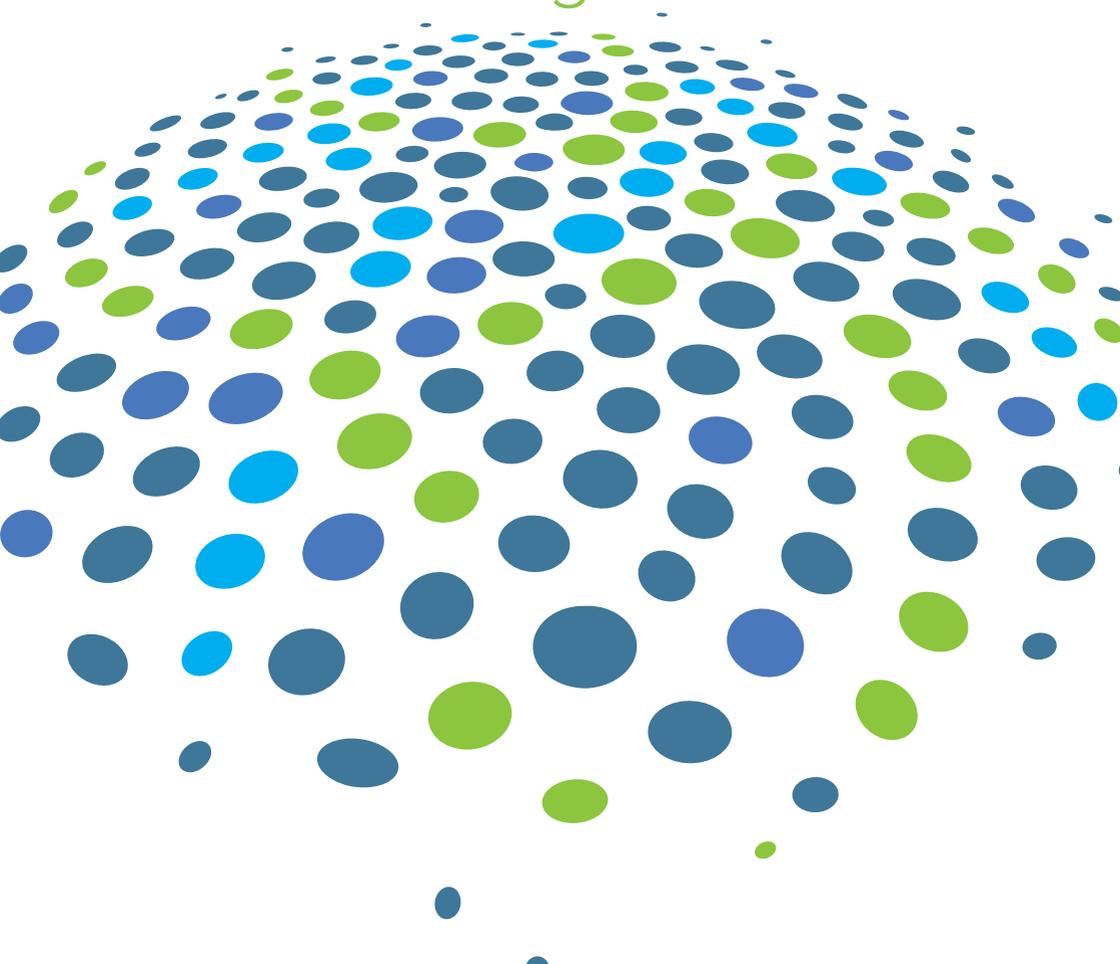


# Voyager

OPEN PERMIT

Ship management office  
user guide



# This guide explains how to get started with the Voyager OPEN PERMIT pay as you sail service from GNS.

It includes a summary of the service, how it works, answers to questions you may have and other useful information. If you need any further support you can contact any of the following GNS offices at any time. We will be pleased to help. 24/7.

Get Voyager support

For help email us at

[customerservices@gnsworldwide.com](mailto:customerservices@gnsworldwide.com).

Alternatively, contact your preferred GNS office from the options below:

GERMANY

T: +49 (0)40 374 811 0

GREECE

T: +30 216 400 5000

SINGAPORE

T: +65 6270 4060

UK

T: +44 (0)191 257 2217

# What is Voyager Open Permit?

Voyager OPEN PERMIT is GNS's Pay as you Sail service. It gives your vessels open access to near worldwide ENC coverage and allows them to open, view and plan routes without incurring any ENC costs. You only ever pay for an ENC if a vessel sails through it.

