Frequently Asked Questions: ASAP

1. Why am I receiving multiple auto-reply e-mails acknowledging receipt of my application or document submission?

You will receive an auto-replay e-mail acknowledging receipt of your submission for each separate document you upload.

2. For a medical certificate that has additional attachments and documentation (i.e., details, diagnosis, etc.) for existing conditions, how should those additional documents be added given you're only able to attach one document?

On the Medical Certificate page, you can make one file submission of up to 75mb in size. That submission can contain multiple documents (e.g., CG-719K and supporting documentation). Simply merge the PDF documents into one file (using a variety of free software for either PC or smartphone). Alternatively, you may enter the documents individually, each one on a new Medical Certificate page. Just be sure to use the same e-mail address, name, reference number, etc. This will ensure that all submissions are merged in the same folder within our system.

3. Will ASAP be used for local or limited MMCs as well?

At initial release, on January 26, 2026, First Class Pilot and Limited Local merchant mariner credential applications will still need to be sent to the applicable Regional Examination Center. We are planning to incorporate functionality for these applications in ASAP and will begin working on that as soon as we are confident the initial release is stable and operating as expected.

4. Can I use ASAP to renew my MMC?

ASAP supports all MMC transactions. Select **Merchant Mariner Credential**, fill out the short form, upload your renewal application with supporting documentation, and submit!

5. You can only upload one document when it comes to your medical certificate. This was a major problem before because sometimes uploading the medical certificate application was larger than 75MB. What are we supposed to do if it's larger than 75MB?

Most medical certificate applications we receive are under the 75mb limit. If you have one over 75mb you can split the application and enter it as two separate submissions. Just be sure to use the same e-mail address, name, reference number, etc. This will ensure that both submissions are merged in the same folder within our system. Alternatively, most PDF authoring software will allow you to compress the file.

6. Should I submit my MMC and medical certificate applications to both ASAP and the legacy e-mail addresses?

No. Effective Monday, January 26, 2026, the ASAP tool should be the only method used to submit your MMC and medical certificate applications to the Coast Guard. Any applications sent via e-mail on or after January 26, 2026, will not be received and/or processed. ASAP is replacing e-mail. <u>Exception</u>: For a limited time, First Class Pilot and Limited Local MMC applications should be sent via e-mail to the applicable Coast Guard Regional Examination Center. We intend to have these applications come through ASAP soon as well.