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Introduction

Purpose of the User Guide
This guide is a comprehensive guide to Admiralty e-Navigator Fleet Manager. This guide is designed to help you get maximum benefit from using the application. The guide will direct you through all the functionality required to create, amend and authorise orders for Admiralty products, plus account management for Distributors, Shipping Companies and Vessels.

Note: Distributors should note that paper products must be ordered via the existing APOS ordering interface. Paper ordering via e-Navigator Fleet Manager will be delivered as a later release.

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 a standard browser such as Internet Explorer, to be used ashore by shipping companies and distributors.

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 providers. 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 ever 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 and/or Shipping Company) to one or more of the following groups for approval and/or fulfilment: Shipping Company, Distributor and 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.

• Once approved, orders for paper charts and publications are fulfilled by the Distributor.

• Requests for updates to digital charts, publications and the catalogue are handled in the same manner but do not require approval.
The Weekly Update

As a Distributor the way your vessels will receive the weekly update will depend on whether they are a Planning Station user or not. In summary:

- Vessels on Planning Station will receive an ads file direct from the UKHO via email which will be applied to Planning Station, from this file an exchange set can be created and transferred to the ECDIS.

- Dependent on End User Licence Record settings in Fleet Manager for vessels not on Planning Station. The vessel will receive the same email the Distributor receives containing the zip file of permits. This will occur if the ‘Email for Updates’ field is complete. If the ‘Email for Updates’ field is not complete the vessel will not receive an email from the UKHO and the Distributor will have to send the weekly update file they have received onto the end user.

Distributors will continue to receive the weekly summary of licences affected by the weekly update. In order for permits to be sent to the Distributor and/or the Shipping Company the Email for Updates check boxes on the End User/Vessel Licence Record must be checked. If these boxes are checked the permits etc will be sent to the relevant Chart Service email address registered within the Distributor and/or Shipping Company static records. (See End User/Vessel Licence Management)
Fleet Manager communicates with Planning Station on board a vessel via the internet. This can be an automatic 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.

Admiralty Distributors are responsible for:

- Registering and setting up vessels to use e-Navigator
- Providing access to e-Navigator for shipping companies
- 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
- Providing the Vessel with the most up to date version of the Planning Station Software
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 the 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.

Registration & Account Administration
Fleet Manager is a secure service only available to authorised Admiralty Distributors and associated shipping companies. In order to use Fleet Manager, Admiralty Distributors require an account. This will be configured and authorised by the UKHO and once complete you will receive personalised sign-in details.

Shipping companies will require account access by their authorised Admiralty Distributor, who will provide account administration and technical assistance as required.

How 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.

e- Navigator Fleet Manager is designed for use with Internet Explorer 7 or 8 and Firefox 3

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, ADRS6)

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

- 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. This depends on whether direct ordering approval has been given (see section Direct ordering properties). An order will always need approving by the Distributor.

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 emailed to distributors, shipping companies and end users / vessels dependent on settings. Generated permits are also stored so they can be downloaded.

Admiralty Raster Chart Service Permits
UKHO business systems will continue to generate ARCS permits. The permit generation request will be sent to the business 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 end users / vessels dependent on settings. Generated permits are also stored so they can be downloaded.

Admiralty Digital Publications
ADP keys will continue to be 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 endusers/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 as per the current process.

Ordering Paper Products

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

- Admiralty Charts (Standard Nautical Charts, Thematic Charts and Notices to Mariners)
- Admiralty Publications (Sailing Directions, Tidal Predictions, Radio Signals, List of Lights, Distance Tables, Catalogue, Paper Chart Maintenance, How to keep your Admiralty Charts up to Date, IALA Maritime Buoyage System, Ocean Passages for the World, Admiralty Symbols and Abbreviations, The Mariner’s Handbook and Astronomical Publications)

When orders are received from your customers you will be required to fulfil them from stock or order paper charts and publications using the existing APOS system. Future releases of Fleet Manager will provide support for direct order placement for paper products.

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

- Using the list catalogue 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)
- Direct input into APOS system (Distributors only)

All paper orders to the UKHO must be processed using the APOS interface.

Receiving Products
All paper products are dispatched as per the current process from UKHO.

Price Enquiries
Price enquiries can be submitted from Planning Station by the end user and by the Shipping Company in their email account. The Distributor can then reply to the end user via a standard email system with a price for that enquiry.

Updating Products

Digital Products
All electronically supplied permits are supplied automatically on receipt of a valid order; they will be up-to-date to the current week of dispatch. Media (e.g. application CD, 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 upon leaving UKHO, but may require further updates (via Notices to Mariners) on receipt by the customer.

Invoicing & Accounts

Invoicing
Invoicing and payment terms will remain as currently agreed with the Admiralty Distributor.

Managing Your Account
Distributors can perform a number of functions on their Fleet Manager account. If you experience any problems logging in or using any of the functions within Fleet Manager please contact UKHO Customer Services.
e-Navigator Account

How to obtain your account
A Distributor will be provided with an admin username and password from the UKHO from which they can create further users and viewers for their company. Shipping companies will have to contact their Distributor to request e-Navigator access. The Distributor will create a Shipping Company admin user account in order to provide the Shipping Company with a username and password. If you do not have the required username and password details, please contact UKHO Customer Services. Distributors will also supply the Planning Station media pack and create an end user record licence for vessels to activate e-Navigator Planning Station.

Important Note: Each individual user of Fleet Manager must have a username and password that is unique and must not be used by any other person. A single username and password is not allowed to be used by a group of users. As there is a record kept of user activities within Fleet Manager it is in your interest to keep your password secure. Any unauthorised use of Fleet Manager could result in the UKHO suspending or deleting your user account.

A user account can be set up by a Distributor admin user or a Shipping Company admin user, it is then the responsibility of this new user to change the password once signed into Fleet Manager to a new password only known by the individual user.

Before You Start
Before you log-in to the system ensure you have the following to hand:

1. Fleet Manager website address
2. Username & password
3. Fleet Manager User Guide
4. Fleet Manager is designed for use with Internet Explorer 7 or 8, Firefox 3 and Adobe Reader

Signing-In

1. Enter username and password.
   Note: User name is not case sensitive, password is case sensitive
2. Click on ‘Submit’ to access Fleet Manager

**Note:** Passwords must contain at least 8 alphanumeric characters, including at least one upper and lower case character and at least 1 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 at I have forgotten my password?

**Forgotten your Username?**
If you have forgotten your username you will need to contact UKHO Customer Services.

**Signing-Out**
You can sign-out of the system at any time by clicking on the “Sign out” button on the main toolbar. Any unsaved data or incomplete activity will be lost.

**Note:** The Basket Page retains products within the basket while skipping between different screens. The basket will be lost if you sign-out without saving it.
Functional Areas
When you have successfully logged into Fleet Manager you will be presented with the Home page.

Home Page

At the top of the Home Page you will find a tool bar containing the following options:

User Management

- **User Management**
  - Lists existing users and allows you to create new users
  - Lists existing Companies

Licence Management

- **Licence Management**
  - Lists existing end users records and allows you to create new end user records

Product Management

- **Product Management**
  - Displays all orders and allows you to filter those orders
  - List catalogue
  - Download base data, updates, Admiralty Information Overlay (AIO), binary catalogues & XML catalogues
  - Lists Distributor 3rd party products
Support

<table>
<thead>
<tr>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>My account</td>
</tr>
<tr>
<td>Contact us...</td>
</tr>
<tr>
<td>UKHO website</td>
</tr>
<tr>
<td>UKHO products</td>
</tr>
<tr>
<td>AIO Support</td>
</tr>
<tr>
<td>EULA</td>
</tr>
<tr>
<td>Planning Station User Guide</td>
</tr>
<tr>
<td>Vessel User Guide</td>
</tr>
<tr>
<td>Shipping Company User Guide</td>
</tr>
<tr>
<td>Distributor User Guide</td>
</tr>
</tbody>
</table>

Displays personal information

Allows you to submit enquiries direct to the UKHO Customer Services

Hyperlink to the UKHO website

Hyperlink to the Products page on the UKHO website

Hyperlink to a list of ECDIS Systems that currently support the Admiralty Information Overlay

Admiralty Digital Services End User Licence Agreement

Hyperlink to the Planning Station User Guide

Hyperlink to the Fleet Manager Vessel User Guide

Hyperlink to the Fleet Manager Shipping Company User Guide

Hyperlink to the Fleet Manager Distributor User Guide

Also on the Home Page are details of your account updates which are displayed through a My Messages and My Orders table.

**My Messages**
From the Home Page

<table>
<thead>
<tr>
<th>My Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>2</td>
</tr>
</tbody>
</table>

Access to High Priority Messages
Access to Normal Priority messages

**My Orders**
From the Home Page

<table>
<thead>
<tr>
<th>My Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Shortcut to Rejected orders
Shortcut to Pending orders
Shortcut to orders Expecting your approval
Account Management
This section is for managing your own Distributor account and your relevant Shipping Company accounts.

Managing your own Distributor account
You can make a number of changes to your Fleet Manager account. If you experience any problems logging in or using any of the functions within Fleet Manager please refer to the Trouble Shooting section and the Knowledge Base. If this does not resolve your problem please contact UKHO Customer Services.

As a Distributor you are responsible for keeping your accounts up-to-date and making changes where necessary. You are also responsible for maintaining your customer accounts.

To manage your account:

1. Go to User Management > Companies
2. Double click on your account

![User Management > Companies](image-url)
3. Your account will now appear

<table>
<thead>
<tr>
<th>User Management &gt; Companies &gt; Company</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company summary</strong></td>
</tr>
<tr>
<td>Company ID: 016</td>
</tr>
<tr>
<td>Registration number: GB12345</td>
</tr>
<tr>
<td>Company: Distributor 1</td>
</tr>
<tr>
<td>Company type: Distributor</td>
</tr>
<tr>
<td><strong>Details</strong></td>
</tr>
<tr>
<td>Description:</td>
</tr>
<tr>
<td><strong>Address Information</strong></td>
</tr>
<tr>
<td>City: Barnstable</td>
</tr>
<tr>
<td>Street: 111 Apple Street</td>
</tr>
<tr>
<td>Post Code: E10 205</td>
</tr>
<tr>
<td>Country: United Kingdom</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
</tr>
<tr>
<td>Contact name:</td>
</tr>
<tr>
<td>e-mail: <a href="mailto:abc@example.com">abc@example.com</a></td>
</tr>
<tr>
<td>e-mail: <a href="mailto:def@example.com">def@example.com</a></td>
</tr>
<tr>
<td>Phone: 1234</td>
</tr>
<tr>
<td>Fax Number:</td>
</tr>
<tr>
<td>e-mail: <a href="mailto:ghi@example.com">ghi@example.com</a></td>
</tr>
<tr>
<td><strong>Service Information</strong></td>
</tr>
<tr>
<td>Delivery Address (for paper products):</td>
</tr>
<tr>
<td>Sales e-mail: <a href="mailto:info@bhinds.co.uk">info@bhinds.co.uk</a></td>
</tr>
<tr>
<td>ARC Chart Service e-mail 2:</td>
</tr>
<tr>
<td>Sales phone:</td>
</tr>
<tr>
<td>SAP properties</td>
</tr>
<tr>
<td>Privilege: [Select one]</td>
</tr>
<tr>
<td>Payment Method: [Select one]</td>
</tr>
<tr>
<td>Customer Group: [Select one]</td>
</tr>
<tr>
<td>Price Group: [Select one]</td>
</tr>
<tr>
<td>Unloading Points</td>
</tr>
<tr>
<td>Attached Partners</td>
</tr>
<tr>
<td>Distributor properties</td>
</tr>
</tbody>
</table>

Distributor accounts will be set up by the UKHO

Address information can only be amended at the UKHO

Contact information can be amended by a Distributor Admin User

Service information can be amended by a Distributor Admin User

SAP properties can only be amended at the UKHO

Unloading points are agreed days for dispatching products to a distributor. These can only be amended at the UKHO.

