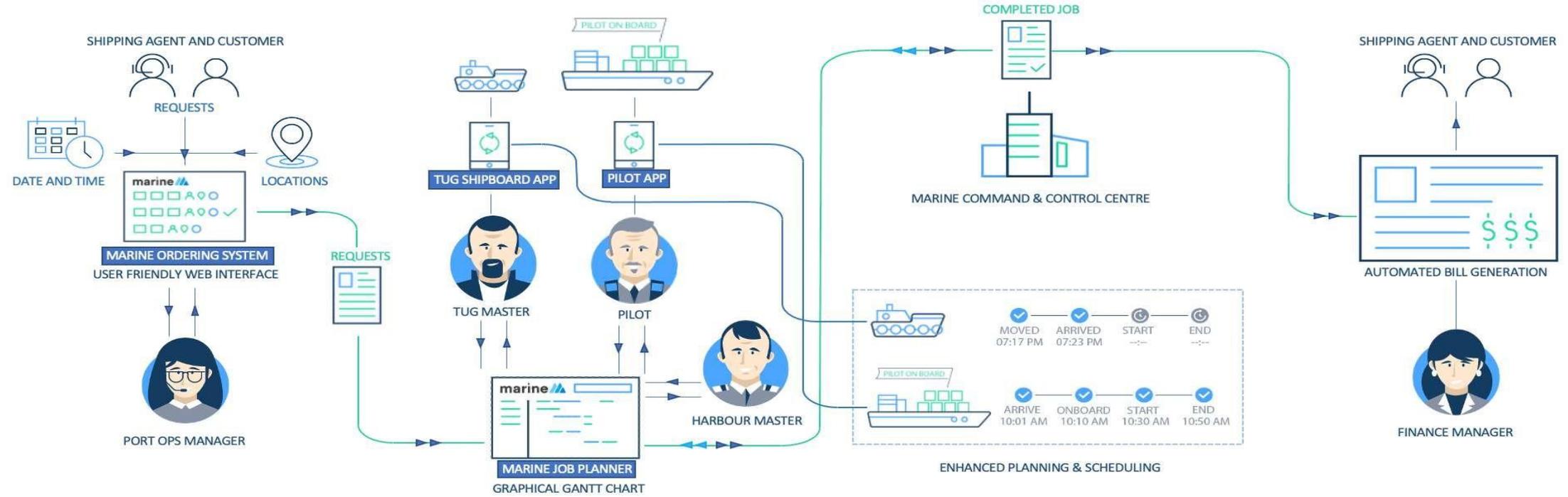


# QUICK GUIDE FOR AGENTS

## MARINEM – JOHOR PORT

# How MarineM Platform Works?

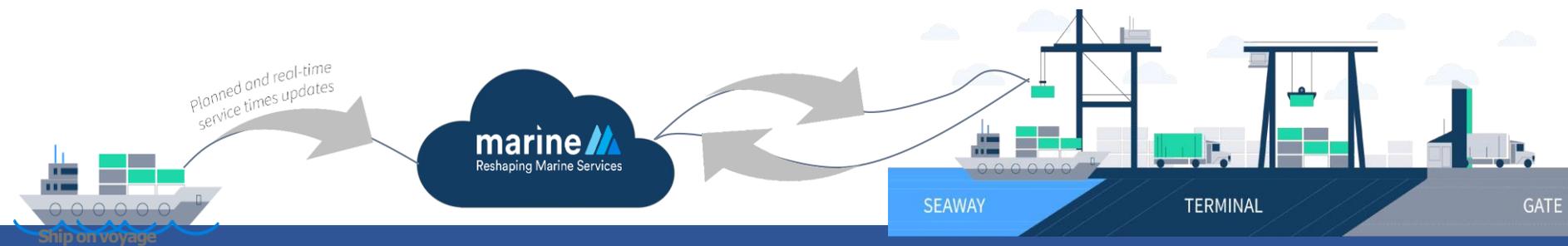
Marine Ordering Online	Marine Job Planning	Real-time Marine Job Updates	Marine Billing
<p>1. Shipping Agent and Customer submit service request (for berth, pilot, tugboat, launch) via the MarineM portal.</p>	<p>2. Harbour Master (or team) approves the service request, which is then sent to the Marine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



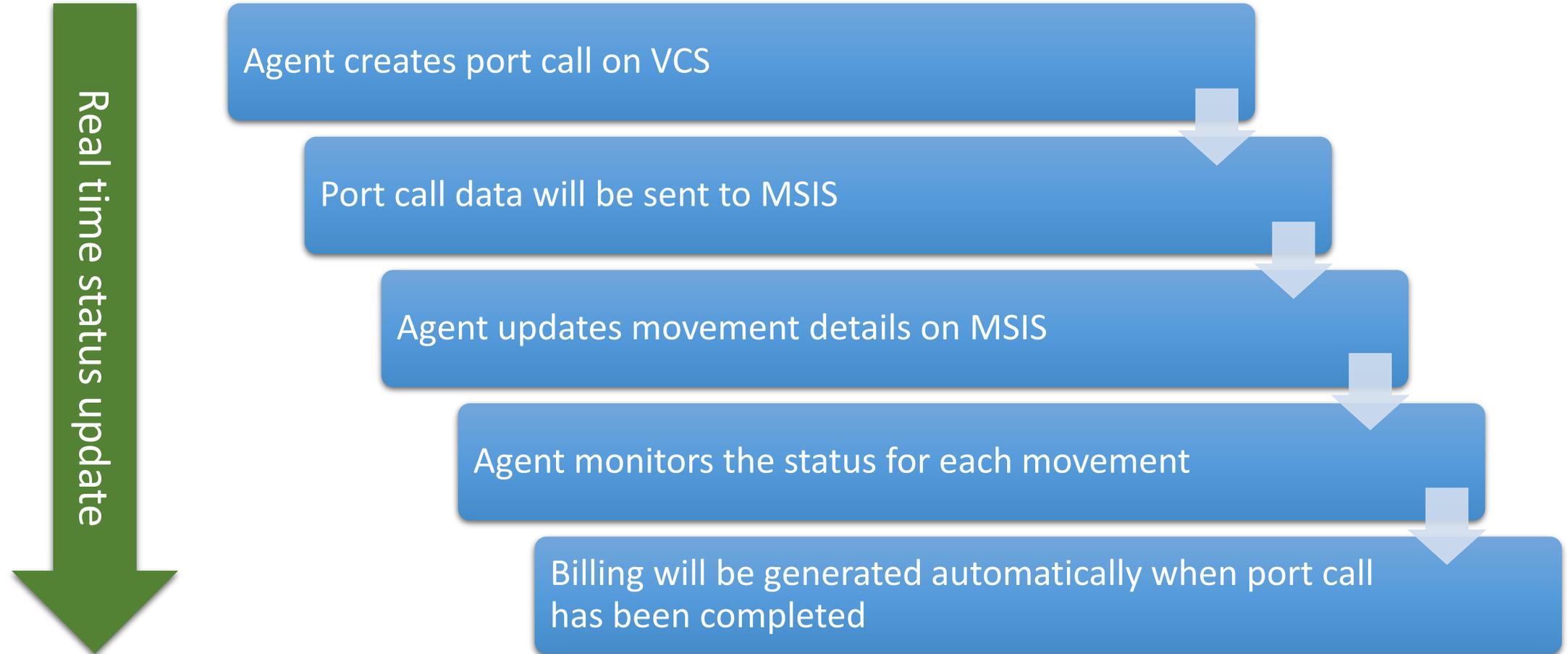
# Benefits of MarineM Platform

## To Achieve a Sustainable Marine Operations Management

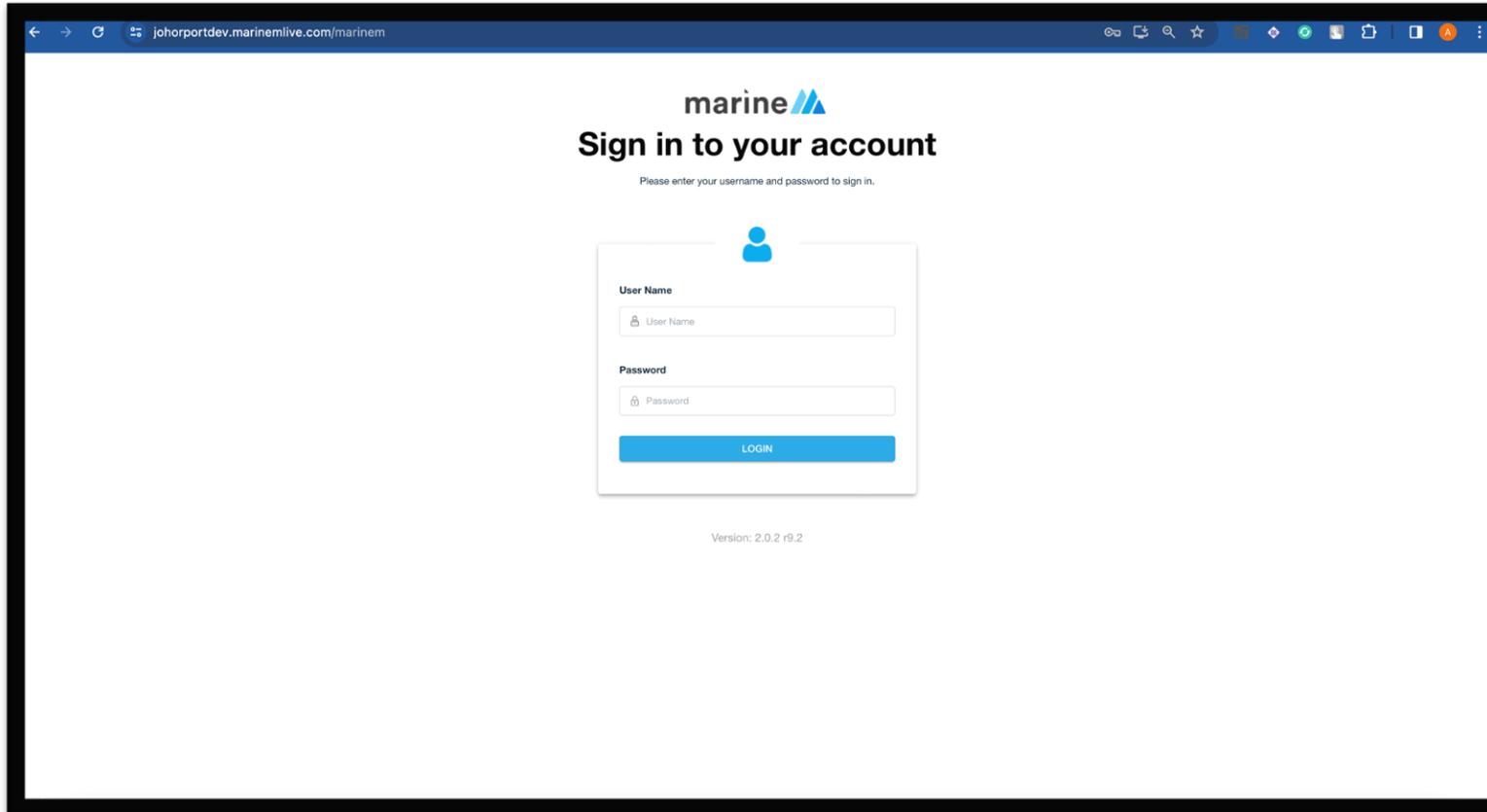
-  **Real Time Service Information** ✓ Consolidate operations data in real time.
-  **Digitised Maritime Processes** ✓ Monitor real-time operation metrics and updates.
-  **Boost Customer Satisfaction** ✓ Improved customer service with timely service responses.



# CREATE ORDER – PROCESS OVERVIEW

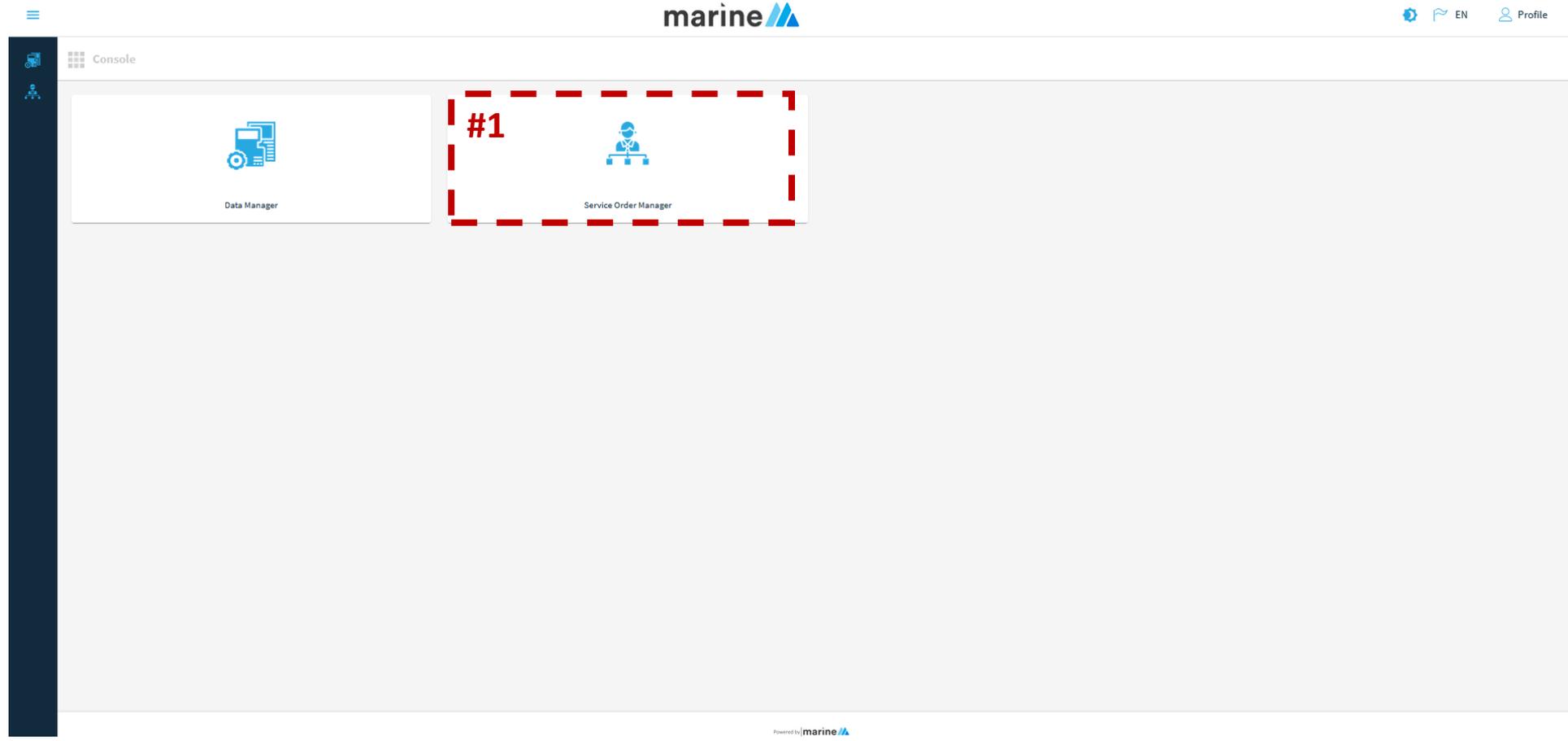


# LOGIN – SINGLE SIGN ON



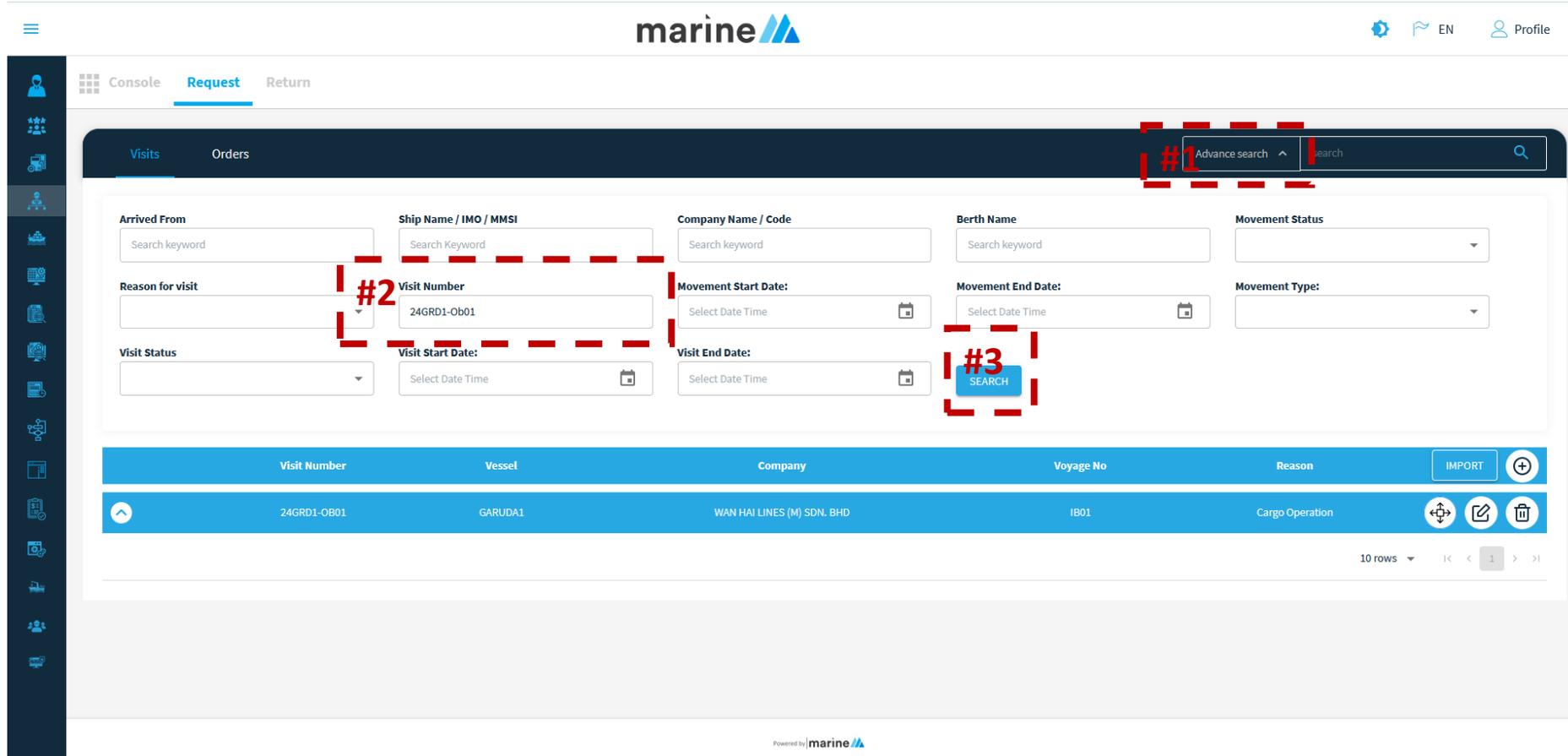
1. To create pilot/tug request, agent will login into JPB account then click on MarineM on the menu bar or open [johorport.marinemlive.com/marinem](http://johorport.marinemlive.com/marinem) and the above screen will be shown
2. Please login to MarineM using your JPB login id and password

