

Operation Manual

2025

Survey Operations Division

Ver 1.00

What is ClassNK CustomerHub ?

ClassNK
CustomerHub
-Ship in Service-

本サービス(-Ship in Service-)は、船主・管理会社が日常的に利用できるシームレスなポータルサイトの構築を目的としています。ブラウザから視覚的に船を選択し、個船情報から数クリックで各種申請が可能。検査/審査状況もリアルタイムに把握する事が出来、外部の船舶管理ソフト等との連携も可能なため、本会との直接的なコミュニケーションが実現可能です。

Access

GO to Application



ログイン → Web Service Portal

Customer Hub - Ship in Service -は下記のリンクからログインします。

⇒ [Web Service Portal](#)

NK-SHIPSのユーザーIDをお持ちでない場合は、下記のリンクから申し込みをお願いします。

⇒ [Applications](#)



Web Service PortalでユーザーIDとパスワード、
画像に表示されている4桁の数字を入力して、ログイン
ボタンを押下します。



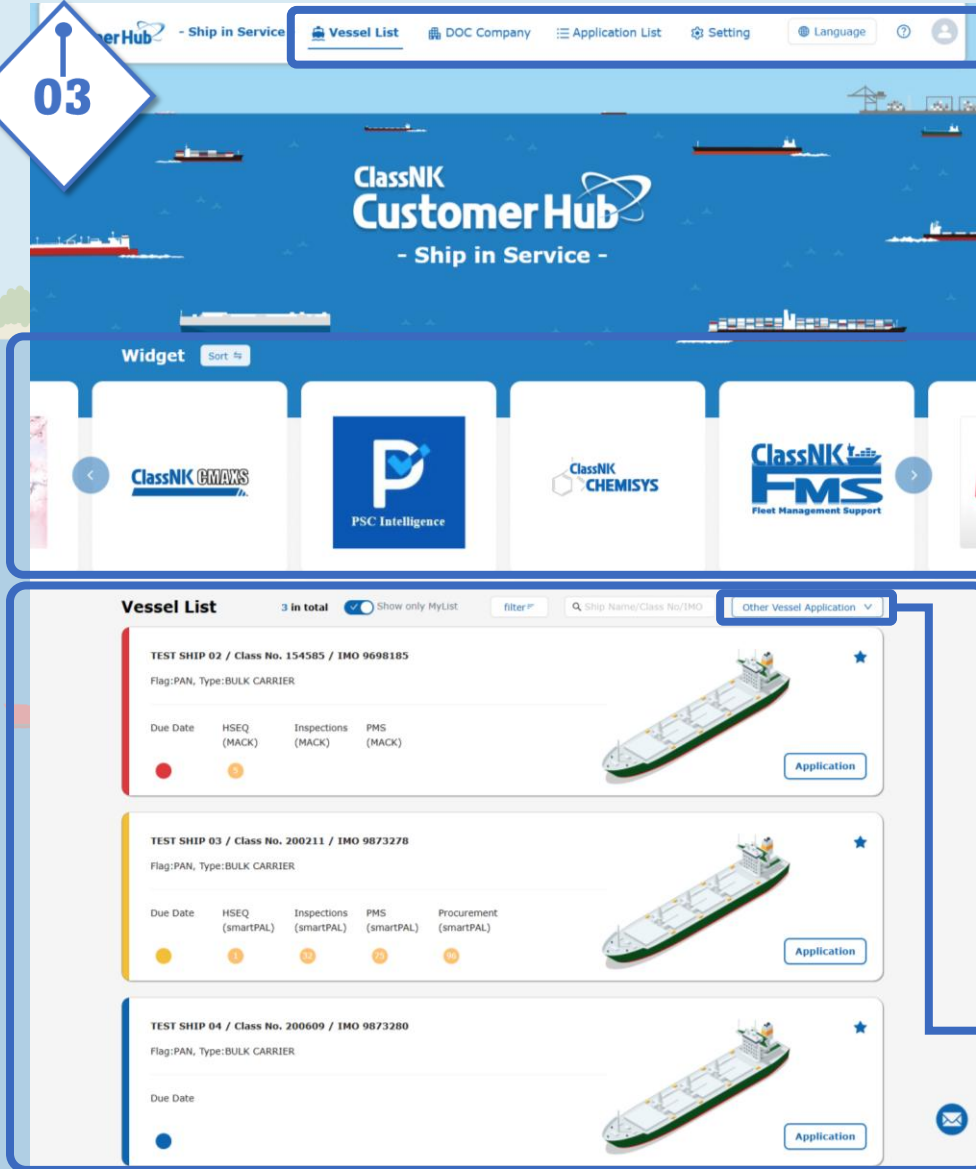
「Ship in Service」または
「Go to Web Service」をクリックします。