GNS tracks your vessel completely remotely using the onboard Inmarsat C terminal and AIS position. We use this information to determine which ENCs the vessel has used and calculate your monthly ENC costs/billing. All the vessel needs to do is maintain the library of AVCS charts for New Editions and updates either using Voyager software that is provided as part of the Voyager OPEN PERMIT service or using the AVCS update and base disks which we will send as and when they are issued.

It is important to note that a small number of AVCS ENCs are not included in this service because the hydrographic offices that produce them do not allow it. These hydrographic offices are Burma, India, Japan, Hong Kong, Malacca and Singapore. In these instances vessels can still get access to ENCs when they need them. Your Voyager software will notify them when they plan a route that uses ENCs from these countries and allow them to order them in the conventional way.

If you have approved the use of Voyager Instant Permit, when a vessel orders an ENC from one of these countries it will automatically receive it within 10 minutes of making the request. You can read more about this process on page 20 of this guide.

Voyager OPEN PERMIT uses the Admiralty Vector Chart Service (AVCS). AVCS is the world's leading ENC Service for ECDIS, with the widest coverage and more major routes and ports than any other service.



# Getting started

# Getting started

Please make sure you read and follow these simple instructions to ensure your Voyager OPEN PERMIT installation and start up is smooth and trouble-free.

When a vessel joins the Voyager OPEN PERMIT service they will receive a copy of the Vessel User Guide which will explain the service and how to get started. A copy of the vessel guide will have been sent to you and you can download further copies at any time from the GNS web site at [www.gnsworldwide.com/support](http://www.gnsworldwide.com/support).

Voyager OPEN PERMIT also includes a free vessel tracking service that enables you to monitor vessel position on line and also view ENC's used and your monthly billing. These services are provided on line via Voyager FLEET INSIGHT which you can find at <https://vfi.gnsworldwide.com>.

 <https://vfi.gnsworldwide.com>

To access this service you  will need a Voyager FLEET INSIGHT log in and password. These will have been sent to you separately by your GNS Customer Service Advisor.

To get started simply visit <https://vfi.gnsworldwide.com> and login.

## GETTING ADDITIONAL HELP

If you would like additional help with Voyager at any time, please contact the GNS service and support team 24/7 using the telephone and email addresses on page 2 of this guide.

Using  
Voyager FLEET  
INSIGHT to track  
your ENC spend

# Managing Voyager OPEN PERMIT with VFI

Your Voyager OPEN PERMIT subscription includes vessel tracking and ENC usage reporting via our Voyager FLEET INSIGHT (VFI) web service. Using Voyager FLEET INSIGHT you can view the ENCs your vessels have used overlaid on the routes they have sailed as well as your Voyager OPEN PERMIT spend and invoice history.

To access the VFI simply type <https://vfi.gnsworldwide.com> into any web browser. You can do this from any location, and from any web enabled device. The user interface is optimised for large tablet or PC/laptop-based browsers.

You will have been provided with a VFI username (generally your email address) and password. Enter these where prompted.

If you have forgotten your password at any time you can request an email is sent to you with a link and instructions to reset it.

## ACCESSING VOYAGER OPEN PERMIT INFORMATION

To use VFI to manage Voyager OPEN PERMIT, Simply click the 'Services' module on the left hand menu in Voyager FLEET INSIGHT, then click VOP Order Summary to display the vessels in your fleet that are using Voyager OPEN

The screenshot displays the Voyager Fleet InSight web interface. The top navigation bar shows 'Voyager Fleet InSight' and 'JOHN DOE SHIPPING'. The left sidebar contains a navigation menu with icons for Home, Services, Inventory, Compliance, Reporting, Tracking, Usage, Ports, Routes, and Global Fleet. The main content area is titled 'VOP Order Summary' and contains a table with the following data:

VOP Order Summary	
Current Bundle	
Previous Bundles	
Voyager Naas	
VOP Order Summary	
JOHN DOE LIBRA	Bundled exp 30Sep19 : 598 ENCs, RRP \$4,172.93
JOHN DOE TAURUS	Live exp 30Sep19 : 357 ENCs, RRP \$2,265.40
VOP Invoices	
Voyager Summary	
All Services and Subscriptions	

The right side of the interface features a world map showing vessel routes. The map is titled 'VOYAGER OPEN PERMIT SUMMARY FOR JOHN DOE SHIPPING' and includes a 'Leader' button. The map shows routes for various vessels, with labels for SCORPIO, SAGITTARIUS, LEO, CAPRICORN, TAURUS, PISCES, and ARIES. The map also displays geographical regions like EUROPE, ASIA, SOUTH AMERICA, and AFRICA, as well as the Atlantic and Indian Oceans. A coordinate box in the top right corner shows 27° 38.51' N and 086° 6.9' W, with a 2000 NM scale bar.