# UPDATE ORDER



1. Navigate to SERVICE ORDER MANAGER

# SEARCH ORDER



marine

Console Request Return

Visits Orders

Advance search search

Arrived From Search keyword

Ship Name / IMO / MMSI Search Keyword

Company Name / Code Search keyword

Berth Name Search keyword

Movement Status

Reason for visit

Visit Number 24GRD1-Ob01

Movement Start Date Select Date Time

Movement End Date Select Date Time

Movement Type

Visit Status

Visit Start Date Select Date Time

Visit End Date Select Date Time

SEARCH

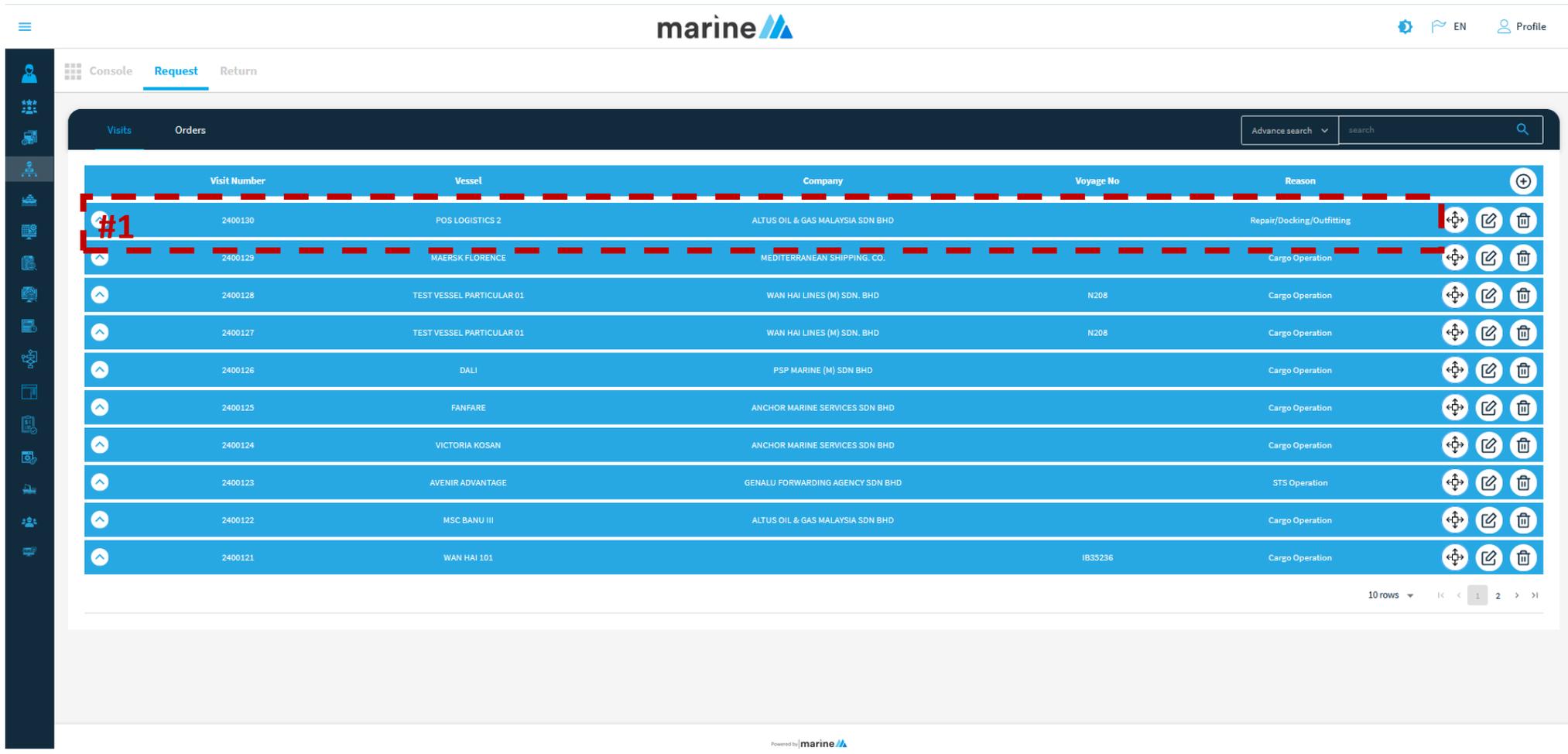
Visit Number	Vessel	Company	Voyage No	Reason	IMPORT
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	IB01	Cargo Operation	

10 rows 1

Powered by marine

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

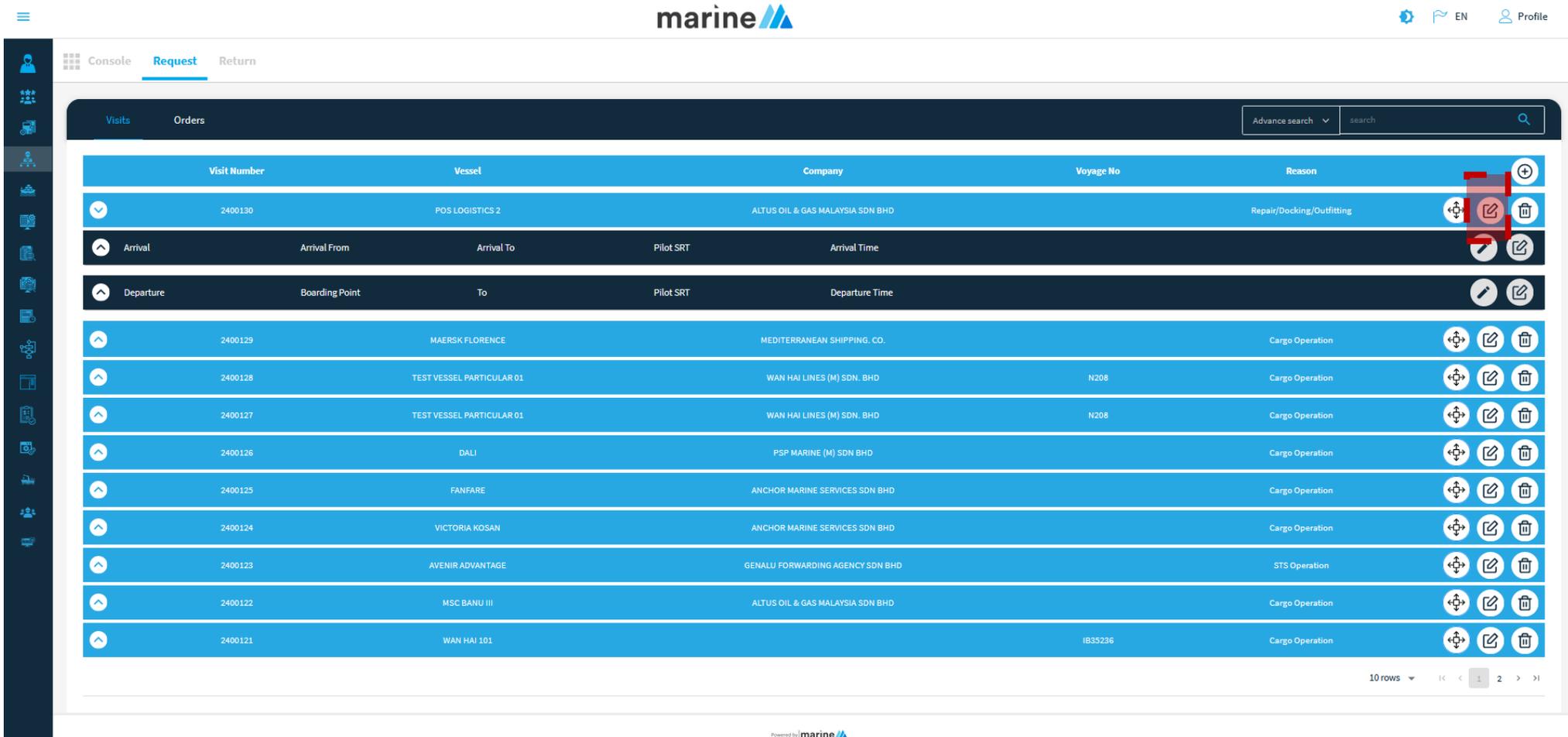


The screenshot shows the 'marine' system interface. At the top, there are navigation tabs for 'Console', 'Request', and 'Return'. Below this is a search bar with 'Advance search' and a search input field. The main content area displays a table of visit orders. The table has columns for 'Visit Number', 'Vessel', 'Company', 'Voyage No', and 'Reason'. The first row is highlighted with a red dashed box and a '#1' label. The table also includes action icons for each row.

Visit Number	Vessel	Company	Voyage No	Reason	
2400130	POS LOGISTICS 2	ALTUS OIL & GAS MALAYSIA SDN BHD		Repair/Docking/Outfitting	
2400129	MAERSK FLORENCE	MEDITERRANEAN SHIPPING CO.		Cargo Operation	
2400128	TEST VESSEL PARTICULAR 01	WAN HAI LINES (M) SDN. BHD	N208	Cargo Operation	
2400127	TEST VESSEL PARTICULAR 01	WAN HAI LINES (M) SDN. BHD	N208	Cargo Operation	
2400126	DALI	PSP MARINE (M) SDN BHD		Cargo Operation	
2400125	FANFARE	ANCHOR MARINE SERVICES SDN BHD		Cargo Operation	
2400124	VICTORIA KOSAN	ANCHOR MARINE SERVICES SDN BHD		Cargo Operation	
2400123	AVENIR ADVANTAGE	GENALU FORWARDING AGENCY SDN BHD		STS Operation	
2400122	MSC BANU III	ALTUS OIL & GAS MALAYSIA SDN BHD		Cargo Operation	
2400121	WAN HAI 101		IB35236	Cargo Operation	

1. Click on the visit to show movements list

# UPDATE ORDER - ARRIVAL

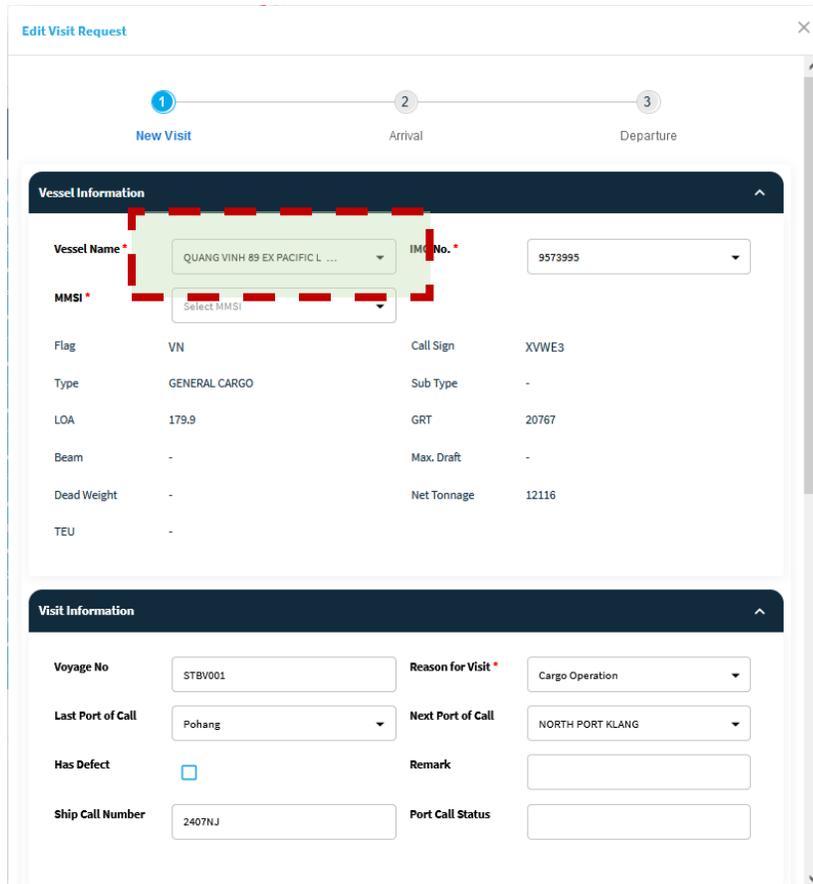


The screenshot shows the 'marine' system interface. At the top, there is a navigation bar with 'Console', 'Request', and 'Return' tabs. Below this is a search bar with 'Advance search' and a search input field. The main content area displays a table of vessel orders. The table has columns for 'Visit Number', 'Vessel', 'Company', 'Voyage No', and 'Reason'. The first row is highlighted in blue and has an 'EDIT' button (pencil icon) highlighted with a red box. Below the table, there are two summary rows: 'Arrival' and 'Departure'. At the bottom right, there is a pagination control showing '10 rows' and page numbers '1' and '2'.

Visit Number	Vessel	Company	Voyage No	Reason
2400130	POS LOGISTICS 2	ALTUS OIL & GAS MALAYSIA SDN BHD		Repair/Docking/Outfitting
2400129	MAERSK FLORENCE	MEDITERRANEAN SHIPPING, CO.		Cargo Operation
2400128	TEST VESSEL PARTICULAR 01	WAN HAI LINES (M) SDN. BHD	N208	Cargo Operation
2400127	TEST VESSEL PARTICULAR 01	WAN HAI LINES (M) SDN. BHD	N208	Cargo Operation
2400126	DALI	PSP MARINE (M) SDN BHD		Cargo Operation
2400125	FANFARE	ANCHOR MARINE SERVICES SDN BHD		Cargo Operation
2400124	VICTORIA KOSAN	ANCHOR MARINE SERVICES SDN BHD		Cargo Operation
2400123	AVENIR ADVANTAGE	GENALU FORWARDING AGENCY SDN BHD		STS Operation
2400122	MSC BANU III	ALTUS OIL & GAS MALAYSIA SDN BHD		Cargo Operation
2400121	WAN HAI 101		IB35236	Cargo Operation

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

# UPDATE ORDER - ARRIVAL



**Edit Visit Request**

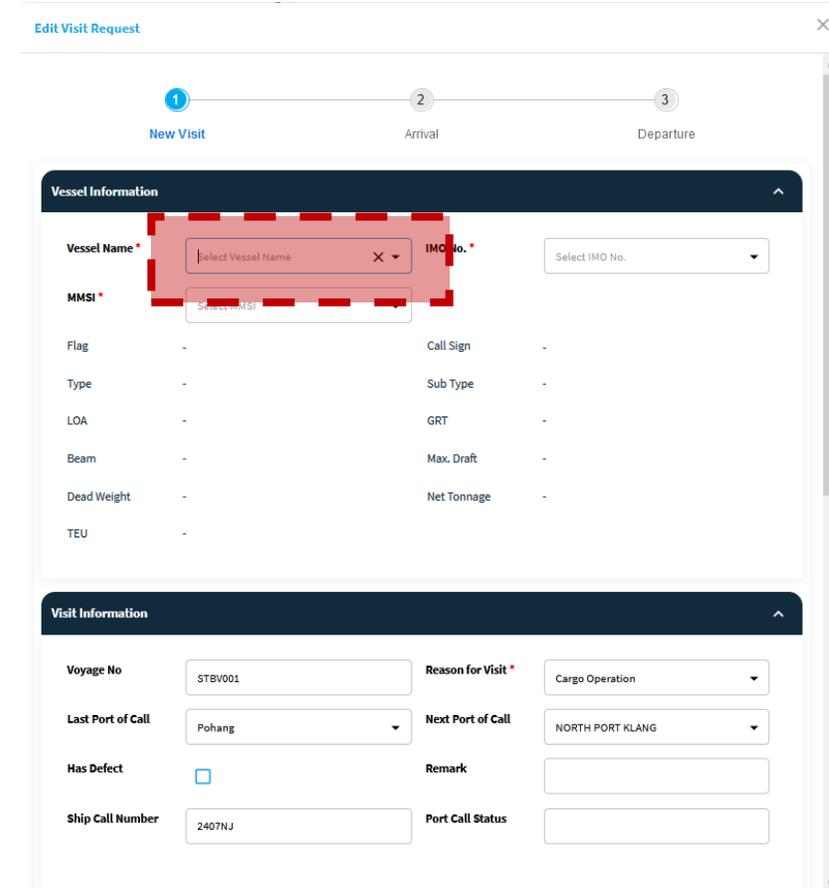
1 New Visit    2 Arrival    3 Departure

**Vessel Information**

Vessel Name *	QUANG VINH 89 EX PACIFIC L ...	IMO No. *	9573995
MMSI *	Select MMSI		
Flag	VN	Call Sign	XVWE3
Type	GENERAL CARGO	Sub Type	-
LOA	179.9	GRT	20767
Beam	-	Max. Draft	-
Dead Weight	-	Net Tonnage	12116
TEU	-		

**Visit Information**

Voyage No	STBV001	Reason for Visit *	Cargo Operation
Last Port of Call	Pohang	Next Port of Call	NORTH PORT KLANG
Has Defect	<input type="checkbox"/>	Remark	
Ship Call Number	2407NJ	Port Call Status	



**Edit Visit Request**

1 New Visit    2 Arrival    3 Departure

**Vessel Information**

Vessel Name *	Select Vessel Name X	IMO No. *	Select IMO No.
MMSI *	Select MMSI		
Flag	-	Call Sign	-
Type	-	Sub Type	-
LOA	-	GRT	-
Beam	-	Max. Draft	-
Dead Weight	-	Net Tonnage	-
TEU	-		