The screenshot shows the ClassNK Customer Hub login interface. At the top, there is a header with the ClassNK logo and 'Customer Hub'. Below the header, an 'Important Notice' states: 'Change of log-in system will be postponed. Please refer to Topic "Postponement of Log-in System Change" for more information.' The main login area contains fields for 'User ID' and 'Password'. To the right of the 'User ID' field is a 4-digit security code '5410' with a 'Refresh' button. Below the 'Password' field is an 'Image Authentication' section with a placeholder for a software keyboard. A 'LOG IN' button is located at the bottom right of the login area. Below the login area, there is a section titled 'ClassNK Customer Hub Menu' with a link to 'Ship in Service Vessel information service' and a sub-link 'Information and contact...'. A large blue arrow points from this page to the next one.

The screenshot shows the ClassNK Customer Hub menu page. At the top, there is a header with the ClassNK logo and 'Customer Hub'. Below the header, an 'Important Notice' states: 'Change of log-in system will be postponed. Please refer to Topic "Postponement of Log-in System Change" for more information.' The main menu area contains a 'ClassNK Customer Hub Menu' section with a 'LOG OUT' button. Below this, there is a section titled 'The log-in system for the services listed below is to be changed. (Planned for the year 2026)'. It states: 'Please pre-register your information by "Register" button. You can modify your registration information at any time during pre-registration period. For detail information, please check the special website.' A 'Register' button is located to the right of this text. Below the menu area, there is a section titled 'Ship in Service Vessel information service' with a sub-link 'Information and contact...' and a 'Go to Web Service' button.

-Ship in Service- ホーム画面概要

03



ナビゲーションメニュー

全画面共通のメニューです。

- Vessel List** 船舶一覧ページに遷移します。
- DOC Company** 会社ページに遷移します。
- Application List** 申請一覧ページに遷移します。
- Setting** 設定ページに遷移します。(ウィジェット、データ連携およびプラグインの設定を行います。)
- Language** 言語切り替えボタンです。英語か日本語かを選択できます。
- ?** 操作マニュアルページに遷移します。
- ユーザー** ログインユーザー情報を表示します。

ウィジェット

詳細説明 ⇒ P.12

他システム(本会提供のウェブサービスおよび外部の船舶管理ソフト等 ※使用するためには別途ライセンス契約が必要)に連携することができます。
アイコンをクリックすることで各々のログイン画面へ遷移します。

管理船一覧

詳細説明 ⇒ P.9

管理している船舶のサービスステータスを確認することができます。
必要に応じて申請等の対応をすることができます。

その他の船舶の申請

詳細説明 ⇒ P.7~8

管理船以外の船舶の検査・審査の申請を行うことができます。

個船詳細画面・Status(Survey)説明

個船詳細画面の「Application Periodical」または「Application Occasional」をクリックすると、Status(Survey)画面が掲出されます。

この画面では個船のサーベystータス、定期的検査／審査項目、検査／審査指定日等の詳細情報を確認できます。

また、必要に応じて各種検査・審査の申請を行うことができます。

04

TEST SHIP 04
Class No. 200609 / IMO 9873280
Flag: PAN, Type: BULK CARRIER

★ Remove from MyList

Status
Due Date

Menu: Status(Survey) | Status(Audit/Inspection) | Particular

Plugin: AIS | FMS

Status(Survey)

Application Periodical | Application Occasional

0 Condition(s) & 3 Note(s) have been set out. Anniversary Date: 12 Feb

Certificate (Class/Insta.)	HSSC	Kind	Expiry Date	Extended
Class -	Applied	Final	12 Feb 2025	--

Survey Item	Kind of Surveys	Due/Range Date	Last Date
Hull and Machinery	● Special Survey	06 07 08 09 10 11 12 01 02 03 04 05	--
▶ Survey Programme ?	● Intermediate Survey *		--
	● Annual Survey		08 Feb 2021

