



# **Guide to the WCPFC High Seas Transhipment Electronic Reporting System**

5 July 2019

# Contents

1. Introduction to the TSER System	2
2. WCPFC Conservation and Management Measure CMM2009-06	2
3. The Start Up Screen	3
4. The Home Screen	3
5. The New Form Screen	4
6. The Offloading Vessel Transhipment Notification Screen	5
7. The Receiving Vessel Transhipment Notification Screen	6
8. The Offloading Vessel Transhipment Declaration Screen	7
9. The Receiving Vessel Transhipment Declaration Screen	8
10. Viewing the status of a Notification or Declaration	9
11. Why is some data coloured yellow?	10
12. Entering the CCM Responsible for Reporting	10
13. Entering the Vessels Transhipping	11
14. The Vessels Screen	11
15. Entering the Date and Location of the Transhipment	12
16. Entering the Fishing Gear Used	
17. Entering the Name of the Observer	12
18. Entering the Product to be Transhipped, and Product Transhipped	13
19. Entering the Product Already Onboard the Receiving Vessel	14
20. Entering the Email Address for the Submitter	14
21. The Buttons on the Data Entry Screens	15
22. Errors on forms	16
23. Updating Transhipment Date or Vessel IDs	17
24. The Saved Forms Screen	18
25. Loading a form that someone has emailed to you	19
26. List of Members and Cooperating Non-Members	20
27. List of Processed States	20
28. List of Product Origins	
29. List of Fishing Gear	21
30. List of Fishing Locations	22
31. List of Species	
32. Instructions for installing TSER	
34. If you experience a problem with TSER	25

#### 1. Introduction to the TSER System

TSER is the abbreviated name of the WCPFC (Western and Central Pacific Fisheries Commission) High Seas Transhipment Electronic Reporting System. TSER is a computer system (app) that allows vessel masters, company managers and staff of national fisheries management agencies to submit high seas transhipment notifications and declarations to the WCPFC electronically.

#### Some key features of TSER are:

- It is free for you to download and use (although your internet service provider may still charge you a small amount for the cost of transmitting TSER data).
- It is designed to operate on Windows desktop / laptop computers, or Android tablets or iPads. You should be able to run TSER on any post-2013 computer / tablet. TSER will also run on Android phones and iPhones, but using TSER on a phone is "cramped".
- It was designed to work on slow satellite connections, and it transmits very small packages of data. Several hundred transhipment notifications / declarations can be transmitted in 1Mb of data. This means that it is cheap to transmit notifications / declarations, even via satellite.
- It does not require continuous internet connectivity. Because forms are first typed onto your computer or tablet, and then transmitted once you have finished your data entry, TSER only requires an internet connection during the brief period that it is transmitting. If TSER cannot contact the WCPFC the first time, it will automatically try again after a short pause.
- It can be used to create new; and view, edit or cancel previous notifications / declarations. For example, if the date or location of a transhipment changes, it is about 15 seconds work for you to submit an updated notification.
- Most data are entered using drop-down menus. There is little typing.
- Data is checked as you enter it. Missing or bad data is immediately highlighted in yellow.



- On the product tables, you can copy data from one row and paste it into another row.
- You can choose the format for reporting latitude and longitude (degrees and minutes, or decimal
  degrees), and you can choose the format for reporting product quantities (Mt or Kg).
- A copy of any notification or declaration that you send to the WCPFC is automatically stored on your computer/tablet (but you can delete this copy if you want to).
- Although TSER does not use email to transmit data to the WCPFC, you have the option of using email to send a TSER notification or declaration to someone else. This allows you to use TSER entered data for other purposes within your organisation.

#### 2. WCPFC Conservation and Management Measure CMM2009-06

Within the WCPFC, transhipments on the high seas are regulated by Conservation and Management Measure 2009-06 (CMM2009-06). CMM2009-06 can be downloaded from the WCPFC website (link). CMM2009-06 specifies a range of requirements for reporting high seas transhipments. The TSER system has been developed by the WCPFC to meet these requirements; and the associated standards for electronic reporting which have been agreed by the Commission (link). If, for any reason, you cannot get TSER to work; then you will need to manually submit a transhipment notification / declaration in accordance with the requirements contained in CMM2009-06.

#### **Obtaining and installing TSER**

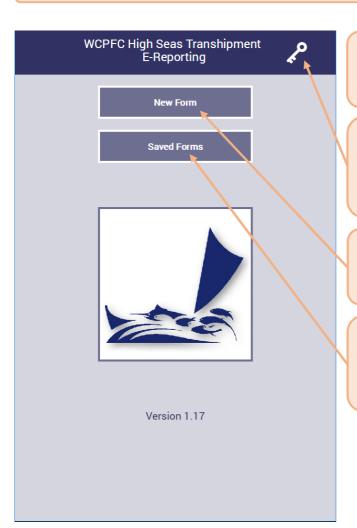
Instructions on how to obtain and install TSER can be found in section 32 of this document.

