

**Quick start guide**

**Everything you  
need to know  
about:**



**FLEET INSIGHT**

# This guide explains how to get started with the Voyager FLEET INSIGHT from Voyager Worldwide.

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 Voyager Worldwide offices at any time. We will be pleased to help. 24/7.

## **Get Voyager support.**

For technical support email [support@voyagerww.com](mailto:support@voyagerww.com) or contact your preferred Voyager Worldwide office from the options right:

### **Germany**

Hamburg  
T: +49 40 374 8110

### **Greece**

Athens  
T: +30 216 400 5000

### **Japan**

Kobe  
T: +81 78 332 3422

Yokohama

T: +81 45 650 1380

### **Hong Kong**

T: +852 2854 3688

### **Turkey**

Istanbul  
T: +90 216 493 7401

### **Singapore**

T: +65 6270 4060

### **UK**

Aberdeen  
T: +44 1224 595 045

North Shields

T: +44 191 257 2217

### **USA**

California  
T: +1 562 590 8744

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# Access to VFI

## How to access VFI

To access Voyager FLEET INSIGHT simply type <https://vfi.voyagerww> 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) by email and asked to set your password by clicking the Reset Password button the first time you use the system.

If you have forgotten your password at any time simply click Reset password on the login screen and follow instructions.

## Your personal access to VFI

Your personal user profile controls which VFI services and modules you can access, and which fleets you can see. These control the modules you can see in the left hand vertical bar on your screen. There are four levels of VFI service – Essentials, Professional, Premium and Premium Plus.’

All users have access to the VFI ‘Home’ view which provides a summary of the vessels in a fleet.

Customers that buy their navigation supplies from Voyager Worldwide have access to ‘Essentials’ which includes Services, Inventory, Compliance and Orders to allow them to monitor and manage their day-to-day relationship with Voyager Worldwide.

VFI Professional provides access to the Tracking, Ports and Routes modules. You will see these if you have subscribed to the service or if you have taken a trial of the service for a limited period.

VFI Premium includes premium vessel tracking, improves operational oversight and enhanced vessel safety. If you upgrade to VFI Premium Plus Plus you will get access to maritime risk intelligence and AVCS online.

## VFI help and information

A comprehensive VFI User Guide can be viewed and relevant sections downloaded from within VFI. Simply click on the user icon towards the top right of the screen and select Help. There are also detailed information panels available alongside most of the internal options, to describe the map content, overlays and 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.

# Using VFI

## How to access 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 Professional 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 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. In this case click on a vessel to bring up a detailed data panel showing a range of information for that vessel.

In other modules, this could be a panel relating to Bundle usage by the vessel, PAYS (Voyager Open Permit) usage, digital or paper inventory, ENC usage, port visits etc. 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.

## The data grid

In addition to viewing data such as historic tracking, port visits, and chart or digital publication holdings on the map, you can also see the underlying data in a grid form below the map.

You will have seen this in the initial landing page and when using the Home button - a grey bar below the map, with a number of action arrows. Use the up and down arrows to control the height of this 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.

# Troubleshooting and exploring further

## **Trouble shooting**

A comprehensive VFI User Guide can be viewed and relevant sections downloaded from within VFI. Simply click on the user icon towards the top right of the screen and select Help.

Troubleshooting section towards the back of the electronic Guide 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 Voyager Worldwide.

## **Exploring Further**

If you have the the Professional, Premium or Premium Plus package, you can for instance use the position tracking to view historic movements of a vessel (as far back as 2015). 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.

A comprehensive VFI User Guide can be viewed and relevant sections downloaded from within VFI. Simply click on the user icon towards the top right of the screen and select Help.

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# Using VFI Plus

## Introducing VFI Plus

VFI Plus is designed to help improve operational oversight and vessel safety.

The VFI Plus service features the ability to view live vessel positions on CMAP charts, overlay current and forecast weather conditions, display Marpol zones and view all nearby vessels within a user-defined distance.