**Visit Information**

Voyage No	STBV001	Reason for Visit *	Cargo Operation
Last Port of Call	Pohang	Next Port of Call	NORTH PORT KLANG
Has Defect	<input type="checkbox"/>	Remark	
Ship Call Number	2407NJ	Port Call Status	

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

**Edit Arrival** [Close]

---

**Vessel Information**

Vessel Name *	IMO No.	Voyage No	Call Sign
POS LOGISTICS 2	9566851	-	9 MWZ 8
Reason for Visit	Last Port of Call	Next Port of Call	
REPAIR/DOCKING/OUTFITTING	HCM PORT	KLANG PORT	

---

**Arrival Movements**

**#1 Arrive To Berth**

Arrival From *	EASTERN BUOY	Arrival Pilot SRT	2024-04-01 18:30
Terminal		Arrival To	MMHE QUAY NO.1
Berthing Request			

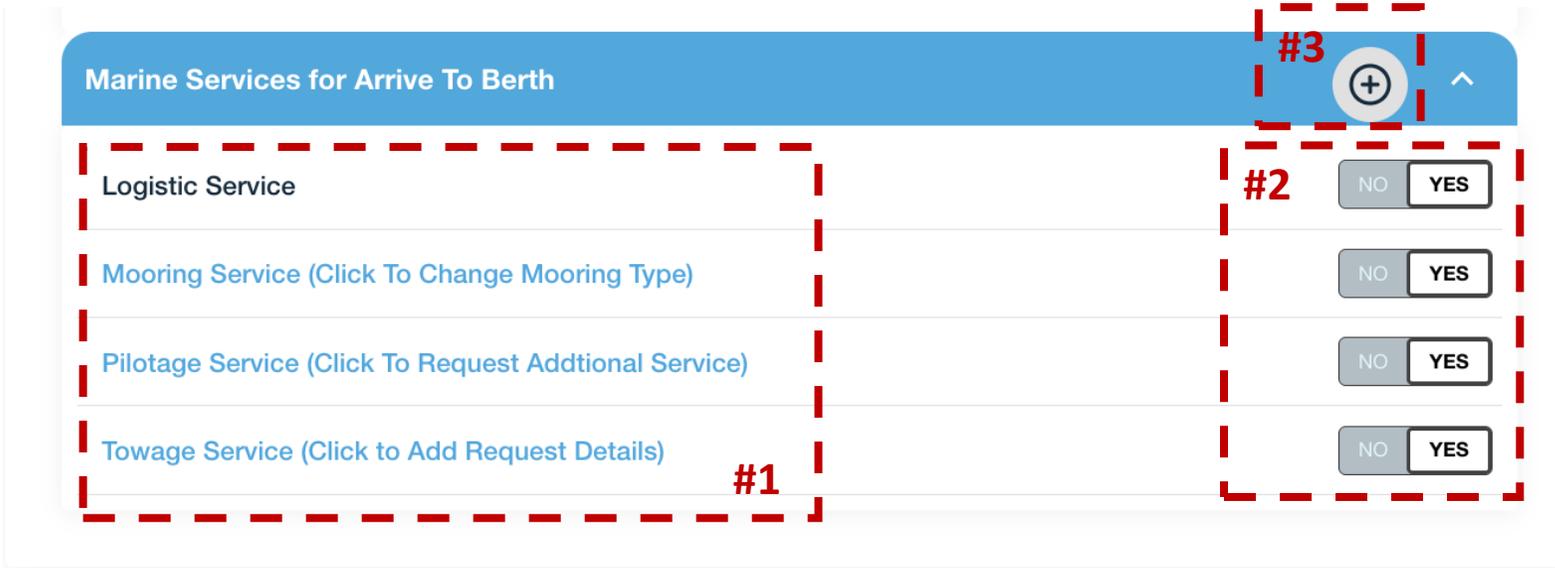
---

**#2 Marine Services for Arrive To Berth**

Logistic Service	NO	YES
Pilotage Service (Click To Request Additional Service)	NO	YES
Towage Service (Click to Add Request Details)	NO	YES

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

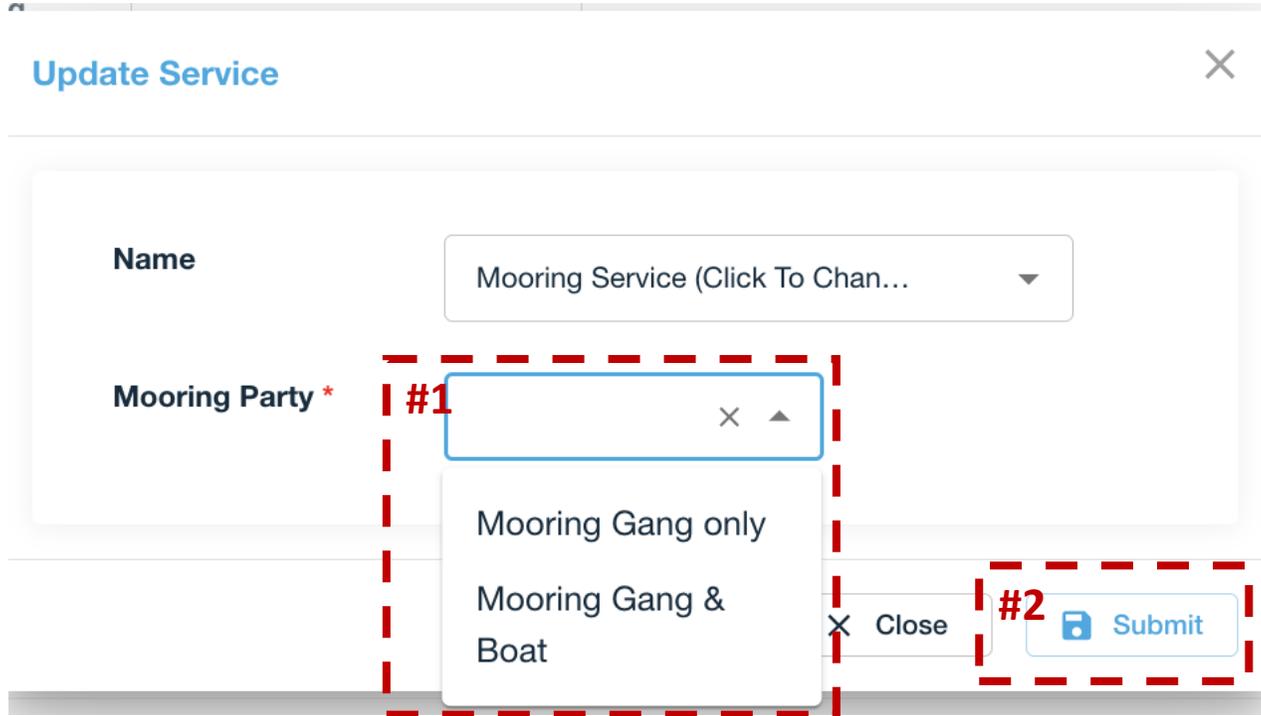
# UPDATE ORDER - ARRIVAL



Marine Services for Arrive To Berth	
Logistic Service	<input type="checkbox"/> NO <input type="checkbox"/> YES
Mooring Service (Click To Change Mooring Type)	<input type="checkbox"/> NO <input type="checkbox"/> YES
Pilotage Service (Click To Request Additional Service)	<input type="checkbox"/> NO <input type="checkbox"/> YES
Towage Service (Click to Add Request Details)	<input type="checkbox"/> NO <input type="checkbox"/> YES

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



**Update Service**

Name: Mooring Service (Click To Chan...)

Mooring Party \* **#1**

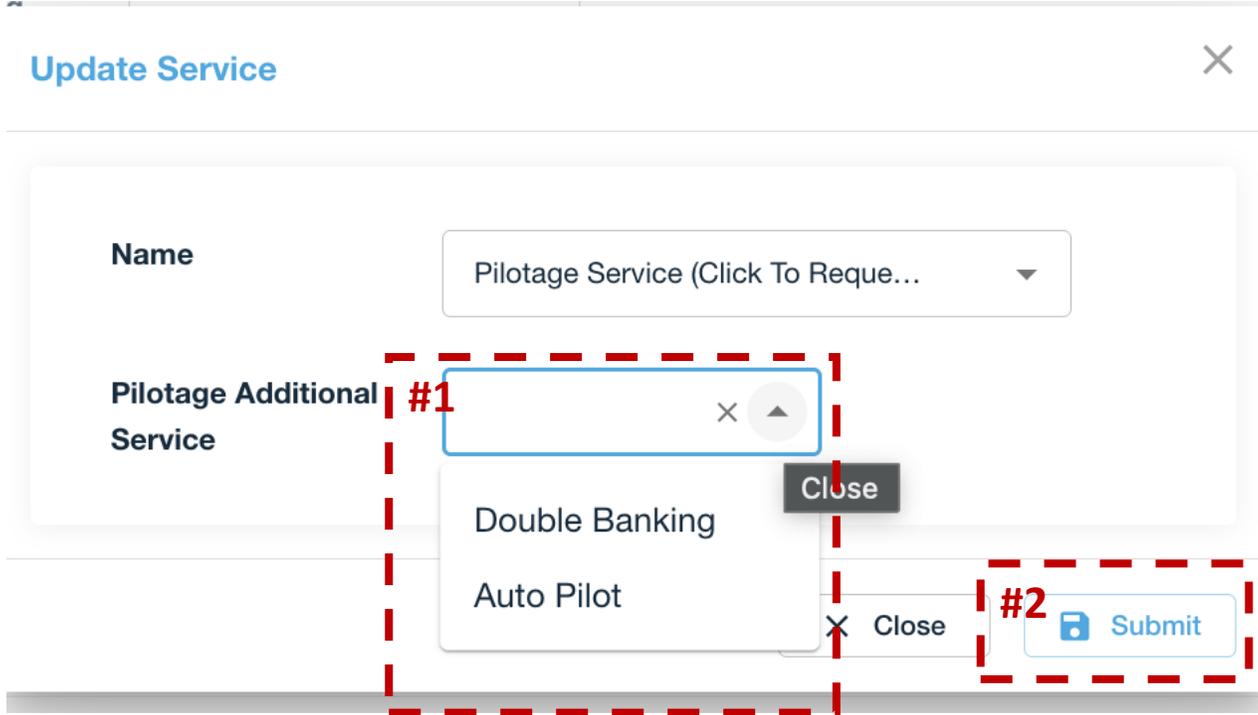
- Mooring Gang only
- Mooring Gang & Boat

Close **#2** Submit

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

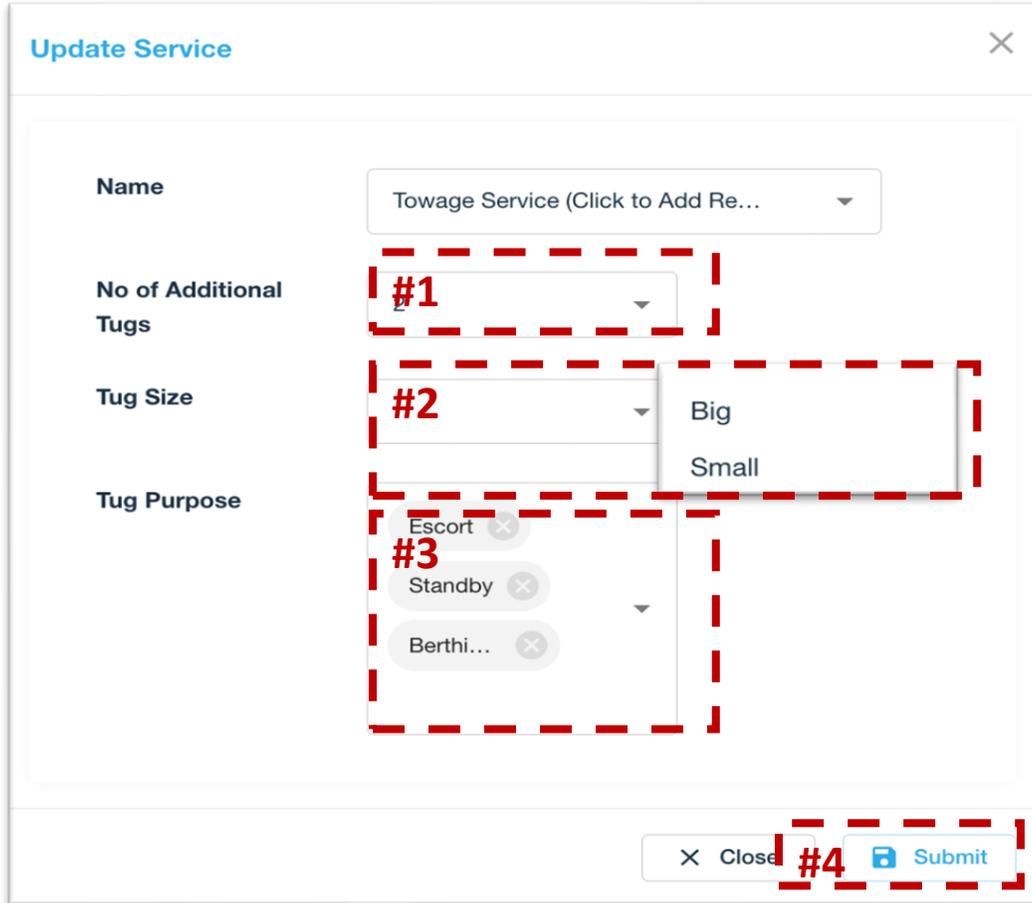


The screenshot shows a web form titled "Update Service". It has a "Name" field with a dropdown menu currently showing "Pilotage Service (Click To Reque...". Below this is a "Pilotage Additional Service" field with a dropdown menu open, showing two options: "Double Banking" and "Auto Pilot". A red dashed box labeled "#1" highlights the dropdown menu. A "Close" button is visible next to the dropdown. At the bottom right of the form, a "Submit" button is highlighted with a red dashed box labeled "#2".

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



The screenshot shows a web form titled "Update Service" with a close button in the top right corner. The form contains the following fields:

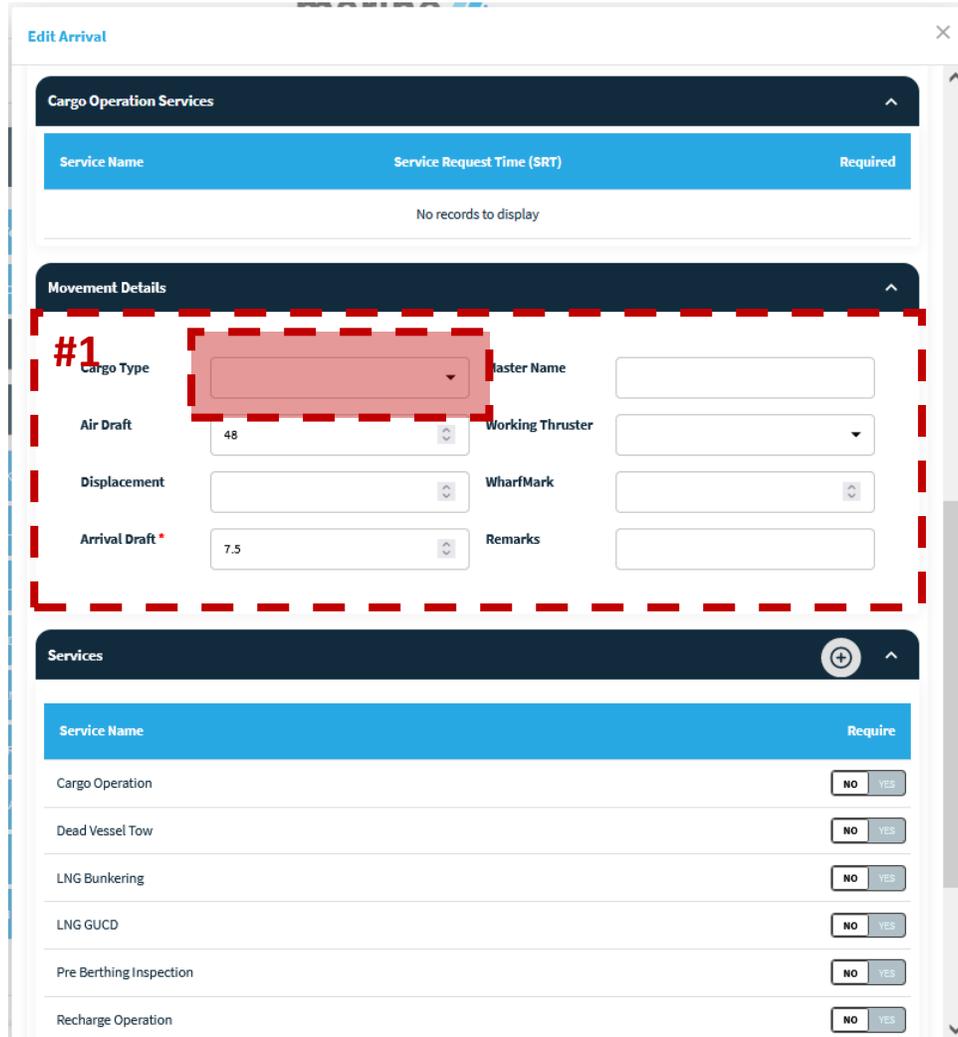
- Name:** A dropdown menu currently showing "Towage Service (Click to Add Re...)".
- No of Additional Tugs:** A dropdown menu with a red dashed box and "#1" next to it.
- Tug Size:** A dropdown menu with a red dashed box and "#2" next to it. The menu is open, showing "Big" and "Small" options.
- Tug Purpose:** A multi-select menu with a red dashed box and "#3" next to it. The selected options are "Escort", "Standby", and "Berthi...".

At the bottom of the form, there are two buttons: "Close" and "Submit". The "Submit" button is highlighted with a red dashed box and "#4".