#### 3. The Start Up Screen



When TSER starts it tries to download an up-to-date list of vessels that are authorised to tranship on the high seas. On a fast internet connection this can take up to 20 seconds. On a slow (satellite) internet connection this can take up to 10 minutes. If TSER cannot download an up-to-date list of vessels that are authorised to tranship on the high seas, then it will use the most recent list that it previously downloaded.

#### 4. The Home Screen



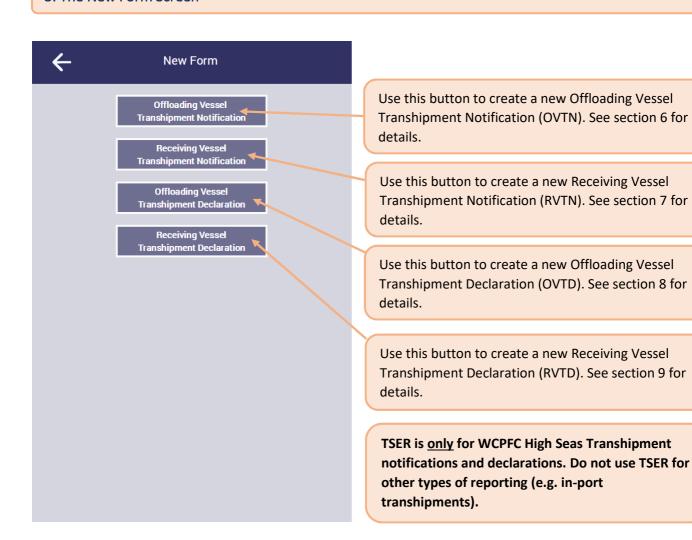
After the Start Up Screen has finished loading, the TSER Home Screen will be displayed.

Individual countries can choose whether a password is required to submit an electronic notification / declaration on their behalf. Use this button if you need to enter a password.

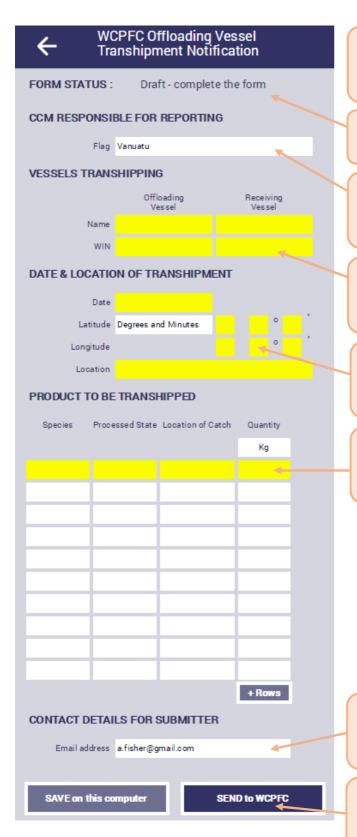
Use this button to create a new high seas transhipment notification or declaration.

Use this button to view, edit or cancel a high seas transhipment notification / declaration that you had previously created on this computer.

#### 5. The New Form Screen



## 6. The Offloading Vessel Transhipment Notification Screen



Use this screen to create, view, edit or cancel a WCPFC High Seas Transhipment Offloading Vessel Notification (OVTN).

Look here to see the status of this notification. See section 10 for details.

Enter the Member responsible for submitting this notification to the WCPFC. See section 12 for details.

Enter the Names and WCPFC Identification Numbers (WIN) of the two vessels that will tranship. See section 13 for details.

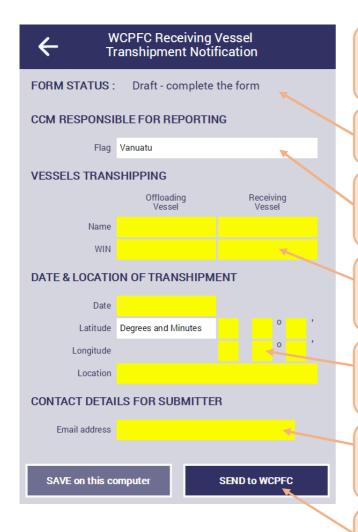
Enter the date and location that the transhipment will occur. See section 15 for details.

Enter product that will be transhipped. See section 18 for details.

Enter the email address of the person submitting this notification to the WCPFC. See section 20 for details.

Select what you want to do with this notification. For example, send it to the WCPFC. See section 21 for details.

#### 7. The Receiving Vessel Transhipment Notification Screen



Use this screen to create, view, edit or cancel a WCPFC High Seas Transhipment Receiving Vessel Notification (RVTN).