Attached Partners shows details of different parties such as 'Sold to', 'Bill to' and 'Payer' and can only be amended at the UKHO.

Distributor properties are set by the UKHO

4. If you update any fields make sure you click on the *Save Changes* button.
Create a Shipping Company
Distributors cannot create a Shipping Company. If an account is required you should contact UKHO Customer Services. Once a Shipping Company has been created by the UKHO, Distributors are able to set up Shipping Company user access, see section Creating Fleet Manager User Accounts.

View Shipping Company Account
Distributors are able to view all the Shipping Companies that are registered to you as a Distributor. To view accounts follow these steps:

1. Go to User Management > Companies
2. Double Click on the Shipping Company you wish to view from the list
3. The Shipping Company account will now appear

Company summary is populated by the UKHO

Descriptions or any additional notes can be entered here

Mandatory fields are:
- City
- Street

Mandatory fields are:
- Contact name
- e-mail address (see section E-mail Addresses for more information)

Service information can be altered by the Distributor Admin User

SAP properties can only be entered by the UKHO.

Unloading points are not applicable to a Shipping Company User

Attached partners are not applicable to a Shipping Company record.
Editing a Shipping Company Account

A Distributor can edit certain fields of a Shipping Company account. Follow the steps in View Shipping Company Account to view a Shipping Company account, once in the account the following information can be edited and updated:

- Address Information
- Contact Information
- Service Information e.g. delivery address for paper products

Once the changes have been made, click on Save Changes or the changes will be lost.

Direct ordering properties

Direct Ordering options are available within Fleet Manager for end users / vessels. Shipping companies have control over the direct ordering from their end users / vessels. Shipping companies authorising direct ordering allows orders from an end user / vessel, that meet the criteria set by the Shipping Company, to be processed immediately by the Distributor without approval from the Shipping Company. Shipping companies can still view the orders in Fleet Manager. Direct ordering for end users / vessels can only be authorised and set up by the vessel’s Shipping Company.

Delete Shipping Company Account

Distributors cannot delete Shipping Company accounts on Fleet Manager. If you need to delete an account contact UKHO Customer Services.

Creating Fleet Manager User Accounts

Shipping companies will require access to Admiralty e-Navigator Fleet Manager. As a Distributor you are able to view your Shipping Company user accounts and can create new users if required. Distributors can also create users for their own use. The following users can be created by a Distributor Admin user:

- Dist User – Distributor account with ordering rights
- Dist Viewer – Distributor account with viewing only
- ShipCo Admin – Shipping Company account with admin/ordering rights
- ShipCo User – Shipping Company account with ordering rights
- ShipCo Viewer – Shipping Company account with viewing only
- End User – Vessel account

See User Roles for further information

To add new accounts follow the steps below:

1. Go to User Management > User List
2. First search to see if the user you wish to set up already exists, if a new user is required then:
3. Click on Add User hyperlink
4. In ‘Account’ section:
   - Choose the Distributor/Shipping Company for the new user by clicking on ‘Select’
   - Search for the Distributor/company from the pop-up box and select by double clicking
5. Select the role required, such as:

For Distributor:
- Dist User – Distributor account with ordering rights
- Dist Viewer – Distributor account with viewing only

For Shipping Companies:
- ShipCo Admin – Shipping Company account with admin/ordering rights
- ShipCo User – Shipping Company account with ordering rights
- ShipCo Viewer – Shipping Company account with viewing only
- End User – Vessel account

6. In General Info ‘NEW Account’ section
   - Create user name or click ‘Generate’
   - Passwords are created by selecting ‘Generate’.

7. Complete ‘Personal Information’ section. Fields marked with * are mandatory.

8. Select ‘Save Changes’.
9. Confirmation that the user has been successfully saved will appear. Click ‘OK’.

10. The user will receive two email confirmations sent to the email address added in Personal information. One will contain the User Name and other will contain the Password generated. Below are examples of the content of the two emails the newly created User will receive:

• **Generated Password**

   Your account has been created on e-Navigator and you can now activate your Planning Station software. Your password is:
   Password - Bn8CXSxj

• **Login Details**

   Your account has been created on e-Navigator and you can now activate your Planning Station software. Your login is:
   Login - fatvessel301
Deleting a Fleet Manager User Account
User accounts can be deleted by Distributor/Shipping Company Admin Users.

The steps are the same for each type of user, if you follow the steps and find you cannot delete a user, this may be because you do not have permissions to do so.

1. Go to User Management > User List

2. Select the user that requires deleting by double clicking.
3. The user’s account will now appear

4. Click on **Delete User**

5. A pop up box will now appear, if you are happy to delete this user click **Yes** if not click **No**

6. Click **OK** to confirm deletion of user
End User / Vessel Licence Management
This section is for managing your end user / vessel accounts.

Create End User Licence Record

Follow the steps below to register an end user / vessel. Distributors are to register each type of end user:

- IMO Vessel
- Non-IMO Vessel
- Ship Co
- Training School
- Shore Based

Please Note: If an IMO Vessel is not listed, please contact Customer Services who can arrange for the Vessel to be added.

1. Go to Licence Management > Licenses

2. Choose Add Licence hyperlink

3. Choose the end user type required from the pop up box.

-The end user registration record will now be displayed, complete the relevant fields as shown in the table on the next page:
## Settings for End User Licence Records

### New Licence

<table>
<thead>
<tr>
<th>Select a Shipping Company</th>
<th>Click on ‘select’ and choose the required Shipping Company</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Set the vessel's Distributor for digital products</th>
<th>This will be set by the Distributor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distributor for Digital Products: Make me the Distributor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Set the vessel's Distributor for paper products</th>
<th>This will be set by the Distributor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distributor for Paper Products: Make me the Distributor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email for updates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is a mandatory field if the vessel is a Planning Station user (Bob User). If the vessel is not yet a Planning Station user please leave blank but tick for the Distributor and/or company user to receive weekly update permits</td>
</tr>
<tr>
<td>E-mail for Updates:</td>
</tr>
<tr>
<td>Distributor</td>
</tr>
<tr>
<td>Company Users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provide Fleet names</th>
<th>Enter a name to identify fleets (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fleet Manager:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Include additional email addresses for update data to be sent</th>
<th>If required enter additional emails so that permits and data can be received by other users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional e-mails</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enter the end users delivery address for physical products</th>
<th>Physical delivery address:</th>
</tr>
</thead>
</table>

### Vessel Info

<table>
<thead>
<tr>
<th>Set up vessel information, select the button ‘Choose vessel’ to select from a list of IMO vessels. If the vessel is not listed please contact customer services, or please add details for a Non-IMO vessel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMO Vessels - Click ‘Choose Vessel’ and select the required vessel, this populates the vessel Information</td>
</tr>
<tr>
<td>Vessel Info</td>
</tr>
<tr>
<td>IMO Number</td>
</tr>
<tr>
<td>Call Sign</td>
</tr>
<tr>
<td>Contact Email</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non IMO Vessel details to be added by the Distributor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vessel Info</td>
</tr>
<tr>
<td>Call Sign</td>
</tr>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Contact Email</td>
</tr>
</tbody>
</table>

### Licensee Company

<table>
<thead>
<tr>
<th>Enter Company Registration Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Company Registration Number</td>
</tr>
<tr>
<td>Enter Company VAT Number</td>
</tr>
</tbody>
</table>

### Training School
## Settings for End User Licence Records

<table>
<thead>
<tr>
<th>Enter Registration Name</th>
<th>IMO Vessel</th>
<th>Non-IMO Vessel</th>
<th>ShipCo</th>
<th>Training School</th>
<th>Shore Based</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Accreditation Number</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

### Additional Properties

- **Allow vessels to make Direct Orders:** Shipping companies can only tick this box to enable direct ordering for their end users / vessels. This allows end user / vessel orders to go straight to the Distributor.
  - **Allow licence users to make Direct Orders:**

- **Set maximum e-mail size (KB):** Enter maximum email size for individual emails. Emails sent from Fleet Manager will be no larger than the size entered/split into individual emails that do not exceed the maximum size.
  - **Maximum e-mail size (KB):**

- **Set maximum e-mail transmission:** Enter maximum email transmission size. The total size of all emails sent from Fleet Manager in response to a request will not exceed the size entered.
  - **Maximum transmission size (KB):**

- **Set up weekly e-mails containing permits and data:** Tick to enable updates to be sent weekly.
  - **Send e-mail updates weekly:**

- **Allow data to be downloaded:** If the user does a 'get update' on Planning Station.
  - **Allow users to download data:**

- **Set maximum order value for direct ordering ($) (Shipping Companies only):** Enter the maximum value for direct orders (Shipping companies only).
  - **Maximum direct order price ($) (Not limited):**

- **Set maximum order value for direct ordering (£) (Shipping Companies only):** Enter the maximum value for direct orders (Shipping companies only).
  - **Maximum direct order price (£) (Not limited):**

- **Setting the licence for a Planning Station user:** Tick the box to set the licence for an end user of Planning Station.
  - **Planning Station User:**

- **Display Planning Station version number:** If vessel is a registered Planning Station user the PS version will appear here.
  - **Planning Station Version:**

### Subscription Options:
(tick the required products and options)
# Settings for End User Licence Records

<table>
<thead>
<tr>
<th>IMO Vessel</th>
<th>Non-IMO Vessel</th>
<th>ShipCo</th>
<th>Training School</th>
<th>Shore Based</th>
</tr>
</thead>
</table>

## End Users

### IMO Vessel

**AVCS Enabled**

This will be ticked if the vessel has an AVCS licence. If the user does not have a licence please tick to allow them to order one.

- **Tick the content required.** The content will be sent as part of the weekly email to address set in email for updates.

  - **Catalogue**: includes a catalogue update for AVCS product as part of the weekly update email.
  - **Permit**: This tick box will be greyed out for vessels and will be sent to the Distributor if the user is not a Planning Station user or can be to the vessel if they are a Planning Station user.
  - **Update**: includes the product data updates as part of the weekly update email.
  - **New Charts**: includes the product data for new editions as part of the weekly update email (if the chart is held).

### Non-IMO Vessel

**AVCS Enabled**

**Set weekly email content for AVCS**

- **Catalogue**: includes a catalogue update for AVCS product as part of the weekly update email.
- **Permit**: This tick box will be greyed out for vessels and will be sent to the Distributor if the user is not a Planning Station user or can be to the vessel if they are a Planning Station user.
- **Update**: includes the product data updates as part of the weekly update email.
- **New Charts**: includes the product data for new editions as part of the weekly update email (if the chart is held).

**Tick the content required.** The content will be provided as part of AVCS response to requests.

### ShipCo

**ARCS Enabled**

This will be ticked if the vessel has an ARCS licence. If the user does not have a licence please tick to allow them to order one.

- **Tick the content required.** The content will be sent as part of the weekly email to address set in email for updates.

