



Seafarer Application Submission Process

Guide for Manning Agencies

Embassy of Canada in the Philippines
Immigration Section

December 2020

This is not a legal document. The explanations and definitions are not legal definitions. In case of a discrepancy between the language in this document and the relevant legislation or regulations, the legal text in the legislation and regulations prevails.



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Canada

Introduction

The purpose of this guide is to assist local seafarer agents with the online application process and outline requirements for timely and successful processing of seafarer applications.

Since the outbreak of COVID-19, IRCC has moved to online intake of applications that enables

- online application status tracking;
- flexibility to process applications globally; and
- document uploading through the IRCC secure account.

How do I apply online?

Anyone can apply online using an IRCC secure account. Register at this link if you do not have an account:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/register.html>.

Follow the steps to create a Temporary Resident Visa (TRV) application, noting the following:

- Seafarers are not eligible for a TRANSIT visa and therefore must apply for a TRV (Visitor) visa.
- Transit Visa applications will be cancelled as they are incomplete (incorrect category and no fee payment).
- You will be prompted to pay the TRV application processing fee (\$100 CAD) at the time of application.
- The biometrics enrolment fee is \$85 CAD and you will be required to pay this fee at the time of application if the seafarer does not have a valid biometrics enrolment. Upon payment of this fee, a Biometrics Instruction Letter (BIL) will be issued. Failure to pay this fee will delay the issuance of this document.
- Seafarers with a valid biometrics enrolment should have received a biometrics validity letter confirming this information. You may also confirm a seafarer's biometrics validity by using this link: <https://onlineservices-servicesenligne.cic.gc.ca/extapp/termsAndConditions?&lang=en>. If a seafarer's biometrics enrolment is still valid, then the biometric fee payment is not required and the seafarer does not require a biometrics enrolment appointment.

When do I apply? Apply as early as possible!

- Biometrics enrolment and passport transmission have resumed at the VAC. Give yourself plenty of time to complete these activities.
- Ensure applications are complete (application, payment, and all supporting documents are provided) to avoid processing delays.
- From the application completeness stage (when biometrics enrolment is complete), a **minimum of five (5) working days** is required to

- review and finalize the application;
- send passport from/to VAC; and
- issue documents

How do I schedule an appointment for biometrics enrolment?

For seafarers requiring biometrics enrolment, agents may contact the VAC via feedback.canman@vfs helpline.com to schedule a group appointment. Include the following information in the email subject line:

Format: SEAWAY-BIO (Vessel name #crew)

Example: SEAWAY-BIO (MV Manila 5crew)

Agents do not need the Biometrics Instruction Letter (BIL) to schedule the appointment but the seafarer **must** present a paper copy of the BIL at the time of appointment.

What documents are required to submit a complete application package?

Below is a summary of the forms and documents required to submit a seafarer application. Gather the required documentation before you begin the online process and please ensure documents are uploaded under the Items identified in the following pages.

- ☑ Application for Temporary Resident Visa [IMM 5257](#)
- ☑ Use of a Representative [IMM 5476](#)
- ☑ Family Information [IMM 5707](#)
- ☑ Passport Photo
- ☑ Valid Passport
- ☑ Valid Seafarer's Identification and Record Book
- ☑ Joining letter from vessel agent in Canada
- ☑ Introduction letter from local manning agency
- ☑ POEA Contract of Employment
- ☑ POEA Overseas Employment Certificate

Missing or incomplete information may cause processing delays. Document requests will be sent through your secure IRCC account and you will be able to upload the requested information through your account. Check your account often!

Detailed application instructions are available at <https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5256-applying-visitor-visa-temporary-resident-visa.html>.

The online process will guide you through a series of questions. At the end, is a list of forms and documents to complete and upload (example below).

Application Form(s)			
Application Form(s)			
Details	Document Name	Instructions	Options
Not Provided	Application for Visitor Visa (Temporary Resident Visa) Made Outside of Canada (IMM5257) (required)	?	Upload File

Supporting Documents			
Supporting Documents			
Details	Document Name	Instructions	Options
Uploaded - not submitted to IRCC Uploaded Filename: Travel History.pdf	Travel History (required)	?	Update Information
Uploaded - not submitted to IRCC Uploaded Filename: PASSPORT.pdf	Passport (required)	?	Update Information
Uploaded - not submitted to IRCC Uploaded Filename: Letter of Invitation .pdf	Invitation Letter (required)	?	Update Information
Uploaded - not submitted to IRCC Uploaded Filename: IMM5476E.pdf	Use of Representative (IMM5476) (required)	?	Update Information
Uploaded - not submitted to IRCC Uploaded Filename: POEA Contract.pdf	Proof of Means of Financial Support (required)	?	Update Information
Uploaded - not submitted to IRCC Uploaded Filename: Photo.jpg	Digital photo (required)	?	Update Information
Uploaded - not submitted to IRCC Uploaded Filename: IMM5645E.pdf	Family Information (IMM5645) (required)	?	Update information

Item Name: IMM 5257 Application

What to Upload: [Application for Temporary Resident Visa](#)

You cannot fill out and save the application form using your Internet browser. To use the form, you need to:

1. Use your computer (Mac or PC). The form will not open on mobile devices (iPads, tablets, mobile phones, etc.)
2. Install Adobe Reader 10 (or higher)
3. Download the PDF file to your computer. Save the file in a place you can remember.
4. Make sure you use Adobe Reader to open the form. Sometimes if you try to open the form directly, it will use your Internet browser to try to open it.