Look here to see the status of this notification. See section 10 for details.

Enter the Member responsible for submitting this notification to the WCPFC. See section 12 for details.

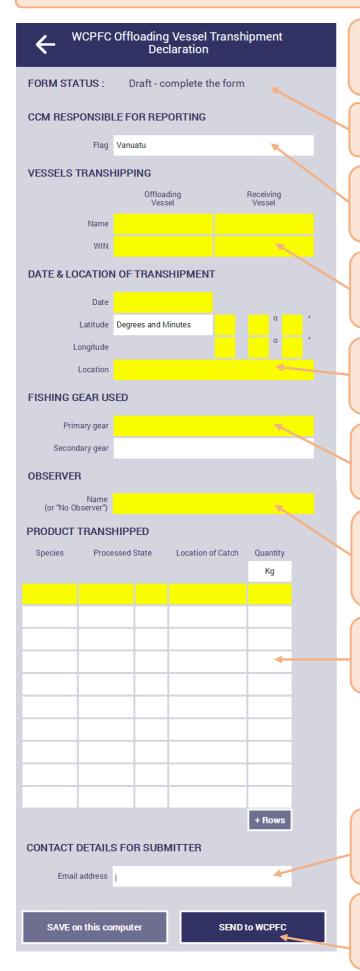
Enter the Names and WCPFC Identification Numbers (WIN) of the two vessels that will tranship. See section 13 for details.

Enter the date and location that the transhipment will occur. See section 15 for details.

Enter the email address of the person submitting this notification to the WCPFC. See section 20 for details.

Select what you want to do with this notification. For example, send it to the WCPFC. See section 21 for details.

## 8. The Offloading Vessel Transhipment Declaration Screen



Use this screen to create, view, edit or cancel a WCPFC High Seas Transhipment Offloading Vessel Declaration (OVTD).

Look here to see the status of this declaration. See section 10 for details.

Enter the Member responsible for submitting this declaration to the WCPFC. See section 12 for details.

Enter the Names and WCPFC Identification Numbers (WIN) of the two vessels that transhipped. See section 13 for details.

Enter the date and location that the transhipment occurred. See section 15 for details.

Enter the gear used by the offloading vessel to take the fish that was transhipped. See section 16 for details.

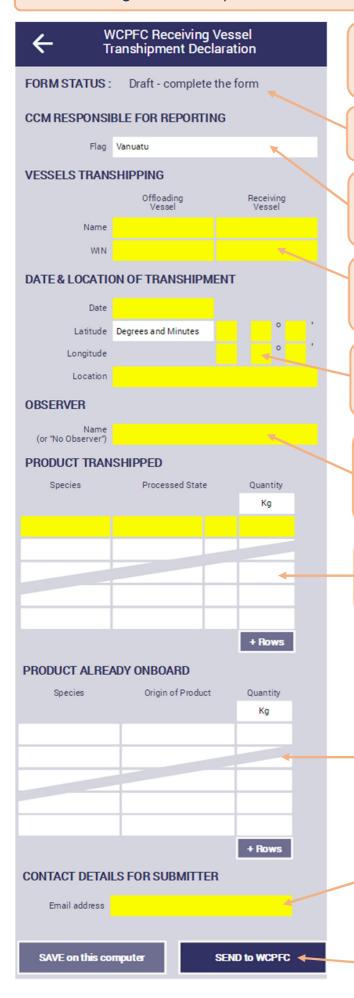
Enter the name of the WCPFC observer on the offloading vessel. If there was no observer on the offloading vessel then enter "No Observer". See section 17 for details.

Enter the product that was transhipped from the offloading vessel to the receiving vessel. See section 18 for details.

Enter the email address of the person submitting this declaration to the WCPFC. See section 20 for details.

Select what you want to do with this declaration. For example, send it to the WCPFC. See section 21 for details.

## 9. The Receiving Vessel Transhipment Declaration Screen



Use this screen to create, view, edit or cancel a WCPFC High Seas Transhipment Receiving Vessel Declaration (RVTD).

Look here to see the status of this declaration. See section 10 for details.

Enter the Member responsible for submitting this declaration to the WCPFC. See section 12 for details.

Enter the Names and WCPFC Identification Numbers (WIN) of the two vessels that transhipped. See section 13 for details.

Enter the date and location that the transhipment occurred. See section 15 for details.

Enter the name of the WCPFC observer on the receiving vessel. If there was no observer on the receiving vessel then enter "No Observer". See section 17 for details.

Enter the product that was transhipped from the offloading vessel to the receiving vessel. See section 18 for details.

Enter the product that was already onboard the receiving vessel before the transhipment began. See section 19 for details.

Enter the email address of the person submitting this declaration to the WCPFC. See section 20 for details.

Select what you want to do with this declaration. For example, send it to the WCPFC. See section 21 for details.