Voyager Worldwide has also collaborated with maritime security experts, Risk Intelligence, to provide the ability for users to view the very latest maritime security issues globally. You can upgrade to view more detailed information about seaborne incidents and also access to port risk assessments.

For shipping companies that demand the highest levels of operational safety and risk management, VFI Plus also features the ability to display vessel position and other information such as weather and Marpol zones on official AVCS ENCs and view the Admiralty Information Overlay.

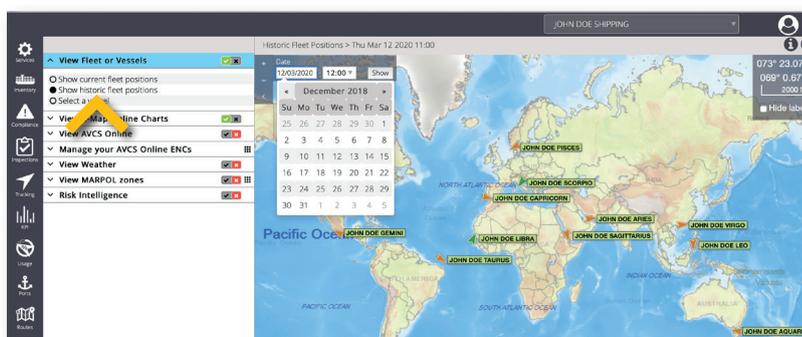
## Using VFI Plus

To get started click on the VFI Plus icon the vertical menu.



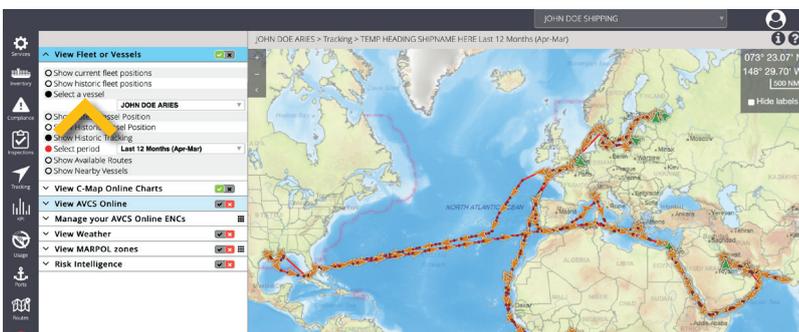
## Fleet and vessel position

Click Fleet or Vessels in the list to display your fleet. You can choose to view current fleet positions, show historic fleet positions or select a single vessel

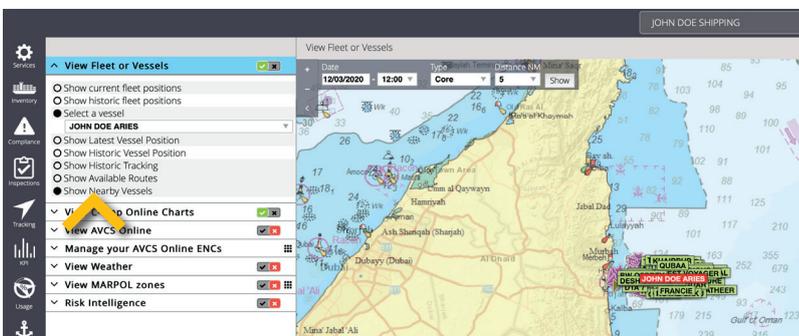


To view your fleet position on a date and time in the past select Show historic fleet position. Then use the Date pop up that appears on the left on the map panel to select the date you require. Click 'Show' to view your fleet on this date.

Alternatively you can choose 'Select a vessel' and select a specific vessel in your fleet from the drop down list. You can then choose to view latest vessel position, view a historic vessel position or the track of the vessel for a given period.



Select 'Show Nearby Vessels' and select the date and time and Distance in NM in the pop up to display other adjacent vessels.



