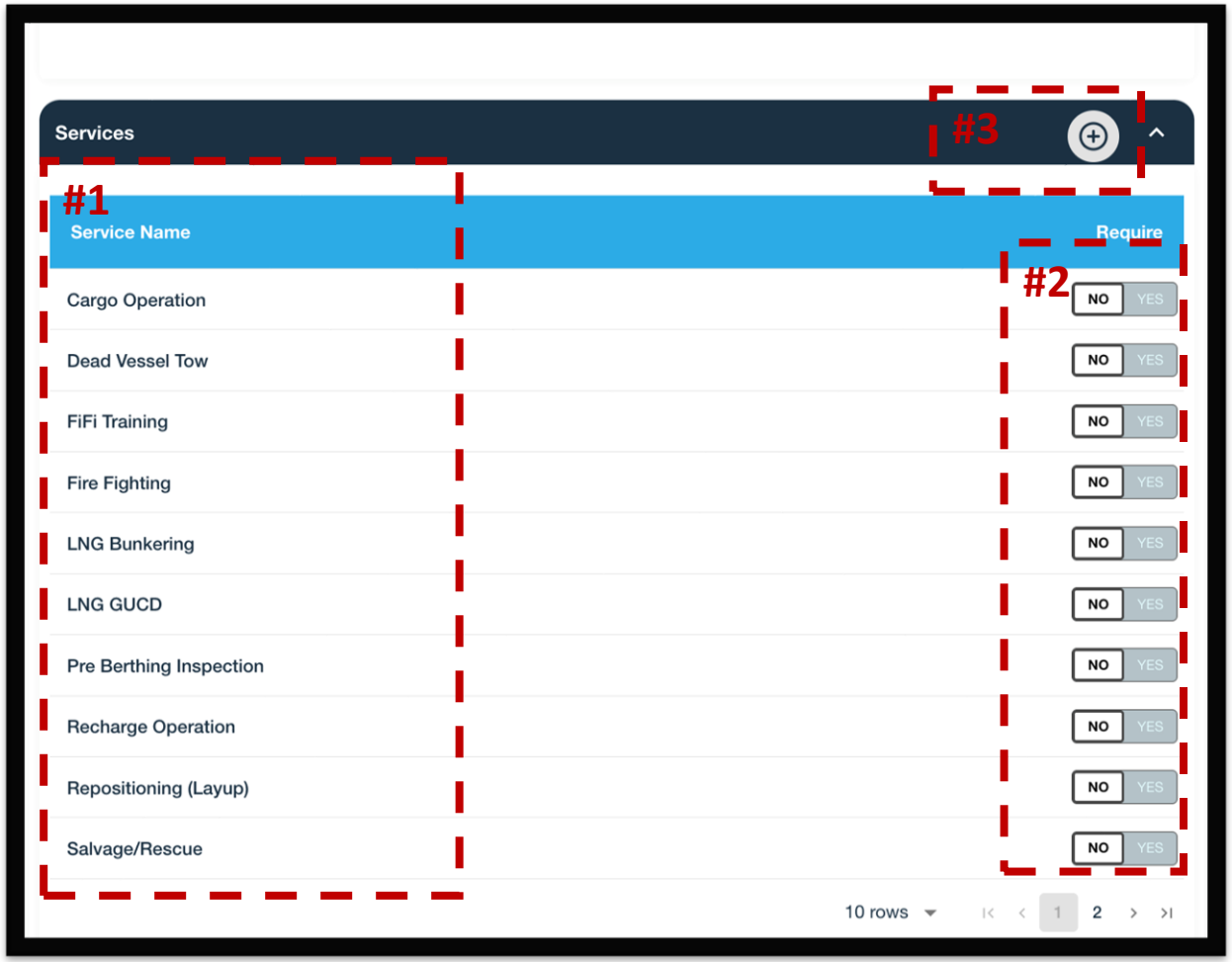
1. Scroll down and update movement details

UPDATE ORDER - ARRIVAL



1. Enter all movement details data, **Arrival Draft** is mandatory

UPDATE ORDER - ARRIVAL



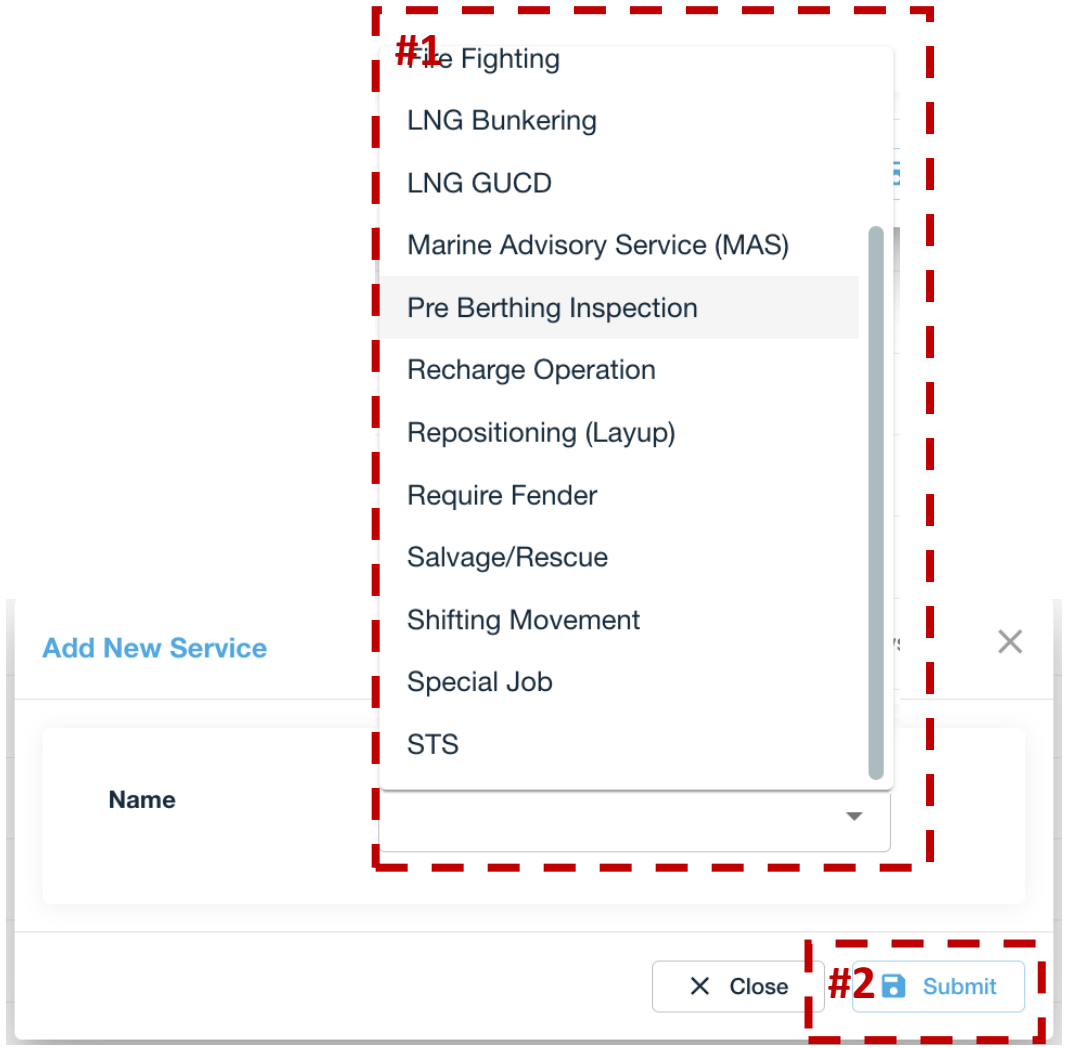
Scroll down and enter port services request data

