



ABS MYFREEDOM™ CLIENT PORTAL

Corrective Action Plan (CAP) Submission

Complete guide for submitting CAPs for Audit Non-Conformities

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For questions, please email <u>ABSServiceDesk@eagle.org</u> .	

The following color codes are used to distinguish between User Action and Informational content:

 Information  User Action

Corrective Action Plan (CAP) Submission Overview

The **Corrective Action Plan (CAP) Submission** feature enables users to submit **CAPs** directly through ABS MyFreedom™ Portal for **open Non-Conformities (NC)**, digitizing the process and reducing effort. This functionality allows customers to efficiently respond to audit-generated NC findings by providing corrective actions and supporting evidence through a single workflow.

Key capabilities include:

- Automatic identification and selection of eligible **open Non-Conformities**.
- Capturing key details of Corrective Action Plans.
- Upload supporting **documents and evidence**

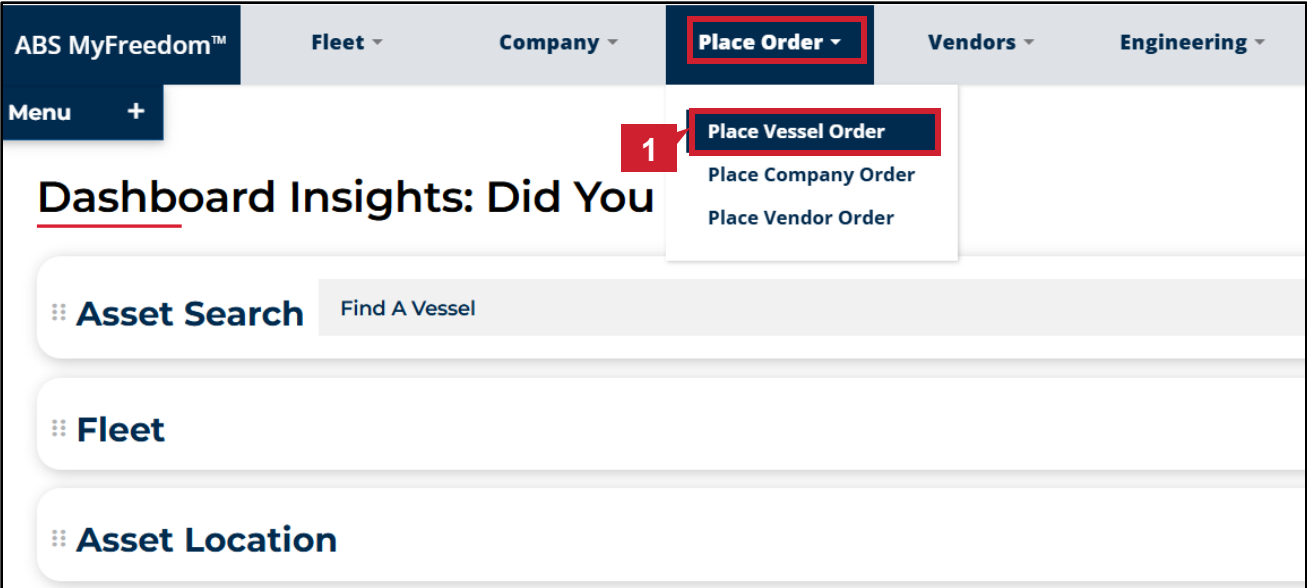
The **CAP Submission** option is available only when the **Company** or **Vessel** has an **open NC**, ensuring that submittals are only for eligible audit non-conformities.



How to Submit a CAP in the MyFreedom Portal

i. Submitting Using Place Vessel Order

1 In **ABS MyFreedom™ Client Portal**, select **Place Vessel Order** from the **Place Order** menu.





- 2

The **Place Order** pop-up is displayed.
- 3

Select a **Vessel** from the drop-down list. Based on the selected vessel, available work types are displayed in the **Pre-Place Order** section.
- 4

Select either Attendance Type: **Remote** or **Physical**.

Place Order

PLACE ORDER

Selected Vessel: Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Order my Overdue/Due:

Surveys

Findings

Verification is carried out with attendance at the facility.

