

# Cruise Database and Live Scheduler

Manual for Low Bandwidth Users



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*Photo: AECO Secretariat*

# AECO Cruise Database & Live Scheduler

On 1 January 2025 the AECO Cruise Database and Live Scheduler was officially launched. The new system opens a new era of accurate information sharing and gathering.

The AECO Cruise Database and Live Scheduler is mandatory to use for all AECO operating members.

This manual covers how to use the site booking system in low bandwidth situations where internet access is not available. Vessels are only required to have e-mail access to operate the site booking part of the AECO Cruise Database and Live Scheduler.

# 1. Introduction

The new AECO Cruise Database and Live Scheduler offers to operate the site booking system via e-mail correspondence only. With this feature it is possible to request specific exports of site lists and an export of the current live scheduler to provide an overview of the booking situation in given areas. The system allows users the opportunity for booking and releasing sites via e-mail only.

The Cruise Database and Live Scheduler is designed to also work entirely by low bandwidth e-mail requesting auto-generated information by contacting the e-mail address:

**[offline@aecolive.net](mailto:offline@aecolive.net)**

Specifically formatted subject fields and bulk text fields are required as described below.

Replies are in the form of Excel files with the requested information.

Specific user requirements have been added for cyber security reasons and to protect the integrity of the data logged in the Cruise Database and Live Scheduler.

**Only registered user e-mail addresses are accepted by the automated system.**

**If the e-mail address you use to attempt to make changes is not registered by the member in question, requests or changes cannot be made.**

When requesting changes to a trip in the sailing plan, the ship specific PIN code is required. The PIN code is only accessible to the *Admin* and *Operator* access levels for each member company. The PIN will have to be passed on to the EL access level before the relevant EL account can make any changes on behalf of the operator.

The PIN is vessel specific and will stay the same during a full calendar year.

### **1.1 Considerations and rules**

Booking time slots have the same rules as users booking online.

Offline booking is enabled 1st March - 31st October but is **NOT** enabled during Derby Day.

The sailing plans in the AECO Database and Live Scheduler are 100% integrated with the Post Visit Report (PVR) system. The sailing plans/sites booked will automatically be transferred to the online PVR part of the system. Data such as passenger, crew, and staff numbers and nationality details need to be added in the PVR section using the online version of the AECO Cruise Database.

In addition, the number of people ashore and activities performed incl. number of people participating in activities at individual sites are also required to be added using the online version of the AECO Cruise Database.

The low bandwidth feature can only be used to add/change site bookings during the season.

***It is not possible to submit a complete offline PVR form without an internet connection!***

Similarly to the live scheduler online version, it is possible to book sites back in time to ensure that the PVR site list corresponds with the completed trip.

**Double bookings are possible in this case and no conflicts can be registered.**

## 2. Checklist for changing site bookings

### 2.1 Sequence of events

There are three steps to ensure that your itinerary adjustments are updated correctly in the Cruise Database and Live Scheduler:

- a) Request updated Site List for Area (country) or Region
  - To ensure correct site ID
  - To ensure complete site list incl. recently added sites
  
- b) Request updated sailing plans for Area or Region
  - To plan your site booking changes
  
- c) Book/release your sailing plans according to your updated itinerary

# 3. Request updated Site List

## 3.1 Logic behind the Site List

When requesting a site booking or a site release, you need to use the site ID in your request. Bookings are done with site ID to ensure correctness and reduce typing errors and mitigate the fact that many sites use non-ASCII letters which most keyboards do not feature.

The user should first request an up to date Site List with the correct ID for each site.

The AECO Cruise Database and Live Scheduler use the following short names for the **area** (countries) in the AECO Geographical area:

Each area is sub-divided into **regions**. This follows the logic of the previous AECO Cruise Database.

Area code	Area name	Region name
CA	Canada	CA - Nunavut
		CA - Northwest Territories
IS	Iceland	IS - Eastern Region
		IS - Northeastern Region
		IS - Northwestern Region
		IS - Reykjavik – Capital Region
		IS - Southern Region

		IS - Suðurnes - Reykjanes Peninsula
		IS - Vestfirðir - Westfjords
		IS - Vesturland - Snæfellsnes West Iceland

GL	Greenland	GL - Capital Region (Kuannersooq F. - Fiskefjord)
		GL - Capital Region (Kuannersooq F. - Fiskefjord)
		GL - National Park (Petermann G. - Kap Biot)
		GL - North (Nassuttooq - Petermann G.)
		GL - South (Lindenow F. - Kuannersooq F.)
		GP - Arctic Circle Region (Fiskefjord - Nassuttooq)
SJ	Svalbard	SJ - Forlandet national park
		SJ - Indre Wijdefjorden national park
		SJ - Nordaust-Svalbard nature reserve
		SJ - Nordvest-Spitsbergen national park
		SJ - Other sites in Svalbard + Jan Mayen
		SJ - Sør-Spitsbergen national park
		SJ - Sørøst-Svalbard nature reserve
		SJ - Van Meijenfjorden national park

