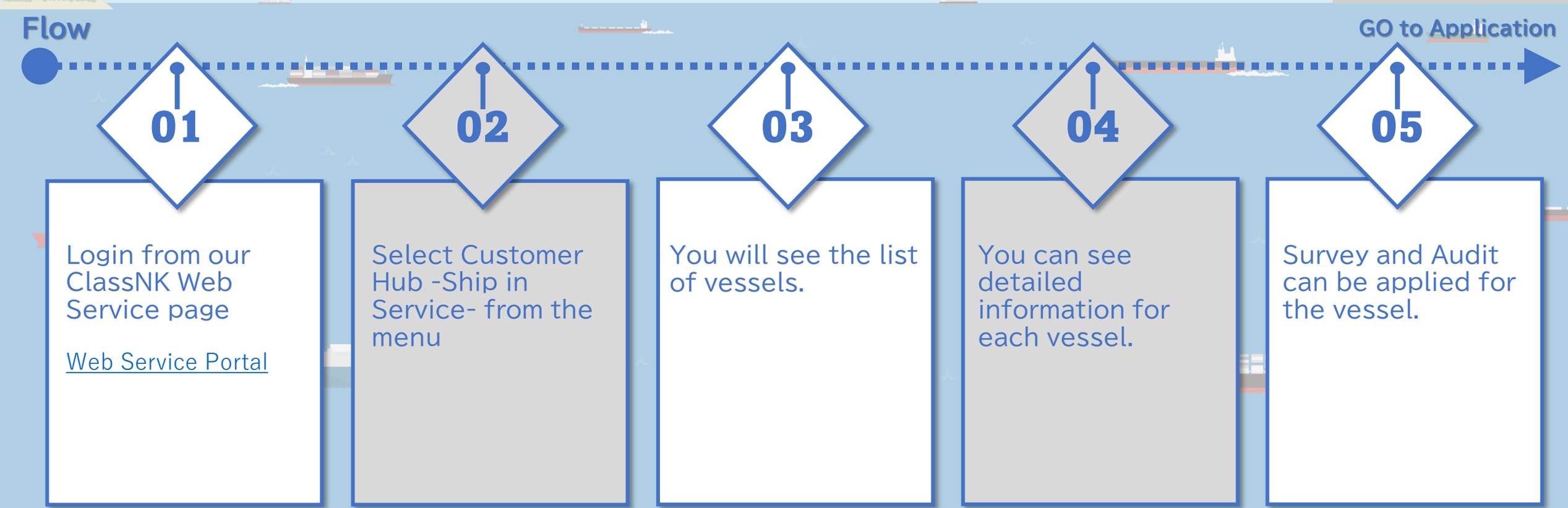




What is **ClassNK CustomerHub** -Ship in Service- ?

The purpose of this service is to establish a seamless portal site that can be conveniently used by shipowners and management companies. In addition to the existing functions of NK-SHIPS, it aims for a smooth procedure where applications can be made while checking the certificates and status as well as function as a hub for other systems (Our web service and other external ship management software).



LOG IN → Web Service Portal

Login from the link below to access the Customer Hub - Ship in Service -

⇒ [Web Service Portal](#)

If you do not have a NK-SHIPS ID, please apply for an account first from the link below.

⇒ [Applications](#)

