



NOA/D On-Line[®]

**Frequently Asked Questions
(FAQ)**

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General Questions

If I have operational, procedural, or regulation questions regarding Notices of Arrival and Departure, whom do I contact?

For questions regarding e-NOA/D, NOA regulations, APIS regulations, and other issues, please contact:

- For any regulatory questions, contact Coast Guard Headquarters at 202-267-2562
- For any technical questions regarding the e-NOA/D product (online or Infopath), contact the National Vessel Movement Center at: techsupport@nvmc.uscg.gov
- For questions regarding NOA submissions, contact the NVMC at: (800) 708-9823 or (304) 264-2502
- For CBP/APIS regulation questions, contact CBP at 281-230-4642

I have submitted my NOA for the first U.S. port of call. How can I submit the NOA for the next port of call without re-keying?

There are two different ways to submit the NOA for the next U.S. port(s) of call.

- On the web page summary screen listing your NOA/Ds, click the Copy button of the NOA next to the vessel for the first U.S. port call (you will be prompted to make a copy for yourself or another subscriber). The copy is an exact duplicate of the original except that the NOA/D has been reset to type "Initial" and "Arrival". Edit the copied version to reflect the new arrival information and submit the NOA.
- You can resubmit the original spreadsheet with the new arrival information and any other appropriate changes. The new submission will show up as a separate record that can be submitted for the next U.S. port call.

I have submitted my NOA through another system, but want to submit my NOD via NOA/D On-Line. Can I do this?

Yes. NODs can be submitted through NOA/D On-Line without first submitting the NOA. You must submit the NOD in the following manner:

- Notice Type = Departure
- Transaction Type = Initial

If you attempt to submit the NOD as Transaction Type "Update" without first submitting the NOA through NOA/D On-Line, you will receive a rejection message.

Should I use M/V or M/T as part of the vessel name when submitting NOA/Ds?

No. The Coast Guard has requested that submitters not include the M/V or M/T designation as part of the vessel name when submitting NOA/Ds.

What should I do if my port name is not listed?

The regulations allow you to enter either the Port Name or Place. If the Port Name is not listed, leave this field blank and enter the information in the Place field.

Excel Spreadsheet Questions

Can we use the original spreadsheet developed by the NVMC to process information through NOA/D On-Line?

No. The spreadsheet originally developed by the National Vessel Movement Center does not include all of the information to satisfy both the Coast Guard and Customs and Border Protection requirements. The customized spreadsheet developed by the Maritime Exchange includes all of the required information and contains basic data validation required to meet the new submission requirements.

Can the file size of the spreadsheet be reduced?

No. The spreadsheet must contain all of the reference information required by the U.S. Coast Guard NVMC system. These include the country, foreign and U.S. port lists, states, etc. which contributes to the majority of the spreadsheet file size. The data fields upon which these reference lists are based cannot be "free form" text fields.

Why can't we modify the spreadsheet?

The NOA/D On-Line spreadsheet has been protected because changes to its structure or data validation rules would interfere with the automated import process as well as the final submission to the NVMC. Many of the fields included in the spreadsheet are based on reference tables (i.e. ports, countries, etc.) that must be formatted exactly as the NVMC system requires.

I tried to change the information on a previously submitted spreadsheet to submit as a new spreadsheet, and I cannot save my changes. Why can't I make changes?

Check to see if the "Group" function was activated which prevents editing certain sheets on the spreadsheet. If the "Group" function is activated, at the very top of the page where the name of the document is displayed, you will see the word Group (e.g. Microsoft Excel – MyVesselName.xls [Group]). To deactivate the [Group], right click on the sheet at the bottom of the page and click "Ungroup Sheets."

What are the reasons a spreadsheet may not be automatically processed when I email it to noad@mxops.org?

There are a few basic requirements for a spreadsheet to be successfully processed:

- Must include a Customer ID # (landside partner account number that will be reviewing the spreadsheet on the web site)
- Must include a vessel name
- Must select "Yes" on the Terms and Conditions" page

Why doesn't the spreadsheet automatically check for missing fields?

In order to develop a spreadsheet that is compatible with most versions of Excel, we have to use only the most basic functionality that is included with all versions. By adding enhanced features, we would prevent many users who are using older versions of Excel from using the form.

In addition, not all of the information may be available for entry by the submitter. We have flagged all of the required fields in red to help identify mandatory information.

Can you provide functionality such as using search fields for port names?

