

AI services specialized in the maritime industry

# AI-BANTO

## “User Guide”



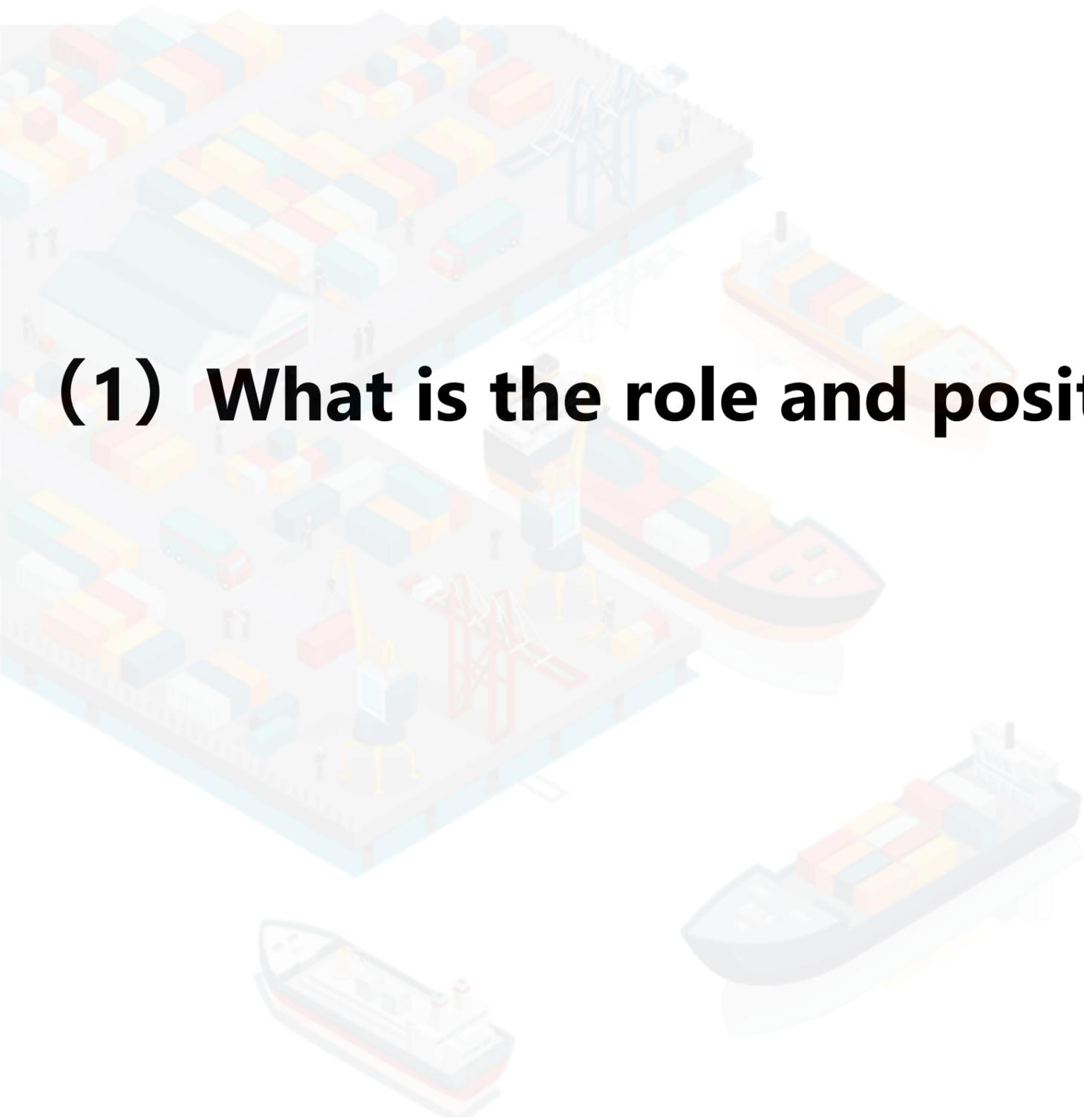
2025.4.28 制作 (ver.1.1)



# Agenda



- (1) What is the role and positioning of AI-BANTO?
- (2) Differences in usage compared to other services
- (3) What is the recommended way to use it?
- (4) What are the tips for mastering AI-BANTO?
- (5) Use with a clear purpose. (CP utilization edition)
- (6) Tips for Effective Use (How to Ask Questions Skillfully)
- (7) Tips for Utilization (Best Practices Edition)
- (8) Tips for Utilization (Email Draft Creation Feature in English)
- (9) Tips for Utilization (Reading Certificates)
- (10) For those concerned about chat wait times. (Bonus Edition)
- (11) I want to provide feedback on service improvements, features, and usability.



# **(1) What is the role and positioning of AI-BANTO?**

# (1) What is the role and positioning of AI-BANTO?

## Positioning

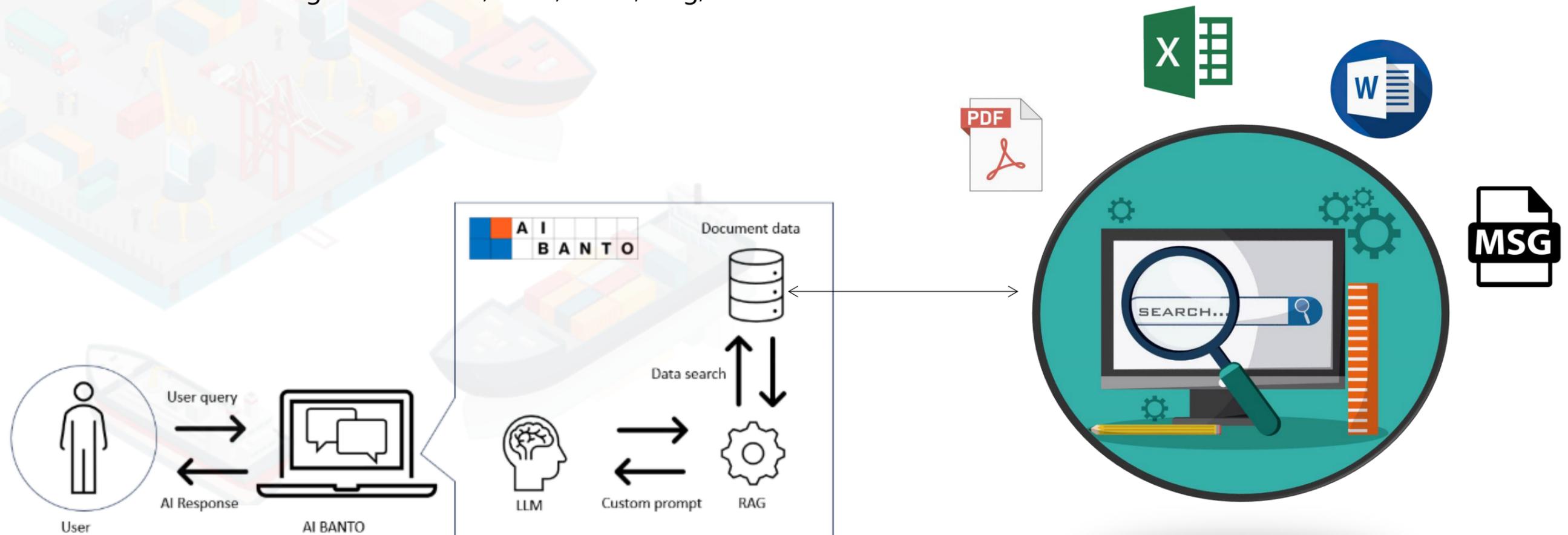
This is an **AI-powered contract and document search service** specifically designed for "maritime and shipping operations."

"Therefore, if used for purposes outside of this scope, it may not meet your expectations."

**Role** "Just remember these three points!"

1. With AI chat, you can **search documents**, **summarize**, and **translate** in a conversational manner.
2. You can store your company's contracts and documents within the AI Assistant (easy with drag and drop!).
3. Based on the stored data, the AI Assistant can provide answers to necessary information and contract details in a chat format.

\*Supported data formats for storage include PDF, Excel, Word, msg, and others.



