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Introduction to Admiralty Fleet Manager for Vessels

Purpose of the User Guide
This is a comprehensive guide to Admiralty e-Navigator Fleet Manager, designed to help you get the most out of the application. The guide will direct you through key functionality such as viewing and creating orders for Admiralty products, downloading updates and base data and viewing your account details.

Admiralty e-Navigator Service Overview

e-Navigator Concept
Admiralty e-Navigator is a computer based navigation information system which allows instant access to Admiralty navigation tools and data, both in the office and on the bridge of a vessel. The system provides an integrated digital catalogue, ordering service, holdings management and updating service, as well as a chart and layer viewer.

Admiralty e-Navigator delivers two applications:
- Planning Station which is a back of bridge software application for use onboard vessels
- Fleet Manager which is a web based application accessed through an internet browser such as Internet Explorer, to be used ashore by shipping companies and Distributors. It can also be used by vessels for ordering, updating and downloading product data.

The basic Admiralty e-Navigator Fleet Manager configuration includes:
- An up-to-date catalogue of all Admiralty charts and publications.
- Order management system
- Updating service
- Information on vessel holdings
- Account management.

In addition, Admiralty e-Navigator is a channel to a world of innovative digital products and services from Admiralty and other companies. Best of all, e-Navigator takes care of all of this through a single user-friendly interface which will look and feel familiar to anyone who has used a PC.

Admiralty e-Navigator sets a new standard in safe navigation, planning and fleet management.

How Admiralty e-Navigator Fleet Manager works with e-Navigator Planning Station
- Orders can be submitted from Planning Station or Fleet Manager. Orders submitted from Planning Station will be automatically directed (based on user settings controlled by the Distributor) to one or more of the following groups for approval and/or fulfilment: Shipping Company, Distributor or UKHO. These groups will use Fleet Manager to view the vessel’s holdings and approve/reject/amend orders.
- Once approved permits and data for digital charts and publications are returned to the vessel, Shipping Company and Distributor (dependent on user settings) instantly using the preferred communications method and applying user-defined restrictions e.g. email size. Alternatively the Distributor and/or Shipping Company can use Fleet Manager to download the permits and data for onward transmission to the vessel.
- Orders for paper charts and publications are fulfilled by the Distributor on approval.
- Requests for updates to digital charts, publications and the catalogue are handled in the same manner but do not require approval.
Admiralty e-Navigator Fleet Manager Communications

The following diagram provides an overview of the e-Navigator system and the interactions.

Fleet Manager communicates with Planning Station on board a vessel via the internet. This can be a permanent internet connection (broadband) or a request connection (email). Orders can be received direct from the vessel (via their Shipping Company) onto Fleet Manager and, once authorised, can be released to be processed by UKHO. AVCS/ARCS permits/data are returned almost instantaneously and sent to the vessel by internet or email.
Role of the Admiralty Distributor

The Admiralty Distributor is responsible for the order, supply and support of all Admiralty products. This includes supplying the Planning Station media pack, Fleet Manager URL and activation details. Both the vessel and Shipping Company accounts are linked to a specific Admiralty Distributor.

Admiralty Distributors are responsible for:

• Registering and setting up vessels and shipping companies to use e-Navigator.
• Ordering products using Fleet Manager on behalf of vessels and shipping companies or managing orders submitted by vessels or shipping companies.
• Fulfilling all digital AVCS/ARCS orders, including the provision of permits and base/update data.
• Fulfilling all digital publication orders, including supply of start-up key, CDs, etc.
• Fulfilling all paper orders, including publications.
• First line support for e-Navigator.
Quick Overview of e-Navigator Fleet Manager For Vessels

**e-Navigator Fleet Manager Concept**
Admiralty e-Navigator Fleet Manager is always up-to-date allowing shipping companies and Distributors to select and order products from the Admiralty catalogue and view vessel holdings, allowing fast and efficient purchase of all Admiralty products and services day or night. Working in conjunction with Admiralty e-Navigator Planning Station application onboard vessels the system tracks a vessel’s holdings and any orders submitted from those vessels and provides the tools required to manage and fulfil orders.

**How e-Navigator Fleet Manager communicates with UKHO**
Admiralty e-Navigator Fleet Manager is a secure web service accessed by a password protected login. The product information is always up-to-date and synchronised with the UKHO’s catalogue and ordering databases to give the user reliable and fast access to the latest information at a click of a button.

Fleet Manager can only be accessed with an internet connection via Internet Explorer™ 6.0 to 8.0 or Firefox™ 2.0 to 3.0.

**Ordering Digital Products**

**List of available Digital Products**
Fleet Manager can be used to order the following digital products:

- Admiralty Vector Chart Service (AVCS)
- Admiralty Raster Chart Service (ARCS)
- Admiralty Digital Publications (TotalTide, ADLL, ADRS)

**Creating an order for digital products**
A digital product order can be created by:

- Using the geographical catalogue.
- Using list format catalogues and selecting products (see section Creating New Order using the list catalogue).
- Importing a customer basket file from e-Navigator Planning Station or Admiralty Digital Catalogue (ADC) (see section Creating an Order from a Basket File).

**Approving an order for digital products**
A digital product order may or may not require approval from the Shipping Company, but it will always need approving by a Distributor. This depends on whether direct ordering approval has been set by the Shipping Company.

**Receiving Permits**
Admiralty Vector Chart Service Permits
The e-Navigator service generates AVCS permits immediately after the appropriate approval has been given. The permits will be sent to Distributors, Shipping Companies and vessels dependent on settings. Generated permits are also stored so they can be downloaded.

Admiralty Raster Chart Service Permits
The ARCS permit generation request will be sent to the UKHO business end systems immediately after the appropriate approval has been given and will be returned to e-Navigator. The permits will be emailed to Distributors, Shipping Companies and vessels dependent on settings. Generated permits are also stored so they can be downloaded.