### Chart layer

In VFI Plus, the VFI map is replaced with a CMAP chart layer that enables ship management to view vessel position and planned routes on actual nautical charts.

To view vessel positions overlaid on a chart click 'View CMAP Online Charts' and use the + button on the top left of the map panel to zoom in to view chart features.

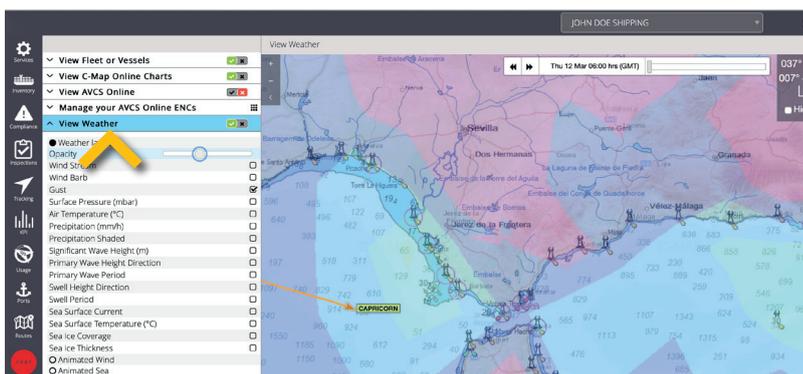


## Maritime weather

The weather overlay includes important parameters such as wind, wave, currents, swell, air pressure and ice. Weather is provided by NOAA. To view weather simply click on 'View Weather' to display the various weather options.

Select Animated wind or Animated sea from the weather options to display wind or sea conditions as a live animation overlaid on the chart.

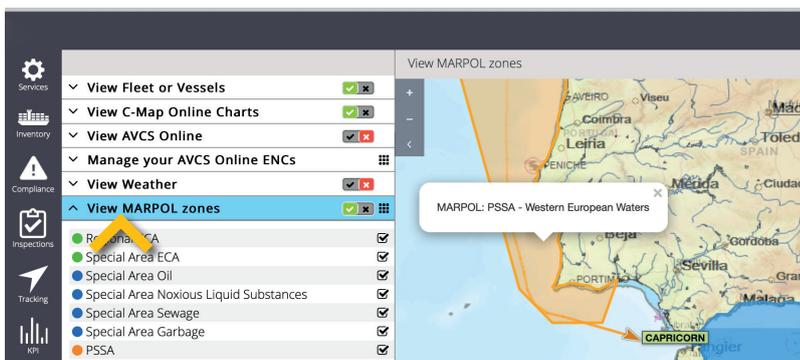
As with the Chart layer you can change the opacity of the weather display using the slider to ensure that chart data and vessel information is not obscured.



Use the time bar in the top right of the map panel to view how the weather is forecast to change over a 72 hour period.

## Marpol

Click 'Marpol zones' to display the Marpol areas worldwide. Hover your mouse over the zone to display a 'tooltip' providing more information.

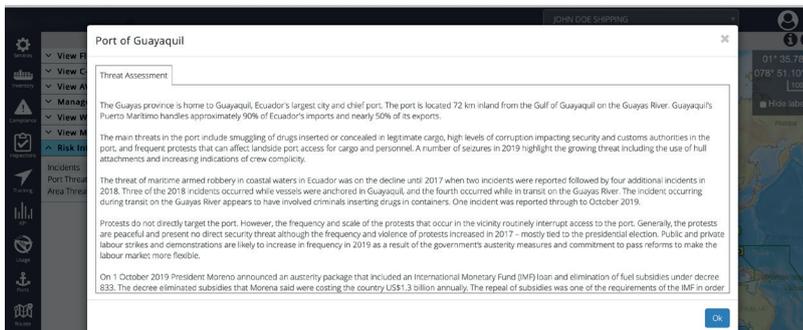


## Risk intelligence

You can also use VFI Plus to display maritime security incidents. A free level of information displays the vessel and type of incident.