# 10. Viewing the status of a Notification or Declaration

All Notifications and Declarations on TSER have one of five statuses: Draft, Sending, Received, Errors or Cancelled.

FORM STATUS:

Draft - complete the form

Notifications and Declarations that have not yet been sent to the WCPFC have a "Draft" status.

FORM STATUS:

Sending - retry in 87 seconds.

While a Notification or Declaration is being transmitted to the WCPFC it has a "Sending" status. If a Notification or Declaration becomes stuck on "Sending" for a long time, then check your internet connection.

#### We recommend:

- If you have forms that are "Sending", then leave TSER running.
- If you do not have forms that are "Sending", then shut TSER down between uses.

FORM STATUS:

Received by WCPFC (ID = 609) 2019-03-27 17:08

Notifications and Declarations that have successfully been sent to the WCPFC have a "Received" status. Ideally, all your Notifications and Declarations should have a Received (or Cancelled) status.

Each Notification or Declaration received by the WCPFC is assigned a high seas transhipment form ID. This ID stays the same regardless of how many times the form is edited.

FORM STATUS:

Errors - see the list below (ID = 590)

2019-03-22 12:54

Occasionally the WCPFC will identify errors in a Notification or Declaration that has been sent to it. These Notifications and Declarations have an "Errors" status. See section 22 for details.

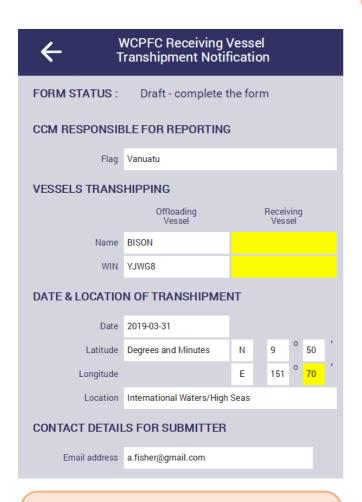
FORM STATUS:

Cancelled (ID = 587) 2019-03-22 12:48 If you cancel a Notification or Declaration that was previously received by the WCPFC, then it will have a "Cancelled" status.

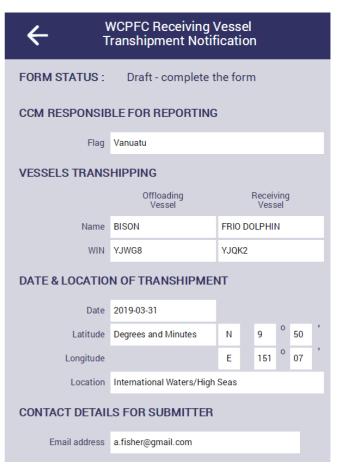
#### 11. Why is some data coloured yellow?



The TSER programme automatically checks data as it is entered. Data which is missing or bad is coloured yellow.



A notification / declaration with yellow fields cannot be sent to the WCPFC. This is because it contains missing or bad data.



As you enter data, the yellow fields will be replaced by white fields. A notification / declaration with only white fields can be sent to the WCPFC.

#### 12. Entering the CCM Responsible for Reporting



Select the Member or Cooperating Non-Member responsible for reporting the high seas transhipment. Note - in the case of WCPFC-notified charter arrangements, the chartering CCM is responsible for reporting the high seas transhipment. See section 26 for details.

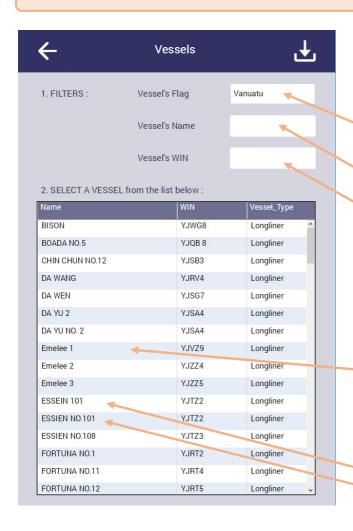
#### 13. Entering the Vessels Transhipping



Click here to enter the Name and WCPFC Identification Numbers (WIN) of the Offloading Vessel. This will open the Vessels screen. See section 14 for details.

Click here to enter the Name and WIN of the Receiving Vessel.

#### 14. The Vessels Screen



Use the vessels screen to select the Offloading and Receiving vessels.

Select the vessel's flag from the drop-down list.

Optionally, you can enter part of the vessel's name into the vessel's name filter, then press Enter. The list of vessels being displayed will be updated to show only those vessels whose name includes the text that you entered. The vessel's WCPFC Identification Numbers (WIN) filter works in the same way.

Click on a vessel to select it. The vessels name and WIN will then be copied into the Notification or Declaration that you are editing.

