



Luxembourg, September 21st 2012

Circular CAM 04/2012

O/Ref. : PA/98535
Subject: **Launch of “guichet unique” – electronic single window interface**

To : All Accredited Shipping Managers, ship owners and managers of Luxembourg flagged ships.

I have the honor to inform you that within the framework of the Luxembourg Governments e-services campaign, the Maritime Administration has finalized the implementation of an electronic processing system for following application forms:

1. Seamen :
 - application for a Seamen's book
 - application for Recognition of Certificates of Competency (RCC)
2. Vessel registration forms :
 - demande d'immatriculation – Pleine immatriculation
 - demande d'autorisation de frètement coque nue
 - demande d'affrètement coque nue
3. Vessel registration renewal forms :
 - renouvellement d'un certificat de pleine immatriculation
 - renouvellement d'un certificat de frètement coque nue
 - renouvellement d'un certificat d'affrètement coque nue
4. Accredited Maritime Companies :
 - Demande d'agrément d'une entreprise maritime agréée
 - Demande d'agrément d'un dirigeant d'entreprise maritime agréé

The official launch date of this new system is on 31st October, 2012. Over time, guichet unique will considerably simplify procedures and allow for time savings of all concerned. However, and in order to fully take advantage of all the benefits of the new system, it is important to note that paper forms will no longer be accepted as of 1st March 2013 (*).

In order to take advantage of the secured access to these services, a LuxTrust Card will be necessary and it is recommended that your relevant staff be equipped with one as soon as possible. LuxTrust cards can be ordered on following link : www.luxtrust.lu .

In order to introduce you to this new system, CAM, together with CTIE and the Guichet Enterprises would like to invite you to a training session which will take place on 15th October 2012 from 9h30AM to 12h00AM or on 22nd October 2012 from 9h30AM to 12h00AM at our offices. Training sessions will be held in French. As our meeting room has limited space, participation has to be limited to 2 representatives per company, a priority being accorded to companies that did not participate in the test period. Please confirm your participation and date preference by email (cam@cam.etat.lu) until 10th October 2012.

Remaining, together with the whole team of this administration, at your disposal for further details, I send you my best regards.



(s) Robert BIWER
Government Commissioner
for maritime affairs

(*) An exception is made for :

- Seafarers applying personally and in their own name for a seamen's book
- Applications not covered by guichet unique
- Temporary technical problems denying use of guichet unique