VOYAGER

User guide

Getting started with VFI alerts:

FLEET INSIGHT

This guide explains how to get started with the Voyager Fleet Insight alerts 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 or contact your preferred Voyager Worldwide office from the options right:

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Contents

Getting started with VFI Alerts

Introduction

Welcome to Voyager FLEET INSIGHT Alerts. This document is aimed at helping new VFI Alert customers to configure alert settings for their fleet(s) for the first time, and then to refine and adjust those settings and finalise email notifications for normal operation.

Once you and your related fleets have been setup for VFI Alerts by Voyager Worldwide, you will see an Alerts button in the left hand menu bar. You will use this to configure alert settings by Alert Type and by Fleet or Vessel, and to view generated alerts. Once happy with the level of alerts being generated by your settings, you can then configure how the email notifications are created, for which recipients.

Preparing to configure VFI Alerts and Alert triggers

Currently there are 7 tracking based alert types available for use, plus an additional Position Report option. These are outlined below. Within each alert type you have options on what value or behaviour will trigger the alert. You can set the alert triggers to a default value for all vessels in your fleet, or vary the settings and indeed activate or deactivate alerts by vessel.

The best approach is to decide which of the 7 Alert Types are relevant to your fleet, select a generic trigger value for each and apply that against the 'FLEET DEFAULTS' option. You can then monitor the alerts generated via the VFI alerts module and if there are too many or too few, adjust the trigger value. VFI might also show cases where specific Alert Types may not be relevant for individual vessels so you can then refine the settings and activation markers for individual vessels.

Once alerts are setup, you are able to temporarily suspend one or all alert types for individual vessels, particularly where a vessel is out of service. So trigger settings do not need to be adjusted temporarily.

Note that if as a VFI user you have access to more than one fleet (or subfleet), you will configure each fleet separately. Vessels can have different configurations in each of the fleets that they are linked to.

Email Alert notifications

Once you are happy with the level of alerts being generated, you can set up how proactive Alert emails are generated, who they are sent to and when.

On the alerts side you may not want to generate email notifications for all 7 tracking types, though you do want to be able to monitor them in VFI. That is managed through the normal Vessel Alerts Setup option under VFI ALERTS – Control.

You can then identify who should receive these email notifications and how often. Alerts can be sent to anyone who is a registered VFI Professional user for your fleet(s). You can then decide, for each recipient, whether they should receive an email alert immediately whenever an alert is generated (the process runs every 10 minutes) or they should be stored up and sent on a defined basis such as every 2 hours, or even every 24 hours. As with vessel alerts, you are able to temporarily suspend email notifications for a particular user perhaps when they are on holiday or otherwise unable to deal with the notifications.

The available Alert Types

As covered earlier, you may want to initially try out all of the Alert Types for the vessels in our fleet and use VFI to observe the level and value of the alerts generated, adjust the underlying settings and may even decide that some Alert Types are not relevant to your fleet. Finally you will identify which of the Alert Types you would like email notifications generated for.

The available Alert Types are covered at a summary level below – for more detailed information see the VFI Alerts Full User Guide which is available within VFI from the online help menu (click on the User icon to the right of the blue heading bar, then on Help to access all of the online help options).

- **Route deviation** – identifies when a vessel is seen more than your user defined distance from the planned route which is currently being monitored for that vessel

- **Course change** – identifies when the heading of a vessel changes by more than a user defined value over any 60 minute period, provided the vessel is sailing rather than in port or at anchor

- **Loss of AIS signal** – identifies when no AIS tracking information has been received from a vessel for more than your user defined period – optionally excluding cases while in port

- **Excess speed** – identifies when a vessel has exceeded your user defined speed for a 60 minute period

- **Port arrival and departure** – identifies when a vessel enters or exits any port

- **Zone entry and exit** – identifies when a vessel enters or exits a predefined area – initially covers MARPOL zones

- **Destination and ETA changes** – identifies when the Destination and/ or ETA information in a vessel's AIS terminal is changed – optionally excluding changes made while in port

For **Route deviation** – see the **Route Monitoring in VFI** information in the online help view to see how the Current Route Plan for a vessel is generated automatically where possible, or how you can manually identify and configure these routes yourself in VFI.

Position Reports

There is an additional alert type available which is just a regular report rather than something triggered by vessel activity or behaviour. Position Reports are a simple list of position and voyage information for every vessel in a fleet which are created either once or twice a day (you control that). These lists are available for the last 5 days within VFI – but additionally can be provided as data files attached to emails on the same once or twice a day basis. You control which users will receive these in the Email Distribution setup panel whether sent once or twice a day in the Vessel Alerts setup panel.

For each vessel, the email attachment contains data on Ship Name, IMO, Last Seen (AIS), Latitude, Longitude, Speed, Heading, Current Voyage (from, to, eta) or Current Port visit, Start Time (voyage or port visit), Hours to date (voyager or port visit) and Distance to date (voyager). The attachment is in .csv (comma separated values) format which means it can be directly loaded into Microsoft Excel or other data tools.

