

## Updated Merchant Mariner Credential and MMC-related Documentation E-mail Submission Instructions

The National Maritime Center (NMC) has established a centralized e-mail inbox for the submission of certain merchant mariner credential (MMC) applications to streamline the MMC application submission process and better manage the receipt and initial processing of incoming MMC applications.

Regional exam centers (RECs) will continue to receive and process MMC applications for Local Limited, Restricted, and First Class Pilot MMCs. Please continue to e-mail, mail, or hand-deliver these applications to the local REC responsible for the routes requested. E-mail is the preferred method for submission of these applications. The e-mail and physical address for each of the RECs is available on the NMC's [Regional Exam Centers webpage](#). Please note that sending First Class Pilot/Local Limited applications directly to the NMC may result in delays in processing your application.

The NMC is centralizing the submission of all other MMC applications. The preferred method of application submission is e-mail. If you are applying for anything other than a Local Limited, Restricted, or First Class Pilot credential, please e-mail your application to [MMCApplcations@uscg.mil](mailto:MMCApplcations@uscg.mil).

Processing times at the NMC vary based on e-mail volume. Sending information via e-mail to the incorrect e-mail address or sending the same information to several e-mail addresses not only causes delays in processing for other mariners but will significantly delay the processing of your information.

MMC and medical certificate applications and information are processed separately and should not be sent to the same e-mail address. For more detailed guidelines on submitting medical certificate applications and information, visit the NMC's [Medical Certificate webpage](#).

You can help us improve our processing times by sending MMC applications as indicated above AND by adhering to the guidelines below when sending any other information electronically:

- Subject lines for MMC related e-mails should include: the mariner's last name, mariner's first name, and mariner's reference number (if available).

# National Maritime Center

Keep 'em Safe, Keep 'em Sailing



- Attachments should be in PDF format, named in the following format: Mariner Last Name\_Mariner First Name\_ Mariner Reference Number (if available). For example: ***Smith\_John\_1234567***.
- Only submit documentation in PDF format attached to the e-mail. Other formats (including links to PDFs) will not be accepted and your application and/or documentation will not be returned.
- Drug test results are part of your MMC application and should NOT be sent with your Medical application (CG 719K or K/E).
- E-mail documentation/information in response to an awaiting information letter related to an MMC application to: [MMC-Awaiting-Info@uscg.mil](mailto:MMC-Awaiting-Info@uscg.mil).
- E-mail general questions and requests for status updates to: [IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil).
- Do not send the same documentation and/or information to more than one e-mail address.
- Send all required documentation with your application.
- Mariners who do not have an active MMC application in process at the NMC or an REC should hold all documentation until they submit their next MMC application. Documents received without an open MMC application are not processed and will not be returned.

Be advised that the NMC West Virginia does not accept walk-ins or in-person delivery of applications. RECs do accept in-person delivery of applications with an appointment.

Should you have any questions, please contact the NMC Customer Service Center 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).

Sincerely,

/B. W. Clare/

Captain, U.S. Coast Guard  
Commanding Officer