

TERM Vet Vessel Guide

As part of the terminal vetting process, vessels are required to complete a Terminal Vetting Questionnaire. This guide outlines the steps to complete the questionnaire using the MER Solutions TERM Vet platform.

1. Receiving a TERM Vet Request

When a terminal initiates a vetting request:

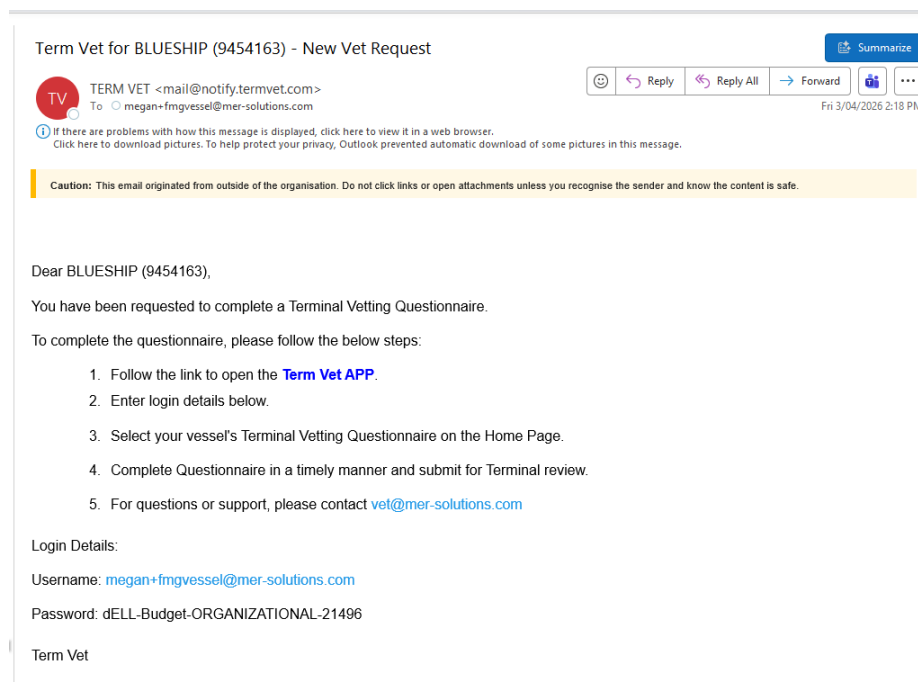
- The primary contact will receive an automated email from TERM Vet.
- This email includes:
 - A link to the TERM Vet Application
 - Login credentials

If you are not the appropriate person to complete the questionnaire:

- Please forward the email to the correct person, or
- Contact Terminal directly.

Please action the request promptly by following the instructions provided in the email.

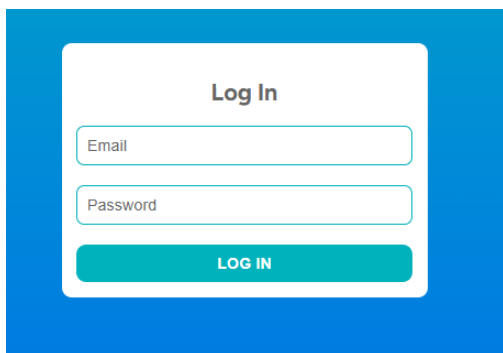
Email example below:



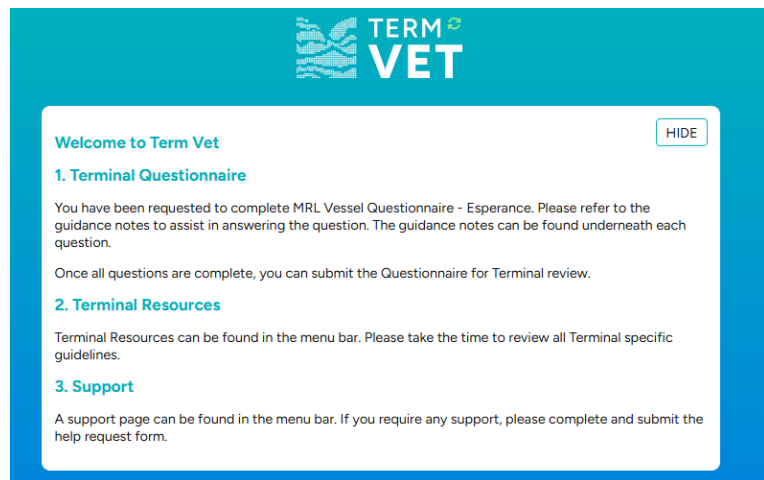
2. Accessing the TERM Vet Application

1. Open the TERM Vet application: <https://app.termvet.com/>
2. Enter the login details provided in the email.
3. Once logged in:
 - Read the welcome message and instructions. These will change depending on the questionnaire type.
 - Use the menu toolbar to access Terminal Resources and Support if needed

