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 technical support email support@gnsworldwide.com or contact your preferred GNS office from the options below:

**GERMANY**
E: de.customerservices@gnsworldwide.com
T: +49 (0)40 374 811 0

**GREECE**
E: gr.customerservices@gnsworldwide.com
T: +30 216 400 5000

**SINGAPORE**
E: sg.customerservices@gnsworldwide.com
T: +65 6270 4060

**UK**
E: uk.customerservices@gnsworldwide.com
T: +44 (0)191 257 2217

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**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.
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.

VOYAGER™ Open Permit also includes a free vessel tracking service that enables you to monitor vessel position on line and also view ENCs used and your monthly billing. These services are provided online via our VOYAGER™ Management Service which you can find at https://vms.gnsworldwide.com.

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

To get started simply log in to the service.

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.
Introduction to VMS

The VOP (Voyager Open Permit) module within the Voyager Management System (VMS) allows you to monitor all of your vessels which are currently using the GNS VOP service.

Using VMS you can monitor the tracking history of your vessels, the AVCS ENCs which have been used and purchased, and the costs of those AVCS ENCs. This is managed through simple options to select vessels, content and time periods, with the resulting information shown on a map and in a series of data grids.
Finding your way around VMS

The main interface consists of a map and a data grid – at any time you can hide either of the components by using the arrows to the left of the blue information bar below the map.

You will also see a set of blue selection boxes on the grey bar at the top of the screen, used to define the specific vessels and time periods you want to view information for.

The main control mechanism is the grey control panel to the top right corner of the map – the options available are described further below. Note that the content and status of the drop down selection boxes will adjust in line with the options selected on the control panel. Generally once you have made your selections on the panel and in the selection boxes, you should click the LOAD button on the panel. You can clear all currently visible map layers by clicking CLEAR.

There is a blue information bar between the map and data grid areas – as well as controlling the visibility of the two areas (using the arrows to the left) this blue bar is used to identify what information is being shown.

You will also see three map controls to the top left of the map – to zoom in and out or to selected a specific area within the current map. You can also move the map by clicking your mouse and dragging the map as required.

Vessel positions and monitoring

When you first enter the VMS VOP module, you will see a map showing the latest positions of each of your VOP vessels. You will see an icon for each vessel along with a marked trail showing the previous 24 hours tracking for each. At the bottom of the screen you will see a data grid with a summary for each of your active VOP vessels.

To locate any specific vessel on the map, click on FIND on the relevant row in the table. You can also click BILLING on any row to access the Cost and Billing information (see later).
You can return to the Current Positions map view at any time by selecting that option at the top of the control panel, and can view the data grid at any time by selecting VOP VESSELS in the menu of the data grid area.

Vessel tracking data

All of the tracking data gathered for each VOP vessel is held within the system. As a minimum you will see hourly SAT-C observations but this is augmented with further AIS information on a more frequent basis when available. This combination of data drives the accuracy of the overall VOP service as described in other supporting documents. This tracking data is updated on an hourly basis. All tracking times are reported in UTC.

Use the main Tracking Only option on the control panel to view tracking data for a single vessel over a selected predefined period - from the last 24 hours through to the last 12 months. In this Tracking Only view the frequency of observation will reduce with the length of the selected period – for instance all recorded observations will be shown if viewing the last 48 hours, but only the last position of each day will be shown and listed if selecting the last 12 months. The tracking points are joined linearly – this is not the Actual track taken and the lines which join the sampled points may go over land. To view a more accurate track, select a shorter time period or use the VOP Tracking option as below.
You have three options to view ENC cell usage within your VOP service – these appear as the three ENC items on the control panel.

1) You can view all Currently Active cells for a vessel – by simply selecting that option and clicking on “LOAD”.
2) You can view all the Cells that a vessel has tracked through over a selected time period (use the Sailed Cells option)
3) Just those which were purchased during a period (use the Purchased Cells option). Purchased cells are shown in green, others in red.

Combining Tracking and Cell data
You can combine both sets of data on a single map view – subject to some restrictions on the date ranges available and whether viewing the Tracking or VOP Tracking data. Both sets of information will be available in the data grid area – using the ENCs or TRACKING menu options in the data grids.

The VOP Tracking option shows every recorded observation to show a more accurate track and to illustrate the calculations and intersections used to identify the actual ENCs used. Because of the large number of observations recorded, this option is generally only available for periods of up to 7 days.

The view also shows the buffers used to calculate potential Cell intersections.

Left: 3 month tracking overlaid with ENCs purchased during that time. Click through to display more detail in a pop up window
Viewing more detail

You can see more details of tracking points and ENC cells in the data grid area at the bottom of the screen – listing details for all tracking points or ENCs currently selected.

You can also see more detail by clicking on any tracking point on the map or on any cell to show an information tag on the map containing more underlying data similar to that shown in the data grid. There is also the option in the data grid to ‘FIND’ any individual tracking point, jump to it on the map and show the pop up information.

Note that when using the PAYS service, all ENC cells at each usage band which are intersected by the vessels track must be included in the sales reporting. That means you will often see detail for more than one ENC when you click on a cell/point on the map.

Cost and billing information

You can see a full list of the monthly invoices for a vessel showing the PAYS RRP and discounted costs of the cells purchased each month both as a monthly total and a list of the individual items. This will include the current month as it builds up towards the month end invoice.

To access this information, access the VOP VESSELS view in the data grid area and then the Billing button for the required vessel. You can move to another vessel within the Billing page by selecting that vessel in the second selection box above the page.

Left: The billing view showing completed invoices for January to April 2017
HOW DOES THE SERVICE WORK?
Vessels get a single AVCS permit that unlocks all PAYS ENCs 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 ENCs 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 ENCs 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, Japanese 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 relevant to where she is sailing 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™ ‘Essentials’ which provides inventory management, product catalogue and route planning functionality plus AVCS updating. Other services can be added to VOYAGER™ should you require them.

**DO VESSELS NEED TO UPGRADE TO VOYAGER™ 7.2 IF THEY USE VOYAGER™ OPEN PERMIT?**
No, they dont but we do recommend it because VOYAGER™ 7.2 gives you the additional option of downloading updates for a specific area in addition to by route or globally for all actives 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.