1. Operational type are mapped to port services

2. Toggle YES/NO option to request service, some service requires input from user

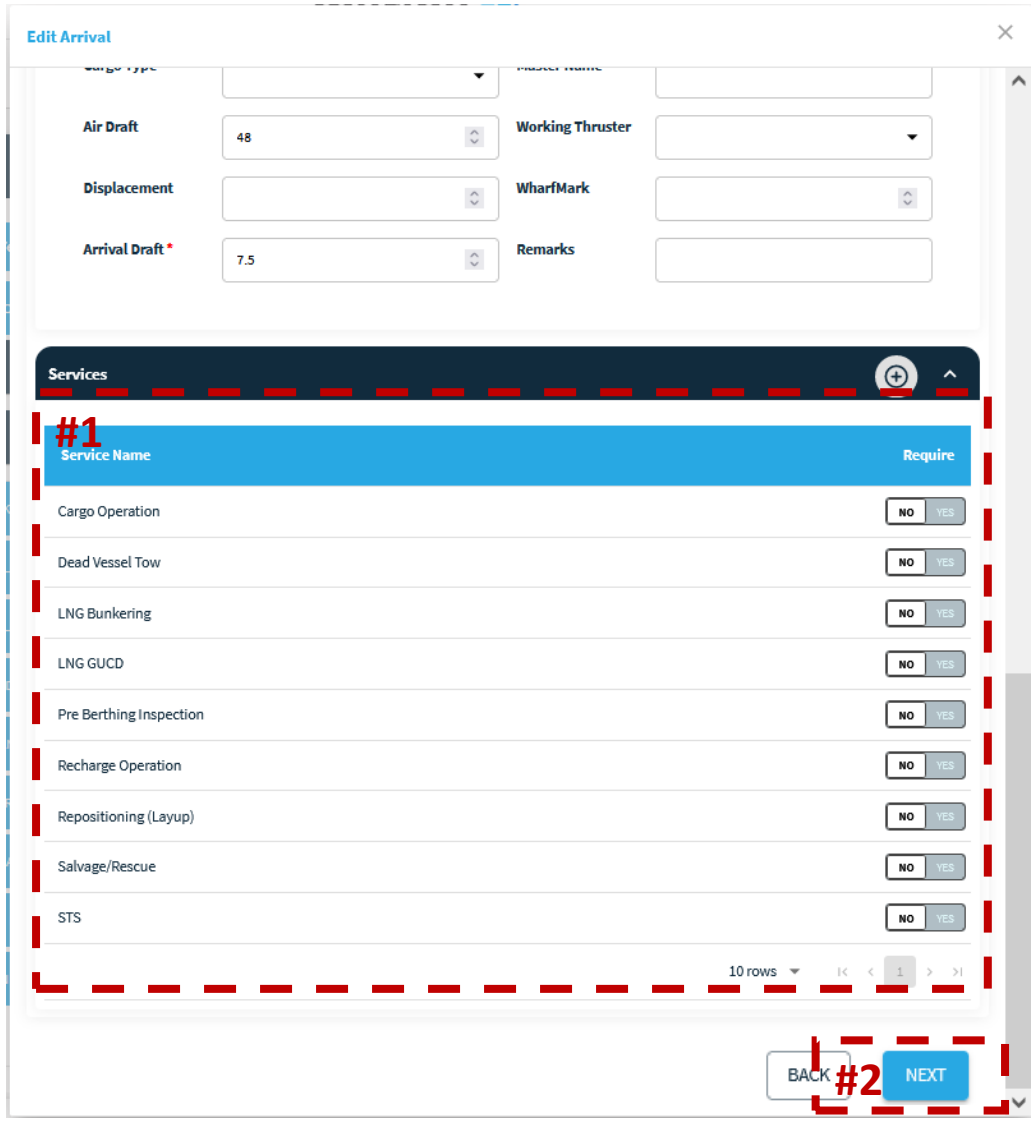
3. To display all available port service, click on + button