05

定期的検査/臨時検査をクリックすると申込みカートが画面右側からスライドインします。

Application Proceed to Confirmation

Using e-Application

Schedule (Available period for survey/audit)*

Start Date → End Date
Please select a date range

Place of Survey/Audit* Where to Apply*

Port/Place Country NK Office
Please select a place for your survey/audit

Survey 16 Audit

Periodical Occasional

Items (Periodical)

-Class

- × Hull and Machinery: Intermediate Survey >>
- × No.1 Boiler: Boiler Survey
- × Docking: Docking Survey >>
- × No.1 Propeller Shaft: Prop. Shaft Survey >>
- × MO: Annual Survey
- × CHG: Load Test

-Load Line

- × Load Line: Annual Survey

-Safety Construction

- × Safety Construction: Intermediate Survey

-Safety Equipment

- × Safety Equipment: Periodical Survey

NK-Shipsから取得した、個船のサーベystータス、定期的検査／審査項目、検査／審査指定日等

e-Application(管理船の申請)

05

Application Using e-Application Proceed to Confirmation

Schedule (Available period for survey/audit)*
Start Date → End Date
Please select a date range

Place of Survey/Audit* **Where to Apply***
Port/Place Country NK Office
Please select a place for your survey/audit

Survey **Audit**

Items (Periodical)
-Class
x Hull and Machinery: Intermediate Survey
Clear Items

Items (Occasional)
-Please enter the required survey items for Occasional Survey.
Enter your items
Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Ship Particulars change
Ship Particulars

Attach
Drop files to upload (or click)
File Name
No data

UPLOAD LIMIT
Supported formats : pdf, text, word, excel, jpg & zip file.
Maximum Number of Files: 30
Maximum Size of File: 30MB

①
左記が画面右側に
スライドイン

①
検査/審査を希望する期間
と場所を入力します。

②
定期的検査の項目は自動
でセットされるので、不要
な項目があれば削除しま
す。
臨時検査の項目は必要に
応じてユーザー自身で入
力します。

③
添付ファイルがある場合、
こちらからアップロード
可能です。

Application Using e-Application

Person in charge (Applicant)
Name* NK TARO
E-mail* example@example.com
Tel Enter telephone number
Automatic reply mail English Japanese
I agree to the Privacy Policy and Terms & Conditions
I agree to the Terms of Use
Back Submit

Applicant
BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
18 BOON LAY WAY, #09-104 TRADE HUB 21, SINGAPORE 609966
Tel: +65-6507-3939
Delivery Address for Issued Documents
NK TARO example@example.com
It is possible to edit and add information about the person in charge of sending certificates and records.

Billing to
BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
18 BOON LAY WAY, #09-104 TRADE HUB 21, SINGAPORE 609966
Tel: +65-6507-3939
Delivery Address for Issued Invoice
It is possible to edit and add information about the person in charge of sending invoice.

Agent Info
Name/Company Enter name/company
E-mail Address Enter email address
Tel Enter telephone number

Remarks
Enter your text

④
自動で申請者の氏名、
メールアドレスがセットさ
れます。
合意項目チェックボック
スを押下すると「提出」ボタ
ンが押下可能となります。

Schedule (Available period for survey/audit)
2026-01-01 → 2026-01-31

Place of Survey/Audit **Where to Apply***
Tokyo Japan East Japan Region...

Survey **Audit**

Items (Periodical)
-Class
Hull and Machinery: Intermediate Survey

Items (Occasional)
-Please enter the required survey items for Occasional Survey.
Enter your items
Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Attach
File Name
No data

UPLOAD LIMIT
Supported formats : pdf, text, word, excel, jpg & zip file.
Maximum Number of Files: 30
Maximum Size of File: 30MB

Back Submit

⑤
完了画面に遷移します。

Application

Your application has been completed.
Please wait for a ClassNK representative to contact you.
Application No: M16141699
OK

e-Application(その他の船舶の申請-S/A)

05

①
その他の船舶の申請ボタンを押下します。

Vessel List 10 in total ☐ Show only MyList filter Ship Name/Class No/IMO Other Vessel Application

TEST SHIP 01 / Class No. 110494 / IMO 9442469
Flag:SGP, Type:BULK CARRIER

This vessel is overdue

Due Date HSEQ (MACK) Inspections (MACK) PMS (MACK)

Application

②
「Survey/Audit」を押下すると船舶検索モーダルが表示されます。

Other Vessel Application

Survey/Audit

SSP Approval

DMLC Part II Review

Search Registered Vessels in ClassNK

IMO No. Class No.

