

Instruction Manual for NOAA's Pre-Trip Notification System

Background

The National Marine Fisheries Service (NMFS), Northeast Fisheries Science Center (NEFSC) is required to collect scientific, management, regulatory compliance, and economic data for fisheries by placing NMFS-certified observers and at-sea monitors (ASMs) aboard U.S. domestic fishing vessels. These data are needed for the in-season management and monitoring of fisheries occurring in the U.S. Exclusive Economic Zone (EEZ) and the high seas beyond the EEZ. These data are collected through the Northeast Fisheries Observer Program (NEFOP) managed by the NEFSC's Fisheries Sampling Branch (FSB).

The Pre-Trip Notification System (PTNS) is a web-based system that uses an algorithm to randomly assign observer coverage to fishing vessels as they notify of their intent to fish. Trip notifications must be made 48 hours prior to departure for Multispecies trips and 72 hours prior to departure for Loligo squid trips. Constant monitoring of phone calls is necessary, as notifications can be made and problems can arise at any time of day (vessels often depart late at night or early morning). Assisting vessel representatives with common PTNS issues aids NMFS in developing and furthering a productive relationship with the industry.

The NEFOP and the ASM programs are both covered by the PTNS. Either NEFOP or ASM coverage is specifically assigned to selected vessels. Specific types of NEFOP coverage are also separated out by the system. **Observer coverage** is used as a blanket term, encompassing all NEFOP and ASM coverage. Vessels that are not selected for observer coverage are issued a waiver by the system, and they may depart on a trip without an observer.

Vessels may submit a notification via their PTNS online account, email, or telephone. The 48-hour or 72-hour clock (as far as vessel compliance with advance notice goes) begins when a trip is entered online by the vessel, a voicemail message is left, a call is answered, or an email is sent. Voice Nation answering services will only be responsible for the notifications received via the phone during the following time periods: Monday – Thursday, 5:01 PM to 7:59 AM the next day; Friday, 5:01 PM to 11:59 PM; Saturday, 12:00 AM to 11:59 PM; Sunday, 12:00 AM to 7:59 AM the next day; and all federally recognized holidays, 12:00 AM to 11:59 PM.

Operators are responsible for processing all routine notifications. Operators are also responsible for responding to simple issues (troubleshooting list provided) and standard industry questions (list of questions provided). In the event of an urgent situation, operators will contact a NMFS representative who will address the situation. Operators should refrain from discussing any items, problems, or concerns outside of the situations and troubleshooting events addressed in the manual and lists provided. Issues outside the scope of those documents should be passed onto the PTNS Coordinator.

Using the PTNS Website

Log into the PTNS as an operator

1. Navigate your browser to <https://fish.nefsc.noaa.gov/cgi-bin/PTNS/login-admin.pl>.
2. Enter the vessel permit number for which you wish to submit a notification (obtained from caller).
3. Enter your operator username (**voicenation**) and PIN/Password (**VNpass5!8**).
4. Hit the “Login” button.

NOAA PRE-TRIP NOTIFICATION SYSTEM
FOR NEFOP AND ASM

Login

Welcome to the Pre-Trip Notification System

Please enter your login and password information and click on the "Login" button. If you do not have a login and password, then please contact the NOAA Fisheries Statistics Office (FSO) at **978-281-9133** or email fso.data.requests@noaa.gov

The System goes down from 11 pm until midnight on Sunday; trips entered or modified during this time may not be saved.