UPDATE ORDER - ARRIVAL



1. Click on Name field to display all available port services
2. Click on **Submit** to request port service

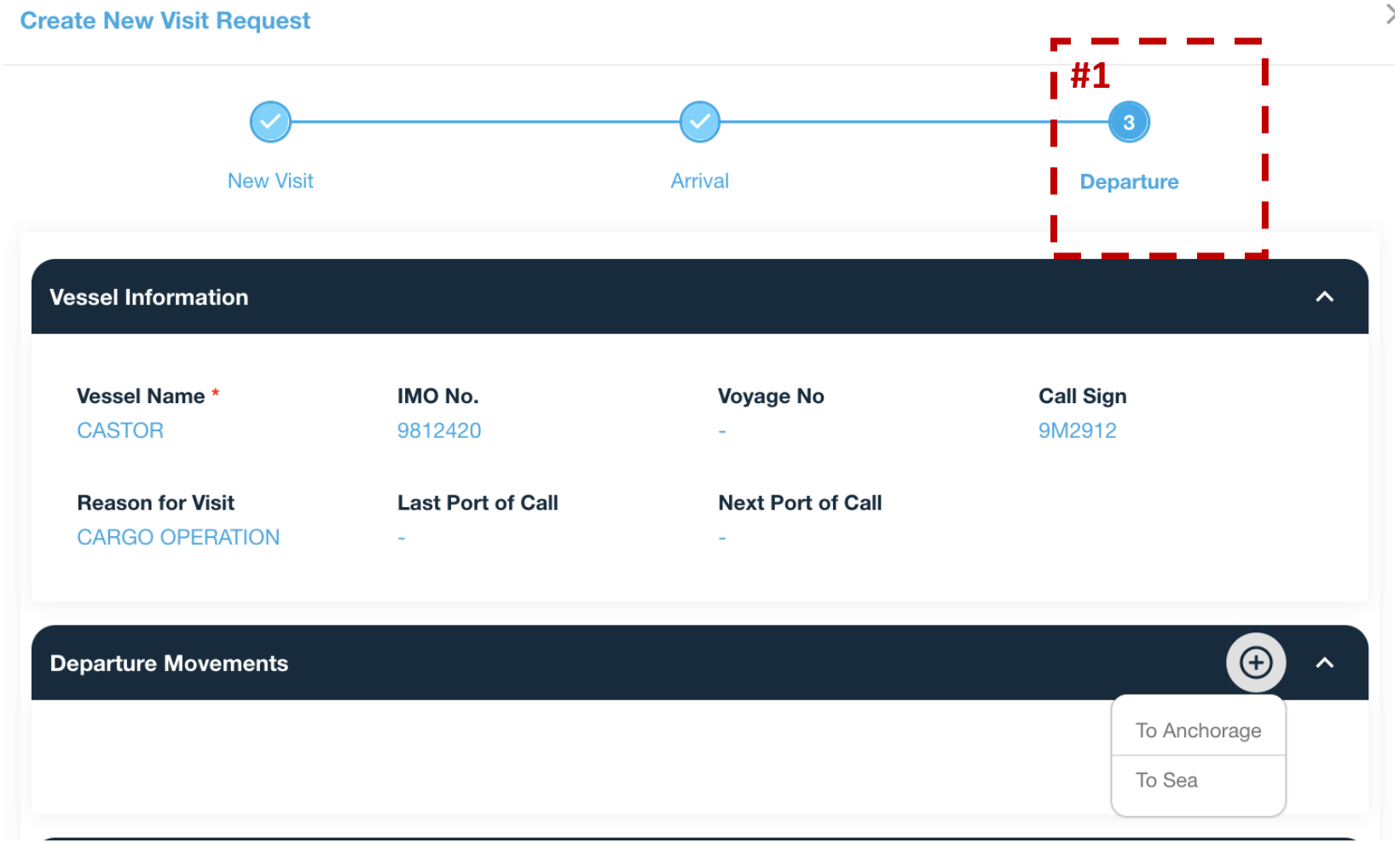
UPDATE ORDER - ARRIVAL



1. Update port service details, user can request additional port service if needed

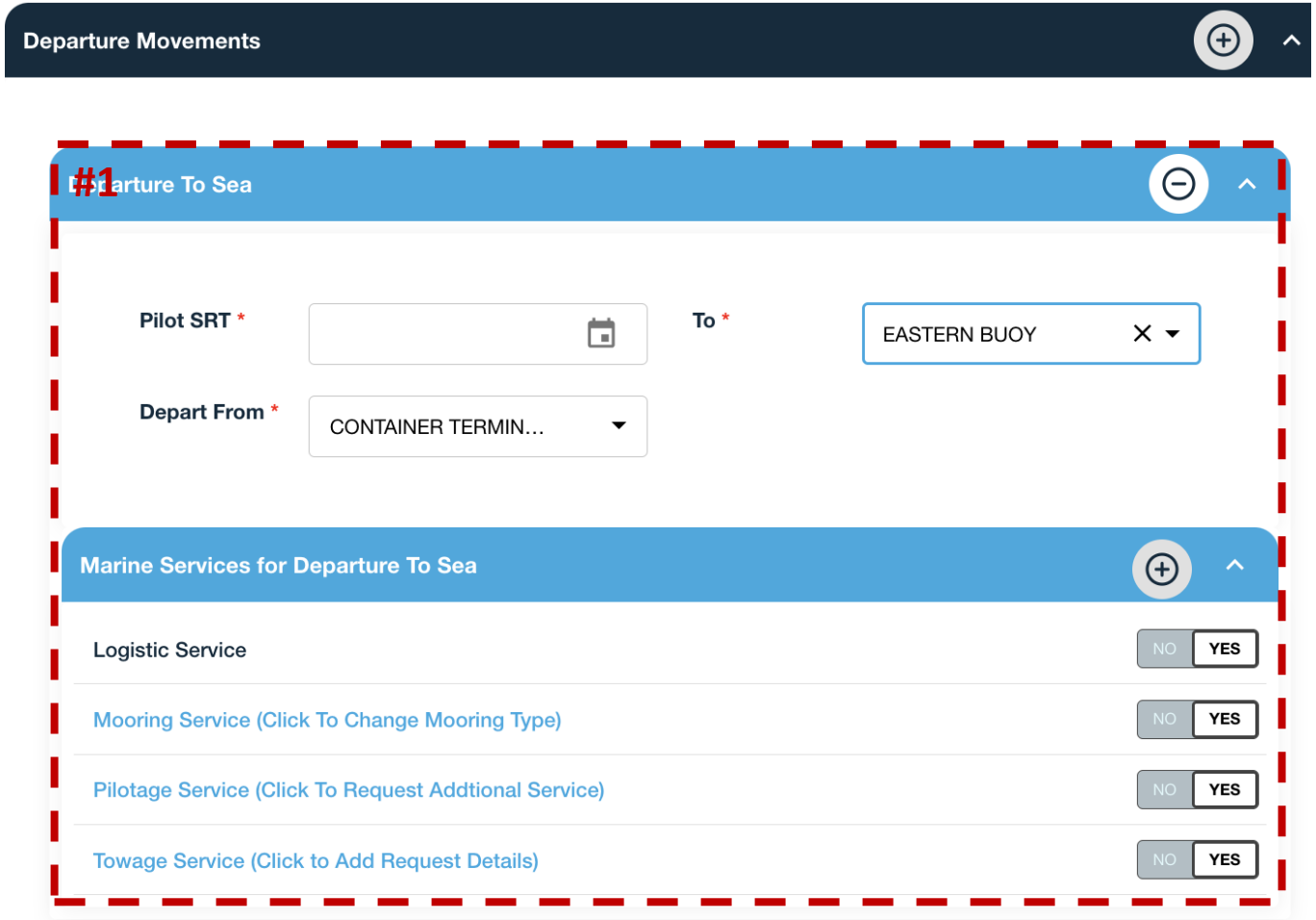
2. Click on **NEXT** button to move to departure menu

UPDATE ORDER – DEPARTURE



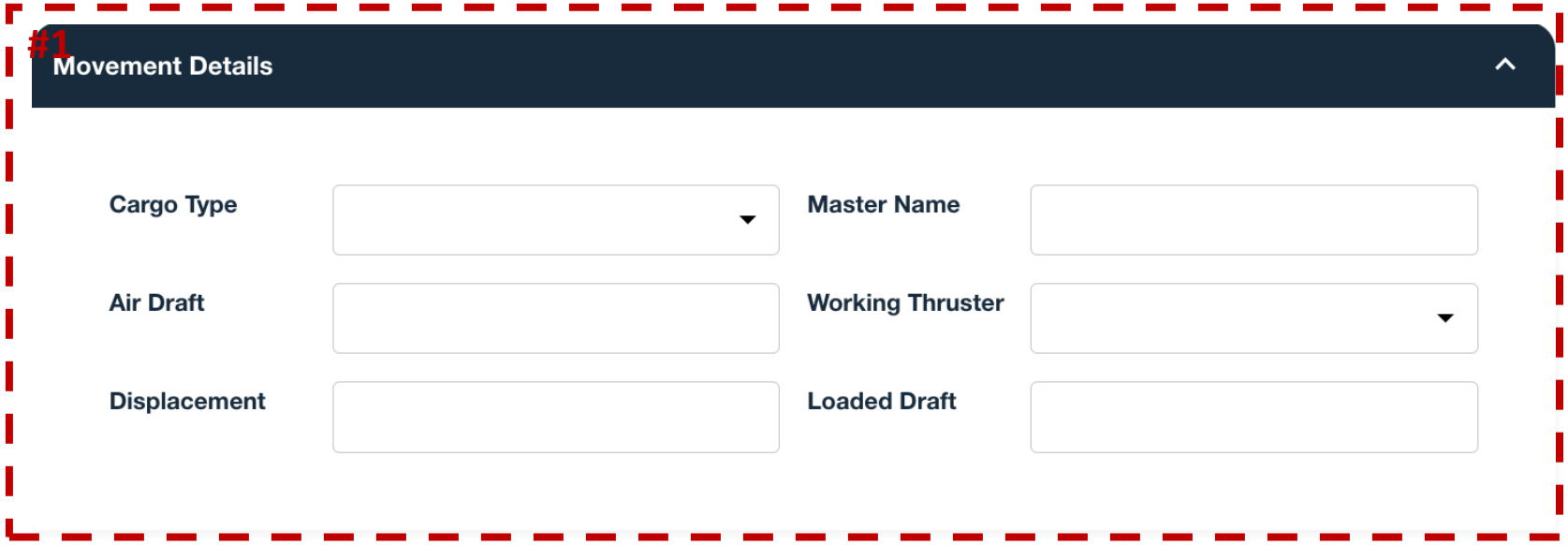
1. Navigate to departure

UPDATE ORDER – DEPARTURE



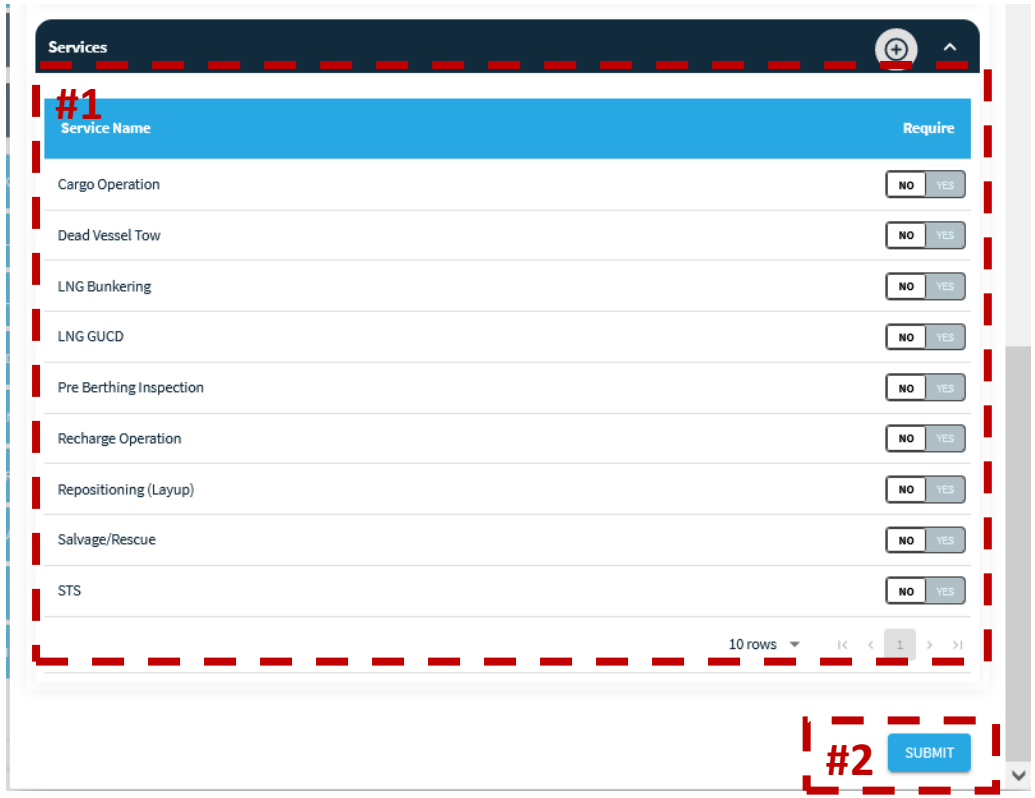
1. Enter departure details and select additional marine services (if any), marinem will set the default SRT based on the ETD
   - Please **MAKE SURE** that the SRT is updated to the **CORRECT** datetime

