



# User Manual Shipping Companies MARES

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## **1 Register as Shipping Company**

To register as a shipping company, please contact the Swiss Maritime Navigation Office. You will receive more information about the registration procedure and required documents from our team.

Once an organizational account for your shipping company is opened and your user account linked to it, you can access the application forms and invite users to the organizational account and manage the users.



## 2 Viewing and downloading vessel certificates

You can view and download the vessel's certificates at any time. To access them, navigate to the "Shipping Company" page (1) and open the "Commercial Vessels" tab (2). All vessels registered to your organization will be displayed there. By clicking the "eye" icon (3), a popup window will appear (4) showing all available certificates along with their respective expiration dates.

Swiss Maritime Navigation Office SMNO

My applications   New application   Login-Data   **Shipping company** (1)

### Shipping Company - Test

**Commercial vessels** (2)   Endorsements   Employees

Name	Registration number	Status	Valid until	
VESSEL-TEST	C1026	Approved	29/01/2031	(3)

25 Items per page   1 of 1 pages (1 items)

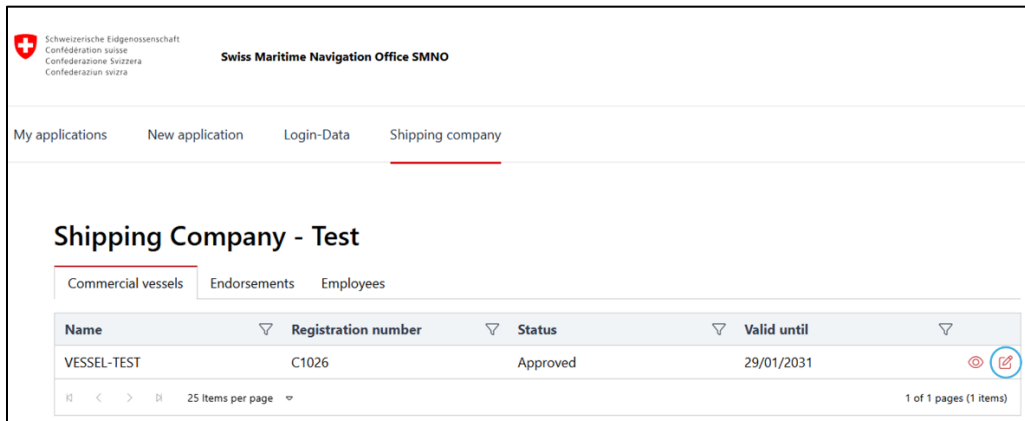
**VESSEL-TEST** (4)

Certificates	Valid until
Certificate of registry	29/01/2031
Wreck Removal Certificate	29/01/2027
Bunker Oil Certificate	29/01/2027
Civil Liability Certificate	29/01/2027
Continuous Synopsis Record Certificate	Upon changes
Minimum Safe Manning Certificate	Upon changes
Authorization of Maritime Navigation Certificate	Upon revocation
Declaration of Labour Compliance	Upon changes

