

“I WANT A VSC”

The USCG Auxiliary national website includes an automated means for a boat owner to request a Vessel Safety Check (VSC) (<http://wow.uscgaux.info/content.php?unit=V-DEPT&category=i-want-a-vc>). The boat owner fills out a simple form (boat owner, contact information, and boat location), and submits the form. The system formats an email that is sent to the five Vessel Examiners who live closest to the requesting boat owner. Also included in the recipients of that email are the FSO-VEs for each of the five closest VEs that receive the email. At least one of those five closest VEs should contact the boat owner and set up an appointment to accomplish the requested VSC. Once the appointment is set up, the VE who agrees to accomplish the VSC should send a Reply All email acknowledging that contact with the boat owner had been made, and that the requested VSC is scheduled.

The Copy To FSO-VEs should note when they receive one of the I want a VSC emails. If no Reply All email is received within about three days after receiving the original email, the FSO-VE should attempt contact with the requesting boat owner. The purpose of this contact is to determine if the boat owner had been contacted by a VE and a VSC has been scheduled. The FSO-VE should then take one of the following actions as appropriate:

- If the boat owner has been contacted and a VSC is scheduled, explain that you were checking to make sure that the boat owner is satisfied with the service being provided . at least so far. Find out which VE contacted the boat owner, and then ask that VE to send a Reply All email so all addressees on the original email are aware that the appropriate action is either scheduled or has been taken.
- If the boat owner has been contacted, but the boat owner is not sure that an appointment had been scheduled, attempt to determine the identity of the responding VE. The FSO-VE should then follow through with the responding VE to make sure the requested VSC is scheduled/accomplished, and that a Reply All email is sent to all concerned. The FSO-VE may find that a different VE needs to be contacted. If that is the situation, find another VE, and once the appointment has been set up for the VSC, the FSO-VE should send a Reply All email to all concerned with the appointment date and VE identification.
- If the boat owner has not been previously contacted, the FSO-VE should either act to schedule and then accomplish the requested VSC or arrange with another VE to accomplish the requested VE. Once the requested VSC has been scheduled the FSO-VE should send a Reply All email so that all concerned

know that action is underway/has been taken to satisfy the requesting boat owner.

FSO-VEs must be proactive in making sure that the requesting boat owner is receiving the VSC that was requested.