Note: If you are applying online, you do not need to print and sign the form. Leave the signature section empty.

Input fields to note when completing the Application form:

Visa requested: select **Visitor Visa**

3	* Visa requested
<div style="border: 1px solid black; padding: 5px; text-align: center;"> Visitor Visa Transit </div>	

Family name, given name: enter as shown on the **Machine Readable Zone (MRZ)** of the passport. Verify that client name, date of birth, and passport details are correct on the application.



Contact Information: As the Agent coordinating the application process on behalf of your seafarers, enter the telephone number and email address provided on the Use of Representative form.

<p>3 Telephone no. <input type="checkbox"/> Canada/US <input type="checkbox"/> Other</p> <p>Type <input type="text"/> Country Code <input type="text"/> No. <input type="text"/> Ext. <input type="text"/></p> <p style="text-align: center;">AGENT PHONE NUMBER</p>	<p>4 Alternate Telephone no. <input type="checkbox"/> Canada/US <input type="checkbox"/> Other</p> <p>Type <input type="text"/> Country Code <input type="text"/> No. <input type="text"/> Ext. <input type="text"/></p>
<p>5 Fax no. <input type="checkbox"/> Canada/US <input type="checkbox"/> Other</p> <p>Country Code <input type="text"/> No. <input type="text"/> Ext. <input type="text"/></p>	<p>6 E-mail address</p> <p style="background-color: yellow;">AGENT EMAIL ADDRESS</p>

Purpose of visit: select **Other**

Other description: enter **COVID-19 – Joining Vessel (vessel name)**

DETAILS OF VISIT TO CANADA	
<p>1 *a) Purpose of my visit</p> <p style="background-color: yellow;">Other</p>	<p>*b) Other</p> <p style="background-color: yellow;">COVID-19 - Joining vessel (MV Manila)</p>

Include these other documents with the application submission:

Item Name	What to Upload	Comment
Use of a Representative IMM 5476	Use of a Representative IMM 5476	You must include the email address and telephone number of the named representative
Additional Family Info	Family Information IMM 5707	Ensure all family members are listed and information is complete. If the applicant is in a common-law union, then also complete the Statutory Declaration of Common-law Union IMM 5409 form.
IMM Photo	Passport Photo	As it is an online application, only one photo is required. https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/temporary-resident-visa-application-photograph-specifications.html
Passport	Valid Passport	Upload the passport bio page. Ensure that the Machine Readable Zone (MRZ) is visible and it is the passport the seafarer will use for travel (i.e. passport is not under renewal).
Travel History	Seafarer's Identification and Record Book	Upload the bio page and include travel records if available.
Invitation Letter	Joining Letter (from vessel agent in Canada) Introduction letter from your agency	The Joining Letter should contain at minimum: crew name, rank, vessel name, port, expected joining date, and next port of call. The Introduction letter from your agency should contain at minimum: crew name, rank, vessel name, port, expected joining date, and name of vessel agent in Canada.
Funds Proof	POEA Contract of Employment POEA Overseas Employment Certificate	

What happens after applications are submitted?

When you have successfully submitted your seafarer application(s), please send a list of the application names and numbers in tabular format to MANILimmigration@international.gc.ca. Do not include documents.

If a seafarer is no longer travelling, please email your request to withdraw the application to MANILimmigration@international.gc.ca as soon as possible.

Applications are reviewed to ensure everything is in order. Missing or incomplete information may result in a document request and processing delays.

Passports are submitted to the VAC who will deliver them to the Visa Office for application finalization.

What documents does the seafarer need when travelling?

To facilitate exit from the Philippines and entry into Canada, please ensure your seafarer has a valid Passport and Seafarer's booklet along with electronic copies of the following documents that can be displayed on a mobile device (paper is also acceptable):

- IRCC authorization
- Joining letter from vessel agent in Canada
- Introduction letter from local manning agency
- POEA Contract of Employment
- POEA Overseas Employment Certificate
- [ArriveCAN](#) registration

Thank you for your interest in Canada!

Embassy of Canada in the Philippines
IRCC Manila
www.philippines.gc.ca
MANILimmigration@international.gc.ca