

# Post-payment Initial challenges

The Ship Register introduced post-payment as of 1 January 2010 with the intention of making the registration process simpler for our users.

We have, however, experienced some challenges around this new process.

As of today, one invoice is being sent out for each and every registration/registered document.

This means that one may receive several invoices for registrations on the same vessel on the same day- also when the invoicing address is stated to be the same.

If journal confirmations and/or certificates have been issued upon registration, separate invoices will also be sent out for these.

We are currently addressing the issue of issuance of collective invoices in these cases.

In the meantime, kindly accept our sincerest apologies for the inconveniences caused by this.

Labelling and sending invoices to the appropriate address/recipient is something we have improved both in accordance with own experiences as well as upon feedback from our users.

Hopefully, invoices are now being forwarded to the correct recipient.

In order to assure the quality of the service in the best possible way, we kindly ask that the specified form for payment details is used, KR-0070.

If you have any questions or comments in regards to post-payment, please do not hesitate to contact us.

Once again, we apologize for this situation which will be rectified as soon as possible.

Bergen, 14 April 2010