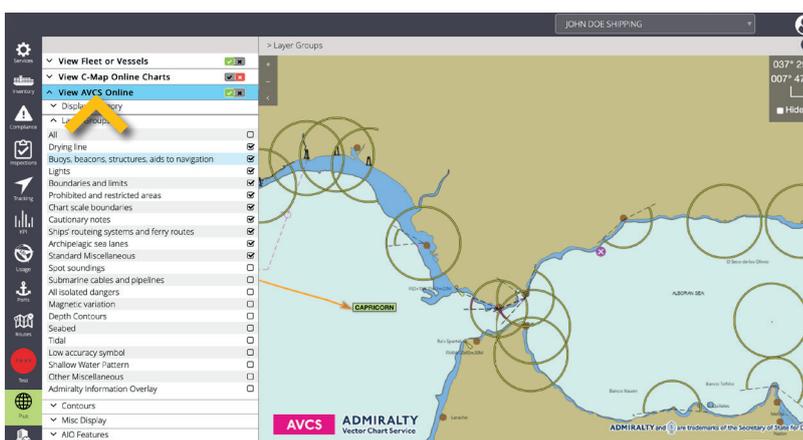


A premium option which provides more detail about what has happened and also provides access to detailed port risk assessments. Please contact Customer Services at [customerservices@@voyagerww.com](mailto:customerservices@@voyagerww.com) in order to upgrade.



## AVCS online

The VFI Plus functionality can be enhanced further with the addition of official ENC's via AVCS Online.



This service enables you to view exactly the same information in the office as is being used onboard to enhance operational decision making further - for example if you wanted to check a route before a vessel sailed or view a port approach or a berth in more detail before confirming a port call.

AVCS is a premium service. Please contact Customer Services at [customerservices@voyagerww.com](mailto:customerservices@voyagerww.com) in order to upgrade.

To use AVCS simply click on AVCS Online to display AVCS charts. A standard AVCS Online subscription provides worldwide small scale chart coverage. Additional charts can be purchased at any time as required.

# Managing orders using VFI

VFI also includes functionality to allow users to edit, approve, decline and submit orders awaiting 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 our Customer Services team.

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

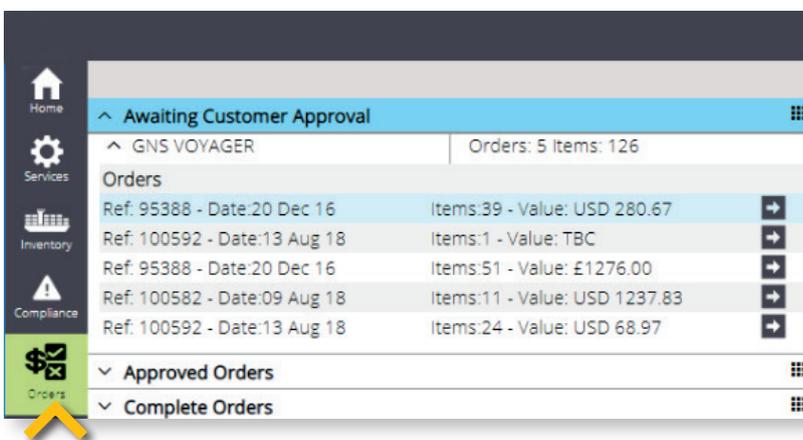
Users can also view complete orders and approved orders which are currently in progress. Orders listed in the complete section also include orders that were declined.

All orders generated by Voyager Worldwide 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.

