AECO Association of Arctic Expedition Cruise Operators

Cruise Database & Live Scheduler

Manual for Operations Department

Last Updated 23.09.2026

Photo: AECO Secretariat

Contents

Contents 1

AECO Cruise Database & Live Scheduler 4

1. Access levels 5

1.1 User access roles 6

1.2 Duration of session before new log on required 8

1.3 Checklist 8

2. User interface 10

3. User registration 11

4. Company data 12

4.1 Updating 12

4.2 API connection with CDB 12

5. Ships data 15

5.1 Ship specific PIN code 15

5.2 Active/Inactive ships 16

5.3 New ships to the fleet 16

6. Berths for Sale 17

7. Environmental Projects 19

8. Fleet Map 21

8.1 Fleet Map Layers 21

8.2 Vessel specific information 32

8.3 Vessel tracking 33

9. Creating Trips 34

9.1 Add trips 34

9.2 Global Ports 35

9.3 Saving the trip 36

9.4 Cancelling a trip 36

9.5 Reinstating a cancelled trip 37

10. Booking Sites 38

10.1 Testing and training version 38

10.2 Live scheduler 38

10.3 Ship specific PIN code 39

10.4 Booking/editing sites 40

10.5 Booking site – rules 42

10.6 Booking/editing sites if offline/low bandwidth 43

11. Post Visit Report 44

11.1 PVR Core Data 44

11.2 Double bookings back in time 45

11.4 Clean Up reporting 47

11.5 Route Map 48

11.6 Completing a PVR 49

11.7 Exporting a PVR 50

11.8 Reporting to the Governor of Svalbard 50

12. Tasks 54

13. Sites 55

13.1 Site specific information 55

13.2 New Svalbard site regulations 57

13.3 Site bookings are not possible in no go areas 58

13.4 Requesting the addition of a new site to the database 58

14. Trouble Shooting 60

14.1 Encountering issues with a page not loading correctly 60

14.2 Cannot log on to Cruise Database and Live Scheduler 60

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 all aspects of the system and is intended primarily for the on shore operations departments and users registered as *Admin* and *Operator*.

The AECO Cruise Database and Live Scheduler can be accessed here:

www.database.aeco.no

The system is separate from other AECO tools where log on is required!

1. Access levels

The New AECO Cruise Database and Live Scheduler (CDB) gives more oversight and responsibility to the members than ever before. It also provides a platform that enables overview of operations and easy access to complete several AECO obligations.

Therefore, the new CDB has increased cyber security aspects embedded which includes different access levels in which company operatives are registered.

C = Create	R = Read/view	U = Update/Edit	D = Delete (mostly not possible - we use *Deactivate* to preserve history)
Just my own company			

	Vessel data					Company data				User data				Site data		Trips				PVR				Sailing plans	Berths		Map	Tracker	Audit log	2FA
Role	**C**	**R**	**PIN**	**U**	**D**	**C**	**R**	**U**	**D**	**C**	**R**	**U**	**D**	**R**	**U**	**C**	**R**	**U**	**D**	**C**	**R**	**U**	**D**	**R**	**R**	**U**	**R**	**R/U**	**R**	**login**
AECO admin	x	x	x	x		x	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Admin		x	x	x			x	x		x	x	x	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Operator		x	x				x			x	x	x	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x		x
Expedition leader		x					x							x		x	x	x	x	x	x	x	x	x			x	x		
Bridge officer/DPA		x		x			x							x			x				x			x			x	x		
Applicant			x	x				x																	x	x			x	x
Authority																								x			x	x		

1.1 User access roles

AECO Admin:

- Know all and see all.
- The AECO *Admin* is required to use Two Factor Authentication (2FA) when logging on.
- The *AECO Admin* must assign the first *Admin* role of a member.
- The *AECO Admin* will register new members (basic data), new ships to the CDB (basic data), administer new site additions, and approve post visit reports (PVRs).

Admin

The person responsible for the CDB of the operating member in question. More than one *Admin* can be registered as contingency. It is the responsibility of the *Admin* to initially create users to access the CDB on behalf of the company that he/she represents.

- The *Admin* is required to use two-factor authentication (2FA) when logging on.
- The *Admin* will automatically be notified with all *TASKS* pending.
- The **first** *Admin* registered to a company can only be assigned by *AECO Admin*.
    - Please contact aeco@aeco.no to register the first company *Admin*.

Operator

Intended for operations managers and similar positions within a member company. The O*perator* has access to almost as much as the *Admin* allowing work to be delegated to the *Operator* role. More than one *Operator* can be registered.

- The *Operator* is required to use 2FA when logging on.
- The *Operator* role will automatically be notified all *TASKS* pending.
- The *Operator* can create users with roles of *Operator*, *Expedition leader*, and *Bridge officer*.

Expedition leader

The *EL* role is not intended to be a personal registration. Instead use a ship based expedition leader e-mail address that allows changing expedition leaders to use the same log on credentials.

- The *Expedition leader* will be automatically notified if PVRs are missing.

Bridge Office/DPA

The *Bridge officer/DPA* role is not intended to be a personal registration for vessels. Instead use a ship based bridge e-mail address that allows changing bridge officers to use the same log on credentials.

If a Designated Person Ashore (DPA) is registered, please use individual e-mail to register.

- This role allows for delegating, i.e., vessel information to be added and confirmed directly from the ship.
- The *Bridge officer/DPA* role will be automatically notified if ship specific information is incomplete or has not been updated on an annual basis.

Authority

The *Authority* role is intended for official authorities that have a valid interest in the operations during a season.

- The *Authority* role can only be assigned by the *AECO Admin*.
- AECO Management must approve any Authority registration.
- The *Authority* role can only access the Ships details, Company details, Site specific data, Sailing Plans and Fleet Map

External

The *External* role is intended for non-authority entities that have a legitimate inter that have a valid interest in the operations during a season.

- The *Authority* role can only be assigned by the *AECO Admin*.
- AECO Management must approve any Authority registration.
- *External* role can only access the Site data, Sailing Plans and Fleet Map (excluding vessel tracker feature).

1.2 Duration of session before new log on required

Log into the AECO Cruise Database and Live Scheduler. Then add the website to your browser “Favorites”. Do that and your log on session will be concluded:

- After 7 days,
- If you log out,
- If you clear the browser data.

1.3 Checklist

- Contact aeco@aeco.no to get your *Admin* registered.
- The *Admin* must create new users within members organization or delegate this task to a registered *Operator.*
- The *Admin* must complete the company data.
- The *Admin* must ensure that the relevant vessels are registered.
    - If not, contact aeco@aeco.no to get a vessel registered.
- Ensure that the vessel information is completed.
    - This can be delegated directly to the ship
    - The information gathered is a combination of current (2024) AECO vessel information from the old CDB and the vessel information gathered by IAATO. The vocabulary is the same meaning that having vessel information from the IAATO database at hand will help the process significantly.
- Ensure that the Expedition leader role is informed about the ships specific PIN code. This is necessary for generating trips, editing trips.
    - As a safety procedure the ships PIN will change every year.

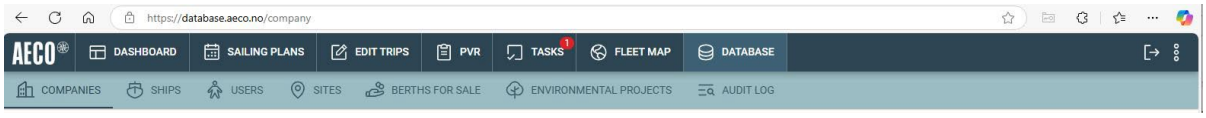
- Note that trips cannot be generated by the EL role. If not trips are generated, there are no trips for the EL role to work with, no PVRs generated, etc.

2. User interface

The CDB has two top menus featuring different aspects of the database.

The top menu consists primarily of items that field operations use in day to day work:

The *Database* menu consists of items that primarily is used by office personnel or the *Bridge officer/DPA* role.



<u>Not all menu items are visible for all user levels.</u>

3. User registration

AECO will create the first company *Admin* on request from the member company. The company *Admin* can then create new company specific users.

It is recommended to have at least two *Admin*'s registered for contingency. Any number of company specific users can be registered by either *Admin* or *Operator* access roles.

AECO strongly recommends having a company policy on who is registered, and what e-mail addresses are used, i.e., if only company addresses are accepted or private addresses are accepted. The system incorporates robust security measures; however, once access is authorized, the extent of data vulnerability depends on the user's level of access and their intentions.

AECO recommends registering generic EL e-mail addresses onboard, generic bridge/Master e-mail addresses to keep the number of different users to a minimum while allowing access to the right people and to ensure data safety.

Each company *Admin* and *Operator* have full oversight of who is registered for the company and in what access roles.

Each company *Admin* and *Operator* can edit individual company users and delete those that no longer have/should have access.

When registering users, be conservative when assigning ships to an individual user. Add only the vessel that the user will serve on, i.e., the generic EL address of *Black Pearl* should only be assigned to access the ship *Black Pearl* – not other ships in the company fleet. This will limit information flow to relevant users only such as outstanding tasks (see section 12). *Admin* and *Operator* access roles should always have access to all ships in the fleet.

4. Company data

4.1 Updating

The **Company** tab must be checked and updated annually. The information in this tab also functions as the AECO Membership Directory and therefore it is important that data is checked and updated regularly. A task will be issued for this feature and an automated reminder forwarded to *Admin*'s and *Operator*'s.

Some of the data from the **Company** tab is automatically transferred to aeco.no to ensure up to date information on the AECO website. This includes the company description and company logo. If it is not updated correctly, the AECO website is not updated correctly.

Logo dimensions: Width 600 pixels, height, up to 600 pixels.

4.2 API connection with CDB

The AECO CDB contains shared and generic site-specific data, which is available for manual transfer. An API solution has now been developed, which allows members to transfer specific data clusters, defined by AECO, automatically and with easy updates.

With increased use of AI-solutions and smarter planning systems, an API solution allowing transfer of updated site data from the AECO Cruise database to a member's own planning tools, can provide valuable assistance for planning safe and sustainable itineraries.

An API connection <u>is not a requirement</u> to use the Cruise Database and Live Scheduler!

What is an API solution?

An API solution is a functionality that allows members to have automated access to a defined set of data and an ability to query the AECO CDB for changes/updates within a given timeframe.

Generic geographic and site-specific data; including position, site name, region, restrictions and guidelines are made available to Full members of AECO through APIs.

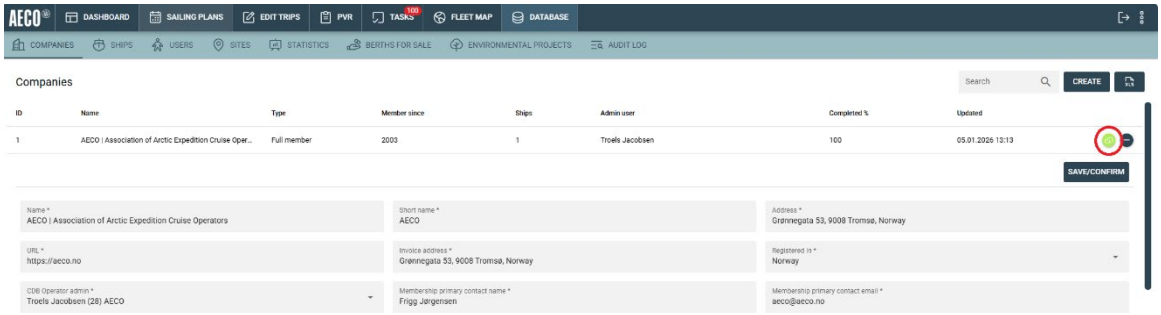
This data available is currently shared with all members (site data) and may assist in aligning data management for members, reduce need for double work and assist in planning future itineraries. Site data is generic and does not include any person- or company-sensitive data.