UPDATE ORDER - DEPARTURE



1. Enter movement details (optional)

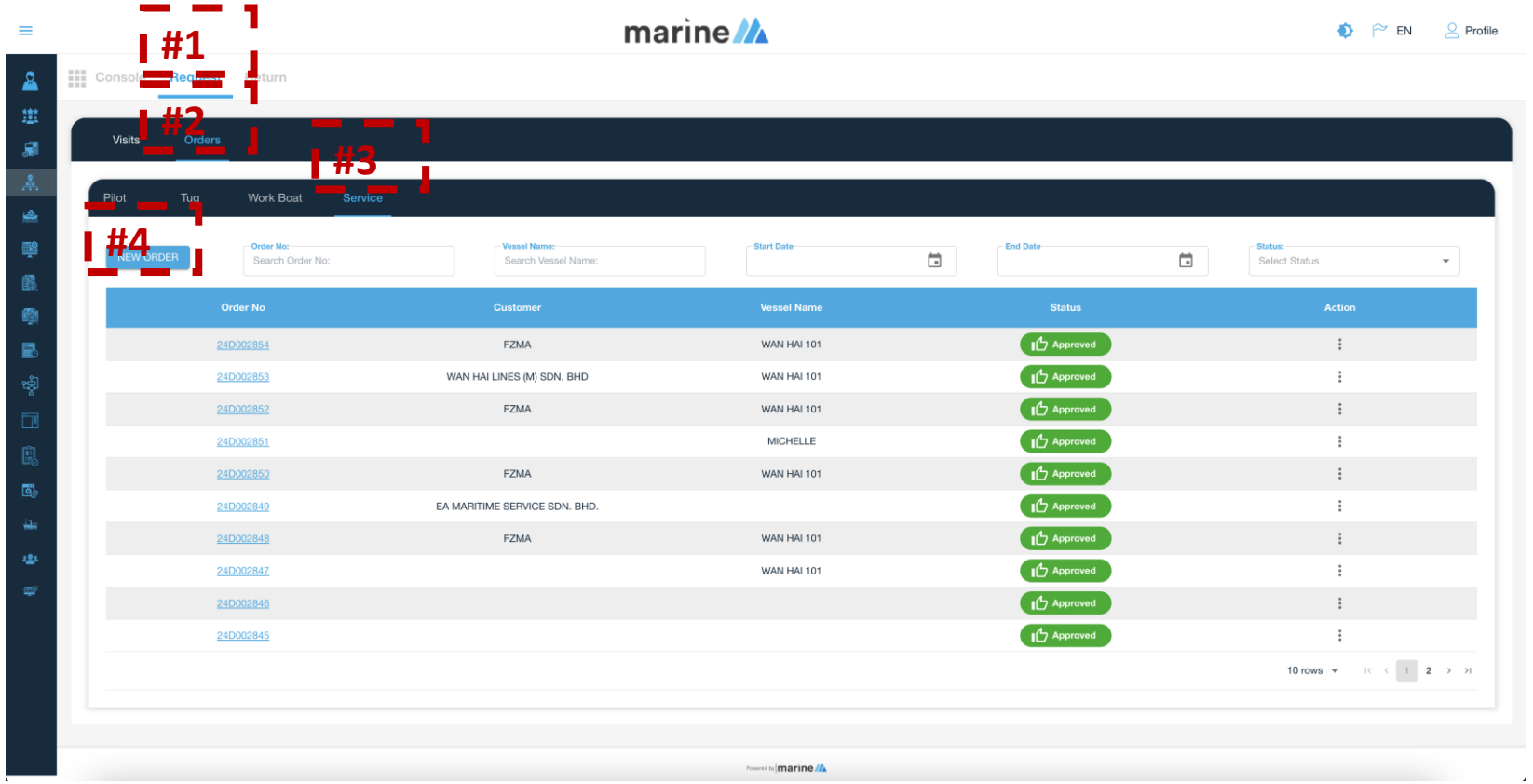
UPDATE ORDER - DEPARTURE



1. Update port service details, user can request additional port service if needed

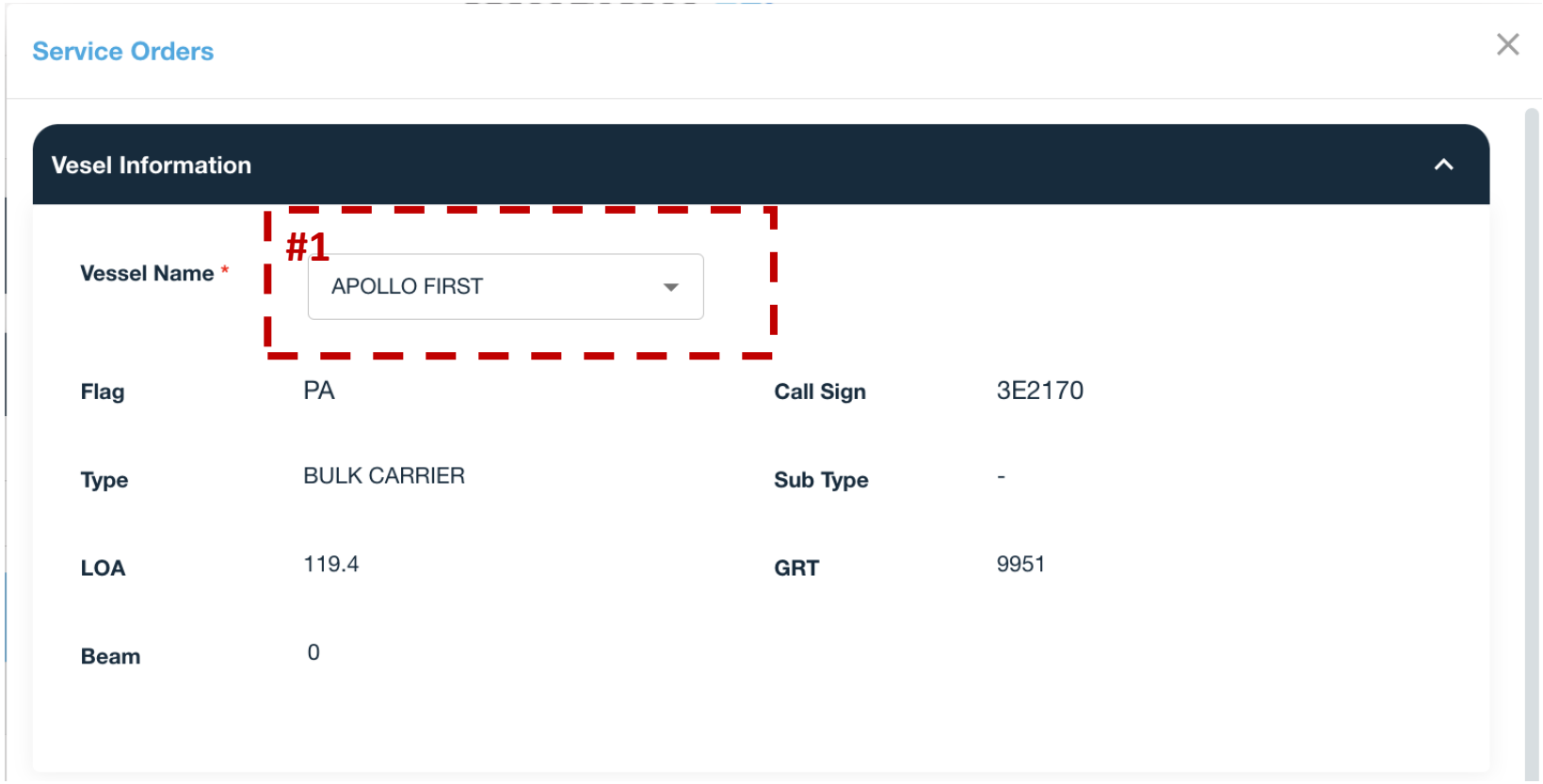
2. Click on **SUBMIT** button to save changes