PERMIT with a summary of the total ENCs purchased during the subscription period and total spend to date. Clicking on a vessel enables you to view more detailed information.

Order	ENCs	Orders	RRP
10Jul19	1	1	\$7.20
24	7	7	\$201.13
30	9	9	\$245.77
44	12	12	\$102.54
64	19	19	\$467.31
22	11	11	\$224.15
48	11	11	\$372.96
29	4	4	\$165.60
59	13	13	\$353.73
61	13	13	\$333.34

Click the black arrow to display the vessels route and the ENCs purchased for that route on the map. The different ENC polygon colours relate to different ENC usage bands.

Month	ENCs	Orders	RRP
10Jul19	1	1	\$7.20
24	7	7	\$201.13
30	9	9	\$245.77
44	12	12	\$102.54
64	19	19	\$467.31
22	11	11	\$224.15
48	11	11	\$372.96
29	4	4	\$165.60
59	13	13	\$353.73
61	13	13	\$333.34
357	92	92	\$2,265.40

Invoice information can also be viewed by clicking VOP Invoices in the same 'Services' module. Again click the black arrow to view the itemised invoice for

Invoice	ENCs	RRP	Billed
23105083	44	\$117.13	\$82.15
23101429	64	\$534.56	\$374.30
23096776	22	\$256.44	\$179.49
23092271	48	\$426.68	\$298.64
23057032	29	\$189.42	\$132.57
23049907	59	\$404.63	\$283.12
23043702	61	\$381.27	\$266.93
23035649	78	\$671.95	\$470.35
23029477	21	\$139.91	\$97.97
20068071	101	\$841.03	\$588.44
21108239	107	\$810.98	\$567.77
20068072	108	\$810.98	\$567.77
20068074	82	\$433.23	\$303.48
21108241	81	\$432.60	\$303.48
20068073	5	\$21.51	\$15.06

the vessel in data grid below the map view. Information in the Data Grid can be expanded by clicking the up arrow to the Data Grid header bar. You can also export this information to Excel by clicking on the Excel icon.



A comprehensive VFI User Guide is available. This can also be viewed and if required downloaded within VFI. Simply click on the user icon towards the top right of the screen and select Help. The .pdf document will be displayed.

There are also detailed Information panels available alongside most of the internal options, to describe the map content and overlays, or the data grids. These are available via the two large ? buttons above the map and above the data grid area – simply click on these as necessary.

# More about VFI

VFI has a consistent user interface across all modules and functions. Initially, when you login, you will see a map showing the latest recorded position of each vessel in the currently active fleet, with a 24 hour “mouse trail” of recent movements.



If you hover over any of the icons (orange at sea, green in port) you will see key information about that vessel including how long it has been there if stationary as well as brief vessel information such as name, IMO number, type and flag country.

Positional information is updated every hour in the free VFI Essentials service option and every 10 minutes in the premium Navigation Management service. This AIS information is picked up via satellite and terrestrial receivers whenever a vessel has their AIS terminal active.

## THE MAP

The map area is used by most of the modules and data views in VFI. You can zoom with a mouse scroll wheel or via the +/- buttons on the map. You can

move the map around (pan) by clicking and dragging in the normal way.