Vessel Permit Number
144413

Administrator
nrssi

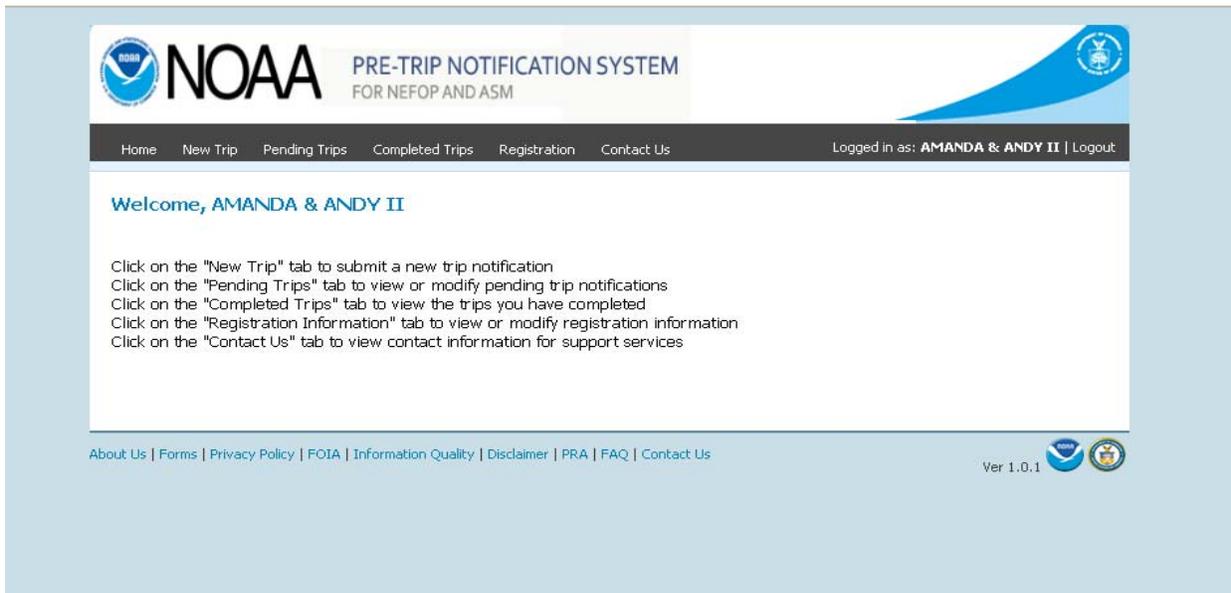
Pin Number
●●●●●●●●

[User Manual](#)
[System for Providers](#)

Login

Welcome Screen

Once you login, you will be taken to the vessel login screen. At this point the operator should ***verify that the vessel name is correct.***



Entering a New Trip

Vessels may notify for day trips (2 days or less in estimated length) or multiday trips (3 days or more in estimated length). Clearance to sail for **day trips** is based on departure date. Selection status for **day trips** applies to a departure at any time during the calendar day for which the vessel has notified. Therefore, day trips may not be delayed, only cancelled, and if the vessel has not notified in time for a day trip departing on a particular day, they may not leave on that day. Multiday trips may be delayed and the departure date edited in the system. **Multiday trip** selection status applies to the trip, not the specific departure date.

1. Click on the “**New Trip**” tab (accessed via the menu bar at top of page) to submit a **new** trip notification. The “***New Trip Entry Form***” screen will appear. This page is a preliminary step to the notification process.
2. Select a **planned sail date and time**. The planned sail date and time should be entered as **no earlier** than 48 hours (Multispecies) or 72 hours (Loligo) from the time of initial vessel contact (phone call). See troubleshooting if faced with a notification given less than 48 hours (Multispecies) or 72 hours (Loligo) in advance.
3. Select a **fishery**. Select Multispecies (groundfish) or Loligo (squid).
4. Press the “**Enter**” button.

The following image is an example of the first new trip entry form screen.

The screenshot shows the NOAA PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM interface. The header includes the NOAA logo and the system name. A navigation bar contains links for Home, New Trip, Pending Trips, Completed Trips, Registration, and Contact Us. The user is logged in as AMANDA & ANDY II. The main content area is titled "New Trip Entry Form" and contains instructions for filling out the form. Below the instructions are several input fields: "Send Manual Waiver" with a "Yes" checkbox, "Vessel Name" with a text box containing "AMANDA & ANDY II", "Planned Sail Date" with a date picker showing "01/09/2011", "Planned Sail Time" with a time picker showing "05 Hours 00 minutes (Military)", and "Fishery" with a dropdown menu showing "Multispecies (MUL)" and an "Enter" button.

5. Enter **estimated trip duration**. The estimated trip length should be entered in full days, rounding up to the nearest whole day. For example, if a trip is planned to be 24 hours and 1 minute, an estimated trip length of 2 days should be entered.
6. Select a **port of departure** from the drop-down menu if a change is necessary. This field may already list the correct port, as it is auto-filled with the vessel's last notified port.
7. Select an **area** (not an option for Loligo trips) from the drop-down menu if a change is necessary. Have captains specify Georges Bank, Gulf of Maine, or Southern New England/Mid-Atlantic. They must choose one of these three options. This is a field that is also auto-filled based on the vessel's last notification.
8. Select a **gear/fishery** from the drop-down menu if a change is necessary. "Otter trawl, fish" is the only option for Loligo trips. If a vessel is using more than one gear (i.e. a mix of 6.5" gillnet and 12.0" gillnet), select the gear that the vessel has more of (i.e. 20-6.5" gillnets and 40-12.0" gillnets would be selected as 'Sink Gillnet, 8.0" or larger') or is using more often (i.e. a vessel taking a longline trip may handline for cod on the side, but the gear selection would be 'Bottom Longline'). This field is also auto-filled based on the vessel's last notification.
9. Select **set-only trip** (if applicable, not an option for Loligo trips). This option is exclusive to gillnet vessels, which may receive a waiver if they are sailing on a set-only trip. A set-only trip is considered a trip where the vessel only sets out gear; it may not haul nets or land any fish. A vessel may set and haul nets during the same trip, but this would not be considered a set-only trip. Only choose this option if a vessel specifies a set-only trip; *do not offer it as an option.*

10. Select **special management program (SMP)** options (*if applicable*, not an option for Loligo trips). Ask the captain if he will be fishing using **B-Days**, fishing in a **closed area**, or fishing in the **US/Canada Area**. If a vessel is participating in one of these SMPs, check the “yes” box and select the appropriate SMP. If a vessel is fishing in the US/Canada Area, verify if the vessel may be entering Closed Area I or II, as these areas are contained in the US/Canada Area. Closed Area I or II are more specialized options and would override the choice of the US/Canada Area.
11. Hit the “**Submit**” button. Press the button *only once*. Do not double-click it or press “stop” or “back” in your browser window. After a delay (up to 15 seconds), the screen should display the vessel status (waiver or preliminary selection) and confirmation number for the trip (see example below). See troubleshooting if you receive an error message.