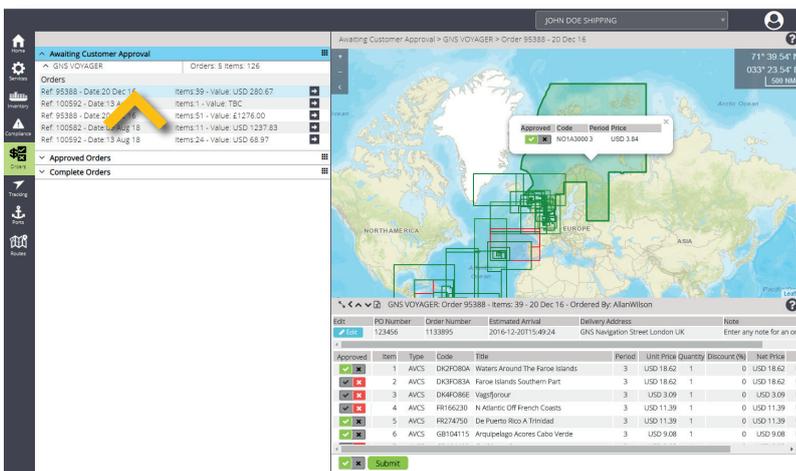
Clicking on a vessel will expand the menu to display the list of vessel specific orders.



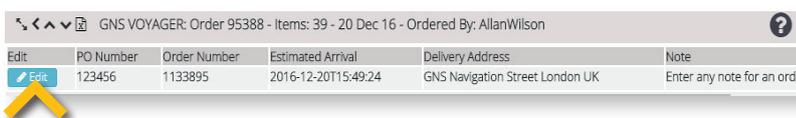
The information provided in the menu is the order reference, order date, number of Items and total order value.

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.

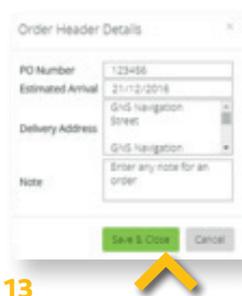


## Editing order header information



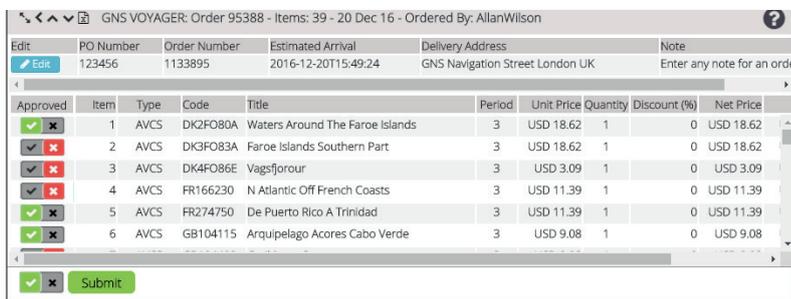
The lower data grid panel includes order header information with the option to save the order by clicking on the excel icon on the grid header.

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.



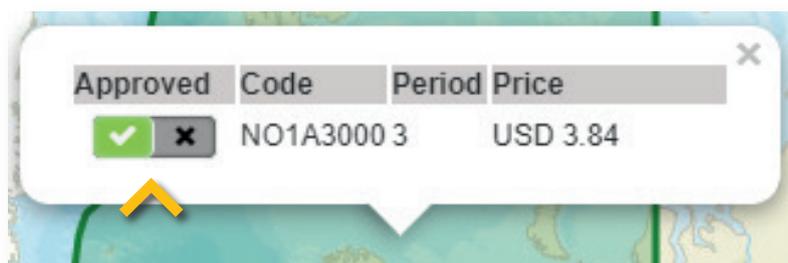
## Submitting an order

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.



