

# Scorpio Crew Charters - Cairo



## Seafarer Trip Enablement Platform Scorpio

Visibility . Standardization . Efficiency

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## Seafarers Take a Bow

Travel restrictions caused by the pandemic have posed serious challenges for crew changes which is a matter of great concern for the entire shipping industry. We recognize that timely relief of seafarers is important for their well-being and therefore, in partnership with Scorpio Group's travel partners; Travel Cue, Indigo, Qatar Airways and TravelSpends, on 25th June, the "Day of the Seafarer" we launched charter flights to bring overdue seafarers back home to their families safely. This initiative has expanded into an industry-wide collaboration and we are happy to extend a helping hand. As of 21st July, we have moved over 2500 seafarers - Indians and other nationalities - on our charter flights.

### Our Mission: Bringing Seafarers Home

We thank you for your invaluable contribution to world trade and for sustaining the supply lines. You stay away from your families for months together in a harsh environment at sea and yet keep doing your duties 24 x 7 x 365 days a year without Saturdays, Sundays and holidays. Your courage, diligence, commitment and consistency are truly remarkable and exemplary. We salute you for your selfless service to the world community and we acknowledge those on board who have been delayed for many months and yet waited patiently for their reliefs without dropping their guard.

**Seafarers are key workers: essential to shipping, essential to the world.**

Partnering with:



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## Frequently Asked Questions: Platform URL & Log-In



### URL to access Seafarer Trip Enablement Platform Scorpio (STEPS)

**What is the URL or web address to access the STEPS?**

The URL to access the Trip Authorization Tool is <https://crewcharters-scorpio.tripnomics.com/>

### Creating Log-In Credentials

**How to get log-in credentials to access the STEPS?**

Your log-in credentials are the gmail id used to access the google drive, The user id is your email and password has been mailed to you, incase you have not got the same kindly email TravelSpends.

### Forgot/Change password

**Have problems/unable to log-in using the user-name and password?**

On the home page under Forgot password, enter your log-in id which is your mail id registered for google drive submit and a new password will be forwarded to you on your registered email id.

### No Last Name

**If the traveler has only a name and no surname, what needs to be done?**

You need to enter “LNU” the abbreviation for Last Name Unavailable and kindly mention in the remarks that traveler has only Given Name.





### Company level access

#### What can you access?

The level of access granted to you is limited to your Company level information

### Departures & Cut-off Time

#### How can you check which charter manifests are open?

Kindly click on the Departure Listing tab, you will get a list of Charters that are listed along with the cut-off time. Post the cut-off time, those files will not be available for any modifications

### Allocation & Utilization

#### How can you check on your allocation & utilization?

The allocation assigned to your Company is displayed on the top for the scheduled departure chosen by you. Additionally the number of seats utilized by the Company are also displayed.

### Utilization update status

#### How can you check the updated status of the Utilization?

The number of seats utilized by the Company will be displayed based on every successful upload recorded.

## Frequently Asked Questions: Upload & Bulk Upload



### Upload/Download - Bulk Updation

#### How can you perform Bulk upload of Traveler information?

Kindly download the file format from STEPS, fill in the information and perform a bulk upload.

In case of multiple bulk-uploads, system will consider allocation of confirmed listing basis timestamp

### Manifest Entry - Individual travelers

#### How can you update individual traveler information on the manifest?

Use the Add traveler feature, all the required information have to be furnished in the correct format

### Bulk Upload - Entry Format & Draft Status

#### What happens when information is not fed as per the specified format for bulk upload?

An error can occur due to wrong format entries. The format checks will place all the bulk-upload entries into draft. You are required to review the information and “**Submit**” the draft entries on STEPS.

### Format of File

#### What file formats are allowed for bulk upload?

Both “xls” or “xlsx” formats are acceptable for bulk upload

## Frequently Asked Questions: Finalization



### Confirm Seafarers

#### How to move seafarers from a confirmed list ?

The platform automatically allocates the assigned quota to your company. To move a name from confirmed list to waitlist, click on the checkbox and “[Submit](#)” to complete the action for movement

### Await Confirmation Seafarers

#### How to move seafarers to a confirmed list ?

In the event you want to move a name from await confirmation to the confirmed list, kindly click on the checkbox and submit to move traveler to the confirmed list.

### Cancellations

#### Can cancellations be actioned post the cut-off time?

Cancellations cannot be done on STEPS post the cut-off, contact administrator for offline assistance

### Reports & Manifest

#### How can you download the reports & manifest?

Click on the report section to download the reports and manifest of the names updated by you.

## Support & Escalation Matrix



The contact information of the resources for support related to STEPS is enclosed below.

Sl #	Description of Activity	Key Contact	Key Contact Information	1 <sup>st</sup> Level Escalation Contact	Escalation Contact Information
1	Log-in ID/Password	Imran K F	+91-9844171443 <a href="mailto:charters-support@travelspends.com">charters-support@travelspends.com</a>	Ravi. K	+91-7411114877 <a href="mailto:ravi.k@travelspends.com">ravi.k@travelspends.com</a>
2	Technical Support	Imran K F	+91-9844171443 <a href="mailto:charters-support@travelspends.com">charters-support@travelspends.com</a>	Ravi. K	+91-7411114877 <a href="mailto:ravi.k@travelspends.com">ravi.k@travelspends.com</a>
3	Business Support	Imran K F	+91-9844171443 <a href="mailto:charters-support@travelspends.com">charters-support@travelspends.com</a>	Suraj Nair	+91-9845404818 <a href="mailto:Suraj.nair@travelspends.com">Suraj.nair@travelspends.com</a>
4	Edit traveler information post Cut-off time	Priya Suresh	+91-9967953388 <a href="mailto:psuresh@Scorpiogroup.net">psuresh@Scorpiogroup.net</a>	Lalit Nagulapati	+91-9422438727 <a href="mailto:lalitnagulapati@gmail.com">lalitnagulapati@gmail.com</a>
5	Flight Finalization	Priya Suresh	+91-9967953388 <a href="mailto:psuresh@Scorpiogroup.net">psuresh@Scorpiogroup.net</a>	Lalit Nagulapati	+91-9422438727 <a href="mailto:lalitnagulapati@gmail.com">lalitnagulapati@gmail.com</a>
6	Ticketing & Support Queries	Rahul Salvi	+91-7045633463 <a href="mailto:charter@riya.travel">charter@riya.travel</a>	Naved Charolia	+91-9820218901 <a href="mailto:naved.charolia@riya.travel">naved.charolia@riya.travel</a>
7	Invoicing & Payments	Krishna Kumar	+91-9176382332 <a href="mailto:krishnakumar.v@riya.travel">krishnakumar.v@riya.travel</a>		-





## Our Guiding Principles

OWNERSHIP	Do it because you 'want to' not because you 'have to'...
EMPATHY	Look at things from the others point of view
COURTESY	Be polite, smile & acknowledge ones' presence, matching in your body language
INTEGRITY	Do the right thing, even if no one is watching you...
DILIGENCE	Be thorough, attention to detail, proactively meet deadlines & promises...
APPRECIATION	Thank the good - appreciation can make days...
TEAMWORK	WE not ME, because together we surely CAN...

*“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”*

*- Mahatma Gandhi*





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