The following image is an example of the new trip entry form for *Multispecies* trips.

NOAA PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM

Home New Trip Pending Trips Completed Trips Registration Contact Us Logged in as: AMANDA & ANDY II | Logout

Please fill out the information below and hit the submit button. If no errors are displayed on the screen then the data was submitted successfully. An email will be sent with a confirmation number and notification of an observer or a waiver. You can also Click on the "Pending Trips" Tab to view recently submitted trips.

You will only be allowed to notify for fisheries that you are permitted to participate in. Currently the PTNS system is used for notifications in the Multispecies/Large Mesh Groundfish (MUL) Fishery and the Squid/Mackerel/Butterfish (SMB) Fishery for directed Loligo trips (i.e., trips on which the vessel operator intends to land greater than or equal to 2500 lb of Loligo squid). If you are trying to notify for a fishery that does not appear, please contact the PTNS coordinator.

Send Manual Waiver: Yes

Vessel Name: AMANDA & ANDY II

Multispecies trip notifications must be entered at least 48 hours in advance of trip sail time and may be entered as far in advance as 9 days from the date of notification. Loligo trips must be entered at least 72 hours in advance of trip sail time and may be entered as far in advance as 10 days from the date of notification.

Planned Sail Date: 01 09 2011 (mm/dd/yyyy)

Planned Sail Time: 05 Hours 00 minutes (Military)

Fishery: Multispecies (MUL)

To switch fisheries you will need to cancel the existing trip and re-declare a new trip with the new fishery designation. If you need to make this change less than 72 hours before you plan to sail on a Loligo trip or less than 48 hours before you plan to sail on a Multispecies trip, please contact the PTNS Coordinator to make this change (508-681-9104 or nefsc.ptns.gov).

Estimated Trip Duration: 1 (in Whole Days e.g., a 16 hour trip is 1 day, a 26 hour trip is 2 days)

Port of Departure: GLOUCESTER, MA

Gear: Sink Gillnet, 7.9" and smaller

Area: Gulf of Maine [Click for Map](#)

Special Management Program:

Set Only Trip: Yes

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The following image is an example of the new trip entry form for *Loligo* trips.

The screenshot shows the NOAA Pre-Trip Notification System (PTNS) interface. At the top, there is a navigation bar with links for Home, New Trip, Pending Trips, Completed Trips, Registration, and Contact Us. The user is logged in as PONTOS. The main content area contains instructions and a form for entering trip details. The form fields are as follows:

- Send Manual Waiver: Yes
- Vessel Name: PONTOS
- Planned Sail Date: 01/10/2011 (mm/dd/yyyy)
- Planned Sail Time: 07 Hours 00 minutes (Military)
- Fishery: Loligo (SMB)
- Estimated Trip Duration: 5 (in Whole Days e.g., a 16 hour trip is 1 day, a 26 hour trip is 2 days)
- Port of Departure: MONTAUK, NY
- Gear: Otter Trawl, Fish

A Submit button is located at the bottom left of the form area. The footer contains links for About Us, Forms, Privacy Policy, FOIA, Information Quality, Disclaimer, PRA, FAQ, and Contact Us, along with the version number Ver 1.0.1 and NOAA logos.

The following message will appear after a trip has been successfully entered and the vessel is selected for coverage.

You have been preliminarily selected for observer coverage for AMANDA & ANDY II, departing 01/09/2011 05:00, confirmation #34629. Within 24 hours of this notice, either coverage will be confirmed or you will be issued a waiver. Please await your next notice.

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The following message will appear after a trip has been successfully entered and the vessel is issued a waiver.

You have been waived of observer requirements for PONTOS, departing 01/10/2011 07:00, confirmation #34638.

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Pending Trips Tab

Once a trip is entered, it may be viewed and verified on the “Pending Trips” tab (accessed via the menu bar at top of page). Trip information will include a *trip confirmation number, port of sail, estimated date and time of departure, fishing year, fishery (MUL = Multispecies, SMB = Loligo squid), vessel selection status, the option to cancel a trip, and the option to edit a trip or view the trip details.*

NOAA PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM

Home New Trip Pending Trips Completed Trips Registration Contact Us Logged in as: AMANDA & ANDY II | Logout

Pending Trips

These trips have not yet sailed. If you must delay a trip, please contact the PTNS coordinator. If you must cancel a trip with a waiver, click the "Cancel" button.

To view specific trips, simply enter data into rectangular boxes; for example type MUL under Fishery to only see Multispecies notified trips.