The API solutions do not include:

- Operators' sailing plans or trips
- Person- or company sensitive data
- AIS/tracking data
- All other data than the above mentioned

How to get API access and data security information

To ensure that only certified Full member users have access to APIs, a tab in the **Company** menu is available, where a Full member can request API access. AECO can then enable access. This means that the user password must be used before an API request can be activated.



To apply for API access, please click the icon on the left (dark green when not active/light green when active). The AECO secretariat will be notified and contact to the member established.

When enabled, the system will generate a random unique key for the Full member, which is then used for API access.

The random key changes annually when the ship PINs are also changed, to minimize the risk of misuse.

Once API access has been approved by AECO management and the procedure is completed, further specifications will be forwarded to the *Admin* that requested the API access. This final step will not be documented in the Cruise Database and Live Scheduler.

If a Full member change status or leaves AECO and access to the CDB is inactivated, the API access key will automatically be inactive. If a Full member is put on probation, the API access key will also be made inactive until the member again is in good standing.

API calls will be logged in the audit log for the system, which enables AECO to track API use and monitor potential misuse. Usage limit of maximum 20 API calls to the system per day will minimize the risk of abuse, while allowing normal usage. If attempts at exceeding the usage limits is registered, the API key can be automatically inactivated.

User terms, disclaimers and non-disclosure

Before initiating the sharing of APIs, user terms, disclaimers, and non-disclosure agreements to ensure appropriate safeguards must be signed.

5. Ships data

The **Ships** tab collects important details about each vessel in the AECO fleet. The information requested here is a combination of the data that IAATO collects in their database and data the AECO collected in the old Cruise Database. The vocabulary between the IAATO and AECO database has been aligned for easy transfer of information between them.

The **Ships** data must be checked and updated annually. It is recommended to delegate the update of the **Ships** tab to the Bridge *Officer/DPA* roles as these have editing rights to this tab. The annual update is a **Task** (see section 12) and will appear as on the task list of *Officer/DPA* users with access to the ship in question.

A task will be issued for this feature and an automated reminder forwarded to *Admin*'s, *Operator*'s, *Bridge Officer/DPA* of relevant vessel.

5.1 Ship specific PIN code

The first box in the **Ships** data sheet is the ships specific PIN code used for trip registration and site bookings (see section 10.3). The ships specific PIN code is only visible to the *Admin* and *Operator*. They will have to pass on the PIN to the EL user accounts manually for them to get access.

For security reasons the PIN is changed automatically every 1 January. An automated reminder will be forwarded for this occasion.

5.2 Active/Inactive ships

At the very end of the ship information list, an indicator shows if a ship is active or not. If a ship is not active, no one has access to create trips, book sites, etc. for that vessel.

All ships that have trips registered (core data) for the following year automatically remain active. To fulfill the obligations to AECO to register **Berths for Sale** a year prior to the season will ensure that ships are automatically active (see section 6). Ships with no trips registered will automatically be rendered inactive. This automatic check happens on 1 January each year.

A ship can only be set as active by the *AECO Admin*. Please contact aeco@aeco.no to have inactive ships rendered active.

The agreement between AECO and the developer of the AECO Cruise Database and Live Scheduler depends on the number of active ships in a season is correct.

5.3 New ships to the fleet

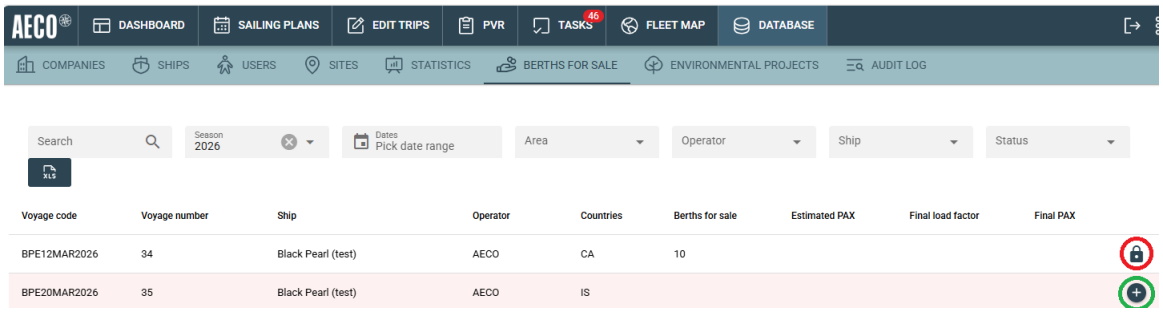
New vessels to the database can only be added by the *AECO Admin*. Please contact aeco@aeco.no with the following information:

1) Name
2) If the vessel carries more or less than 12 pax
3) IMO number
4) MMSI number
5) Call sign

6. Berths for Sale

For *Admin* and *Operator* roles, the Berths for Sale menu can be accessed via the top menu >> **Database**.

Berths for sale are reported directly into the system for each trip that has been registered for the following year or beyond.



Most details in the Berths for Sale window will be added automatically. The only requirement is to tick the areas the trip includes and add the number of berths for sale and either the estimated load factor ***OR*** the estimated number of passengers for each trip. Once this has been saved some data will automatically be calculated and added. The actual number of passengers and the actual load factor is added once the equivalent PVR has been approved by the *AECO Admin*.

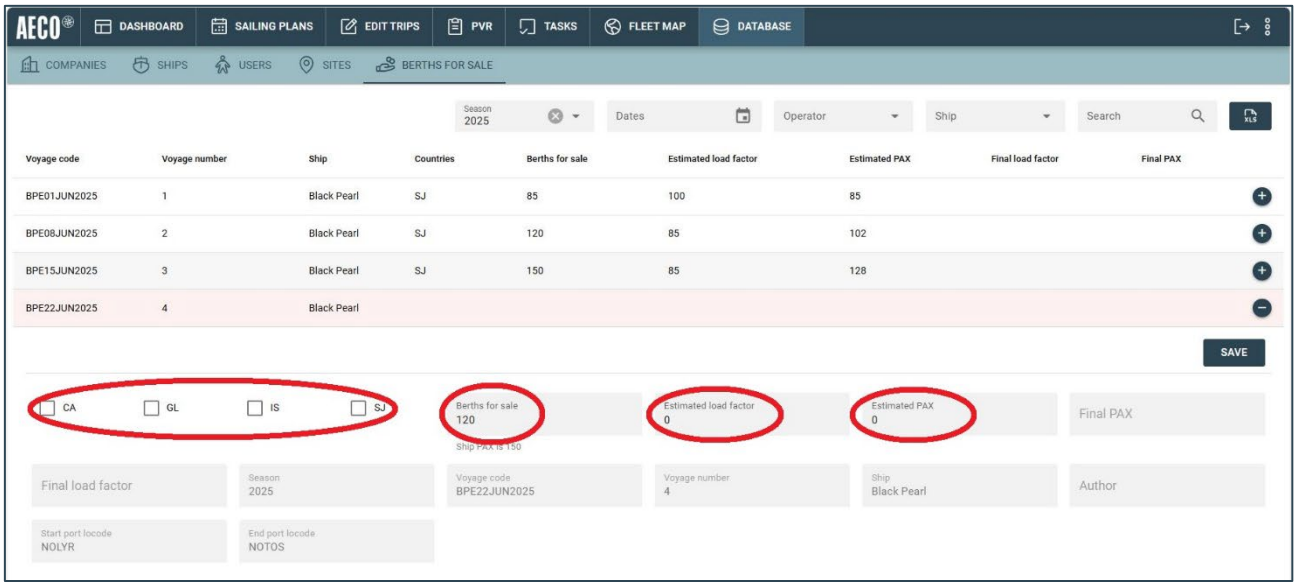
Trips with missing data are marked in red.

The AECO Bylaws state that Berths for Sale for vessel carrying more than 12 passengers must be reported by 1 May the year before the trip is carried out. However, it is possible to edit numbers until 1 September should changes occur. On 1 September the entries are locked indicated by the padlock icon. The locked number of Berths for Sale and Estimated pax will be used for the first invoice of the coming season.

It is not possible to edit or delete numbers after 1 September.

Trips added after 1 September are invoiced at the end of the actual season. Trips must be completed regarding Berths for Sale and estimated number of passengers. These trips will be **possible to edit until the end of the season**.

To edit the information to a trip, please press the “+” sign on the far right. Add the numbers required and press “Save”.



Reporting Berths for Sale is a task and an automated reminder forwarded to *Admin*’s and *Operator*’s in due time prior to deadlines.

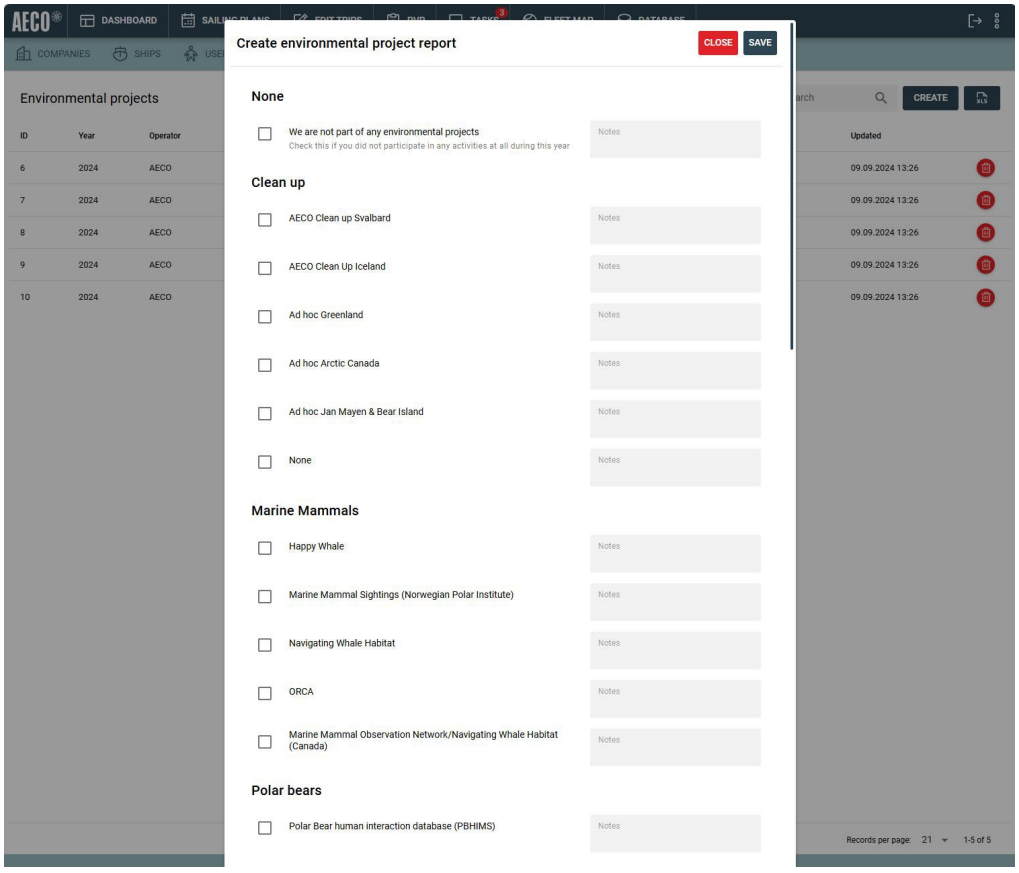
AECO is requesting members to also add the **estimated number of passengers** for each trip. This number is non-consequential regarding invoicing or otherwise. It is only used to give the secretariat informed information about the passenger numbers that can be expected in the coming season. The total number is used to project financial income for AECO and assist authorities when asking for expectations for the following season.