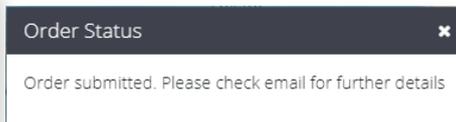
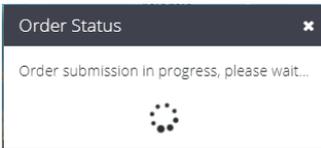
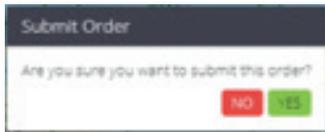
Approved	Item	Type	Code	Title	Period	Unit Price	Quantity	Discount (%)	Net Price
<input checked="" type="checkbox"/>	1	AVCS	DK2FO80A	Waters Around The Faroe Islands	3	USD 18.62	1	0	USD 18.62
<input checked="" type="checkbox"/>	2	AVCS	DK3FO83A	Faroe Islands Southern Part	3	USD 18.62	1	0	USD 18.62
<input checked="" type="checkbox"/>	3	AVCS	DK4FO86E	Vagsforour	3	USD 3.09	1	0	USD 3.09
<input checked="" type="checkbox"/>	4	AVCS	FR166230	N Atlantic Off French Coasts	3	USD 11.39	1	0	USD 11.39
<input checked="" type="checkbox"/>	5	AVCS	FR274750	De Puerto Rico A Trinidad	3	USD 11.39	1	0	USD 11.39
<input checked="" type="checkbox"/>	6	AVCS	GB104115	Arquipelago Acores Cabo Verde	3	USD 9.08	1	0	USD 9.08

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.



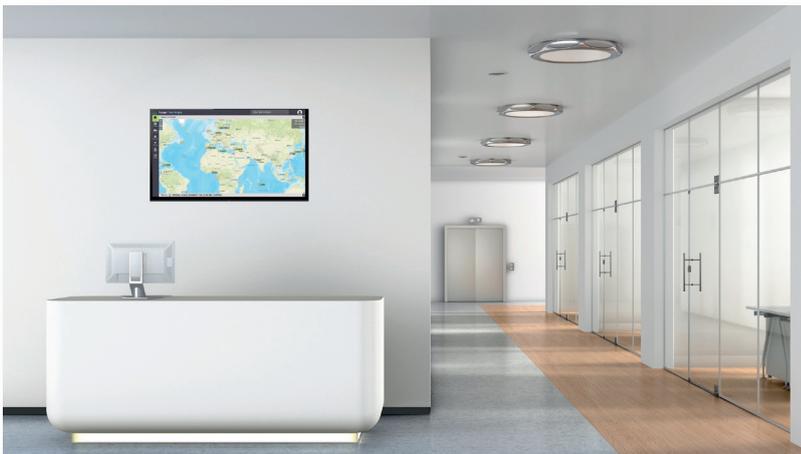
- Approve All will set all items to approved on the map and grid.
- Decline All will set all items to declined on the map and grid.
- Clicking submit will display a Pop-Up with 'Are you sure you want to submit this order 'No | Yes'.

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



# Wallboard

Voyager FLEET INSIGHT Professional subscribers now have access to a Wallboard module.



The VFI Wallboard provides continuous display of live vessel positions on large screen for use in operations centres and reception areas.

In order for you to use VFI in wallboard mode, we will need to send you a dedicated Wallboard User ID.

When you login with your Wallboard User ID, VFI will immediately display the positions of your fleet on the homescreen. All you have to do is click to view in full screen.

In Wallboard mode Vessels “move” every 10 minutes. Tool tips appear for each vessel in alphabetical order - switching from one to the next every 10 seconds.

To request your Wallboard login for your fleet simply email us at: [customerservices@@voyagerww.com](mailto:customerservices@@voyagerww.com).

# Reports

The Reports module in Voyager FLEET INSIGHT (VFI) can be used with any Fleet to view and if required export specific lists of data related to that fleet.

There are two core areas of functionality

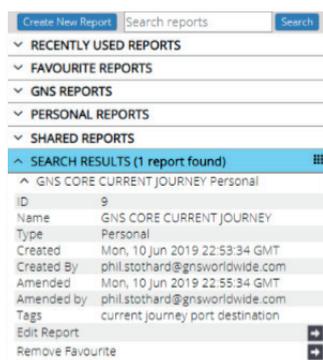
- A library of available reports which you can use with the currently selected fleet
- The ability to create and manage your own reports and add them to your personal library and to the libraries of your colleagues.