Search

IMO No. Class No. Ship Name Type

Please search your target vessel with IMO No. and/or Class No.

③
IMO No.またはClass No.で対象の船舶を検索します。

(1)検索できた場合

④-1
検索結果の対象船舶を押下します。

Search Registered Vessels in ClassNK

IMO No. Class No.

Search

IMO No.	Class No.	Ship Name	Type
000001	000001	TEST SHIP01	BULK CARRIER
000002	000002	TEST SHIP02	BULK CARRIER
000003	000003	TEST SHIP03	OIL/CHEMICAL CARRIER
000004	000004	TEST SHIP04	BULK CARRIER

4 in total

⑤-1
船舶編集画面が表示されます。編集して「OK」を押下します。

Ship Particulars

Class No. IMO No. Service Area

If particulars such as ship name are changed, please edit the contents in the text boxes.

Ship Name TEST SHIP 01

Ship Class Bulk Carrier

Official No. 000001

Call Sign J00001

Flag Japan

Port Tokyo

International Tonnage 10000.00

G.T. 10000.00

Type of Ship (Proposed) Bulk Carrier

Type of Ship No.1 (2000) Bulk carrier (2000-10 Reg. 1.0)

Type of Ship No.2 (2000)*

Ship Owner TEST COMPANY

Cancel OK

⑥-1
申込みカートがスライドインします。以降は管理船の申請手順と同様です。

CustomerHub

Application

Ship Name TEST SHIP 01

Ship Class Bulk Carrier

Official No. 000001

Call Sign J00001

Flag Japan

Port Tokyo

International Tonnage 10000.00

G.T. 10000.00

Type of Ship (Proposed) Bulk Carrier

Type of Ship No.1 (2000) Bulk carrier (2000-10 Reg. 1.0)

Type of Ship No.2 (2000)*

Ship Owner TEST COMPANY

Cancel OK

(2)検索結果にない場合

④-2
新規船登録ボタンを押下します。

Search Registered Vessels in ClassNK

IMO No. Class No.

Search

IMO No. Class No. Ship Name Type

No data

Is the entered IMO No. or Class No. correct?

If the searched ship is under construction or intended to be newly registered to ClassNK, you may submit the application for new registration and SSP review on the following button.

New Registration for Audit

⑤-2
船舶登録画面が表示されます。入力して「OK」を押下します。

New Registration for Audit - Ship Particulars

IMO No. Class No.

Ship Name TEST SHIP 01

Ship Class Bulk Carrier

Official No. 000001

Call Sign J00001

Flag Japan

Port Tokyo

International Tonnage 10000.00

G.T. 10000.00

Type of Ship (Proposed) Bulk Carrier

Type of Ship No.1 (2000) Bulk carrier (2000-10 Reg. 1.0)

Type of Ship No.2 (2000)*

Ship Owner TEST COMPANY

Cancel OK

⑥-2
申込みカートがスライドインします。以降は管理船の申請手順と同様です。(検査は選択不可)

CustomerHub

Application

Ship Name TEST SHIP 01

Ship Class Bulk Carrier

Official No. 000001

Call Sign J00001

Flag Japan

Port Tokyo

International Tonnage 10000.00

G.T. 10000.00

Type of Ship (Proposed) Bulk Carrier

Type of Ship No.1 (2000) Bulk carrier (2000-10 Reg. 1.0)

Type of Ship No.2 (2000)*

Ship Owner TEST COMPANY

Cancel OK

e-Application(その他の船舶の申請-その他)

05

Other Vessel Application ▾

Survey/Audit

SSP Approval

DMLC Part II Review



ClassNK e-Application Ver.3.3.1 TRIAL - 29 May 2025 - Framework 4.6.2 Login User : NS0084

e-Application Top ▶ Preparing NK-SHIPS HELP

Application for SSP approval Contract Attach Confirmation

Search and re-use data of previous application.

Applicant Information Save

Registry Date 2025/09/09
e-Appl No. XXXXXXXX

Do you use the same data for "Person in charge" input as in the previous application? Apply

Company

User ID NS0084
Company Name TEST COMPANY
Address Tokyo, Japan XXXXXXXX
Tel +00-0000-0000
Fax +00-0000-0000
IMO Company ID XXXXXXXX

Person in charge

Name
Dept. / Section
e-Mail
(Confirm)

Use comma to separate entries.