CREATE ORDER – NON JPVC



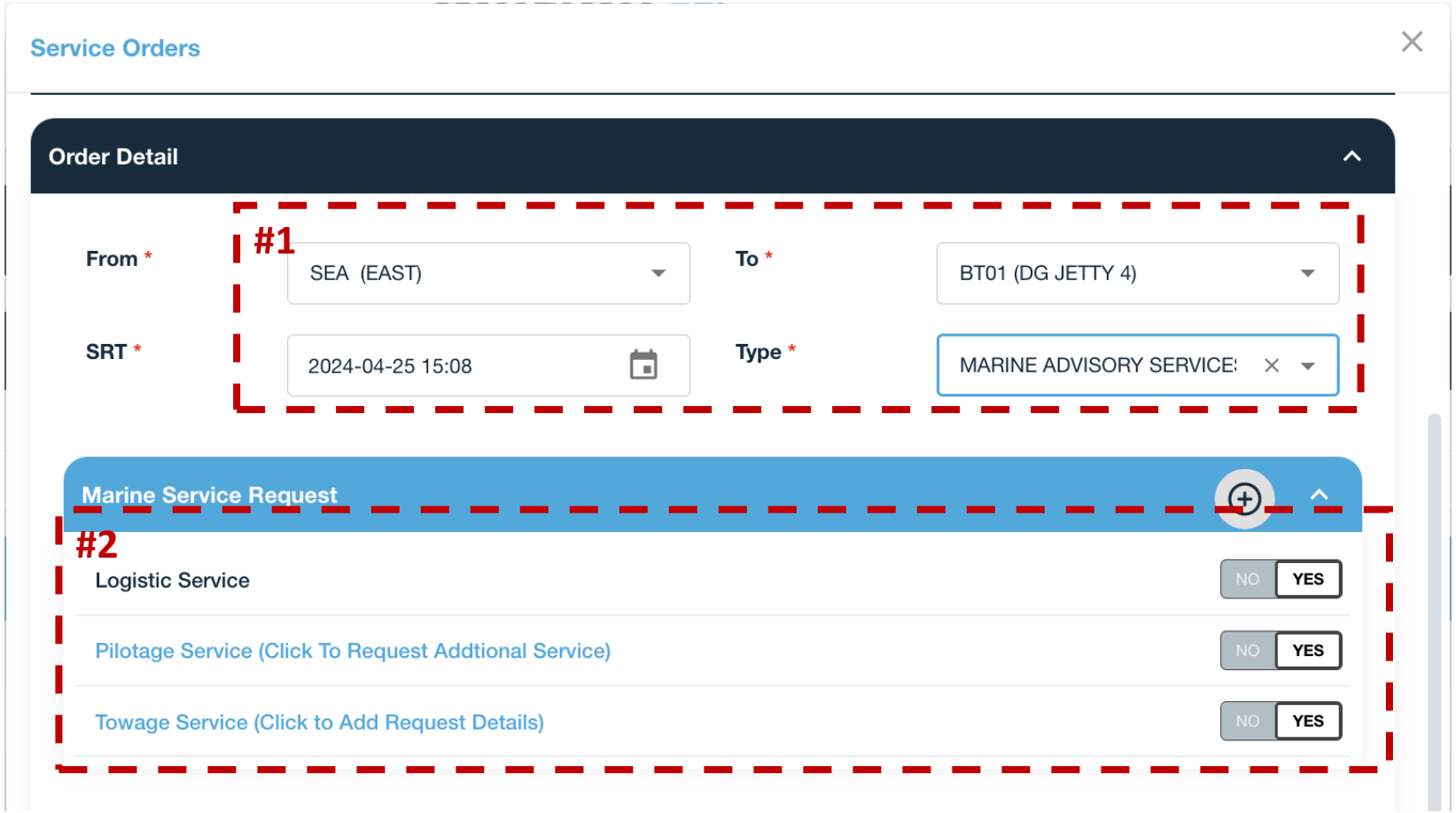
1. Navigate to REQUEST,
2. Go to ORDERS tab
3. Open SERVICE tab
4. Click on NEW ORDER button to create new NON JPVC order