If you are a user of the VFI GLOBAL FLEET module or you have signed up to the VFI Professional package (which includes all Voyager NaaS users), you will have access to the Reports module.

## Accessing and using your Report Library

If you have access to the Reports module, you will see the relevant button on the module access bar on the left of the screen. When you click on that you will see your Report library.

When you first start using the Reports module your library will have one section 'Voyager Worldwide Reports' - this section includes a set of predefined reports to meet the most common reporting requirements.



As you start to use the Reports tool your library will increase to include up to 6 sections as follows:

### Recently used reports

Are the last 10 reports that you have used, to help with easy and quick access to run any of those again

### Favourite reports

Allows you to quickly access the reports that you use regularly; you can add or remove reports from this list by opening a report and clicking

on either Add Favourite or Remove Favourite options as per the example above.

### Voyager Worldwide reports

Are a set of standard reports or templates provided by Voyager Worldwide – you cannot change these but you can take a copy to make amendments to the layout for personal use (see later)

### Personal reports

are those which you have created yourself and restricted for your own use only, no other user will see these in their library

### Shared reports

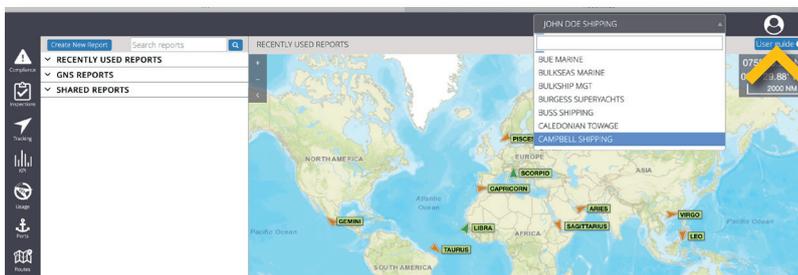
Are those which you or someone in your group (normally the same company) has created and saved as a shared report for all users in your group

### Search results

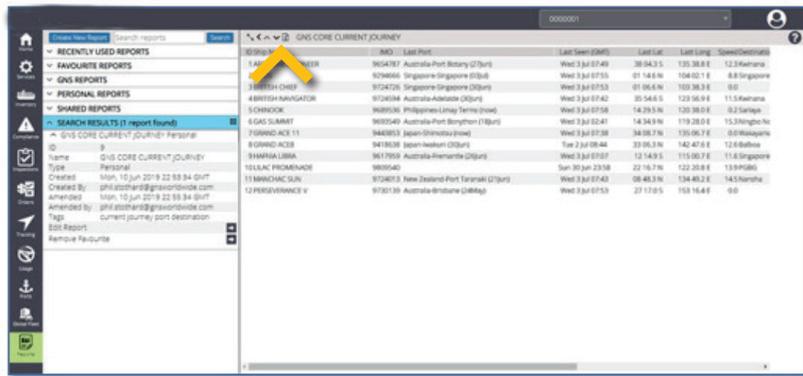
Each report has a number of tags associated with it, as well as the report name – if you enter text into the “Search Reports” box and click the blue Search button, a list of the reports available to you which match your search text will appear in this section.

### View existing report

To view a report for a fleet, first select the fleet from the drop down box in the top right of the screen.



Then click on the report title in the report menu. You will then see the data grid on the right of the screen, and the reference data for this report will show in the menu area on the left.