RemotePhysical

Create my own Order

Request an Extension

Note: Available order options depend on the selected vessel, and you can choose any available option to proceed.

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- 5
- The **Order Details** section is displayed.
- 6
- Select **Corrective Action Plan (CAP) Submission** as the **Order Type**.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDER

ORDER DETAILS

REVIEW & PRICING

Expand All

Collapse All

Order Summary

Note: Modifying attributes in this section may reset any selections made below

Order Type*

Corrective Action Plan (CAP) Submission

Submission Date*

05-Aug-2026

Contact Info

Requestor Contact

Name:

James Ducote

Company:

Bulk Carrier

Email:

dummyemail@eagle.org

Phone:

+1 5044535009





7	Under the Findings section, only Open Non-Conformities are displayed.
8	For each selected NC, the following fields need to be completed not exceeding 4000 characters: • Cause Analysis Describe the cause of the non-conformity. • Corrective Action Implemented Explain actions taken to resolve the issue. • Actions to Prevent Recurrence Describe measures that will prevent recurrence.
9	Any relevant supporting documents such as reports, certificates, photographs, procedures, and action plans can be attached.
10	Click Review Order to review order details.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Findings

☐ Show Only Selected (1)

Start Over

Expand AllCollapse All

Finding No.	Finding Type	Criticality	Due Date
☒ 434.0	Non-Conformity	N/C	26-Aug-2026

Please ensure that the Corrective Action Plan is attached when placing orders for Non Conformities.

Asset name:

Audit clause: ISM Clause-1.2.2

Finding Status: Open

Service type: ISM Certification

Due by Task:

Description: asdfghjk

Cause Analysis*

Corrective Actions Implemented*

Actions to Prevent Recurrence*

Test

Test

Test

Characters Left: 3996

Characters Left: 3996

Characters Left: 3996

☐ 433.0	Non-Conformity	N/C	21-Aug-2026
--------------------------------	----------------	-----	-------------

Cancel

Save Draft

Review Order >





11 Review the order details and click **Submit** to place the submission order.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Expand AllCollapse All

Order Summary

Order Type: Corrective Action Plan (CAP) SubmissionAttachments: 1

Findings

434.0

Due Date: 26-Aug-2026 | Criticality: N/C | Audit Clause: ISM Clause-1.2.2

Description: asdfghjk

Attachments: 1

Additional Information/Comments

Any information entered here will be shared with the Surveyor/Auditor (e.g. P.O Number, etc.)

Characters Left: 4000

ues with

< Order Details

CancelSave DraftSubmit

- 12** Once your order has been submitted, you will see a pop-up displaying your temporary order number.
- 13** Click **Active Orders** to view the submitted order.

Place Order

Your order TMP#158305 was successfully submitted. Go to Orders Active page to view further details.