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



**Edit Arrival**

**Cargo Operation Services**

Service Name	Service Request Time (SRT)	Required
No records to display		

**Movement Details**

#1

Cargo Type

Master Name

Air Draft  Working Thruster

Displacement  WharfMark

Arrival Draft  Remarks

**Services**

Service Name	Require
Cargo Operation	<input type="button" value="NO"/> <input type="button" value="YES"/>
Dead Vessel Tow	<input type="button" value="NO"/> <input type="button" value="YES"/>
LNG Bunkering	<input type="button" value="NO"/> <input type="button" value="YES"/>
LNG GUCD	<input type="button" value="NO"/> <input type="button" value="YES"/>
Pre Berthing Inspection	<input type="button" value="NO"/> <input type="button" value="YES"/>
Recharge Operation	<input type="button" value="NO"/> <input type="button" value="YES"/>

1. Scroll down and update movement details,  
**Cargo type is compulsory**

# UPDATE ORDER - ARRIVAL

### Movement Details

Cargo Type	<input type="text"/>	Master Name	<input type="text"/>
Air Draft	<input type="text"/>	Working Thruster	<input type="text"/>
Displacement	<input type="text"/>	WharfMark	<input type="text"/>
Arrival Draft *	<input type="text" value="#1"/>		

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

# UPDATE ORDER - ARRIVAL



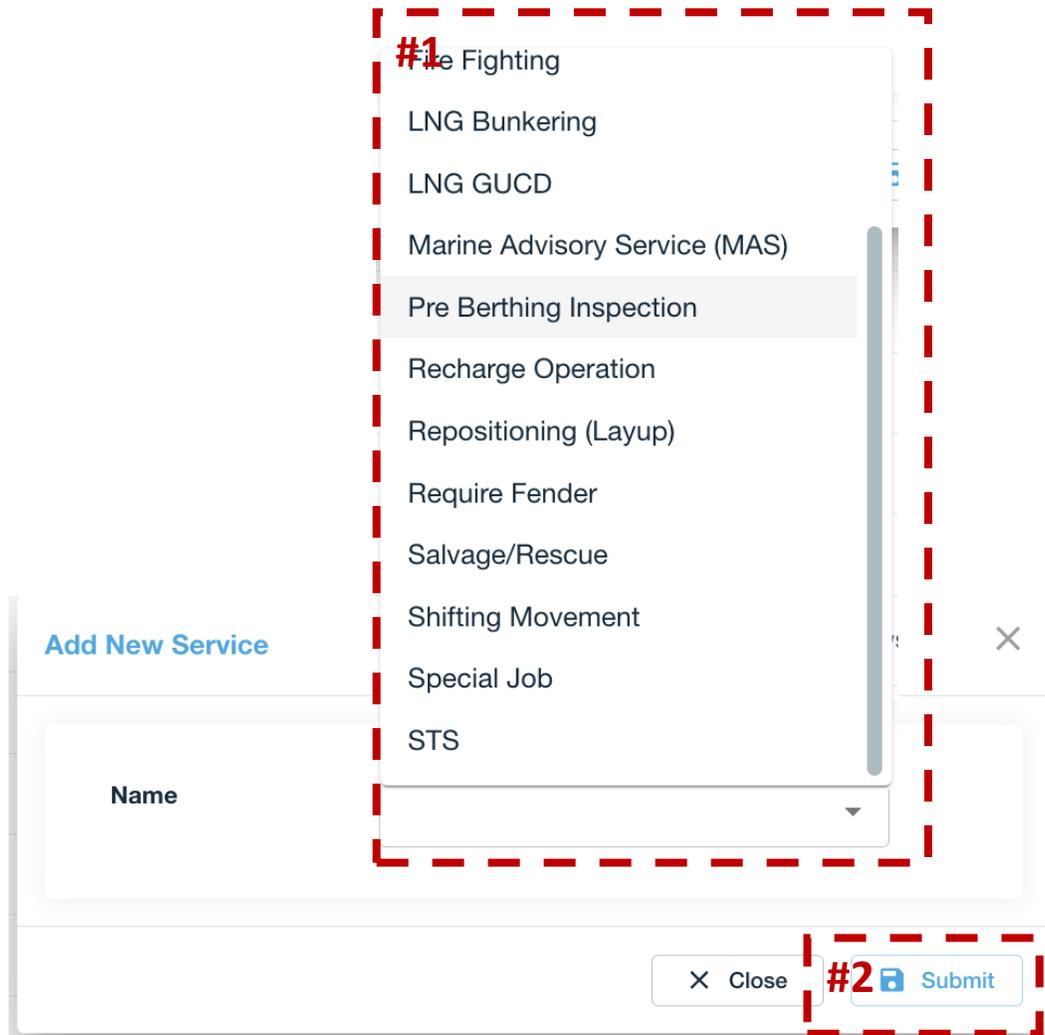
#1 Service Name	#2 Require
Cargo Operation	<input type="checkbox"/> NO <input type="checkbox"/> YES
Dead Vessel Tow	<input type="checkbox"/> NO <input type="checkbox"/> YES
FiFi Training	<input type="checkbox"/> NO <input type="checkbox"/> YES
Fire Fighting	<input type="checkbox"/> NO <input type="checkbox"/> YES
LNG Bunkering	<input type="checkbox"/> NO <input type="checkbox"/> YES
LNG GUCD	<input type="checkbox"/> NO <input type="checkbox"/> YES
Pre Berthing Inspection	<input type="checkbox"/> NO <input type="checkbox"/> YES
Recharge Operation	<input type="checkbox"/> NO <input type="checkbox"/> YES
Repositioning (Layup)	<input type="checkbox"/> NO <input type="checkbox"/> YES
Salvage/Rescue	<input type="checkbox"/> NO <input type="checkbox"/> YES

10 rows | 1 2

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**

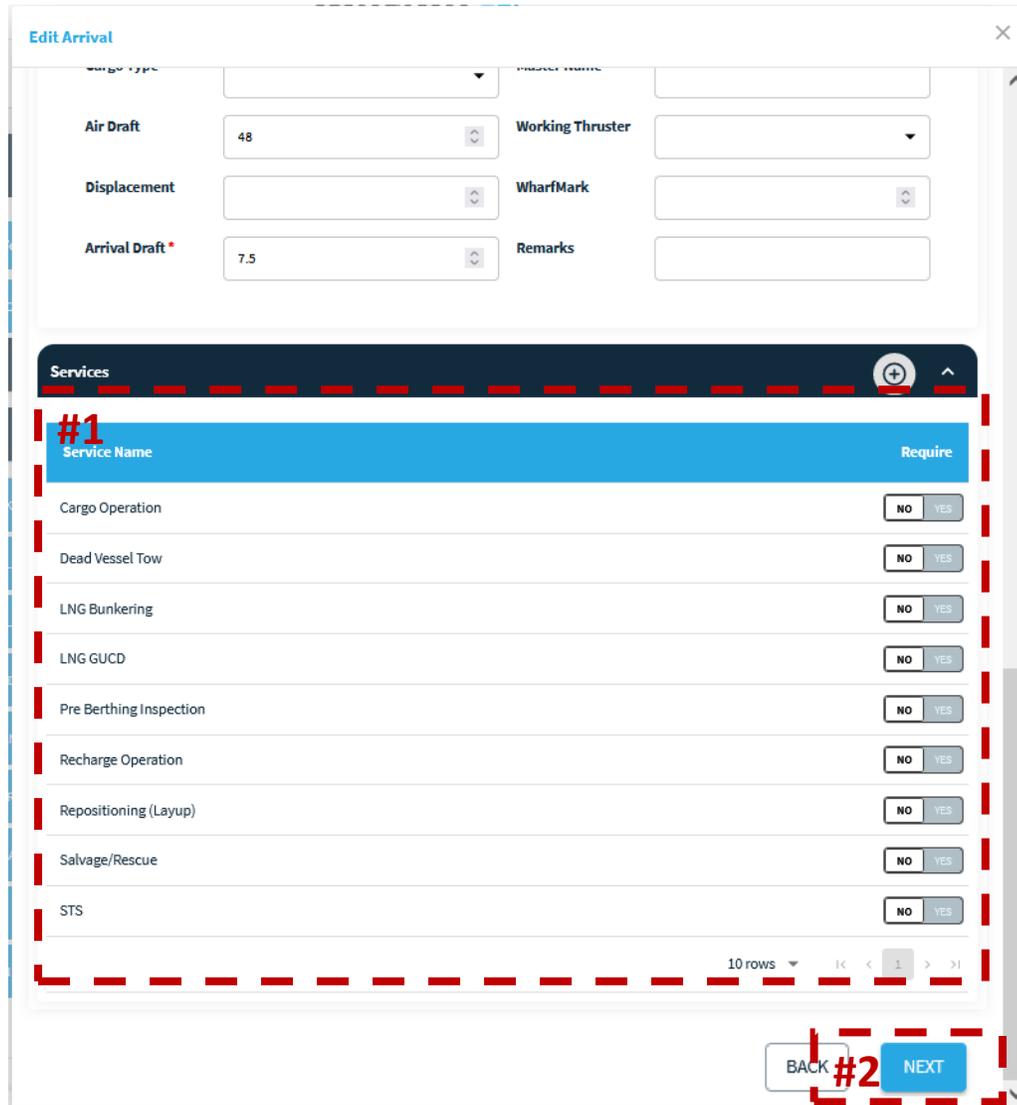
- Fire Fighting
- LNG Bunkering
- LNG GUCD
- Marine Advisory Service (MAS)
- Pre Berthing Inspection
- Recharge Operation
- Repositioning (Layup)
- Require Fender
- Salvage/Rescue
- Shifting Movement
- Special Job
- STS

**#2**

Close Submit

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

# UPDATE ORDER - ARRIVAL



**Edit Arrival**

Service Type:  Master Name:

Air Draft:  Working Thruster:

Displacement:  WharfMark:

Arrival Draft\*:  Remarks:

**Services**

Service Name	Require
Cargo Operation	<input type="button" value="NO"/> <input type="button" value="YES"/>
Dead Vessel Tow	<input type="button" value="NO"/> <input type="button" value="YES"/>
LNG Bunkering	<input type="button" value="NO"/> <input type="button" value="YES"/>
LNG GUCD	<input type="button" value="NO"/> <input type="button" value="YES"/>
Pre Berthing Inspection	<input type="button" value="NO"/> <input type="button" value="YES"/>
Recharge Operation	<input type="button" value="NO"/> <input type="button" value="YES"/>
Repositioning (Layup)	<input type="button" value="NO"/> <input type="button" value="YES"/>
Salvage/Rescue	<input type="button" value="NO"/> <input type="button" value="YES"/>
STS	<input type="button" value="NO"/> <input type="button" value="YES"/>

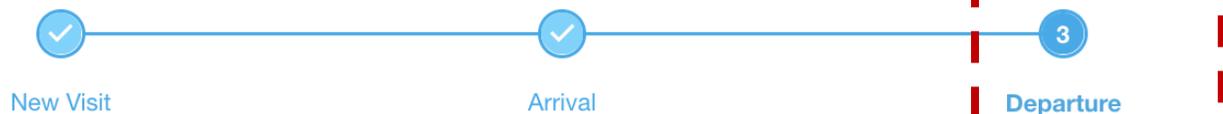
10 rows | < 1 >

**#2**

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

Create New Visit Request >



New Visit      Arrival      **#1**  
Departure

**Vessel Information** ^

<b>Vessel Name *</b> CASTOR	<b>IMO No.</b> 9812420	<b>Voyage No</b> -	<b>Call Sign</b> 9M2912
<b>Reason for Visit</b> CARGO OPERATION	<b>Last Port of Call</b> -	<b>Next Port of Call</b> -	

**Departure Movements** + ^

- To Anchorage
- To Sea

1. Navigate to departure

# UPDATE ORDER – DEPARTURE

### Departure Movements

#### #1 Departure To Sea

Pilot SRT \*  To \* EASTERN BUOY

Depart From \* CONTAINER TERMIN...

#### Marine Services for Departure To Sea

Logistic Service	NO YES
Mooring Service (Click To Change Mooring Type)	NO YES
Pilotage Service (Click To Request Additional Service)	NO YES
Towage Service (Click to Add Request Details)	NO YES

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

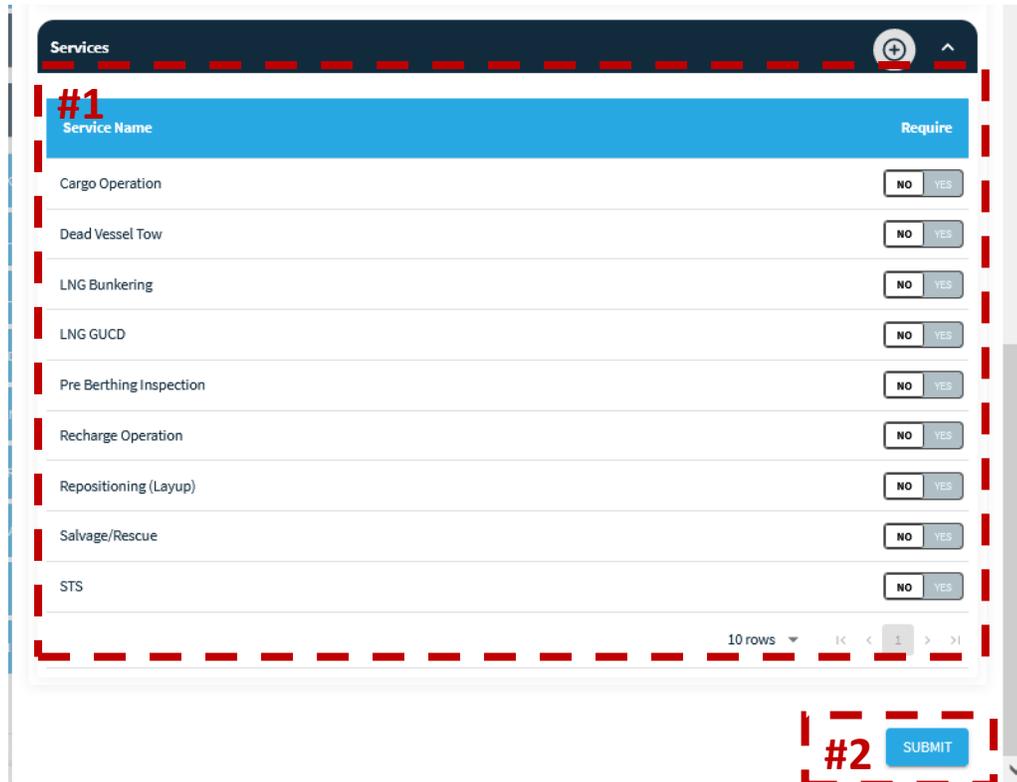
# UPDATE ORDER - DEPARTURE

**#1** Movement Details ^

Cargo Type	<input type="text"/>	Master Name	<input type="text"/>
Air Draft	<input type="text"/>	Working Thruster	<input type="text"/>
Displacement	<input type="text"/>	Loaded Draft	<input type="text"/>

1. Enter movement details, **Cargo type is compulsory**

# UPDATE ORDER - DEPARTURE



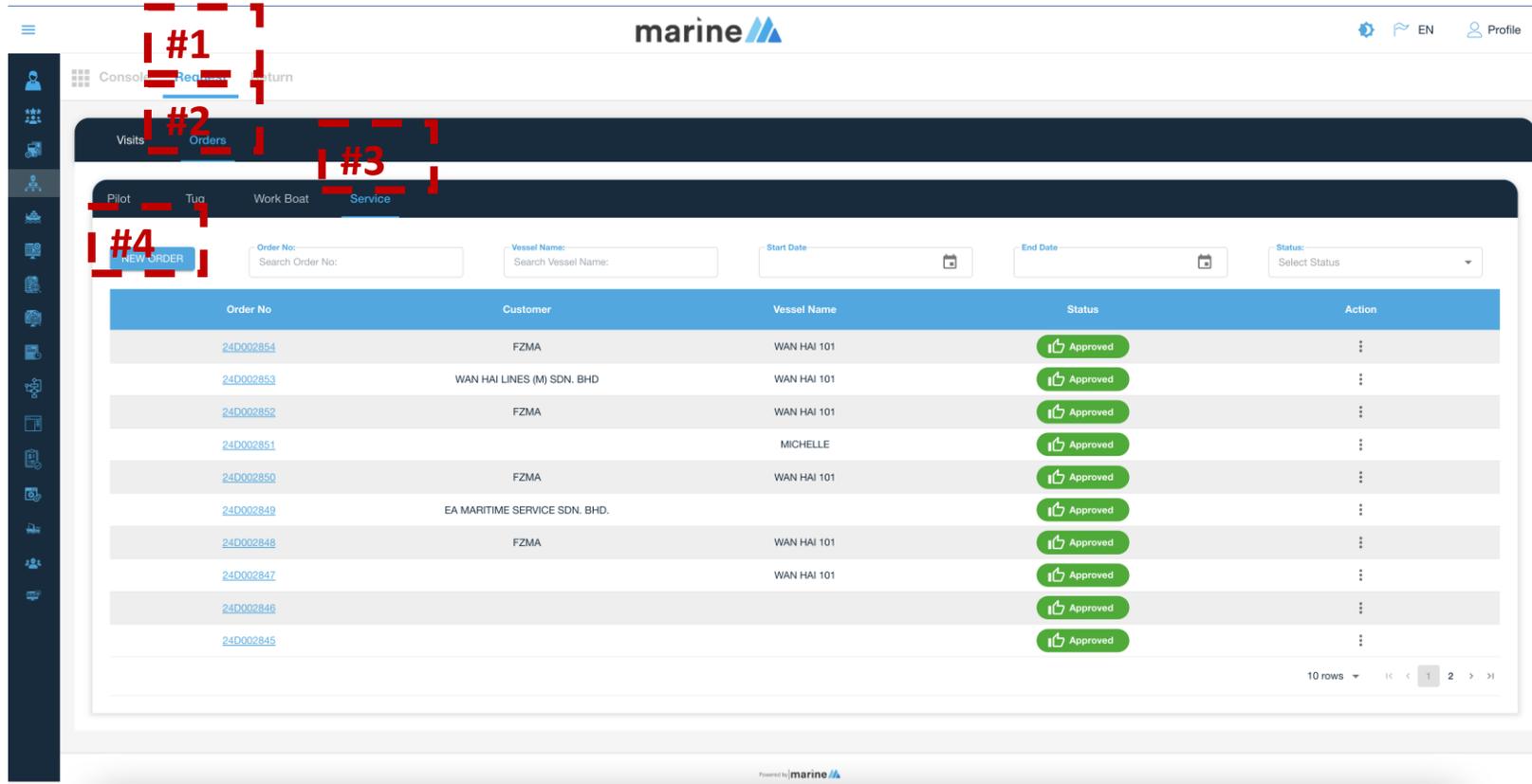
#1 Service Name	Require
Cargo Operation	<input type="radio"/> NO <input type="radio"/> YES
Dead Vessel Tow	<input type="radio"/> NO <input type="radio"/> YES
LNG Bunkering	<input type="radio"/> NO <input type="radio"/> YES
LNG GUCD	<input type="radio"/> NO <input type="radio"/> YES
Pre Berthing Inspection	<input type="radio"/> NO <input type="radio"/> YES
Recharge Operation	<input type="radio"/> NO <input type="radio"/> YES
Repositioning (Layup)	<input type="radio"/> NO <input type="radio"/> YES
Salvage/Rescue	<input type="radio"/> NO <input type="radio"/> YES
STS	<input type="radio"/> NO <input type="radio"/> YES

10 rows < 1 >

#2 SUBMIT

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



The screenshot shows the 'marine' portal interface. The top navigation bar includes 'Consolidation', 'Request', and 'Return'. The main content area has tabs for 'Visits', 'Orders', and 'Service'. Below these are sub-tabs for 'Pilot', 'Tug', 'Work Boat', and 'Service'. A 'NEW ORDER' button is highlighted with a red dashed box and labeled '#4'. Above the button are search fields for 'Order No.', 'Vessel Name', 'Start Date', 'End Date', and a 'Status' dropdown menu. The main area contains a table of existing orders with columns for Order No., Customer, Vessel Name, Status, and Action. The table lists 10 rows of approved orders. A red dashed box labeled '#1' is around the 'REQUEST' tab, '#2' is around the 'Orders' tab, and '#3' is around the 'Service' sub-tab.