Admiralty Digital Publications
ADP keys are generated by UKHO business systems. The key generation request will be sent to the business systems immediately after the appropriate approval has been given. Keys will be returned to distributors, shipping companies and end user vessels dependent on settings.
Chart Data
Base chart data and updates for AVCS and ARCS can be downloaded or automatically sent as required. CDs will continue to be supplied by the UKHO, via the distributor, as per the current process.

Ordering Paper Products

List of available Paper Products
Planning Station and Fleet Manager can be used by vessels to order the following paper products:

- Admiralty Charts
- Admiralty Publications (Sailing Directions, List of Lights, etc).

Creating an order for paper products
A paper order can be created in Fleet Manager by:

- using the list catalogue and selecting products (see section Creating New Order using the list catalogue).
- importing customer basket file from e-Navigator Planning Station or Admiralty Digital Catalogue (ADC) (see section Creating an Order from a Basket File).

Updating Products

Digital Products
All electronically supplied permits are supplied automatically on receipt of a valid order, and they will be up-to-date to the week of dispatch. Media (e.g. Application CDs, AVCS base CDs etc) should be checked against the latest information supplied by UKHO.

Paper Products
All paper products will be fully corrected to the week that they leave the UKHO, but may require further updates (via Notices to Mariners) on receipt.
## Getting Started

### e-Navigator Fleet Manager Account

**How to obtain your account?**

The Distributor will then supply an e-Navigator Planning Station media pack and create an end user record for vessels to activate e-Navigator Planning Station. The username and password used to activate Planning Station can also be used by the vessel to login to Fleet Manager. If you do not have the required username and password details, please contact your Admiralty Distributor.

### Before You Start

To get you started you will need to have the following to hand:

1. Fleet Manager URL: [https://enavigator.ukho.gov.uk](https://enavigator.ukho.gov.uk)
2. Username & password (used to activate Planning Station)
3. Fleet Manager Vessel User Guide, contained on the Useful Items CD in your media pack
4. Internet connection with Internet Explorer™ 6.0, 7.0 or 8.0, Firefox™ 2.0 or 3.0.

### Signing-In

1. Enter the e-Navigator web address ([https://enavigator.ukho.gov.uk](https://enavigator.ukho.gov.uk)) into your web browser to access Fleet Manager.

2. Enter your username and password.  
   **Note:** User name is not case sensitive but your password.

   ![Login here](https://enavigator.ukho.gov.uk)

<table>
<thead>
<tr>
<th>Username:</th>
<th>Password:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

   → Forgot your password?  → How to register?

2. Click ‘Submit’ to access Fleet Manager.  
   **Note:** Passwords must contain at least 8 alphanumeric characters, and contain at least one upper and lower case character and at least one number from 0-9.

### Forgotten your Password?

If you have forgotten your password there is an option to request a new password on the login screen. Instructions can be found in the Troubleshooting Section under I have forgotten my password.

### Forgotten your Username?

If you have forgotten your username you will need to contact your Admiralty Distributor who will help you.

### Signing-Out

You can sign-out of Fleet Manager at any time by clicking on the ‘Sign out’ button on the top right of the main toolbar. Any unsaved data or incomplete activity will be lost.

**Note:**Whilst the Basket page retains products within the basket while skipping between different screens, any unsaved basket data will be lost if you sign-out.
Using Fleet Manager

Functional Areas

Home Page

When you have logged into Fleet Manager you will be taken to the home page. Below is a description of what you can access from all of the links shown on the home page.

Licence Management

Displays your End User Licence Record.

Product Management

Displays your order history & status. These can be filtered using the filters options at the top of the page.

This displays the Catalogue where you can order new products.

Download base data, updates, Admiralty Information Overlay (AIO), binary catalogues & XML catalogues.
Support

My account
Contact us...
UKHO website
UKHO products
AIO Support
EULA
Planning Station User Guide
Vessel User Guide

Displays personal account information
Allows you to submit enquiries to the UKHO
Hyperlink to the UKHO website
Hyperlink to the Products page on the UKHO website
List of ECDIS models that support Admiralty Information Overlay
e-Navigator Fleet Manager End User License Agreement
Hyperlink to the Planning Station User Guide
Hyperlink to the Fleet Manager Vessel User Guide

My Messages

From the Home Page

<table>
<thead>
<tr>
<th>No.</th>
<th>Message Priority</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>High</td>
<td>View</td>
</tr>
<tr>
<td>2</td>
<td>Normal</td>
<td>View</td>
</tr>
</tbody>
</table>

View High Priority Messages
View normal messages received

Note: If you receive a high priority message this will need to be read before you can continue using Fleet Manager.

My Orders

From the Home Page

<table>
<thead>
<tr>
<th>No.</th>
<th>Orders</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Rejected orders</td>
<td>View</td>
</tr>
<tr>
<td>1</td>
<td>Pending orders</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Expecting my approval</td>
<td>View</td>
</tr>
</tbody>
</table>

Shortcut to Rejected orders
Shortcut to Pending orders
Shortcut to orders Expecting approval
Account Management

Personal Information (My Account)

Support > My account

The My account section allows you to manage your own account details such as username, password, name, email address and telephone number and will appear as shown below:

Support > My Account

![Support Menu]

Note: If you are signed into Fleet Manager as a Planning Station User and you wish to make changes to the username or password, you will have to re-activate Planning Station for the changes to apply. If you do not re-activate Planning Station after changing either the username or password, orders will not be processed.
Licence Management

View End User Licence Records

To view End User Licence Records follow the steps below:

1. On the Fleet Manager Toolbar select the Licences option from the Licence Management pull down menu.

Go to Licence Management > Licences

2. This will open the Licence Management > Licence page. Double click on your vessel to open up the end User Licence Record.

3. The vessel licence record is now displayed that contains the following information:
   
   a. Name(s) of your registered distributor  
   b. Email Address for receiving updates  
   c. Vessel Info  
   d. Vessel maximum direct order prices & communication controls  
   e. Product subscription options  
   f. Digital permit details .