Note: Your Request Number may be linked to multiple Orders

13

Active Orders

Close

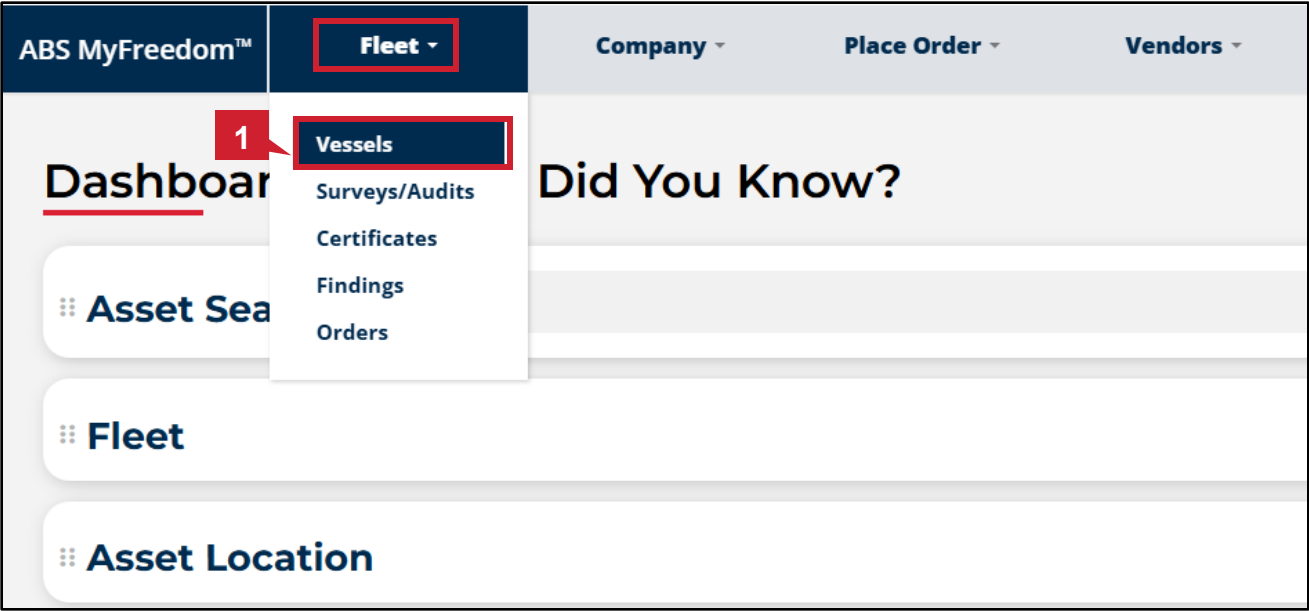
Note: Once the order is placed, the corresponding ABS Auditor(s) are automatically notified of the submission and to review the corrective action plan.



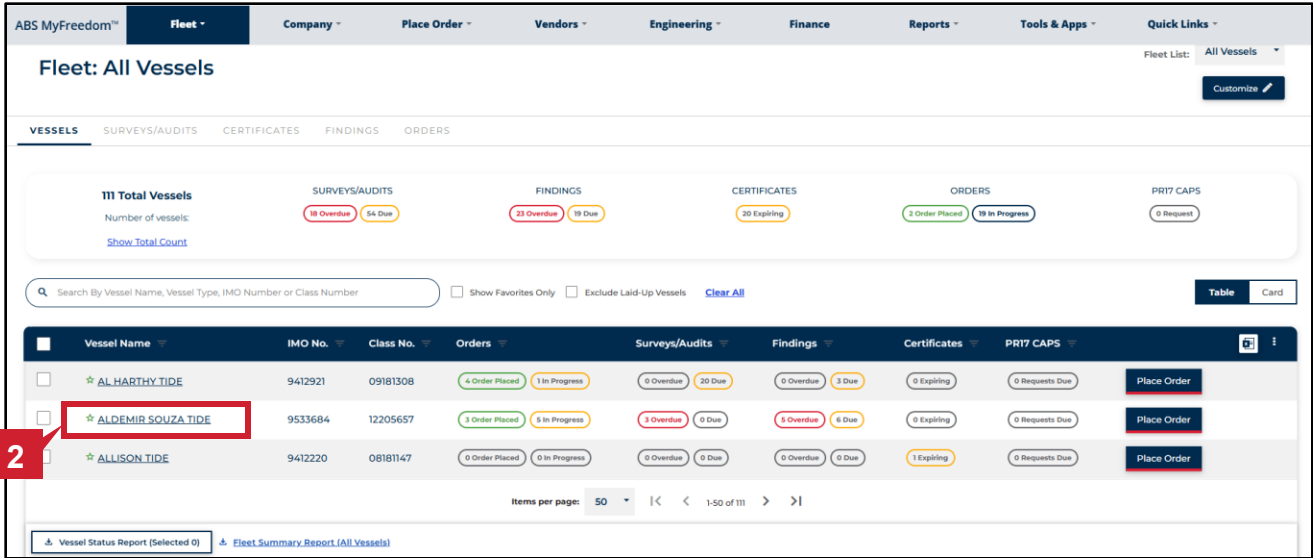


ii. Submitting From Vessel Findings (NC)

1 On **ABS MyFreedom™ Client Portal**, select **Vessels** from the **Fleet** drop-down menu.



2 Select the **Vessel Name** to view its details.





- 3

Click **Findings** to navigate to the Findings section.
- 4

For **Non-Conformities** with an **Open** status, click **Place Order** to initiate a submission order.