Please provide an honest and best estimate to assist the secretariat in their work prior to the season.

Members only have access to their own data. Only AECO Admin access level has access to all numbers from all members.

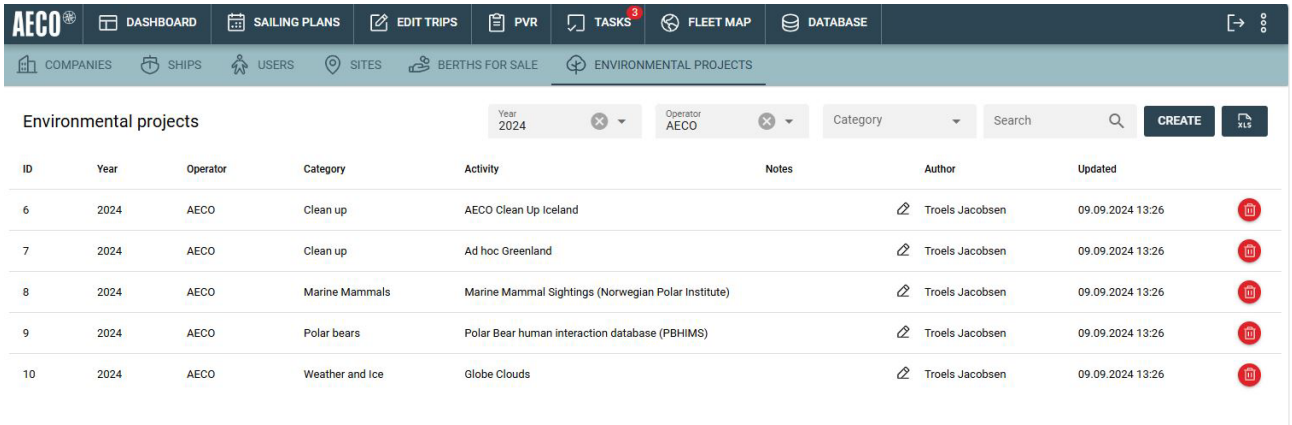
7. Environmental Projects

AECO want to gather various types of information as easily as possible. One is the different types of science and/or citizen science project that each operator is engaged in each season. This is not vessel specific information but companywide specific information in one form.



Completing the Environmental projects information is done once a year. The deadline is 15 September. A task will be issued for this feature and an automated reminder forwarded to *Admin*'s and *Operator*'s.

Once added, a list of the projects your company participates in during each season is available on the overview page.



Projects can be added at any time up to the deadline by using the **Create** button. A list of various projects as well as the opportunity to add new projects not (yet) features on the list that need only a click to register. AECO only needs qualitative data. If you took part in a project at any time during the season, simply tick the box. If you have participated in a given project several times during a season you also just tick the box.

8. Fleet Map

8.1 Fleet Map Layers

On the **Fleet Map**, a column of layer options is located. Click the icon to get access to the individual layer option.

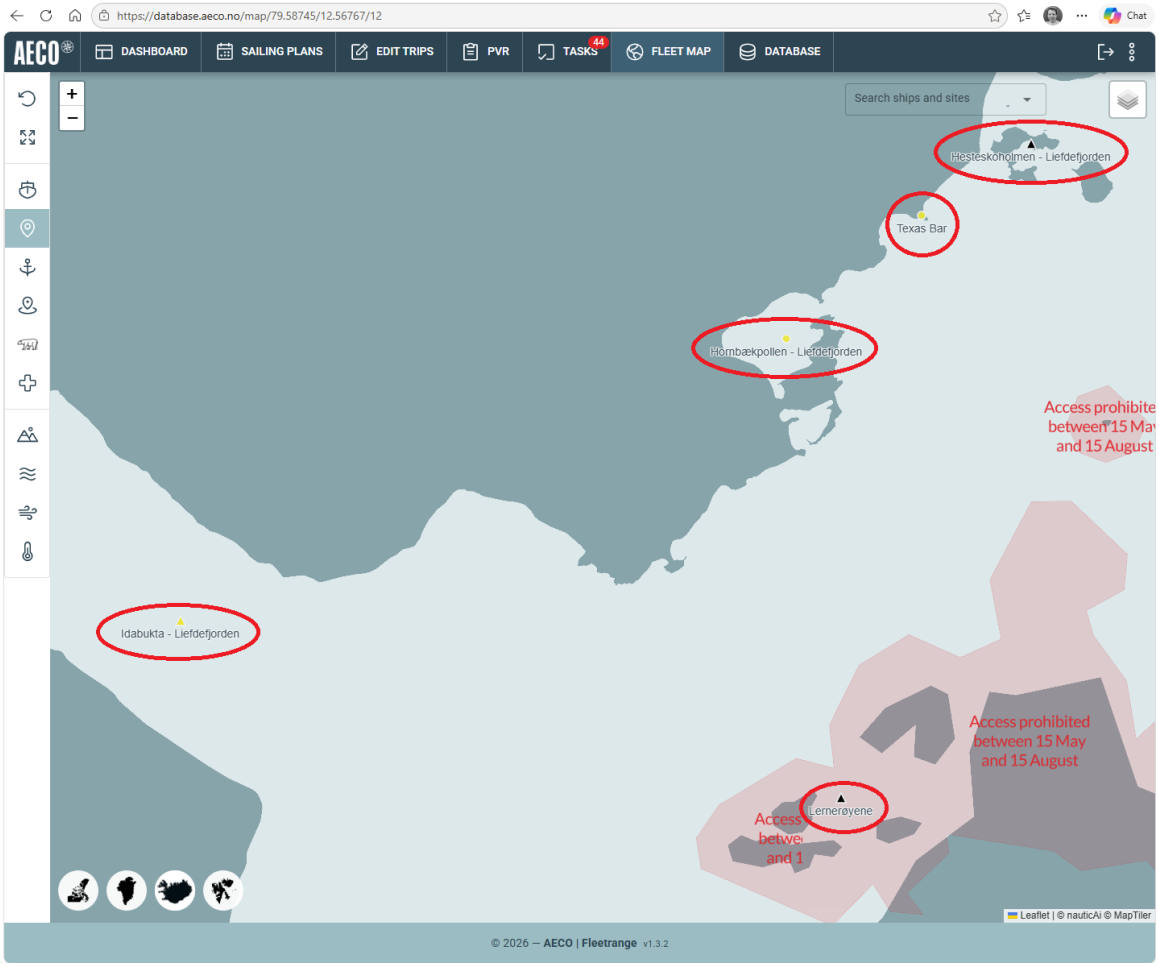
Other vessels

The Fleet Map menu offers a live overview of all vessels registered as active in the database. Ships icon on the top left to show all vessels or remove all active vessels from the Fleet Map view.

Sites

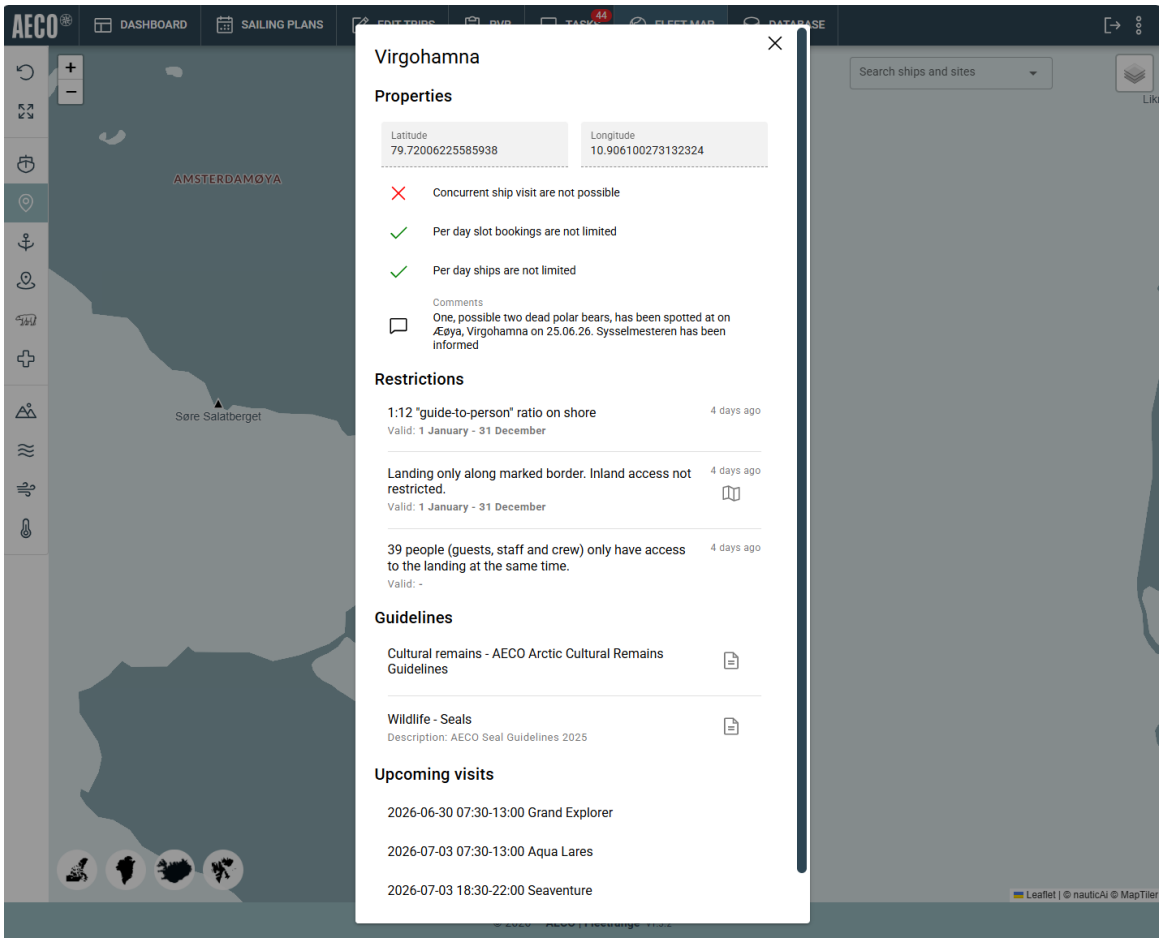
The *Site* layer has multiple features installed to assist getting an overview of the booking situation for a given site two days into the future.