If you change any information in the End User Licence Record then you must to save these changes using the ‘save changes’ button at the bottom of the page.

**Note:** You will not be able to make changes to the current subscription options or to boxes which are greyed out. Please do not change your ADP subscription options.
The licence record will appear as shown below. This will have been set by the Distributor on initial set up.

**Shipping Company:** Will already be populated with the Vessel's Shipping Company

**Distributor for Digital products:** This will be assigned by the UKHO

**Distributor for Paper products:** Your digital distributor can assign themselves as the paper distributor. This can be updated or changed by a Shipping Company Admin User. You should also check that physical publications section has the products that the vessel can order ticked.

**Allow Licence users to make Direct Orders:** This can only be ticked by the Shipping Company and means orders made by the vessel will go straight to the Distributor for approval.

**Maximum email size KB:** The value entered ensures emails sent to the email for updates address are no larger then the size stated, by splitting into smaller component emails.

**Maximum transmission size:** Allows a maximum transmission size to be set, if this is exceeded an information email is set to the email for updates stating that information has not been sent but is available for download.

### AVCS Enabled

**Sap Number:** This will already be completed with the AVCS licence number by the UKHO if the vessel is an AVCS user.

**The licence type, expiry date and number of licence users are also displayed.**

**Weekly update:** This determines they type of data sent to the email for updates address.

**Catalogue:** If ticked the user will receive an AVCS catalogue update as part of the weekly update email.

**Update:** If ticked the user will receive updated product data (for products held in their working folio in Planning Station) as part of the weekly update email.

### Send Planning Station Permits

Tick this box if the user wishes to view AVCS on Planning Station. This will be ticked and already completed if the vessel is an AVCS user.

**Start-up key pin:** Can be displayed on the user's Planning Station version being used by the vessel.

### ARCS Enabled

**Sap Number:** This will already be completed with the ARCS licence number by the UKHO if the vessel is an ARCS user.

**The licence type, expiry date and number of licence users are also displayed.**

**Weekly update:** This determines they type of data sent to the email for updates address.

**Catalogue:** If ticked the user will receive an ARCS catalogue update as part of the weekly update email.

**Update:** If ticked the user will receive updated product data (for products held in their working folio in Planning Station) as part of the weekly update email.

### Send Planning Station Permits

Tick this box if the user wishes to view ARCS on Planning Station. This will be ticked and already completed if the vessel is an ARCS user.

**Catalogue:** If ticked the user will receive an ARCS catalogue update as part of the weekly update email.

**Update:** If ticked the user will receive updated product data (for products held in their working folio in Planning Station) as part of the weekly update email.

**Physical Publications:** Tick these boxes if the vessel can order these products and update their catalogues in Planning Station. It is recommended that all these are ticked.

**ADP Enabled:** This will be ticked and the Start-up key entered by the UKHO if an ADP licence is held. If the user is not yet an ADP user, tick ADP Enabled and tick the boxes: ADLL, ADRS and Total Tide so the user can order ADP.

**ARCS Permits:** This box is only visible if ARCS Enabled in 'Subscription Options' is ticked.

**Send Planning Station Permits:** This box will display the Planning Station version being used by the vessel.

**Email for updates:** This should be populated with the vessels/end users email address. If they are a Planning Station user this field is mandatory.

**Distributor:** If ticked a copy of the weekly update email is sent to the Digital Products Distributor, ensure 'Send email updates weekly' in the additional properties box is ticked.

**Company Users:** If ticked a copy of the weekly update and order emails containing permits is sent to the Shipping Company.

**Additional emails:** Further copies of the weekly update and other emails containing permits are sent to the addresses entered.

**Physical delivery address:** The end users address can be entered here for physical products.

**Electronic delivery address:** The end users address can be entered here for electronic products.

**Send email updates weekly:** If this box is ticked weekly updates will go to email address entered in the email for updates field and / or the Distributor / company users email addresses.

**Allow users to download data:** Ticking this box will allow the user to download data.

**Maximum direct order price £ $$:** Maximum direct order values can be set by the Shipping Company if the direct ordering box is ticked.

**Planning Station User:** This box should be ticked if the vessel is a Planning Station User. Ticking this box enables the weekly update options in the subscription options selection.

**Planning Station Version:** This box displays the Planning Station version being used by the vessel.

**Physical delivery address:** The end users address can be entered here for physical products.

**Electronic delivery address:** The end users address can be entered here for electronic products.

**Send email updates weekly:** If this box is ticked weekly updates will go to email address entered in the email for updates field and / or the Distributor / company users email addresses.

**Allow users to download data:** Ticking this box will allow the user to download data.

**Maximum direct order price £ $$:** Maximum direct order values can be set by the Shipping Company if the direct ordering box is ticked.

**Planning Station User:** This box should be ticked if the vessel is a Planning Station User. Ticking this box enables the weekly update options in the subscription options selection.

**Planning Station Version:** This box displays the Planning Station version being used by the vessel.

**Physical delivery address:** The end users address can be entered here for physical products.

**Electronic delivery address:** The end users address can be entered here for electronic products.

**Send email updates weekly:** If this box is ticked weekly updates will go to email address entered in the email for updates field and / or the Distributor / company users email addresses.

**Allow users to download data:** Ticking this box will allow the user to download data.

**Maximum direct order price £ $$:** Maximum direct order values can be set by the Shipping Company if the direct ordering box is ticked.

**Planning Station User:** This box should be ticked if the vessel is a Planning Station User. Ticking this box enables the weekly update options in the subscription options selection.

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**Physical delivery address:** The end users address can be entered here for physical products.

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**Send email updates weekly:** If this box is ticked weekly updates will go to email address entered in the email for updates field and / or the Distributor / company users email addresses.

**Allow users to download data:** Ticking this box will allow the user to download data.

**Maximum direct order price £ $$:** Maximum direct order values can be set by the Shipping Company if the direct ordering box is ticked.