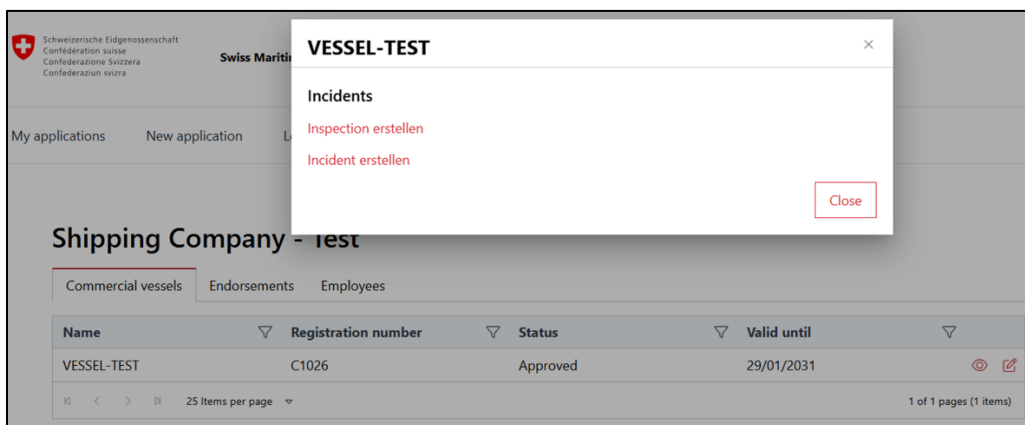
Close

### 3 Notify incidents and inspections

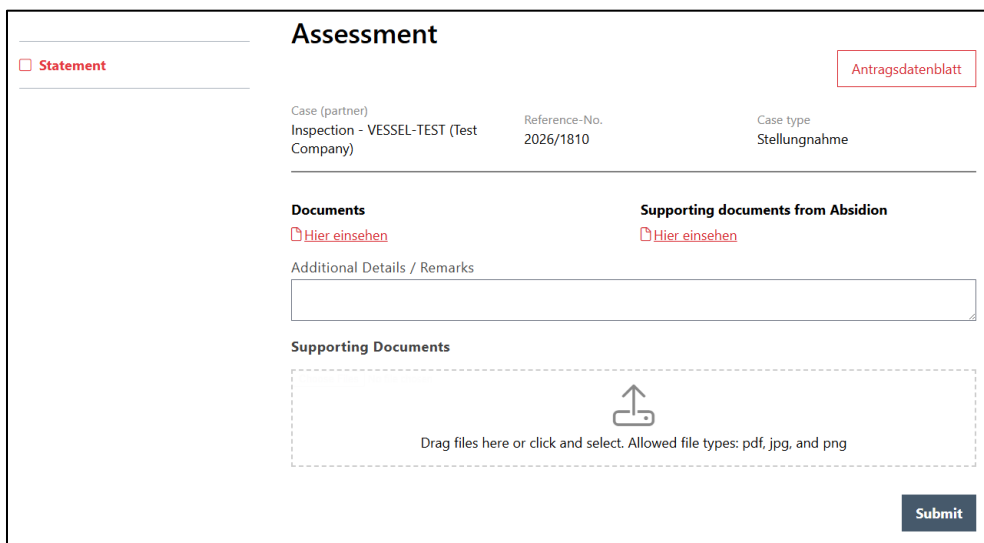
In the new portal, you can directly report incidents and inspections concerning a vessel. To do so, click the icon shown in the blue circle for the vessel you wish to report an incident or inspection for.



Next, select the relevant category and complete the form.



After you submit your notification, it will be reviewed by the SMNO. If the SMNO requires additional information or documentation, you will receive an email requesting the necessary details.



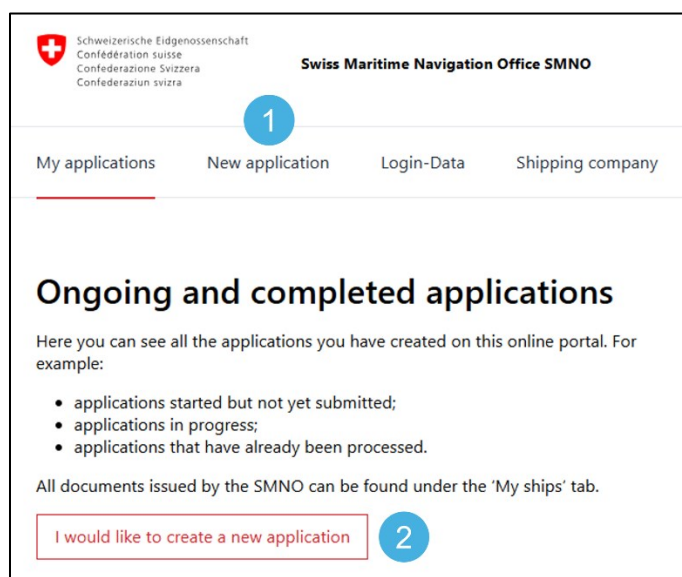
## 4 Application for Endorsement

### Required documents

- Documents of the seafarer
  - Headshot
  - Medical fitness certificate
  - Passport details
  - Officer signature
- Certificate of Competency
- If the Certificate of Competency does not include the full information in accordance with STCW Section A-1/2:
  - National STCW Endorsement from Certificate of Competency
- Oil Tanker Endorsement or evidence of familiarization training as appropriate for the capacity (Reg. V/1-1) (if applicable)
- Chemical Tanker Endorsement or evidence of familiarization training as appropriate for the capacity (Reg. V/1-1) (if applicable)
- Liquefied Gas Tanker Endorsement or evidence of familiarization training as appropriate for the capacity (Reg. V/1-2) (if applicable)
- Supporting documents (optional)

