

National Maritime Center Credentialing Delays

Due to an increase in application volume and ongoing technical difficulties with our credential production equipment, merchant mariner credential (MMC) applicants are experiencing issuance delays. **NMC credential printers remain operational but at a reduced capacity.** We are working as hard as possible to get these problems addressed. While we are unable to provide exact timeframes for completion of your MMC issuance, all efforts are being made to process applications and produce MMC's as quickly as possible. Mariners can expect to receive a status update e-mail at each stage of the application, including upon issuance of their credentials. These technical problems do not affect credential endorsements or medical certificates. For the most up to date status information, use our [online tool](#) to check your status.

NMC processes applications on a first in, first out basis and we appreciate your patience while we work to get your credential to you as soon as possible. For those mariners whose credential is '**Approved to Print**' (which can be seen using the online tool above) and when it is critical to vessel operations or an applicant's employment, please contact the NMC Customer Service Center and we will attempt to prioritize printing of your MMC.

Mariners can also request expedited mailing of their MMC or medical certificate, which includes the ability to track the package. Full instructions are available on the NMC website detailing the [expedited mailing process](#).

As a reminder it is recommended to apply at least 90 days in advance. Remember, for renewals you can apply up to 8 months early with no change between your expiration and renewal dates.

Mariners may contact our Customer Service Center via [Live Chat](#) (scan the QR code below to open the chat website) or by calling 1-888-IASKNMC (427-5662) for assistance. For a complete list of important announcements, see the NMC Announcements on the [NMC Home Page](#).

Sincerely,

/B. W. Clare/

Bradley W. Clare
Captain, U.S. Coast Guard
Commanding Officer



Questions? Scan the QR code to chat with us.