Order No	Customer	Vessel Name	Status	Action
24D002854	FZMA	WAN HAI 101	Approved	⋮
24D002853	WAN HAI LINES (M) SDN. BHD	WAN HAI 101	Approved	⋮
24D002852	FZMA	WAN HAI 101	Approved	⋮
24D002851		MICHELLE	Approved	⋮
24D002850	FZMA	WAN HAI 101	Approved	⋮
24D002849	EA MARITIME SERVICE SDN. BHD.		Approved	⋮
24D002848	FZMA	WAN HAI 101	Approved	⋮
24D002847		WAN HAI 101	Approved	⋮
24D002846			Approved	⋮
24D002845			Approved	⋮

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

Service Orders ×

**Vessel Information** ^

Vessel Name *	APOLLO FIRST		
Flag	PA	Call Sign	3E2170
Type	BULK CARRIER	Sub Type	-
LOA	119.4	GRT	9951
Beam	0		

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

# CREATE ORDER – NON JPVC

Service Orders ×

**Order Detail** ^

**#1**

From \* SEA (EAST) To \* BT01 (DG JETTY 4)

SRT \* 2024-04-25 15:08 Type \* MARINE ADVISORY SERVICE: ×

**Marine Service Request** + ^

**#2**

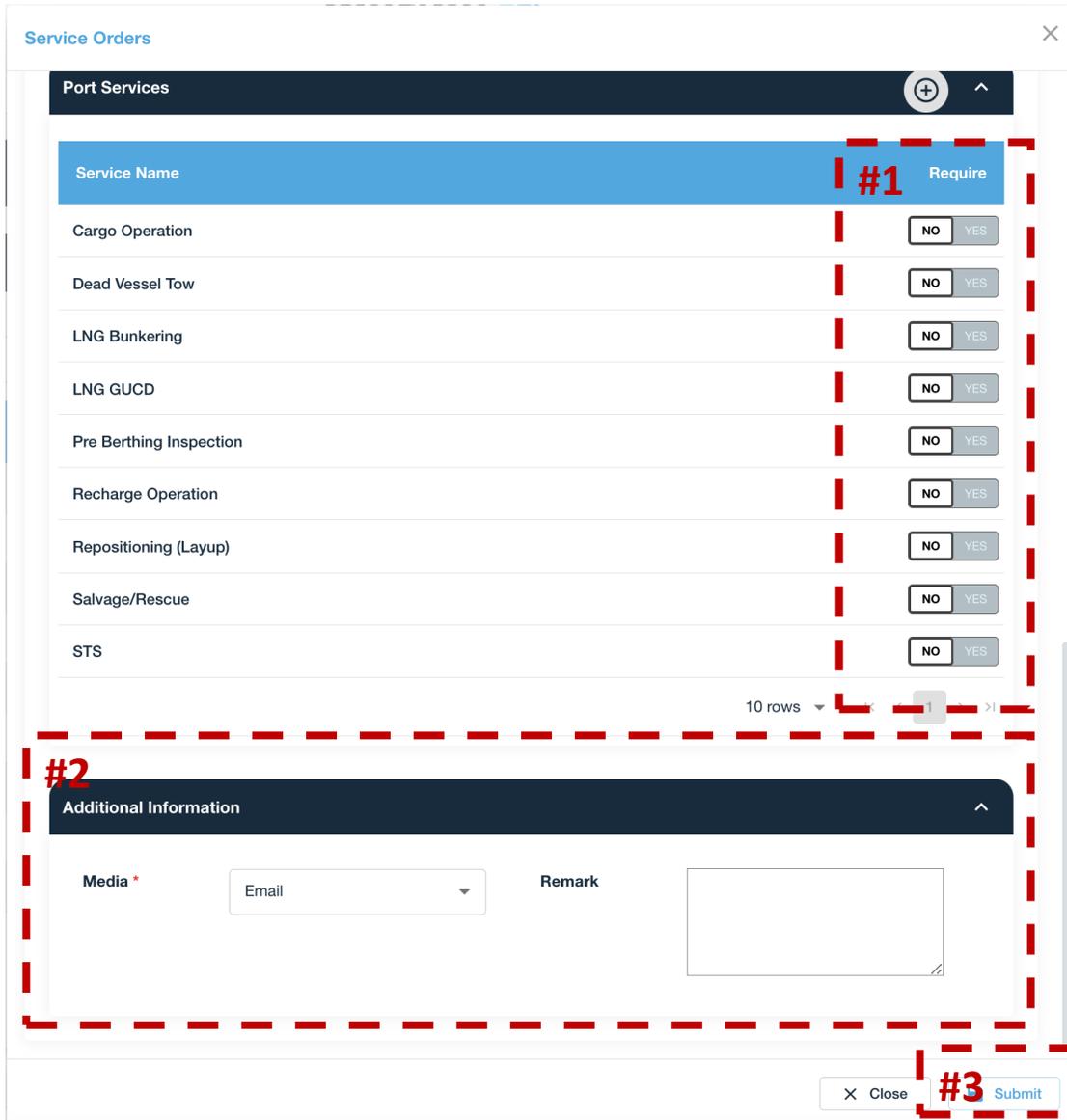
Logistic Service  NO  YES

Pilotage Service (Click To Request Additional Service)  NO  YES

Towage Service (Click to Add Request Details)  NO  YES

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



The screenshot shows a 'Service Orders' form with a 'Port Services' section and an 'Additional Information' section. The 'Port Services' section is a table with columns for 'Service Name' and 'Require'. The 'Additional Information' section has fields for 'Media' and 'Remark'. The 'Submit' button is highlighted with a red dashed box and a '#3' label.

Service Name	Require
Cargo Operation	<input type="checkbox"/> NO <input type="checkbox"/> YES
Dead Vessel Tow	<input type="checkbox"/> NO <input type="checkbox"/> YES
LNG Bunkering	<input type="checkbox"/> NO <input type="checkbox"/> YES
LNG GUCD	<input type="checkbox"/> NO <input type="checkbox"/> YES
Pre Berthing Inspection	<input type="checkbox"/> NO <input type="checkbox"/> YES
Recharge Operation	<input type="checkbox"/> NO <input type="checkbox"/> YES
Repositioning (Layup)	<input type="checkbox"/> NO <input type="checkbox"/> YES
Salvage/Rescue	<input type="checkbox"/> NO <input type="checkbox"/> YES
STS	<input type="checkbox"/> NO <input type="checkbox"/> YES

10 rows

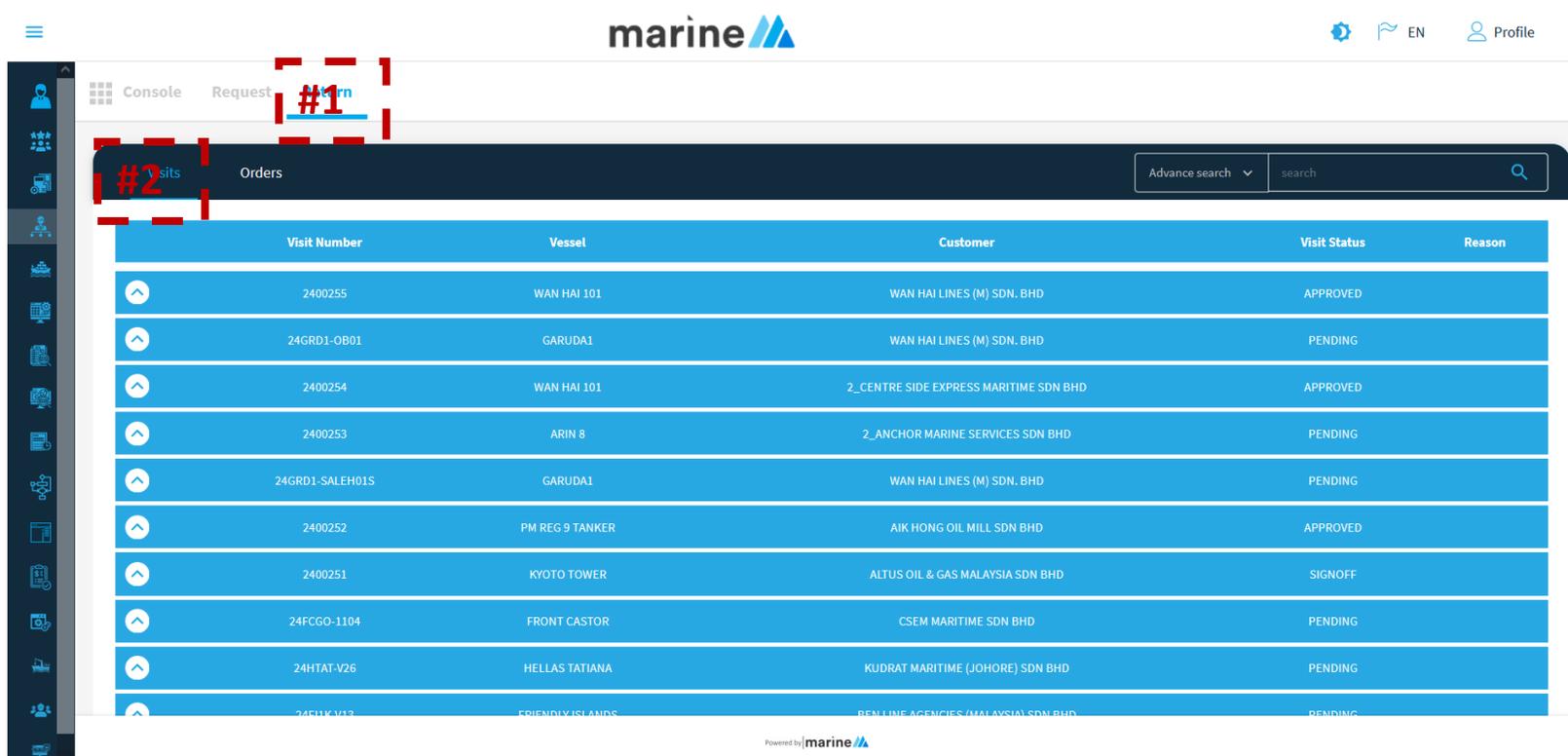
**#2** Additional Information

Media \*  Remark

**#3**

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

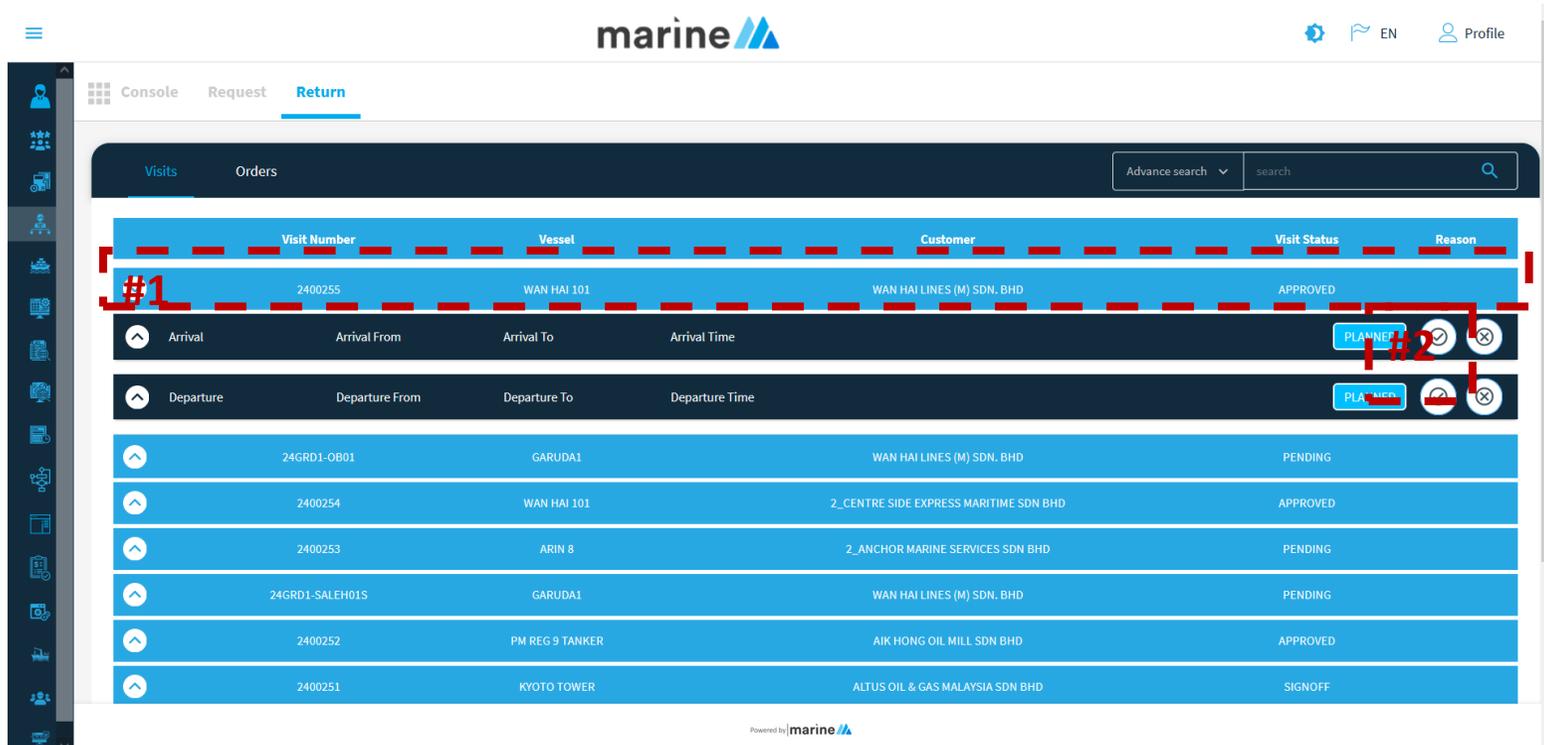


The screenshot shows the 'marine' portal interface. At the top, there are navigation tabs for 'Console' and 'Request'. The 'Request' tab is highlighted with a red dashed box and labeled '#1'. Below the navigation, there is a search bar and a section labeled 'Orders' with a red dashed box and label '#2'. The 'Orders' section contains a table with the following data:

Visit Number	Vessel	Customer	Visit Status	Reason
2400255	WAN HAI 101	WAN HAI LINES (M) SDN. BHD	APPROVED	
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400254	WAN HAI 101	2_CENTRE SIDE EXPRESS MARITIME SDN BHD	APPROVED	
2400253	ARIIN 8	2_ANCHOR MARINE SERVICES SDN BHD	PENDING	
24GRD1-SALEH01S	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400252	PM REG 9 TANKER	AIK HONG OIL MILL SDN BHD	APPROVED	
2400251	KYOTO TOWER	ALTUS OIL & GAS MALAYSIA SDN BHD	SIGNOFF	
24FCGO-1104	FRONT CASTOR	CSEM MARITIME SDN BHD	PENDING	
24HTAT-V26	HELLAS TATIANA	KUDRAT MARITIME (JOHORE) SDN BHD	PENDING	
24CHLY-V13	FRIENDLY ISLANDS	REN LINE AGENCIES (MALAYSIA) SDN BHD	PENDING	

1. Navigate to “Return” to view status and approve movement
2. Navigate to “VISITS” to view all JPVC order

# CONFIRM ORDER

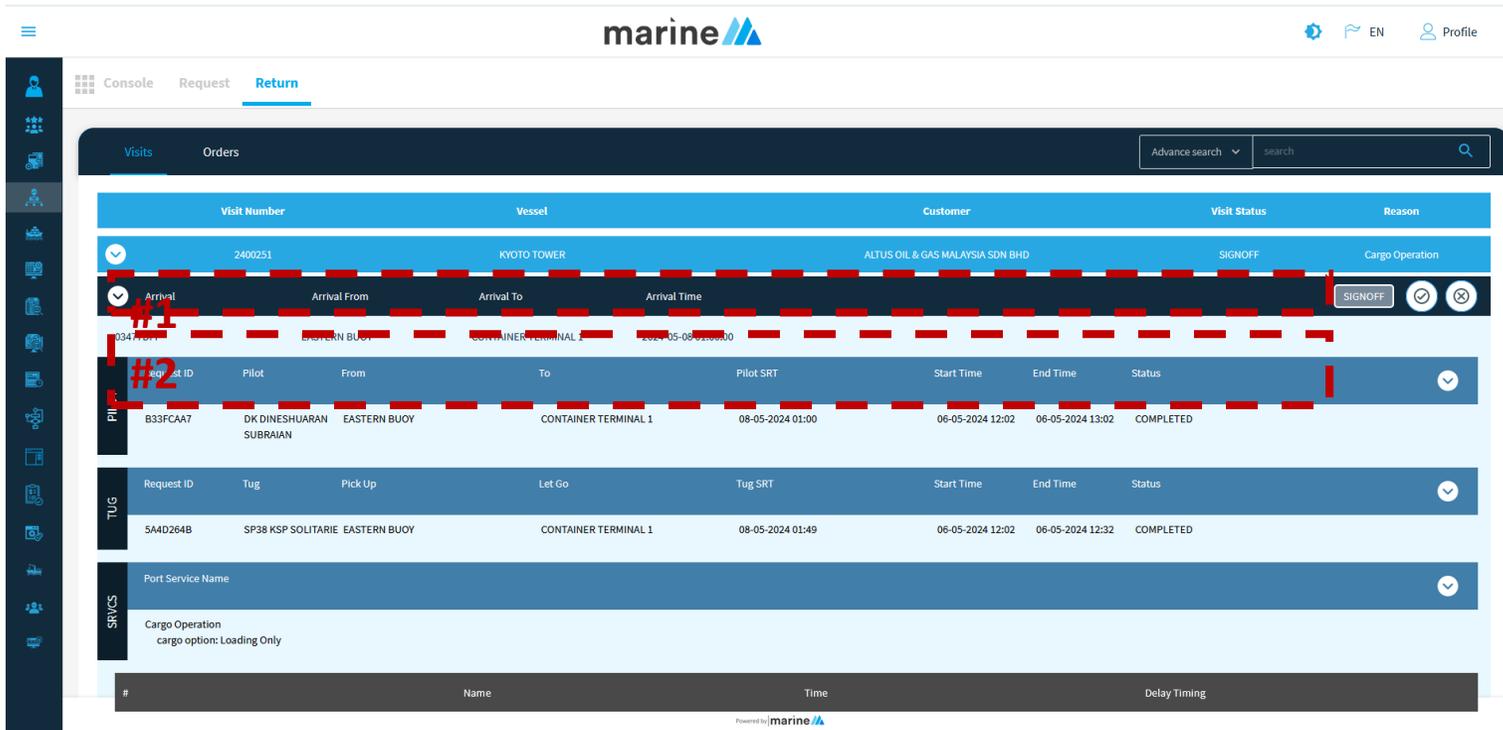


The screenshot shows the 'marine' software interface. The top navigation bar includes 'Console', 'Request', and 'Return'. The main content area has a 'Visits' tab selected. A search bar is present with 'Advance search' and a search input field. Below the search bar is a table of visits with columns: Visit Number, Vessel, Customer, Visit Status, and Reason. The first row is highlighted with a red dashed box and labeled '#1'. The second row is also highlighted with a red dashed box and labeled '#2'. Below the table, there are sections for 'Arrival' and 'Departure' with columns: Arrival From, Arrival To, Arrival Time, and Departure From, Departure To, Departure Time. The 'Arrival' section has a 'PLANNER' button and a checkmark icon. The 'Departure' section has a 'PLANNER' button and a checkmark icon. The table below shows several rows of visit data.