  - **Catalogue**: includes a catalogue update for ARCS product as part of the weekly update email.
  - **Permit**: This tick box will be greyed out for vessels and will be sent to the Distributor if the user is not a Planning Station user or can be to the vessel if they are a Planning Station user.
  - **Update**: includes the product data updates as part of the weekly update email.
  - **New Charts**: includes the product data for new editions as part of the weekly update email (if the chart is held).

**Tick box to enable the end user’s ARCS catalogue to remain up-to-date and access to ordering products**

### Training School

**ARCS Enabled**

**Set weekly email content for ARCS**

- **Catalogue**: includes a catalogue update for ARCS product as part of the weekly update email.
- **Permit**: This tick box will be greyed out for vessels and will be sent to the Distributor if the user is not a Planning Station user or can be to the vessel if they are a Planning Station user.
- **Update**: includes the product data updates as part of the weekly update email.
- **New Charts**: includes the product data for new editions as part of the weekly update email (if the chart is held).

**Tick the content required.** The content will be provided as part of ARCS response to requests.

### Shore Based

**ARCS Enabled**

**Set content for ADS response.**

- **Include new charts**: allows users to download data; users will receive product data when a Planning Station 'Get Update' is requested.
- **AIO**: If ticked a AIO permit will be sent in the permit file for all AVCS licences.

**Tick the content required.** The content will be provided as part of ADS response to requests.

- **Catalogue**: includes a catalogue update for AVCS product as part of the weekly update email.
- **Permit**: This tick box will be greyed out for vessels and will be sent to the Distributor if the user is not a Planning Station user or can be to the vessel if they are a Planning Station user.
- **Update**: includes the product data updates as part of the weekly update email.
- **New Charts**: includes the product data for new editions as part of the weekly update email (if the chart is held).

**Tick box to enable the end user’s ARCS catalogue to remain up-to-date and access to ordering products**

### Physical Publications

**Keep end user’s catalogue up-to-date and allow ordering**

Tick the box to enable the end user’s catalogue to remain up-to-date for paper products and access to ordering. If the vessel has an existing ADP licence enter the Startup key.

- **Paper**
- **ALL**
- **ARPS**
- **Sailing Directions**
- **Tide Tables**

### ADP Publications

**Keep end user’s ADP catalogues up-to-date and allow ordering.**

If the vessel holds an existing ADP licence. Tick all boxes so the end user can order these products.

- **Keep end user’s catalogue up-to-date and allow ordering**
- **ADP Online**:
  - **Start Key**:
  - **ALL**
  - **ARPS**
  - **Tide Tables**

### Third Part Products

**Enable the viewing of Grib weather files**

If the user is a Planning Station user the ‘weather enabled’ is visible. This will be ticked and greyed out.

**Tick the box to enable the end user’s catalogue to remain up-to-date for ADP products and access to ordering.**

**Paper**

- **ALL**
- **ARPS**
- **Sailing Directions**
- **Tide Tables**
### Settings for End User Licence Records

<table>
<thead>
<tr>
<th>End Users</th>
<th>IMO Vessel</th>
<th>Non-IMO Vessel</th>
<th>ShipCo</th>
<th>Training School</th>
<th>Shore Based</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow end users/vessels to purchase third party products</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Another 3P Catalogue**

### AVCS Permits:

**Note:** this section is only visible if ‘AVCS enabled’ in ‘Subscription Options’ is ticked

- **Details of user permits**
  - Enter ECDIS user permits for system that will use AVCS

- **Allow AVCS to be viewed in Planning Station**
  - Tick ‘Send Planning Station Permits’, if the user wishes to view AVCS on Planning Station

### ARCS Permits:

**Note:** this section is only visible if ‘ARCS enabled’ in ‘Subscription Options’ is ticked

- **Details of user permits**
  - Enter ECDIS user permits for system that will use ARCS

- **ARCS user permit PIN**
  - 

- **Allow ARCS to be viewed in Planning Station**
  - Tick ‘Send Planning Station Permits’, if the user wishes to view ARCS on Planning Station

**Paper Chart Updating:**

Distributors are requested to choose a message that will be displayed on Planning Station if a vessel tries to update paper charts.

![Save Changes](image)

The end user is now registered. If you have set this record up for a Planning Station User you may now create a username and password.
Create End User Username and Password

A Distributor must create an end user on e-Navigator Fleet Manager if a Planning Station user is requested, following the registration of an end user licence record in step Create End User Licence Record.

1. Go to User Management > User List

2. Choose Add User hyperlink

3. In ‘Account’ section
   - select the required Shipping Company from the list by double clicking in the table.
4. Select ‘End User’ as role

5. In ‘End User’ section click on - search for the required vessel, select by double clicking in the table.
6. In ‘General Info NEW Account’ section
   - create username and password or click generate

   ![General Info NEW Account section]

   Usernames can be set up in two ways. They can be automatically generated by clicking on the ‘Generate’ button or set specifically by the user. Passwords are automatically generated by clicking on the ‘Generate’ button.

   **Note:** Passwords must contain at least 8 alphanumeric characters, including at least one upper and lower case character and at least 1 number from 0–9.

7. Complete ‘Personal Information’ section. Fields marked with * are mandatory

   ![General Info NEW Account section]

8. Click on **Save Changes** button

9. You will now be prompted to send the username and password to the email address that you entered above. If you click **No**, make sure you send the details to the vessel later so they can activate Planning Station.

   ![End User notification]

   Do you want to send login/password details to end user now?

   - Yes
   - No
10. If you click the Yes button, the user will now receive two emails, one containing the username and one containing the password.

11. Confirmation that the user has been successfully saved will now appear.

12. Below are examples of the two emails you will receive.

<table>
<thead>
<tr>
<th>From:</th>
<th><a href="mailto:hutching.dennis@ukho.gov.uk">hutching.dennis@ukho.gov.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject:</td>
<td>e-Navigator user details 1</td>
</tr>
<tr>
<td>To:</td>
<td>Hutching Dennis</td>
</tr>
<tr>
<td>Message:</td>
<td>Your account has been created on e-Navigator and you can now activate your Planning Station software. Your password is: Password – DEMO01</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>From:</th>
<th><a href="mailto:hutching.dennis@ukho.gov.uk">hutching.dennis@ukho.gov.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject:</td>
<td>e-Navigator user details 1</td>
</tr>
<tr>
<td>To:</td>
<td>Hutching Dennis</td>
</tr>
<tr>
<td>Message:</td>
<td>Your account has been created on e-Navigator and you can now activate your Planning Station software. Your login is: Login – DEMO01</td>
</tr>
</tbody>
</table>

**Creating the Installation CD**

The Planning Station software CD is pressed at the UKHO and does not contain an Admiralty Catalogue. An up-to-date catalogue should be downloaded by the distributor onto the Installation CD and added to the Media Pack.

In order to ensure the file sizes an end user / vessel downloads on activation are kept to a minimum (and therefore the cost also) we are providing Distributors with a blank CD named ‘Installation CD’. The latest catalogue needs to be downloaded from Fleet Manager, burnt to this CD and included in the Media Pack so that the vessel can upload the catalogue onto the Planning Station before activation. Please also ensure that the week number is written on the CD.

For your ease of use, the process of downloading the latest catalogue from Fleet Manager is described below:

1. Sign into Fleet Manager
2. Navigate to Product Management > Downloads
3. Scroll down to the ‘Binary Catalogues’ box.
4. Tick the boxes for the required catalogues and click [download].

5. Save the file and burn onto the blank CD named ‘Installation CD’.

6. Check the burning process was successful by viewing the list of files now stored on the CD.

7. Write the week number in the space on the CD. This can be found in the list of binary catalogues next to the AVCS or ARCS tick boxes. In the example above it is for week 39/2009.

8. Please note you will need to create an Installation CD for each Planning Station Media Pack you send out, as each vessel will require one.
View End User Licence Record

A Distributor can view the End User Licence Record for all the end users registered to them. To view an End User Licence Record follow the steps below:

1. **Go to Licence Management > Licenses**
2. **Click on the enduser/vessel that you wish to view**
3. The licence record will now appear. This can be set by the Distributor on initial set up. Any changes will be managed by the UKHO.

Shipping Company: Will already be populated with the vessel’s Shipping Company.

Distributor for Digital products: The UKHO will select this

Distributor for Paper products: If you supply the vessel with Paper Products ensure the tick box is set to make you the Paper Distributor. You should also check that ‘physical publications’ section has the products you want the vessel to be able to order from you 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.

Vessel Info: all fields with an * need populating. The Distributor can complete the remaining fields if the information is available.

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 sent to the email for updates stating that information has not been sent but is available for download.

AVCS Enabled: This will be ticked and already completed if the vessel is an AVCS user. If the user is not an AVCS user, tick this box to allow them to order AVCS.

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.

Permit: If the vessel is a Planning Station user they will receive their updated permits as part of the weekly update email. If they are not a Planning Station user the Distributor will receive the updated permit file weekly where the licence has been affected by changes.

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.

New Charts: If ticked the user will receive product data for new charts as part of the weekly update email.

ADS Response: This determines the type of data the user will receive when ordering from Planning Station. It is recommended that all these are ticked.

Include new charts: If this is ticked and the allow users to download data is ticked (in Additional Properties), users will receive product data when performing a ‘Get Update’ request.

AIO: If this is ticked the user is will receive the AIO permit in their AVCS permit files.

AVCS Permits: This box is only visible if ‘AVCS Enabled’ in ‘Subscription Options’ is ticked.

ECDIS user permits for the system that will use AVCS are displayed here. Further permits, up to a maximum of 5 including a Planning Station user permit, can be added.

Send Planning Station Permits: Tick this box if the user wishes to view AVCS on Planning Station. This will use one of the five user permits.

Paper Chart Updating: Distributors are requested to choose a message that will be displayed on Planning Station if a vessel tries to update paper charts.

Email for updates: This should be populated with the vessel’s end user email address.

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.

If your vessel is not a Planning Station User and you want to receive weekly update to go the Distributor Only:
- tick the distributor box
- leave email for updates box blank
- ensure ‘Send email updates weekly’ in the additional properties box is ticked.

This will send a zip files for ARCS and AVCS to the Distributor weekly where the licence has been affected by changes.

Physical delivery address: The endusers address can be entered here for physical 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 subscriptions options selection.

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

ARCS Enabled: This will be ticked and already completed if the vessel is an ARCS user. If the user is not an ARCS user, tick this box to allow them to order ARCS.

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.

Permit: If the vessel is a Planning Station user they will receive their updated permits as part of the weekly update email. If they are not a Planning Station user the Distributor will receive the updated permit file weekly where the licence has been affected by changes.

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.

New Charts: If ticked the user will receive product data for new charts as part of the weekly update email.

ADS Response: This determines the type of data the user will receive when ordering from Planning Station. It is recommended that all these are ticked.

Include new charts: If this is ticked and the allow users to download data is ticked (in Additional Properties), users will receive product data when performing a ‘Get Update’ request.

Physical Publications: None of these will be ticked by the UKHO. If you are this vessel/end user’s paper distributor tick these boxes so 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.

ECDIS user permits for the system that will use ARCS are displayed here. Each permit also requires a 4 digit pin. Further permits, up to a maximum of 5 including a Planning Station user permit, can be added.