Note 1 - Within the list of vessels there are often multiple slight variations of the same vessel name. If the WIN is the same, then it makes no difference which of these variations you select, as this data is tidied-up after it reaches the WCPFC.

Note 2 - The list contains vessels that are authorised by each Member or Cooperating Non-member's national fisheries management authority to tranship on the high seas. If a vessel is missing from the list, it may not be authorised to tranship on the high seas. Alternatively, TSER may not have been able to download the most up-to-date list.

## 15. Entering the Date and Location of the Transhipment

# Date 2019-03-31 Latitude Degrees and Minutes N 9 0 50 1 Longitude E 151 0 07 1 Location International Waters/High Seas

Click here to select the date of the transhipment.

Select the format, Degrees and Minutes or Decimal Degrees, in which you will report latitude and longitude.

Enter the latitude and longitude of transhipment. Note - WCPFC regulations require that this be accurate to within 1/10<sup>th</sup> of a degree.

Select the location of transhipment. Choose from: International Waters / High Seas, WCPFC / IATTC Overlap Area, or Outside WCPFC Convention Area.

#### 16. Entering the Fishing Gear Used



Select the primary fishing gear used by the offloading vessel to take the fish being transhipped. See section 29 for details.

If the offloading vessel used more than one type of fishing gear to take the fish being transhipped, then select the secondary fishing gear used.

#### 17. Entering the Name of the Observer



For offloading vessel transhipment declarations - enter the name of the WCPFC observer onboard the offloading vessel.

For receiving vessel transhipment declarations enter the name of the WCPFC observer onboard the receiving vessel.

If no WCPFC observer was onboard, then enter "No Observer".

#### 18. Entering the Product to be Transhipped, and Product Transhipped

Select the species of the product being transhipped. See section 31 for a list of valid species.

Select the processed state of the product being transhipped. See section 27 for a list of valid processed states.

Select Frozen or Fresh. Note – this is not required on Offloading Vessel Transhipment Notifications.

Select the location in which the product being transhipped was taken. See section 30 for a list of valid locations. Note - this is not required on Receiving Vessel Transhipment Declarations.

Enter the quantity of product transhipped.

Location of Catch

Quantity Kg

PRODUCT TRANSHIPPED

Processed State

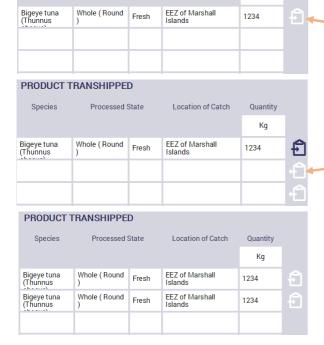
Species

First, select the units of measure (metric tonnes or kilograms) that you are using to report the quantity of product being transhipped.

PRODUCT TRANSHIPPED				
Species	Processed	State	Location of Catch	Quantity
				Kg
Bigeye tuna (Thunnus	Whole ( Round)	Frozen	International Waters/High Seas	12345
Bigeye tuna (Thunnus	Gilled and gutted	Frozen	International Waters/High Seas	876
Skipjack tuna	Whole ( Round)	Frozen	WCPFC/IATTC Overlap Area	9876
Plue Shark (Prionace	Shark fins	Frozen	International Waters/High Seas	345
				+ Rows

Press this button to add more rows to the table. Enter one row of data for each type of product, from each location, transhipped.

The product tables include copy and paste buttons. To copy a row of data, click this button.



To paste a row of data that you have previously copied, click this button.

# 19. Entering the Product Already Onboard the Receiving Vessel

Report the product that was onboard the receiving vessel before the transhipment started. Note - do not include, in this table, product that was transferred during this transhipment.

Select the species of the product already onboard. See section 31 for a list of valid species.

Select the geographic origin of the product already onboard. See section 28 for a list of valid origins.

Enter the quantity of product already onboard.

First, select the units of measure (metric tonnes or kilograms) that you are using to report the quantity of product already onboard.

PRODUCT ALREADY ONBOARD			
	Species	Origin of Product	Quantity Mt
	Bigeye tuna (Thunnus obesus)	WCPFC Area	1234
	Bigeye tuna (Thunnus obesus)	WCPFC/IATTC Overlap Area	78.2
	Skipjack tuna (Katsuwonus pelamis)	WCPFC Area	56
			+ Rows
í			

Press this button to add more rows to the table. Enter one row of data for each species, from each origin, already onboard.

## 20. Entering the Email Address for the Submitter

#### CONTACT DETAILS FOR SUBMITTER

Email address a.fisher@gmail.com

Enter the email address of the person submitting this high seas transhipment notification or declaration to the WCPFC. When the notification / declaration is successfully received, the WCPFC will send a confirmation email to this email address.

#### 21. The Buttons on the Data Entry Screens

At the bottom of the four data entry screens there are a set of buttons. These buttons control what happens to the data that you have entered.

