

## Coming Soon: Customer Experience Improvements

The National Maritime Center (NMC) is excited to announce three upcoming enhancements designed to make the maritime credentialing experience faster, clearer, and more convenient.

### 1. **New and Improved Website (Jan 2026) – Clear. Simple. Customer-first navigation.**

Our redesigned website will put **customers first**, using **plain language** and focusing on our major products and services: **Merchant Mariner Credentials (MMCs), Medical Certificates (MCs), Courses, and Examinations**. Key features include:

- Streamlined navigation with a new menu and search functionality.
- Access to essential information in **1-2 clicks**.
- A clear **“How to Apply”** pathway as the central theme, guiding mariners step by step through the application process.

### 2. **Application Submission Portal (Jan 2026) – Fast. Secure. Convenient.**

Application Submission and Awaiting Information Portal (ASAP) will provide mariners with a fast, secure, and convenient way to submit applications online. With ASAP, you can:

- Submit an **MMC Application**.
- Submit an **MC Application**.
- Upload **additional documents** for an existing application.

The process is simple: Complete a short form accessible via the new NMC website, upload your documents, and submit! This is a one-stop portal to submit your documents directly to the NMC – **no more e-mailing attachments!**

### **3. Medical Certificate Delivered via E-mail (Coming Soon) – Instant delivery. Anytime access. No delays.**

The **E-mailed Medical Certificate** will eliminate mailing delays and the need to request duplicate certificates. With this improvement, mariners can:

- Receive their medical certificate via e-mail.
- Save it directly to a mobile device.
- Print it at their convenience.

These improvements are designed to simplify the process, reduce waiting times, and give you more control over your documents. More details will be shared on the [NMC website](#) as we get closer to launch.

If you have any questions about any of the upcoming changes, contact the NMC Customer Service Center, Monday through Friday 8:00 a.m. to 5:30 p.m. EST, by using the [NMC online chat system](#), by e-mailing [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil), or by calling 1-888-IASKNMC (427-5662).

We are committed to providing you with exceptional service and anticipate these offerings will bring **added convenience, faster processing, and improved access** to the services mariners rely on most.

Sincerely,

/P. A. Drayer/

Patrick A. Drayer  
Captain, U.S. Coast Guard  
Officer in Charge, Marine Inspection