Send Planning Station Permits: Tick this box if the user wishes to view ARCS on Planning Station. This will use one of the five user permits.
View End Users Username and Password

You are able to view a given username but you cannot view the corresponding password. If the password has been forgotten, you will have to create a new password. To create a new password, follow the steps below and enter a new password and save changes. A user’s password can also be reset by following the instructions in section Trouble Shooting. Follow the steps below to view a username, change a password, and other account details:

1. **Go to User Management > User List**

2. **From the user list select the end user**

3. **Select the required user to view the account details by double clicking in the table.**

4. **If you make any changes on this page make sure you click on **Save Changes** to retain the changes made.**

**Note:** If a user has forgotten their password, you as a Distributor can generate a new password which will be emailed to the users email address. You will not be able to view passwords or manually change a password.
**Editing an End User Licence Record**

An end user licence record can be edited. Information that can be edited:
- Email addresses and preferences
- Add/Change Permits
- ECDIS user
- Subscriptions
- Weekly updates

These can all be edited by going to:

1. **Go to Licence Management > Licenses**
2. **Select the Licence Record**
3. Edit the information shown below:

- Distributors can change the Shipping Company for the vessel.
- Email for updates can edited. By having these boxes ticked all permit/data will be copied to the Distributor and Shipping Company.
- Additional e-mails can be used to send permits/data to more than one e-mail address if required.
- Some information can be edited here.
- Direct ordering can be set up here, but only by the Shipping Company for end users / vessels. Note the Direct Ordering box default is not ticked.
- Tick boxes to enable e-mail updates and downloads for the end user licence along with e-mail size preferences.
- ‘Generate certificates’ will produce AVCS & ARCS permit certificates.
- Set up subscriptions for the end user licence record. Ticking the boxes will enable the end user to view up-to-date catalogues and be able to order these products. A Distributor should ask the end user which products they require before completing this section.

AVCS Permits – User permits (for the systems that will use AVCS) are entered and edited here. An end user has up to 5 permits for AVCS. Ticking ‘Send Planning Station Permits’ will enable AVCS Charts to be viewed on Planning Station. If this box is ticked then one of the five permits will be used to view the AVCS Charts on Planning Station.

ARCS Permits – User permits are entered (for the systems that will use ARCS) and edited here. An end user has up to 5 permits for ARCS. Ticking ‘Send Planning Station Permits’ will enable ARCS Charts to be viewed on Planning Station. If this box is ticked then one of the five permits will be used to view the ARCS Charts on Planning Station.
Order New Digital Chart Licence

If one of your end users / vessels does not have an ARCS or AVCS licence you can order these through Fleet Manager.

1. Go to **Product Management > Catalogue**

2. Click on select licence and choose the end user / vessel from the pop up box

3. Select product type

4. Select products by clicking the line or tick box (Search function can be used)

5. Select other product types if required
6. Click on **View basket** to review your order and select a duration for the products, you can select the same duration for all products.

7. Click on **Submit Order**

8. ‘Order Options’ page appears

9. Select the licence required from drop-down list for new ARCS licence

   ![New ARCS License Option](image)

10. Select the licence required from drop-down list for new AVCS licence

   ![New AVCS License Option](image)

11. Enter a Purchase Order number of your choice

   ![Purchase Order Number](image)

   **Note:** Purchase Order numbers can only be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

12. Click on ‘Submit Order’ icon

13. Warning text box appears

   ![Information](image)

   **Order # 659 submitted. Note that digital order can not be cancelled.**

   ![OK](image)

14. Go to **Product Management > Orders**
15. Enter submitted order number into ‘Order #’ field or select order from list.

16. View ‘Status’ column e.g.

- AVCS shows as ‘Completed’
- ARCS shows as ‘External Processing’ after a short time the status will change to ‘Completed’
- ADP shows as ‘External Processing’ after a short time the status will change to ‘Completed’
- Paper products show as ‘Fulfilment in progress’

17. The permits will now be produced and sent, you can view the permits via:

- Your Distributor email account, email received containing AVCS and ARCS permits

or

**Home > My Messages**

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

- Click on ‘View’ next to ‘Normal’ message type
- Identify order number
- Click on message hyperlink
- Message shows that order has been completed

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

   Go to Licence Management > Licenses

19. Use search function to find end user record for the vessel

20. Click on vessel hyperlink

21. Note the following information has been input into ‘Subscription Options’ section:

   - SAP Numbers
   - Licence types
   - Licence expiry dates
22. Click on **View Holdings** hyperlink

23. The products ordered are now in the vessel’s holdings

**Renew Existing Holdings**

You can use Fleet Manager to renew a vessel's holdings in its entirety or only select certain products to renew.

1. Go to **Product Management > Catalogue**

2. Click on **Select Licence** and choose the vessel from the pop up box

3. Click on **Holdings**
4. Select products that have either a red or amber 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

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

6. 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.

7. Once you have either selected the products required for renewal or the entire holdings, click on

8. The basket will now be displayed with all the items for renewal. Here you can change the period for each product as shown: (some products can only be purchased for certain periods).

9. If the permit is still current and not due to expire it will be filtered before submitting your order.

10. Enter a Purchase Order number of your choice

    **Note:** Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

    Purchase Order Number (Optional):
II. Click on ‘Submit Order’ icon

I2. Confirmation of the order appears, click OK

13. You are then redirected to the orders page

I4. Select the order from list by clicking double clicking on the order or tick the box and select the view order icon. Alternatively enter submitted order number into ‘Order #’ field

I5. View ‘Status’ column e.g.
- AVCS shows as ‘Completed’
- ARCS shows as ‘External Processing’ after a short time the status will change to ‘Completed’

I6. The permits will now be produced and sent, you can view the permits via email:
- Your Distributor email account, Email received containing AVCS and ARCS permits
  or
- Go to Home > My Messages
- Click on ‘View’ next to ‘Normal’ message type
- Click on message hyperlink
- Message shows that order has been completed

17. Check the permits are correct by following these steps:
   Go to Licence Management > Licenses

18. Use search function to find end user record for the vessel

19. Click on vessel hyperlink

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

21. Click on hyperlink

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

**Renew Existing Licence**

1. Go to Product Management > Catalogue

2. Click on and choose the vessel from the pop up box

![Image of product management catalogue]

2. Click on **Holdings**. This will bring up a list of the vessels holdings

3. Products have either an amber or red circle in the status column.
   - Amber means the product is due to expire
   - Red circle means the product has expired
   - Green circle means that the product is still well within its expiry date
4. You can now select permits to renew by selecting any red or amber circled 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, you can add new products to your order by clicking on [Catalogue].

6. Select products that you wish to renew 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 to be renewed. Renew AVCS and/or renew ARCS boxes will be checked and a message informing you that the licence will be renewed is displayed on the order page.
9. Enter a Purchase Order number of your choice

Note: Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

10. Click on 'Submit Order' icon

11. Confirmation of the order appears, click OK

12. You are then redirected to the orders page

13. Select the order from list by clicking double clicking on the order or tick the box and select the view order icon. Alternatively enter submitted order number into 'Order #' field

14. View 'Status' column e.g.
   - AVCS shows as 'Completed'
   - ARCS shows as 'External Processing' after a short time the status will change to 'Completed'
15. The permits will now be produced and sent, you can view the permits via:

- Your Distributor email account, email received containing AVCS and ARCS permits or

**Home > My Messages**

<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>

- Click on ‘View’ next to ‘Normal’ message type
- Click on message hyperlink
- Message shows that order has been completed

16. To check permits are correct:

- Go to **Licence Management > Licenses**

17. Use search function to find end user record for the vessel

18. Click on vessel hyperlink

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

20. Click on **View Holdings** hyperlink

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

You can use Fleet Manager to convert an end users licence from a trial to a full licence

1. **Go to Licence Management > Licenses**

2. **Use search function to find end user record for the vessel required and double click to select**

3. **Scroll down to 'Subscription Options' section:**

![Subscription Options](image)

4. **Check that the AVCS or ARCS licence is a Trial licence; the above example shows the AVCS licence is a trial licence**

5. **Check licence end date is in the future or licence is within grace period (1 month after expiry)**

6. **Go to Product Management > Catalogue**

7. **Click on and choose a vessel from the pop up box.**
8. Select **Holdings** to view products currently held by the vessel. The vessel holdings are selectable by product type using the drop down menu.

![Select Product Type](image)

9. If you need to convert all of your holdings to a full licence then select **Add Holdings to Basket** and this will add all your holdings to your basket.

If you only need to convert some of your holdings from a trial licence to a full licence then you will need to scroll through your list of holdings and add each product individually.

10. If you need to add more products then select **Catalogue** to return to the catalogue page where you can add more products by selecting them, adding the product to your basket.

![Product Management > Catalogue](image)

11. When you have finished adding products to your basket select **View basket**.

12. ‘Order Options’ page appears

![Product Management > Catalogue Order Options](image)

13. Tick the box ‘Convert AVCS Licence to Full’ or ‘Convert ARCS Licence to Full’, you cannot add more products to a trial licence without converting to a full licence.
14. Enter a Purchase Order number of your choice if required

**Note:** Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

15. Change ‘Period’ of products if required

16. Click on ‘Submit Order’ icon to complete your order
Holdings Management

Creating Paper Holdings files in Fleet Manager

As part of the commercial roll out of Planning Station to vessels, Distributors are required to create a paper holdings file for inclusion in the Planning Station media pack or to be emailed to the vessel. This file will ideally include the following paper products:

- Paper Charts
- Admiralty Lists of Lights
- Admiralty List of Radio Signals
- Sailing Directions
- Tide Tables
- Miscellaneous Publications

There are two methods available to create this file; both of these are explained below:

- Manually key in vessel’s paper holdings file
- Use excel to create the paper holdings file

Manually Key in a Vessel’s Paper Holdings

1. To manually key in all paper products the Distributor must first ensure the end user / vessel’s licence record has those products ticked in the licence record (Licence Management > Licenses > Select licence):
2. Go to Product Management > Catalogue

3. Select the vessel you require by going to Select Licence and selecting the licence from the pop up menu.

4. Select the paper product type you require from the drop down box.
Paper product types selectable include:-

- Paper Charts
- Admiralty List of Lights (ALL)
- Admiralty List of Radio Signals (ALRS)
- All Sailing Directions Volumes
- Tide Tables
- Miscellaneous Publications

5. Select 📚 Edit Holdings

6. The Edit Holdings screen will appear. Select the paper products you hold by selecting the relevant lines.

![Edit Holdings Screen](image)

7. Select the tick icon in the bottom left corner of the screen to confirm the changes.

![Confirm Changes](image)

8. An Apply Changes pop up will appear, select Ok.

![Apply Changes Pop Up](image)

9. The changes have now been applied. You will be asked if you would like to return to the Catalogue.

![Holdings Updated](image)

10. Repeat this process for other paper products which the vessel holds. i.e. ALRS, ALL, Sailing Directions etc.
II. When complete select the 'Export all Holdings Button'

1. When complete select the 'Export all Holdings Button'

2. Save the holdings file. All holdings are saved as a .hld file. Although digital charts are saved in this file, only paper holdings will be uploaded into Planning Station.

3. This file can be saved onto removable media and passed to the vessel for upload into Planning Station or sent via email.

   We would recommend that the Distributor keeps a copy of this .hld file.
Using Excel to create the Paper Holdings File

1. Using Excel create a list of products

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Charts</td>
<td>100</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Charts</td>
<td>1000</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Charts</td>
<td>1001</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Charts</td>
<td>1002</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Charts</td>
<td>1003</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Charts</td>
<td>1004</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Charts</td>
<td>1005</td>
<td>/</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALL</td>
<td>NP14</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALL</td>
<td>NP15</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sailing Directions</td>
<td>NP10</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sailing Directions</td>
<td>NP11</td>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Column A must list the product type as per Fleet Manager as below:

- Paper Charts
- ALL
- ALRS
- Sailing Directions
- Tide Tables
- Misc Publications

Column B must be the product ID

Column H must include a forward slash (/) for paper charts and a hyphen (-) for other paper products.