**Planning Station User:** This box should be ticked if the vessel is a Planning Station User. Ticking this box enables the weekly update options in the subscription options selection.

**Planning Station Version:** This box displays the Planning Station version being used by the vessel.
Ordering Digital Charts

1. To order digital products you will need to go to the catalogue page, which is located under Product Management on the Fleet Manager taskbar.

Go to Product Management > Catalogue

2. The Catalogue page will now appear as below. Click on [Select Licence] to select your vessel.

3. A pop up box will appear, double click on your vessel to select it.

4. Your vessel is now assigned and you are ready to order some digital products. Select the type of product you require from the ‘Select Product Type’ dropdown.

5. To find the product you require you can either scroll through the list of products until you find it or you can use the Search function. To select a product you should click on it. This will add the product to your basket. If you require more products select them and they will be added to your basket. Multiple product types can be added to your basket under one order.
To view the products you have ordered click on Basket. If there are products you no longer require you can deselect them by clicking on the relevant product which un-ticks the box on the left of the row.

When the products you require have been selected you can proceed with your order by clicking on View basket.

The Catalogue Order Options page will appear which shows the list of products that are in your basket.

If you have selected AVCS products you will need to select the licence type required from drop-down list.

When the order is ready to be submitted click on Submit Order.

Check an orders status.

Go to Product Management > Orders

For a submitted order enter the order number into the ‘Order number’ field or select the order from the list.

View ‘Status’ column e.g. ‘Expects ShipCo approval’ or ‘Expects Distributor’s approval’ (Status depends on the direct ordering properties that have been set).

When the order has been approved the permits will be generated and sent to you. You can view the permits via your email account, email received containing permits.
15. Check the permits are correct by following these steps:

Go to Licence Management > Licences

16. Select your licence.

17. Note the following information has been input into ‘Subscription Options’ section:
   - SAP Numbers
   - Licence types
   - Licence end dates

18. Click on View Holdings hyperlink.

19. The products ordered are now in the vessel’s holdings.
Renew Existing Holdings

You can use Fleet Manager to renew a vessel’s holding in its entirety or by only selecting certain products.

Go to Product Management > Catalogue

1. Click on **Select Licence** and choose your licence from the pop up box.

2. Click on **Holdings**

3. Select products that have either an amber or red circle in the status column.
   - Red circle means the permit has expired.
   - Amber circle means the permit is due to expire at the end of the current month.
   - Green circle means the permit is currently valid.

4. You are able to renew certain permits by selecting individual products.
Or you can renew all expiring / expired permits by clicking on [Add Holdings to Basket], this will add all your current holdings to the basket for renewal. If the permit is still current and not due to expire it will be filtered before submitting your order as shown below:

You can remove the items you already hold by clicking back to the catalogue and removing the item from the basket. ARCS products that are already held are displayed in a similar way with the wording 'Rejected. Item is already in holding'.

5. Once you have either selected the products required at licence renewal or the entire holdings, click on:

6. The basket will now be displayed with all the items for renewal. Here you can change the period for each product as shown below:

No periods will be displayed for ARCS charts and price will be calculated for the number of months remaining on the licence.

Once the order has been submitted it cannot be cancelled, please ensure you are happy with the selected products before clicking 'Submit Order'.

7. Click on [Submit Order]
8. Confirmation of the order appears, click **OK**

![Image](image)

9. You are then redirected to the orders page.

![Image](image)

10. Enter submitted order number into ‘Order number’ field or select order from list.

11. View ‘Status’ column e.g.
    - ‘Expects ShipCo approval’ or ‘Expects Distributor’s approval’ (Status depends on the direct ordering properties that have been set).

12. The order will be approved and permits will be generated and sent to the user.

13. Check the permits are correct by following these steps:

   **Go to Licence Management > Licences**

14. Double click on your licence to select it.

15. Note the following information has been input into ‘Subscription Options’ section:
    - Licence types
    - Licence end dates

16. Click on **View Holdings** hyperlink.
17. The products ordered are now in the vessel's holdings, change product type to check all ordered products are displayed and have a green indicator.

![View Holdings](image)

<table>
<thead>
<tr>
<th>Product Name ID</th>
<th>Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR201155</td>
<td>Delta Santerambo</td>
<td>Unit</td>
</tr>
<tr>
<td>AR201215</td>
<td>Faro Recalada a Faro do Oceano</td>
<td>Unit</td>
</tr>
<tr>
<td>AR201236</td>
<td>Labirinto Faro Sanguia Baixa</td>
<td>Unit</td>
</tr>
<tr>
<td>AR201238</td>
<td>De Faro Parte Basta A Delgado</td>
<td>Unit</td>
</tr>
<tr>
<td>0543244A</td>
<td>Azienda 1stas de Adda</td>
<td>Unit</td>
</tr>
</tbody>
</table>
Renew Existing Licence

Go to Product Management > Catalogue

1. Click on Select Licence and choose your licence from the pop up box.

2. Click on Holdings

3. Products have either an amber, green or red circle in the status column.
   - Red circle mean the product has expired.
   - Amber circle means the permit is due to expire at the end of the current month.
   - Green circle means the permit is currently valid.

4. You are able to renew certain permits by selecting individual products.

or you can renew all the permits by clicking on Add Holdings to Basket, this will add all your current holdings to the basket for renewal.

5. Once you have either selected the products to renew your licence for, you can add new products to your order by clicking on Catalogue
6. Select the products that you wish to add to the order.

7. Once you have completed your selection of products click on ![View basket]

8. The basket will now be displayed with all the items you have selected. Here you can change the period for each AVCS product as shown below:

![Product Management > Catalogue Order Options]

Once the order has been submitted it cannot be cancelled, please ensure you are happy with the selected products before clicking ‘Submit Order’.