Login screen

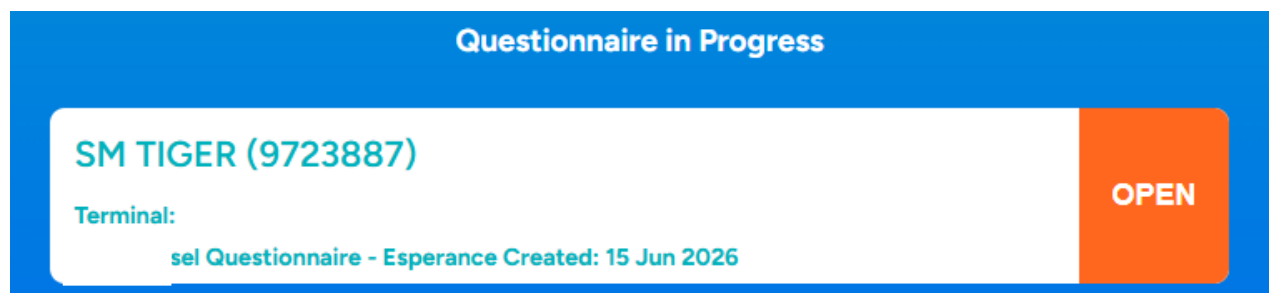
The login screen features a blue background. In the center is a white box with the title "Log In". Below the title are two input fields: "Email" and "Password". At the bottom of the white box is a blue button labeled "LOG IN".

Welcome Message / Instructions

The welcome message screen has a blue header with the "TERM VET" logo. Below the header is a white box containing the text "Welcome to Term Vet" and a "HIDE" button. The box lists three sections: "1. Terminal Questionnaire", "2. Terminal Resources", and "3. Support". Each section has a brief description of its purpose and where to find related information.

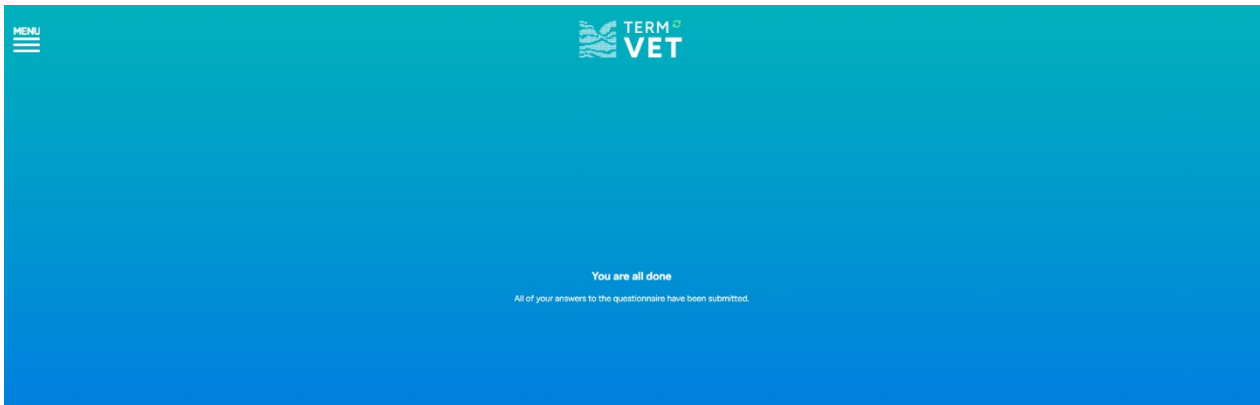
3. Opening the Questionnaire

- Locate your vessel on the home page.
- Click **"Open"** to begin the Terminal Vetting Questionnaire

The "Questionnaire in Progress" screen has a blue background. At the top, it says "Questionnaire in Progress". Below this is a white box containing the vessel name "SM TIGER (9723887)" and the text "Terminal: sel Questionnaire - Esperance Created: 15 Jun 2026". To the right of the white box is a large orange button labeled "OPEN".