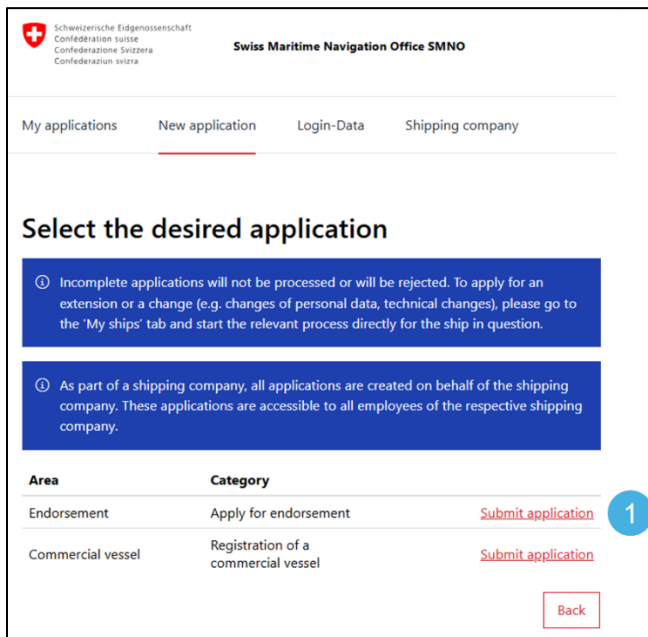
### 4.1 Open application page

To apply for endorsement, the application page must be opened. This page can be opened via the menu item “New application” in the taskbar (1) or on the home page via the item “I would like to create a new application” (2).



### 4.2 Select the type of application

There are several types of applications. To apply for endorsement, click on “Submit application” (1) next to “Apply for endorsement”.



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My applications   New application   Login-Data   Shipping company

### Select the desired application

ⓘ Incomplete applications will not be processed or will be rejected. To apply for an extension or a change (e.g. changes of personal data, technical changes), please go to the 'My ships' tab and start the relevant process directly for the ship in question.

ⓘ As part of a shipping company, all applications are created on behalf of the shipping company. These applications are accessible to all employees of the respective shipping company.

Area	Category	
Endorsement	Apply for endorsement	<a href="#">Submit application</a>
Commercial vessel	Registration of a commercial vessel	<a href="#">Submit application</a>

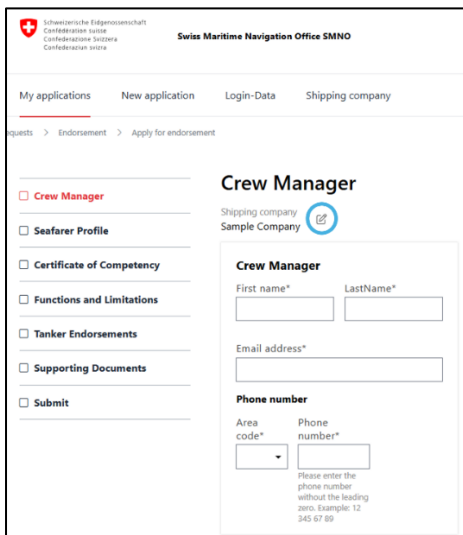
[Back](#)

## 4.3 Fill in the form

The following section provides more detailed information about specific aspects of each section of the form.

### 4.3.1 Crew manager

- All fields must be filled out.
- The Shipping Company is filled in automatically. If you want to change it, click on the icon in the blue circle.



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requests > Endorsement > Apply for endorsement

☒ Crew Manager  
☐ Seafarer Profile  
☐ Certificate of Competency  
☐ Functions and Limitations  
☐ Tanker Endorsements  
☐ Supporting Documents  
☐ Submit

### Crew Manager

Shipping company  
Sample Company

First name\*    LastName\*

Email address\*

Phone number  
 Area code\*    Phone number\*

Please enter the phone number without the leading zero. Example: 12 345 67 89

### 4.3.2 Seafarer Profile

- All fields must be filled out.
- All required documents must be submitted.