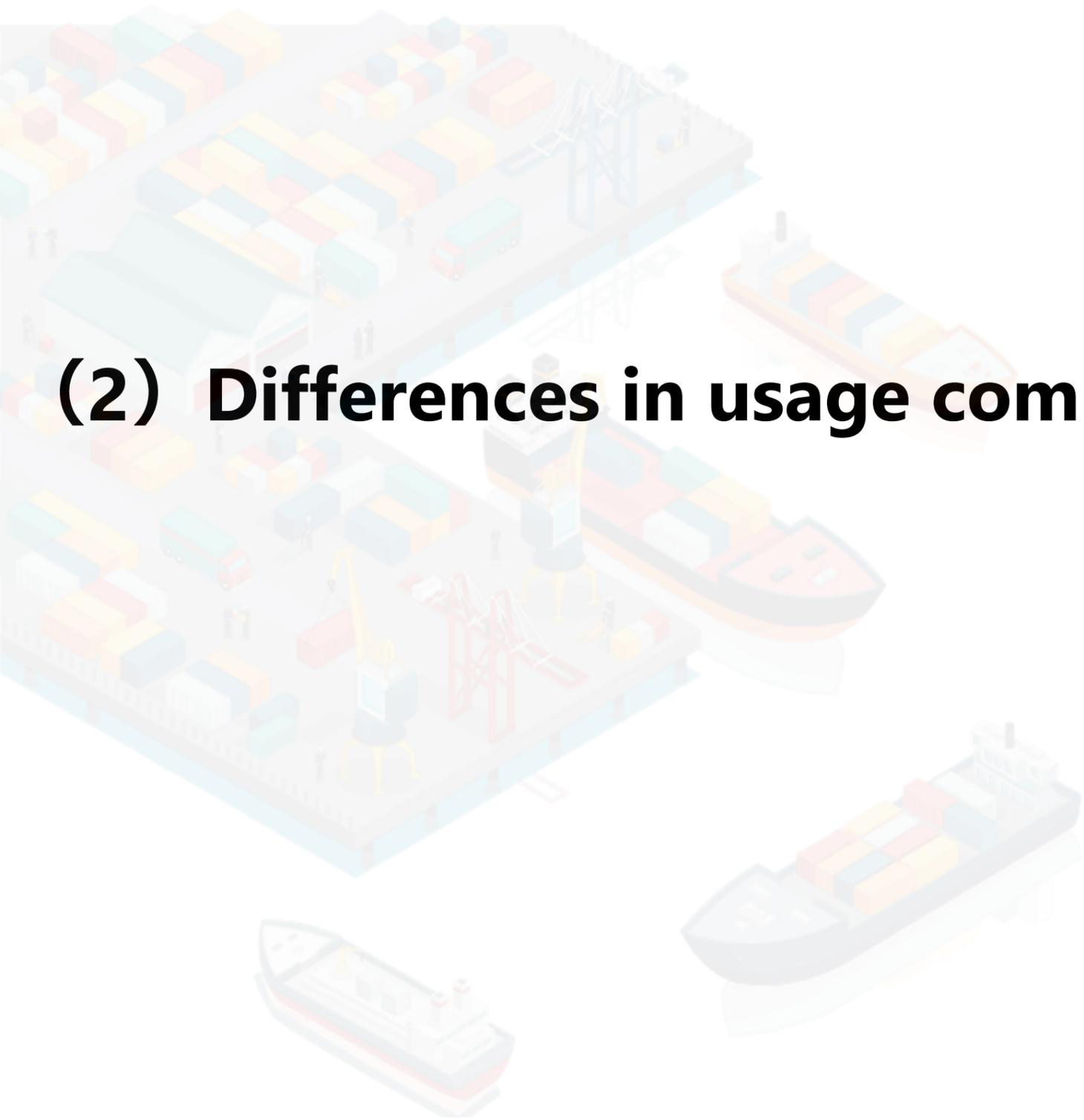


## (1) What is the role and positioning of AI-BANTO?

✂ Below is the recommended way to use AI-BANTO based on points ① to ③

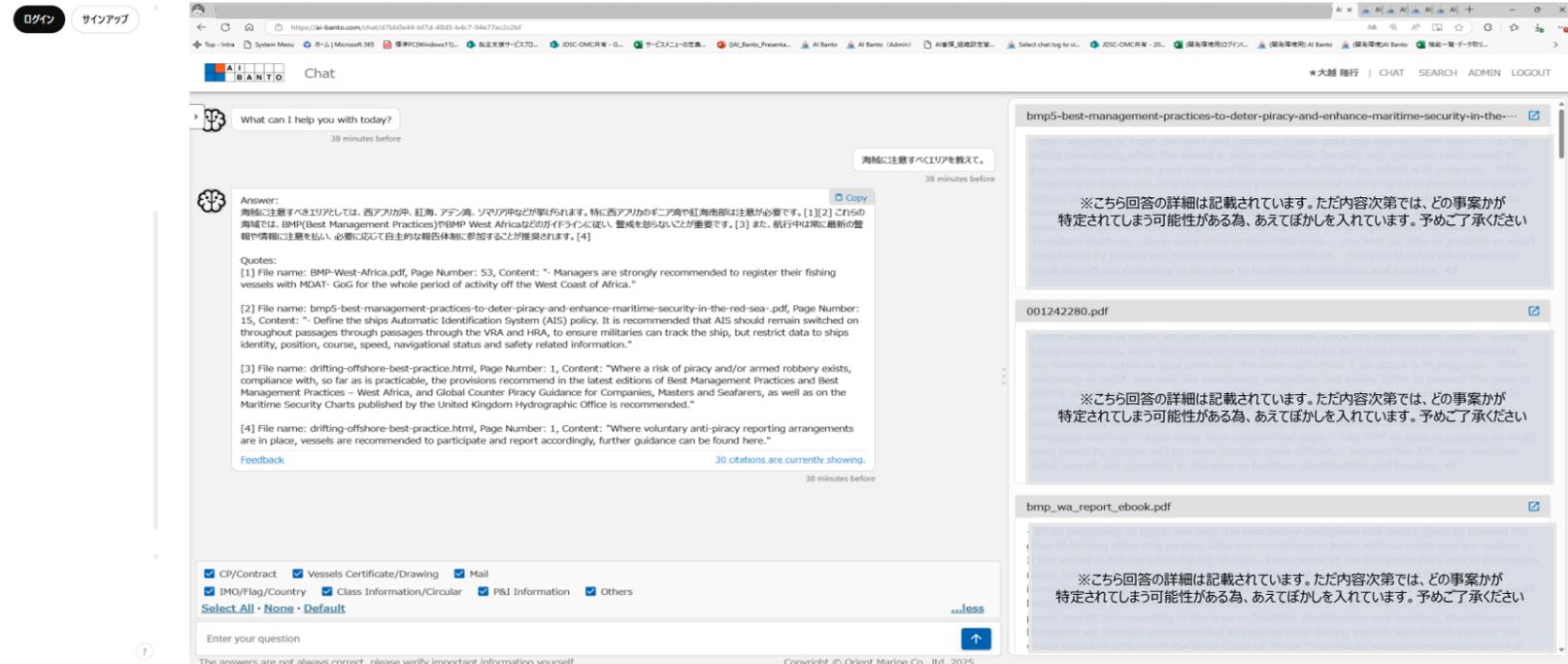
- ① First, **drag and drop your company's contract documents, files, or any data you want to reference when searching into AI-BANTO !**
- ② After doing so, when you ask a question in the chat format, it will refer to and search through the documents, such as "contracts" or "document searches," that are stored, and display relevant information.
- ③ Please note that this is not a "real-time" AI chat service, **but rather a "knowledge accumulation tool for the past contracts and document data your company has used."**





## **(2) Differences in usage compared to other services**

It is often compared, but AI Banto and ChatGPT have clearly different "characteristics" and "uses." Here are the main features: As mentioned earlier, **"AI-BANTO is primarily a document search service specialized for the shipping industry."** On the other hand, ChatGPT, depending on the version, is characterized by its high "real-time capability" and its ability to search and provide answers across a wide range of information, regardless of the industry.



- ① The speed from asking a question to receiving a response is fast.
- ② High real-time capability.
- ③ Information freshness is high, including both past and recent data.
- ④ Searches a broader range and provides relevant content.
- ⑤ Provides neutral and non-controversial answers.
- ⑥ No bias toward any particular genre, supports all industries.  
 (However, the answer accuracy may be shallow and broad.)



- ① Specialized in shipping operations.
  - ② Provides answers based solely on the imported data.
  - ③ A contract and document search service.
  - ④ PDF, Excel, Word, and .msg files can be stored.
  - ⑤ Eliminates the need to search through past contracts and document files.
  - ⑥ Provides answers based on the content written in contracts and document files.
  - ⑦ Knowledge is passed on regardless of the proficiency level of internal team members.
  - ⑧ Access to both company-specific information and common data held by AI-BANTO.
- (\*1) This allows for answers to be highly detailed and in-depth.

\*1 : Explanation on the next page.

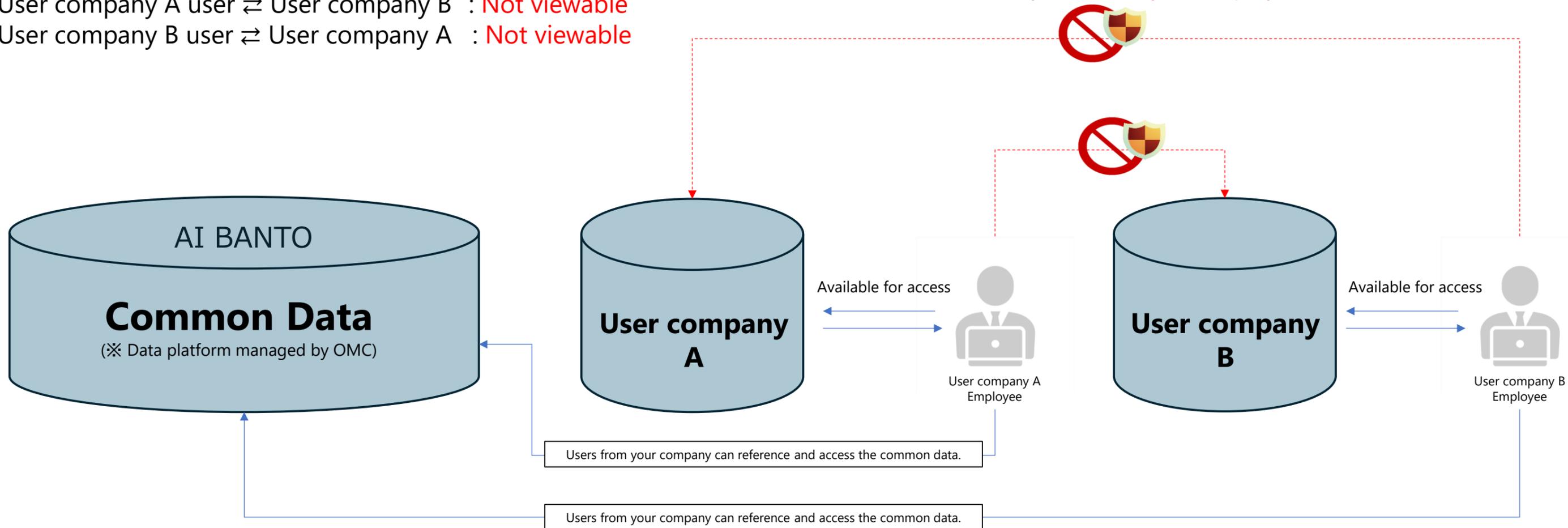
AI-BANTO is a service designed to replace tasks that your company has previously done manually, such as searching for or asking someone about "contracts," "document data," and other files.

