With Wishes for a Merry Christmas and a Happy New Year – Important Information about SafeSeaNet

When you read our Christmas newsletter, you will gain information about our holiday staffing for SafeSeaNet, guidance regarding the ship database in SafeSeaNet in order to avoid erroneous reporting, as well as information on some of the challenges the system has encountered during the autumn. The Danish Environmental Protection Agency contributes information in this newsletter on dangerous or polluting goods, included at the end of the letter.

Contact During Christmas

We in the SafeSeaNet administration will be on Christmas break, with our quiet period starting on Friday, 19/12/25, at 12:00 PM. Therefore, please keep the following information in mind if you need assistance with SafeSeaNet during the holiday season:

Vacation period:	Start: Friday, December 19th, 2025, at 12:00 PM	End: End of Sunday, January 4th, 2026
Emails read:	Weekdays, remember longer response times.	Write to: safeseanet@safeseanet.dk
Self-help assistance 😊	https://forsvaret.dk/safeseanet	Here you'll find spreadsheets, manuals, and much more.
Contact MAS (Maritime Assistance Service) for breakdowns and urgent challenges	+45 72 85 03 70	MAS can ensure you're contacted if they can't assist.

Unfortunately, during the autumn SafeSeaNet experienced challenges with generating a new password. This affected both the "password reset" function and situations where the system automatically prompts users to change their password every six months. These issues have now been resolved, and we apologise for the inconvenience.

We would, however, like to remind users that the **username** must be entered when resetting a password. We experience that many users do not notice that the field requires a username and instead enter their email address, which causes the reset to fail. This is not a system error 😉

Waste receipt on departure:

As also described in our summer newsletter, we receive a monthly quality report from EMSA that assesses the quality of the data entered into SafeSeaNet. A new control has now been introduced, focusing on waste receipts. It appears that nearly 80% of all reported waste receipts indicate that no waste has been delivered in ports. This represents an increase of 5% since the summer, meaning the trend is moving in the wrong direction.

Spot checks show that the ships' pre-arrival notifications, which state what waste they intend to deliver, subsequently do not correspond with the information on what was actually delivered as stated on the receipt reported at departure. This divergence is so significant that it cannot be considered a reflection of reality. However, a smaller spot check has also shown that some ships depart after having delivered their waste, but where zero has been entered in the departure report.

We would therefore like to clarify that it is not necessary to have received the physical waste delivery receipt in order to enter the correct figures in the report. The receipts can be forwarded to the ship at a later stage once they are subsequently received from, for example, the port. We are aware that work is underway at EU level to strengthen controls of ships' waste records, and we would therefore like to emphasise that incorrect reporting may result in ships being selected for additional port State control in the next port.

How the ship database in SafeSeaNet works:

The ship database in SafeSeaNet is not connected to commercial ship databases. The database relies solely on the maritime industry to report changes. The reason for this approach is that the industry often has the most up-to-date knowledge of a vessel's current identity.

Therefore, it is extremely important that when you search for your vessel in the ship database, you **always** do so using the IMO number, and that you notify the SafeSeaNet administration when you have updates to the data of existing vessels. All that is required is a brief message including the IMO number, the new data, and a request for the update, as only the SafeSeaNet administration can update the ship database. You may always proceed with your port call without waiting for the update, as you can adjust vessel data within the specific port call. However, your changes will only be saved in your own report.

If you receive a message stating that either the IMO or MMSI number is not "unique", this means that the number already exists in the ship database and may only be associated with one vessel. With regard to the IMO number, this indicates that the vessel already exists; therefore, please search for the vessel again, this time using the IMO number. If the MMSI number is not "unique", assistance from the SafeSeaNet administration is required, as another vessel in the database must be updated due to outdated data. Flag States reuse MMSI numbers.

We see many "creative" examples of reporting when the ship database is not updated. For example, a "new" vessel is created in the ship database while the IMO number is omitted because it generates an error stating that the IMO is not unique. Another example is selecting a vessel with the same name as your own but with an incorrect IMO number, which results in rework and additional effort.