Visit Number	Vessel	Customer	Visit Status	Reason
2400255	WAN HAI 101	WAN HAI LINES (M) SDN. BHD	APPROVED	
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400254	WAN HAI 101	2_CENTRE SIDE EXPRESS MARITIME SDN BHD	APPROVED	
2400253	ARIN 8	2_ANCHOR MARINE SERVICES SDN BHD	PENDING	
24GRD1-SALEH01S	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400252	PM REG 9 TANKER	AIK HONG OIL MILL SDN BHD	APPROVED	
2400251	KYOTO TOWER	ALTUS OIL & GAS MALAYSIA SDN BHD	SIGNOFF	

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



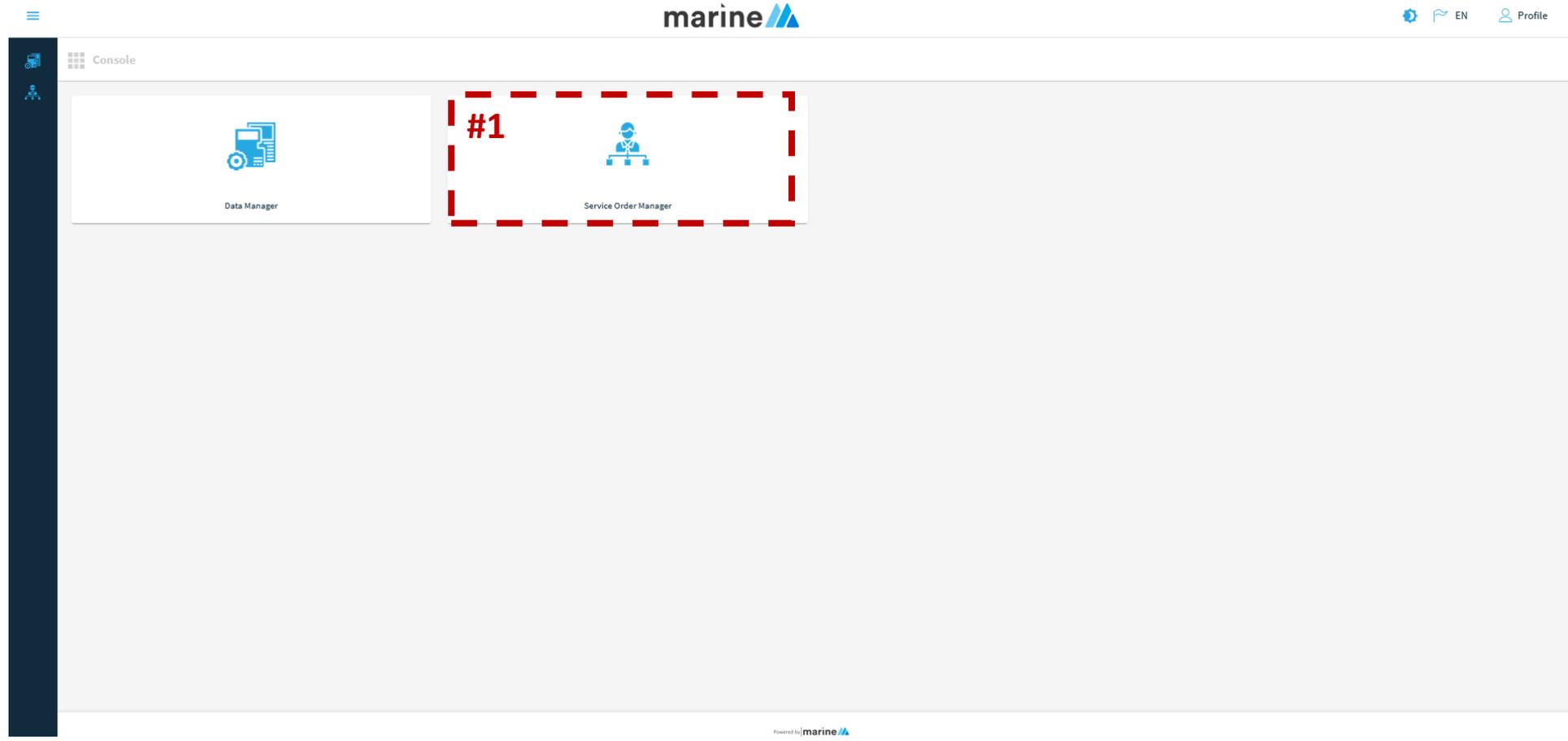
The screenshot shows the 'Return' order monitoring interface. The main table displays the following data:

Visit Number	Vessel	Customer	Visit Status	Reason
2400251	KYOTO TOWER	ALTUS OIL & GAS MALAYSIA SDN BHD	SIGNOFF	Cargo Operation

Below this, there are sections for 'Arrival', 'PILOT', 'TUG', and 'SRVCS'. The 'Arrival' section shows a table with columns: Arrival From, Arrival To, Arrival Time, and a 'SIGNOFF' button. The 'PILOT' section shows a table with columns: Request ID, Pilot, From, To, Pilot SRT, Start Time, End Time, and Status. The 'TUG' section shows a table with columns: Request ID, Tug, Pick Up, Let Go, Tug SRT, Start Time, End Time, and Status. The 'SRVCS' section shows 'Port Service Name' and 'Cargo Operation' with 'cargo option: Loading Only'.

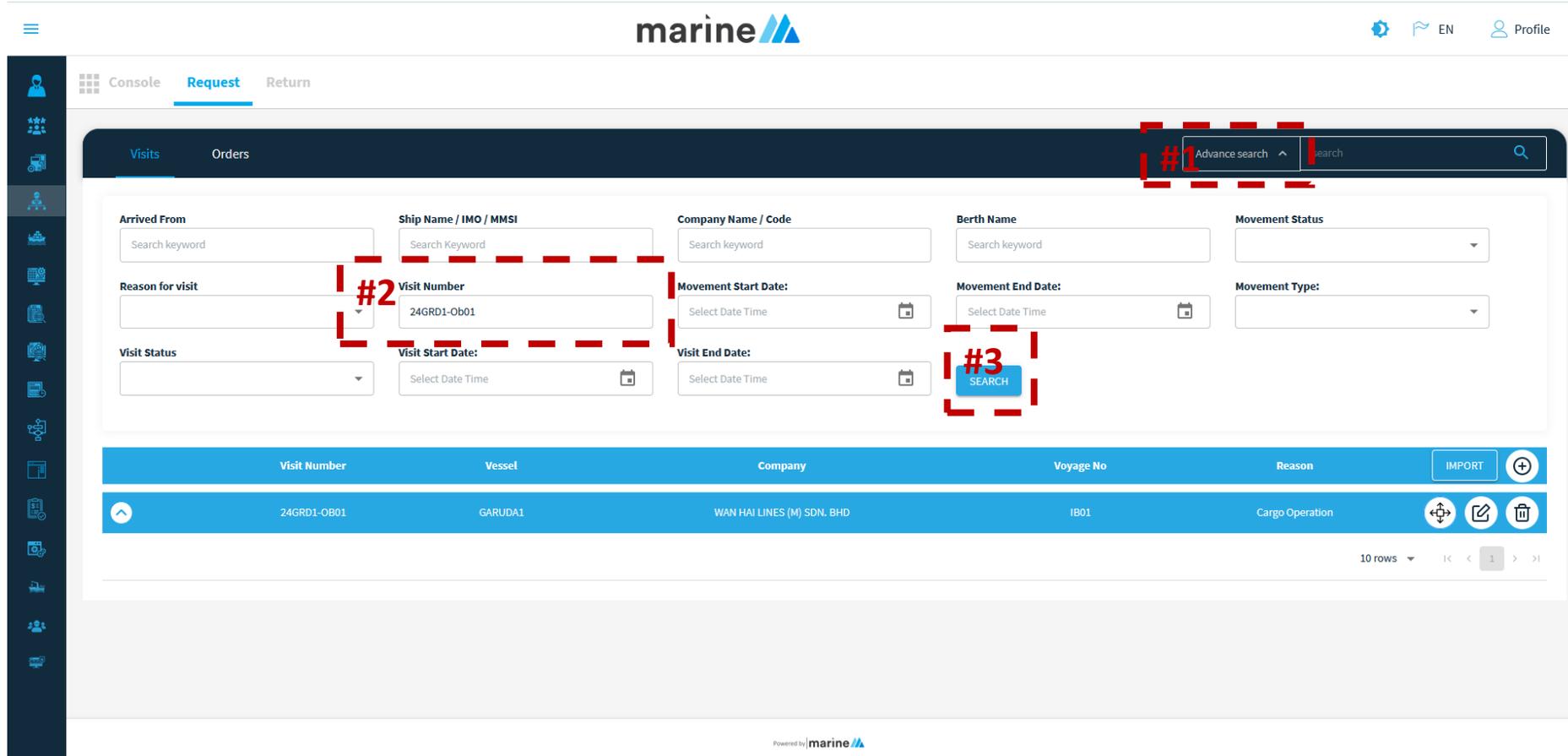
1. Click on the movement to show movement status
2. Click on resource (ex: pilot) to show pilot job status, user can see pilot name and real time job status

# ADDING ADDITIONAL MOVEMENT



1. Navigate to SERVICE ORDER MANAGER

# SEARCH ORDER



marine

Console Request Return

Visits Orders

Advance search search

Arrived From Search keyword

Ship Name / IMO / MMSI Search Keyword

Company Name / Code Search keyword

Berth Name Search keyword

Movement Status

Reason for visit

Visit Number 24GRD1-Ob01

Movement Start Date Select Date Time

Movement End Date Select Date Time

Movement Type

Visit Status

Visit Start Date Select Date Time

Visit End Date Select Date Time

SEARCH

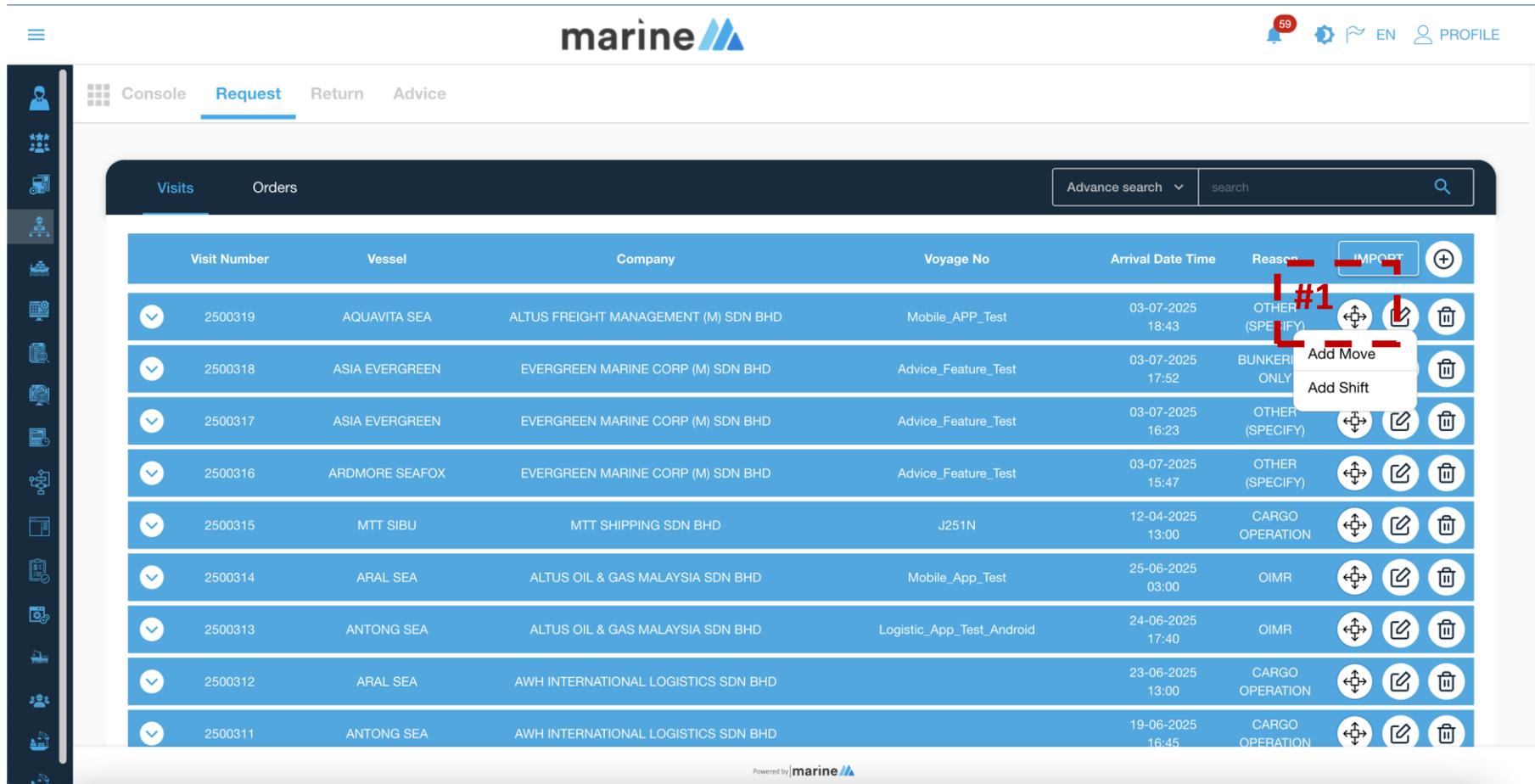
Visit Number	Vessel	Company	Voyage No	Reason	IMPORT
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	IB01	Cargo Operation	

10 rows 1

Powered by marine

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

# ADD MOVE/SHIFT



The screenshot shows the 'marine' system interface. At the top, there's a navigation bar with 'Console', 'Request', 'Return', and 'Advice'. Below this, there's a 'Visits' tab and a search bar. The main content is a table with columns: Visit Number, Vessel, Company, Voyage No, Arrival Date Time, Reason, and an 'IMPORT' button. A red box highlights the 'IMPORT' button and the 'Add Move'/'Add Shift' options in the context menu for the first row. A red '#1' is also present near the context menu.

Visit Number	Vessel	Company	Voyage No	Arrival Date Time	Reason	IMPORT
2500319	AQUAVITA SEA	ALTUS FREIGHT MANAGEMENT (M) SDN BHD	Mobile_APP_Test	03-07-2025 18:43	OTHER (SPECIFY)	IMPORT
2500318	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 17:52	BUNKER ONLY	IMPORT
2500317	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 16:23	OTHER (SPECIFY)	IMPORT
2500316	ARDMORE SEAFOX	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 15:47	OTHER (SPECIFY)	IMPORT
2500315	MTT SIBU	MTT SHIPPING SDN BHD	J251N	12-04-2025 13:00	CARGO OPERATION	IMPORT
2500314	ARAL SEA	ALTUS OIL & GAS MALAYSIA SDN BHD	Mobile_App_Test	25-06-2025 03:00	OIMR	IMPORT
2500313	ANTONG SEA	ALTUS OIL & GAS MALAYSIA SDN BHD	Logistic_App_Test_Android	24-06-2025 17:40	OIMR	IMPORT
2500312	ARAL SEA	AWH INTERNATIONAL LOGISTICS SDN BHD		23-06-2025 13:00	CARGO OPERATION	IMPORT
2500311	ANTONG SEA	AWH INTERNATIONAL LOGISTICS SDN BHD		19-06-2025 16:45	CARGO OPERATION	IMPORT

1. Click on  button to add Move or Shift  
Move : able to select all location within port (including anchorage, boarding ground, sea, etc.)  
Shift : able to select only berth or jetty type location

# ADD MOVE/SHIFT

Move Request

**Vessel Information**

Vessel Name AQUAVITA SEA	IMO No.* 9855551	Voyage No.* Mobile_APP_Test	Flag State of Vessel PH
Call Sign DYBX	Reason for Visit Other (Specify)	Last port of call -	Next port of call -

**Move**

**#1**

From \* GENERAL PURPOSE A... To \* CONTAINER TERMINA...