Site markers on the map are per default black. However, the *Site* layer offers an easy overview if a site is booked during the day. If this is the case the site marker is yellow. If a site marker is black on the *Sites* overlay, it means that no vessels are booked during the next five days.



A yellow site marker only indicates that bookings have been made on the day. Not which time slots have been booked. For further information on what time slots have been booked and by which ship, click the yellow site marker.

The window also shows any restrictions that may apply to the site.

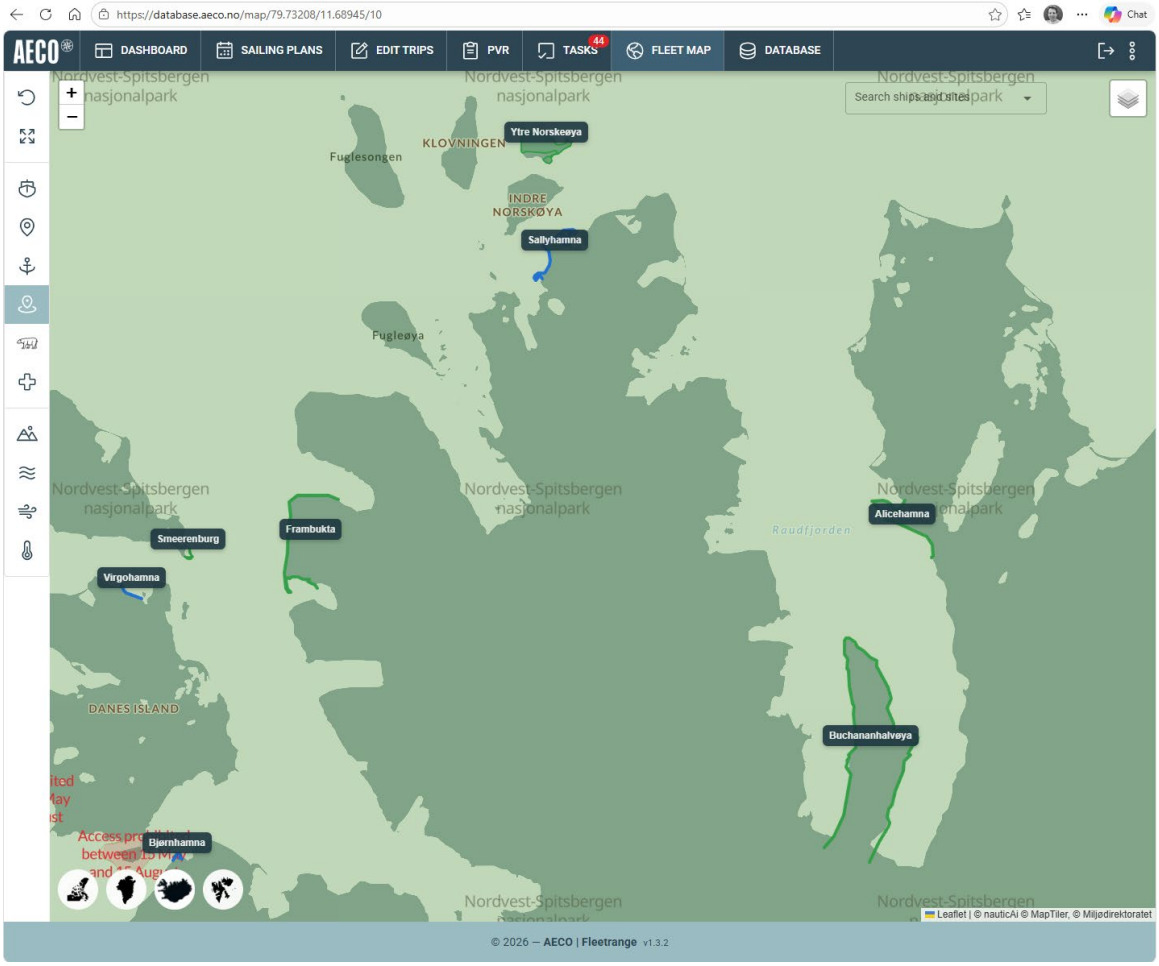


Global Ports

The Global Ports overlay is part of the system that ensures the automatic addition of the correct embarkation port and disembarkation port for each trip/PVR. Each port in the world has a specific code that identifies the port. Using this menu can assist in identifying exactly what port is used for embarkation or disembarkation. Often a city has more than one port or two different cities have the same name. Make sure that you have selected the correct embarkation or disembarkation port for your registered trips by using this layer to identify the correct code for the port you intend to use. Please see section 9.2.

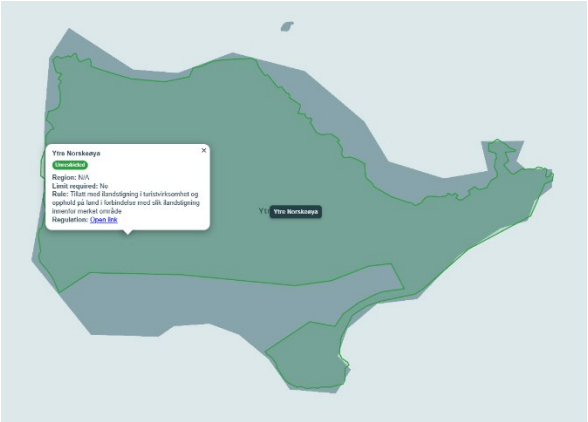
Svalbard Site Regulations

Regulations regarding landing in protected areas in Svalbard have been in place since the 2025 season. The areas and the precise restrictions can be viewed in the Svalbard Site Regulations overlay.



Click the line or area of a given restriction and the specific regulation pertaining to the site appears. The data used to enable this feature is officially issued by Kartverket in Norway. Hence the link is in Norwegian only. Please see the site restrictions by using the Sites menu or the Sites overlay on the Fleet map for an English version (see above).

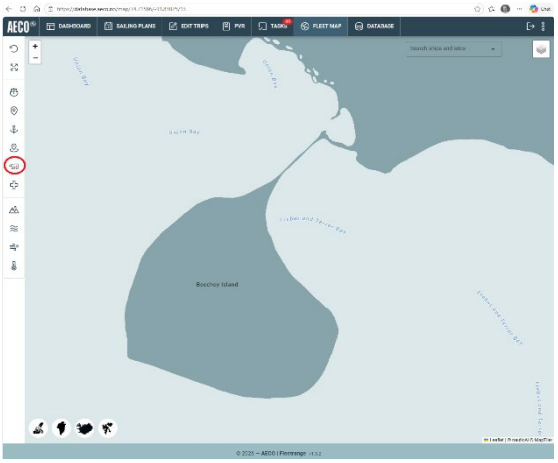
The default drawn map is slightly off compared to reality but the exact outline can be viewed by using the Sattelitte Hybrid map instead. Click the small icon on the top right hand side of the map to select the Sattelitte Hybrid map to see the exact outline of the restrictions.



Landing preparation tool

This tool is meant to help prepare landings by enabling the user to generate and export a map of the area of operation quickly and easily. Use the polar bear icon to engage the tool.

Click the icon and a new window opens.



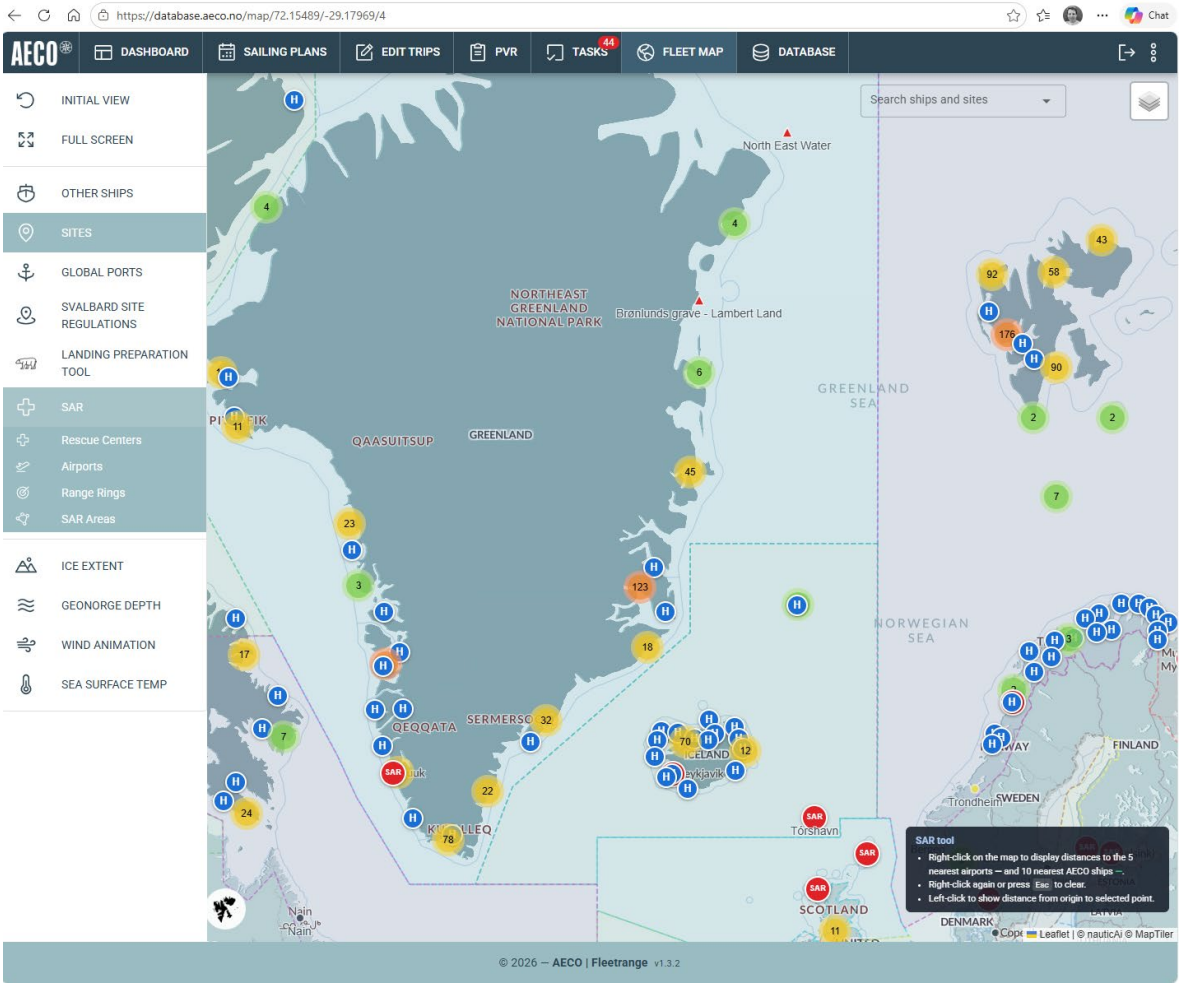
Zoom to fit your purpose. Due to technical challenges, it is the map that is moved and not the grid/figures. This makes it a bit harder to get used to as any manipulation of the zoom level while editing will change the position of the figures added. Choose your zoom level first – then add figures!

The tool offers various items that can be selected and placed on the map for illustration. These include a small boat icon, a (polar bear) guard icon, a no-go zone icon, and a text label to free write text. It is also possible to draw on the map with the “Draw red lines” option.