[Clear Filters](#)

Confirmation Number	Port Sailed	Date Sailed	Fishing Year	Fishery	Status	Action		
34637	GLOUCESTER, MA	01/16/2011 05:00	2010	MUL	Waiver	Cancel	Edit	Details
34636	GLOUCESTER, MA	01/15/2011 05:00	2010	MUL	Waiver	Cancel	Edit	Details
34635	GLOUCESTER, MA	01/14/2011 05:00	2010	MUL	Waiver	Cancel	Edit	Details
34634	GLOUCESTER, MA	01/13/2011 05:00	2010	MUL	Pending	Cancel	Edit	Details
34633	GLOUCESTER, MA	01/12/2011 05:00	2010	MUL	Waiver	Cancel	Edit	Details
34632	GLOUCESTER, MA	01/11/2011 05:00	2010	MUL	Waiver	Cancel	Edit	Details
34631	GLOUCESTER, MA	01/10/2011 05:00	2010	MUL	Waiver	Cancel	Edit	Details
34629	GLOUCESTER, MA	01/09/2011 05:00	2010	MUL	Pending	Cancel	Edit	Details
8683	GLOUCESTER, MA	07/18/2010 05:00	2010	MUL	Waiver	Cancel	Edit	Details
8682	GLOUCESTER, MA	07/17/2010 05:00	2010	MUL	Waiver	Cancel	Edit	Details
8599	GLOUCESTER, MA	07/15/2010 05:00	2010	MUL	Waiver	Cancel	Edit	Details
8598	GLOUCESTER, MA	07/14/2010 20:00	2010	MUL	Waiver	Cancel	Edit	Details
3541	GLOUCESTER, MA	05/13/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3218	GLOUCESTER, MA	05/12/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3216	GLOUCESTER, MA	05/10/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3215	GLOUCESTER, MA	05/09/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3214	GLOUCESTER, MA	05/08/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3177	GLOUCESTER, MA	05/07/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3176	GLOUCESTER, MA	05/06/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
3019	GLOUCESTER, MA	05/04/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
2847	GLOUCESTER, MA	05/03/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
2763	GLOUCESTER, MA	05/01/2010 04:30	2010	MUL	Waiver	Cancel	Edit	Details
2761	GLOUCESTER, MA	04/30/2010 23:00	2010	MUL	Waiver	Cancel	Edit	Details

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Vessel Status is indicated in the “Status” column. *A trip receiving a waiver initially will be listed as “Waiver” directly after its submission. A trip selected for coverage will have a status of “Pending” for 24 hours or less.* Pending status means that the trip has been offered to (an) observer provider(s) and is awaiting acceptance or declination.

If a trip is accepted by a provider, the status will change to “Observer.” If a trip is declined by all providers, the status will change to “Waiver.” If a trip is canceled by the vessel or administrator, the status will change to “Canceled.”

Providers receive email notification at the beginning of their individual trip action time slot. Currently, once a trip is entered, no matter the date and time of departure, the vessel is notified immediately of its status and the trip action clock begins for the provider(s). NEFOP trips remain available for 24 hours for the NEFOP provider, A.I.S., to accept. ASM trips remain available for 12 hours for the first randomly selected provider to accept, and another 12 hours for the second randomly selected provider to accept. Trips may be accepted or declined at any point during these time slots. If the time for trip action has expired, the trip is automatically declined by the PTNS for the provider. To view details regarding which provider has accepted the trip, click on the **Details** icon for that specific trip. The details page will include trip details (*vessel name, trip type, planned sail date, fishery, estimated number of days, port of departure, area, gear, set-only status, special management program*) and provider details (*coverage type, provider selected, provider phone #, provider email*).

The following image is an example of the trip details screen.

The screenshot displays the NOAA Pre-Trip Notification System interface. At the top, the NOAA logo and the text 'PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM' are visible. A navigation bar includes links for Home, New Trip, Pending Trips, Completed Trips, Registration, and Contact Us. The user is logged in as 'AMANDA & ANDY II'. The main content area is titled 'Observer Coverage Information for Confirmation Num 34634'. Below this title is a form with the following fields and values:

Vessel Name:	AMANDA & ANDY II
Trip Type:	Day
Planned Sail Date:	01/13/2011 05:00
Fishery:	MUL
Estimated Number of Days:	1
Port of Departure:	GLOUCESTER, MA
Area:	Gulf of Maine
Gear:	Sink Gillnet 7.9
Set Only:	
Special Management:	
Coverage Type:	ASM
Provider Selected:	EAST WEST TECHNIC
Provider Phone #:	860-223-5165
Provider Email:	asm@ewts.com,ewtsct@ewts.com

A 'Back' button is located at the bottom left of the form area. The footer contains links for About Us, Forms, Privacy Policy, FOIA, Information Quality, Disclaimer, PRA, FAQ, and Contact Us, along with the version number 'Ver 1.0.1' and logos for NOAA and the U.S. Department of Commerce.