Arrival Pilot SRT \* 2025-07-04 10:00

**Marine Services for Shift Movement**

**#2**

Logistic Service	-	NO YES
Mooring Service (Click To Change Mooring Type)	-	NO YES
Pilotage Service (Click To Request Additional Service)	-	NO YES
Towage Service (Click to Add Request Details)	-	NO YES

**Cargo Operation Services**

Close Submit

1. Enter location and SRT details
2. Based on selected location the system will assign mandatory marine services
3. Scroll down to enter additional details

# ADD MOVE/SHIFT

Move Request ×

### Cargo Operation Services

Service Name	Service Request Time (SRT)	Required
No records to display		

### Movement Details

WharfMark <b>#1</b>	<input type="text"/>	Cargo Type	General Cargo
Movement Height	<input type="text"/>	Displacement	<input type="text"/>
Loaded Draft	7	Master Name	Capt. Michael
Working Thruster	<input type="text"/>	Remarks	<input type="text"/>
Shift Distance	<input type="text"/>		

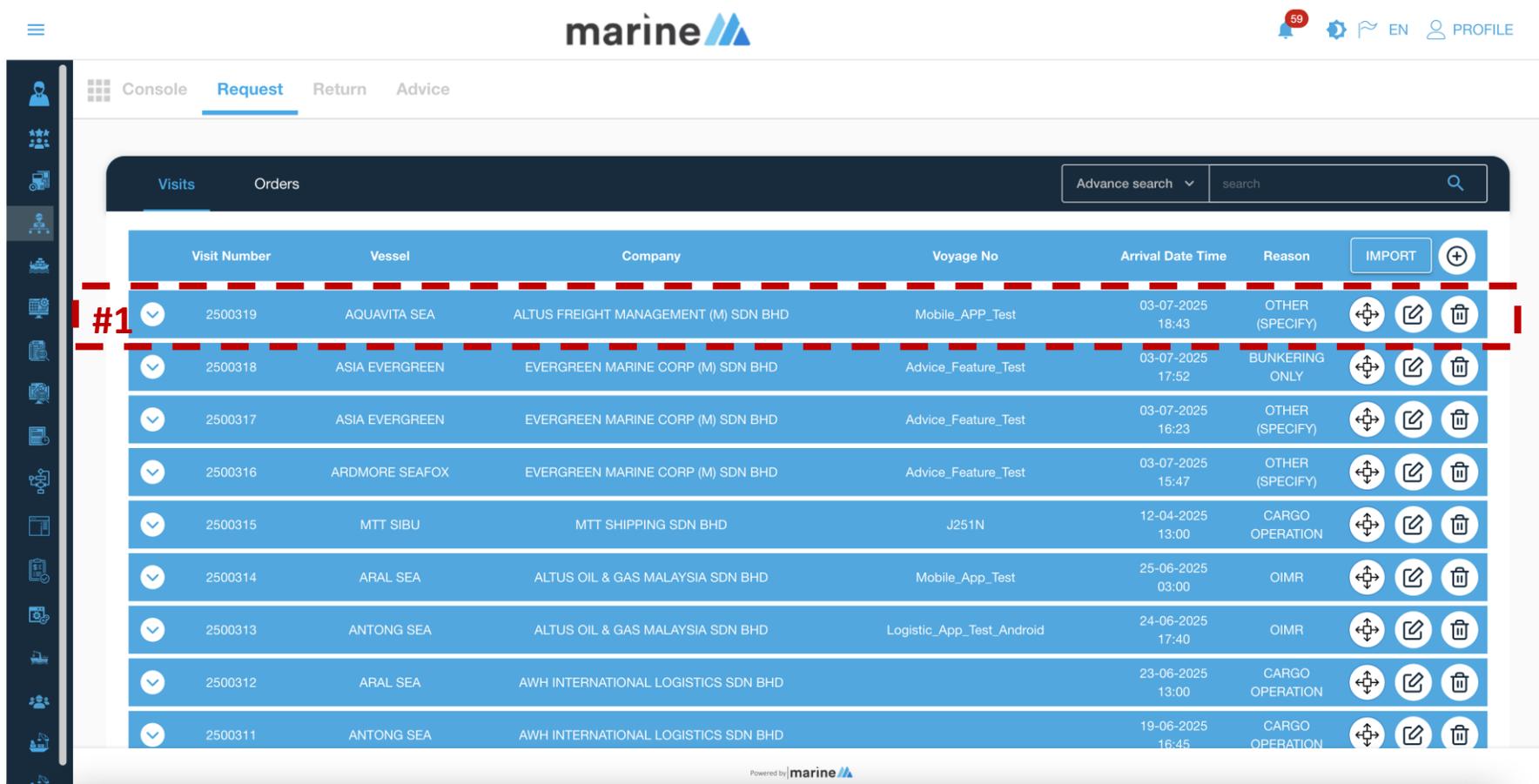
### Services

Service Name	Required
<b>#2</b> Cargo Operation	<input type="checkbox"/> NO <input type="checkbox"/> YES
Dead Vessel Tow	<input type="checkbox"/> NO <input type="checkbox"/> YES
LNG Bunkering	<input type="checkbox"/> NO <input type="checkbox"/> YES
LNG GUCD	<input type="checkbox"/> NO <input type="checkbox"/> YES
Pre Berthing Inspection	<input type="checkbox"/> NO <input type="checkbox"/> YES
Recharge Operation	<input type="checkbox"/> NO <input type="checkbox"/> YES

**#3**

1. Enter movement details, loaded draft is a mandatory information
2. Add additional port services, click on  button to display and add more port service not listed in the list
3. Click on SUBMIT to save changes

# UPDATE ORDER

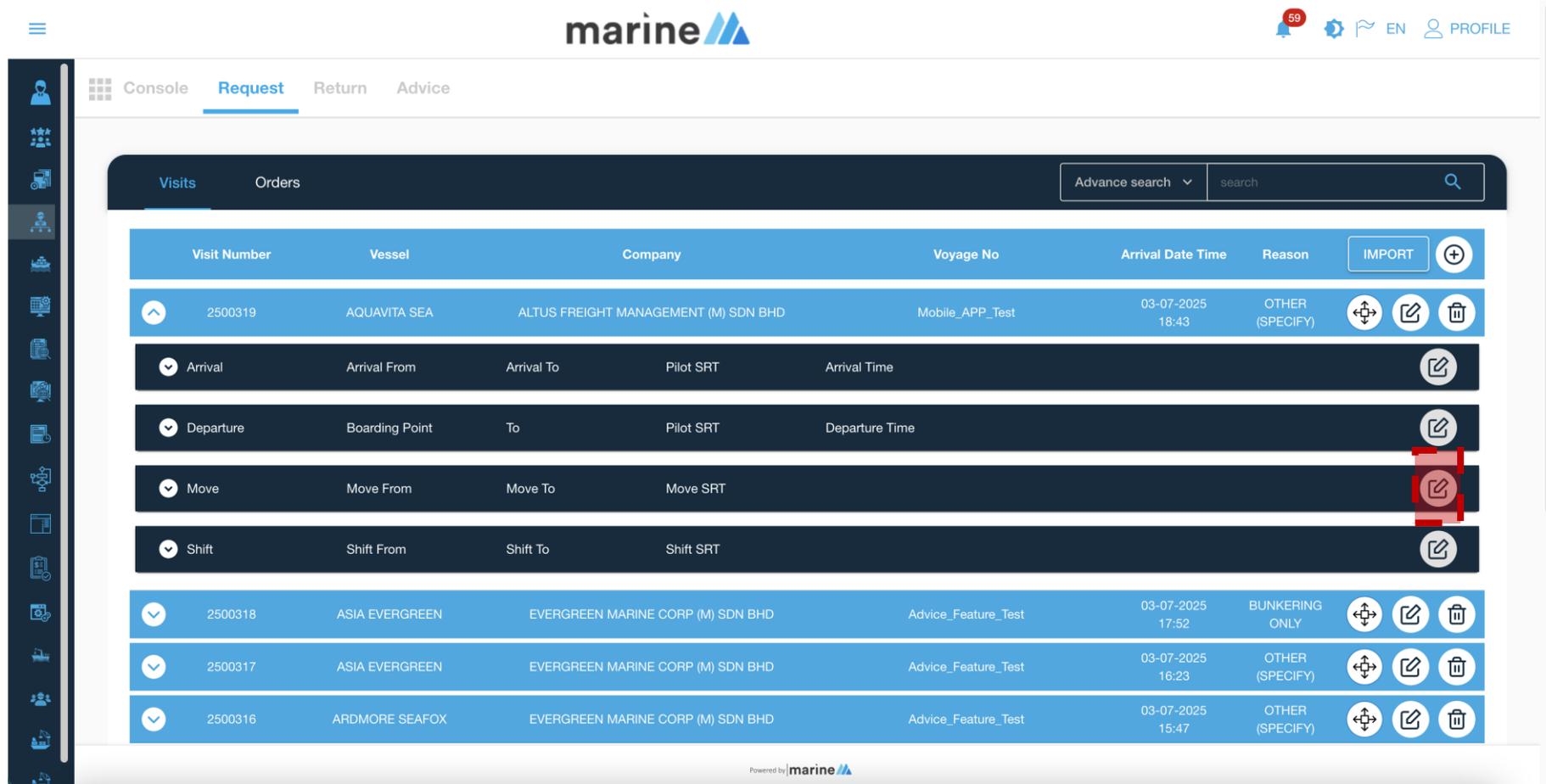


The screenshot shows the 'marine' application interface. At the top, there is a navigation bar with 'Console', 'Request', 'Return', and 'Advice' tabs. Below this is a search bar with 'Advance search' and a search input field. The main content area displays a table of visits. The first row is highlighted with a red dashed box and labeled '#1'. The table has the following columns: Visit Number, Vessel, Company, Voyage No, Arrival Date Time, Reason, and an 'IMPORT' button with a plus icon. Each row also has three action icons: a crosshair, a pencil, and a trash can.

Visit Number	Vessel	Company	Voyage No	Arrival Date Time	Reason	IMPORT			
2500319	AQUAVITA SEA	ALTUS FREIGHT MANAGEMENT (M) SDN BHD	Mobile_APP_Test	03-07-2025 18:43	OTHER (SPECIFY)				
2500318	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 17:52	BUNKERING ONLY				
2500317	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 16:23	OTHER (SPECIFY)				
2500316	ARDMORE SEAFOX	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 15:47	OTHER (SPECIFY)				
2500315	MTT SIBU	MTT SHIPPING SDN BHD	J251N	12-04-2025 13:00	CARGO OPERATION				
2500314	ARAL SEA	ALTUS OIL & GAS MALAYSIA SDN BHD	Mobile_App_Test	25-06-2025 03:00	OIMR				
2500313	ANTONG SEA	ALTUS OIL & GAS MALAYSIA SDN BHD	Logistic_App_Test_Android	24-06-2025 17:40	OIMR				
2500312	ARAL SEA	AWH INTERNATIONAL LOGISTICS SDN BHD		23-06-2025 13:00	CARGO OPERATION				
2500311	ANTONG SEA	AWH INTERNATIONAL LOGISTICS SDN BHD		19-06-2025 16:45	CARGO OPERATION				

1. Click on the visit to show movements list

# UPDATE ORDER - ARRIVAL

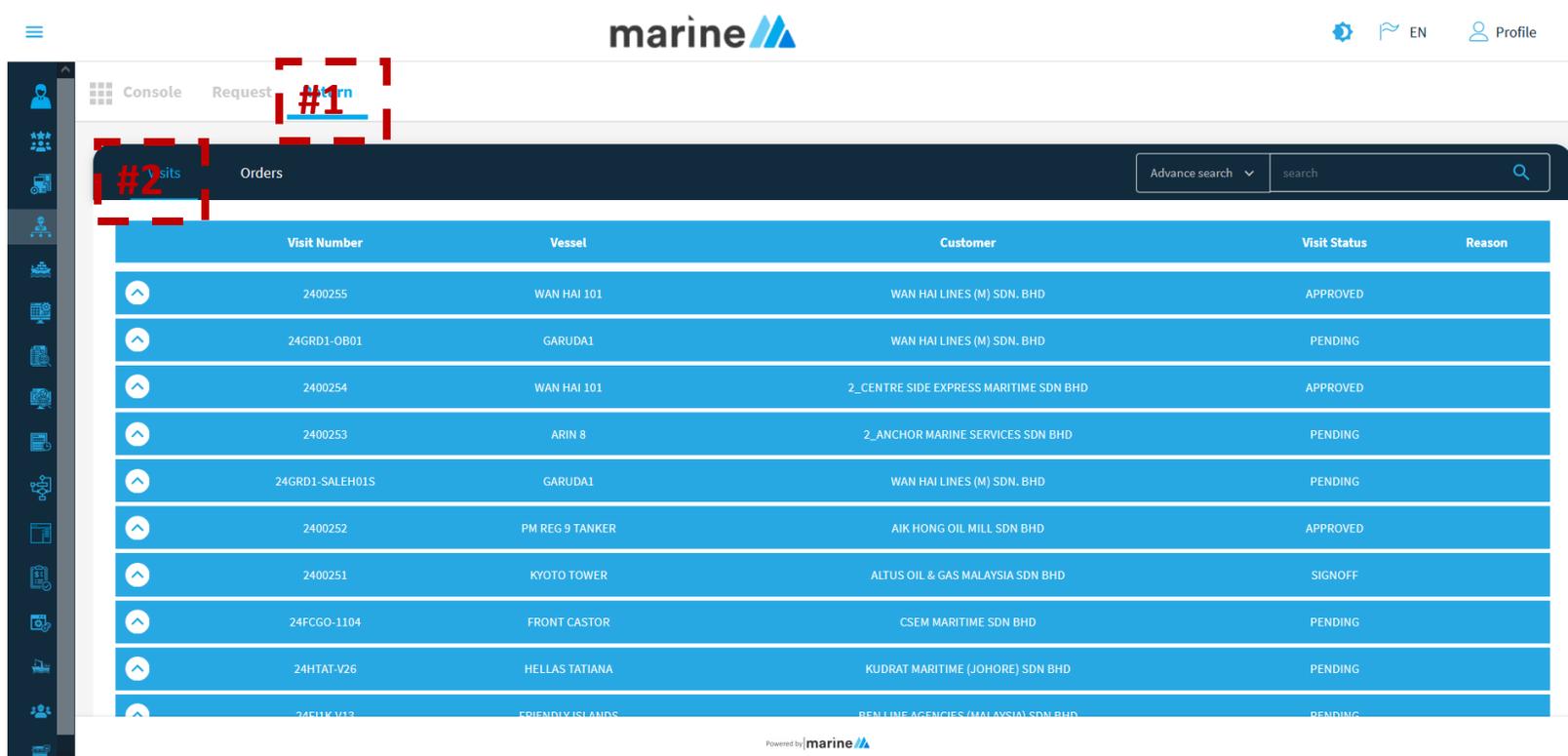


The screenshot shows the 'marine' system interface. At the top, there are navigation tabs: 'Console', 'Request' (selected), 'Return', and 'Advice'. Below this, there are sub-tabs for 'Visits' and 'Orders'. A search bar with 'Advance search' and a search input field is present. The main content is a table of arrival orders. The table has columns: Visit Number, Vessel, Company, Voyage No, Arrival Date Time, Reason, and an 'IMPORT' button. The first row is expanded to show movement details: Arrival, Departure, Move, and Shift. The 'Move' row has a red box around its 'MOVEMENT EDIT' button. Below the table, there is a 'Powered by marine' logo.