It is possible to overlay a grid on your map. The grid can aid the identification of a position of interest while in the field, i.e., the sudden emergence of a polar bear. If field staff and bridge have access to the map on a phone shared prior to the landing, the location of a bear spotted on shore can be identified with greater details without having to rely on features on land to identify the location.

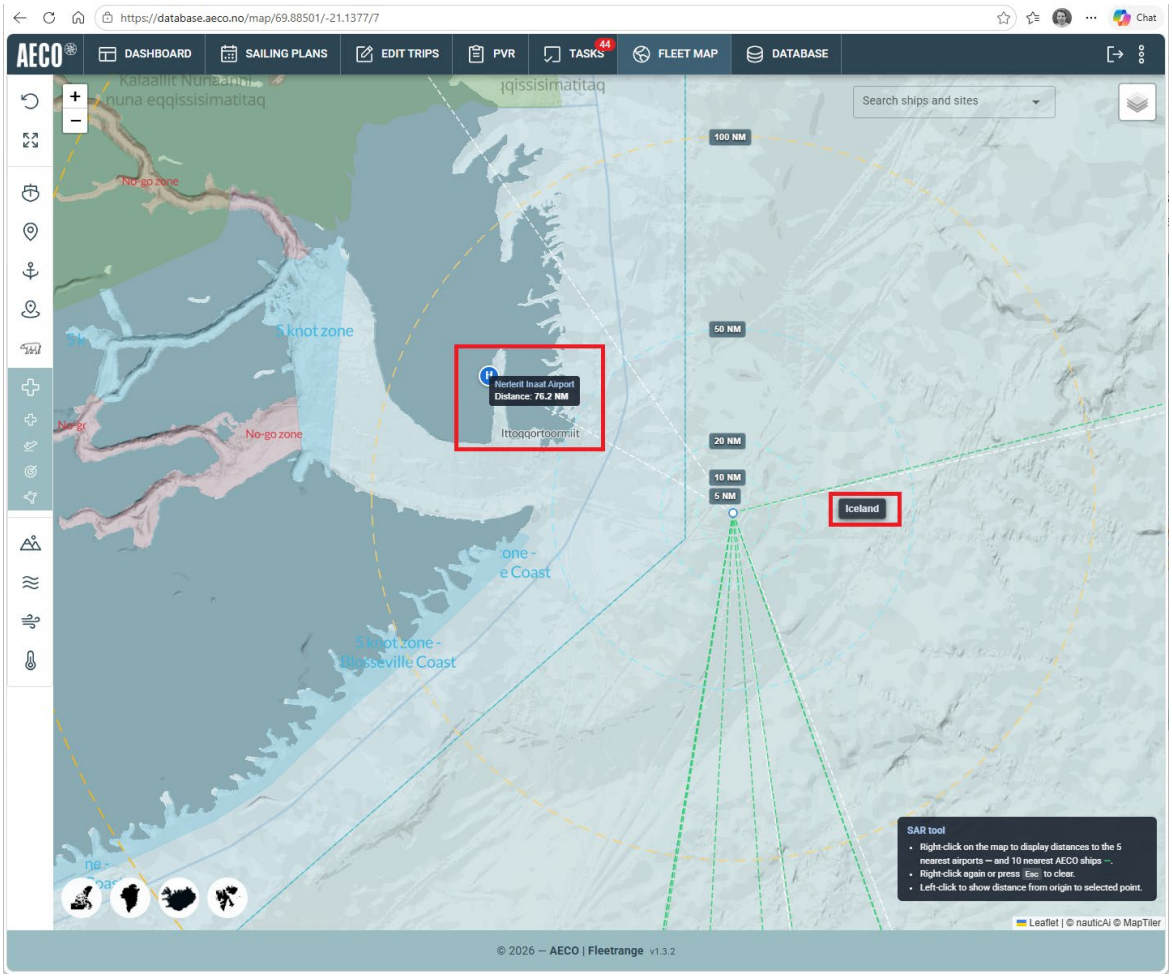
Export the map easily by using the desired file property. The map created is not stored in the system and will be deleted as soon as the Landing Preparation Tool window is closed.

SAR – Search and Rescue Resources



The SAR overlay provides an overview of airports and JRCC's in the Arctic area. It also provides the area of responsibility for different national JRCC's.

Hover the cursor over any area on the map and the responsible SAR entity in case of emergency appears.



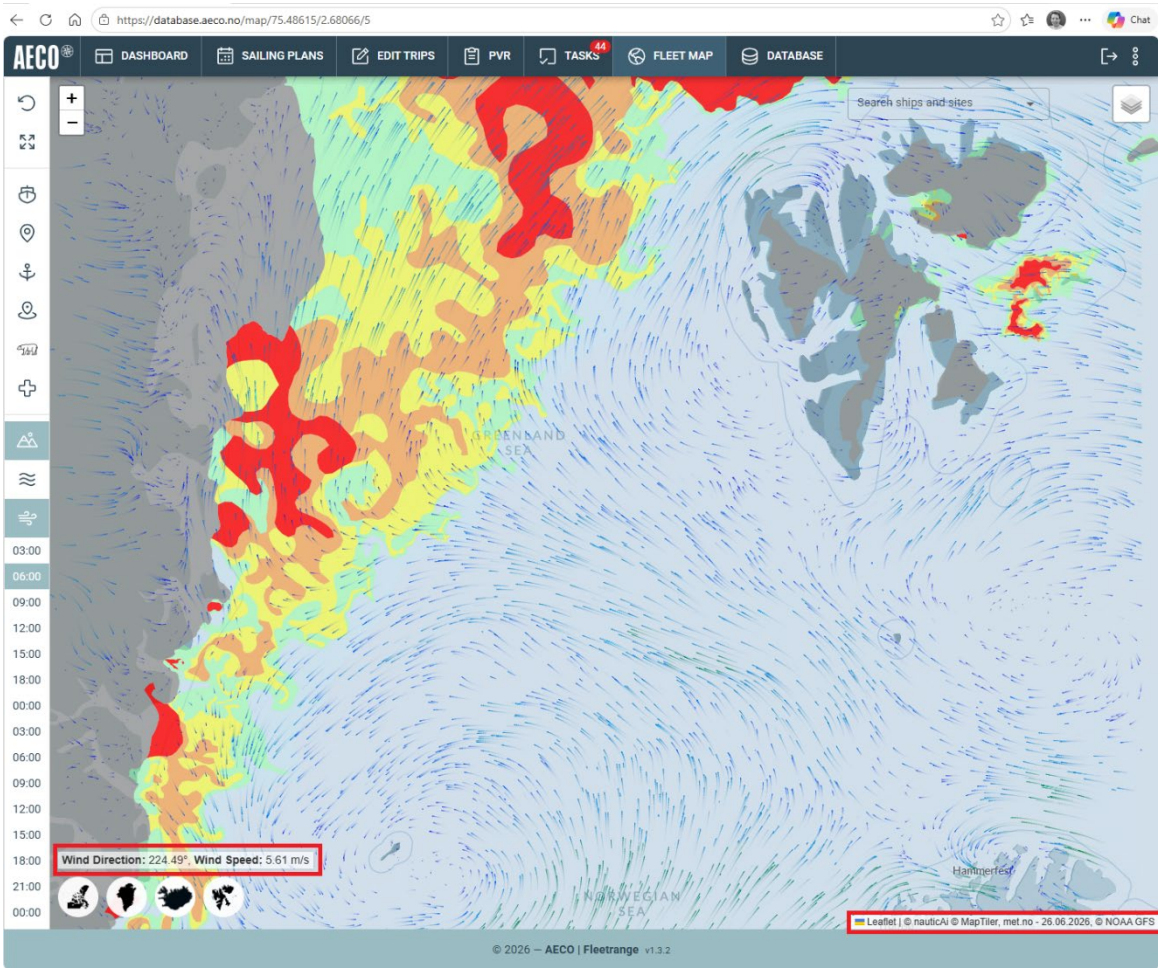
The sub-menu on the left gives the opportunity to select different distance aspects such as range rings and distance to nearest airport.

Please note that not all airports on the map are manned airports. It may be landing strips only!

Ice and wind

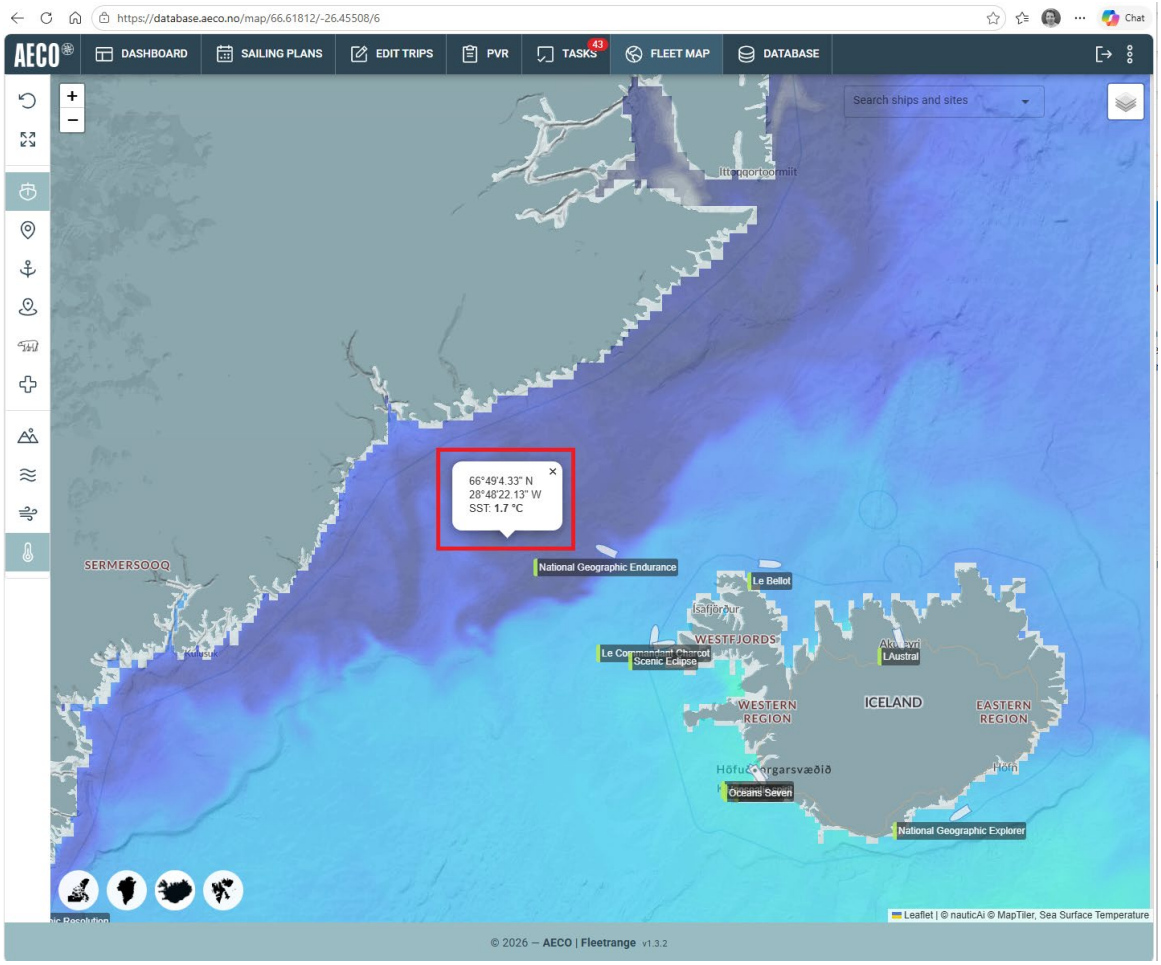
Click the left side menu and overlay registered sites and/or wind forecasts, and/or ice chart to the map.