Key Point

Your company's data is designed and operated in such a way that only your company has access to it. Therefore, no one else can view it.

- Common data ⇔ All user companies : **Available for reference**
- User company A user → Common data : **Available for viewing**
- User company A user ⇔ User company B : **Not viewable**
- User company B user ⇔ User company A : **Not viewable**

※Access from other companies is strictly prohibited.  
(Access is only available to your company)



Only the "common data" managed by our company can be accessed for reference by all participating companies. However, access is restricted to each company's own account. Therefore, neither our company nor any other company can "view" or "access" data from other companies, as the system is designed to prevent this.



**(3) What is the recommended way to use it?**



(3) What is the recommended way to use it?



**(1) Register the ship (name) before starting the trial or paid usage.**  
**(※Pre-registered by our company)**

Work done by our company

For item (1), the registration work will be done by our company. Therefore, please provide us with all the information of the ships (names) you wish to register in advance, as much as possible.  
(※ Please fill out our designated format.)

A request to everyone

**(2) Please ensure the file name you upload includes the corresponding ship name.**

As mentioned in item (1), AI-BANTO has a feature that automatically links files when they are uploaded. However, to enable this automatic linking, the file name must include the corresponding ship name. Therefore, please ensure the file name includes the ship name!

**(3) Import all the files you want to read, from those used frequently to those checked occasionally, as much as possible.**

A request to everyone

Please upload all the files you feel are necessary to AI-BANTO. This includes not only files used in daily operations but also those that are only occasionally checked. Essentially, consider AI-BANTO as a replacement for anything you used to ask or confirm with someone else.

※For item (1), the pre-registration and work will be done by our company. Therefore, please fill out the information in our designated format and send it to us in advance.



### (3) What is the recommended way to use it?

**STEP1)** First, upload the file.

Let's try uploading a file related to the ship "ABC MARINE"!



(3) What is the recommended way to use it?

**STEP2)** After uploading, check if the file is correctly linked to the corresponding ship. Let's check if the file containing the term "ABC MARINE" is correctly linked to the ship name!

Home > File Upload

File Upload

This screen allows you to upload files that will serve as data sources. [more...](#)

UPLOAD 1 FILE

FILENAME	SIZE	ORGANIZATION	SHIP	TAG	ROLES
ABC MARINE (20250331).pdf	235 kB	OMC	ABC MARINE	CP	Everyone

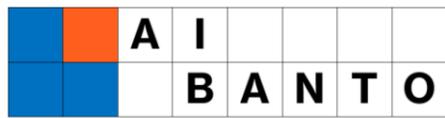
**Step1**  
First, let's confirm that the file has been uploaded!

**Step2**  
Let's check if the uploaded file is correctly linked to the desired ship name!

### Notice and Request

Please ensure the file name includes the ship name. In this example, it's OK if the file name contains "ABC MARINE" (the corresponding ship name).

(※If it is not linked here, you will have to edit it later, so it is important to have it linked from the beginning.)



### (3) What is the recommended way to use it?

**STEP3)** You can edit or recheck the uploaded files in the File Edit screen. Let's check if the file containing the term "ABC MARINE" is correctly linked to the ship name. Also, let's verify what happens to files uploaded without any ship name.

The screenshot shows the 'File Edit' interface. A table lists uploaded files with columns for FILENAME, ORGANIZATION, SHIP, TAG, ROLES, UPDATED, and CREATED. Annotations highlight that files with 'ABC MARINE' in the filename are automatically linked to 'ABC MARINE' in the SHIP column. A file named '一般情報.docx' is categorized under 'common' for both ORGANIZATION and SHIP. A 'SAVE' button is highlighted in the top right corner.

FILENAME	ORGANIZATION	SHIP	TAG	ROLES	UPDATED	CREATED
ABC MARINE_20250331.xlsx	OMC	ABC MARINE	CP	Everyone	aib_dev@aibanto.com (Auth0)	aib_dev@aibanto.com (Auth0)
ABC MARINE_20250331.msg (メール①)	OMC	ABC MARINE	Mail	Everyone	To Anraku@mitsui.com (receive mail)	To Anraku@mitsui.com (receive mail)
ABC MARINE_20250331.msg (メール②)	OMC	ABC MARINE	Mail	Everyone	To Anraku@mitsui.com (receive mail)	To Anraku@mitsui.com (receive mail)
ABC MARINE_20250131 (契約関連).pdf	OMC	ABC MARINE	Other contract	Everyone	To Anraku@mitsui.com (receive mail)	To Anraku@mitsui.com (receive mail)
一般情報.docx	common	common		Everyone	To Anraku@mitsui.com (receive mail)	To Anraku@mitsui.com (receive mail)

If there is nothing specified in the file name, it will be categorized under "common" (※1).

If there is nothing specified in the file name, the **ORGANIZATION** and **SHIP** sections will be categorized under "common" (as mentioned above ※1). If you want 'ABC MARINE' to be the correct category instead of 'common', first change 'ORGANIZATION' to your company's name, then select 'ABC MARINE' from the "**SHIP**" flag to read it as "ABC MARINE data".

Additionally, the File Edit screen can be useful for editing or rechecking uploaded files that are not correctly linked, or for editing ORGANIZATION and SHIP names to appropriate categories."



(3) What is the recommended way to use it?



## (1) Avoid using just single words. Be mindful of the 5W1H.

Example of what to avoid) "Contract" (Asking a question with just this word will not provide the desired information.)

Example of what to do) "Regarding the CP signed with Company XX, what is the signing date?"

(The desired information is clear, so the answer will also be clear.)

(Ask more specific questions, such as: ① When? ② Where? ③ Who? ④ What? ⑤ Why? ⑥ How?)

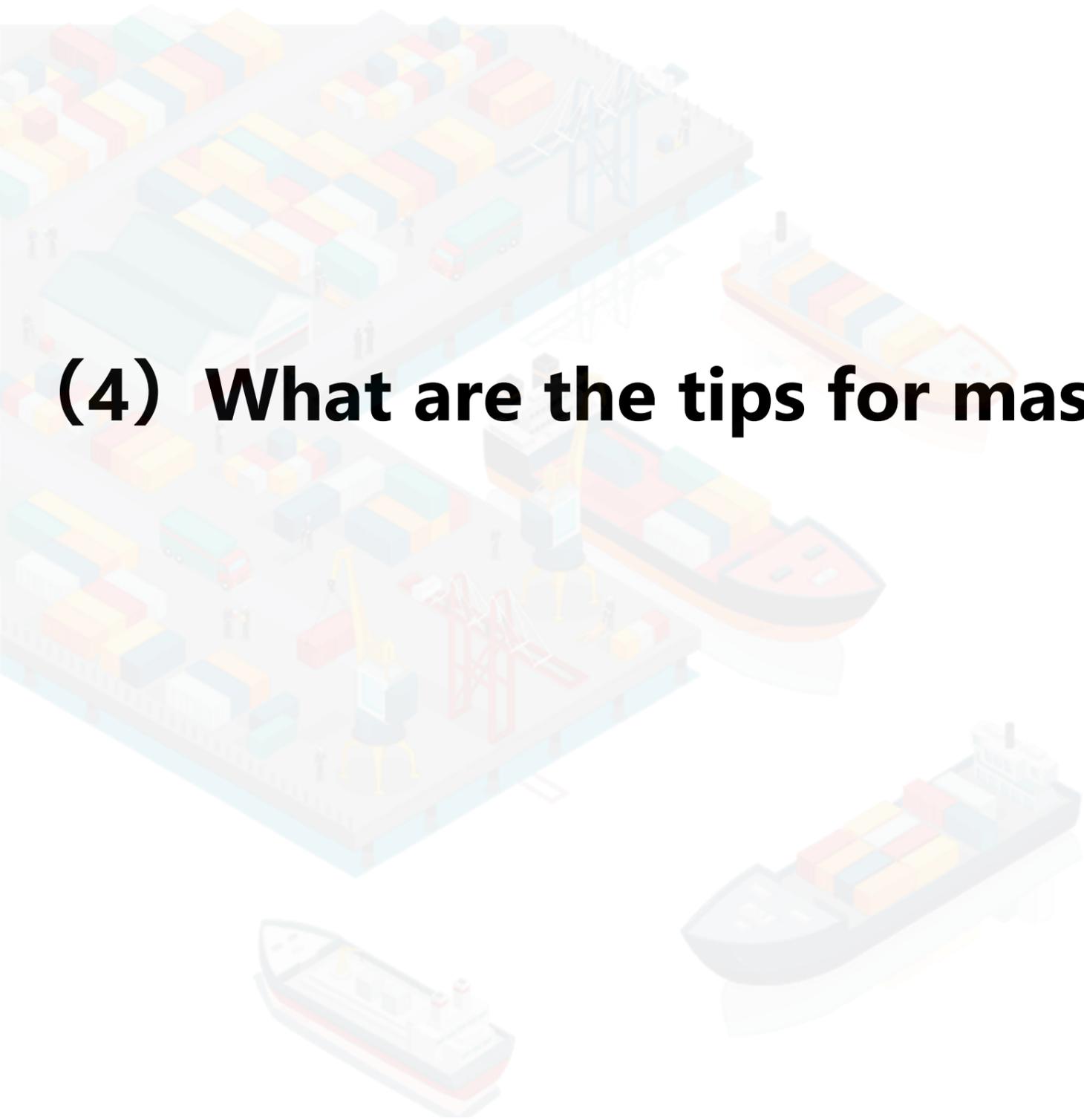
## (2) Use it with a clear understanding of its purpose.

For example, if it's a CP, check only CP and try it; if it's an email, check only email. First, focus on one area and try to see if the data comes up correctly and if you get the information you need!