In order to develop a spreadsheet that is compatible with most versions of Excel, we have to use only the most basic functionality that is included with all versions. By adding enhanced features, we would prevent many users who are using older versions of Excel from using the form.

When I choose an embarked country in the spreadsheet, and then select the port name, why do all of the ports show up in the selection list rather than the ones just for the country I selected?

The reference lists provided by the NVMC for use in developing the system were not designed with a link between the country and port lists. Because we are strictly limited to use the tables as they were provided, we cannot incorporate this functionality at this time.

My foreign port is not listed in the dropdown list. How do I proceed?

The Foreign Port field is followed by the Place field. At least one of the two fields is mandatory. If the foreign port is not in the dropdown list, type the name of the port in the Place field which allows free form text.

The vessel is new and does not have five last foreign ports to enter. Do I leave them blank?

No. Declare your last foreign port 5 times if you do not have 5 different foreign ports of call so that at least you have 5 generated and if any questions arise you can inform the USCG or CBP that the vessel is new and has less than 5 last foreign ports.

Can I copy data from one cell to another?

In most cases, no. Many of the fields included on the spreadsheet are based on specific lists of information specified by the Coast Guard. For these fields, drop down lists are provided and data must be selected from the list in order to be valid on the Coast Guard system. In some instances, users are copying data from one cell to another (or from a different spreadsheet entirely) into a cell that is limited by a drop down list. By copying data into a cell that is governed by a drop down list, the user invalidates the data rules required by the Coast Guard. Because the copied data does not match anything in the Coast Guard list, the information has to be deleted during the import process.

Example: For next port information, a user will correctly select the "Next Port" from the drop down list, but then copy the "Next Port" information to the "Next Country" field. The Next Port and Next Country are based on two different reference lists, and a selection from one is not always valid in the other.

When a NOA/D On-Line spreadsheet is emailed for processing, is it being sent to the NVMC automatically?

No. NOA/D On-Line spreadsheets sent to noad@mxops.org are made available through the NOA/D On-Line web site for final review and submission. We are currently evaluating the feasibility of providing automated processing capability.

Can I use the noad@mxops.org email address to ask questions or request more information?

No. The noad@mxops.org email address should only be used for Excel spreadsheet submissions. It is an automated email address for incoming transmissions and is not regularly monitored by staff. Contact the Exchange at 215-925-1524 or ops@mxops.org if you have any questions or need additional information.

NOA/D On-Line Web Site Questions

How do I know if all of the required information has been completed?

NOA/D On-Line provides two functions to help you identify missing information. On each detail screen, you can click on the "Verify Mandatory Fields" button. Missing fields will be highlighted in red. On the Submit NOA/D page, click on the "Validate Required Submission Information" button. A window will be displayed listing all fields that are missing.

Please note that this validation only checks for missing data and does not verify the accuracy of entered information.

When I view the NOA/D on the web site, some of the information that was keyed into the spreadsheet is not shown. Why does this happen?

Many of the fields included on the spreadsheet are based on specific lists of information specified by the Coast Guard. For these fields, drop down lists are provided, and data must be selected from the list in order to be valid on the Coast Guard system. In some instances, users are copying data from one cell to another (or from a different spreadsheet entirely) into a cell that is limited by a drop down list. We have provided as much protection as we can using Excel technology, but cannot prevent this. By copying data into a cell that is governed by a drop down list, the user invalidates the data rules required by the Coast Guard. Because the copied data does not match anything in the Coast Guard list, the information has to be deleted during the import process.

Example: For next port information, a user will correctly select the "Next Port" from the drop down list, but then copy the Next Port information to the "Next Country" field. The Next Port and Next Country are based on two different reference lists, and a selection from one is not always valid in the other.

What happens when I click on the submit button?

NOA/D On-Line will attempt to submit your NOA/D directly to the NVMC system. You will know within a few seconds whether or not the NOA/D has been transmitted successfully by a message displayed on the screen:

- Accepted: The NOA/D has been successfully transmitted to the NVMC system
- Rejected (Failed): The NVMC could not process your NOA/D for one or more reasons. The NOA/D must be updated and retransmitted.

When I try to submit my NOA/D to the NVMC on the web site I receive a rejection message. What does this mean?