Automatic reply message ☐ Japanese ☒ English

IE-Applicationの
SSP Approval申請画面が
開きます。

Other Vessel Application ▾

Survey/Audit

SSP Approval

DMLC Part II Review



ClassNK e-Application Ver.3.3.1 TRIAL - 29 May 2025 - Framework 4.6.2 Login User : NS0084

e-Application Top ▶ Preparing NK-SHIPS HELP

Application for DMLC Part II review Contract Attach Confirmation

Search and re-use data of previous application.

Applicant Information Save

Registry Date 2025/09/09
e-Appl No. XXXXXXXX

Company

User ID NS0084
Company Name TEST COMPANY
Address Tokyo, Japan XXXXXXXX
Tel +00-0000-0000
Fax +00-0000-0000
IMO Company ID XXXXXXXX

Person in charge (Applicant)

Automatic reply message ☐ Japanese ☒ English

Do you use the same data for "Person in charge" input as in the previous application? Apply

Add

Name	e-Mail	Dept. / Section	Tel	Mobile
------	--------	-----------------	-----	--------

IE-Applicationの
DMLC Part II Review
申請画面が開きます。

管理船一覧説明

TEST SHIP 01 / Class No. 110494 / IMO 9442469

Flag:SGP, Type:BULK CARRIER

Due Date



HSEQ
(MACK)

1

Inspections
(MACK)

32

PMS
(MACK)

75



Application

検査/審査に関するアラームがあることを示します。
色によって重要度を表します。各アラームの意味は次の通りです。

高
↑
重要度
↓
低

- 指定日までに行われなかった検査/審査があります。
- 指定日まで、余すところ30日以内の検査/審査があります。
- 指定日まで、余すところ90日以内の検査/審査があります。
- 現在、指定期間内に入っている検査/審査があります。
- 機関長による開放検査報告書を、「検査員による確認検査」のために次回定期的検査の際に臨検した検査員へ提出する必要があることを示しています。
- (色が無い)通常の状態(アラームが無い)です。

複数のアラームがある場合、重要度の高い色が採用されます。
また、重要度の高いアラームがある船舶が上位に表示されます。

設定画面でデータ連携の設定を行った他システムから連携されたアラーム数が表示されます。※()内はアラーム種別です。

一部システムは左記の指定日までの日数による表示が適用されます。

アラームがある場合、“Application”より個船情報画面に移動し、検査/審査の申請を行うことができます。⇒ 次頁「[個船詳細画面・Status\(Survey\)説明](#)」へ

e-Application(申請内容の変更)



Application

Your application has been completed.
Please wait for a ClassNK representative to contact you.

Application No: M16141699

OK

① 完了画面に表示される Application No. を押下します。

Application No. M16141699

Proceed to Confirmation **Application Edit Cancel** **Cancel Request**

Vessel
TEST SHIP 04 /ClassNo. 200609/ IMO 9873280
Flag: PAN, Type: BULK CARRIER

Schedule (Available period for survey/audit)*
2026-01-01 → 2026-01-31

Place of Survey/Audit **Where to Apply***
Tokyo Japan East Japan Regiona...

Survey **Audit**

Items(Periodical)

-Class
X Hull and Machinery: Intermediate Survey

[Clear Items](#)

Items(Occasional)
-Please enter the required survey items for Occasional Survey.
Enter your items

Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Ship Particulars change
[Ship Particulars](#)

② こちらを押下すると編集可能になります。項目を編集し、確認ボタンを押下します。

Application No. M16141699

Person in charge (Applicant)

Name* NK TARO

E-mail* example@example.com

Tel Enter telephone number

Automatic reply mail ☒ English ☐ Japanese

Back **Submit**

Applicant

BELSHIPS MANAGEMENT (SINGAPORE) PTE LTD
18 BOON LAY WAY, #09-104 TRADE HUB 21, SINGAPORE 609966
Tel: +65-6507-3939

Delivery Address for Issued Documents
NK TARO example@example.com

① It is possible to edit and add information about the person in charge of sending certificates and records.

③ こちらを押下すると完了画面に遷移します。

Application No. M16141699

Your application has been completed.
Please wait for a ClassNK representative to contact you.