ABS MyFreedom™

Fleet - Company - Place Order - Vendors - Engineering - Finance Reports - Tools & Apps - Quick Links -

Menu -

Vessel

VESSEL DETAILS

Overview

Survey/Audits

Findings

Certificates

Place Order

Orders

PR17 CAP Proposal

PARTS

Assets/Conditions

Parts

VESSEL INFO

General Info

Owner

Documents

Alerts Archive

FLEET > VESSEL: ALDEMIR SOUZA TIDE

Selected Vessel: ALDEMIR SOUZA TIDE

Machinery Dashboard Structural Dashboard Vessel Status Report Place Order

Finding No.	Survey/Audit	Due Date	Asset	Criticality	Due	Issue Date	Found	Finding Type	Finding Status	
Audit 3		2025						Conformity		
☐	437.0	N/A	04-Aug-2026	N/A	Overdue	28-Jul-2026	asdfghj	Non-Conformity	CAP Accepted	Place Order
☐	435.0	N/A	05-Aug-2026	N/A	Due	27-Jul-2026	This finding is for the 2 Assignee	Non-Conformity	CAP Submitted	
☐	426.0	N/A	16-Aug-2026	N/A	Due	17-Jul-2026	Test	Non-Conformity	CAP Submitted	
☐	433.0	N/A	21-Aug-2026	N/A	Due	22-Jul-2026	QWEARTYUI	Non-Conformity	Open	Place Order
☐	434.0	N/A	26-Aug-2026	N/A	Due	27-Jul-2026	asdfghjk	Non-Conformity	Open	Place Order
☐	436.0	N/A	26-Aug-2026	N/A	Due	27-Jul-2026	This finding is for the 2 Assignee	Non-Conformity	CAP Submitted	
☐	429.0	N/A	15-Oct-2026	N/A	Due	17-Jul-2026	Test	Non-Conformity	CAP Accepted	Place Order

Items per page: 50 |< < 1-14 of 14 > >|

Findings (Selected 0) Place Order (0)

Note: Refer to [Steps 6-11](#) in Submitting a Corrective Action Plan using Place Vessel Order to complete the submission.





iii. Submitting Using Place Company Order

1

In **ABS MyFreedom™ Client Portal**, select **Place Company Order** from the **Place Order** menu.

ABS MyFreedom™

Fleet ▾

Company ▾

Place Order ▾

Vendors ▾

Engineering ▾

Menu +

Dashboard Insights: Did You

Place Vessel Order

Place Company Order

Place Vendor Order

Asset Search

Find A Vessel

Fleet

Asset Location

1

2	The Place Order pop-up is displayed.
3	Select the Company from the drop-down list. Based on the selected company, work types are displayed under the Pre-Place Order section.
4	Select any Attendance Type: Remote , Streamline , or Physical .

PLACE ORDER

Selected Company: Shipping International

PRE-PLACE ORDER ORDER DETAILS REVIEW & PRICING

Order my Overdue/Due:

Audits

Verification is carried out with attendance at the facility.