(\*If you're unsure of the source or if it's for all data, check all the checkboxes and search.)

## (3) The chat involves multiple exchanges.

Through repeated exchanges in the chat, you are more likely to obtain the information you need. As mentioned in (2) below, this is because extracting the desired information requires careful consideration of how to ask the questions.



## **(4) What are the tips for mastering AI-BANTO?**



## (4) What are the tips for mastering AI-BANTO?

To master AI-BANTO, keeping in mind the “tips for asking questions” will help you use it more effectively, so definitely give it a try! There are several tips for asking questions, but today, we’ll introduce the following two !

### 1. Ask specific questions

The more specific the question, the easier it is to get the answer you’re looking for.

For example, let’s say your company receives a loading request for “Direct Reduced Iron (DRI).”

What would you like to know? The properties of DRI, its classification under the IMSBC CODE, provisions in the CP, precautions when loading DRI, and so on—there are many possibilities. If you simply ask “DRI,” AI-BANTO will provide the information it deems most relevant to DRI, but this can result in a broad range of information.

#### [Key Point]

Here, if you ask “**What are the precautions for DRI transportation?**”, you will receive a more detailed answer.

Alternatively, it's also fine to use a phrase like “**DRI transportation precautions**” with spaces between the words, as shown above.

### 2. Try rephrasing the words.

If AI-BANTO does not provide an answer to your question, rephrasing the words in your question may help receive a more appropriate response. Below are examples of word rephrasing.

#### [Key Point]

1. Abbreviation → Full Name (Example) Example) PO=**Purchase Option**  
DRI=**Direct Reduced Iron** etc.

2. English⇔Japanese (Example) Return of vessel = **Redelivery**  
BL = **Bill of Lading**  
bunker= **Bunkering** etc.

3. Rephrasing to other words (Example) Scrubber = **EGCS**



# (4) 3. Ask with a clear purpose : When you want to ask pinpoint questions

(※ Without asking various things.)



When you want to look up something specific in the CP of a particular ship, for example, when you want to claim Hold Cleaning allowance from the charterer, you can easily find out how much it is. (Cases where you often think 'What was that about?' in daily occurrences)

Chat 東洋\_システム管理 (大船) | CHAT SEARCH ADMIN LOGOUT

What can I help you with today?  
2 minutes before

**The question posed.**

How many dollars is the Hold Cleaning allowance for the ship XXX?

**Response from AI-BANTO.**

The Hold Cleaning allowance for the ship XXX varies depending on the type of cleaning. For simple cleaning only, it is \$300 per hold; for cleaning and drying, it is \$400; for lime coating or removal, it is \$350. Additionally, if a large amount of dunnage remains on board after the last voyage, a lump sum payment of \$1,300 is made subject to MARPOL approval.

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Just now

Charter Party.PDF

The allowance for such extra works to be paid by the Charterers to the Owners in accordance with following rate: **Intermediate hold cleaning by crew** - Sweeping only including damage disposal US\$300/hold

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Charter Party.PDF

Cost of fresh water for washing down of holds to be for Charterers account. Clause 70. Cargo Separation

Charterers have the option to install artificial separations for the purpose of separating different grades of cargo.

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Charter Party.PDF

Inspection/survey prior to loading at any load port because of unusual rust and/or unusual rust scale, lack of maintenance or where the Vessels crew has undertaken to clean cargo holds at Charterers request and as a result of the crews negligence in performing the cleaning operations, the Vessel fails to pass a cargo hold inspection/survey by reason of insufficient hold condition due to cargo residue, lime residue and/or the Charterers previous voyages not caused by lack of maintenance or as a result of the crews negligence in performing agreed cleaning operations, the Vessel shall not be placed off hire and the costs to be for Charterers account.

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Charter Party.PDF

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※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

CP/Contract  Vessels Certificate/Drawing  Mail   
 IMO/Flag/Country  Class Information/Circular  P&I Information  Others   
 Select All · None · Default

...less

Enter your question

Example of when you want to look up CP across multiple ships.  
 When you want to look up or confirm examples of Hold Cleaning allowance settings.

Chat

東洋\_システム管理 (大船) | CHAT SEARCH ADMIN LOGOUT

What can I help you with today? 1 minute before

The question posed.

Tell me the amount of the Hold Cleaning allowance.

Response from AI-BANTO.

The amount for Hold Cleaning allowance after cement loading varies depending on the document. The amount ranges from \$250 to \$1,000 per hold. Many documents indicate amounts between \$300 and \$750. The specific amount seems to vary depending on the ship and contract conditions.[1][2][3][4][5]

[1] File name: Charter Party.pdf, Page Number: 22, Content: "The Charterers may request the vessels crew to perform hold cleaning paying lumpsum bonus US\$750 per hold in addition to regular intermediate hold cleaning fee subject to port authority, local regulations and weather permitting."

[2] File name: Charter Party PDF, Page Number: 23, Content: "Clean ※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance. Cement in bulk/Cement Clinker US\$ 300.00 per hold"

[3] File name: SOUTHERN CROSS\_CP.pdf, Page Number: 13, Content: "usual hold preparatory/cleaning, Charterers to remunerate crew with US\$450 - per hold per each operation of coating and/or removal."

[4] File name: GEIYO K CP.pdf, Page Number: 13, Content: "Charterers shall pay a special holds cleaning allowance after carriage of salt/sulphur/bulk cement/cement clinker/petroleum at the rate of US\$400 per hold in addition to usual crew bonus."

[Feedback](#) [5 citations are currently showing.](#) Just now

TM LUSTROUS\_CP.pdf

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Charter Party.pdf

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Charter Party.PDF

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

SOUTHERN CROSS\_CP.pdf

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

GEIYO K CP.pdf

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.





**(5) Use with a clear purpose. (CP utilization edition)**

## (5) Use with a clear purpose ( Check in the CP whether the ship can dock or not" )

For example, when you want to check in the CP whether a particular ship can dock at a specific port. (Make sure to ask multiple times and include specific elements you want to know or obtain in your questions.)

MV XXX Mozambique

The question posed.



Response from AI-BANTO.



For "MV XXX" entry into Mozambique, it is indicated that only Maputo is permitted. Entry to other ports in Mozambique seems to be restricted. [1]

If Mozambique is clearly stated on CP, you can get an answer with this question.

On the other hand, if the port you want to investigate is not clearly stated on CP, AI-BANTO cannot provide an answer.

MV XXX Togo

The question posed.



Response from AI-BANTO.



This document does not contain information regarding 「MV XXX Togo」 .

If the port you want to investigate is not clearly stated on CP, AI-BANTO will only respond with Not listed on CP.

In such cases, please ask specific questions as follows. This will allow you to confirm the ports excluded on CP along with AI-BANTO's response.

Is "MV XXX" permitted to dock in Togo according to the CP?

The question posed.



Response from AI-BANTO.



This document does not contain specific information regarding MV XXX's port call to Togo. While the document includes general provisions about port calls to various ports and regions, there is no mention of Togo or "MV XXX".

Ship name

Specific port locations

Identification of specific file sources.

On the third question, if you ask more specific questions as indicated, you will receive accurate answers.



## **(6) Tips for Effective Use (How to Ask Questions Skillfully)**

## (6) Tips for Effective Use (Ask questions precisely in chat)

Below, the way of asking in ① may seem like a clear question at first glance, but at this level of detail, the answer is vague. On the other hand, in ②, you can see that a more specific answer is obtained. (※ Instead of just using words, ask more specifically what kind of answer you want to get.

Chat

東洋\_システム管理 (大塚) | CHAT SEARCH ADMIN LOGOUT

What can I help you with today?  
49 minutes before

**Response from AI-BANTO.**

This document does not contain a direct answer to this question. There is no mention of specific responsibility regarding a rope getting tangled in the propeller. Generally, it is suggested that the shipowner is likely to be held responsible to third parties for damages caused by the pilot's negligence, but it is difficult for the shipowner to seek compensation from the pilot or the pilot association.

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

4 citations are available

**The question posed.**

Who is responsible if a rope gets tangled in the propeller?

↑ A somewhat vague question.

Answer:  
This document does not contain clear statements regarding specific responsibility for a rope getting tangled in the propeller. However, generally, the following considerations apply: The shipowner usually bears responsibility for navigation-related matters. However, the charterer may be responsible for the management and use of the rope. The specific circumstances of the incident can affect the determination of responsibility. The shipowner is often liable for damages to third parties, but there may be cases where the charterer can be held accountable. Therefore, the responsibility for a rope getting tangled in the propeller needs to be assessed based on the detailed circumstances of the incident.

Quotes:

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

6 citations are available

**Response from AI-BANTO.**

**The question posed.**

Who is responsible if a rope gets tangled in the propeller, the shipowner or the charterer?

↑ A question that clearly specifies what kind of answer you want to get (clearly stating the event + whose responsibility it is).

## (6) Tips for Effective Use (For matters related to the ship's name, always specify the ship's name !)

By entering the ship's name more specifically, you can check if there are any related CIs. When you want to know something about a specific case, for example, you need to ask for the desired answer or information by entering the specific ship's name. (Note: When you want to know something about a specific case, always specify the relevant ship's name when asking the question.)

What can I help you with today?  
20 minutes before

**Response from AI-BANTO.**

This document does not specifically describe the situation where a rope gets entangled in the propeller in section "Ship name" However, generally, if a vessel cannot operate fully due to equipment failure or an accident, it is likely to be off-hire. The document lists various reasons for off-hire situations, but there is no clear mention of rope entanglement in the propeller.

(1) File name: Charter Party.PDF, Page Number: 3, Content: "grounding, detention by average accidents to ship or cargo, drydocking for the purpose of examination or painting bottoms, or by any other cause preventing the full working of the vessel, the payment of hire shall cease for the time thereby lost and all direct expenses caused thereby to be for Owners account."