#### SEND to WCPFC

Use this button to send a new high seas transhipment notification or declaration to the WCPFC.

# Send UPDATE to WCPFC

If you change the data contained in a previously submitted notification or declaration - use this button to send the updated notification or declaration to the WCPFC. If you want to update vessel IDs or transhipment date, then see section 23 for details.

#### Send CANCEL to WCPFC

Use this button to cancel a high seas transhipment notification or declaration that you have previously sent to the WCPFC.

#### COPY to new form

If you cancel a high seas transhipment notification or declaration – use this button to copy the data from the cancelled form into a new (draft) form.

#### SAVE on this computer

Use this button to save a draft high seas transhipment notification or declaration that you are working on. The saved file is stored on your computer. It is not sent to the WCPFC. When you send, update or cancel a form, a copy is automatically stored on your computer.

# DELETE from this computer

Use this button to delete a high seas transhipment notification or declaration that is saved on your computer. This button does not cancel the notification / declaration, or change what is stored on the WCPFC's computers.

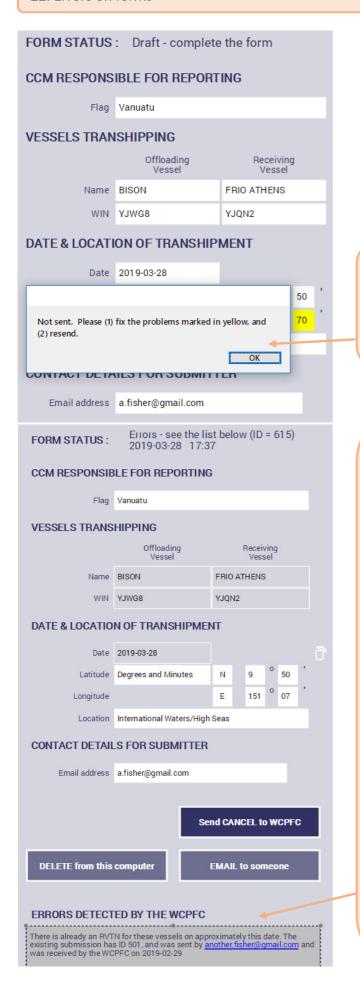
#### **EMAIL to someone**

Use this button to email a copy of the notification or declaration that you are working on to someone else in your organisation or national fisheries management agency. Do not use this button to submit a notification or declaration to the WCPFC. This button is only available on Windows computers running MS-Outlook, and Android tablets running Gmail, and iPads running Mail.

## STOP sending to WCPFC

If the internet is completely un-available – use this button to stop sending a notification or declaration to the WCPFC. You will need to re-send the notification / declaration once the internet is available.

#### 22. Errors on forms



If you try to send a notification or declaration with missing or bad data, then you will see this error message. You must correct any errors marked in yellow before you send a notification or declaration to the WCPFC.

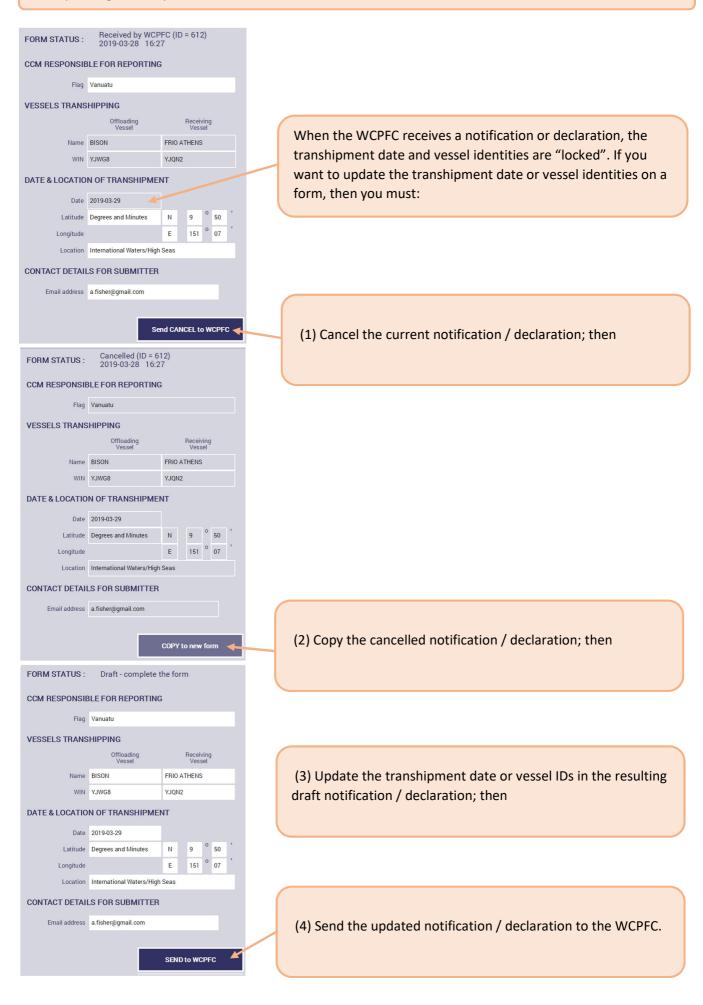
Because the data that you enter is error checked before you send it, it will be rare for you to receive an error message back from the WCPFC. The two most likely exceptions to this rule are:

**Duplicate errors** - When a form is received by the WCPFC, it is checked to make sure that there is not already another form of the same type, for the same vessels, and approximately the same transhipment date. If a duplicate is found, then the newer form will be rejected. If the data on the newer form is correct, then you will need to either:

- Send an update to the older form; or
- Have the older form cancelled, and re-send the new form.

Password errors - You will receive an error message if your country requires that a password be supplied when submitting data on its behalf, and you have not supplied the correct password. In this case you should (1) obtain the correct password from your national fisheries management agency, and (2) enter the password using the key button on the home screen, and (3) re-send.

## 23. Updating Transhipment Date or Vessel IDs



#### 24. The Saved Forms Screen

Use the Saved Forms screen to load a notification or declaration that has previously been created on this computer. Once loaded - you can: view, edit, update, cancel, delete or email the form.



Click on the column headings to sort the table.

The WCPFC High Seas Transhipment submission ID.

The type of notification / declaration.

OVTN Offloading Vessel Transhipment Notification RVTN Receiving Vessel Transhipment Notification OVTD Offloading Vessel Transhipment Declaration RVTD Receiving Vessel Transhipment Declaration

The date of the transhipment.

The name of the offloading vessel (on OVTN and OVTD forms) or receiving vessel (on RVTN and RVTD forms).

The status of the notification / declaration. See section 10 for details. Ideally, every entry in this column should be either "Received" or "Cancelled". Any other entry indicates a notification / declaration that does not yet comply with WCPFC regulations or standards.

Click on a form to load it.

# 25. Loading a form that someone has emailed to you

If someone emails an electronic WCPFC High Seas Transhipment notification or declaration to you, then you can load this into your TSER app.				
On a Windows computer:	On an Android tablet or phone:	On an iPad or iPhone:		
Open your email programme.	Open your email programme.			
Open the email which has the notification or declaration attached and click on the attached notification or declaration (RFMO) file.				
3. Download the attached notification	3. When prompted with a list of apps that could be used to open the file, choose WCPFC TSER.			
4. Open the TSER app.				
5. In the TSER app home screen, clic				
6. In the Saved Forms screen, click o screen.				
7. When prompted, select the "Downloads" folder on your computer.				
In the Add A File screen, click on t you want to load.				
9. Choose to Move or Copy the form				
The form will now be available in your Saved Forms screen.				

The lists that follow are accurate in mid-2019 but may occasionally be updated at the WCPFC's discretion.

26. List of Members and Cooperating Non-Members		
China		
Ecuador		
Japan		
Korea (Republic of)		
Liberia		
Panama		
Papua New Guinea		
Philippines		
Thailand		
Chinese Taipei		
United States of America		
Vanuatu		
27 11 (2)		
27. List of Processed States		
Whole (Round)		
Gilled and gutted		
Gutted and headed		
Gutted only, not gilled		
Filleted		
Shark fins		
Gutted, headed and tailed (Dressed)		
Gilled, gutted and tailed		
OTHER-Unspecified		
28. List of Product Origins		
WCPFC Area		
IOTC Area		
IATTC Area		
ICCAT Area		
WCPFC/IATTC Overlap Area		
Outside Tuna RFMOs		

# 29. List of Fishing Gear Set longlines **Drifting longlines** Longlines (not specified) **Trolling lines** Handlines and pole-lines (hand operated) Handlines and pole-lines (mechanized) Hooks and lines (not specified) With purse lines (purse seine) One boat operated purse seines Two boats operated purse seines Without purse lines (lampara) Beach seines Boat or vessel seines Danish seines Scottish seines Pair seines Seine nets (not specified) Portable lift nets Boat-operated lift nets Shore-operated stationary lift nets Lift nets (not specified) Set gillnets (anchored) Driftnets **Encircling gillnets** Fixed gillnets (on stakes) Trammel nets Combined gillnets-trammel nets Gillnets and entangling nets (not specified) Gillnets (not specified) Harpoons Recreational fishing gear Miscellaneous gear