Visit Number	Vessel	Company	Voyage No	Arrival Date Time	Reason	IMPORT
2500319	AQUAVITA SEA	ALTUS FREIGHT MANAGEMENT (M) SDN BHD	Mobile_APP_Test	03-07-2025 18:43	OTHER (SPECIFY)	
Arrival	Arrival From	Arrival To	Pilot SRT	Arrival Time		
Departure	Boarding Point	To	Pilot SRT	Departure Time		
Move	Move From	Move To	Move SRT			
Shift	Shift From	Shift To	Shift SRT			
2500318	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 17:52	BUNKERING ONLY	
2500317	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 16:23	OTHER (SPECIFY)	
2500316	ARDMORE SEAFOX	EVERGREEN MARINE CORP (M) SDN BHD	Advice_Feature_Test	03-07-2025 15:47	OTHER (SPECIFY)	

1. Click on MOVEMENT EDIT button to edit additional movement details

# CONFIRM ORDER – Additional Movement

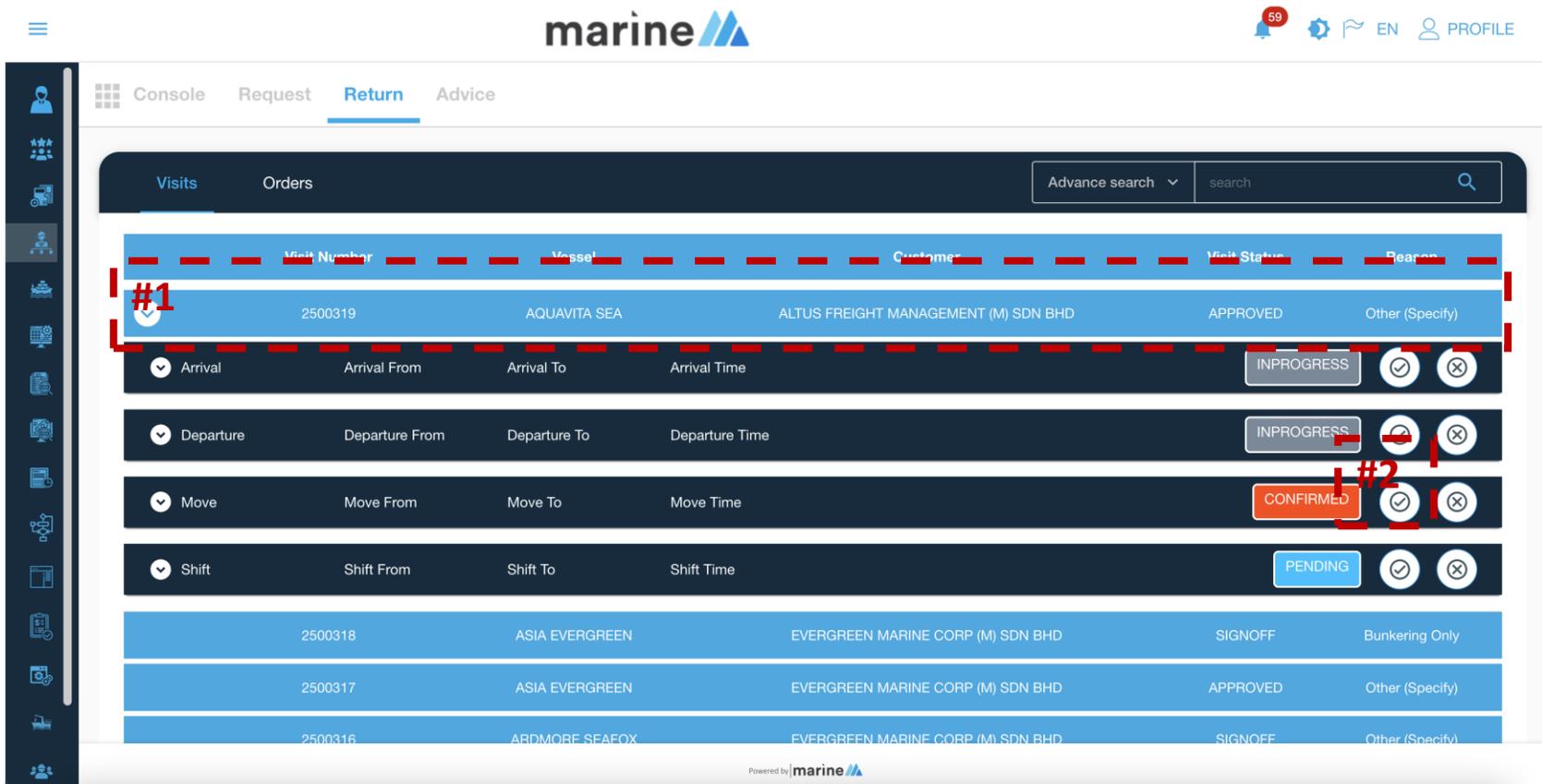


The screenshot shows the 'marine' system interface. At the top, there are navigation options: 'Console', 'Request', and 'Admin'. The 'Request' menu item is highlighted with a red dashed box and labeled '#1'. Below this, the 'Orders' section is highlighted with a red dashed box and labeled '#2'. The 'Orders' section contains a table with the following data:

Visit Number	Vessel	Customer	Visit Status	Reason
2400255	WAN HAI 101	WAN HAI LINES (M) SDN. BHD	APPROVED	
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400254	WAN HAI 101	2_CENTRE SIDE EXPRESS MARITIME SDN BHD	APPROVED	
2400253	ARIIN 8	2_ANCHOR MARINE SERVICES SDN BHD	PENDING	
24GRD1-SALEH01S	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400252	PM REG 9 TANKER	AIK HONG OIL MILL SDN BHD	APPROVED	
2400251	KYOTO TOWER	ALTUS OIL & GAS MALAYSIA SDN BHD	SIGNOFF	
24FCGO-1104	FRONT CASTOR	CSEM MARITIME SDN BHD	PENDING	
24HTAT-V26	HELLAS TATIANA	KUDRAT MARITIME (JOHORE) SDN BHD	PENDING	
24CHLY-V13	FRIENDLY ISLANDS	REN LINE AGENCIES (MALAYSIA) SDN BHD	PENDING	

1. Navigate to “Return” to view status and approve movement
2. Navigate to “VISITS” to view all JPVC order

# CONFIRM ORDER

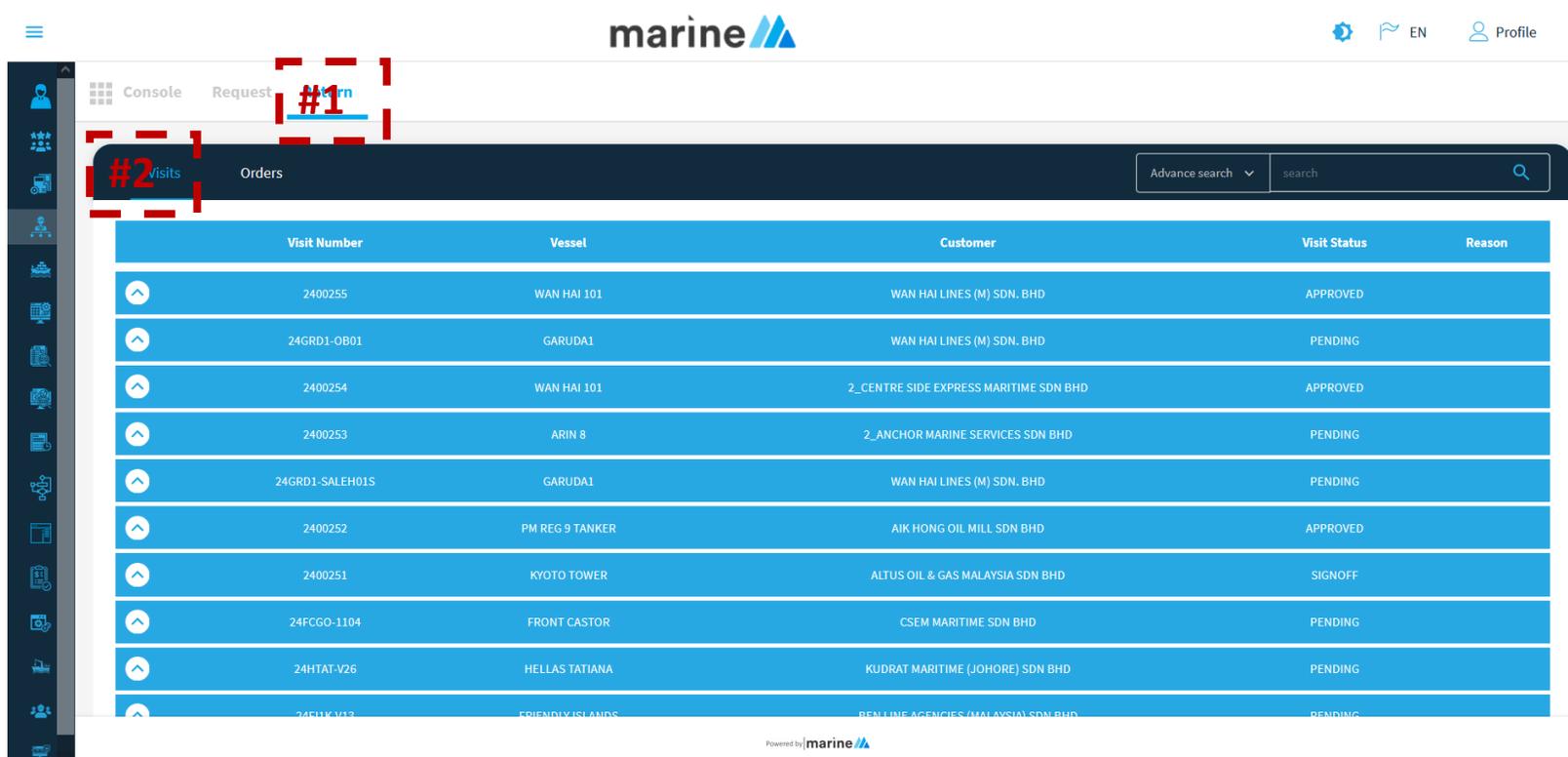


The screenshot shows the 'marine' software interface. At the top, there are navigation tabs: 'Console', 'Request', 'Return' (selected), and 'Advice'. Below this is a search bar with 'Advance search' and a search input field. The main content area displays a table of visits and orders. The first row is highlighted with a red dashed box and labeled '#1'. It shows a visit with 'Visit Number' 2500319, 'Vessel' AQUAVITA SEA, 'Customer' ALTUS FREIGHT MANAGEMENT (M) SDN BHD, 'Visit Status' APPROVED, and 'Reason' Other (Specify). Below this, there are four sections: 'Arrival', 'Departure', 'Move', and 'Shift'. The 'Move' section has a 'CONFIRMED' button, which is highlighted with a red arrow and labeled '#2'. The 'Arrival', 'Departure', and 'Shift' sections have 'INPROGRESS' and 'PENDING' buttons respectively. The table continues with three more rows of visit data.

Visit Number	Vessel	Customer	Visit Status	Reason
2500319	AQUAVITA SEA	ALTUS FREIGHT MANAGEMENT (M) SDN BHD	APPROVED	Other (Specify)
2500318	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	SIGNOFF	Bunkering Only
2500317	ASIA EVERGREEN	EVERGREEN MARINE CORP (M) SDN BHD	APPROVED	Other (Specify)
2500316	ABDMORE SEAFX	EVERGREEN MARINE CORP (M) SDN BHD	SIGNOFF	Other (Specify)

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

# CANCEL ORDER - Cancellation of Marine request to JPB Marine

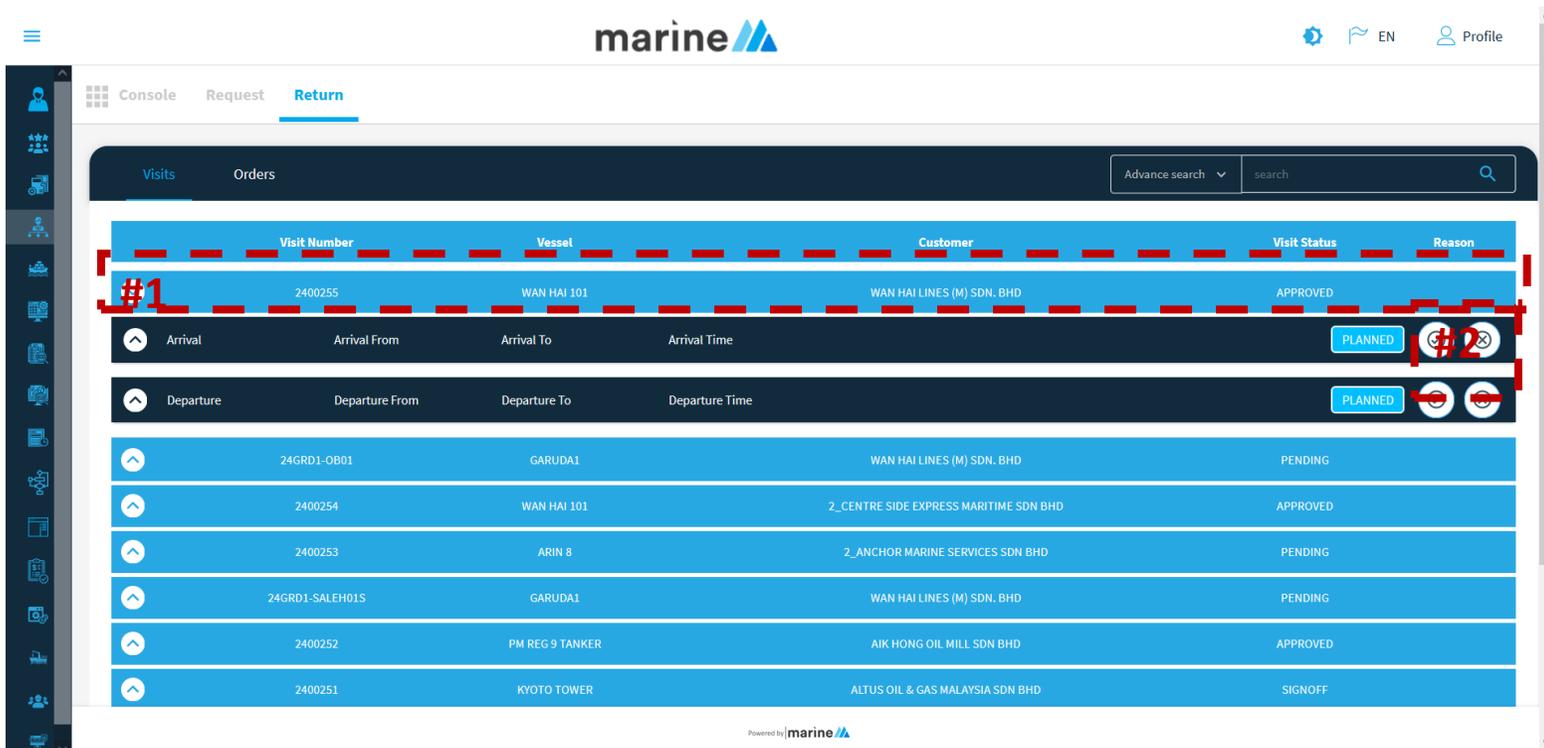


The screenshot shows the 'marine' portal interface. At the top, there are navigation tabs for 'Console', 'Request', and 'Visits'. The 'Visits' tab is highlighted with a red dashed box and labeled '#2'. Below the navigation, there is a search bar with 'Advance search' and a search input field. The main content area displays a table of orders with the following columns: Visit Number, Vessel, Customer, Visit Status, and Reason. The table contains 10 rows of data.

Visit Number	Vessel	Customer	Visit Status	Reason
2400255	WAN HAI 101	WAN HAI LINES (M) SDN. BHD	APPROVED	
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400254	WAN HAI 101	2_CENTRE SIDE EXPRESS MARITIME SDN BHD	APPROVED	
2400253	ARIIN 8	2_ANCHOR MARINE SERVICES SDN BHD	PENDING	
24GRD1-SALEH01S	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400252	PM REG 9 TANKER	AIK HONG OIL MILL SDN BHD	APPROVED	
2400251	KYOTO TOWER	ALTUS OIL & GAS MALAYSIA SDN BHD	SIGNOFF	
24FCGO-1104	FRONT CASTOR	CSEM MARITIME SDN BHD	PENDING	
24HTAT-V26	HELLAS TATIANA	KUDRAT MARITIME (JOHORE) SDN BHD	PENDING	
24CHLV-V13	FRIENDLY ISLANDS	REN LINE AGENCIES (MALAYSIA) SDN BHD	PENDING	

1. Navigate to “Return” to view status and approve movement
2. Navigate to “VISITS” to view all JPVC order

# CANCEL ORDER



The screenshot shows the 'Return' section of the marine portal. It features a table of visits with columns for Visit Number, Vessel, Customer, Visit Status, and Reason. The first visit is highlighted with a red dashed box and a '#1' label. Below the table, there are sections for 'Arrival' and 'Departure' details. The 'Arrival' section for the first visit is also highlighted with a red dashed box and a '#2' label, showing a 'PLANNED' status and a 'Cancel' button (a circle with an 'X').

Visit Number	Vessel	Customer	Visit Status	Reason
2400255	WAN HAI 101	WAN HAI LINES (M) SDN. BHD	APPROVED	
24GRD1-OB01	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400254	WAN HAI 101	2_CENTRE SIDE EXPRESS MARITIME SDN BHD	APPROVED	
2400253	ARIN 8	2_ANCHOR MARINE SERVICES SDN BHD	PENDING	
24GRD1-SALEH01S	GARUDA1	WAN HAI LINES (M) SDN. BHD	PENDING	
2400252	PM REG 9 TANKER	AIK HONG OIL MILL SDN BHD	APPROVED	
2400251	KYOTO TOWER	ALTUS OIL & GAS MALAYSIA SDN BHD	SIGNOFF	

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 may applies. If cancellation occurs after job is deployed, job will be considered completed and regular charge will apply.

# CANCEL ORDER - Confirmation

Cancellation ✕

#1 Movement	Planned Time	Act Time	From Location	To Location	Status
MOVE	2024-11-04 15:50:...		EASTERN BUOY	GENERAL PURPO...	PENDING

1-1 of 1 < >

Cancellation Reason

✕ Close #2

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

# FAQ

- How to request marine services?

Navigate to **Service Order Manager** → **Request** → **Visit**. Agent user will see list of available JPVC. Open the visit and confirm the arrival to berth and departure to sea SRT and location. If the vessel required to anchor before arrival or pre-departure, agent user will have to add move to the vessel schedule.

- How to inform JPC for auto after?

If agent user allow the SRT to be adjusted following resource availability, navigate to **Service Order Manager** → **Request** → **Visit**. Under remarks field, agent user can input “Auto After”. This information will be available for JPC user to be used as consideration for job scheduling.

- What to do if the vessel schedule needs to be changed?

Agents can amend the order details in **Service Order Manager** → **Request** → **Visit**. Details such as SRT, Location, or Port services can be amended as long as the job is not yet deployed. Please take note that **performing order amendment less than 2 hours before SRT will impose additional charges.**

- How to inform JPC that my vessel is ready to be scheduled?

Agent user will have to confirm the movement (arrival/departure/anchor) before JPC user can schedule and assign resources. This can be done in **Service Order Manager → Return → Visit**. Click on the vessel visit to display the list of movements and click on **Confirm** button. This is done to make sure that there's no invalid schedule because the movement is not yet confirmed by agents.

Agent can monitor the status in **Service Order Manager → Return → Visit**

- How to create non-JPVC order

Navigate to **Service Order Manager** → **Request** → **Orders** → **Services**. Click on New Order to create non-JPVC order and specify the job type and port services. Orders created under this menu will not be associated with any JPVC and will be billed separately.

- What to do if movement needs to be updated after it has been confirmed

If movement details need to be changed after it has been confirmed, agent doesn't need to cancel the movement and can just amend the details (for example: SRT or Location). This can be done maximum 2 hours before SRT, or will incur late amendment fees.

If the movement is not valid anymore, agents can opt to cancel the movement. It is not advisable to cancel arrival/departure movement as it will impact the whole vessel schedule.

- How to cancel my request?

Movement cancellation is only done for additional movements, for example shifting or move to anchorage or other nautical location. By default marineM will associate each vessel schedule/visit with 2 movement which is Arrival and Departure. **These two movements should not be cancelled as it will render the visit invalid.** If you need to change the date, location or marine services (tug/pilot/mooring) of the arrival/departure, please amend the movement details.

For further enquiries and support

## Marine (MSIS)

Email : [msis@johorport.com.my](mailto:msis@johorport.com.my)

Phone : 07-2535 888 ext: 524 or 019-776 4149

## Technical Issues

### ICT Helpdesk

Email : [helpdesk@johorport.com.my](mailto:helpdesk@johorport.com.my)

Phone : 07-2535 888 ext 314 or 019-717 2001

THANK YOU