CREATE ORDER – NON JPVC



1. Select vessel by entering the vessel name, for non vessel select NON JPVC as vessel name

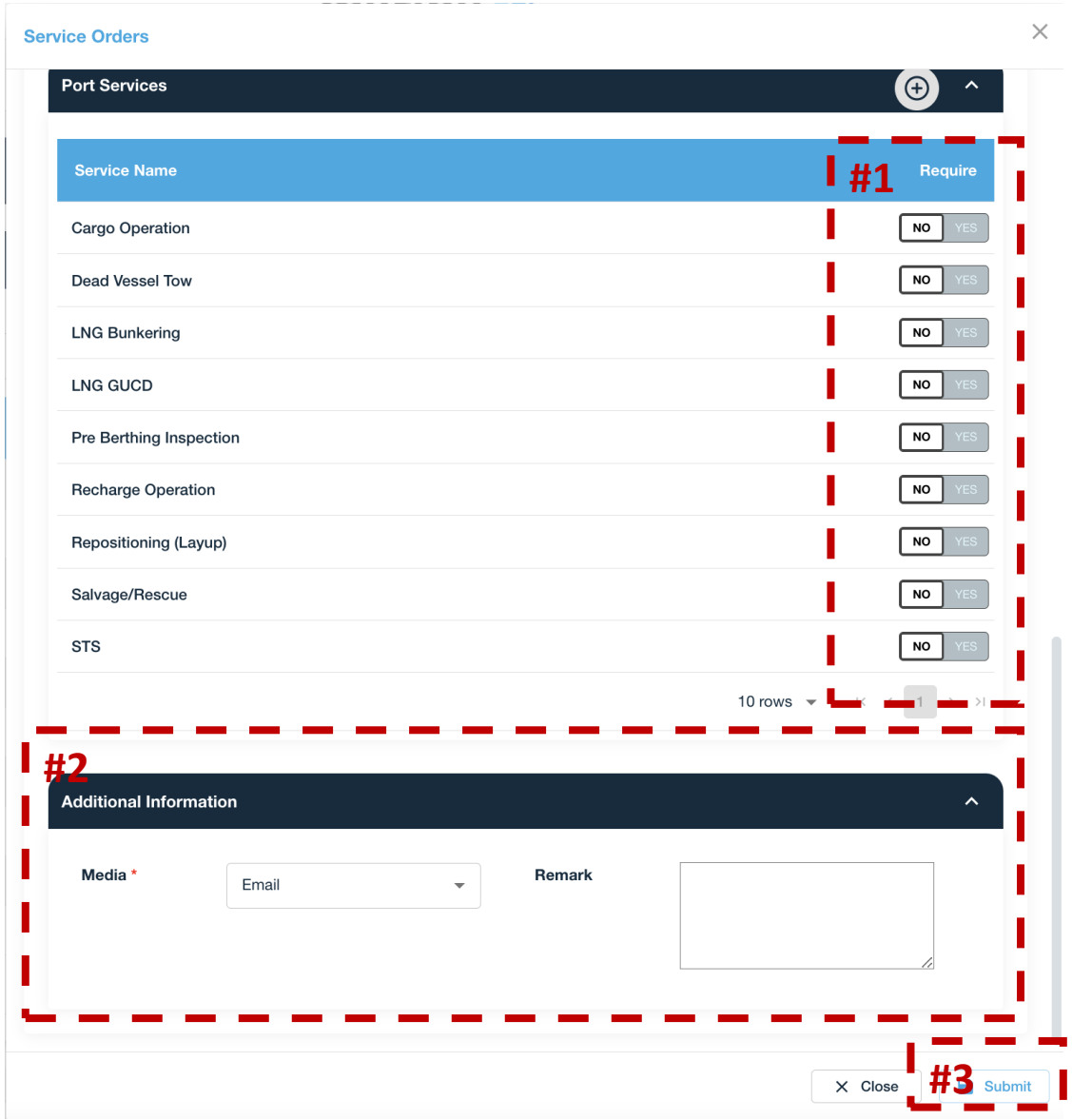
CREATE ORDER – NON JPVC



1. Scroll down and key in order details, such as location, SRT and JOB TYPE

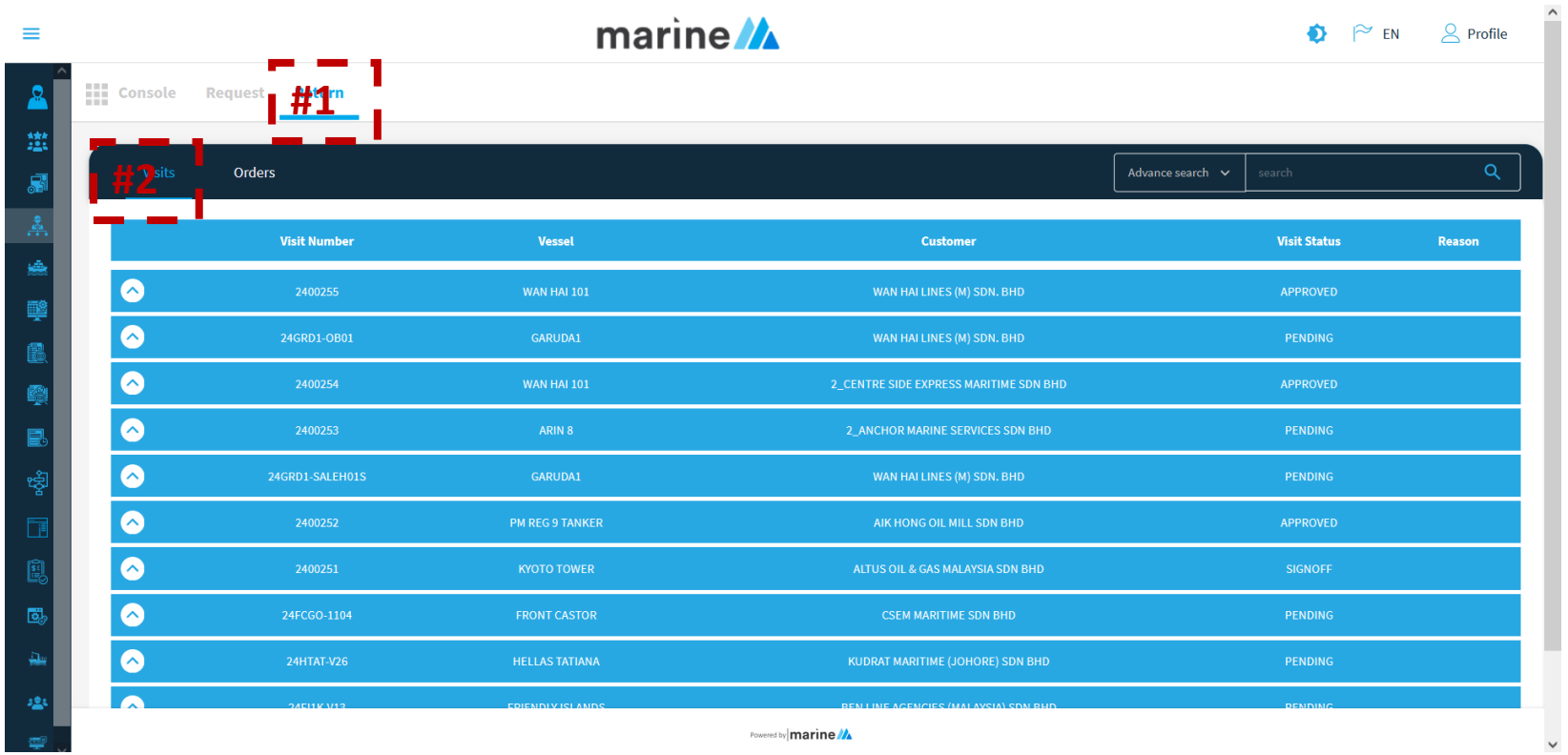
2. Enter marine service request details

CREATE ORDER – NON JPVC



1. Scroll down and select applicable port services (if any)
2. Enter additional information such as, contacted media and remark
3. Click on **SUBMIT** to save order

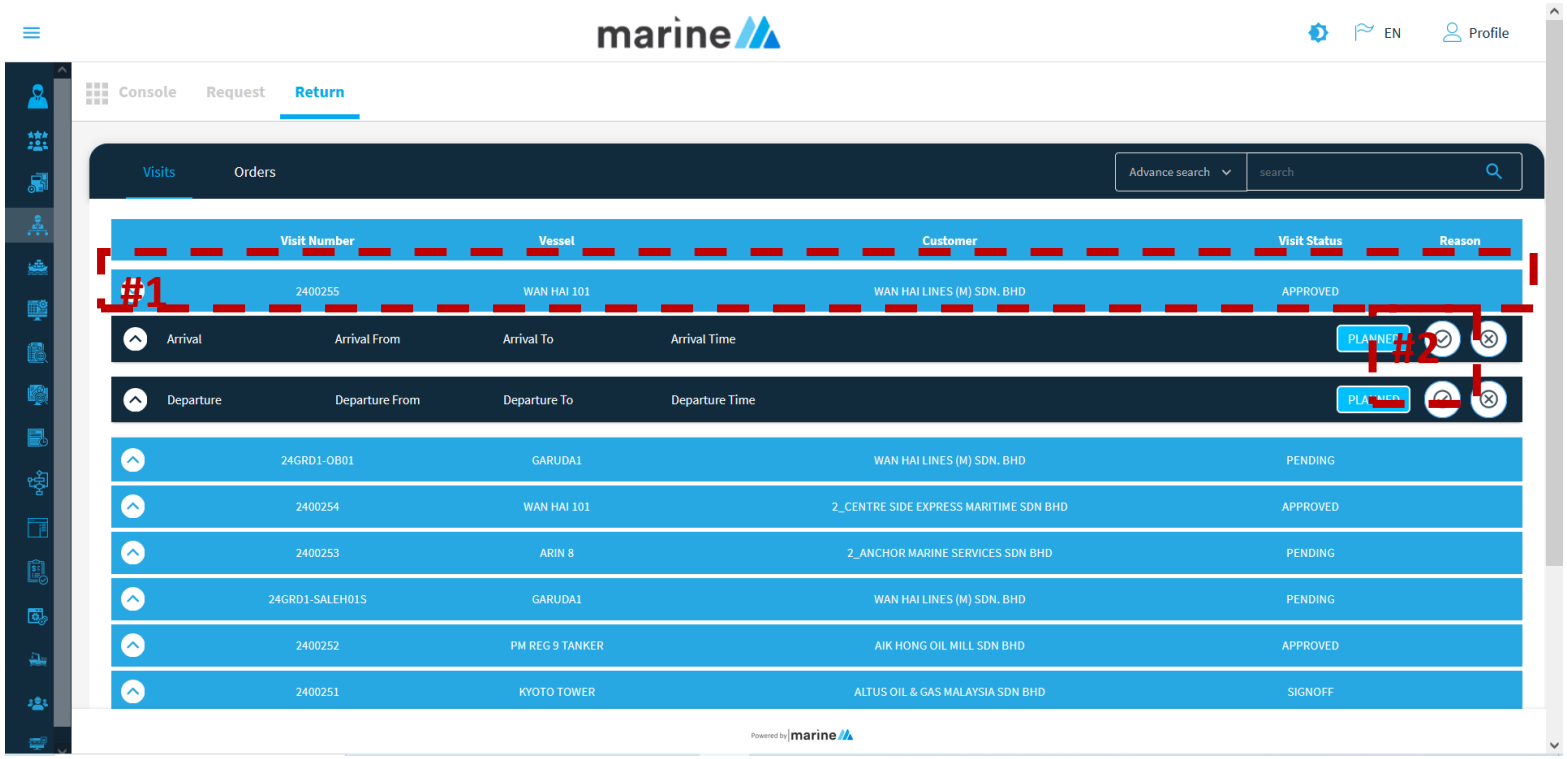
CONFIRM ORDER - Submission of Marine request to JPB Marine