9. Click on ‘Submit Order’ icon ![Submit Order]
10. Confirmation of the order appears, click **OK**

11. You are then redirected to the orders page.

12. Enter submitted order number into ‘Order number’ field or select order from list.

13. View ‘Status’ column e.g.
   - ‘Expects ShipCo approval’ or ‘Expects Distributor’s approval’
   (Status depends on the direct ordering properties that have been set)

14. The order will be approved and permits will be generated and sent to the user.

15. Check the permits are correct by following these steps:

   **Go to Licence Management > Licences**

16. Double click on your licence to select it.

17. Note the following information has been input into ‘Subscription Options’ section:
   - Licence types
   - Licence end dates

18. Click on **View Holdings** hyperlink.

19. The products ordered are now in the vessel’s holdings.
Convert Trial Licence to Full Licence

If you hold an AVCS or ARCS trial licence you can use Fleet Manager to convert to a full paying licence.

Go to Licence Management > Licences

1. Use search function to find end user record your licence and double click to select it.

2. Scroll down to ‘Subscription Options’ section:

   ![Subscription Options](image)

   3. Confirm that AVCS or ARCS licence is a Trial licence.

   4. Confirm licence end date is in the future or licence is within grace period (1 month after expiry).

Go to Product Management > Catalogue

5. Click on Select Licence and choose your licence from the pop up box.

6. Click Holdings to view products currently held by the vessel.

7. Click Add Holdings to Basket to add products currently on trial to the basket.

8. Click Catalogue radio button to return to full catalogue.
9. Select the required AVCS or ARCS products, ticking in BSK column (Search function can be used).

10. Click on View basket icon.

11. ‘Order Options’ page appears.

12. Check ‘Convert AVCS Licence to Full’ or ‘Convert ARCS Licence to Full’ box is ticked. You will be requesting a full paying licence.


Once the order has been submitted it cannot be cancelled, please ensure you are happy with the selected products before clicking ‘Submit Order’.

14. Click on Submit Order

15. The permits will now be produced and sent, to you.

Go to Product Management > Orders

16. Enter submitted order number into the ‘Order number’ field or select order from list

17. View ‘Status’ column
   - ‘Expects ShipCo approval’ or ‘Expects Distributor’s approval’ (Status depends on the direct ordering properties that have been set)
18. Check the permits are correct by following these steps:

**Go to Licence Management > Licences**

19. Double click on your licence to select it.

20. Note the following information has been input into ‘Subscription Options’ section:
    - Licence types
    - Licence end dates

21. Click on **View Holdings** hyperlink.

22. The products ordered are now in the vessel’s holdings
Holdings Management

Importing Paper Holdings
Your Admiralty Distributor will create a tab delimited file for a vessel's paper holdings.

Follow these steps to import a .hld file:

Go to Product Management > Catalogue

1. Click on Select Licence

2. Then choose your vessel from the pop up box:

![Choose Licenses please](image)

Notice the vessel appears below the 'Select Licence' Button:

![Select Licence](image)

#3B (IMO Vessel 'Demo Vessel101')

3. Now go to 'Manage Basket Functions' and click on Import Analog Holdings

4. Click on 'Browse' to locate the saved .hld file. Select the file from the pop up box and click on 'Upload':

![Please choose file for upload...](image)

The paper holding will now be included in the holdings for the selected vessel.

Note: Ensure that the file being imported does not contain any duplicate charts.
View Holdings

View the holdings for your vessel.

Licence Management > Licences

1. Select your licence record.

2. Click on View Holdings

3. List of holdings for that vessel are now displayed by product type, change the product type as required.
Downloading your permits

Download permits for your licence within Fleet Manager.

Please Note:
These permits cannot be used in Planning Station but can be passed through to the ECDIS. If you want to fully update your Planning Station please perform a ‘Check My Status’ request from the home page of Planning Station which will ensure your permits are up to date.

Licence Management > Licences

1. Select your licence record.

![License Management Screen]

2. Click on View Holdings

![View Holdings]

3. Within the holdings you can download permits for ARCS & AVCS as shown below:
4. Select the week required and click on ‘download permits’. 

5. A pop up box appears click on ‘Save’. 

6. Browse for a location to save the file. 

7. Once the folder is saved you can view the folders contents by clicking on ‘Open’. 
8. The folder will then open and the permit files will be displayed, these are the files to email to the end user.

**Note:** These files cannot be loaded into Planning Station but can be loaded into an ECDIS. Planning Station users must use the 'Check my Status' button on the home page to update their holdings.

**Download the latest update data.**

Fleet Manager allows you to download the latest data.

**Go to Licence Management > Licences**

1. Select your licence record.

2. Click on **View Holdings**

   **Licence Management > Licenses > Licence**

   ![License Management Interface](image)
3. Within the holdings you can download data for ARCS & AVCS as shown below:

For ARCS data the latest update CD can be downloaded here.

AVCS data

4. Select the week required and choose either ‘download missing updates’ or ‘send missing updates’.

- To download missing updates follow steps 5 to 8 in the Download Permits for Vessels section.
- To send missing updates for the End User to download click on send missing updates.
**Order Management**

This section explains how to review orders which have already been submitted.

**View orders**

On the Home page you can see the number of orders that are rejected, pending and require approval. There are two ways to access orders:

Shortcut on the home page:

<table>
<thead>
<tr>
<th>No.</th>
<th>Orders</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Rejected orders</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Pending orders</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Expecting my approval</td>
<td></td>
</tr>
</tbody>
</table>

Click to access the rejected orders
Click to access pending orders

or:

Go to Product Management > Orders

This will open up 'Orders' page. The filter can be used to view certain orders. For instructions on the use of the filter see the Orders Search section.

**Orders filter**

See Orders Search.

Create a separate order from an existing Order

You may want to re-use/duplicate an existing order. Another order can be made from an existing order as follows:

Go to Product Management > Orders
1. Select the products required to create the new order.