Remote Streamline **Physical**

Findings

Create my own Order

Request an Extension

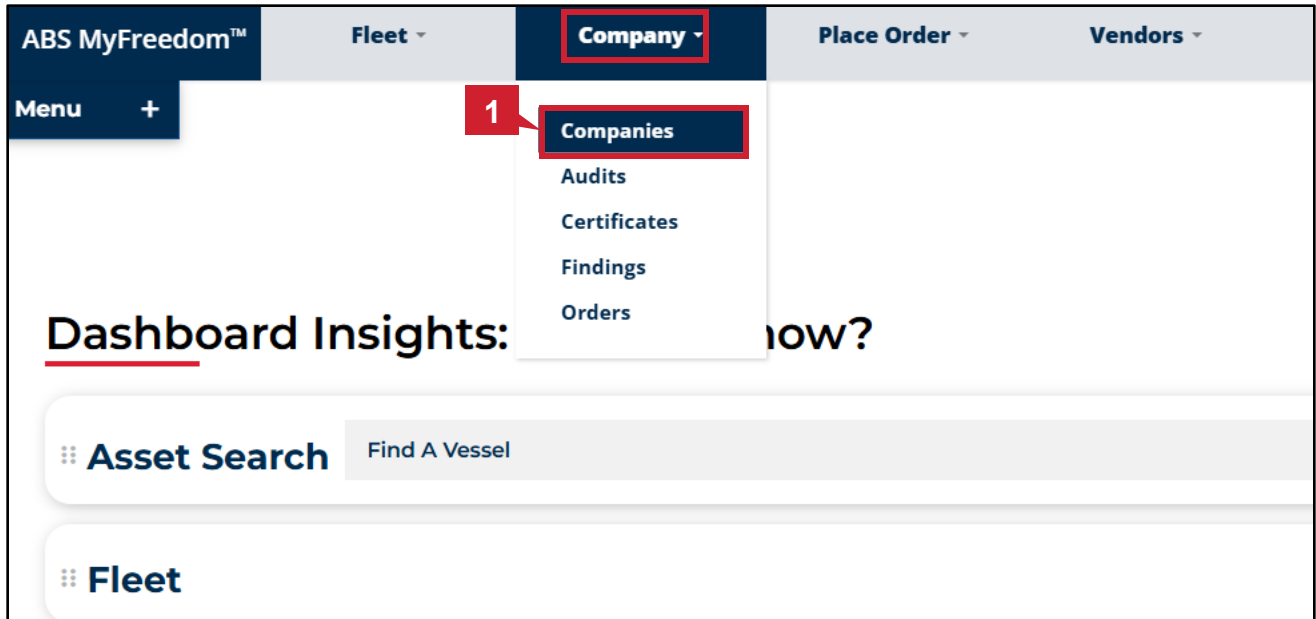
Notes: Refer to [Steps 6-11](#) in **Submitting a Corrective Action Plan using Place Vessel Order** to complete the submission.

The options for placing an order will depend on the Company selected, and you can choose any available option to proceed.

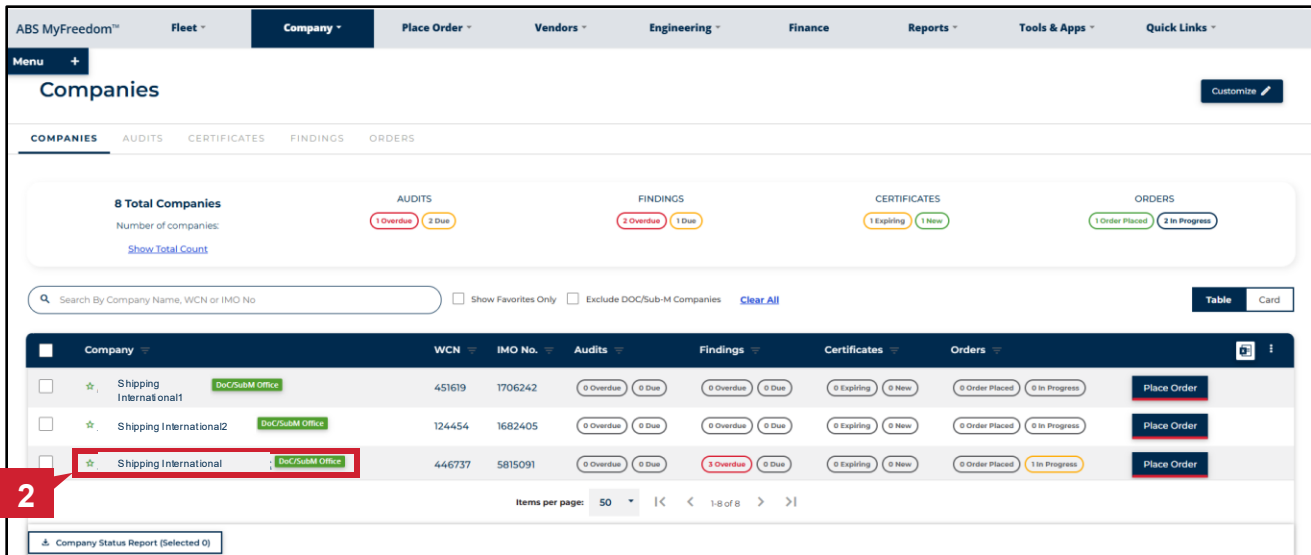


iv. Submitting From Company Findings (NC)