Editing Trip Characteristics

To edit trip characteristics, go to the “Pending Trips” tab (accessed via the menu bar at top of page) and click the “Edit” link next to the appropriate confirmation number. You may **only** edit the *trip type, sail date, sail time, port, area, gear, SMP status, and SMP selection*.

NOAA PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM

Home New Trip Pending Trips Completed Trips Registration Contact Us Logged in as: AMANDA & ANDY II | Logout

Edit Trip for Confirmation # 34637

Please fill out the information below and hit the submit button. If no errors are displayed on the screen then the data was submitted successfully. An email will be sent with a confirmation number and notification of an observer or a waiver. You can also Click on the "Pending Trips" Tab to view recently submitted trips.

You will only be allowed to notify for fisheries that you are permitted to participate in. Currently the PTNS system is used for notifications in the Multispecies/Large Mesh Groundfish (MUL) Fishery and the Squid/Mackerel/Butterfish (SMB) Fishery for directed Loligo trips (i.e., trips on which the vessel operator intends to land greater than or equal to 2500 lb of Loligo squid). If you are trying to notify for a fishery that does not appear, please contact the PTNS coordinator.

Send Manual Waiver: Yes

Vessel Name: AMANDA & ANDY II

Multispecies trip notifications must be entered at least 48 hours in advance of trip sail time and may be entered as far in advance as 9 days from the date of notification. Loligo trips must be entered at least 72 hours in advance of trip sail time and may be entered as far in advance as 10 days from the date of notification.

Planned Sail Date: 1/16/2011 (mm/dd/yyyy)

Planned Sail Time: 05 Hours 00 minutes (Military)

Fishery: Multispecies (MUL)

To switch fisheries you will need to cancel the existing trip and re-declare a new trip with the new fishery designation. If you need to make this change less than 72 hours before you plan to sail on a Loligo trip or less than 48 hours before you plan to sail on a Multispecies trip, please contact the PTNS Coordinator to make this change (508-681-9104 or nefsc.ptns.gov).

Estimated Trip Duration: 1 (in Whole Days e.g., a 16 hour trip is 1 day, a 26 hour trip is 2 days, a 50 hour trip is 3 days)

Port of Departure: GLOUCESTER, MA

Gear: Sink Gillnet, 7.9" and smaller

Area: Gulf of Maine [Click for Map](#)

Special Management Program:

Set Only Trip: Yes

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- Fishery (MUL or SMB) may **not** be changed.
- Dates and times for any trip **may not be changed to less than 48 hours from the current time. Characteristics for canceled trips should not be changed.**
- Day trip dates (2 days or less estimated length) may **not** be changed.
- For multiday trips, the sail date may be amended (only to later than the original sail date - not earlier). Confirmation numbers are valid for any length short-term delay, for instance, due to weather, personal reasons, or minor equipment repair. **Vessels able to give another 48 hours' (Multispecies) notice or 72 hours' notice (Loligo) before their trip departs should cancel their original trip and enter a new notification.**

- ***Trips may not be canceled in the system by the answering service.***

When all the desired trip characteristics have been edited, hit the **“Save”** button once. You will be presented with a confirmation screen to verify that the changes have been accepted (see example below).

You have successfully updated your information.

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Completed Trips Tab

Vessels with completed ***observed*** trips and ***canceled*** trips will have those trips listed in their “Completed Trips” tab.

Observer providers enter the sail and land dates for each trip as soon as possible. Upon entry of the sail and land dates, the trip moves from a vessel’s “Pending Trips” tab to its “Completed Trips” tab.

Once a trip’s status changes to “Complete”, the information ***may not be edited*** using the website. If an operator receives a call with a request to change details of a completed trip, inform the caller those changes can only be made by the PTNS Coordinator and note the requested changes in the summary report.

NOAA PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM

Home New Trip Pending Trips **Completed Trips** Registration Contact Us Logged in as: AMANDA R. ANDY II | Logout

Completed Trips

These accepted trips have landed.
To view specific trips, simply enter data into rectangular boxes; for example type MUL under Fishery to only see Multispecies notified trips.
[Clear Filters](#)