When you receive a rejection message, the NVMC could not process your NOA/D. This may occur for the following reasons:

- You are missing mandatory data fields. Click on the "Validate Required Submission Information" button for a list of missing information.
- One or more of the Time fields have been formatted incorrectly on the Port of Call Info page. All times on this page must be formatted at hh:mm:ss (hours:minutes:seconds).
- You are submitting an NOA or NOD as transaction type "Update" when it was never submitted as Transaction Type "Initial." In order for an "Update" to be made to the NVMC system, the NOA or NOD must have been submitted through NOA/D On-Line once as an "Initial" transaction. This situation will occur only when a Spreadsheet was sent to oad@mxops.org as type "Update" without a valid Notice ID number included.

NOA/D On-Line will not allow you to change the Transaction type directly on the web site (to prevent erroneous submissions). To change the transaction type, you can either resubmit the spreadsheet with correct transaction type, or create a copy of the entire NOA/D – the copy will automatically be reset to transaction type “Initial.”

Specifically regarding NODs, you can submit the NOD even if you have never submitted the NOA through the system, but it must be submitted as a type “Initial.”

- You have blank Certain Dangerous Cargoes (CDC), or passenger records in your NOA/D. If there are no CDCs or passengers on board, do not enter “nil” or “none” in the name fields. In order to correct the problem click on the Edit button next to the blank or “nil” CDC (or passenger) record and click the Delete button on that record’s detail screen. Click the Back button after clicking Delete (do not click the Save button after clicking Delete).

How do I submit updates to an NOA/D?

There are two ways to update the NOA/D.

- Edit the existing NOA/D record on the web site and click the Submit button on the Submit NOA/D screen.
- Edit the Excel spreadsheet with the updated information and resend it to noad@mxops.org. When using this method, you must do the following in order for the updates to be made correctly on the web site:
 - Change the Transaction Type to “Update”
 - Enter the Notice ID from the web site record (located on the Notice Details screen) to the Notice ID field on the spreadsheet
 - Change the Notice Type to “Departure” (if appropriate)

The resubmitted spreadsheet will completely overwrite the data on the NOA/D web site. You can now submit the update from the web site.

How do I know whether or not the NVMC has received my transmission?

You will receive an “accepted” message on the NOA/D Submit page. In addition, on the Notice Detail page, you will see information in the Notice ID field. The Notice ID is generated by the NVMC to match updated transmissions to the initial submission. This field will only be filled in if the NVMC successfully receives a transmission.

Does an “accepted” message in NOA/D On-Line mean that all of my NOA/D information has been approved by the NVMC?

No. The “accepted” message returned by the NVMC only means that the NVMC was able to successfully import the transmission into its system. Final review of the NOA/D will take place after the transmission has been accepted. The NVMC will then respond to the “Reporting Party Email” address listed in the NOA/D with approval messages or requests for more information.

The Coast Guard says that it has not received my NOA/D even though I received an “accepted” message through NOA/D On-Line. What do I do?

Verify that you have received an “accepted” message on the Submit NOA/D screen. Check to see that you have received a Notice ID number on the Notice Detail screen – this unique identifier was generated by the NVMC when you submitted your NOA/D.

The NVMC has previously reported problems in which it has erroneously generated “accepted” messages and Notice IDs without successfully importing data into its system. To date, these problems have been resolved by the NVMC. However, if in the future you receive an accepted message and a

Notice ID number, and the NVMC states that your NOA/D is not on the system, please contact the Exchange at 215-925-1524 or ops@mxops.org.

Will the NVMC let me know if my transmission is okay?

Once the NVMC has received the NOA/D into its system and reviewed it, the Coast Guard will send an email to the "Reporting Party Email" address listed in the NOA/D. The email will inform the submitter as to the status of the NOA/D. At this time, the NVMC will not send this information back to NOA/D On-Line. At such time as the NVMC makes this information available to third party XML submission services, we will incorporate it into NOA/D On-Line.

How do I know that CBP has received my transmission?

A successful transmission to the NVMC constitutes a successful transmission to CBP. At this time, we have not received guidance or proposed methods to obtain transmission verification directly from CBP. Until such guidance is provided, we suggest you contact your local CBP office to obtain verification.

Can I submit an incomplete NOA/D?

Technically, the NVMC will allow you to submit an incomplete NOA/D via NOA/D On-Line (or other systems), even if some of the required data elements are missing. However, some of the mandatory data elements (the date fields in particular) must be completed or you will receive a rejection message during the submission process.

Please be aware of what constitutes a successful transmission vs. what is actually required by the regulations.

Even though you may receive an "accepted" message from the NVMC during the submission process, you may still be missing mandatory information. The NVMC will respond via email to the "reporting party email" address listed in the NOA/D listing data omissions or errors.