1 On **ABS MyFreedom™ Client Portal**, select **Companies** from the **Company** drop-down menu.



2 Select the **Company Name** to view its details.





- 3

Click **Findings** to navigate to the Findings section.
- 4

For **Non-Conformities** with an **Open** status, click **Place Order** to initiate a submission order.

ABS MyFreedom™

Fleet

Company

Place Order

Vendors

Engineering

Finance

Reports

Tools & Apps

Quick Links

Menu

Vessel

Company

COMPANY DETAILS

Audits

Findings

Certificates

Place Order

Orders

COMPANY INFO

Owner

Alerts Archive

COMPANY: COMPANY: PAN MARINE INTERNATIONAL INC

Selected Company: Shipping International

Company Status Report

Place Order

Customize

Findings

Open

Closed

3 Findings: 3 Overdue 0 Due 0 Not Due Clear All

Search by Finding No, Audit or Audit Clause No.

Finding No.	Audit	Audit Clause	Due Date	Criticality	Due	Issue Date	Found	Finding Type	Finding Status	
23.0	N/A	ISM Clause-6.5	28-May-2026	N/C	Overdue	28-Apr-2026	Requirement: As per company procedures CP-CREW 1457 "Self assessment performance...	Non-Conformity	Open	Place Order
24.0	N/A	ISM Clause-9.2	28-May-2026	N/C	Overdue	28-Apr-2026	Requirement: As per company procedures PS-AUD 1660 & ISM code 9.2 The	Non-Conformity	Open	Place Order

Items per page: 50 1-3 of 3

Findings (Selected 0) Place Order (0)

Note: Refer to [Steps 6-11](#) in Submitting Corrective Action Plan using Place Vessel Order to complete the submission.





Placing a Corrective Action Plan (CAP) Submission Order with Survey Audits

v. Submitting Order Along With Other Attendance Audits

1

In **ABS MyFreedom™ Client Portal**, select **Place Vessel Order** from the **Place Order** menu.

ABS MyFreedom™

Fleet ▾

Company ▾

Place Order ▾

Vendors ▾

Engineering ▾

Menu +

1

Place Vessel Order

Place Company Order

Place Vendor Order

Dashboard Insights: Did You

Asset SearchFind A Vessel

Fleet

Asset Location





- 2

The **Place Order** pop-up is displayed.
- 3

Select the **Vessel** from the drop-down. Based on the selected vessel, work types are displayed under the **Pre-Place Order** section.
- 4

Select any Attendance Type: **Remote** or **Physical**.

Place Order

PLACE ORDER

Selected Vessel: Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Order my Overdue/Due:

Surveys

Findings

Verification is carried out with attendance at the facility.

RemotePhysical

Create my own Order

Request an Extension

Note: The options for placing an order will depend on the vessel selected, and you can choose any available option to proceed.

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- 5
- The **Order Details** section is displayed.
- 6
- Update the order details, if required.
- 7
- Select a **Country/Region** and **Location**. The ABS Attending Office is automatically populated.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDERORDER DETAILSPREVIEW & PRICING

Expand AllCollapse All

Order Summary

Note: Modifying attributes in this section may reset any selections made below

Order Type*

Overdue/Due Surveys

First Visit Date*

05-Aug-2026

Request Date*

05-Aug-2026

Attendance Type ?

Physical Attendance

Last Visit Date*

05-Aug-2026

Location Info

For Assets, information is populated based on AIS (as available).

Country/Region*

Algeria

Location*

Arzew

ABS Attending Office

Marseille Port

ABS Europe Ltd L Astrolabe 2eme Etage, 79 Boulevard de Dunkerque

Marseille 13002 France

Phone: 33-4-91-14-32-20

Email: Fred*ABSMarseille@eagle.org

Contact Info

CancelSave DraftReview Order >

- 8
- In the **Contact Info** section, the requestor is selected by default as the **Local Point of Contact**.