Note the information on wind speed and direction at the site of the cursor on the lower left and the date and time of the last update. The ice chart is from met.no and the wind prediction model is provided by NOAA GFS.



Sea surface temperatures

The overlay Sea surface temp provides the surface temperature of the ocean all over the world. Right click at any position and the measured temperature will appear.

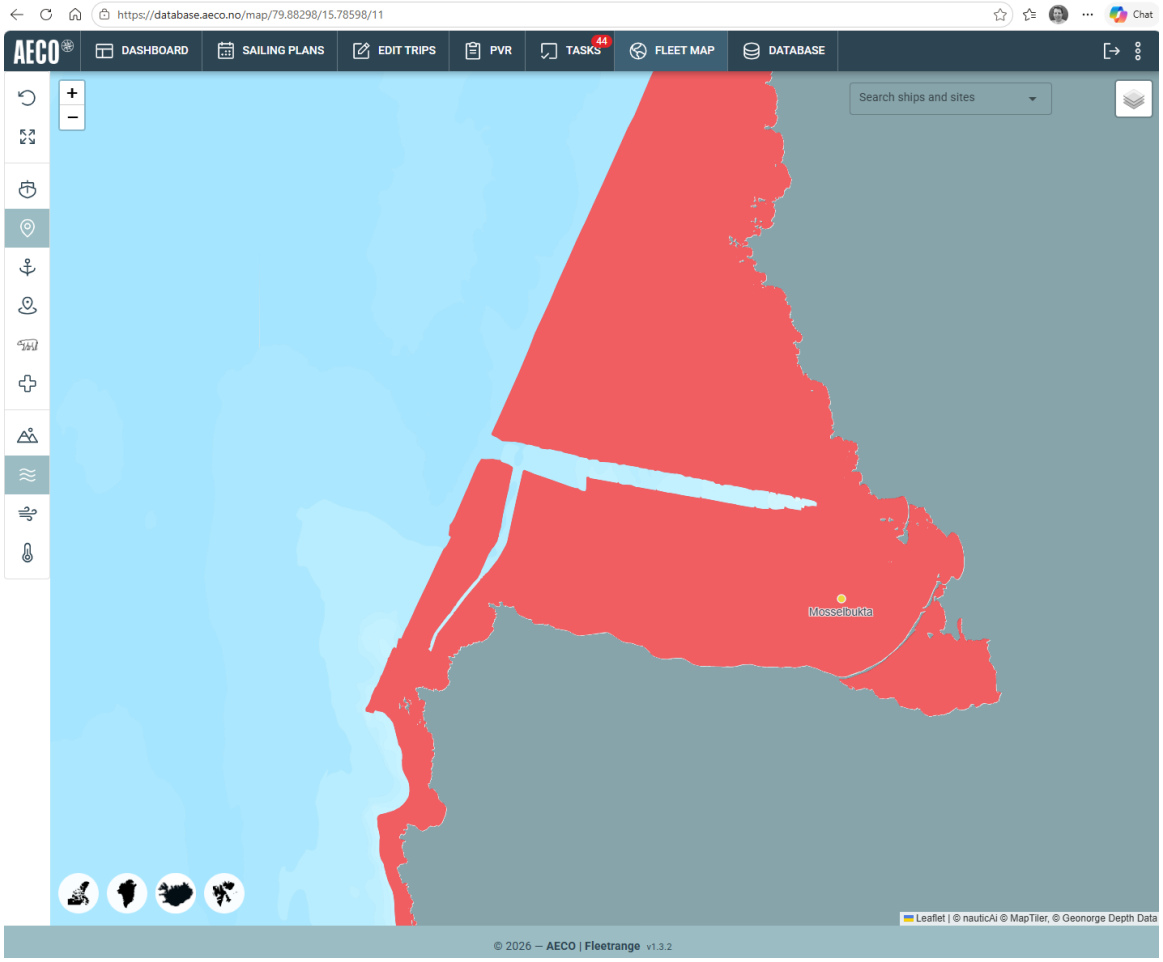


Soundings Svalbard

In addition, it is possible to zoom in to see soundings from Svalbard (only). The soundings are officially recorded and is accessed via the Norwegian Mapping Authority. These data include soundings that are not yet available on official nautical charts.

The red area indicates no soundings available. For other areas zoom in (keep zooming in) to get fine details.

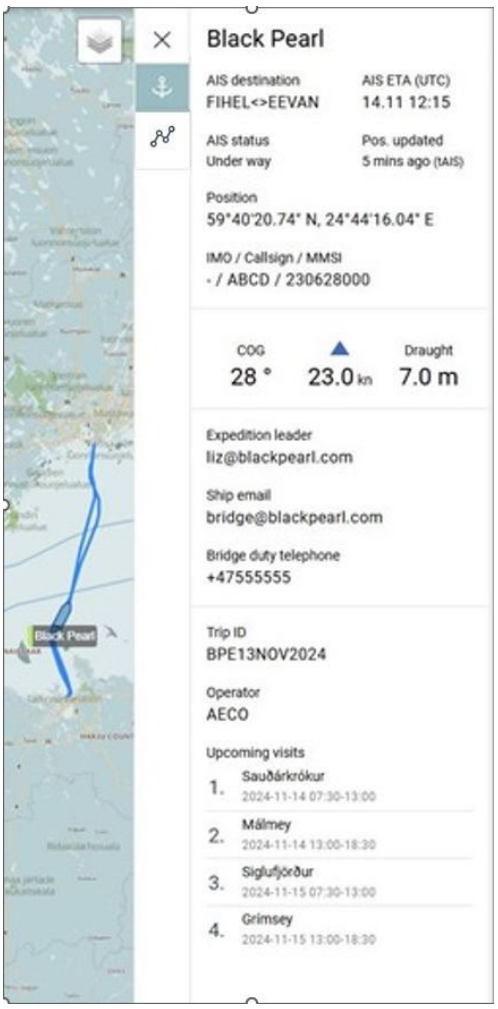
NB! This feature is not for navigation!



8.2 Vessel specific information

The fleet map offers a variety of useful information. Click on a ship and find:

1) The last 12 hours of track (blue line)
2) AIS data (general)
3) EL e-mail address
4) Ships e-mail address
5) Bridge duty phone number
6) Operator currently operating the vessel
7) Planned itinerary for the coming days.

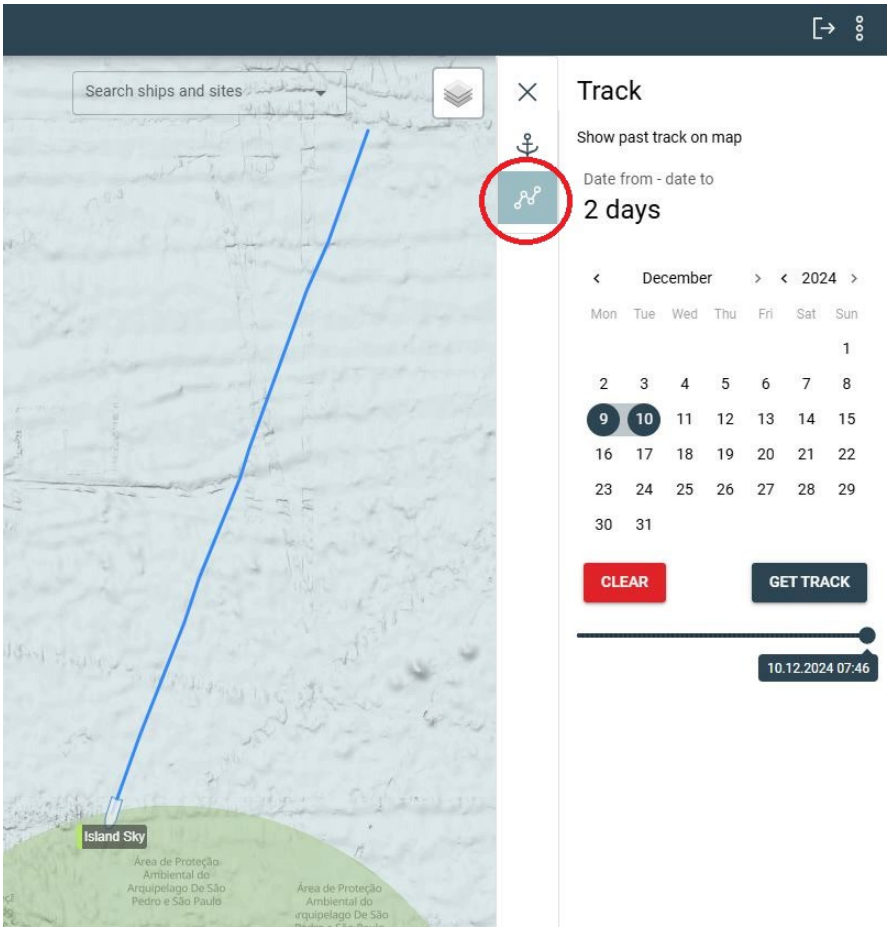


8.3 Vessel tracking

The AECO Cruise Database and Live Scheduler features a vessel tracker. The information is based on AIS and Redport data collected.

The vessel tracker has the following limitations:

- Only one vessel at a time is featured
- Only available to show a maximum of 14 months back in time



9. Creating Trips

9.1 Add trips

From the top menu select **Edit Trips.**

A window appears which requests basic information about the trip:

- The *Trip number* is the company specific trip number. This is an optional field and only in place to enable members to use their own trip number system.

- Vessel name

- Operator

- EL name (optional)

- Embarkation port / Disembarkation port

- Stat and end dates of the complete trip

- The trip can be saved as a draft to allow the member to know which trips have been planned but not yet confirmed. This feature is for internal help only

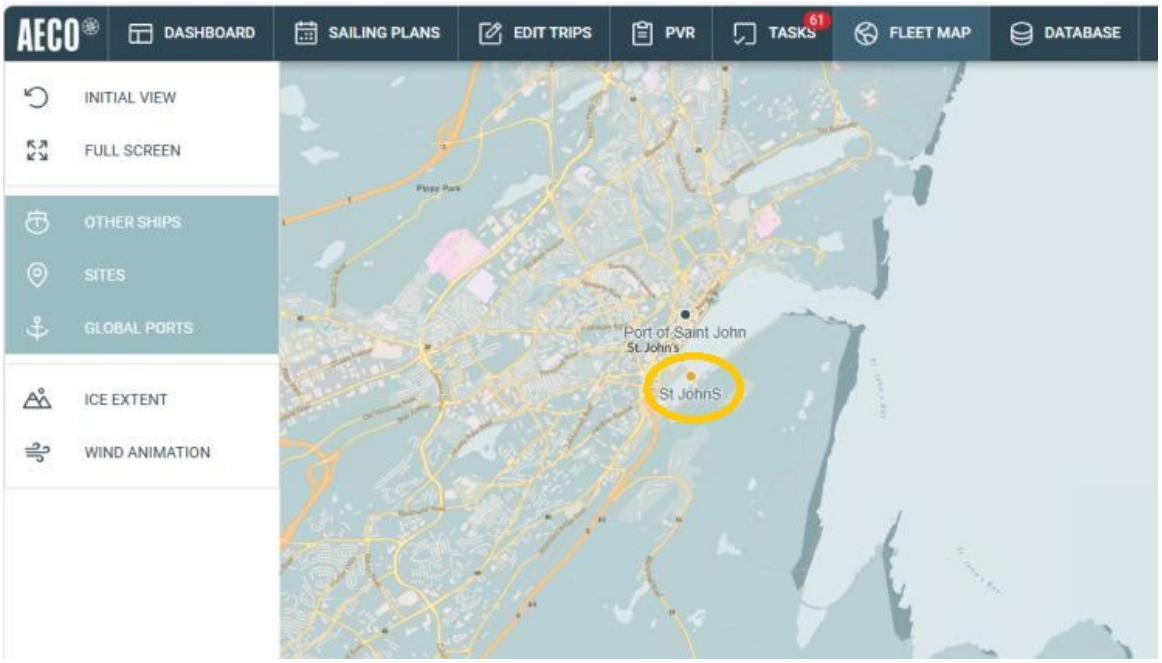
- Trip core data such as ship, embarkation/disembarkation port, dates can be added and edited at any time.