1. Navigate to “Return” to view status and approve movement

2. Navigate to “VISITS” to view all JPVC order

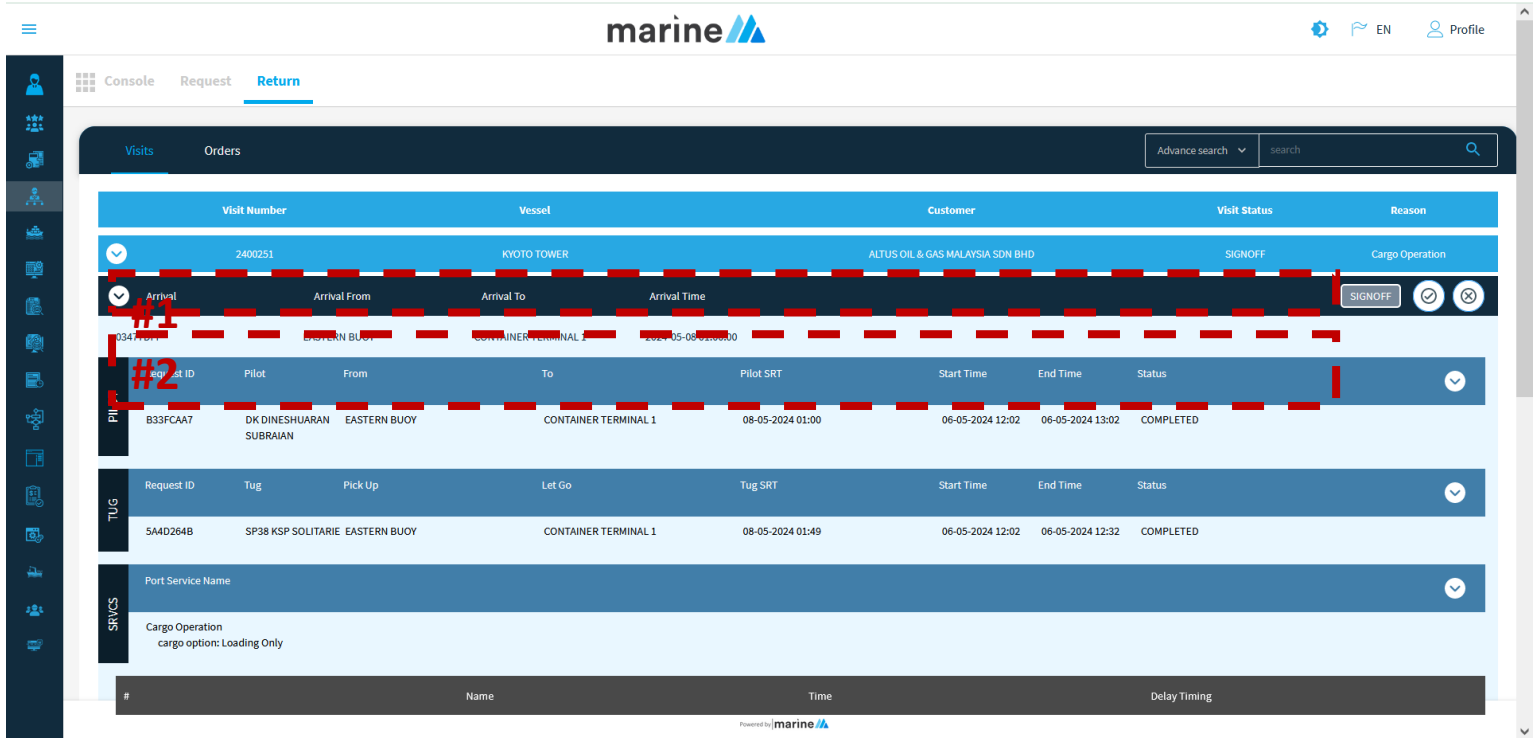
CONFIRM ORDER



1. Click on visit to show movements list

2. Click on “**Confirm**” button to confirm movement, only confirmed movement are going to be submitted to JPC Marine for scheduling