Home page troubleshooting

If you cannot locate your vessel on the home page and instead receive a “You are all done” message, please log out and log back in. To log out, select the Menu bar (top left-hand side) and choose Log Out. A pop-up message will appear asking for confirmation, type *confirm* into the text box to proceed. Once successfully logged out, log back in using the same credentials provided.



4. Understanding the Layout

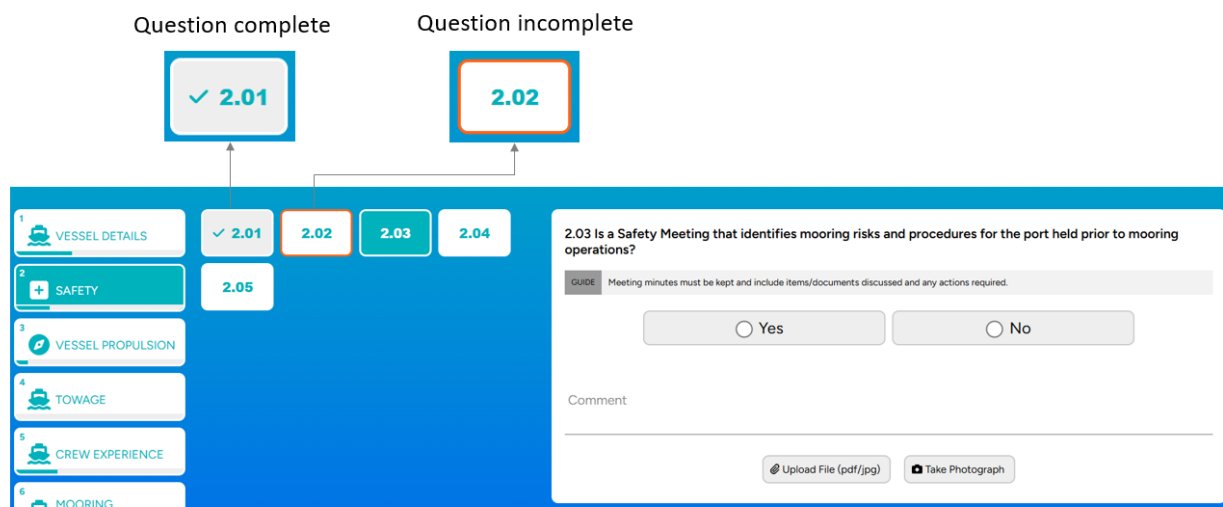
The application is structured into the following sections:

- **Elements**
- **Question Number**
- **Questions**
- **Guidance Notes** (may include reference documents)
- **Answer, comment & upload fields**

All questions must be completed.

Visual indicators will show when a question has been answered correctly.