To avoid unnecessary confusion with Berths for Sale registrations after the deadline, adjust the existing trip rather than deleting it and creating a new one!

9.2 Global Ports

The embarkation and disembarkation ports are registered in the Global Ports index. A port used for changeover days (incl. outside the AECO area!) can also be accessed via the Sites menu. Change over ports selected will automatically feature in the sailing plans) also before Derby Day. Data for embarking/disembarking GUESTS ONLY need to be added to the PVR.

Find the global ports index as an overlay option in the Fleet Map. The name site icon is orange whereas the site name in the Cruise Database and Live Scheduler has a black site icon.



If a Global port is selected which does not exist as a site in the Cruise Database and Live Scheduler, the AECO Admin will get a notification and ensure that the port is added.

9.3 Saving the trip

Once a trip is confirmed it can be saved as confirmed to show that it does not need further attention until the opening of the scheduler (Derby Day).

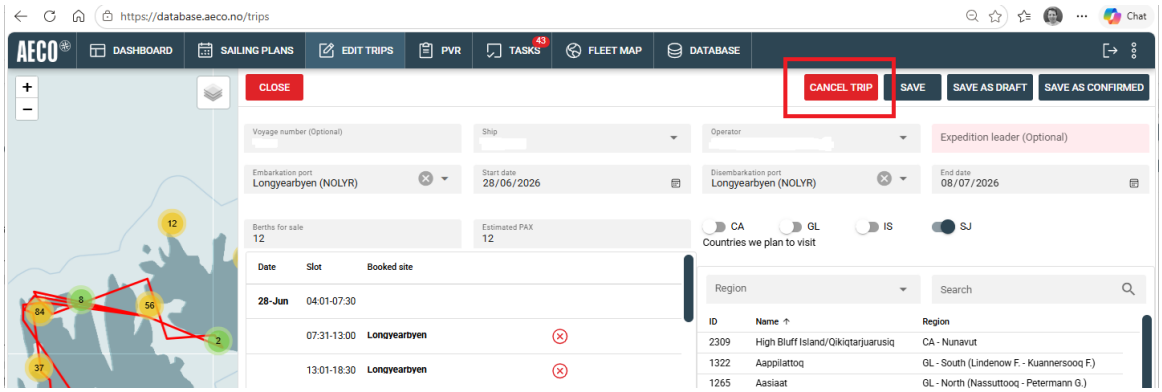
The “Draft” and “Confirmed” options are for internal operator workflow. A trip saved as a draft will still appear in the list of trips and will still be accessible for site bookings, PVR, etc.

Once the core data has been entered and the trip is saved, an automated *Voyage Code* is generated in the CDB for this specific trip. The *Voyage Code* corresponds to the IAATO format and is used throughout to standardize, easily recognize trip start dates, etc.

The trip is now created with only the core data. This can be done for any trips into the future that have been confirmed. The CDB is open for creating trips with core data at any time without limitation.

9.4 Cancelling a trip

Trips can be cancelled in the **Edit Trips** menu or via the PVR menu. Cancelled trips can only be reinstated in the **Edit Trips** menu.

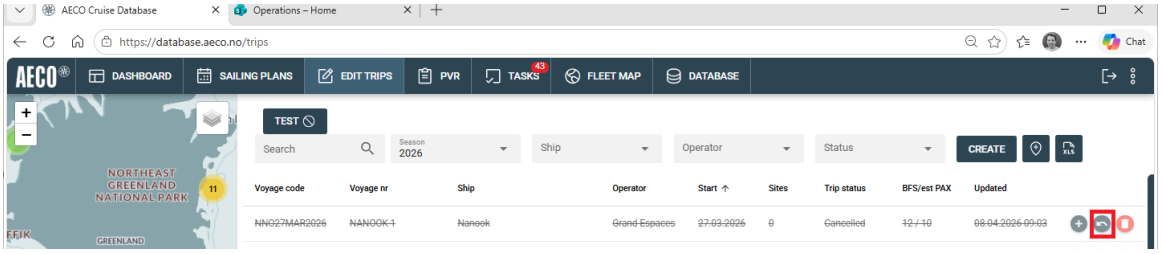


Cancelled trips are not permanently deleted but cross out. This is due to the AECO rules on Berths for Sale reporting.

If trips are incorrectly added only the AECO Admin access level can permanently delete a trip. Please contact aeco@aeco.no in this case.

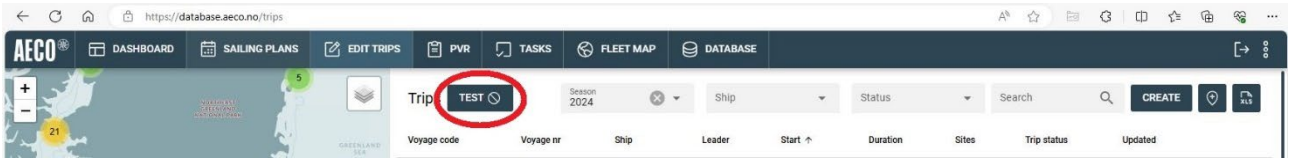
9.5 Reinstating a cancelled trip

If a trip is cancelled all site bookings are automatically released. If a trip is reinstated only the core data remains and all site bookings that once were (except embarkation and disembarkation port) have been deleted and must be added again manually.



10. Booking Sites

10.1 Testing and training version



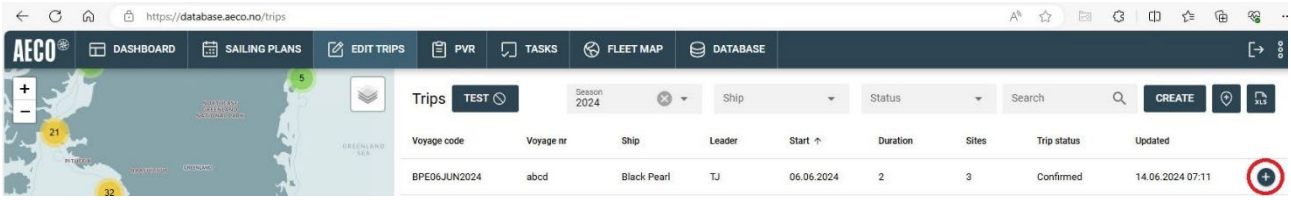
To access the Trip training module, please click the button indicated above. You will access a copy of the actual database and can test creating trips, booking sites, etc.

The training module is completely separate from the actual cruise database and no registrations, changes, additions, or other will appear in the actual live version of the CDB.

10.2 Live scheduler

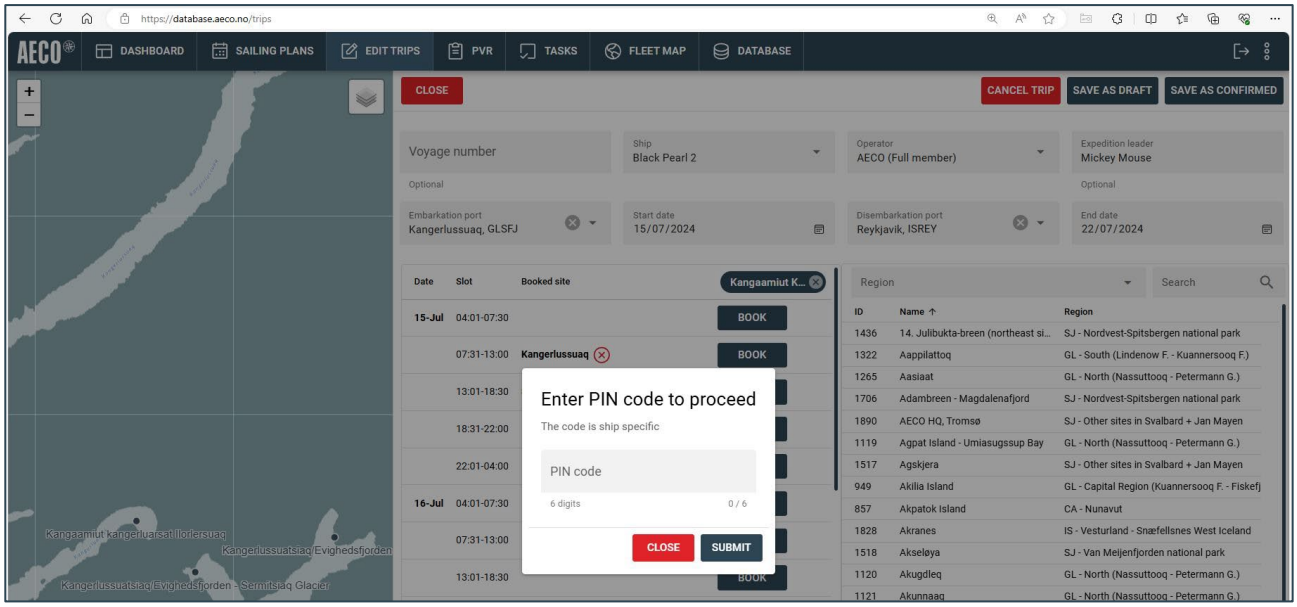
The trips that have been created with core data only features on a list in the **Edit Trips** menu.

To access the details of the trip, press the + sign on the right-hand side:



10.3 Ship specific PIN code

For cyber security reasons each vessel has a ship specific PIN code attached. The ship specific PIN code is not directly accessible to anybody other than the *Admin* and the *Operator* roles. Find it in the **Ships** menu – first information box where it is visible only to the *Admin* and *Operator* roles. The ships specific PIN code is required when adding trips and booking or editing sites (also in the offline version of the booking system). The *Admin* or *Operator* must share the ships specific PIN with the *expedition leader* role of the vessel for the expedition leader to edit trips during the season. Without the ships specific PIN code you cannot edit trips.



- This allows the operators to selectively choose whom they want to allow editing trips.
- It reduces the risk of accidental deletion of bookings.
- For cyber security reasons and to avoid misuse of the expedition leader account (not associated with a private e-mail address), the ships specific PIN will automatically be changed every year.