Conf Num	Sailed Date	Landed Date	SMP	Fishery	Gear	Area	Status
34047	01/06/2011 05:00	01/06/2011 10:30		MUL	GNS-LM	GOM	Complete
34046	01/05/2011 05:00	01/05/2011 14:20		MUL	GNS-LM	GOM	Complete
33441	01/01/2011 05:00	01/01/2011 13:10		MUL	GNS-LM	GOM	Complete
33115	12/24/2010 05:00	12/24/2010 10:30		MUL	GNS-LM	GOM	Complete
32609	12/18/2010 05:00	12/18/2010 10:10		MUL	GNS-LM	GOM	Complete
32608	12/17/2010 05:00	12/17/2010 10:35		MUL	GNS-LM	GOM	Complete
32607	12/16/2010 05:00	12/16/2010 11:15		MUL	GNS-LM	GOM	Complete
32606	12/15/2010 05:00	12/15/2010 11:20		MUL	GNS-LM	GOM	Complete
32605	12/14/2010 05:00	12/14/2010 12:00		MUL	GNS-LM	GOM	Complete
31451	11/30/2010 05:00			MUL	GNS-LM	GOM	Canceled
31450	11/29/2010 05:00			MUL	GNS-LM	GOM	Canceled
10898	08/15/2010 05:00			MUL	GNS-LM	GOM	Canceled
10896	08/13/2010 05:00			MUL	GNS-LM	GOM	Canceled
10895	08/12/2010 05:00	08/12/2010 11:40		MUL	GNS-LM	GOM	Complete
10334	08/11/2010 05:00	08/11/2010 10:55		MUL	GNS-LM	GOM	Complete
10333	08/10/2010 05:00	08/10/2010 11:45		MUL	GNS-LM	GOM	Complete
10330	08/07/2010 05:00	08/07/2010 11:55		MUL	GNS-LM	GOM	Complete
8685	07/20/2010 05:00	07/20/2010 12:15		MUL	GNS-LM	GOM	Complete
8684	07/19/2010 05:00	07/19/2010 10:00		MUL	GNS-LM	GOM	Complete
8604	07/16/2010 05:00	07/16/2010 13:25		MUL	GNS-LM	GOM	Complete
3542	05/14/2010 04:30			MUL	GNS-LM	GOM	Canceled
3217	05/11/2010 04:30	05/11/2010 09:30		MUL	GNS-LM	GOM	Complete
3065	05/05/2010 04:30	05/05/2010 11:25		MUL	GNS-LM	GOM	Complete
2762	05/02/2010 04:30	05/02/2010 12:00		MUL	GNS-LM	GOM	Complete

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Registration Tab

The “Registration” tab holds the contact information for a vessel. Phone numbers and email addresses can be added by the administrator, operator, or by the vessel. Contact information *should not be deleted* for any reason. If space is not available for additional email or phone information, send the contact information in a summary email (indicate there was no additional room) and inform the caller the information will be updated by the PTNS coordinator.

Upon navigating to the “New Trip” tab, an administrator or vessel is required to enter a phone number and email address before a notification can be submitted, if at least one of each is not in the system (see error message below). If this situation occurs, you will be redirected to the registration page before you can enter a trip.

You can't enter a new trip until you enter your Contact information. Please hit the Register button to enter the "Phone Number 1" and "Email 1" fields.

Register

To submit new registration information, enter data into the appropriate field on the registration page and click the “Submit” button once. You will receive a confirmation message that the information has been updated.



NOAA PRE-TRIP NOTIFICATION SYSTEM FOR NEFOP AND ASM

Home New Trip Pending Trips Completed Trips Registration Contact Us

Logged in as: KAROLINE MARIE | Logout

Registration Form

Please fill out the information below and hit the submit button. If no errors are displayed on the screen then the data was submitted successfully. An email will be sent with a confirmation number and notification of an observer or a waiver. You can also Click on the "Pending Trips" Tab to view recently submitted trips.

Phone Number 1:	<input type="text" value="978"/>	<input type="text" value="697"/>	<input type="text" value="5821"/>
Phone Number 2:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number 3:	<input type="text"/>	<input type="text"/>	<input type="text"/>

Email 1:	<input type="text" value="skymatestell1447@orbcomm.net"/>
Email 2:	<input type="text"/>
Email 3:	<input type="text"/>

Submit

Troubleshooting Manual

for

NOAA's Pre-Trip Notification System

Occasionally, a vessel representative will call the PTNS because he or she is experiencing difficulties with the website or has a question on how to handle a specific issue. The following is a list of typical issues and instructions on how to handle each situation. Each issue is categorized as **Urgent, Potentially Urgent, Non-Urgent**, and **Routine**, and a description of what each category represents is listed below. If a situation arises that is not addressed in this manual or Frequently Asked Questions document, please contact the National Marine Fisheries Service (NMFS) contact immediately.

Action Key

- **URGENT:** Requires immediate contact of NMFS staff. There is an order to follow when attempting to reach the NMFS contact:
 - **Primary contact:** Amy Van Atten at (508) 989-5319. If she does not answer that line, try (508) 758-6960. If Amy cannot be reached, move on the secondary contact listed below.
 - **Secondary contact:** Gina Shield at (508) 566-5988. If you are unable to reach Gina, try the primary contact again (both numbers) and continue to cycle through the contact numbers every ten minutes, until a NMFS contact answers.
- **POTENTIALLY URGENT:** Depending on the degree of the situation, particular issues may be urgent and require NMFS assistance
- **NON-URGENT:** Issues that cannot be dealt with by the answering service alone, but that do not require immediate action
- **ROUTINE:** Standard notifications or questions; operators should be able to handle independently

Urgent

A vessel has a broken trip

Broken trips are trips **estimated to last 3 days or longer (multiday trips)**, that have come in earlier than planned, due to weather or medical emergency. Other issues will be considered emergencies at the discretion of the NMFS contact, who ***should be contacted in all cases of potential broken trips***. Relay all of the information from a broken trip call to the NMFS contact.