2. If you are exporting paper holdings details from chart management software to excel, please check to ensure there are no duplicate entries. You can do this by following the steps in Annex A

3. Save the file as a Text (tab delimited) file
A warning message will display, click yes

4. The .txt file needs renaming to a .hld file

A warning message pops up asking if you are sure you want to change the extension, click Yes.

5. The holdings file now looks like the below
6. Log into Fleet Manager, navigate to the vessel’s end user licence record, check the correct physical publications are ticked.

7. Go to the Catalogue > Select Licence > click on Import Analogue Holdings.
8. Browse for the .hld file and click on the Upload button.

9. On first glance it does not appear that the holdings have been uploaded i.e. no green circles next to the products in the status column.

10. Click on ‘Select Licence’ and reselect your vessel and these holdings you have imported will appear. If they do not appear there may have been a problem with the import process, please ensure there are no duplicate entries in the excel file and retry.

NB: There is currently no pop up box to say whether the import has been successful or failed.
II. Check other holdings have been uploaded by changing the product type:

1. When finished select the **Export all Holdings** button.
13. Save the holdings file. All holdings are saved as a .hld file. Although digital charts are saved in this file, only paper holdings will be uploaded into Planning Station.

This file can be saved onto removable media and passed to the end user / vessel for upload into Planning Station.

We would recommend that the Distributor keeps a copy of this .hld file.

**How does the Vessel upload this file?**

1. Vessel opens Planning Station and clicks on the Maintain holdings tab, Click on File > Open > Holdings
2. Change files of type ‘Paper Products (*.hld)’ and find file, when selected Click ‘Open’

3. A pop up appears explaining that all paper holdings will be replaced, click ‘Yes’ to proceed.

4. A pop up details the imported items

5. Paper Holdings are now listed in the Maintain holdings screen, to view these the products types need to be ticked in the ‘Products’ list.
Viewing the published status of products

The published status of products can be viewed for all products contained within the UKHO catalogues. This published status of products is available in the Catalogue and View Holdings screens. The information on cancelled and withdrawn products and those replacing them as well as new products will be provided via e-Navigator both through Fleet Manager and Planning Station.

To view AVCS and ARCS product information:

1. Within the Catalogue or View Holdings screens.
2. Select the folder icon to the left of the Product Name.
3. The folder icon will expand or collapse additional unit information.
4. Let the cursor ‘Roll-Over’ the additional unit information.
5. A pop-up box will appear showing product information.
For products which do not have a folder icon to expand or collapse additional information the user can ‘Roll-Over’ the Product Title to display the pop-up box of published status of products.

The information contained within the pop-up box will vary according to the product history. Cancelled and withdrawn products and those replacing them will be included as well as new products along with the publication date.

Below is an example of the type of content which may be included for a Paper Chart which will be cancelled.

<table>
<thead>
<tr>
<th>3526</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ports of Khawr Fakkani and Fujairah (Fujairah) including the Offshore Anchorages</td>
</tr>
<tr>
<td>Status: Edition 18 Feb 2010</td>
</tr>
<tr>
<td>To Be Cancelled 28 Jul 2011</td>
</tr>
<tr>
<td>Replaces 3709</td>
</tr>
<tr>
<td>3723</td>
</tr>
</tbody>
</table>
View Holdings from an End User Licence Record

1. Go to Licence Management > Licenses

2. Select the licence record for the vessel you require

3. Click on View Holdings

List of holdings for that end user / vessel are now displayed by product type. To view the vessel holdings for a different product type, select the relevant product tab you require.
View Holdings from the Catalogue page

1. Go to **Product Management > Catalogue**

2. Click on **Select Licence**

3. Then choose the required end user / vessel from the pop up box:
Notice the end user / vessel appears below the ‘Select Licence’ button:

4. Click on <button>Holdings</button> to view the end user / vessels holdings

Download Permits for End Users / Vessels
Distributors and shipping companies can both download permits within Fleet Manager for a required end user.

1. Go to Licence Management > Licenses

2. Select the licence record
3. Click on **View Holdings**

Licence Management > Licenses > Licence

IMO Vessel Licence: #569

- Shipping Company: *SWSG01*
- Distributor for Digital Products: *Distributor 1*
- Distributor for Paper Products: *Distributor 1*
- e-mail for updates: *vesseleda@seafords.co.uk*
- [ ] Distributor
- [ ] Company Users
- Fleet Manager: *

4. Within the holdings you can download permits for ARCS & AVCS as shown below:

- **ARCS Permits**

- **AVCS Permits**
5. Select the week required and click on ‘download permits’

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

7. Browse for a location to save the file
8. Once the folder is saved it can be emailed to the end user or if you wish to view the folders contents click ‘Open’ to view the folder.

![Download complete dialog box](image)

9. The folder will then open and the permit files will be displayed, these are the files to email to the end user.

![WinZip window](image)
Download Chart Data for End User / Vessels

Distributors and shipping companies can both download chart data within Fleet Manager for a required end user.

1. Go to Licence Management > Licenses
2. Select the licence record
3. Click on View Holdings

IMO Vessel Licence: #569
Shipping Company: ShipCo1*
Distributor for Digital Products: Distributor 1
Distributor for Paper Products: Distributor 1
E-mail for Updates: vess569@ahroads.co.uk

[Image of Licence Management > Licenses interface with details filled in]
4. Within the holdings you can download data for ARCS & AVCS as shown below:

- ARCS data

- AVCS data

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

- To download missing updates follow steps 5 to 8 in Download Permits for Vessels

- To send missing updates to the End User to download click on send missing updates
Order Management

This area is for reviewing, amending and authorising orders submitted by your customers, either directly from the vessel or via their Shipping Company.

Note: When ordering an ARCS RC Folio you need to identify whether it would be more cost efficient than ordering the individual ARCS. You can modify the order or reject & recreate the order (whichever is quickest for you). Please note you may also need to renew the licence.

View received 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:

1. Go to Product Management > Orders
2. This will open up 'Your Orders' page. The filter can be used to view certain orders. For instructions on the use of the filter see section Orders Search
3. Double click on an order to view the details and content of the order. This is where you can action Pending orders. See Approve end user / vessel orders
Approve end user / vessel orders

Orders from end users / vessels may need approving by the Shipping Company before being received by the Distributor. Once the Distributor receives an order it will need to be approved. If direct ordering has been enabled the order will not need approving by the Shipping Company and digital orders will be processed automatically once approved by the Distributor. Paper orders will still need to be fulfilled by the Distributor.

1. Approve orders by clicking on found on ‘My Orders’ box for orders ‘Expecting my approval’.

<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>2</td>
<td>Pending orders</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Expecting my approval</td>
<td>View</td>
</tr>
</tbody>
</table>

2. A list of orders expecting approval now appear; select the order to be approved by double clicking in the table or ticking the box next to the order and selecting the ‘view detail of order selected’ icon

3. The order is now displayed showing the items within the order.

4. To approve the whole order tick the boxes next to the product types in the order

5. Click Approve to approve the order

6. Confirm approval of order by clicking OK
7. Confirmation box that the order has been submitted, click OK.

8. The order has now been approved. Digital products will be fulfilled instantaneously; paper orders will be dispatched by distributors as per the current process.

9. To complete a paper order you will need to go back into the order and approve the paper order once more. Follow the steps below to complete the paper order.

The first approval stage is a confirmation of receiving the order and fulfilment is in progress. The second approval is to confirm that the paper products have been sent to the end user / vessel.

**Viewing and Adding a Delivery Address for Physical Products**

When physical products such as Paper Charts or Publications are ordered a Delivery Address can be added to the order before it is submitted from Planning Station. The Delivery Address will be also include add to/from dates from which the Delivery Address will be valid. This information is passed on to you as Distributor to ensure products will be delivered to the correct address for the period identified in the order.

**Viewing Delivery details within an order**

1. Product Management > Orders > (Select the order to view)

2. Select the ‘Delivery details’ tab within the Order Details screen.

3. Delivery details will be displayed.
Adding a Delivery details to an order awaiting approval

If an order has been received without delivery details or delivery details are received by the distributor after the order has been received these details can be added to the order before approval.

1. Product Management > Orders > (Select the order to view)
2. Select the ‘Delivery details’ tab within the Order Details screen.
3. Add the Delivery Address and if applicable delivery dates.
   Note: The delivery from date will default to the date the order was placed.
4. Click ‘Save’ to save the delivery details.
5. Click ‘Approve’ to approve the order for fulfilment.

Note: Delivery details cannot be added or edited on orders which have the Order Status of Completed

Adding a Delivery Address when submitting an order in Fleet Manager

If the order is being placed by a Shipping Company or Distributor in Fleet Manager on behalf of a vessel the Delivery Address and from/to dates can be added.

1. Select Products to be ordered.
2. Select ‘View Basket’
3. Within the Order summary screen add the Delivery Address
4. Add Delivery from and to dates if applicable
5. Click ‘Submit Order’

The delivery address and dates are visible in the ‘Delivery details’ tab within the Order Details screen (Product Management > Orders > (Select the order to view)
**Second stage of approval for paper orders**

1. After the first approval the status of the paper order is now ‘Fulfilment in progress’

<table>
<thead>
<tr>
<th>ORDER 541 PRODUCT TYPES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong></td>
</tr>
<tr>
<td>_____________</td>
</tr>
<tr>
<td>AWC Products</td>
</tr>
<tr>
<td>Paper Charts</td>
</tr>
</tbody>
</table>

2. Tick the box next to the paper order

3. Click **Approve** to complete the order

4. Confirm approval of order by clicking **OK**

5. Confirmation of completing the order, click **OK**

6. The order is now completed
Add Items to an Order

To add items to an existing order follow the steps below:

**Note:** If a single AVCS Unit is ordered which forms part of existing Folio or Unit contained in your holdings, the order will not be processed and Fleet Manager will reject the duplicated Units at the Catalogue Order Options page. Fleet Manager will also validate an order for AVCS units which form part of an order that has not yet been fulfilled. AVCS Folios which are purchased containing Units already held in your holdings will still be processed.

1. Go to **Product Management > Orders**

2. Select the order to add products to by selecting the order:

3. Click on **Add products**.

4. A pop up box will appear, click **OK** if you wish to proceed
5. The catalogue page will now appear, select products to add to the order

![Product Management > Catalogue]

- Select a Licence
- Select Product Type
- Manage Basket Functions
- Basket Functions

<table>
<thead>
<tr>
<th>Catalogue</th>
<th>Holdings</th>
<th>Basket</th>
<th>Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Images]</td>
<td>[Images]</td>
<td>[Images]</td>
<td>[Images]</td>
</tr>
</tbody>
</table>

- **Note:** When adding product to an existing order this message will appear:

  **Products will be added to order #551**

6. Once all the products have been selected, add them to the original order by clicking on

![View basket]

7. View the list of products to be added to the existing order

8. To confirm these should be added to the existing order click

![Submit Order]

9. Confirmation that products have been added to the existing order will appear

10. Click on **OK** to confirm and return to the orders page
II. The new products have been added to the order as shown above. To approve this order see section Approve vessel orders
Modify an Order

To modify the AVCS product licence periods or paper product quantities within an order follow the steps below:

**Note:** If a single AVCS Unit is ordered which forms part of existing Folio or Unit contained in your holdings, the order will not be processed and Fleet Manager will reject the duplicated Units at the Catalogue Order Options page. Fleet Manager will also validate an order for AVCS units which form part of an order that has not yet been fulfilled. AVCS Folios which are purchased containing Units already held in your holdings will still be processed.