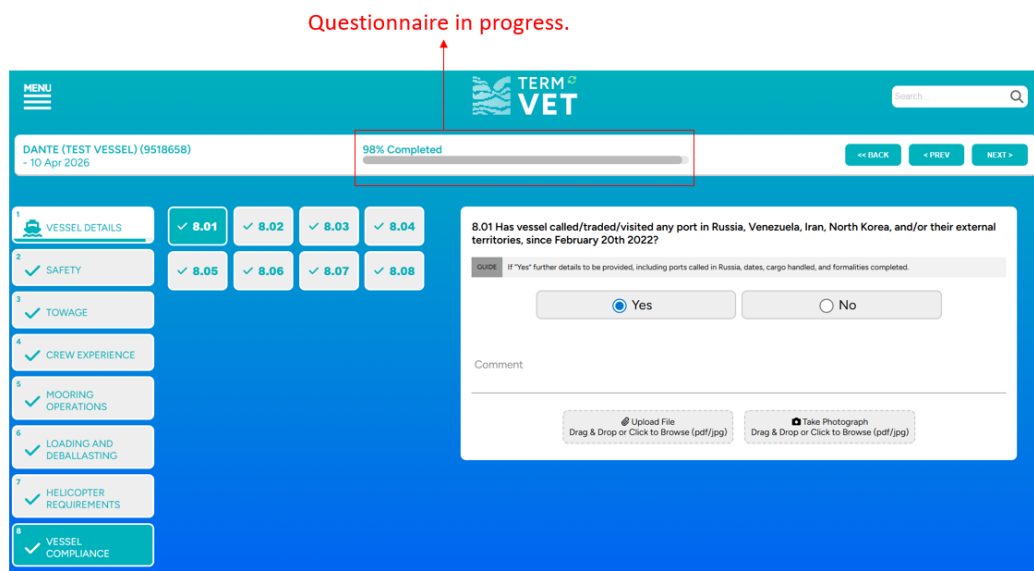
Question complete Question incomplete



5. Completing the Questionnaire

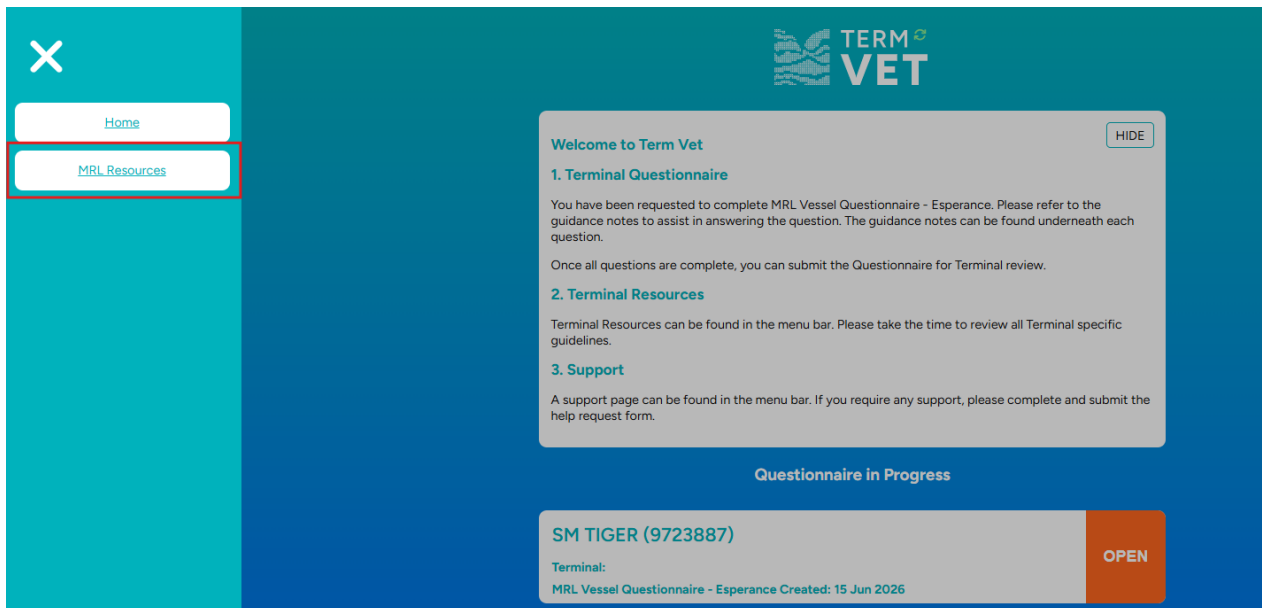
- Work through each section and answer all questions
- Refer to **Guidance Notes** and **Reference Documents** where necessary
- Monitor your progress using the **progress bar**
- The questionnaire must reach **100% completion** before submission.

Questionnaire in progress.