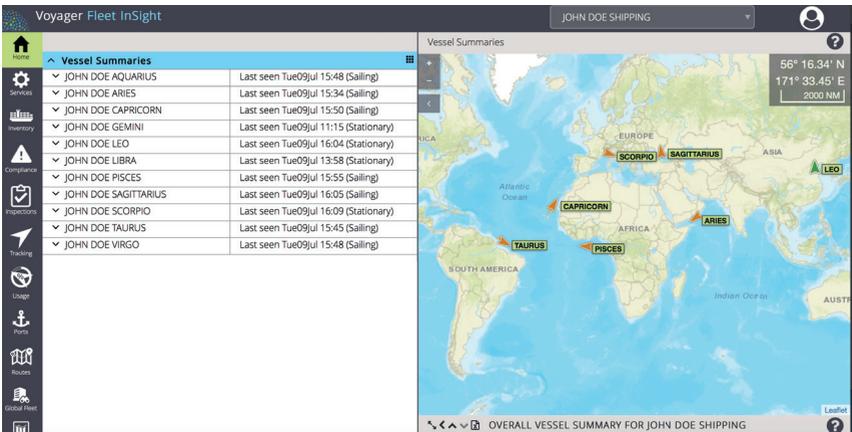


Your current mouse position as latitude and longitude, and current map scale, are shown in the top right corner of the map.



## THE DATA PANEL

To get started with VFI, click on the Home button on your landing page and a second panel will open on the left, entitled Vessel Summaries.



In most cases the content of this detailed data panel provides links to show further data on the map and in the data grid as described below. Simply click anywhere on any row with an arrow to drill through to this detail.

In other modules you may see more than one subject area. You will then see subheadings normally for each of the vessels in the fleet and can open any one of these to see more detail.

## USING THE DATA GRID

The Data Grid view at the bottom of the page enables you to see the underlying data in a grid form below the map in addition to viewing data such as historic tracking, port visits and chart or digital publication holdings on the map.

Use the up and down arrows to control the height of this Data Grid area and the other arrows to control the width. Sometime this panel will open as full height where the content (e.g. technical library publications) cannot be shown on the map.

The grey heading will always contain an Excel Export button – simply click on that and a Microsoft Excel spreadsheet of the current data in the grid will be downloaded to your browser as an .xlsx.

# Managing orders in VFI

There may be times when vessels need access to non PAYS charts such as when sailing in Indian, Burmese, Singaporean or Hong Kong waters. In these instances, VFI also includes functionality to allow you to edit, approve or decline orders that vessels in your fleet submit for approval.

This functionality is only provided to authorised users on receipt of a customer's explicit instruction. If you would like access to this functionality then please contact [GNS customer services](#).

The order approval facility is a fully automated service. AVCS and Primar ENC orders approved by you will not be checked by GNS customer services before being processed. When using the order approval functionality Clause 8.2 in the Voyager FLEET INSIGHT end user licence agreement applies:

*Clause 8.2. We may treat any orders placed via VFI for any products and services, including the Services, as valid and binding on you irrespective of whether the individual placing the order has authority or not.*

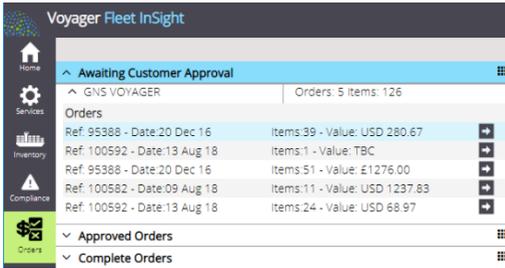
You can also view complete orders and approved orders which are currently in progress. Orders listed in the complete section also include orders that were declined.

All orders generated by GNS Customer Services and by vessels using Voyager PLANNING STATION are available in VFI. VFI users will receive an email notification for quotes and orders with a link to the order.

## APPROVING ORDERS

To access orders awaiting customer approval, select 'Orders' on the main VFI side menu > select 'Awaiting Customer Approval' from the side flyout menu to display the list of vessels with orders awaiting approval.

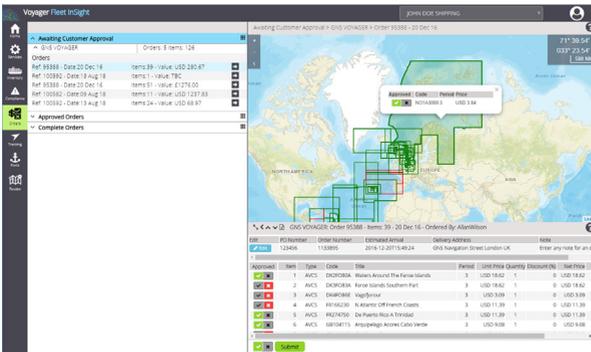
Clicking on a vessel will expand the menu to display the list of vessel specific orders.



The information provided in the menu is the order reference, order date, number of Items and total order value.