### 4.3.3 Certificate of Competency

- All fields must be filled out.

- All required documents must be submitted.

#### 4.3.4 Certificate of Competency

- A digital version of the Certificate of Competency must be submitted.
- All required fields must be filled out.

#### 4.3.5 Functions and Limitations

- Fill in all the fields relevant to the seafarer.

#### 4.3.6 Tanker Endorsements

- First select whether tanker endorsements are required and, if so, which ones.
- If tanker endorsements are required, upload the relevant documents.

#### 4.3.7 Supporting Documents


- In this section, you can upload additional documents to support the application.

#### 4.3.8 Submit

- Read the declarations. If they are correct, confirm this by clicking the appropriate boxes.
- If everything is filled out, click on “send” to hand in your application.

### 4.4 Application for endorsement sent

Your application for registration has been successfully sent to the SMNO. You will receive a confirmation email. Ongoing and completed applications are listed under “My applications” (1). Their status can also be tracked here.

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1

[My applications](#) [New application](#) [Login-Data](#) [Shipping company](#)

## Ongoing and completed applications

Here you can see all the applications you have created on this online portal. For example:

- applications started but not yet submitted;
- applications in progress;
- applications that have already been processed.

All documents issued by the SMNO can be found under the ‘My ships’ tab.

I would like to create a new application

### Endorsement Max Seefahrer

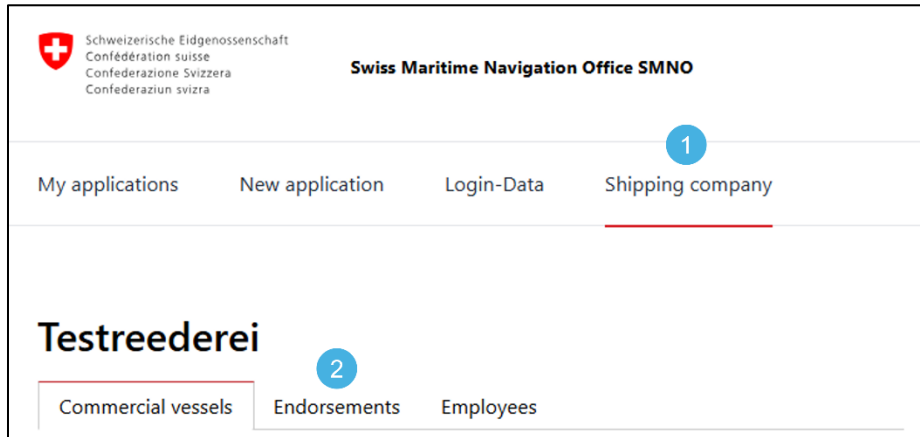
Created on	Status	Reference number	Application type
12/01/2026	Sent to SMNO	2026/1703	Endorsement Application

[Show](#) [Print version](#) [0 messages](#)



## 4.5 Documentary proof of application receipt

Once you have submitted your application to SMNO, you will receive documentary proof of receipt of your application in the form of a PDF file. This document will be displayed when you submit your application. If you wish to access it later, open the “Shipping company” menu (1) and the “Endorsements” tab (2).



Then look for the endorsements-application you sent. While it has the status “Sent to SMNO,” you can download proof of receipt of the application by clicking on the eye icon (1).





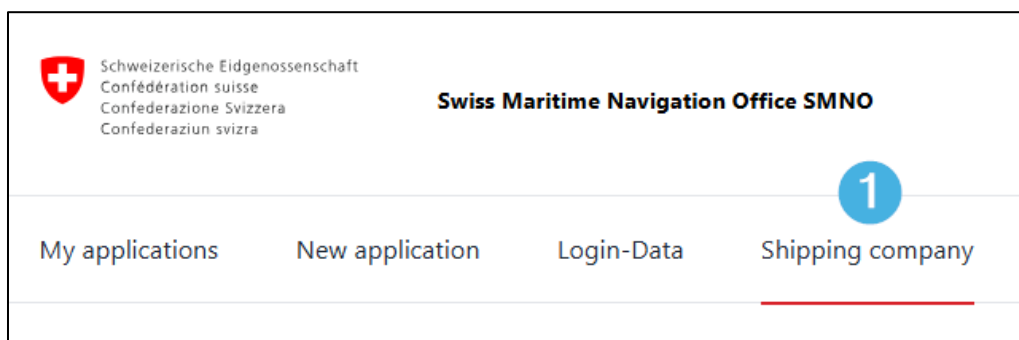
## 5 User administration

### Required Documents

- None

### 5.1 Open the page “Shipping company”

To access user management, the page “Shipping company” must be opened. This page can be opened via the menu item “Shipping company” in the taskbar (1).