01

Login from Web Service Portal using your User ID and Password



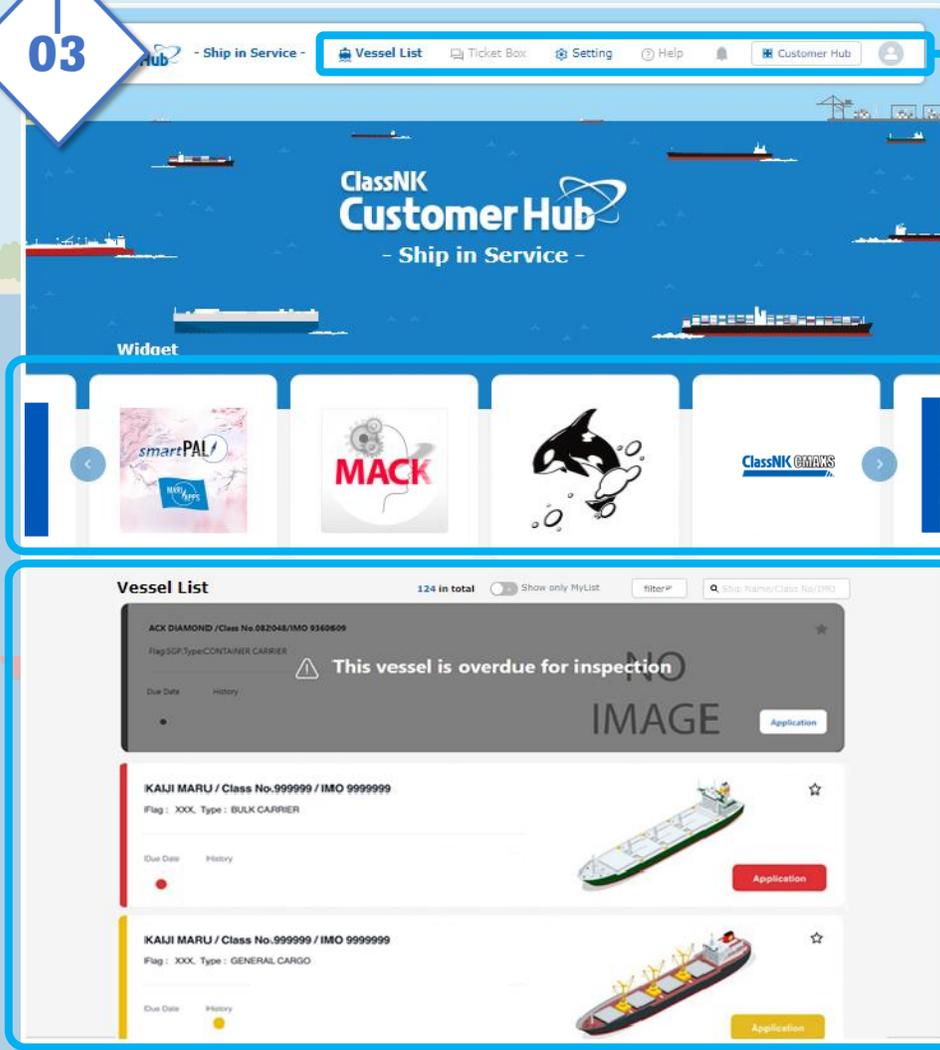
02

Click on ClassNK Customer Hub - Ship in Service-



-Ship in Service- Summary of our Top page

03



Navigation Menu

- Vessel List** You will see the list of vessels on this page
- Ticket Box (currently unavailable)
- Setting** You will be able to add to your widget and plugin from this page
- Help** Help
- Notification (currently unavailable)
- Customer Hub** Menu for Customer Hub. Currently only Ship in Service is available
- Login user icon

Widget (refer to page 5 for more details)

It can be linked to other systems (Our web service and external ship management software ※ Separate license agreement is required to use the service). Once you click on the icon, you will be transferred to their login page.

Vessel List (refer to page 6 for more details)

You will be able to check the survey status for the vessels you manage. Application can also be made if necessary.

About the Widget

From “Setting” you can select your desired software to show on your widget.

The image shows the ClassNK Customer Hub interface. At the top, there is a navigation bar with the following items: ClassNK CustomerHub, - Ship in Service -, Vessel List, Ticket Box, Setting (highlighted with a blue box), Help, and Customer Mail. Below the navigation bar is a large banner with the ClassNK CustomerHub logo and the text "- Ship in Service -".

At the bottom of the main area, there is a "Widget" section. It contains a row of five widget cards. From left to right, they are: ClassNK CMANS, PSC Intelligence, smartPAL (Mari Apps), MACK, and a partially visible card. The "MACK" and "smartPAL" cards are highlighted with blue boxes, and blue arrows point from these boxes to the "Widget" configuration screen on the right.

