

Husbandry Support Document Requirements

Below is a streamlined version of instructions, organized so teams can quickly understand what must be provided to avoid billing kickbacks and ensure proper upload of support documents.

1. **Crew Changes:** Every crew-change request must include **names and ranks** of all on- and off-signers. **Do not** only send an E-Ticket as support.

If the Captain or crewing agency does not provide full details, reply and **request confirmation** of the complete list (names + ranks). Request **one hotel service line per crew member**.

If there are **additions, removals, or changes**, send the updated email so the team can upload the corrected support.

Admins and DA Clerks rely on these emails to validate invoices – missing details cause delays and kickbacks.

2. **Spares:** Support **must be** the original request or notification from the line, sender, or Captain. Do not forward emails that include vendors in copy – this can lead to vessels bypassing NLI. The best support are pre-alerts with MAWB# or the original emails containing AWB copies, packing lists, etc. Upload all attachments along with the email. If a vendor contacts you for ETA/ETD, ask whether they will bill the sender/vessel directly or NLI. Request all support if NLI was not copied originally. Request **one service line per AWB**.

****Maersk must provide a PO# for all spares. If Integrity is involved, request the PO from Maersk. Do not wait until after the vessel sails.****

3. **Garbage and Fresh Water:** Forward the Captain's confirmation email showing the approved amount and authorization, **do not** only forward the request form sent to the vendor.
4. **Owner's Full Billing Style:** If the owner is not obvious, confirm it before proceeding...obvious are MSC, CMA CGM, etc... If the requesting party is from Joe Smith at ABC Shipping Maritime and the vessel is listed as Maersk, then you should immediately request the party to receive and pay all appropriate invoices. Incorrect billing creates unnecessary corrections involving multiple parties.
5. **MSC** requires **all completed** husbandry services to have a signed/stamped receipt from their Captains, including for Techs/Supts.
6. These guidelines are to be used in the same fashion, when **Owner's are through S5**, reaching out to Serviceteam.Northamerica@s-5.org and northamerica@s-5.org for your requests.

If anything is unclear—even slightly—**ask questions**. Asking questions demonstrates responsibility, maturity, and strong work ethic. It prevents errors, protects billing accuracy, and supports smoother operations for everyone involved. Thank you.

[*Supporting Documents – Quick Guide*](#)