

APPLICATION INSTRUCTIONS – Armed Guard Letter

Please carefully read the following guidance:

- **Obtaining Access to WayPoint** - On the LOGIN page, please create an account if you don't have one. You will be required to enter your name and company details so as to register your company. You will receive a temporary user name and password once your request has been processed. You will be required to change your temporary password when you login to your account the first time. Note: if your firm operates under different businesses, you may need to request an account for each in order to obtain access to your entire fleet.
- You may apply for multiple certificates/dispensations/publications by vessel. You can submit applications for multiple vessels within a single order, provided that you are using the same form of payment. Please have your form of payment information available. Orders can be submitted with credit card payments or wire transfer payment details.
- Complete all required page fields (*).

1. Starting the work order request for an Armed Guard Letter

- It is possible to start a work order request for an Armed Guard Letter from two locations:
 - From the Vessel Particulars screen - Press the *'New Work Order'* button
 - From the dashboard - Click the *'Order Certificates'* icon.
 - This will take you to the work order start page. Here please:
 1. Select *'Certificates'* on the left side bar and then choose *'Armed Guard Letter'*.
 2. Start entering the name of the vessel if not already pre-populated. Note: the list of vessels is limited to those listed in your *'My Fleet'*. Please contact us if you believe that any vessels are missing.
 3. Press the *'Start'* button
- ***"Details"* screen**
 - Upload your request for the Armed Guard Letter and the Appendix to the SSP.
 - Click on *'Continue'*.
- ***"Documents"* screen** - Here you can view a draft copy of the Armed Guard Letter requested. In addition, you can obtain a copy of your pre-order invoice. Note: Details on both the draft letter and pre-order invoice are subject to change as a result of information being entered by the user as well as during processing and issuance of the actual document.

- **“Invoice” screen** - please enter your appropriate billing details for each vessel. You can view the estimated charges for this request. In addition:
 - If your company uses a Purchase Order system, please enter the purchase order number for this invoice which will appear on the invoice
 - If you would like to add a reference number to this invoice for your own company’s use, please enter it in the reference field.

- **“Final Review” screen** - You will be able to review your order to know if all sections are properly completed. Sections that are not complete will list the tasks that are still required to be completed before the request can be submitted for processing. In addition, the tabs where these tasks need to be completed will have a red underline. If the final review has no additional tasks to complete you can:
 - Add to Cart - in order to submit the request for processing and issuance of requested documents.
 - Save the work order for submission later by clicking the ‘Continue’ button. You can locate the work order request later from the dashboard by clicking on the ‘Pending Orders’ icon.

- **Submission of work order requests via the Cart** - Completed work order requests that are ready for processing are submitted through the cart.
 - In ‘My Cart’, you can view the requests that will be submitted.
 - It is possible to remove requests from the cart by clicking the ‘remove’ button. They can be added later via the ‘Pending Orders’ icon.
 - Your email address will appear in the eDelivery email address field. You can change this email address to the email address that you would like messages containing the issued documents and invoices to be sent. Please note that you will receive an email for each vessel that you request certificates for via the payment cart. Please ensure the following email address has been added to your SPAM filter: waypointsupport@liscr.com.
 - Alternatively, you can choose not to receive your documents by email by removing the checkbox for eDelivery. Documents are available for download in WayPoint once processed via the ‘My Certificates’ page, which is accessed from the dashboard.
 - Please select ‘Courier’ if you would also like a hard copy of the dispensation sent to you. There is an additional charge for this service.
 - Please indicate the method of payment
 - **Credit Card Payment** - you will be taken to the Credit card payment screen. Complete the payment details on this screen and click ‘Process Payment’.

- **Wire Payment** - For wire transfer payments, please provide payment details including the effective date of the payment. You can also upload a copy of the wire payment confirmation.
- Once you have submitted your work order request, you can view the current status via the 'Order History' icon on the dashboard. 'Active' orders have been processed and requested documents issued.