Setting up your Vessel Alerts and Alert Levels

When you first use the Alerts module in VFI, you will see just two options within the VFI Alerts – Control menu heading.

∧ VFI ALERTS - Control	
∧ Select from the options below	
AMEND CONTROL INFO	
Vessel Alerts setup	➡
Email Distribution setup	➡
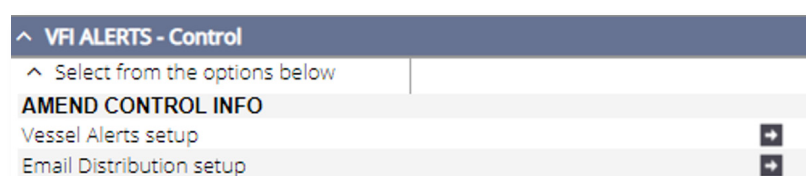
When you select the Vessel Alerts setup option, you will see the control panel, initially without any vessels or values for a specific Alert Type (initially Route Deviation). Select the Alert Type that you want to configure, and click the **Generate Alerts** button. You will then see a row for each of the vessels in the current fleet as well as a **Fleet Defaults** row at the top of the list. Initially these are all populated with our default settings. You will also see buttons for **Save and Apply** and for **Cancel**. If you click Save and Apply, these alerts will be applied for all vessel types and this Alert Type.

Once the fleet has been initialised for the Alert Type, you can make any specific amendments in the Active, Email and Options columns. Whenever changes are made, you will need to use the Save and Apply button for them to take effect.

Setting up Email Distribution

The second option in the **VFI Alerts - Control** section is where you will set up which VFI users will receive email notifications and how often. When you want to add a new user simply click the relevant button and select from the list of available email addresses for the users linked to the currently active fleet.
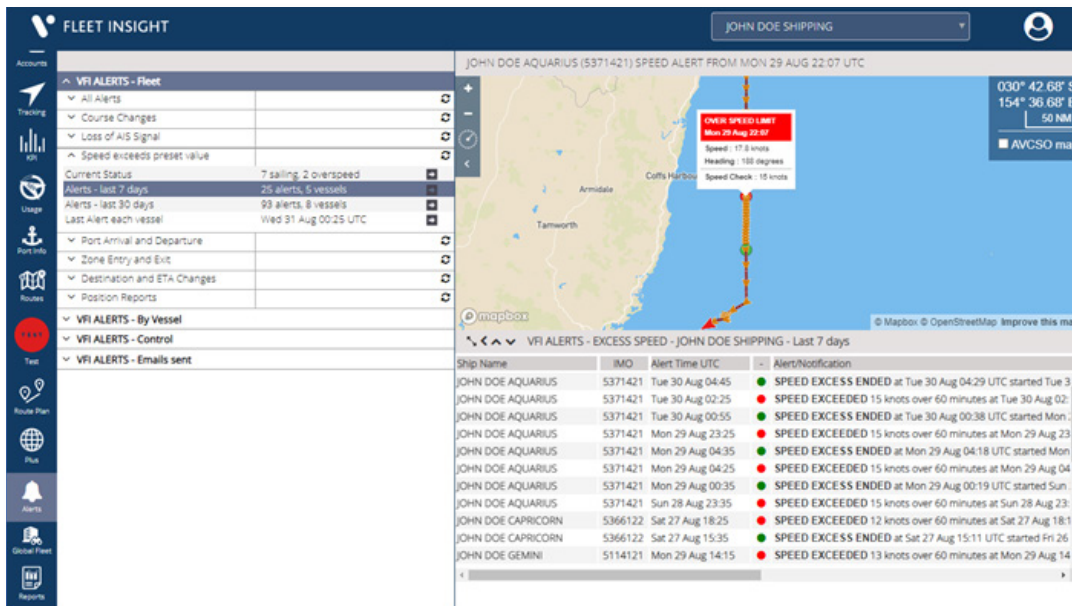
Within VFI you can view all of the emails that have been sent out under the VFI Alerts – EMails sent menu option and click through any to see the content of any of the listed emails.

Viewing Alerts in VFI

Once everything has been configured, you will start to see actual alerts within the Alerts Module in VFI. You can view these based on one Alert Type across the fleet, or all Alert Types for a vessel. Within the main options, you will see a list of the generated alerts for your selected time period in the list area below the VFI map. You can then see more information about any individual alert by clicking on it in the list. The map will update to show relevant information generally in form of a vessel tracking line with the alert related events highlighted.

More Information

You should now be able to start to set up your alerts and to monitor generated alerts and in due course Emails through VFI.

There is more information in the on line help within VFI (via the user icon and then the Help option), as well as more information in the form of documents, guides and videos being added to the Voyager Worldwide website www. voyagerww.com. You can always contact VWW Customer services with any specific questions or feedback and may be able to request an "ask the experts" online zoom call or attend a scheduled (or recorded) webinar for more information.

You can also suggest any additional types of tracking based alert that might be useful either via VWW Customer Services or in your other regular conversations with VWW representatives.

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