1. Obtain the vessel permit number and login to the vessel's PTNS account. Determine if the trip in question had a waiver or an observer. Obtain the vessel representative's contact information and status (observer or waiver) for relay to the NMFS contact.
2. Put the caller on hold and attempt to reach the NMFS contact, based on the contact order listed above.
 - A. If you reach the NMFS contact with the vessel representative on the line, remain on the line in order to obtain the broken trip determination.
 - B. If you are unable to reach the NMFS contact immediately, inform the caller that you are attempting to reach one and that, once you do, someone will call the vessel representative.
3. NMFS staff will be responsible for determining if the trip in question is broken. Once NMFS staff has been in contact with the vessel, they will inform the answering service of the broken trip decision, either while on the line or with a return phone call.

A. If the trip is deemed broken:

1. Enter a new trip for the vessel 48 hours (Multispecies trips) or 72 hours (Loligo trips) from its call time.

a. If the vessel initially had a waiver: Issue the vessel a manual waiver by checking the box next to "manual waiver" in the new trip tab. The vessel will be issued a new confirmation number and will retain the same selection status as the original trip.

b. If the vessel had originally been selected for coverage and took an observer on the first half of the broken trip: Issue the vessel a manual waiver by checking the box next to "manual waiver" in the new trip tab. The vessel will be issued a new confirmation number and will retain the same selection status as the original trip. If on the line, inform the vessel representative that the status will be changed from waiver to observer during business hours and that they will still have to carry an observer for the second half of the trip.

B. If the trip is not deemed broken:

1. A **new trip** must be entered **48 hours** (*Multispecies trips*) **or 72 hours** (*Loligo trips*) **from the time of initial contact by the vessel.**

A. **If the system issues the vessel a waiver**, it may depart at any time.

B. **If the vessel is selected for coverage**, it may request from the provider that the observer come earlier, but may have to wait a full 48 hours (*Multispecies trips*) or 72 hours (*Loligo trips*) from time of initial contact for an observer to arrive at the vessel.

A vessel representative, observer provider, or observer calls because no life raft is available to accommodate the observer

Instruct the caller that you will immediately contact the NMFS emergency contact and that they will be getting back to them as soon as possible. Call the NMFS contact immediately with the trip details and situation specifics.

A vessel representative wants to change the fishery of a previously-notified trip from Loligo to Multispecies or from Multispecies to Loligo

Instruct the caller that you will immediately contact a NMFS representative and that they will be getting back to them as soon as possible. Call the NMFS contact immediately with the situation specifics and vessel representative contact information.

Potentially Urgent

A vessel is waiting at the dock for an observer that has not shown up

**Please note that a vessel waiting at the dock prepared to take a trip is significant and thus, response should be timely.*

1. Login to the PTNS with the vessel's permit number.
2. Go to the **"Pending Trips"** tab and ensure that the status for that departure date is indeed **"observer."**
3. If **"waiver"** is listed, the vessel may sail without an observer.
4. If the vessel status is **"observer"**, obtain the provider information from the trip details page (**see PTNS Instruction Manual page 5 "Pending Trips" section**), and patch the vessel call through to the provider, remaining on the line until the situation is resolved.*
5. If an observer is able to reach the vessel by the sail time in the PTNS (or by the time the captain is willing to wait until, whichever is later), the vessel must wait for the observer.
6. Provide the outcome in the summary report for the call.

** If the situation cannot be resolved by the captain and provider, obtain the vessel representative and provider contact information. Inform the call participants that you will be contacting NMFS staff to resolve the issue. Call a NMFS contact. Provide the NMFS contact with as much detail as possible, including the obtained contact information.*

A vessel representative calls with complaints

1. Obtain a short description of the issue and contact information from the caller.*
2. Include information in the summary report as per usual.

**If the caller insists on talking to someone right away, call the NMFS contact and relay the vessel representative's contact information.*

A vessel representative has not yet heard from a provider, and it is 12 hours or less prior to sail time

1. Check the PTNS website under ***“Pending Trips.”***
2. If the selection status for the trip is ***“observer,”*** patch the call through to the provider listed in the details (***see PTNS Instruction Manual page 5 “Pending Trips” section***) for that trip, remaining on the line until the situation is resolved. If the provider cannot be reached leave a message with the provider regarding the issue.
3. If the status is ***“pending”***, the captain will have to wait for a provider to either accept or decline the trip. This will happen ***within 24 hours*** of the time the trip was originally entered.
4. If the selection status is ***“waiver,”*** the captain may depart for a day trip (*a trip estimated to be 2 days in length or shorter*) at any time during that calendar day or for a multiday trip (*a trip estimated to be 3 days in length or longer*) at any time.
5. Provide the outcome in the summary report.