(2) File name: Charter Party.PDF, Page Number: 3, Content: "defect in or breakdown of any part of her hull, machinery or equipment, the time so lost, and the cost of any extra fuel consumed in consequence thereof, and all extra expenses shall be deducted from the hire."

(3) File name: Charter Party.PDF, Page Number: 3, Content: "The ship, her crew, and all extra expenses shall be deducted from the hire."

In the event that the Vessel is off-hire for any reason for any period (excluding any period of off-hire in respect of periodical drydocking) in excess of seventy-five (75) consecutive days or of ninety (90) days in aggregate in any period of twelve (12) consecutive months, the Charterers shall have the option to terminate this Charter Party"

Feedback

30 citations are available.

**Annotations:**  
 ① The question posed.  
 This includes the ship's name.  
 (※The name is blurred to prevent identification of the specific ship.)  
 This includes the ship's name.  
 (※The name is blurred to prevent identification of the specific ship.)

In section "A", does a rope entanglement in the propeller result in off-hire?  
20 minutes before

**Response from AI-BANTO.**

In section "Ship name", the following situations could potentially be argued as not resulting in off-hire even if a rope gets entangled in the propeller:

- 1.If the rope entanglement is caused by the negligence or rough handling of the stevedore.
- 2.If the accident occurs within the scope of normal use or operation as agreed in the charter party.
- 3.If the cause of the accident is due to external factors (force majeure) beyond the owner's control.
- 4.If the repair time is short and does not significantly impact the vessel's operation.

However, depending on the specific circumstances, it may need to be judged based on the terms of the charter party and legal interpretation.

(1) File name: Charter Party.PDF, Page Number: 4145, Content: "In the event of a breakdown of crane(s) due to stevedores negligence and/or rough handling which is proven by Owners, the vessel to remain on-hire during any time spent for their repair and until cargo work is resumed."

(2) File name: Charter Party.PDF, Page Number: 3, Content: "defect in or breakdown of any part of her hull, machinery or equipment, the time so lost, and the cost of any extra fuel consumed in consequence thereof, and all extra expenses shall be deducted from the hire."

(3) File name: Charter Party.PDF, Page Number: 3, Content: "The ship, her crew, and all extra expenses shall be deducted from the hire."

(4) File name: Charter Party.PDF, Page Number: 46, Content: "In the event that the Vessel is off-hire for any reason for any period (excluding any period of off-hire in respect of periodical drydocking) in excess of seventy-five (75) consecutive days or of ninety (90) days in aggregate in any period of twelve (12) consecutive months, the Charterers shall have the option to terminate this Charter Party"

Feedback

9 citations are currently showing.

**Annotations:**  
 This includes the ship's name.  
 (※The name is blurred to prevent identification of the specific ship.)  
 ② The question posed.





# (6) Tips for Effective Use (Have multiple conversations instead of just one.)



Ex) Making a port call in China.

Tip) By having multiple conversations, you can get better answers. (Instead of expecting a perfect answer in one go, try having several conversations until you get the information you need!)

The question posed.

中国へ寄港する際に注意すべきことは何ですか

34 minutes before

Response from AI-BANTO.

Answer:

中国へ寄港する際には以下の点に注意すべきです:

- 1. 乗組員の健康管理を徹底し、発熱や呼吸器症状がある場合は直ちに報告すること。[1]
- 2. 個人の衛生管理を徹底し、マスクの着用、頻繁な手洗い、生肉を避けるなど注意すること。[2]
- 3. 可能な限り乗組員の上陸を避け、陸上の人との接触を最小限に抑えること。[3]
- 4. 船内の消毒や換気を強化し、特に共用部分の清掃を徹底すること。[4]
- 5. 港での滞在中は甲板や出入口を照明で明るくし、不審者の侵入を防ぐこと。[5]

Upon reviewing the response, it contains information related to the COVID-19 pandemic.

Quotes:

- [1] File name: Oasis-PI-Services-Company-Limited-Circular-No.2002.pdf, Page Number: 4, Content: "If any crewmember on board has visited Wuhan or made close physical contact with anyone from Wuhan in the past month, pay close attention to his health condition and report immediately if any abnormalities are found."
- [2] File name: Oasis-PI-Services-Company-Limited-Circular-No.2002.pdf, Page Number: 5, Content: "avoid crew shore leave as far as possible, ask crewmembers to minimize contact with people from shore and to wear a mask when doing so,"
- [3] File name: PORT-CIRCULAR-No.17-OF-2020-EXTENSION-OF-PRECAUTIONARY-MEASURES-TO-MINIMISE-RISK-OF-COMMUNITY-SPREAD-OF-THE-CORONAVIRUS-DISEASE-2019-COVID-19-IN-SINGAPORE.pdf, Page Number: 3, Content: "Ferry operators have also stepped up their cleaning and disinfection regime on board the ferries, especially in common or public areas, to help prevent the widespread transmission of COVID-19."
- [4] File name: 10109.pdf, Page Number: 2, Content: "Turn on all deck lights and arrange cargo lights outboard at night;"
- [5] File name: handling-covid-19-positive-crew-cases-china.html, Page Number: 1, Content: "We strongly recommend that masters, well in advance of arriving at any Chinese port, seek guidance from local port authorities and ships' agents on any restrictions and other preventive measures currently in force."

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

The question posed.

中国に寄港する際、COVID-19関連以外で注意すべきことは何ですか

4 minutes before

Response from AI-BANTO.

Answer:

中国に寄港する際、COVID-19関連以外で以下の点に注意すべきです:

- 1. 薬物密輸防止のため、港での滞在中は甲板や出入口を照明で明るくし、不審者の侵入を防ぐこと。[1][2]
- 2. 船舶や貨物の安全を確保するため、アンカーチェーンのカバーを閉じ、デッキ上の備品を固定し、宿泊施設の水密ドアを内側からロックすること。[3]
- 3. 適切な見張りを行い、特に霧や夜間はレーダーのガードリングを設定し、宿泊エリアやデッキで定期的な安全巡回を実施すること。[4]
- 4. 不審な船舶が接近した場合、警告信号を鳴らし、船長に連絡し、必要な対応を取る。[5]
- 5. 特定の港(例: 青島港)では、入出港前に主機関、操舵機、ボイラーなどの安全管理に特に注意を払うこと。[6]

On the other hand, this response is based on the situation after returning to normal post-COVID. This is because the question included 'excluding COVID-19 related matters,' which resulted in such a response.

Quotes:

- [1] File name: 10109.pdf, Page Number: 2, Content: "Turn on all deck lights and arrange cargo lights outboard at night;"
- [2] File name: FW\_ [General Information from UK P&I Club] Advice on Drug Smuggling Prevention in Brazilian Ports.html, Page Number: 1, Content: "Illuminate the deck area, access points, and outside of the vessel while in port or at anchor during hours of darkness."
- [3] File name: 10109.pdf, Page Number: 2, Content: "Close the cover of the anchor chain and secure the deck equipment."
- [4] File name: 10109.pdf, Page Number: 2, Content: "Give warning of whistle signal, call master and make necessary action according to muster list in case suspected thieves boats are found alongside or very close to vessel."
- [5] File name: 10109.pdf, Page Number: 2, Content: "Give warning of whistle signal, call master and make necessary action according to muster list in case suspected thieves boats are found alongside or very close to vessel."
- [6] File name: OASIS-CIRCULAR-No.2305.pdf, Page Number: 1, Content: "Local authorities issued a notice to ships via local agents informing ships to focus more on safety management, particularly on main engine, steering engine and boiler etc., which need to be properly tested and checked before entering or leaving the port, to avoid delay to ships schedule due to P&I inspection resulting from mechanical and electrical failures."

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

	A	I				
	B	A	N	T	O	

## (6) Tips for Effective Use (Compare conditions.)

When receiving a request from a charterer, knowing “under what conditions other vessels agreed” is one of the reference points when considering the request. Asking the AI clerk this question can significantly reduce the effort of checking each charter party for each vessel.

Ex.) Let's ask about slow steaming.

Please tell me which vessels allow slow steaming.

The question posed.

Response from AI-BANTO.

Slow steaming is permitted on the following vessels :  
MV XXX MV OOO GREEN XXX...

On these vessels, various degrees of slow steaming are permitted for fuel savings. It is possible to operate the main engine within a range of 10% to 85% of MCR. However, it is necessary to consider safety and potential adverse effects on the engine.

The information about the vessel that we wanted to know has been appropriately answered, and we have collected the necessary information.

What are the differences in conditions for allowing slow steaming for each vessel?

In addition to the initial question, there was an additional follow-up question.

Response from AI-BANTO.

"There are several differences in the conditions for allowing slow steaming for each vessel:

- 1.)Engine power range: Many vessels set 50% MCR as the minimum, but some vessels allow down to 30% MCR, 35% MCR, or even 10% MCR.
- 2.)Regular high-power operation: Most vessels permit operation at 75-85% MCR for about an hour daily, which is necessary for cleaning the exhaust system.
- 3.)Safety and performance considerations: All vessels require that there be no safety issues or adverse effects on the engine. Preventing performance degradation after slow steaming is also emphasized.
- 4.)Fuel quality response: Some vessels grant the owner the right to stop operations if slow steaming issues arise due to fuel quality.
- 5.)High-risk area response: Some vessels do not apply slow steaming in high-risk areas or require armed guards on board.
- 6.)Freshwater generation response: Some vessels require the charterer to bear the cost of replenishment due to reduced freshwater generation during low-load operation.

These conditions may vary depending on the vessel's specifications, operating environment, and agreements between the owner and charterer.

In addition to the content answered in the initial question, asking about 'comparison of conditions' resulted in more detailed information being provided by the AI clerk.