2. Click on **Create basket**, you will then be prompted to confirm creation of a basket.

3. Click **OK** to confirm this action. A pop up box will appear confirming your request.

4. Basket will now appear ready for you to check out with your new order. Click on:
5. The orders page will now appear.

6. Click on **Submit Order** to create a new order with these products.

7. Confirmation that products have been submitted will appear, click on **OK** to return to the orders page.

8. The new order will appear at the top of the orders page as a new order.
You cannot export an order directly, but you can create a basket file from an order and then export the basket. The steps below show how this is done:

Go to Product Management > Orders

1. Select for the order you wish to export as shown below:

   ![Product Management > Orders](image)

2. In the order page select the items you wish to export.

   ![Create basket](image)

3. Click on Create basket.

4. You will then need to confirm you wish to create a basket by clicking on OK.

   ![Microsoft Internet Explorer](image)

5. Confirmation pop-up box appears.
6. A new basket in the catalogue screen is created containing the items from the order as shown below:

7. To export this click on Export in the ‘Manage Basket Functions’ box.

8. Then you are given the option to open the text file containing the items in the basket or you can save the text file to an external media.

9. Click on save to save to the required location such as a USB stick

**Note:** Clicking on Save in the ‘basket functions’ box will save the basket to the server. To open saved baskets click on Load, this will open any baskets saved to the server if this method is used.
Creating New Order using the List Catalogue

Orders can be created by a Vessel in fleet manager.

Go to Product Management > Catalogue

A list of products will now be displayed

1. Select your end user licence:

2. From the pop up box select your licence:

Note: Once your licence has been selected it will appear below the Select Licence button.
3. Now select the product type required.

| Product Type | Avcs Products | Admiralty Vector Chart Service  
| Pricing Period | 3 months | Pricing Periods: 3, 6, 9 & 12 months |
| Product Type | Arcs Charts | Admiralty Raster Chart Service |
| Product Type | Paper Charts | Admiralty Paper Charts |
| Product Type | Elev | Admiralty Digital List of Lights |
| Product Type | Arcs Rs | Admiralty Digital Radio Signals Vol 6 |
| Product Type | Total Tide | Admiralty TotalTide |
| Product Type | All | Admiralty List of Lights and Fog Signals (paper publication) |
| Product Type | Alr06 | Admiralty List of Radio Signals (paper publication) |
| Product Type | Tide Tables | Admiralty Sailing Directions (paper publication) |
| Product Type | Misc Publics | Admiralty Tide Tables (paper publications) |
| | | e.g. Routeing Charts, Astronomical Almanac & The Mariner’s Handbook |

4. Select the required products by ticking the box ✔ next to the product.

- To search for products in the Catalogue refer to section Catalogue Search

5. Once you have selected all the required products the basket updates with the number of items as shown below:

6. When you are happy with the content of the basket click on ‘View Basket’ ✅ View basket
7. The next screen lists your order; here you can make the final amendments to the order.

8. Change the period length as required for AVCS products

9. Now submit your order by clicking on Submit Order

10. A pop-up box will now appear confirming the order has been submitted. This order will now be processed.

11. Click OK to close the pop up box, you will now return to the orders page.
Creating an Order from a Basket File

Basket file from e-Navigator Planning Station

You can save a basket file in Planning Station and use it in Fleet Manager. For more information on creating basket files in Planning Station, please refer to the Planning Station User Guide.

Go to Product Management > Catalogue

The catalogue will now be displayed

1. Select your licence:

2. From the pop up box select your licence:

   **Note:** Once your licence has been selected it will appear below the **Select Licence** button.

3. Click on **Import**

4. Browse for a saved e-Navigator Planning Station basket file
5. Open the basket file and then click on 'Upload'

6. Click on **Basket** icon.

   This will show all products within the basket and those that are already held by the red, amber and green indicators.

7. Click on **View basket** icon.

8. ‘Order Options’ page appears

   Order will show all products within the basket but products already held will show a warning message.

9. Click on **Submit Order** icon.

   The submitted order will only be for the products not already held.
Basket file from Admiralty Digital Catalogue

Go to Product Management > Catalogue

The catalogue will now be displayed.

1. Select your user licence:

2. From the pop up box select your licence:

Note: Once your licence has been selected it will appear below the button:

3. Click on ADC import

5. Search for the basket file to import

6. Open the basket file and then click on ‘Upload’

**Basket Functions**

- **Clear**: Empties the basket of all items
- **Load**: Loads a previously saved basket file
- **Save**: Saves the current basket
- **Import**: Imports a new basket file
- **Export**: Exports the current basket to a file
- **ADC import**: Imports a specific ADC basket file
**Save a basket file**

Save basket file

**Import a basket file from e-Navigator. E.g. removable drive**

Import a basket file from e-Navigator. E.g. removable drive

**Export a basket file once you have selected items required**

Export a basket file once you have selected items required

**Import a file from Admiralty Digital Catalogue**

Import a file from Admiralty Digital Catalogue

---

**Cancelling Orders**

If a digital (or paper) order is received via Admiralty e-Navigator **Fleet Manager** that requires approval then the whole order or items within the order can be rejected or approved as required.

**Important Note:** Permit generation is an immediate process, an ‘approved’ digital order will automatically be processed with permits generated and sent to the Distributor/customer without any further authorisation.

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Search and Filter Functions

Orders Search

Go to Product Management > Orders

There are three different methods for searching:

Method 1

1. Set the filter to the required dates

2. Set the status of the order.

3. Click on Apply Filters

Method 2

1. Search using the order number.

2. Enter the order number and click on Go
Catalogue Search

Product Management > Catalogue

Searches can be made in the catalogue, a vessels holdings or a basket.