Non-Urgent

I cannot log in using a vessel's correct permit number

1. If you do not enter a valid permit number, the screen will display ***"Username/PIN does not match."***
2. Check the permit number.
3. If you are using the correct permit number for the vessel, tell the vessel representative that he or she will be contacted by the PTNS coordinator within **24 hours** to resolve the situation and that their 48 hours' advance notification (Multispecies trip) or 72 hours' advance notification (Loligo trip) begins from the time of the call to the answering service.

A vessel representative calls to notify for a Multispecies trip, giving less than 48 hours' advance notice

1. Verify the desired sail time with the caller.
2. Notify the caller that trips must be entered into the system **48 hours or more** from call time.
3. Enter the trip for 48 hours from the current time.*
4. If the vessel is selected for coverage, inform them that they may have to wait up to 48 hours from the time of notification in order to take an observer. Vessels may request from the observer provider that the observer come earlier, but the providers are not required to accommodate this request.
5. If the vessel receives a waiver for a **day trip** (2 days or less in estimated length), they may depart at any time during that calendar day.
6. If a vessel receives a waiver for a **multiday trip** (3 days or more in estimated length), they may depart on that trip at any time.

**If the vessel representative feels that his request is urgent and requests special attention to his or her situation, call the NMFS contact.*

A vessel representative calls to notify for a Loligo trip, giving less than 72 hours' advance notice

1. Verify the desired sail time with the caller.
2. Notify the caller that trips must be entered into the system **72 hours or more** from call time.
3. Enter the trip for 72 hours from the current time.*
4. If the vessel is selected for coverage, inform them that they may have to wait up to 48 hours from the time of notification in order to take an observer. Vessels may request from the observer provider that the observer come earlier, but the providers are not required to accommodate this request.
5. If the vessel receives a waiver for a **day trip** (2 days or less in estimated length), they may depart at any time during that calendar day.
6. If a vessel receives a waiver for a **multiday trip** (3 days or more in estimated length), they may depart on that trip at any time.

**If the vessel representative feels that his request is urgent and requests special attention to his or her situation, call the NMFS contact.*

Routine

I get an error message after submitting a new trip

If you receive a time limit error message, check the dates and times for which you are notifying. You may not enter more than one trip per calendar day.

The following messages are approximations of what may be displayed:

Day trips must start greater than 48 hours from the time of notification, but not more than 9 days from the time of notification.

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You may not notify for more than one trip on the same day. Please enter a valid sail date and time or contact the PTNS coordinator for assistance.

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A vessel representative is having problems with his or her Vessel Monitoring System (VMS)

Refer them to the Office of Law Enforcement VMS Help Desk at 888-219-9228. The vessels can also call Skymate at 1-866-SKYMATE (759-6283) or Boatracs at 1-800-262-8722, depending on the system they are using.

A vessel representative calls with a trip start or end “hail” for Dockside Monitoring

Vessels are required to hail at the beginning of a trip and at the end of a trip in order for dockside monitors (DMs) to coordinate the weigh-in of their catch at the end of a trip.

1. Ensure that the vessel representative is calling regarding dockside monitoring and is not calling to give a 48-hour pre-trip notification.
2. If he or she is calling regarding dockside monitoring, have the representative call his or her monitoring company to relay the hails (please see the Dockside Monitoring contact list).

3. If he or she does not know the company, refer the representative to his or her sector manager (please see Sector Contact list).

A vessel representative calls to notify for a scallop trip

Patch the caller to the Industry-Funded Scallop Vessel Call-In Coordinator (VCIC), who can be reached at (508) 495-2100. We **cannot** take any scallop notifications; they must be called in directly to the scallop VCIC.

A vessel representative is having problems with Fish Tracks

Refer them to their sector manager (please see Sector Contact list).

A vessel representative is not sure if he or she needs to notify for a certain trip type

When in doubt, ***always enter a trip into the system*** (with the exception of scallop trips – see “A vessel representative calls to notify for a scallop trip”). Trips can always be removed by the PTNS Coordinator if need be.

I am not able to reach the login screen of the PTNS Website

The PTNS system implements routine maintenance on Sunday nights (11:00 PM - 3:00 AM). During this time, operators will not be able to access the online system.

If operators receive calls ***requiring PTNS access*** during this time period,

A. If the situation is Urgent or Potentially Urgent:

1. Obtain as much information as possible, including the vessel representative’s contact information.
2. Call the NMFS contact and relay to them the details of the situation. The NMFS contact will resolve the issue and contact the operator if necessary.

B. *If the situation is Non-Urgent or Routine:*

1. Obtain as much information as possible, including the vessel representative's contact information.
2. Include all information in the summary report. *

**If the call is a routine notification and has not been entered, be sure to note in the summary report that the trip has not been entered.*

I receive an error message using the PTNS website, indicating that there is a problem with the server or indicating some other system error

If at any time, other than Sunday nights from 11:00 PM to 3:00 AM, the server cannot be reached, is down, or is taking too long to respond

1. Contact the NMFS emergency contact.
2. Include details on the issue in summary report (i.e., snapshots of screen errors, a copy of the error text, or descriptions of oddities)

** If you encounter issues not related to the server or system function, call the NMFS contact as well.*