# **(7) Tips for Utilization (Best Practices Edition)**

When reviewing SMS, preparing for PSC, or when new regulations are enforced, let's ask AI-BANTO about 'the correct procedures for performing ○○.' Specific ways to ask include 'What are the best practices for ○○?' or 'What are the precautions when performing ○○?' AI-BANTO's characteristic of 'responding based on various information sources' will be utilized. ↓For example, let's ask about 'Entering an Enclosed Space.'

The question posed.

Please tell me the best practices for crew members entering an enclosed space.

Response from AI-BANTO.

- 
1. Establish an entry permit system and ensure no entry or exit without the permission of the master or responsible officer.
  2. Conduct appropriate risk assessments to identify and mitigate potential hazards.
  3. Ensure adequate ventilation to remove toxic gases and flammable gases.
  4. Use calibrated multi-gas detectors to measure oxygen concentration and harmful gas levels.
  5. Wear appropriate personal protective equipment (PPE) and use safety belts and ropes.
  6. Assign a constant watchman and establish an emergency rescue system.
  7. Conduct regular training to improve crew knowledge and skills.
  8. Pay attention to changing conditions and suspend work if necessary.
- By thoroughly following these procedures, the risks associated with entering an enclosed space can be minimized.

In addition to the initial question, there was an additional follow-up question.

Please explain in detail the appropriate risk assessment for crew members entering an enclosed space.

Response from AI-BANTO.

- 
- For an appropriate risk assessment when crew members enter an enclosed space, the following points are important:
1. Identify all enclosed spaces and review them regularly.
  2. Conduct a comprehensive analysis of various factors such as the type of cargo, ventilation status, work content, gas composition, tank coating, and the condition of adjacent spaces.
  3. Consider hazards arising from the physical structure and equipment.
  4. Take into account the possibility of changing conditions during work and conduct continuous monitoring.
  5. Consider the difficulty of rescue and pre-plan emergency response measures.
  6. Implement appropriate control measures based on the results of the risk assessment.
  7. Evaluate the risks associated with the entry of shore workers and contractors.
  8. Document the results of the risk assessment and keep them with the entry permit.



## **(8) Tips for Utilization (Email Draft Creation Feature in English)**

## (8) Tips for Utilization (Email draft creation)

Can it be used like this...?"

As an example of how you can use the draft feature in emails, you can utilize AI-BANTO for various purposes. For instance, you can use it when considering a response to a charterer.

Example: When you want to respond to a request for the third shipment of salt this year on a particular vessel, you can ask as follows. AI-BANTO will draft the email content for you.

I have been requested to load salt for the third time this year at location MV XXX. Please draft an email in English to decline the charterer in accordance with the CP.

The question posed.



Response from AI-BANTO.

I have drafted an email to decline the charterer as follows.



Dear Charterers,

We regret to inform you that we must decline your request for a 3rd salt cargo loading this year on MV XXX. As per our Charter Party agreement, we are only permitted to load a maximum of two (2) salt cargoes per year. [1] We have already fulfilled this quota for the current year.

Please note that this limitation is in place to protect the vessel's condition and ensure compliance with our contractual obligations. We kindly request that you provide alternative cargo options that align with our Charter Party terms.

We appreciate your understanding in this matter and look forward to continuing our business relationship within the agreed parameters.

Best regards,  
[Your Name]  
Owners' Representative

In this way, AI-BANTO can create email drafts in the form of templates. You can use the content as a reference.

(Note : Please ensure to review the draft thoroughly before sending it, as there may be expressions that differ from your intended meaning.)



## **(9) Tips for Utilization (Reading Certificates)**

## (9) Tips for Utilization (Reading Certificates)

If you upload certificates to AI-BANTO, it will respond as follows.  
For example, if you upload an IMSBC certificate to AI-BANTO, you can have the following interaction.

The question posed.

Can A load seed cake?" in English.

Response from AI-BANTO.

Yes, MV XXX can load SEED CAKE. SEED CAKE is included in the vessel's list of permissible cargoes and is listed as IMO Class 4.2, UN numbers 1386 and 2217.

Assuming the certificate has been uploaded, you can ask questions like this...

It will provide accurate and precise answers as a response.

If AI-BANTO responds using a data source other than the certificate, for example, answering the permissibility of loading Seed Cake from the CP, please start a new chat and **check 'Vessels Certificate/Drawing only'** before asking your question again.

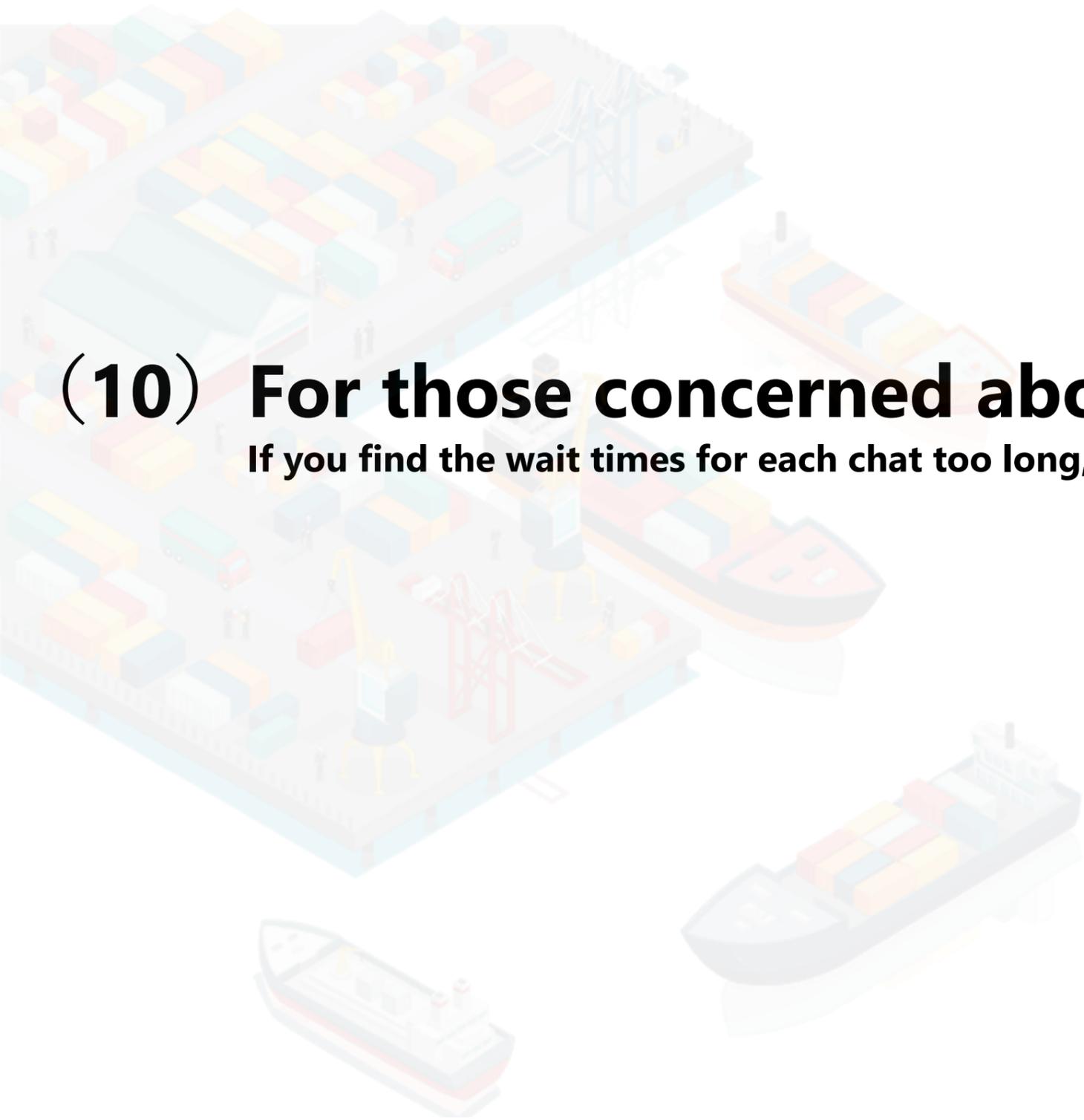
CP/Contract   
  Vessels Certificate/Drawing   
  Mail  
 IMO/Flag/Country   
  Class Information/Circular   
  P&I Information   
  Others  
[Select All](#) · [None](#) · [Default](#)

※Note※

AI-BANTO may not accurately read table formats. For example, if you upload a table from the IMSBC certificate, it may not correctly identify the types of ammonium nitrate that can be loaded. The cause is the need for improved accuracy in reading table formats, which is currently under consideration. Therefore, please ensure to review the certificate yourself when making any decisions.

