

Port Agency Module

Connect with port agencies of this call by inviting the agencies to join.
Once joined, review their agent assignment roster for this call.

1. Navigate to the Port Agency module in your Modules Dashboard.

The module icon changes according to the status of the port agency assignment:



Port agency not assigned



Port agency has been invited, but has not yet joined the call



Port agency has joined the call

Kindly note that the icon refers to the assignment of port agency (main agency or sub agency), not any other/additional agency assignment that might have been made for this call.

The **Port Agency module** serves to invite agencies to join the call. The port agency will share their contact details and their assignment roster, showing which boarding agents are assigned to the call.



2. Select the type of agency you would like to assign to this call.

Add Agency

Multiple agencies can be invited to join this port of call.
 It is recommended to invite only the Main Port Agency and allow them to add their sub agents as needed.

Port Agency / Main Agency ▾

Port Agency / Main Agency

Port Agency / Local Sub Agency

Crew Handling Agency

Passenger Services / Tours / Destinations

Ground Transportation

Ship Chandlery / Supply Chain Agency

Cargo / Logistics / Brokerage Agency

Other Agency

The following table shows the different types of agencies that can be added, with their access restrictions. For most calls, assigning main and sub agency might be sufficient. It is only for ports with other agencies directly involved with the vessel that additional agencies might need to be added.

Type of Agency	Description	Restrictions
Port Agency / Main Agency	Appointed port agency company and in overall charge of handling the call.	No restrictions.
Port Agency / Local Sub Agency	Local sub agency contracted by the main agency.	No restrictions.
Crew Handling Agency	Agency specialized in crew changes, visas and handling.	Can only manage Crew Services (Port Services).
Passenger Services / Tours / Destinations	Agency specialized in passenger services.	Can only manage Passenger Services (Port Services).
Ground Transportation	Ground transportation agency.	Can only manage Crew and Passenger Services (Port Services).
Ship Chandlery / Supply Chain Agency	Local chandler.	Can only manage Local Purchases (Port Services).
Cargo / Logistics / Brokerage Agency	Logistics company.	Can only manage Logistics (Port Services).
Other Agency		No access to Port Services, only viewing of call particulars and sharing their contact details.

The **Port Agency module** serves to invite agencies to join the call. The port agency will share their contact details and their assignment roster, showing which boarding agents are assigned to the call.



3. Enter the port agency email address where the invitation to join should be sent. You may enter multiple email addresses, separated by comma or semicolon. The body of the invitation email is shown below, but cannot be changed.

■ Add Agency

Multiple agencies can be invited to join this port of call.

It is recommended to invite only the Main Port Agency and allow them to add their sub agents as needed.

Port Agency / Main Agency

Recipient [multiple email addresses allowed]
okayama@allnippon.co.jp

Subject
AURORA BORA / Okayama / 18 Apr 2026 / Port Agency / Main Agency

Body
Dear Sir or Madam,
Your agency has been invited to join the following port of call on the PortQuestionnaire platform:

4. Click “Send Invitation” to send the invitation to the port agency recipients. All recipients will be notified by email without delay, with the invitation to join the call.

Send Invitation

5. The status of the port agency changes to “Invitation Pending”, and shows when and by whom the invitation was sent. If the port agency does not join the call in due time, you may remind the port agency by separate email, providing them with the invitation link.

 Invitees: adiptaadana@yahoo.com

Invitation sent: on 15 Apr 2026 13:35 UTC 0m ago
by [Jason Miller](#)

Invitation Pending

[Change](#)

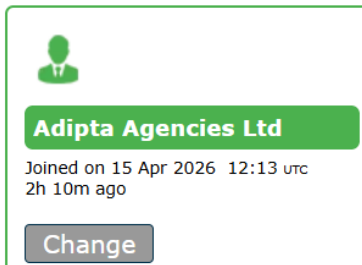
 Copy invitation link to clipboard

The agency has not yet joined this call.
A reminder can be sent by direct email,
providing the above shown join link.

The **Port Agency module** serves to invite agencies to join the call. The port agency will share their contact details and their assignment roster, showing which boarding agents are assigned to the call.



6. Once the port agency has joined the call, the status will switch to green.



7. Once joined, the port agency is automatically prompted by web and email notification to complete the following sections. The email notification will be sent to the main agency email address and to the main contact agent that the agency may have defined in the assignment roster. The reminders to complete the below are sent automatically; weekly if more than 6 weeks until the call, then bi-weekly, and daily if closer than 2 weeks. Reminders are sent at midnight at UTC.

Agent Assignments

Define the agency assignment roster for this call:

- Main Contact
- Boarding Agent
- Passenger Services
- Crew Movements
- Logistics
- Manager
- Accountant

Port Infobook

Place map markers on the port map and upload port information

Port Questionnaire

Answer mandatory questions of the Port Questionnaire.

Clearance Documents

Define clearance document requirements:

- Pre-Arrival Reports
- Arrival Documents
- Departure Documents
- Sailing Reports



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8. The agent assignment roster is shown with the assigned agency personnel listed, including their contact details (as long as these have been defined by the port agency), with QR contacts and WhatsApp link.



Change


Main Contact

Adipta Adana
adiptaadana@yahoo.com
 Phone Mobile: [+41774008620](tel:+41774008620) 

Boarding Agent

Vingson Hung
wingson@adiptaagencies.com
 Phone Office: [+12332423423](tel:+12332423423)
 Phone Mobile: [+34523423432](tel:+34523423432) 

Crew Movements

Ti Truc Tran

9. The port agency assignment can be changed using the “Change” button. The agency function can be changed, for example to switch an agency between main agency and local sub agency. The appointment can be cancelled if the agency appointment has been revoked or invited in error.

Agency Function

Port Agency / Main Agency ▼

Change Function

Changing the agency function will affect the agency's scope. Details of [Agency Functions](#).

Cancel Appointment

Adipta Agencies Ltd
 adiptaadana@yahoo.com

Cancel Appointment

Cancelling the agency appointment will remove any associated data already entered and cannot be undone.

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10. An additional agency, such as the local sub agency (if the primary invitation was to the main agency), or the main agency (if the primary invitation was to the sub agency), or other agencies, can be added:



Add another agency

It is recommended to invite the main port agency only, and let them add other agencies if needed.

The port agency (if main or sub agency) also have the option to invite other agencies from their side. Furthermore, when a port agency joins the call, they can also choose whether they are the main agency or sub agency, regardless if their agency type was selected correctly when sending the initial invitation.

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