### 5.2 Open tab “Employees”

To manage the different users, please go to the “Employees” (1) section on the “Shipping company” page.

#### Testreederei
























### 5.3 Manage the users of your Shipping company

It is important to understand that different roles have different rights:

- **Admins** can manage all the entries of employees, create applications for endorsements and for new commercial vessels.
- **Employees** can create applications for endorsements, register new commercial vessels and notify inspections/incidents but not modify the users.
- **Crew Managers** can only create applications for endorsements
- **External Crew Managers** can only create applications for endorsements and have limited access to information about the shipping company

In the employee tab, you see the name of the employees linked to the shipping company and their assigned role.

Admins can invite new users to join your Shipping company on the SMNO web services (1), modify the roles of your employees (2) or delete their connection to the Shipping company (3).

Commercial vessels		Endorsements	Employees
		1 +	
Name	Role		
	Admin, Crew Manager	2	
	Admin, Crew Manager, Employee		
	Crew Manager	3	
	Employee		 
	Employee		 
	Employee		 
	Admin, Crew Manager, Employee		
	Admin		
	Admin		
	Crew Manager, Employee		 
	Crew Manager, Employee		 
	Crew Manager, Employee		 
			
	Admin, Crew Manager, Employee		
	Admin, Crew Manager, Employee		

### 5.3.1 Invite new users

By clicking on the plus (1 in the picture in 4.3) you can invite new users. Once you click there, a new window will appear. A new window will appear as soon as you click there. Enter your employee's email address (1), first and last name (2), and role (3), then send the invitation by clicking on “Send invitation” (4).

To accept your invitation, users must have their own user account for SMNO web services.

Send invitation

Email\*

1

Name\*

2

First and last name

3

Role \*

☐ Crew Manager
 ☐ Employee
 ☐ External Crew Manager

4

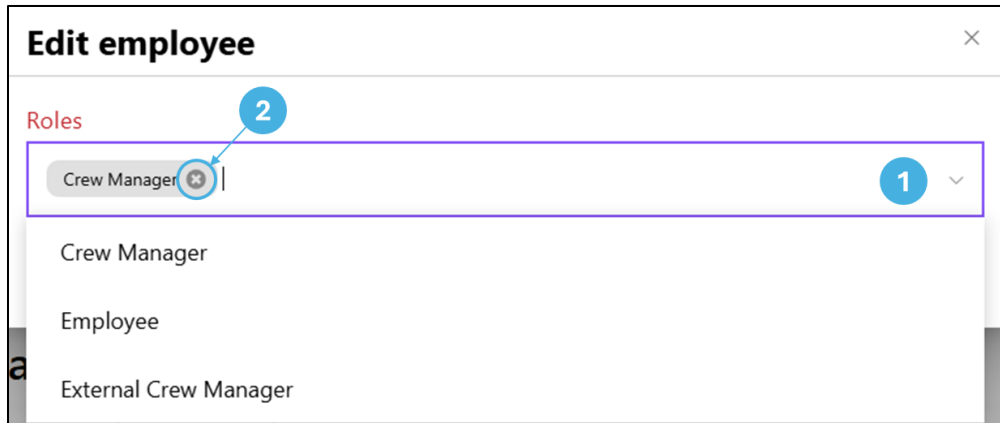
Send invitation

Cancel



### 5.3.2 Modify user entry

You can change your employees' roles by clicking on the pencil icon (2 in the illustration in 5.3). Then click on the drop-down menu to select the appropriate roles (1). If you want to delete a role, click on the cross next to the role name (2).



### 5.3.3 Delete connection to shipping company

By clicking on the cross icon (3 in the illustration in section 4.3), you can delete your employees' connection to the shipping company. After clicking on the icon, a new window will open in which you must confirm the deletion from the shipping company by clicking "OK".