### List of cargoes permitted to be carried.

CARGOES	IMO CLASS	UN NO.	NOTE (See following page)
All cargoes of Group A and Group C	-	-	-
ALUMINA HYDRATE	MHB	-	-
ALUMINIUM NITRATE	5.1	1438	-
AMMONIUM NITRATE	5.1	1942	-
AMMONIUM NITRATE BASED FERTILIZER MHB	MHB	-	-
AMMONIUM NITRATE BASED FERTILIZER	5.1	2067	-
AMMONIUM NITRATE BASED FERTILIZER	9	2071	-



# **(10) For those concerned about chat wait times.**

**If you find the wait times for each chat too long, try this! (Bonus Edition)**

# (10) For those concerned about chat wait times.

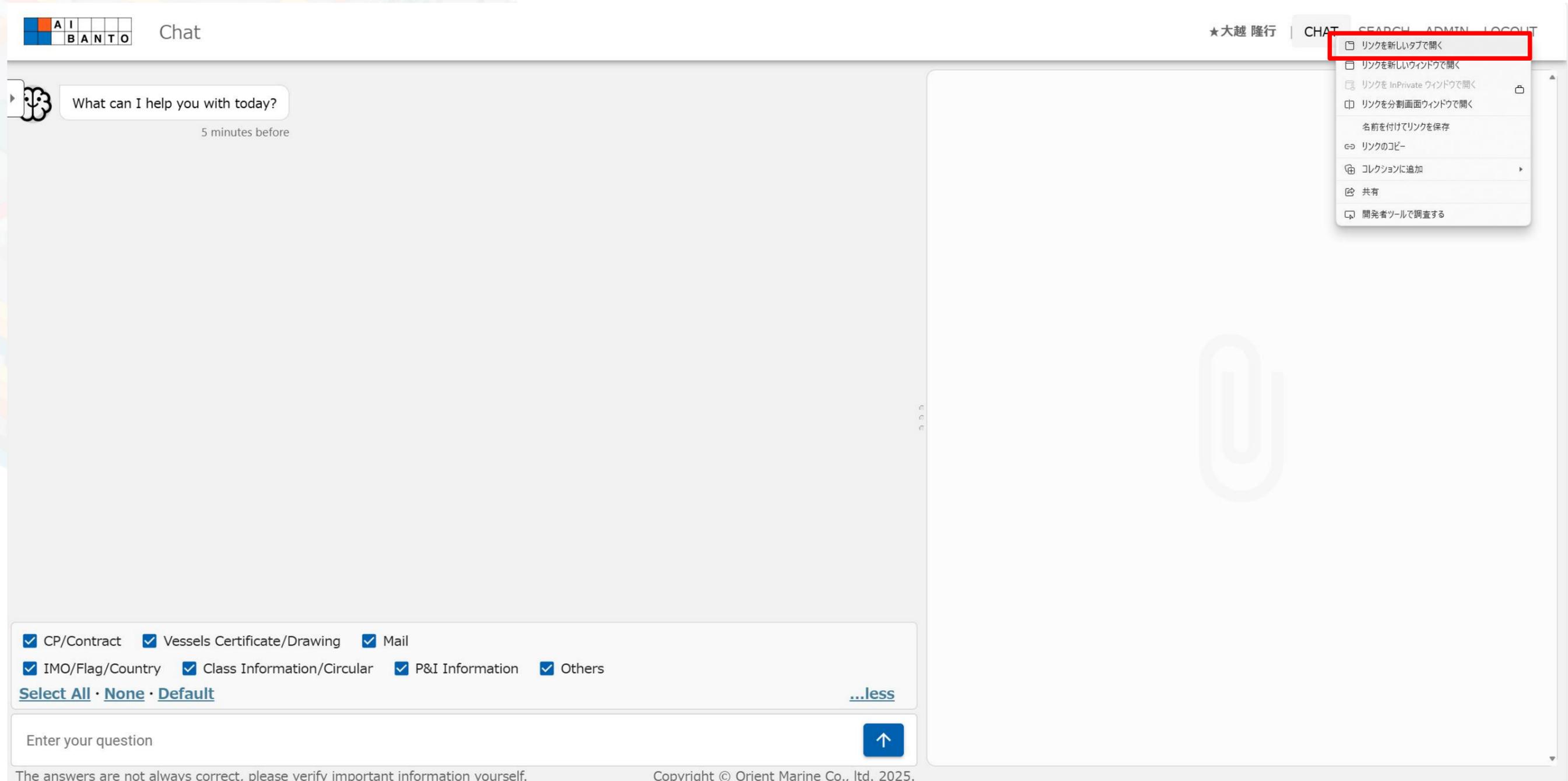
Have you ever felt that asking questions one by one to AI-BANTO in chat is cumbersome when you want to inquire or confirm something?

The screenshot shows a chat interface with the AI-BANTO logo. The user asks: "Please tell me the areas where I should be cautious of pirates." The AI response provides information on pirate-prone areas like West Africa, the Red Sea, and the Gulf of Aden, and includes a disclaimer: "※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance." Below the response are source details and a list of filters (CP/Contract, Vessels Certificate/Drawing, Mail, etc.).

Have you ever felt that while waiting for a response to one question, you actually want to ask other questions as well? If so, here's a recommended method for you.

(10) For those concerned about chat wait times.

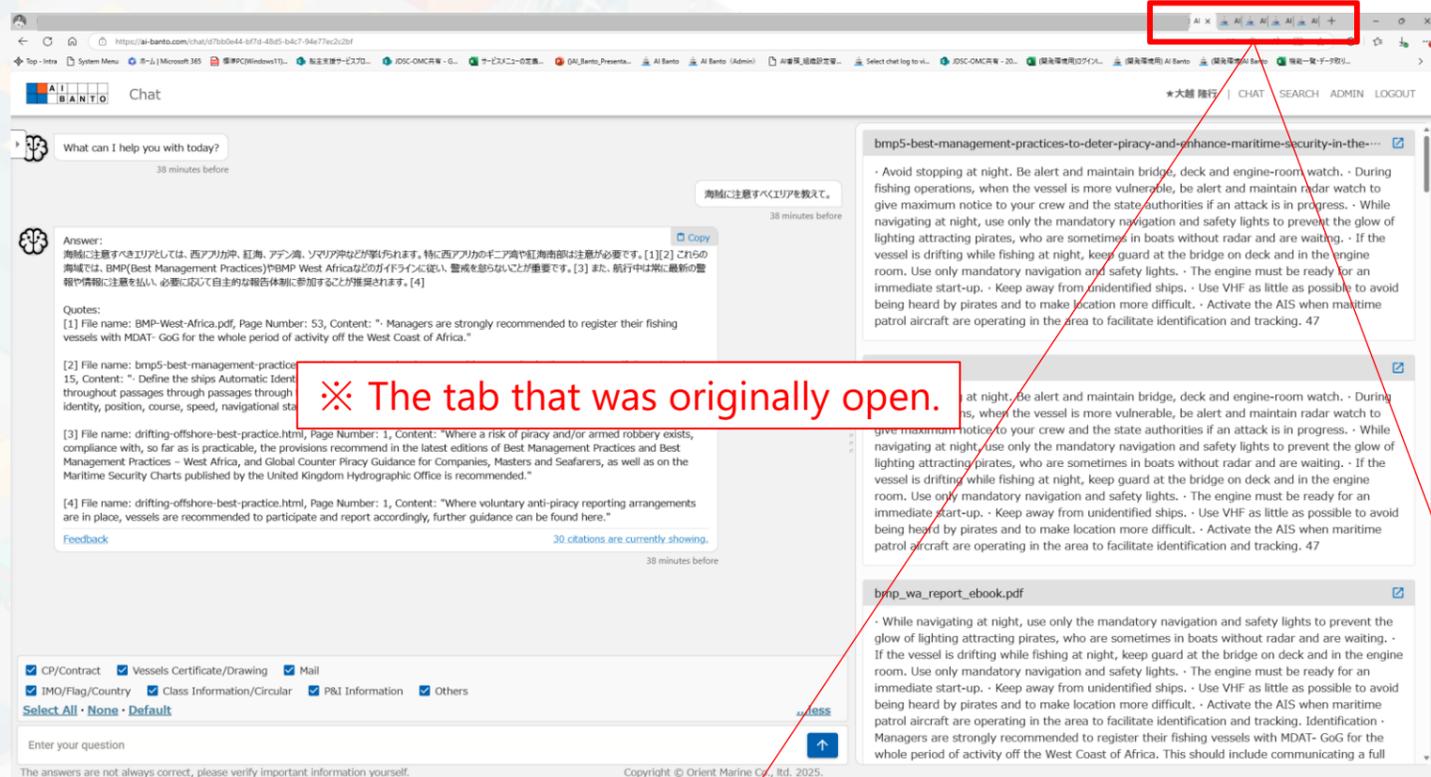
Hover your mouse over the 'CHAT' tab below and right-click. Then, select and click on the 'Open link in new tab' option in the red box.



The screenshot shows the AI BANTO chat interface. At the top, there is a navigation bar with the AI BANTO logo, the word 'Chat', and user information '★大越 隆行'. A context menu is open over the 'CHAT' tab, with the first option 'リンクを新しいタブで開く' (Open link in new tab) highlighted in a red box. Other menu options include 'リンクを新しいウィンドウで開く', 'リンクを InPrivate ウィンドウで開く', 'リンクを分割画面ウィンドウで開く', '名前を付けてリンクを保存', 'リンクのコピー', 'コレクションに追加', '共有', and '開発者ツールで調査する'. The chat area contains a message from the AI: 'What can I help you with today?' with a timestamp '5 minutes before'. Below the chat area, there are several checked filters: CP/Contract, Vessels Certificate/Drawing, Mail, IMO/Flag/Country, Class Information/Circular, P&I Information, and Others. There are also links for 'Select All', 'None', 'Default', and a '...less' link. At the bottom, there is an input field 'Enter your question' and a blue arrow button. A footer note states: 'The answers are not always correct, please verify important information yourself. Copyright © Orient Marine Co., Ltd. 2025.'

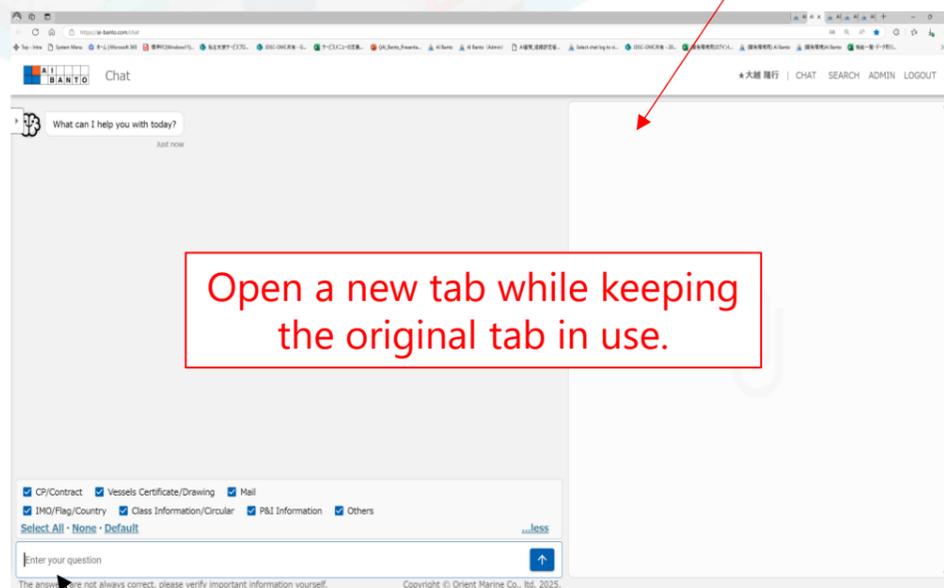
# If you find the wait times for each chat too long, try this!