### 3.2 What to write in your e-mail when requesting a Site List

Data type	To	E-mail subject line	Notes
Sites	offline@aecolive.net	Sites/[area code or region name]	This is the general format for the subject line
		Sites/ CA <i>(Typo on purpose)</i>	This will give you all sites in Canada
		sites/ca	This will also give you all sites in Canada
		sites/is	This will give you all sites in Iceland
		sites/gl	This will give you all sites in Greenland
		sites/sj	This will give you all sites in Svalbard
		Sites/SJ - Other sites in Svalbard + Jan Mayen	This will give you all sites for this region

If requesting a region specific site list, you can **copy directly** from the above table to the subject line in your e-mail.

The automated reply to this type of email will be an Excel file with the requested data and showing the ID, Name and Region for the sites.

## Approximate size of response

All sites	~190KB
Canada	~40KB
Iceland	~30KB
Greenland	~85KB
Svalbard	~80KB

# 4. Requesting updated sailing plans

## 4.1 Information required to request updated sailing plans

- Area Code or Region Name
- Site ID
  - o information received via e-mail in response to the above system request.

## 4.2 What to write in your e-mail when requesting updated sailing plans

*Please note that the date format is ddMMM (i.e. 01MAY, 25JUN). The year is irrelevant as only current season results can be forwarded.*

Data type	To	Email subject line	Notes
Sailing plans	offline@aecolive.net	Sailing plans/[area code or region name]/[start ddMMM]/[end ddMMM]/[ship name]	This is the general format for the subject line
		Sailing plans	This will send this year's whole program
		Sailing plans/SJ/01MAY	This will send all information for Svalbard starting from 01MAY this year
		Sailing plans/SJ/01MAY //	This will send all information for Svalbard starting from 01MAY this year
		Sailing plans/ SJ / 01MAY //Black Pearl	This will limit it to Black Pearl
		Sailing plans/SJ - Other sites in Svalbard + Jan Mayen/01MAY / 12MAY/Black Pearl	This will limit the date range for the region for the Black Pearl.
		Sailing plans/ // /Black Pearl	This will give you all for Black Pearl

The automated reply to this email will be an Excel file with the requested data.

Size of response depends a lot on the overall booking situation, but for example six vessels with some data is ~70KB. Narrowing down the query to region may be beneficial.

# 5. Request and release site bookings

## 5.1 Things to remember before adjusting site bookings

- Your email address must belong to a company registered user that has permission to change booking data for the ship.
- Booking slots have the same rules as when booking online.
- Offline booking is enabled 1st March - 31st October but is NOT in use during for example Derby Day.
- Offline booking is possible only for the current season.
- You can change sailing plans both into the future but also into the past to ensure that your PVR fits with reality.
- Booking for the past allows for double bookings of sites. No conflicts are possible if you book into the past.

When making a request for a site change or booking, and the request is successful, any **pre-existing booking will be automatically overwritten**. If the request was a mistake, a new request for a new booking is required.

When making a request to release a site, and the request is successful, the site will be released automatically. If the request was a mistake, a new request for a new booking of the site is required.

## 5.2 Information required to book, change and/or release site bookings

- Voyage code
  - o The automatically generated voyage code for the trip in question
  - o The voyage code consists of the three letter ships code (available from sailing plans) and the start date and year. I.e. Black Pearl trip that starts on 31 December 2025: *BPE25DEC2025*.
- The ships PIN code.
  - o Request PIN code from the *Admin* and *Operator* access levels of your employer company.
  - o The vessel specific PIN is valid for a calendar year.
- The site ID of the site you want to book/release.
- The time slot pertinent to the booking.

- Available time slots:  
 04:01 - 07:30  
 07:31 - 13:00  
 13:01 - 18:30  
 18:31 - 22:00  
 22:01 - 04:00

### 5.3 What to write in your e-mail when requesting updated sailing plans

Multiple changes can be made in the same e-mail request.

If multiple time slots are desired a new request line (e-mail body text) must be added for each time slot.