Select an order row from the menu to display the product items on the map and on the lower data grid panel as per the below screenshot example.

Clicking the arrow icon will close the side menu. Clicking this again will open the order detail.



## EDITING ORDER HEADER INFORMATION

The lower data grid panel includes order header information with the option to save the order by clicking on the excel icon on the grid header.

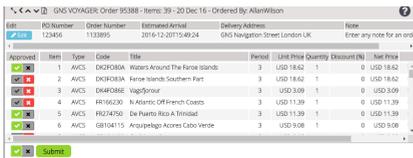


You can also edit the order header detail by selecting the edit button to open the Order Header details pop-up.

Here you can update the PO Number, Vessels Estimated arrival date, Delivery address and any specific note you may wish to add to the order. Once updated, click Save & Close.

## Submitting an order

All items on an order will be set to approved by default. Select the toggle button to decline individual items on the grid or the map or select the bottom toggle button on the grid to decline or approve all items before submitting the order.



Approved	Item	Type	Code	Title	Period	Unit Price	Quantity	Discount (%)	Net Price
<input checked="" type="checkbox"/>	1	AVCS	DK4FCBDA	Waters Around The Faroe Islands	3	USD 18.62	1	0	USD 18.62
<input checked="" type="checkbox"/>	2	AVCS	DK4FCBDA	Faroe Islands Southern Part	3	USD 18.62	1	0	USD 18.62
<input checked="" type="checkbox"/>	3	AVCS	DK4FCBDE	Vag/Snorur	3	USD 3.09	1	0	USD 3.09
<input checked="" type="checkbox"/>	4	AVCS	FR16GZ00	N Atlantic Off French Coasts	3	USD 11.39	1	0	USD 11.39
<input checked="" type="checkbox"/>	5	AVCS	FR24Z900	De Haerts Isla A Winoad	3	USD 11.39	1	0	USD 11.39
<input checked="" type="checkbox"/>	6	AVCS	GB19M115	Antipodago Acres Coto Verde	3	USD 3.08	1	0	USD 3.08

Selecting a product item on the menu will zoom and highlight the product graphically on the map. Selecting a product item on the map will highlight the item and display a pop-up which includes a toggle option to Approve/Decline a selected item on the map.



Note: The default status is set to approved.

- Approve All will set all items to approved on the map and grid.
- Decline All will set all items to declined on the map and grid.
- Clicking submit will display a Pop-Up with 'Are you sure you want to submit this order 'No | Yes'.

Once you submit the order a pop-up will provide confirm that your order has been submitted.

# Exploring VFI further

If you have subscribed to the Navigation Management modules, you can use the position tracking to view historic movements of a vessel (as far back as 2015). We have also calculated sailing days, percentage sailing time and nautical miles sailed in this section to support asset utilisation analysis, cost management and budget forecasting.

You will also see options which combine chart and ENC purchases against vessel tracking lines for the same period to understand the efficiency of chart purchasing on your vessels.

As well as looking at individual vessel behaviour you can look at the ports that your fleets use, and even the ports where your vessels are most frequently inspected and the outcomes.

## USER GUIDE

A comprehensive VFI User Guide is available. This can also be viewed and if required downloaded within VFI. Simply click on the user icon towards the top right of the screen and select Help. The .pdf document will be displayed.

There are also detailed Information panels available alongside most of the internal options, to describe the map content and overlays, or the data grids. These are available via the two large ? buttons above the map and above the data grid area – simply click on these as necessary.

## TROUBLESHOOTING

The User Guide has a Troubleshooting section towards the back which identifies some of the problems you may encounter (as with all web-based systems) and how to resolve them, and also how to provide other feedback and requests back to GNS.

# Frequently asked questions

# Frequently asked questions

## HOW DOES THE SERVICE WORK?

Vessels get a single AVCS permit that unlocks all PAYS ENC's worldwide. They use that permit to display worldwide ENC coverage on all ECDIS on board as well as on Voyager. As vessels sail, the ECDIS automatically opens the correct scale ENC to navigate safely.

PAYS permits can be issued for a maximum period of 3 months. Every quarter, GNS will send the vessel a new PAYS permit to install into ECDIS and Voyager.

Uniquely, GNS offers two service options:

Standard Voyager OPEN PERMIT service:

Customers are invoiced for the service fee at the start of their Voyager OPEN PERMIT contract and then are sent a monthly invoice for the ENC's each vessel has sailed through.