This will open a new tab in your browser as shown below.  
 Then, in the new tab (not the original one where you asked the question), you can ask your new questions



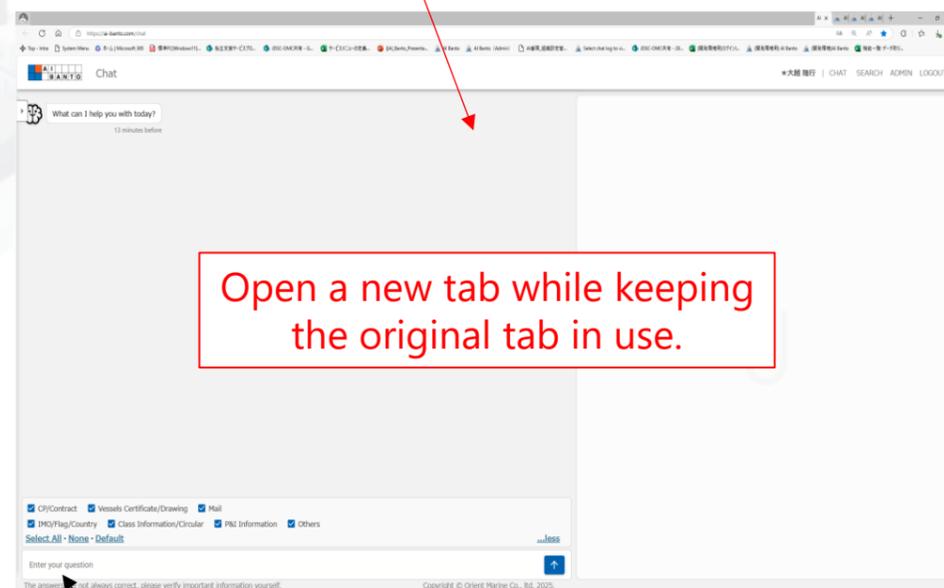
✘ The tab that was originally open.

In this format, you won't be limited to asking one question at a time. Instead, you can navigate through multiple tabs and ask as many questions as you want!



Open a new tab while keeping the original tab in use.

Let's ask something new that you want to know!



Open a new tab while keeping the original tab in use.

Let's ask something new that you want to know!



**(11) I want to provide feedback on service improvements, features, and usability.**

As usual, you can easily provide feedback to AI-BANTO through the chat screen, such as 'I want this fixed,' 'The accuracy of the response is not what I expected,' or 'I want this feature created' (see details below).

Chat

★大越 隆行 | CHAT SEARCH ADMIN LOGOUT

What can I help you with today?  
2 minutes before

Response from AI-BANTO.

Two recent major accidents involving 'Liftable Car Decks' on car carriers can be cited as examples of significant incidents. The first accident involved the fracture of the supporting hardware for the Liftable Car Deck and cracks in the surrounding components. The second accident involved significant deformation due to the buckling of the deck plate and transverse web. These accidents were unprecedented in their severity, and it is estimated that the second accident was subjected to an acceleration of about 1.5G under harsh wave conditions.

(以下 の二故例 1および2参照)が報告されて...

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

2 citations are currently showing.

Feedback

The question posed.

直近起こった事故で最も重大な事故の事例を教えてください。

1 minute before

CP/Contract  Vessels Certificate/Drawing  Mail

IMO/Flag/Country  Class Information/Circular  P&I Information  Others

[Select All](#) · [None](#) · [Default](#) ...less

Source Details

標題 自動 == == 用運船の Liftable Car Deck 点検の注意点に関して ClassNK テクニカル インフォメーション No. TEC-0484 発行日 2002年10月11日 各位 本年に入り、自動 == 用運船(以下PCCと略す)の Liftable Car Deck に関する ■ 大事故(以下 の二故例 1および2参照)が報告されております。従来、PCC ではラッキングによる損傷の有無に換 この二点がおかれ、船体構造に直接関わらない Liftable Car Deck については、特に異常が無い限り、現状の確認や外観検査を事心に行われておりました。今回の事故は今までに経験したことのないものでありますが、その損傷形態を明らかにし、有効な検査方法と対策について検討しましたので、お知らせ致します。(二故例 1) Liftable Deck を支える又持金の破断や又持部材周辺部において亀裂が生じた。(二故例 2) Liftable Car Deck のデッキプレートとトランスウェブが、トランスパン 中央付近で屈曲し、その結果、桁としての強度が大きく低下し、リフトバルカーデッキ全体の大きな変形とな...

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

CP/Contract  Vessels Certificate/Drawing  Mail

IMO/Flag/Country  Class Information/Circular  P&I Information  Others

[Select All](#) · [None](#) · [Default](#) ...less

Source Details

標題 自動 == == 用運船の Liftable Car Deck 点検の注意点に関して ClassNK テクニカル インフォメーション No. TEC-0484 発行日 2002年10月11日 各位 本年に入り、自動 == 用運船(以下PCCと略す)の Liftable Car Deck に関する ■ 大事故(以下 の二故例 1および2参照)が報告されております。従来、PCC ではラッキングによる損傷の有無に換 この二点がおかれ、船体構造に直接関わらない Liftable Car Deck については、特に異常が無い限り、現状の確認や外観検査を事心に行われておりました。今回の事故は今までに経験したことのないものでありますが、その損傷形態を明らかにし、有効な検査方法と対策について検討しましたので、お知らせ致します。(二故例 1) Liftable Deck を支える又持金の破断や又持部材周辺部において亀裂が生じた。(二故例 2) Liftable Car Deck のデッキプレートとトランスウェブが、トランスパン 中央付近で屈曲し、その結果、桁としての強度が大きく低下し、リフトバルカーデッキ全体の大きな変形とな...

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

Enter your question ↑

The answers are not always correct, please verify important information yourself. Copyright © Orient Marine Co., Ltd. 2025.

Click here.

※ Please see the next page.

※ Please open the chat screen you usually use.

The question posed.

Response from AI-BANTO.

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

※The details of the response are provided here. However, depending on the content, there is a possibility that the specific case may be identified, so I have intentionally blurred the details. Please understand in advance.

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# (11) Submit feedback to AI-BANTO.

**Feedback**

Your feedback is invaluable to us! Help us improve by sharing your thoughts, suggestions, and experiences.

☆☆☆☆

**SEND** ➤

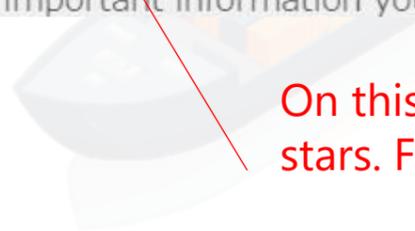
2 citations are currently showing.

1 minute before

CP/Contract   
  Vessels Certificate/Drawing   
  Mail  
 IMO/Flag/Country   
  Class Information/Circular   
  P&I Information   
  Others  
[Select All](#) · [None](#) · [Default](#) [...less](#)

Enter your question ↑

The answers are not always correct, please verify important information yourself. Copyright © Orient Marine Co., Ltd. 2025.



On this 'Feedback screen,' please rate your satisfaction and usability of AI-BANTO with stars. Feel free to leave any comments regarding the service, and click 'SEND.'

Feel free to provide feedback on any aspect of the service, such as 'I want this fixed,' 'I want this feature created,' or 'It's difficult without a mechanism or feature like XX.' Please share your thoughts here. (The more feedback we receive, the more seriously we will take it and strive to improve daily.)



# (Other) You can ask questions in any language.



Chat

What can I help you with today?  
20 minutes before

Chat

What can I help you with today?  
22 minutes before

Chat

What can I help you with today?  
18 minutes before

Chat

What can I help you with today?  
31 minutes before

CP/Contract    Vessels Certificat  
 IMO/Flag/Country    Class Infor  
[Select All](#) · [None](#) · [Default](#)

海賊に関する情報を教えて。

Japanese/日本語

CP/Contract    Vessels Certificate/Drawing    Mail  
 IMO/Flag/Country    Class Information/Circular    P&I Info  
[Select All](#) · [None](#) · [Default](#)

Please provide information about pirates.

English/英語

CP/Contract    Vessels Certificate/Drawing    Mail  
 IMO/Flag/Country    Class Information/Circular    P&I Information  
[Select All](#) · [None](#) · [Default](#)

من فضلك قدم لي معلومات عن القرصنة

Arabic/アラビア語

CP/Contract    Vessels Certificate/Drawing    Mail  
 IMO/Flag/Country    Class Information/Circular    P&I Information    Others  
[Select All](#) · [None](#) · [Default](#) [...less](#)

אנא ספק מידע על פיראטים

Hebrew/イスラエル語

You can ask questions in any language!

Since the UI (user interface) of AI-BANTO is entirely in English, some of you might feel that you have to do everything in English. But don't worry! You can type everything in Japanese without any problem!!



# Contact Information



Feel free to contact us with any inquiries or questions.  
[AIBANTO-SUPPORT-TKZOM@dg.mitsui.com](mailto:AIBANTO-SUPPORT-TKZOM@dg.mitsui.com)

