

COVID-19 Impacts to Merchant Mariner Credential (MMC) Application Processing Times

The National Maritime Center (NMC) continues to experience increased MMC application net processing times due to the transition to telework and staggered staffing at our facility.

Below are important things YOU can do to streamline application processing:

- **Submit your MMC application electronically in a .pdf format:** Information on submitting electronic applications is available on the [NMC website](#).
- **User Fees:** Use [Pay.gov](#) to pay all fees. Include a scanned copy of your payment receipt with your application submission.
- **Documentation:** Ensure all necessary documentation (course completion certificates, drug tests, sea service forms, etc.) is included. Approximately 50 percent of applications are missing documents and trigger an “Additional Information” letter causing processing delays.
- **Don't Wait:** Despite the extensions provided via [Marine Safety Information Bulletin \(MSIB 08-20\)](#), you should submit your application once you've met the requirements. Remember, an MMC can be renewed at any time and may be post-dated up to eight months.

Applications are processed on a 'first in, first out' basis. The NMC will consider expediting cases when an employer verifies it is critical to operations or an applicant's employment. To request expedited service, contact the Customer Service Center at 1-888-IASKNMC (427-5662).

Every effort is being made to maintain our 30-day net processing goal, with a corresponding high level of customer service you've come to expect. The above items will greatly help streamline application processing. Thank you in advance for your assistance.

Sincerely,

/K. R. Martin/

Kirsten R. Martin
Captain, U.S. Coast Guard
Commanding Officer