If the above challenges are due to a lack of knowledge about what an IMO number and vessel ID are, you are welcome to contact the SafeSeaNet administration, and we can provide a one-page guidance document.

Having Trouble Logging into SafeSeaNet?

Are you being told to "Try again after some time or contact your help desk"?

Unfortunately, our IT systems are experiencing significant challenges in resolving login issues. The SafeSeaNet system has, over time, become something of an "old lady," and the system-technical capabilities that we would expect to be standard in 2025 are unfortunately not always possible to implement as we would wish. However, in most cases the issue is caused by https://nsw.safeseanet.dk not being saved correctly as a "favourite" / "shortcut" / "bookmark." We therefore ask you to read our guidance available on our website:
https://www.forsvaret.dk/globalassets/fko---sovarnet/svk/dokumenter/safeseanet/-loginfejl-.pdf

If you are certain that you have entered the correct password, you should use the following solution: your favourite/shortcut to SafeSeaNet may be saved at an incorrect stage, meaning that you are connecting to a SafeSeaNet server that is not active and are therefore unable to log in.
Solution: click on the following link and log in directly: https://nsw.safeseanet.dk

If the above troubleshooting does not resolve the issue, your password may have been locked due to three consecutive incorrect attempts. In that case, please try resetting your password.

Password reset solution: use the "password reset" link located on the front page of https://nsw.safeseanet.dk. Enter your username, and a reset link will be sent to the email address associated with your username.

If none of these solutions work, please do not hesitate to contact us. We will assist you as quickly as possible.

(Company Security Officer) CSO Database for Danish-flagged Merchant Ships – Nice to Know:

The CSO database has been an integrated part of SafeSeaNet since February 2025. As previously announced, all information about the CSO is available on its own website: www.forsvaret.dk/cso, as it is not related to reporting to ports in Denmark.

In Case You Forgot…

When we send out newsletters, some information is repeated. This is because we still receive questions about the same topics, or some users do not follow the advice, making it harder for themselves to report in SafeSeaNet.

Challenge	Solution	Explanation for the Solution
The ship has changed its name and ID, how do I report this?	Select the vessel via its IMO number to ensure the correct ship is used. You can modify the ship's data in the report under the tab: "ship identification".	If you don't choose the correct IMO number, you'll end up having to start over because you'll provide inaccurate information. Also, please send an email to: safeseanet@safeseanet.dk and

		inform us of the name change; we will update the ship's ID as soon as possible.
Ferries and/or ships on fixed routes, with a dispensation, change their route for a period.	The dispensation is only given to the exact fixed route. The ship must be reported in SafeSeaNet.	Remember to start the report well in advance. A dispensation only applies to specific ports on a specific route.
I'd like to be notified when SafeSeaNet is down.	Sign up via: https://safeseanetdenmark.statuspage.io/	Under "subscribe to updates" On our website: https://forsvaret.dk/safeseanet there's a guide on how to subscribe to downtime updates.

We hope the information above helps to make it easier for you to report in SafeSeaNet. If you have any questions feel free to contact us as always.

Information from Danish Environmental Protection Agency (Miljøstyrelsen)

Reporting of hazardous or polluting goods (HAZMAT) in SafeSeaNet

The Danish Environmental Protection Agency wishes to remind you of the requirement to report transport of hazardous goods in SafeSeaNet. The requirement applies when ships departs from a Danish port with hazardous goods or departs outside the EU, but plans to arrive to a Danish port with hazardous goods. The requirement to report applies no matter the size of the ship.

The report of dangerous goods shall take place via SafeSeaNet.

Ships with a specific route and planned travel time of less than 12 hours are exempt of the requirement to report hazardous goods as long as they have an exemption from the Danish Environmental Protection Agency (Miljøstyrelsen).

The requirement to report is important in order to accomplish fast and correct emergency responses on ships (fire, collisions etc.) as the Maritime Assistance Service (MAS) should always be able to look up what kind of hazardous goods a ship is transporting.

If you have any questions for the Danish Environmental Protection Agency, you should contact them directly.

We from the SafeSeaNet administration wish you a Merry Christmas and a Happy New.

Best regards

Martin Ahl and Lise Højriis