1. Go to Product Management > Orders

2. Select the order to amend by clicking on it

3. Click on **Modify**

4. A pop up box will appear, click **OK** if you wish to proceed.
5. Change the licence periods or quantities as required

6. Click **Order**

7. Confirmation that products have been added to the existing order will appear

8. Click on **OK** to confirm and return to the orders page

9. The amendments have been made to the order. To approve this order see section **Approve vessel orders**
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:

Note: If a single AVCS Unit is ordered which forms part of existing Folio or Unit contained in your holdings, the order will not be processed and Fleet Manager will reject the duplicated Units at the Catalogue Order Options page. Fleet Manager will also validate an order for AVCS units which form part of an order that has not yet been fulfilled. AVCS Folios which are purchased containing Units already held in your holdings will still be processed.

1. Go to Product Management > Orders
2. Select the order to create another order from by clicking on

3. Select the products to create a new order

4. Click on Create basket, you will then be prompted to confirm creation of a basket
5. Click **OK** to confirm this action. A pop up box will appear confirming your request.

![Information]

6. Click on **Basket**.

7. Basket will now appear ready for you to process your new order. Select **Order** to proceed with your order.

8. The orders page will now appear.

![Product Management > Catalogue Order Options]

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

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

![Information]

11. The new order will appear at the top of the orders page as a new order.

12. The amendments have been made to the order as shown above. To approve this order see section **Approve vessel orders**.
Delete Items in an Order

An order can be amended when received from the Shipping Company and before approval by the Distributor. A paper order can be amended after the order has been approved, but digital orders are instantaneous and cannot be amended after approval by Distributor. Distributors can add, delete and modify products in an order before approval.

1. Go to Product Management > Orders

2. Select the order to delete items from by clicking on

3. Select the individual products to be deleted, by ticking the box next to the item

4. Click on the Delete... hyperlink to remove the selected products from the order
5. Click **OK** to confirm deletion of items

![OK button in Windows Internet Explorer]

6. Click **OK** to confirm deletion

![Information dialog box showing '2 item(s) deleted']

7. You will now return to the order minus the items that have been deleted. The order can now be approved. To approve an order go to section **Approve vessel orders**.
Reject Product lines within an Order

An order can be amended when received from the Shipping Company and before approval by the Distributor. A paper order can be amended after the order has been approved, but digital orders are instantaneous and cannot be amended after approval by Distributor. Distributors can reject a product type from an order before approval.

1. Go to Product Management > Orders

2. Select the order to reject by clicking on

3. The order will now open

4. To reject a product line e.g. ARCS Charts, select the box next to the product then click [Reject]

- If you wish to reject the whole order click on [Reject] without ticking any boxes.
5. Click on **OK** to confirm the order is to be rejected

![Reject order line(s)?](image)

6. Confirmation that the order has been rejected will appear, click on **OK**

![Information](image)

7. The product line will appear as rejected

<table>
<thead>
<tr>
<th>Order# 581 product types</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong></td>
</tr>
<tr>
<td>Select</td>
</tr>
<tr>
<td>Select</td>
</tr>
</tbody>
</table>
Reject whole order from the Order Page

1. Go to Product Management > Orders

2. Select the order to delete by ticking the box next to the order

3. Then click on

4. Click on to confirm the order is to be rejected
5. Confirmation that the order has been rejected will appear, click on **OK**

6. The order will appear in the orders page as rejected
Export an order

You cannot export an order directly, but you can create a basket from an order and then export the basket. The steps below show how this is done:

1. Go to Product Management > Orders

2. Click on the order you wish to export as shown below:

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

4. Click on Create basket

5. You will then need to confirm you wish to create a basket by clicking on OK
6. Confirmation pop-up box appears

![Confirmation pop-up box](image)

7. A new basket in the catalogue screen is created containing the items from the order as shown below:

![Catalogue screen](image)

8. To export this click on **Export** in the 'Manage Basket Functions' box.

9. 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 external media.

![Text file download](image)

10. 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 allow you to open any baskets saved to the server if this method is used.
Creating Orders

Creating New Order using Planning Station

A Distributor can use a non-activated version of Planning Station to plot a route, export a basket file and then import the basket file into Fleet Manager. You will need to load the latest Binary Catalogue file exported from Fleet Manager. Any currently held products for the end user / vessel will be made visible on Fleet Manager and the order can be processed for only the new products required for the route. Follow the steps below:

Note: To install Planning Station follow the Planning Station Quick Start Guide/User Guide for installation instructions

1. Go to Planning Station > Catalogue tab
2. Click on triangle next to product type to expand the selection
3. Tick the check box next to the required items e.g. ‘AVCS Products, Charts’
4. Plot a route on the geographical display using the route plotting tool
5. Double click to end route

6. Enter name for new route

7. Click on the ‘Plot route’ tab

8. Click on the ‘Select products for route’ button in the right hand corner
9. Click on the ‘Product selection’ tab

10. Choose ‘Selected’ from the ‘Filter products by:’ drop down box

11. Click on the button 

12. Click on the button 

13. Click on the button 

14. Save to USB stick

15. Go to Fleet Manager. Sign in with your username and password

16. Go to Product Management > Catalogue

17. Click on

18. Insert USB stick

19. From ‘Basket Functions…’ box choose

20. Browse for saved .bsk file
21. Click on 'Upload' button

22. 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.

23. Click on View basket icon

24. 'Order Options' page appears

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

25. Enter a Purchase Order number of your choice

**Note:** Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

26. Click on Submit Order icon

The submitted order will only be for the products not already held.

27. Go to Product Management > Catalogue

28. Enter submitted order number into ‘Order #’ field or select order from list...
29. View ‘Status’ column e.g.
   - AVCS will show as ‘Completed’
   - ARCS will show as ‘External Processing’ or ‘Completed’
   - ADP will show as ‘External Processing’ or ‘Completed’
   - Paper products show as ‘Fulfillment in progress’

30. Go to your Distributor Email Account

31. Separate emails will be received containing AVCS and ARCS permits, or ADP keys

Creating New Order using the List Catalogue
Orders can be created by a Distributor on behalf of a customer.

Note: If a single AVCS Unit is ordered which forms part of existing Folio or Unit contained in your holdings, the order will not be processed and Fleet Manager will reject the duplicated Units at the Catalogue Order Options page. Fleet Manager will also validate an order for AVCS units which form part of an order that has not yet been fulfilled. AVCS Folios which are purchased containing Units already held in your holdings will still be processed.

1. Go to Product Management > Catalogue

A list of products will now be displayed

2. Select the end user licence to place the order for:
3. From the pop up box select the end user:

![License Selection](image)

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

4. Now select the product type required

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVCS Products</td>
<td>Admornatly Vector Chart Service Show pricing for: 3, 6, 9 &amp; 12 months</td>
</tr>
<tr>
<td>Paper Charts</td>
<td>Admornatly Raster Chart Service</td>
</tr>
<tr>
<td>ADRS</td>
<td>Admornatly Paper Charts</td>
</tr>
<tr>
<td>ADRS</td>
<td>Admornatly Digital List of Lights</td>
</tr>
<tr>
<td>Total Tide</td>
<td>Admornatly Digital Radio Signals Vol 6</td>
</tr>
<tr>
<td>ADC</td>
<td>Admornatly TotalTide</td>
</tr>
<tr>
<td>ALL</td>
<td>Admornatly List of Lights and Fog Signals (paper publication)</td>
</tr>
<tr>
<td>ALL</td>
<td>Admornatly List of Radio Signals (paper publication)</td>
</tr>
<tr>
<td>Sailing Directions</td>
<td>Admornatly Sailing Directions (paper publication)</td>
</tr>
<tr>
<td>Tide Tables</td>
<td>Admornatly Tide Tables (paper publications)</td>
</tr>
<tr>
<td>Misc Publica</td>
<td>e.g. Routeing Charts, Astronomical Almanac &amp; The Mariner’s Handbook</td>
</tr>
</tbody>
</table>

5. Select the required products by ticking the box next to the product.

To search for products in the Catalogue refer to section Catalogue Search.
6. Once you have selected all the required products the basket will update with the number of items as shown below

![Basket Functions](image)

7. If you are happy with the contents of your basket you can submit your order by clicking on 'View basket'

![View basket](image)

8. The next screen lists your order; here you can make the final amendments to the order. If the product is already held it is filtered out.

![Product Management > Catalogue Order Options](image)

9. Enter a Purchase Order Number if required

![Purchase Order Number](image)

**Note:** Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.
10. Change the period length as required for AVCS products

<table>
<thead>
<tr>
<th>Period</th>
<th>Guide Price</th>
<th>Guide Wholesale</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 months</td>
<td>$2.05</td>
<td>$2.27</td>
</tr>
<tr>
<td>5 months</td>
<td>$10.00</td>
<td>$7.09</td>
</tr>
</tbody>
</table>

or to change the whole product selection to a particular duration selection the duration and click on ‘Apply to Selection’

11. Now submit your order by clicking on

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

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

Input a Basket file from e-Navigator Planning Station

1. Go to Product Management > Catalogue

   The list catalogue will now be displayed

2. Select the end user licence to place the order for:
3. From the pop up box select the end user:

![Select Licence](image)

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

4. Click on ![Import](image)

5. Browse for a saved e-Navigator Planning Station basket file

6. Open the basket file and then click on `Upload`

![Please choose file for upload](image)

7. Click on ![Basket](image)

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

8. Click on ![View basket](image) icon

9. ‘Order Options’ page appears

Order will show all products within the basket but products already held will show a warning message.
10. Enter a Purchase Order number of your choice

**Note:** Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

II. Click on ![Submit Order icon](image)

The submitted order will only be for the products not already held

**Input a Basket file from Admiralty Digital Catalogue**

**Note:** If a single AVCS Unit is ordered which forms part of existing Folio or Unit contained in your holdings, the order will not be processed and Fleet Manager will reject the duplicated Units at the Catalogue Order Options page. Fleet Manager will also validate an order for AVCS units which form part of an order that has not yet been fulfilled. AVCS Folios which are purchased containing Units already held in your holdings will still be processed. Fleet Managers will remove any duplicate products from the basket file and identify only products not in the catalogue.