The "Widget" configuration screen on the right shows a list of software options. Each option includes a logo, a title, a brief description, and an "Add to Widget" button. The options are:

- MACK (Solverminds)**: A comprehensive digital ship management solution...
- smartPAL (MariApps)**: Enhances your digital and on-board operations...
- ORION CLOUD (ORCA)**: A cloud-based system for the integration of all services provided by ORCA...
- ClassNK CMAXS (IMC/NK Consulting Service)**: A cloud-based maintenance management system...
- PSC Intelligence (ClassNK)**: A data-driven system for the analysis and prediction of PSC-related events...

About the Vessel List

NK MARU NO.1 /Class No.227001/IMO 9999999

Flag: PAN, Type: GENERAL CARGO

Due Date

History



Application

The round dots indicate the status of the Survey/Audit for the relevant vessel. Colors will change depending on the status. Refer to the list for below to know what each color indicates.

- High

↑

Priority Level

↓

Low

 - Survey/Audit is overdue.
 - Survey/Audit must be completed in less than 30 days from the specified date.
 - Survey/Audit must be completed in less than 90 days from the specified date.
 - Survey/Audit is in the survey range period.
 - There exists CMS items for which “Chief Engineer’s Inspection Report” is to be provided to NK attending Surveyor by the next Class Periodical Survey for the purpose of “Confirmatory Survey”
 - No action required.

Color on the left-hand side bar is linked with the round dots.

After checking the status, you can apply for a survey or audit by clicking on “Application” on the relevant vessel. Refer to the next page for more details.

About the Status(Survey)

Once clicking on "Application" you will see the Status (Survey) page. On this page you will be able to check the Survey status, Kind of Surveys (Periodical), Kind of Audit, Survey/Audit Due/Range Date in detail. Furthermore, survey and audit application can be made via this page.

04

NK MARU NO.1
 Class No.227001/IMO 9999999
 Flag: PAN, Type: GENERAL CARGO



- Menu
- Status(Survey)
- Status(Audit/Inspection)
- History(Survey)
- History(Audit/Inspection)
- Particular
- AIS Info

Status(Survey)

Application

0 Condition(s) & 1 Note(s) have been set out. Anniversary Date: 02 Feb

Certificate (Class/Insta.)	HSSC	Kind	Expiry Date	Extended
Class -	Applied	Final	02 Feb 2026	--

Survey Item	Kind of Surveys	Due/Range Date	Postponed
Hull and Machinery	Special Survey	- 02 Feb 2026	--
	Intermediate Survey	02 Nov 2022 - 02 May 2023 or	--
		02 Nov 2023 - 02 May 2024	--
	Annual Survey	02 Nov 2021 - 02 May 2022	--
No.1 Boiler	Boiler Survey	- 08 Feb 2024	--
Docking	Docking Survey	- 08 Feb 2024	--
No.1 Propeller Shaft	Prop. Shaft Survey	- 08 Feb 2026	-- *
	Prop. Shaft Survey once every 15 years*	- 11 Jun 2029	--
M0	Special Survey	- 02 Feb 2026	--
	Annual Survey	02 Nov 2021 - 02 May 2022	--

Planned Machinery Survey + *

Cargo Handling Appliances Survey -

Surver Item	Situation and Description	Status	Last Date	Due /Range Date	Postponed
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Apply for survey from here



05

Application will be made through "e-Application" (refer to the next page for details)

*If you already have an account under NK-SHIPS you will be able to use the e-Application with the same account.



Survey status, Kind of Surveys (Periodical), Kind of Audit, Survey/Audit Due/Range Date

e-Application

For details on how to use the e-Application please refer to this link. → [e-Application Quick Guide](#)



3. After entering all the required items, click on "Class & Statutory"

1. Ship's Name will automatically be obtained from Ship in service.

2. Enter the "Country" where the Survey/Audit will be conducted, "Where to apply", "Place of Survey", "Arrival/Departure date", "Survey/Audit Date." (Available office can be found from the place of survey(port))



4. By clicking on "Auto Set" it will set all the survey items within the due range or within 3 months from the expiry date.