Data type	To	E-mail subject line	Body
Book/release slots	offline@aecolive.net	Book/[CDB Voyage code]/[ship PIN]	This is the general format for the subject line
		Book/BPR12MAY2024/123456	This subject would change bookings in the BPR12MAY2024 trip. Note! The trip MUST already exist. You cannot create completely new trips with the offline system.
		<b>E-mail body text</b>	
		****BOOKINGS DATA STARTS**** book/[siteId]/[date ddMMM]/[slot] book/[siteId]/[date ddMMM]/[slot] book/[siteId]/[date ddMMM]/[slot] release/[siteId]/[date ddMMM]/[slot] book/[siteId]/[date ddMMM]/[slot] ****BOOKINGS DATA ENDS****	Body text must include the booking commands enclosed within the ****BOOKINGS DATA STARTS**** and ****BOOKINGS DATA ENDS**** texts. Booking is done with site ID to ensure correctness and reduce typing errors and mitigate the fact that many sites use non-ASCII letters which most keyboards do not feature. Refer to the Sites list for the correct ID for each site.
		****BOOKINGS DATA STARTS****	
		Book/1814/13MAR/07:31-13:00	This will add Reynisdrangar [ID=1814] to the trip

		Book/1815/14MAR/07:31-13:00	This will add Heimaey - Vestmannaeyjar [ID=1815] to the trip
		Book/1815/14MAR/13:01-18:30	This will add the next slot at Heimaey - Vestmannaeyjar to the trip
		Book/1828/15MAR/13:01-18:30	This will add Akranes [ID=1828] to the trip for 13:01-18:30
		Release/1828/15MAR/07:31-13:00	This will <b>RELEASE slot 07:31-13:00 at Akranes [ID=1828]</b>
		****BOOKINGS DATA ENDS****	

The automated reply to this email is plain text email that summarizes the changes and any issues that may have been encountered. For example:

A sample of a reply with issues	<p>****BOOKINGS DATA STARTS****</p> <p>book/1587/01aug01/18:00-00:00 - NOT UPDATED.                  Incorrect slot format.</p> <p>release/1587/aug01/13:01-18:30 - NOT RELEASED.                  Failed to cancel booking, since database was not updated.</p> <p>****BOOKINGS DATA ENDS****</p>	Errors will be shown for each line separately
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### 5.4 Testing the procedure out of season

The AECO Cruise Database and Live Scheduler online module has a testing page to get acquainted with the booking system without making actual changes to existing sailing plans. The testing page can also be used to test the offline/low bandwidth e-mail based system without inadvertently changing official sailing plans.

Use the code “*Test*” in the **subject line** (ONLY) instead of “*Book*” and all changes will occur on the test page rather than the official page.

Please note that trips need to be created on the test page via the online version of the cruise database before testing with e-mails can begin. The automatically assigned trip voyage code for each test trip is required to make changes. All other features are the same as above.

Data type	To	E-mail subject line - TEST	Body - TEST
Book/release slots	offline@aecolive.net	Test/[CDB Voyage code]/[ship PIN]	This is the general format for the subject line
		Test/BPR12MAY2024/123456	This subject would change bookings in the BPR12MAY2024 trip. Note! The trip MUST already exist. You cannot create completely new trips with the offline system.
		E-mail body text	
		****BOOKINGS DATA STARTS**** book/[siteId]/[date ddMMM]/[slot] book/[siteId]/[date ddMMM]/[slot] book/[siteId]/[date ddMMM]/[slot] release/[siteId]/[date ddMMM]/[slot] book/[siteId]/[date ddMMM]/[slot] ****BOOKINGS DATA ENDS****	Body text must include the booking commands enclosed within the ****BOOKINGS DATA STARTS**** and ****BOOKINGS DATA ENDS**** texts. Booking is done with site ID to ensure correctness and reduce typing errors and mitigate the fact that many sites use non-ASCII letters which most keyboards do not feature. Refer to the Sites list for the correct ID for each site.
		****BOOKINGS DATA STARTS****	
		Book/1814/13MAR/07:31-13:00	This will add Reynisdrangar [ID=1814] to the trip
		Book/1815/14MAR/07:31-13:00	This will add Heimaey - Vestmannaeyjar [ID=1815] to the trip
		Book/1815/14MAR/13:01-18:30	This will add the next slot at Heimaey - Vestmannaeyjar to the trip

		Book/1828/15MAR/13:01-18:30	This will add Akranes [ID=1828] to the trip for 13:01-18:30
		Release/1828/15MAR/07:31-13:00	This will <b>RELEASE slot 07:31-13:00 at Akranes [ID=1828]</b>
		****BOOKINGS DATA ENDS****	

# 6. Common typos and errors

## 6.1 In-built error allowance to avoid frustration

The system is code heavy to an extent but is designed so that some common errors/typos such as additional spaces, “.” Instead of “:” in the time format, a “-“ instead of a “-“ in the time slot indication are ignored. This should increase the positive experience of the system.