Contact Info

Requestor Contact

Name:

James Ducote

Company:

Bulk Carrier

Email:

dummyemail@eagle.org

Phone:

+1 5044535009

Local Point of Contact

☐ Same as Requestor

The Location Info above affects available options in Local Point of Contact list.

Test - test

Create New Contact

Name

Company

Email

Phone

Test

test

test@dummyemail.com

test

Note: To assign a different Local Point of Contact, click **Create New Contact**. Enter the required details and save them. Alternatively, you can choose a contact from the drop-down menu to designate as your **Local Point of Contact**.

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9

The **Scheduled Surveys/Audits** section displays all overdue or upcoming surveys/audits due within 60 days. Select the audits to include in the order.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDER ORDER DETAILS REVIEW & PRICING

9

Scheduled Surveys/Audits

What do you want to see?

Task Type:

Attendance:

☐ Show Only Selected (1)

Recommended

+

Additional Scheduled

Surveys

Both

Audits

Remote

Need an Extension?

[Start Over](#)

Expand All

Collapse All

Survey/Audit	Due Date	Service Type	Status	Extended Date
☒ Annual Carriage of Dangerous Goods Survey 4 Remote	21-Nov-2026	Carriage of Dangerous Goods (IMDG Code)	Created	N/A
☐ Annual Noxious Liquid Substance Survey - OSV 4 Remote	21-Nov-2026	Chemical Code Certification	Created	N/A
☐ Annual Hull Survey 4 Remote	21-Nov-2026	Class Certification	Created	N/A
☐ Annual Machinery Survey 4 Remote	21-Nov-2026	Class Certification	Created	N/A
☐ Annual Load Line Survey 4 Remote	21-Nov-2026	Load Line Certification	Created	N/A
☐ Annual IOPP Annex I Survey 4 Remote	21-Nov-2026	MARPOL Annex I (Oil)	Created	N/A
☐ Annual IAPP Annex VI Survey 4 Remote	21-Nov-2026	MARPOL Annex VI (Air Pollution)	Created	N/A
☐ Annual Safety Construction Survey 4 Remote	21-Nov-2026	SOLAS SLC Certification	Created	N/A
☐ Annual Safety Equipment Survey 4 Remote	21-Nov-2026	SOLAS SLE Certification	Created	N/A

Cancel

Save Draft

Review Order >

Note: The attachment option is available for selected surveys. Any attachments added to these surveys will be accessible in the generic **Attachments** section.





10

Under the **Other Surveys/Audits** section, you can add Additional, Initial, and/or Occasional Surveys/Audits to the work order by selecting your preferred options as demonstrated below.

Place Order - Bulk Carrier

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDER

ORDER DETAILS

REVIEW & PRICING

Other Surveys/Audits

Task Type:

Attendance:

Show Only Selected (1)

Surveys

Both

Audits

Remote

Start Over

Expand All

Collapse All

Survey/Audit	Task Type	Service Type
☐ Survey Anti-Fouling System	OCCASIONAL	Anti-Fouling Systems Certification
☐ Additional Ballast Water Management Survey	OCCASIONAL	Ballast Water Management
☐ Year of Grace - Cargo Gear Remote	OCCASIONAL	Cargo Gear Certification
☒ Damage Survey (Class) Remote	OCCASIONAL	Class Certification

DESCRIPTOR

Collision

SUPPLEMENTAL STATEMENT

Testt

Characters Left: 249

☐ Repair Survey (Class) Remote

OCCASIONAL

Class Certification

Cancel

Save Draft

Review Order >

Additional information fields appear based on the selected survey or audit.





11	Under the Findings section, only Open Non-Conformities are displayed. For each selected NC, the following fields need to be completing not exceeding 4000 characters: • Cause Analysis Describe the cause of the non-conformity. • Corrective Action Implemented Explain actions taken to resolve the issue. • Actions to Prevent Recurrence Describe measures that will prevent recurrence.
12	Any relevant supporting documents such as reports, certificates, photographs, procedures, and action plans can be attached.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Findings

What do you want to see?