OK

e-Application(History)

05

①
メニュータブの「History (Survey)」または「History (Audit/Inspection)」を押下

②
ステータスがAppliedの場合、
Application No.が表示されます。
ステータスがRegisteredになると
Record No.が表示されます。

③
ステータスが
Applied～Assigned : 申請編集画面を表示
Served～ : 記録情報画面を表示(編集不可)

Menu [Status\(Survey\)](#) [Status\(Audit/Inspection\)](#) **History(Survey)** [History\(Audit/Inspection\)](#) [Particular](#) [DOC Company](#) [Print](#)

Plugin [AIS](#) [FMS](#)

History(Survey) [Hull Compartments](#) [View More](#)

Status ? CAN.	Application / Record No.	Place	First Date	Last Date
Applied	M11252676	Chiba	10 Sep 2025	11 Sep 2025
Registered	25EJ0424	Chiba	02 Sep 2025	04 Sep 2025
Completed	25TZ0032	Head Office	05 Sep 2025	05 Sep 2025
Completed	25TZ0031	Head Office	05 Sep 2025	05 Sep 2025
Served	25EJ0445	Chiba, Japan	04 Sep 2025	04 Sep 2025

Application No. M11252676 Applied Proceed to Confirmation Application Edit Cancel Request

Vessel
PROGRESS ACE / ClassNo. 032803 / IMO 9267687
Flag: PAN, Type: VEHICLES CARRIER

Schedule (Available period for survey/audit)
2025-09-10 - 2025-09-11

Place of Survey/Audit Chiba Japan **Where to Apply** East Japan Regional...

Survey **Audit**

Items(Periodical)
Clear Items

Items(Occasional)
Occasional Survey

-Please enter the required survey items for Occasional Survey.
TEST TEST TEST

Ship Particulars change
Ship Particulars

Example of entry: Malfunction of Ballast Water Treatment System.
Could you please issue Conditional Certificates

Record No. 25EJ0445 Served

Vessel
PROGRESS ACE / ClassNo. 032803 / IMO 9267687
Flag: PAN, Type: VEHICLES CARRIER

Record
[Survey Record \(Class\) Survey Record](#)

Schedule (Available period for survey/audit)
2025-09-04 - 2025-09-04

Place of Survey/Audit
Chiba, Japan

Class Survey
Occasional Survey

ウィジェット詳細説明

ウィジェットに表示する他システムを、設定画面で選択します。

Setting

The screenshot displays the ClassNK CustomerHub dashboard. At the top, there's a navigation bar with links like "Ship in Service", "Vessel List", "DOC Company", "Application List", "Setting", and "Language". The main area features a large banner for "ClassNK CustomerHub - Ship in Service -". Below the banner, a section titled "Widget" contains several cards representing different services: ClassNK CMAXS, PSC Intelligence, ClassNK CHEMISYS, and ClassNK FMS Fleet Management Support. A blue box highlights the "Sort" button above the widget cards.

表示順を変更する場合:
こちらを押下し、表示順
を変更できます。

MACK (Solverminds)

MACK- Managing Content and Knowledge is a comprehensive digital ship management solution developed by Solverminds It offers a holistic approach to digital ship management and support users to optimize operational performance as well as enhance efficiency. Some valuable attributes of MACK are.

Robust Functionalities Integrated:MACK seamlessly integrates industry best practices with robust digital features like workflows, tasks, alerts, notifications, Gantt charts, and analytics.

Knowledge Management for Data-Driven Decisions: MACK centralizes recorded data thus fostering a strong cross-functional collaboration between ship and shore-based teams.

Accessibility & Mobility: MACK is a cloud-based ERP system with mobile-optimized functionality.

Add to Home **Data Linked**

smartPAL (MariApps)

MariApps is your digital partner of choice for managing your fleet operations across the globe. Talk to us to digitize your fleet operations.

追加する場合:
「Add to Home」を押下
します。

Add to Home **Data Linked**

ORION CLOUD (ORCA)

This is a cloud system where the information of services provided by ORCA is consolidated.Vessel management softwares and onboard network information can also be accessed here.

Remove from Home

ClassNK CMAXS (I)

CMAXS is a vessel maintenance management system. We provide three systems CMAXS I, CMAXS II, and CMAXS III. Each system also each systems satisfy the requirements of the relevant regulations. They are characterized by their ease of use and low cost. You can purchase only the products you need.

削除する場合:
「Remove from Home」
ボタンを押下します。

Remove from Home