You can search using different search criteria:

<table>
<thead>
<tr>
<th>Tick required boxes</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>AR201130</td>
</tr>
<tr>
<td>Title</td>
<td>Rio de la Plata Exterior</td>
</tr>
<tr>
<td>SAP IPN</td>
<td>210000</td>
</tr>
<tr>
<td>Cell</td>
<td>AR201130</td>
</tr>
</tbody>
</table>

Catalogue

To search the catalogue select Catalogue enter the item to search and click Go

Holdings

1. To search vessels holdings select the licence by clicking on Select Licence
2. Select the licence from the pop up box

Basket

You can only search a basket if there are item in the basket. If there are items in the basket select Basket and then use the search function to find a specific item in the basket by entering the item to search and click.
## Downloads

### Download Base Data CDs

Go to Product Management > Downloads

#### Product Management > Download

<table>
<thead>
<tr>
<th>Base Data CDs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AVCS Last Week 2011, 27</strong></td>
</tr>
<tr>
<td>Week to download: <a href="#">2011, 46</a></td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD1.zip [362.19 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD2.zip [413.04 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD3.zip [441.95 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD4.zip [293.91 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD5.zip [492.57 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD6.zip [415.13 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD7.zip [469.15 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD8.zip [395.28 MB]</td>
</tr>
<tr>
<td>AVCS_Wk27_11_Base_CD9.zip [187.03 MB]</td>
</tr>
<tr>
<td><strong>ARCS Last Week 2011, 28</strong></td>
</tr>
<tr>
<td>Week to download: <a href="#">2011, 45</a></td>
</tr>
<tr>
<td>ARCS_230611_Base_RC1.zip [449.45 MB]</td>
</tr>
<tr>
<td>ARCS_310311_Base_RC10.zip [284.33 MB]</td>
</tr>
<tr>
<td>ARCS_080508_Base_RC11.zip [104.05 MB]</td>
</tr>
<tr>
<td>ARCS_111110_Base_RC2.zip [300.46 MB]</td>
</tr>
<tr>
<td>ARCS_030211_Base_RC3.zip [249.06 MB]</td>
</tr>
<tr>
<td>ARCS_281010_Base_RC4.zip [273.85 MB]</td>
</tr>
<tr>
<td>ARCS_100811_Base_RC5.zip [274.05 MB]</td>
</tr>
<tr>
<td>ARCS_140711_Base_RC6.zip [290.06 MB]</td>
</tr>
<tr>
<td>ARCS_170211_Base_RC7.zip [301.11 MB]</td>
</tr>
<tr>
<td>ARCS_220710_Base_RC8.zip [308.39 MB]</td>
</tr>
<tr>
<td>ARCS_250511_Base_RC9.zip [316.88 MB]</td>
</tr>
</tbody>
</table>

This page allows you to download base data for all base data CDs within the Admiralty Vector Chart Service (AVCS) or Admiralty Raster Chart Service (ARCS). Click on the required hyperlink to download the data.

### Download Update Data CDs

Go to Product Management > Downloads

#### Update Data CDs

| **AVCS Last Week 2011, 28** |
| Week to download: [2011, 28](#) |
| AVCS_Wk28_11_UPDT.zip [54.73 MB] |

| **ARCS Last Week 2011, 28** |
| Week to download: [2011, 28](#) |
| ARCS_Wk28_11_UPDT.zip [310.56 MB] |

Updates can be downloaded for AVCS products and ARCS charts by selecting the required or most recent week for download. Once the required week has been selected, click on the hyperlink to start the download.
Download AIO Data

Go to Product Management > Downloads

The AIO download page allows you to download the most current week of AIO base data and the most current week of AIO updates. You are able to choose the week to download and then click on the hyperlink to download the data.

Download Binary Catalogues

Go to Product Management > Downloads

Binary Catalogues can be downloaded by ticking the boxes for the required catalogues and clicking on download. These downloads can be uploaded into e-Navigator Planning Station to update the catalogue.
XML Catalogues can be downloaded by selecting the required or most recent week for download. Once the required week has been selected, click on the hyperlink to start the download. These downloads can be uploaded into the Distributors Enterprise (ERP) systems.

<table>
<thead>
<tr>
<th>XML Catalogues</th>
<th>Week to download</th>
<th>File Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVCS Last Week 2011, 28</td>
<td>2011, 28</td>
<td>avcs_catalogue.xml (54.81 MB)</td>
</tr>
<tr>
<td>Paper Last Week 2011, 28</td>
<td>2011, 28</td>
<td>snc_catalogue.xml (18.20 MB)</td>
</tr>
<tr>
<td>ADLL Last Week 2011, 28</td>
<td>2011, 28</td>
<td>lol_digital_catalogue.xml (32.95 KB)</td>
</tr>
<tr>
<td>ADRS Last Week 2011, 28</td>
<td>2011, 28</td>
<td>ahrs_digital_catalogue.xml (32.79 KB)</td>
</tr>
<tr>
<td>Total Tide Last Week 2011, 28</td>
<td>2011, 28</td>
<td>total_tide_catalogue.xml (27.16 KB)</td>
</tr>
<tr>
<td>Miscellaneous Last Week 2011, 28</td>
<td>2011, 28</td>
<td>miscellaneous_catalogue.xml (343.04 KB)</td>
</tr>
<tr>
<td>ARCS Last Week 2011, 28</td>
<td>2011, 28</td>
<td>arcs_catalogue.xml (17.55 MB)</td>
</tr>
<tr>
<td>Sailing Directions Last Week 2011, 28</td>
<td>2011, 28</td>
<td>sdf_catalogue.xml (242.48 KB)</td>
</tr>
<tr>
<td>ALL Last Week 2011, 28</td>
<td>2011, 28</td>
<td>lol_paper_catalogue.xml (61.23 KB)</td>
</tr>
<tr>
<td>ALRS Last Week 2011, 28</td>
<td>2011, 28</td>
<td>ahrs_paper_catalogue.xml (51.11 KB)</td>
</tr>
<tr>
<td>Tide Tables Last Week 2011, 28</td>
<td>2011, 28</td>
<td>tidetables_catalogue.xml (44.65 KB)</td>
</tr>
</tbody>
</table>
Third Party Products (Distributor Catalogues)

Distributors can import their own catalogue of products into Fleet Manager. Customers can select items from the 'third party' catalogue if their Distributor has loaded products into it and the end user licence record has been subscribed to viewing the Distributor catalogue. The customer can select products and submit an order to their Distributor.