Fixed Price Voyager OPEN PERMIT:

Customers either pay annually in advance on a single invoice or pay monthly in installments as with a GNS Bundle.

## HOW DOES GNS TRACK VESSEL POSITIONS?

GNS polls the vessel position every 60 mins using her Inmarsat C terminal and AIS positions - that means there's no additional hardware (or installation) costs. We record the vessel position and use it to derive which ENC's the vessel is sailing through.

AIS data is used to augment the hourly SAT-C polling to provide a more accurate track and as a backup should any SAT-C points be missed. GNS recommends that Voyager OPEN PERMIT vessels keep AIS switched on to provide maximum tracking accuracy. Failure to do so may result in less

accurate tracking and higher ENC costs being incurred.

### HOW ARE ENC CHARGES CALCULATED?

Charts purchased within PAYS services generally incur a premium. PAYS premium prices are imposed by Regional ENC Coordination offices on behalf of their members who create the ENCS.

### ARE ALL ENCS AVAILABLE VIA Voyager OPEN PERMIT?

Burmese (Myanmar), Hong Kong, Indian and Singaporean ENCS are not currently available via PAYS services. In these cases, Voyager Planning Station identifies missing charts during route planning so additional permits can be requested as required. Customers can choose to also use Voyager Instant Permit to ensure vessels get fast and efficient access to non PAYS ENCS.

### WILL A VESSEL HAVE TO REBUY PAYS CHARTS EVERY TIME THEY SAIL THROUGH THEM?

No, PAYS ENCS are active/valid for 3 months from the date a vessel first sails through them. They do not have to be repurchased every time.

### WILL I LOSE ACCESS TO ENCS I HAVE ALREADY BOUGHT BEFORE I SWITCHED TO Voyager OPEN PERMIT?

No. Those charts will continue to be available to you for the duration of the licence period. If you sail through them during that time you will not pay.

### WHAT HAPPENS TO ENCS I HAVE PAID FOR IF I CANCEL MY Voyager OPEN PERMIT SERVICE?

You will retain access to those charts until their permits expire which will be 3 months from the date you sailed through the area they cover.

### WHAT ABOUT NON PAYS CHARTS? DO VESSELS HAVE TO REBUY THOSE EVERY TIME I SAIL THROUGH THEM?

If buying on a conventional PAYS tariff non PAYS ENCS are supplied on standard terms. Voyager will advise when cells in a route are missing and must be purchased.

### HOW BIG ARE THE UPDATE FILES?

Voyager OPEN PERMIT provides worldwide access to ENCS. The weekly

update for the full data set can be between 50 and 70MB per week. Voyager enables vessels to limit the updates to a specific route or geographic area to reduce the update file sizes by up to 95% each week. Updates can be sent via web or email depending on the communications available on board.

### ARE THERE ANY SPECIAL HARDWARE REQUIREMENTS?

No. GNS uses the vessels existing Inmarsat C terminal and AIS to track vessel movements. No additional hardware is required.

### WHICH BITS OF Voyager DOES THE VESSEL GET IF THEY TAKE Voyager OPEN PERMIT?

Vessels get Voyager PLANNING STATION 'Essentials' which provides inventory management, product catalogue and route planning functionality plus AVCS updating. Other services can be added should you require them.

### DO VESSELS NEED TO UPGRADE TO Voyager 7.3 IF THEY USE Voyager OPEN PERMIT?

No, they don't but we do recommend it because Voyager 7.3 gives you the additional option of downloading updates for a specific area in addition to by route or globally for all active permits.

### HOW MUCH DISK SPACE WILL A VESSEL NEED?

Worldwide ENC coverage is approximately 4.5GB so it's important to be sure that vessels have the necessary ECDIS and PC disk space and processing power available to manage that volume of data. There may be some issues with the ability of older ECDIS to manage a global ENC permit file. Any PC should also meet the specification stated in the Voyager User Guide.

### WHO ACCREDITS THE GNS Voyager OPEN PERMIT SERVICE?

Our service is accredited by DNV GL and has been approved by the UKHO and Regional ENC coordinating centres in accordance with the Joint RENC – PRIMAR and IC-ENC Specification for 'Pay As You Sail' services, For Value added Resellers and Notified bodies version 1.3 dated 30 November 2014.

Designed by mariners for mariners



[www.gnsworldwide.com](http://www.gnsworldwide.com)