30. List of Fishing Locations
EEZ of American Samoa
EEZ of Australia
EEZ of China
EEZ of Commonwealth of the Northern Mariana Islands
EEZ of Cook Islands
EEZ of Federated States of Micronesia
EEZ of Fiji
EEZ of French Polynesia
EEZ of Guam
EEZ of Indonesia
EEZ of Japan
EEZ of Kiribati
EEZ of Korea (Republic of)
EEZ of Marshall Islands
EEZ of Nauru
EEZ of New Caledonia
EEZ of New Zealand
EEZ of Niue
EEZ of Palau
EEZ of Papua New Guinea
EEZ of Philippines
EEZ of Pitcairn
EEZ of Samoa
EEZ of Solomon Islands
EEZ of Chinese Taipei
EEZ of Tokelau
EEZ of Tonga
EEZ of Tuvalu
EEZ of United States of America
EEZ of Vanuatu
EEZ of Wallis and Futuna
International Waters/High Seas
WCPFC/IATTC Overlap Area
Outside WCPFC Convention Area
2.3.3.2.3.3.3.3.3.7.1.64

# 31. List of Species

31. List of species	
Common name and scientific name	FAO Species Code
Bigeye tuna (Thunnus obesus)	BET
Skipjack tuna (Katsuwonus pelamis)	SKJ
Yellowfin tuna (Thunnus albacares)	YFT
Albacore tuna (Thunnus alalunga)	ALB
Swordfish (Xiphias gladius)	SWO
Striped Marlin (Tetrapturus audax)	MLS
Blue Marlin (Makaira mazara)	BUM
Pacific Bluefin Tuna (Thunnus orientalis)	PBF
Southern Bluefin Tuna (Thunnus maccoyii)	SBF
Black Marlin (Makaira indica) Mahi Mahi / Dolphinfish / Dorado	BLM
(Coryphaena hippurus) Sailfish (Indo-Pacific) (Istiophorus	DOL
platypterus)	SFA
Oilfish (Ruvettus pretiosus)	OIL
Wahoo (Acanthocybium solandri)	WAH
Blue Shark (Prionace glauca)	BSH
Escolar (Lepidocybium flavobrunneum)	LEC
Opah / Moonfish (Lampris guttatus) Rays, Skates and Mantas (Batoidimorpha	LAG
(Hypotrmata))	BAI
Other Tuna (Thunnini)	TUN
Other Shark (Elasmobranchii)	SHK
Other - Unspecified	ANY

## 32. Instructions for installing TSER

On a Windows computer:		On an Android tablet or phone:	On an iPad or iPhone:	
1.	1. Use the internet browser on your computer / tablet / phone to open <a href="https://www.wcpfc.int/tser">https://www.wcpfc.int/tser</a>			
2.	Click on the "Download Windows version" link.	Click on the "Download     Android version" link.	Click on the "Download IOS version" link	
3.	Download the WCPFC_TSER folder.	3. On the TSER page of the Google Play Store, click on the Install button.	3. On the TSER page of the App Store, click on the Get button.	
4.	Move the WCPFC_TSER folder from your Downloads folder to the location on your computer that you want it. Do not rename this folder or change its contents.	4. On the TSER page of the Google Play Store, click on the Open button.	4. On the TSER page of the App Store, click on the Install button.	
5.	Open the WCPFC_TSER folder, and Right-click > Copy the file named WCPFC_TSER.exe		5. On the TSER page of the App Store, click on the Open button.	
6.	Right-click on your desktop, and Paste Shortcut the file named WCPFC_TSER.exe. Be careful to use Paste Shortcut, as Paste will not work.			
7.	Double-click on the WCPFC_TSER.exe shortcut on your desktop to start the TSER programme.			
8.	Depending on what virus checking software you have installed on your computer, you may need to authorise TSER to operate.			

#### Note on updating to a newer version of TSER

The WCPFC may periodically release new versions of TSER that add new features or fix known problems. Updating to a newer version of TSER will not delete any notifications and declarations that are saved on your computer.

#### Note on un-installing TSER

On Android and IOS devices - un-installing TSER will automatically delete all notifications and declarations that are saved on your tablet / phone. The WCPFC will still hold copies of the notifications and declarations that you had previously sent to it; but unless you have saved another copy of the same notification or declaration onto a different tablet / phone, then it will become impossible for you to electronically update or cancel the original notification / declaration.

On Windows computers - un-installing TSER will not automatically delete any notifications and declarations that are saved on your computer.

# 34. If you experience a problem with TSER

TSER is a new programme and we want to know about problems so that we can fix them. If you experience a problem with TSER that you cannot resolve:

- Submit your notification / declaration manually to the WCPFC by emailing it to <u>transhipment@wcpfc.int</u>;
   and
- Let us know about the problem by emailing us at <u>transhipment@wcpfc.int</u>. Please include the TSER log file in your email. The log file can be accessed by clicking on the version number on the TSER Home Screen.

Version 1.17