To view the products from a Distributors catalogue and make an order follow the steps below:

**Go to Product Management > Catalogue**

1. Click on [Select Licence](#) and choose your licence from the pop up box.

2. Change the product type to the Distributor catalogue, below the catalogue has been labelled as a test catalogue.

3. Once you have clicked on the Distributor catalogue the products the Distributor has on offer will appear as shown below:

4. Select the products you wish to order.
5. Click on View basket.

6. Click on Submit Order icon.
Help and Support is available through the Fleet Manager Support menu. Hold your mouse over the Support link to see the list of support options available to you, as shown below.

### Support > My account

The My account page is used to view and amend personal account information such as name, email address, telephone number, Login and password. Users are able to change their own passwords and it is recommended that this is done on an annual basis.

The email address stated is the same address that will have been entered when you registered your user account. This email address will be used by the UKHO to send information and can be changed using this page if necessary.
Support > Contact us...

The contact us option allows enquiries to be sent direct to UKHO Customer Services. Please provide as much detail as you can for all enquiries, including any data files and screenshots you may have, as this will help Customer Services to resolve your enquiry.

When you have clicked on the Contact us link you will initially be taken to the menu displayed below.

---

**Product Enquiry**

If you have a product related enquiry you will need to select the relevant link from the list of products displayed. Once a product is selected you will be taken to the product enquiry form, as shown below.
**General Enquiry Form**

If your enquiry is of a general nature you should select the General Enquiry link, which will take you to the page shown below:

**Support > Contact Us**

Please fill in enquiry form (General Enquiry)

- **Contact name:**
- **E-mail address:**
- **Vessel or Company Name:**
- **Product name or No.:**
- **Nature of Enquiry:**
- **Attachments:**
- **Link with previous enquiry:**
- **Has this enquiry linked with a previous enquiry?**
- **Select enquiry:**

**Submit your request**

**Hydrographic Note**

If you have some navigationally significant data to submit to the UKHO then you should select the Hydrographic Note link. This shall take you to the Civil Hydrography Programme page of the UKHO website where you can input your information by selecting the H102 link (Hydrographic Note).

**Support > UKHO web site**

This link shall take you straight to the home page of the UKHO web site.

**Support > UKHO products**

This link will take you to the products page on the UKHO web site where you can access the latest information about Admiralty products and services.

**Support > AIO Support**

Selecting the AIO Support link will take you to the Admiralty Information Overlay page on the UKHO web site where you can view a list of ECDIS models which currently support the AIO.

**Note:** Users should view the list before including AIO permits as part of the weekly email. See the Editing an End User Licence Record section for details.

**Support > EULA**

The Digital Chart Services End User Licence Agreement (EULA) can be viewed by clicking on the EULA link. By downloading and/or using Admiralty digital charts (i.e. AVCS & ARCS) the user is accepting the terms set out in the End User Licence Agreement.

**Note:** Adobe Reader is required to open and view the EULA.
Support > Planning Station User Guide
This link will open the latest version of the Planning Station User Guide from the internet.

Support > Vessel User Guide
This link will open the latest version of the Fleet Manager User Guide for Vessels from the internet.
**Trouble Shooting Guide**

*I have an error message on Fleet Manager*
If an error occurs whilst using Fleet Manager the following screen will appear. Please contact Your Admiralty Distributor with details of the activity you were performing.

We're sorry, but there has been a problem.

A general error has occurred.
Please contact your Admiralty Distributor for guidance.

*I am not receiving data via email?*
Check the size limit for receiving emails is appropriate for your vessel and that weekly emails and the correct content for the weekly email are enabled on the end user record.

*I am unable to log-on to Fleet Manager?*
Check that your username and password are entered correctly, the username is not case sensitive, but the password is.

*I do not have a Username / Password?*
Your Distributor can create new usernames and passwords for additional users. Please contact your Admiralty Distributor if you do not have a username and/or password.

*I have forgotten my password?*
If you have forgotten your password there is an option to request a new password on the login screen.

Note: If you are signed into Fleet Manager as a Planning Station User and you wish to make changes to your username or password, you will have to re-activate your Planning Station software for the changes to apply.
Follow the steps below to reset your password:

1. Click on **Forgot your password?**

2. Enter your username and email address as shown below:

   ![Forgotten your password form](image)

   Username: knappn
   E-mail: thanael.knapp@ukho.gov.uk

3. Click on **Submit** and the message below should appear, click **OK**

   ![Success message](image)

   The password has been sent to your e-mail address

4. Check your emails to retrieve your new password

   ![Password reminder email](image)

   You have requested a reminder of your password. The following temporary password has been created to enable you to access e-Navigator:

   Password: _miPTQ_

   This password is valid until 10/22/2011 16:02.

   Please change your password to one that is memorable to you.
5. Sign in by clicking on the sign in link at the top right of the Fleet Manager screen, inputting your existing username and new password that you received via email.

6. Once signed in you will be prompted to change your password to a memorable word.

Change password: Account # 3595 (WU2183)

Login: 
Old password: WU2183
New password: 
Confirm password: 

Please note! If you are the user of e-Navigator, you have to repeat registration process after change password.

[Save Changes]

Note: You can generate a new password by clicking [Generate]

7. Click on [Save Changes]

8. Once the password has been saved you will receive confirmation by email.
The table below shows the information that is sent to individual email addresses that are set up within Fleet Manager:

<table>
<thead>
<tr>
<th>E-mail Addresses</th>
<th>Information</th>
<th>Order Notification</th>
<th>Error Message</th>
<th>Permits</th>
<th>Updates</th>
<th>Docs</th>
</tr>
</thead>
<tbody>
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The table below shows the user permissions within Fleet Manager:

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<td>Updating Physical Holdings</td>
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<td>Product info (incl pricing changes, T&amp;Cs, licensing etc)</td>
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Glossary

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