Task Type:

☐ Show Only Selected (1)

Recommended

Other

Surveys

Both

Audits

Expand All

Collapse All

Start Over

	Finding No.	Finding Type	Criticality	Due Date	
☐	430.0	Non-Conformity	N/C	06-May-2025	▼
☐	431.0	Non-Conformity	N/C	21-Feb-2016	▼
☐	428.0	Non-Conformity	N/C	21-Feb-2016	▼
☐	437.0	Non-Conformity	N/C	04-Aug-2026	▼
☒	434.0	Non-Conformity	N/C	26-Aug-2026	10 ▲

Please ensure that the Corrective Action Plan is attached when placing orders for Non Conformities.

Asset name:

Service type: ISM Certification

Description: asdfghjk

Audit clause: ISM Clause 1.2.2

Due by Task:

Finding Status: Open

Cause Analysis*

Test: 1

Characters Left: 3994

Corrective Actions Implemented*

Test: 2

Characters Left: 3994

Actions to Prevent Recurrence*

Test: 3

Characters Left: 3994

Cancel

Save Draft

Review Order >





- 13

You can **drop a file or click to upload** to attach a file under the **Attachments** section. Attachments from the Scheduled Surveys/Audits and Findings will be accessible in this section.
- 14

In the **Notify Additional Recipients** section, the requestor will automatically receive all notifications related to the orders by default.
- 15

You can also add recipients to receive notifications for the same orders. Simply enter their email address and click **Add Recipient** to include them.
- 16

The **Additional Info** section allows you to provide any information you wish to share with the Surveyor or Auditor.
- 17

Click **Review Order**.

PLACE ORDER

Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Attachments

Drop files here OR Click to upload

(supported files type are *.doc, docx, jpg, pdf, txt, xls, xlsx, png, jpeg, rtf, zip, dwg, gif, csv, ppt, bmp, pptx, msg*)

File Name	Description	Survey/Audit	Finding	Part	
No records found.					

13

Notify Additional Recipients

Requestor will receive all order related notifications by default, so no additional action is required

Enter Email

Add Recipient

test@dummyemail.com

15

☒ Surveyor/Auditor Assignment
☒ Preliminary Report Signed Off
☒ Final Reports, Certificates, and Invoice(s) are available online

Additional Info

Any information entered here will be shared with the Surveyor/Auditor (e.g. P.O Number, etc.)

Characters Left: 4000

16

CancelSave DraftReview Order

17

Note: **Save Draft** saves the order as a draft. Any modifications can be made to the draft before submission.





- 18
- Review the selected surveys/audits, findings, and additional information.
- 19
- Click **Submit**.

Place Order

Bulk Carrier

PRE-PLACE ORDERORDER DETAILSREVIEW & PRICING

Order Summary

Order Type: Overdue/Due SurveysAttendance Type: PhysicalFirst Visit Date: 06-Aug-2026
Last Visit Date: 06-Aug-2026Country/Region: AlgeriaLocation: Arzew
Attachments: 1

Selected Surveys/Audits

Scheduled Surveys/Audits
Annual Carriage of Dangerous Goods Survey 4Attachments: 0

Other Surveys/Audits
Damage Survey (Class)Attachments: 0
DESCRIPTOR: Collision | SUPPLEMENTAL STATEMENTS: testt

Findings

434.0Attachments: 1
Due Date: 26-Aug-2026 | Criticality: N/C | Audit Clause: ISM Clause-12.2
Description: asdfghjk

Additional Information/Comments

< Order Details

CancelSave DraftSubmit

- 20
- Once your order has been submitted, you will see a pop-up display showing your temporary order number.
- 21
- Click **Active Orders** to view the submitted order.

Place Order

Your order TMP#138133 was successfully submitted. Go to Orders Active page to view further details.
Note: Your Request Number may be linked to multiple Orders

21

Active Orders

Close

Note: Once the order is placed, the corresponding ABS Auditor(s) are automatically notified of the submission and to review the corrective action plan.