I. **Go to Product Management > Catalogue**

The list catalogue will now be displayed

**Product Management > Catalogue**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Type</th>
<th>LAE PPN</th>
<th>Guide Price</th>
<th>Guide Wholesale</th>
<th>Expire Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A003100</td>
<td>Peace of Mind: Defence</td>
<td>Unit</td>
<td>24000</td>
<td>21.00</td>
<td>21.00</td>
<td>21.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Fleet Protection</td>
<td>Unit</td>
<td>58030</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>A003100</td>
<td>Jana Sanctions</td>
<td>Unit</td>
<td>21084</td>
<td>21.00</td>
<td>21.00</td>
<td>21.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Police Protection</td>
<td>Unit</td>
<td>21084</td>
<td>21.00</td>
<td>21.00</td>
<td>21.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Law Enforcement</td>
<td>Unit</td>
<td>58050</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Sea/Fire/Police</td>
<td>Unit</td>
<td>58050</td>
<td>21.00</td>
<td>21.00</td>
<td>21.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Counter PIR/FOF</td>
<td>Unit</td>
<td>21012</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Car/Celebration/Fire</td>
<td>Unit</td>
<td>21000</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Police Protection Unit</td>
<td>Unit</td>
<td>58020</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>A003100</td>
<td>Civilian Protection</td>
<td>Unit</td>
<td>58025</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>A003100</td>
<td>Principles of Design</td>
<td>Unit</td>
<td>21020</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Car/Celebration/Fire</td>
<td>Unit</td>
<td>21774</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>A003100</td>
<td>San Antonio: Police</td>
<td>Unit</td>
<td>58010</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Police Operations</td>
<td>Unit</td>
<td>58005</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>A003100</td>
<td>Welsh/Orthodox/Church</td>
<td>Unit</td>
<td>58001</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Police Operations</td>
<td>Unit</td>
<td>58002</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>A003100</td>
<td>Car/Fleet/Police</td>
<td>Unit</td>
<td>21500</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
<tr>
<td>A003100</td>
<td>Car/Fleet/Police</td>
<td>Unit</td>
<td>21300</td>
<td>14.00</td>
<td>14.00</td>
<td>14.00</td>
</tr>
</tbody>
</table>
2. Select the end user licence to place the order for:

![Select a Licence...](image1)

3. From the pop up box select the end user:

![Choose Licenses please](image2)

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

![Select Licence](image3)

4. Click on **ADC import**

5. Browse for a saved Admiralty Digital Catalogue (ADC) basket file

![Please choose file for upload...](image4)
6. Search for the basket file to import

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

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

9. Click on
   
10. ‘Order Options’ page appears

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

11. Enter a Purchase Order number of your choice

   **Note:** Purchase Order numbers can be 1-20 characters containing only capital or lower case letters, numbers 0 to 9 and the underscore (_). Any other characters will result in the order being rejected.

12. Click on
   
   The submitted order will only be for the products not already held
Fulfilling paper chart and publications

All orders for paper charts and publications can be fulfilled from your own stock holding or processed through the existing APOS interface. Paper ordering in Fleet Manager will be included in a future release.

Basket Functions

Go to Product Management > Catalogue

- Clear
  - Empties the basket of all items

- Load
  - Loads a previously saved basket file

- Save
  - Save a basket file to the server

- Import
  - Import a basket file from e-Navigator, e.g. removable drive
Export a basket file once you have selected items required

Import a file from Admiralty Digital Catalogue

Choose file

File name: 
Files of type: All files (*)
Open
Cancel
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 see section Approve vessel orders to Reject order from the Order Page. An order including paper charts will require processing by the distributor, during which time amendments to digital orders can be made before the order has been approved or rejected. However, once the digital order has been approved it cannot be cancelled. The paper order can be cancelled as per the current process.

Search and Filter Functions

User List Search

1. Go to User Management > User List
2. You can Word Search for the user (recommended) or scroll through pages
3. Click to start the search
Add User Search

1. Go to User Management > User List

2. Click on Add User

3. Click on Select
4. Word Search for the company you wish to add the user to

5. Click to start the search

**Company Search**

1. Go to User Management > User List

2. Word Search for the company (recommended) or scroll through pages

3. Click to start the search
1. Go to Licence Management > Licenses

2. Search for the licence (recommended) or scroll through pages

3. Click to start the search
Orders Search

1. Go to Product Management > Orders

There are three different methods for searching:

**Method 1**

1. Set the filter to the required dates
   
   ![Filter Dates]

2. Set the status of the order.
   
   ![Order Status]

3. Click on Apply Filters

**Method 2**

1. Search using the order number
   
   ![Order Number]

2. Enter the order number and click on 'Go'

**Method 3**

1. Search by enduser/vessel
   
   ![Enduser/Vessel]

2. Click on Filter Licenses found at the end of the search bar

![Enduser/Vessel Filter]
3. A pop up box will appear with a list of all licences, select the licences for the orders you wish to view. There is a search function within this pop up box.

4. Click to start the search

5. Click in the individual licence tick box to select licences, click on to select all licences or click on to restart the selection

6. Once the required licences have been selected click on OK
Catalogue Search

Go to Product Management > Catalogue

Searches can be made in the catalogue, an end user / vessel's holdings or a basket.

[Catalogue] [Holdings] [Basket] [Search:]

You can search using different search criteria:

Catalogue

To search the catalogue select [Catalogue], enter the item to search and click

Holdings

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

3. Select [Holdings] to view the holdings for that licence.

4. Use the search function to find a specific holding by entering the item to search and click

Basket

You can only search a basket if there are items 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 [Go]
Downloads

Download Base Data CDs

Go to Product Management > Downloads

Product Management > Download

<table>
<thead>
<tr>
<th>Base Data CDs</th>
<th>ARCS Last Week 2011, 2G</th>
<th>Week to download: 2011, 46</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVCS_Wk19_11_Base_CD1.zip [382.67 MB]</td>
<td>ARCS_230511_Base_RC1.zip [448.46 MB]</td>
<td></td>
</tr>
<tr>
<td>AVCS_Wk19_11_Base_CD3.zip [440.18 MB]</td>
<td>ARCS_080508_Base_RC11.zip [164.08 MB]</td>
<td></td>
</tr>
<tr>
<td>AVCS_Wk19_11_Base_CD4.zip [240.07 MB]</td>
<td>ARCS_111110_Base_RC2.zip [300.46 MB]</td>
<td></td>
</tr>
<tr>
<td>AVCS_Wk19_11_Base_CD5.zip [489.70 MB]</td>
<td>ARCS_002111_Base_RC3.zip [249.96 MB]</td>
<td></td>
</tr>
<tr>
<td>AVCS_Wk19_11_Base_CD7.zip [431.40 MB]</td>
<td>ARCS_100311_Base_RC5.zip [271.06 MB]</td>
<td></td>
</tr>
<tr>
<td>AVCS_Wk19_11_Base_CD8.zip [391.02 MB]</td>
<td>ARCS_240510_Base_RC6.zip [277.83 MB]</td>
<td></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

<table>
<thead>
<tr>
<th>Update Data CDs</th>
<th>ARCS Last Week 2011, 07</th>
<th>Week to download: 2011, 07</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVCS_Wk07_11_UPD1.zip [216.36 MB]</td>
<td>ARCS_Wk07_11_UPD1.zip [319.69 MB]</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>AIO Data</th>
<th>AIO Last Update Week 2011, 07</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIO Last Base Week</td>
<td>Week to download: 2011, 12</td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Binary Catalogues?</th>
<th>Last AVCS week 2011, 07</th>
<th>Last ARCS week 2011, 07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper</td>
<td>[☑]</td>
<td>[☑]</td>
</tr>
<tr>
<td>Sailing Directions</td>
<td>[☑]</td>
<td>[☑]</td>
</tr>
<tr>
<td>ADRS</td>
<td>[☑]</td>
<td>[☑]</td>
</tr>
<tr>
<td>ALL</td>
<td>[☑]</td>
<td>[☑]</td>
</tr>
<tr>
<td>ALRS</td>
<td></td>
<td>[☑]</td>
</tr>
<tr>
<td>Total Tide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>[☑]</td>
<td></td>
</tr>
</tbody>
</table>

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 Distributors ERP systems.
Third Party Products (Distributor Catalogues)

Distributors can import their own catalogue of products into Fleet Manager. Fleet Manager then validates the data format of the catalogue file and checks the customer profile settings to establish which customers can view the third party catalogue. Customers can then select items from the third party catalogue and submit an order to their Distributor.

Process for the 3rd Party Catalogue feed:

1. **Create Catalogue File**
   - The Distributor creates the catalogue file in the required format.

2. **Upload Catalogue File**
   - The Distributor user logs on to Fleet Manager and navigates to Product Management > My Publications > Import Catalogue and uploads the file.

3. **Validate Catalogue File**
   - Fleet Manager validates the data format of the catalogue file.

4. **Is data valid?**
   - If the data is valid continue at step 9.
   - If the data is not valid continue at step 5.

5. **Generate Error Message**
   - Fleet Manager generates an error message.

6. **View Error Message**
   - The user views the error message on Fleet Manager.

7. **Can file be corrected?**
   - The Distributor analyses the error and investigates whether the catalogue file can be corrected.
   - If yes continue at step 8.
   - If no then contact UKHO Customer Services.

8. **Correct Catalogue File**
   - The Distributor corrects the catalogue file and processing continues at step 2.

9. **Update Fleet Manager Catalogue**
   - Continuing from step 4.
   - The Fleet Manager catalogue is updated with the Distributor’s third party products and processing continues are step 10 and step 13.

10. **Inspect Catalogue**
    - Product Management will inspect the third party products on an ad hoc basis to ensure they are appropriate.

11. **Issue found?**
    - If no issue is found processing **ENDs**.
    - If an issue is found processing continues at step 12.

12. **Action with Distributor**

13. **Create Delta Catalogue**

14. **Check Customer Profile**

15. **Display Products in Catalogue**

16. **ShipCo’s & Vessels can order the 3rd Party products**
12. Action with Distributor  
If an issue is found Product Manager will take immediate action directly with the Distributor to resolve the issue

END

13. Create Delta Catalogue  
Fleet Manager creates the delta catalogue for Planning Station

14. Check Customer Profile  
Fleet Manager checks the customer profile settings (tick boxes on end user records) to establish which customers can view any third party products

15. Display Products in Catalogue  
Fleet Manager then makes this data available to the correct customers for display and selection from the catalogue

The format for a Distributor catalogue is an XML format. An example of this can be found in ‘Annex B - Example Distributor Catalogue’. For more information contact UKHO customer services.

Distributors can import their catalogues as shown below:

**Go to Product Management > My Publications**

The Distributor will now be able to view any catalogues they have previously imported into Fleet Manager or import a new catalogue. To import a catalogue follow the steps below:

1. Click on **Import Catalogue**

2. Browse for the required catalogue file by clicking on **Browse...**

3. Click on **Upload** to import the catalogue. The catalogue should now be visible on the main screen.

**Note:** Fleet Manager validates the data within the catalogue, if there is an error within the catalogue Fleet Manager will generate an error message for the user.

Distributors will need to ensure that all orders have a status of completed before a new Distributor catalogue is loaded.

If you have loaded a new catalogue which has removed products previously contained in the catalogue the closed orders will not display the product ID.
Help & Support

Below are the Help & Support tools available to you to ensure that you and your customers experience a smooth transition over to e-Navigator.

UKHO Knowledge Base

The Knowledgebase is a useful collection of frequently asked questions and answers designed to provide help and support on various Admiralty topics, including e-Navigator. It is fully searchable and can be accessed via any computer connected to the internet. In the event that Knowledgebase does not contain the information you are looking for you will need to contact UKHO Customer Services.

You can access Knowledgebase by using the address below:
http://knowledgebase.ukho.gov.uk/Logon.aspx

e-Navigator Computer Based Training

The Computer Based Training (CBT) is an interactive and graphical step by step guide to performing tasks within Fleet Manager, offering the user an excellent overview of the e-Navigator service. It provides a comprehensive guide to using Fleet Manager and enables you to navigate to individual sections in order to find help on particular topics.

All e-Navigator Computer Based Training packages are hosted on the Distributor section of the UKHO website so you will need your user name and password to access it.

UKHO Customer Services

As a Distributor, you will be the 1st line support for e-Navigator with UKHO Customer Services as 2nd line support. As such, you should make every effort to resolve a customer issue using the Knowledgebase and CBT before raising it with the UKHO.

If you are unable to resolve an issue and require e-Navigator technical assistance, this is provided by UKHO Customer Services who are available to provide around the clock 24/7 customer support.