6. Reference Documents Troubleshooting

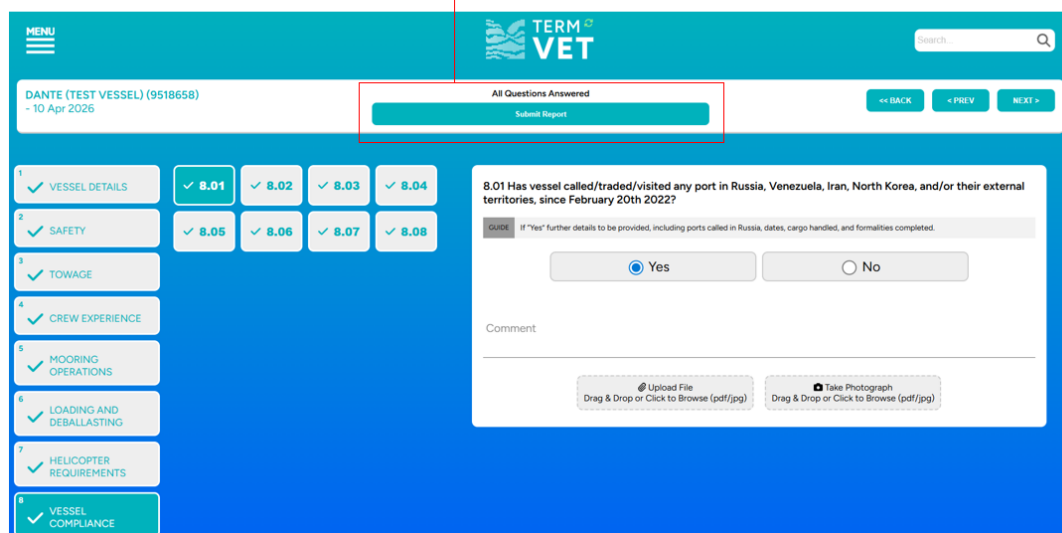
If you experience issues accessing or downloading the required Reference Documents within the question guidance notes, please try an alternative method. Select the Menu bar (top left-hand side) and choose the *Hancock Iron Ore Reference Documents* page. This will open a webpage containing links to all reference documents.



7. Submitting for Review

- Once the questionnaire reaches 100% completion, the progress bar will change to **“Submit Report.”**
- Click **“Submit Report.”**
- A declaration pop-up will appear. Review it and confirm that all information provided is true and correct by selecting **“Yes, I Agree.”**
- Click **“Submit Report”** to complete the submission to Terminal for review.

Questionnaire complete. Submit Report



All Questions Answered

✓ All questions have been completed.

Does the vessel acknowledge all information in the Terminal Vetting Questionnaire is true and correct as the vessel may be audited whilst alongside for compliance.

☐ Yes, I Agree

Submit Report

8. Actioning Terminal Review Feedback

If further action is required: You will receive an automated email notification.

1. Log back into the TERM Vet application (use the same login details)
2. Open your vessel
3. Navigate to the **“Requires Review”** element

This section will display:

- Only the questions requiring updates
- Comments from the terminal

New element: Requires Review

97% Completed

1	REQUIRES REVIEW	1	VESSEL DETAILS
2	SAFETY	3	✓ VESSEL PROPULSION
4		5	

Email example below:

Term Vet for TRUE CHAMPION (TEST) (9403528) - Requires Review

TERM VET <mail@notify.termvet.com>
To: megan+hancockvessel@mer-solutions.com

Hi TRUE CHAMPION (TEST) (9403528),

Your Terminal Vet submission for TRUE CHAMPION (TEST) (9403528) requires review.

To review the Terminal Vetting questionnaire, please follow the below steps:

1. Follow the link to open the [Term Vet APP](#).
2. Return to your vessel's Terminal Vet Questionnaire on the Home Page
3. You will now observe a new element called Requires Review.

All questions that are outstanding and require review can be found here. Please address all outstanding questions in the element by reading and actioning the terminal comments.
4. Once all questions from the Requires Review element have been actioned and are complete, you can re-submit for terminal review.
5. For questions or support, please contact vet@mer-solutions.com

Questions requiring review and terminal comments:

Term Vet

Action required:

- Carefully review each Terminal comment
- Update your answers accordingly
- Tick: *"I have reviewed and updated my answers and comments"*
- Once all updates are complete, the progress bar will return to **100%**. Resubmit the questionnaire for review.

Terminal Comments

1.06 Hull Number

GUIDE The hull number as issued by the shipyard.

Reviewers Comment: The Hull Number is not for this vessel. Please review your answer.

Enter Text:

Comment

Confirm update

☐ I have reviewed and updated my answer and comments

Upload File
Drag & Drop or Click to Browse (pdf/jpg)

Take Photograph
Drag & Drop or Click to Browse (pdf/jpg)

9. Completion

- Once the terminal has completed their review and no further action is required:
 - You will receive an automated confirmation email
 - The Terminal Vetting Questionnaire process is complete
 - The Terminal will contact you separately regarding formal acceptance.