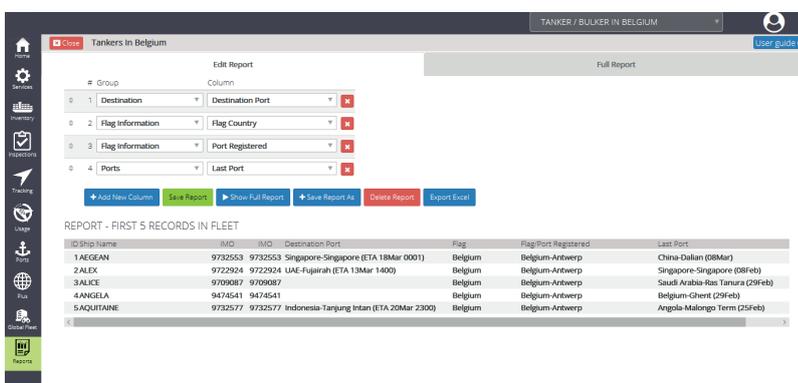


As with all other VFI data grids or reports, you can sort the content by clicking on the column headers, and you can extract the data into excel with a single click of the Excel button on the grey heading bar to the right of the four arrow buttons.

### Editing an existing report

If none of the available Voyager Worldwide Reports provides the layout or information you require, or if you want to change an existing report or create a new report layout based on one which exists, you should use the Report Editor.

To edit an existing report, or to copy it in order to create a new version, open up the existing report by clicking on the title and then click on Edit Report below the reference data.



You can add new columns to a report layout, remove columns, or amend the sequence in which columns appear. Note that the first three columns of all reports are predefined as the row number, the ship name and the IMO number. These cannot be removed or moved.

The report columns are managed in the top half of the report editor above. To remove a column simply click on the red button to the right of the item. To move a column up or down the list, click and hold the marker to the left of the item you want to move and drag it to the new position.

To add a new column (which by default will be at the end of the list) click the blue Add New Column button.

The available columns are grouped into categories – simply select the category you are interested in and then select the data column from those presented in the second drop down list.

This will add that column to your working report layout. As you make any changes in the control area at the top of the editor, they will be reflected in the sample data view at the bottom of the panel. This will always show just the first 5 vessels in the current fleet. At any point you can see your working report for the full fleet by clicking on the grey Full Report tab on the right of the editor or the blue Show Full Report button below the control area. You can also generate this as an Excel spreadsheet via the Export Excel button.

If you want to save this report layout for future use, you can use either the Save Report or Save Report As buttons (note Save Report may be greyed out if you do not have permission to change this layout and are making a copy).



The report name will need to be unique within your User Group. The Category setting controls the visibility if you are part of a wider User Group. Select Personal if this report is only to be visible to you and not anyone else in the Group. Select Shared (Viewable) if other members of your User Group

**Save Report As**

Report Name:

Category:

Tags:

can use the report layout but not change it, and Shared (Editable) if anyone in your User Group can make changes to it.

You can also Delete Reports from your library using the red button. This will remove it from your personal library and, if you are the owner, from the libraries of others in your User Group.

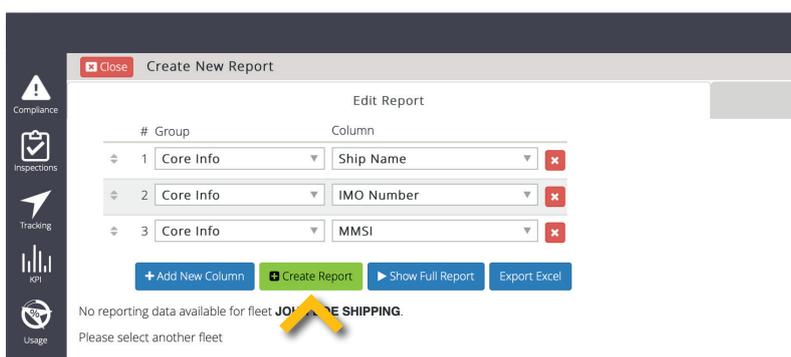
### Creating a report

If you wish to create a completely new Report, you need to first select which fleet you want generate a report for from the drop down box in the top right of the screen.



Once you have selected your fleet, select the blue 'Create Report' button in the top left of your screen.

Use the 'Add new column' button and use the drop down options to build up the information you want to include in your report.



When you are ready click the green 'Create Report' button to generate your report. You can then view your report by clicking 'View Full Report' or export it by clicking 'Export Excel'.

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