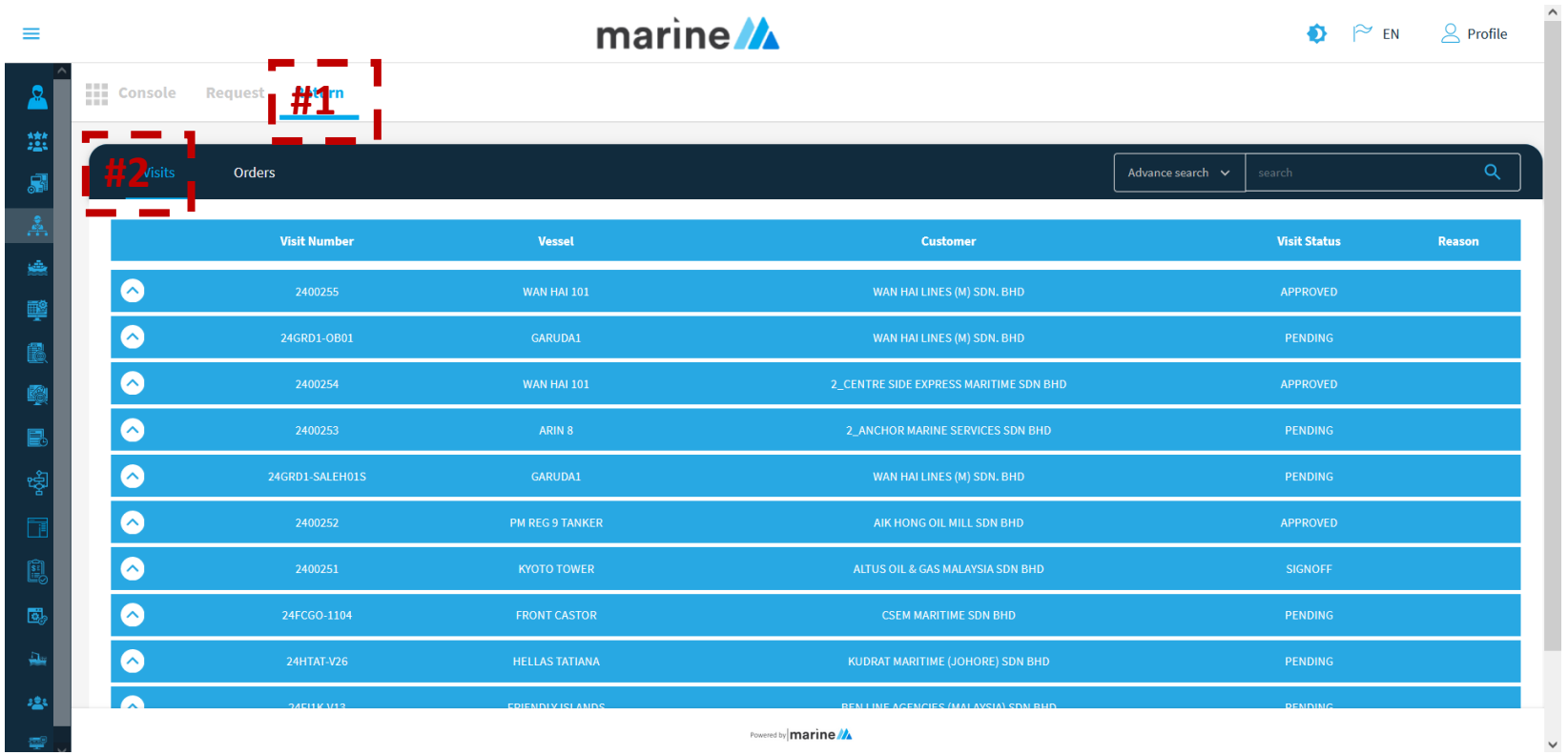
CONFIRM ORDER - MONITORING



1. Click on the movement to show movement status

2. Click on resource (ex: pilot) to show pilot job status, user can see pilot name and real time job status

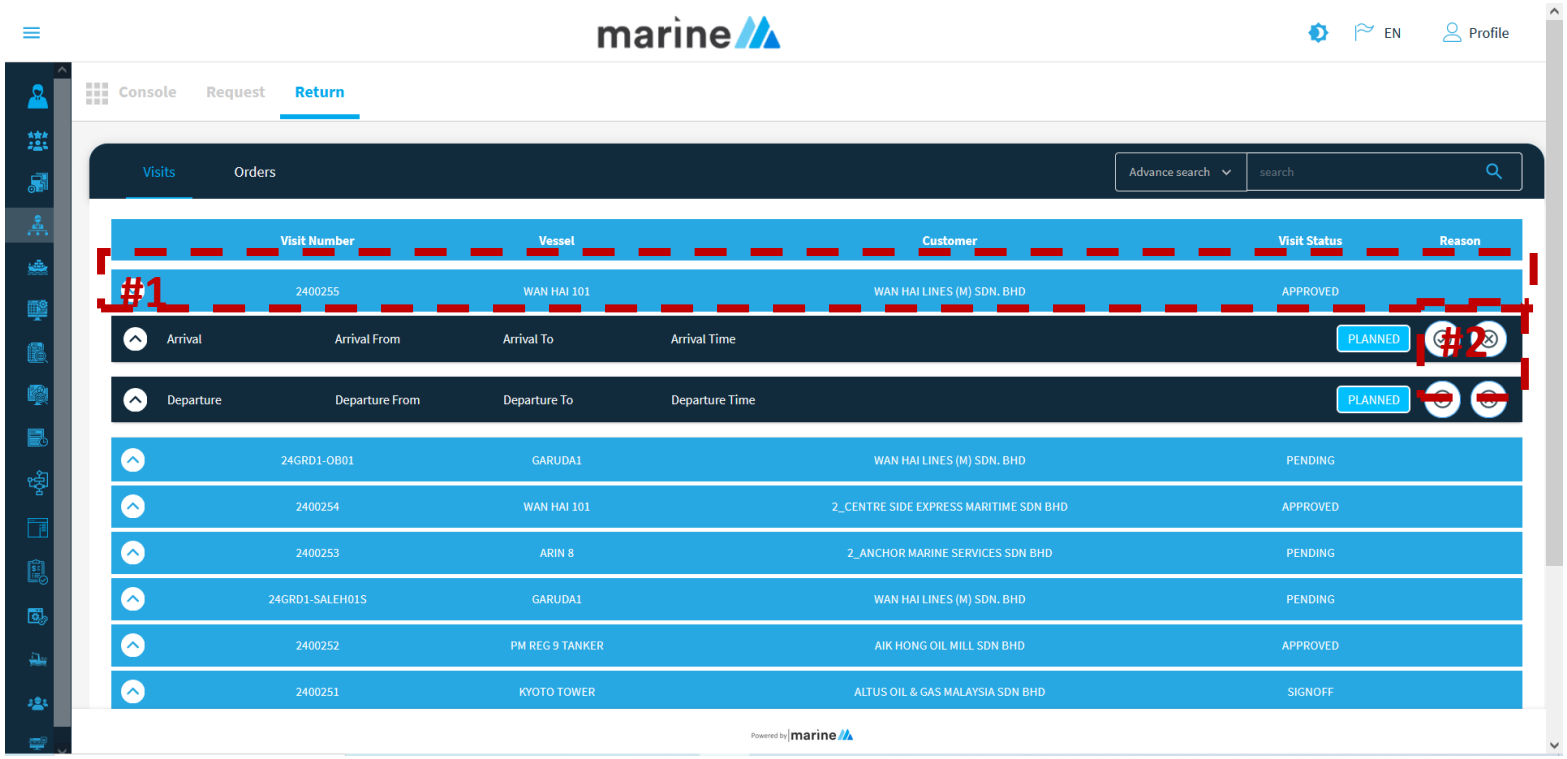
CANCEL ORDER - Cancellation of Marine request to JPB Marine



1. Navigate to “Return” to view status and approve movement

2. Navigate to “VISITS” to view all JPVC order

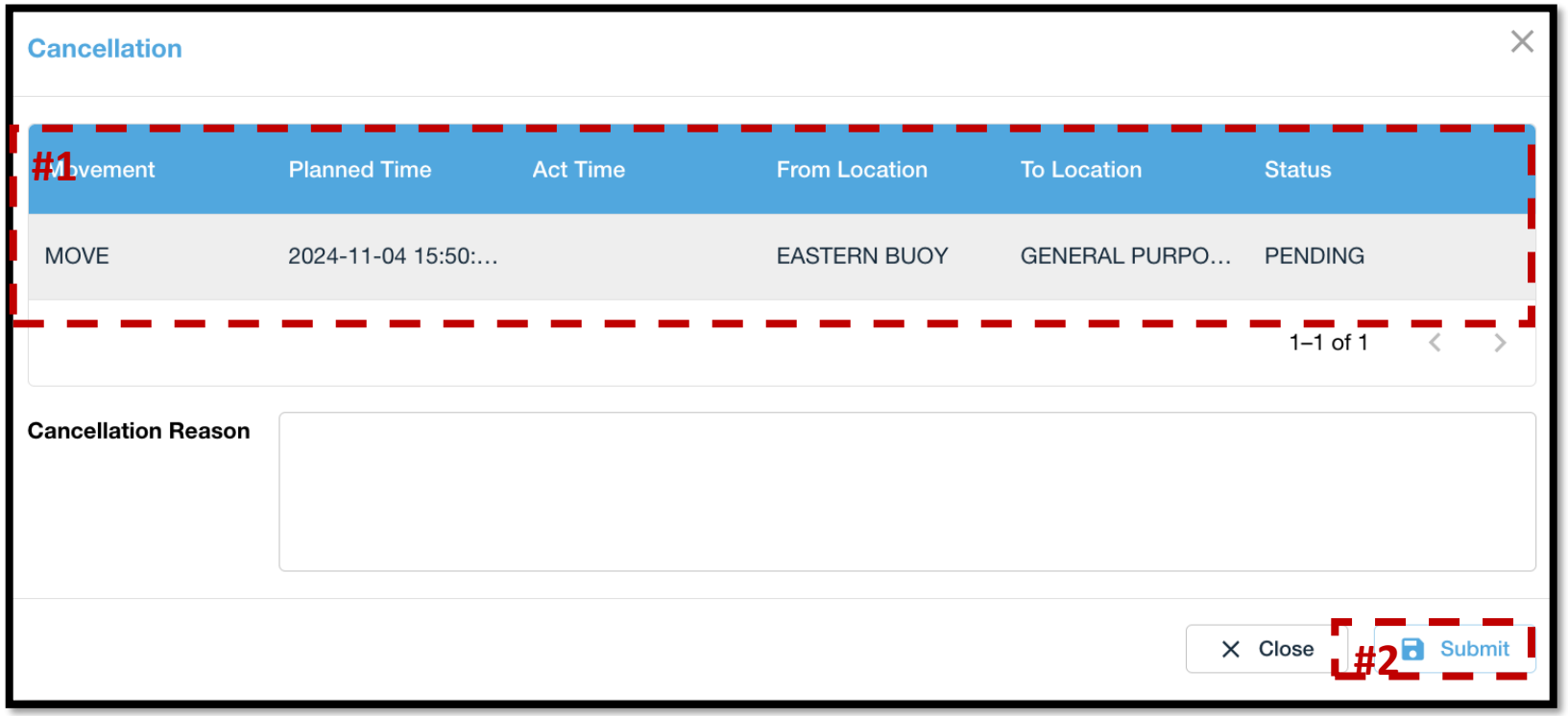
CANCEL ORDER



1. Click on visit to show movements list;

2. Click on "**Cancel**" button to cancel movement, if cancellation is done after cut off time (minimum notice is 2 hours before SRT), cancellation fee my applies. If cancellation occurs after job is deployed, job will be considered completed and regular charge will apply.

CANCEL ORDER - Confirmation



1. The system will display confirmation page with the list of cancelled movement, please notice **if you cancel arrival movement then you will have to create new JPVC**, as the system consider that arrival cancellation is the cancellation of entire movement within a vessel visit;

2. Click on "**Submit**" button to confirm cancellation, the movement status will be updated to CANCELED.

Q & A

For further enquiries and support

Marine (MSIS)

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Technical Issues

ICT Helpdesk

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THANK YOU