Tel No. +44 (0) 1823 723 366
Fax No. +44 (0) 1823 330 561
Email: customerservices@ukho.gov.uk
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
- Contact us...
- UKHO website
- UKHO products
- AIO Support
- EULA
- Planning Station User Guide
- Vessel User Guide
- Shipping Company User Guide
- Distributor User Guide

#### 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 from 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 shall initially be taken to the menu displayed below.

### Support > Contact Us

Select enquiry type

<table>
<thead>
<tr>
<th>Digital chart service</th>
<th>AVGB</th>
<th>ARCB</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Products &amp; Publications</td>
<td>Chart Product</td>
<td>Publication</td>
<td>Other</td>
</tr>
<tr>
<td>Digital Publications</td>
<td>AQOQ</td>
<td>AOOL</td>
<td>AQFQ</td>
</tr>
<tr>
<td>General Enquiry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydrographic note</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• **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 shall be taken to the product enquiry form, as shown below.

![Support > Contact Us](image)

• **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](image)

• **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 shall 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 Data 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 shall open the latest version of the Planning Station User Guide from the internet.

Support > Vessel User Guide

This link shall open the latest version of the Fleet Manager User Guide for Vessels from the internet.

Support > Shipping Company User Guide

This link shall open the latest version of the Fleet Manager User Guide for Shipping Companies from the internet.

Support > Distributor User Guide

This link shall open the latest version of the Fleet Manager User Guide for Distributors from the internet.

Context Help

There are numerous help hyperlinks throughout Fleet Manager to guide the user and provide more information. The table below shows the location and content of all the help messages within Fleet Manager.

<table>
<thead>
<tr>
<th>No.</th>
<th>Fleet Manager page</th>
<th>Location for (?)</th>
<th>Help Text</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User Management &gt; User list</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Add user</td>
<td>e-mail: ?</td>
<td>End User information from the UKHO will be sent to this email address.</td>
</tr>
<tr>
<td></td>
<td>User Management &gt; Companies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Contact information</td>
<td>e-mail address: ?</td>
<td>Information from the UKHO is sent to this email address.</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>e-mail ADS: ?</td>
<td>Admiralty Digital Service information is sent to this email address.</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>e-mail AVCS: ?</td>
<td>Admiralty Vector Chart Service, order notifications and error messages are sent to this email address.</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>e-mail ARCS: ?</td>
<td>Admiralty Raster Chart Service, order notifications and error messages are sent to this email address.</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>e-mail ADP: ?</td>
<td>Admiralty Digital Products, order notifications and error messages are sent to this email address.</td>
</tr>
<tr>
<td>Service Information</td>
<td>Version 4.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales e-mail: ?</td>
<td>Information from the UKHO regarding sales is sent to this email address.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AVCS Chart Service e-mail: ?</td>
<td>Order notifications, error messages, permits, updates and other documents from the UKHO are sent to this address. In order to receive these you will need to tick the boxes 'Email for updates' within the end user licence record.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send notifications by e-mail</td>
<td>Enables Order Notifications to be sent via email.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Distributor roles only) Unloading Points ?</td>
<td>Dispatch days previously agreed with the UKHO will be displayed within this window. Please contact the UKHO to amend the arrangements.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NEW Licence</strong> e-mail for Updates: ?</td>
<td>Tick the box if the Distributor and Shipping Company require a copy of permits, updates and documents that have been sent to a Vessel. These will be sent to the service relevant 'Chart Service e-mail' address registered in the Distributor, and/or Shipping Company, company record.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fleet Manager:</strong> ?</td>
<td>Fleet manager is an optional field that can be used to identify specific vessels that belong to a Fleet.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional e-mails: ?</td>
<td>Email addresses will receive copies of the permits updates and documents sent to the Vessel from the UKHO.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Vessel Info</strong> Contact e-mail: ?</td>
<td>Information sent to the Vessel from the UKHO will be received at this email address.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Additional Properties</strong> Maximum e-mail size (KB): ?</td>
<td>Maximum size of an individual email. Emails larger than this size of data to be sent 5MB. If the maximum email size is set to 1000KB the data will be split up into 5 emails.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maximum transmission size (MB): ?</strong></td>
<td>Maximum size of an individual data set that can be transmitted at any one time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Send e-mail updates weekly:</strong> ?</td>
<td>Tick this box to send weekly updates by email.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Allow users to download data:</strong> ?</td>
<td>Tick this box to allow the End User to download data.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Planning Station User ?</strong></td>
<td>Tick this box to indicate the licence is for use as a Planning Station user.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subscription Options</strong></td>
<td>AVCS</td>
<td>Sap Number: ? This is the SAP licence number for AVCS products. This number is entered by the UKHO.</td>
<td></td>
</tr>
<tr>
<td>Weekly Update: ?</td>
<td>Tick the required weekly updates for the End User.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADS Response: ?</td>
<td>Tick the AIO box to receive Admiralty Information Overlay updates. Tick 'Include new charts' box to update catalogue when new charts are available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ARCS</strong></td>
<td>Sap Number: ? This is the SAP licence number for ARCS products. This number is entered by the UKHO.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekly Update: ?</td>
<td>Tick the required weekly updates for the End User.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADS Response: ?</td>
<td>Tick 'Include new charts' box to update catalogue when new charts are available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Weather Enabled:</strong> ?</td>
<td>If Planning Station user tick box will be automatically populated to allow weather data viewing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVCS Permits</strong> Send Planning Station Permits ?</td>
<td>Ticking this box will use one of your five AVCS permits for the e-Navigator Planning Station PC. This allows the user to view AVCS Charts on the e-Navigator Planning Station if the user requires all five permits to be used on the front of bridge ECUs then do not tick this box.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ARCS Permits</strong> Send Planning Station Permits ?</td>
<td>Ticking this box will use one of your five ARCS permits for the e-Navigator Planning Station PC. This allows the user to view ARCS Charts on the e-Navigator Planning Station if the user requires all five permits to be used on the front of bridge ECUs then do not tick this box.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Product Management &gt; Orders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 Select order</td>
<td>Create Basket ?</td>
<td>Select some items from the order and click on 'Create Basket' to create a new separate order</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Modify ?</td>
<td>Click on 'Modify' to amend the order. The licence period for an AVCS product or the paper product quantity within an order can be changed.</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Add products ?</td>
<td>Click on 'Add products' to add additional products to the order from the catalogue.</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Delete ?</td>
<td>Select some items from the order and click on 'Delete' to remove them from the order</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Management &gt; Catalogue</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>34 Manage Basket Functions</td>
<td>Export all Holdings ?</td>
</tr>
<tr>
<td>35</td>
<td>Add Holdings to Basket ?</td>
</tr>
<tr>
<td>36</td>
<td>Import Analogue Holdings ?</td>
</tr>
<tr>
<td>37 Basket Functions</td>
<td>Load ?</td>
</tr>
<tr>
<td>38</td>
<td>Save ?</td>
</tr>
<tr>
<td>39</td>
<td>Import ?</td>
</tr>
<tr>
<td>40</td>
<td>Export ?</td>
</tr>
<tr>
<td>41</td>
<td>ADC Import ?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Management &gt; Downloads</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>42 Binary Catalogues ?</td>
<td>Download the latest catalogues in a binary format for uploading to Planning Station.</td>
</tr>
<tr>
<td>43 XML Catalogues ?</td>
<td>Download the latest catalogues in an XML format to upload onto Distributors ERP systems.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support &gt; My account</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>44 e-mail: ?</td>
<td>Amend/update your e-mail address to receive information from the UKHO.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support &gt; Contact us…</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>45 AVCS/ARCS/Other Chart Product/ Publication/Other ADRS/ADLL/ADTT Nature of Enquiry: ?</td>
<td>(Also include this on the ‘General Enquiry’ page)</td>
</tr>
<tr>
<td>46 Contact Phone No: ?</td>
<td>Include international dialling code.</td>
</tr>
<tr>
<td>48 Key or Licence No: ?</td>
<td>SAP licence number or Admiralty Digital Products key.</td>
</tr>
<tr>
<td>49 Current Wkly Update Held: ?</td>
<td>Enter the current weekly update held. E.g. 39/II</td>
</tr>
<tr>
<td>50 Select enquiry ?</td>
<td>(Also include this on the ‘General Enquiry’ page)</td>
</tr>
</tbody>
</table>
Trouble Shooting Guide

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

I do not have a Username/Password
A Distributor can create new usernames and passwords for other users. If you do not have a username and password for a Distributor Admin User then contact UKHO Customer Services.

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

Follow the steps below to reset your password

1. Click on Login here

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

3. Click on Submit and the message below should appear, click OK
4. Check your emails to retrieve your new password

Please use the following password to log in.
Password: 2L7yOj
This password is valid until 22/08/2010 16:01:23

5. Sign in by clicking on [Welcome] [Sign in] and enter your username and new password that you received by email.

6. You will be prompted to change your password to a memorable word.

Note: You can create your own password or generate a new password by clicking [Generate].
Passwords must contain at least 8 alphanumeric characters, including at least one upper and lower case character and at least 1 number from 0-9.

7. Once you have entered a password click on [Save Changes]

8. Once the password has been saved you will receive confirmation

Having issues ordering, not allowing the order
The product may have already been ordered. The system will prevent you from ordering a digital product already on order.

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

An error page is showing
If an error occurs whilst using Fleet Manager the following screen will appear. Please contact Customer Services 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 Admin using [Admin Drive] for guidance.
### E-mail Addresses

The table below shows the information that is sent to individual email addresses that are set up within Fleet Manager.

<table>
<thead>
<tr>
<th>Information Order</th>
<th>Notification</th>
<th>Error Message</th>
<th>Permits</th>
<th>Updates</th>
<th>Docs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Email Address</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Contact Email Address - ADS</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Contact Email Address - AVCS</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Contact Email Address - ARCS</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Contact Email Address - ADP</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Sales email</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Chart Service email</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>User List</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Personal Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Email</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Shipping Company</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Email Address</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Contact Email Address - ADS</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Contact Email Address - AVCS</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Contact Email Address - ARCS</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Contact Email Address - ADP</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Sales email</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Chart Service email</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>User List</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Personal Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Email</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>End User Licence</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Licence Details</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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**Note:** In order for Permits etc to be sent to the Distributor and / or Shipping Company the ‘Email for Updates’ check boxes on the end user record must be checked. If these boxes are checked the permits etc will be sent to the relevant Chart Service Email address registered within the Distributor and / or Shipping Company records.
**User Roles**

The table below shows the user permissions within Fleet Manager:

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Glossary

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Annex A – How to Check for Duplicate Entries when Exporting Paper Holdings from a Chart Management Software to Excel

Using a spare column Type the formula =IF(B1=B2,"!!!!!!!!!!!!",""") into the cell, ensuring you leave a space after the commas

• Copy the formula down to the last entry
• Scroll back up and each row with !!!!!!!!!!! in that column can be deleted

• Highlight the column with the formula in, right click and select ‘Clear Contents’
• Do not delete the column entirely, as it will move the contents of column H to the left and result in the .hld file not being imported later in the process
• Continue with the remainder of the process
Annex B – Example xml Format for a Distributor Catalogue

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<!--
edited with XMLSpy v2008 sp1 (http://www.altova.com) by Jayne Newis
(UK Hydrographic Office)
-->
<!--
Sample XML file generated by XMLSpy v2008 sp1 (http://www.altova.com)
-->
-<UKHOCatalogueFile SchemaVersion="1.3.8"
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