The PIN is entered once and will be valid as long as your "session" is valid. A session is valid until:

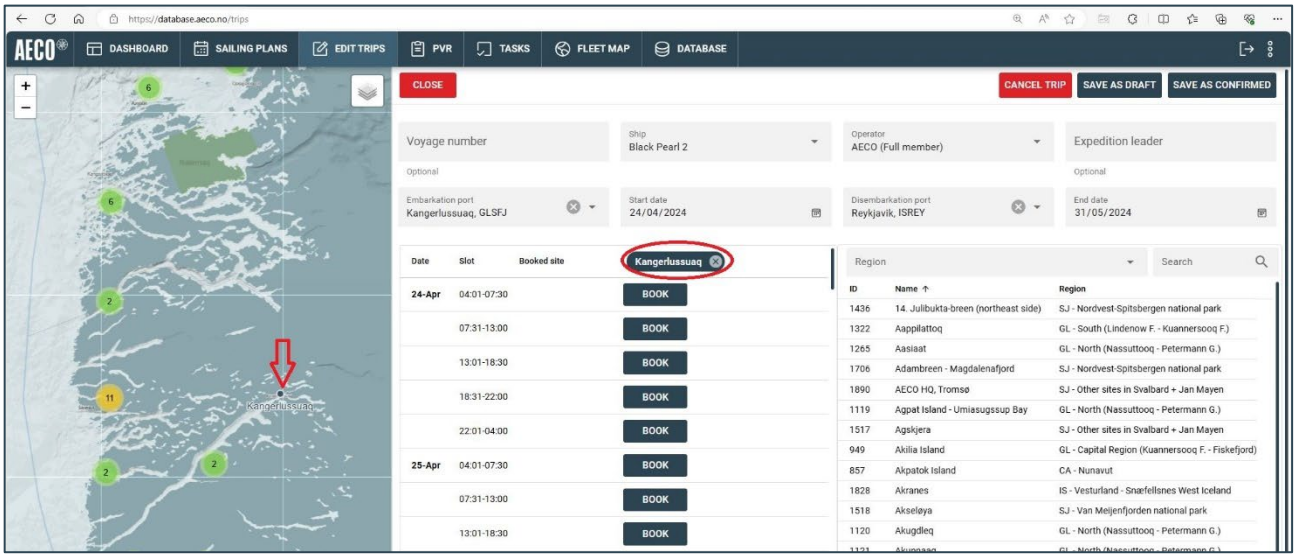
- If you close the tab,
- If you close the browser,
- If you turn off your computer,
- If you log out,
- If you clear your browser data.

10.4 Booking/editing sites

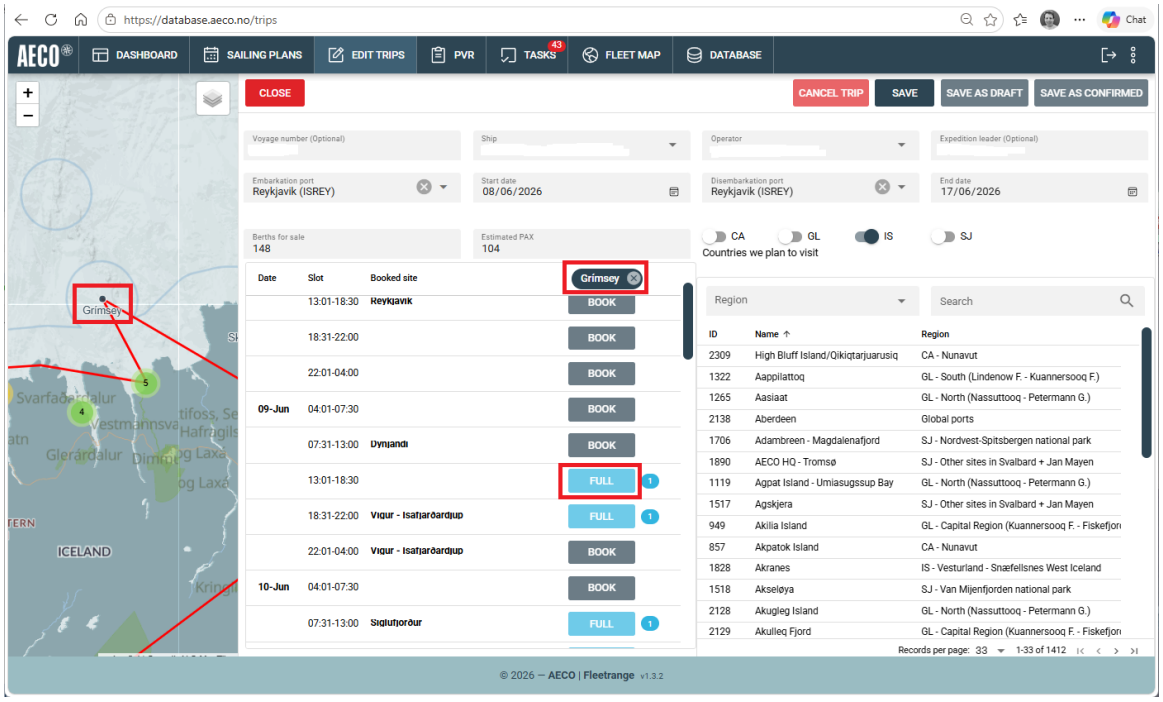
There are two ways to book a site visit:

- Use the left-hand side map by zooming into the area your trip is featuring and press the marker indicating the site position:

- Search sites via the right-hand side list of sites. Search and press the site you require, and the central booking overview will appear in the same way as when using the map.



The site name will appear on top of your trip itinerary and show which time slots are available for this site throughout your trip. This is indicated by the BOOK button. Press the BOOK button for the desired time slot to complete your booking.

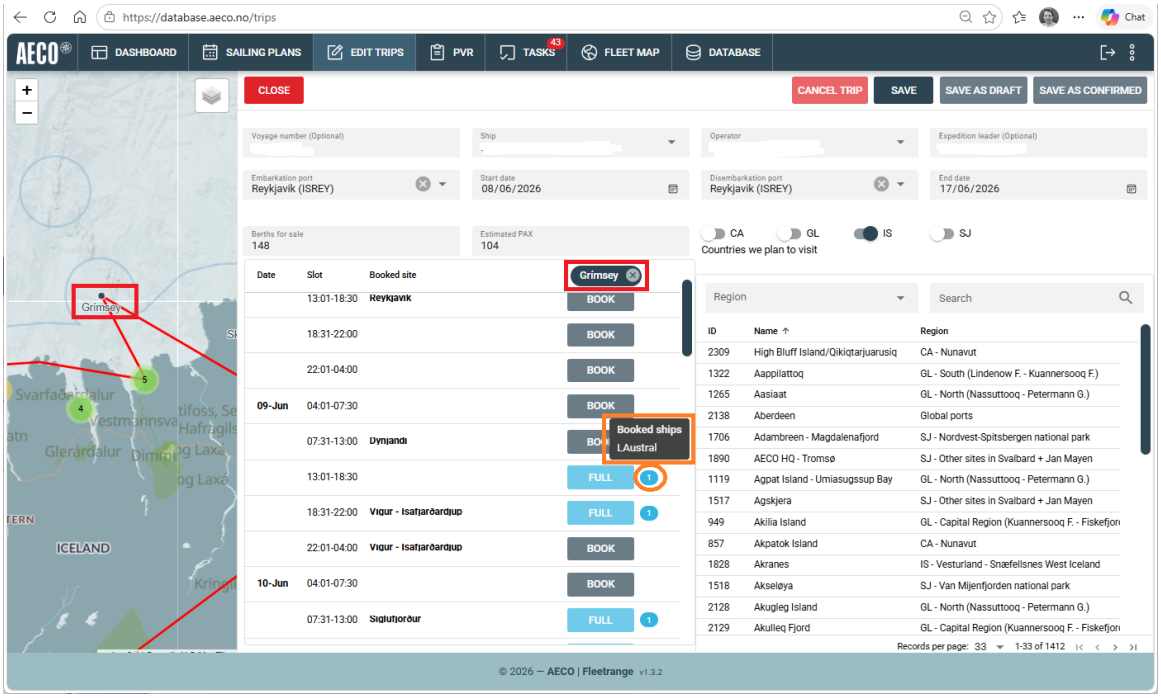


If a site is already booked the time slot show “FULL” and the site is not available for booking.

Towns and settlements most often have more than one visitor allowed at a time. Nature landings, or settlements specifically wishing only one ship visit at a time, however, cannot be double booked. Once a site is booked, the BOOK button will change into FULL meaning that the site is occupied and cannot be booked for this time slot.

- There will be a date and time when the scheduler opens and sites for the coming season will be open for booking (Derby Day).
    - This allows for an even playing field when it comes to itineraries.

- There is a five second delay after each site booking in which new site bookings are not possible.
    - This mitigates possible misuse by bots or similar to log sailing plans automatically.
    - The five second delay is ships + company specific meaning if two or more trips for the same ship are worked on by any number of different users simultaneously there is a five second delay between bookings implemented regardless of user entries.
    - The five second delay is ships + company specific meaning if two different members charter the same ship, they will have individual five second delays when booking sites.



For sites already booked and marked FULL, a number appears to the right. Hover the cursor on the number and the ship name(s) appear that have booked the site for this exact time slot.

10.5 Booking site – rules

- No vessel can book a nature landing site for the two consecutive daytime slots (07:31 – 13:00 and 13:01 – 18:30) at the time of the Derby Day/Scheduler opening date
    - 14 days after Derby Day this time slot combination is opened if the relevant time slot is available.
    - Other time slot combinations (earlier or later) are always possible.

- Ports can be booked with for the two consecutive daytime slots (07:31 – 13:00 and 13:01 – 18:30) at the time of the Derby Day/Scheduler opening date.

- Confirmed port agent community/town/port bookings have priority over the AECO Cruise Database and Live Scheduler.

    - Port agent bookings can be made years in advance, site bookings only months in advance from Derby Day.
    - Do not book a community/town/port visit in the AECO Cruise Database and Live Scheduler unless you have a confirmed port agent booking.

- During operations two or more vessels can, with prior agreement, use the same time slot even if this is not possible to book in advance in the Cruise Database and Live Scheduler. The day after the event has taken place, it is possible to book the site in the post visit report of the trip (see 11.2).
    - For nature landings, no more than 100 passengers can be ashore in the same general area regardless of the number of ships utilizing the site during a given time slot.

- All AECO vessels must utilize the ship scheduler platform for coordination of activities and Post Visit Reporting.

- Yachts with lower bandwidth are encouraged to use the Offline Ship Scheduler to make bookings and/or access schedules.

- Vessels carrying more than 12 pax are required to submit sailing plans prior to their season.

- Vessels carrying 12 or less passengers must, as a minimum, book sites prior to the site visit.

10.6 Booking/editing sites if offline/low bandwidth

Imbedded in the CDB is a functionality where you can request site lists, request updated sailing plans, book, and release sites via e-mail only. Please refer to the manual for the low bandwidth booking system.

11. Post Visit Report

Post visit reports (PVRs) are tightly integrated with the trip itinerary as booked under **Edit Trips.** Site bookings are automatically transferred to the PVR section for the given trip where activity details can then be manually added.

PVRs must be submitted 14 days after the end of each trip.

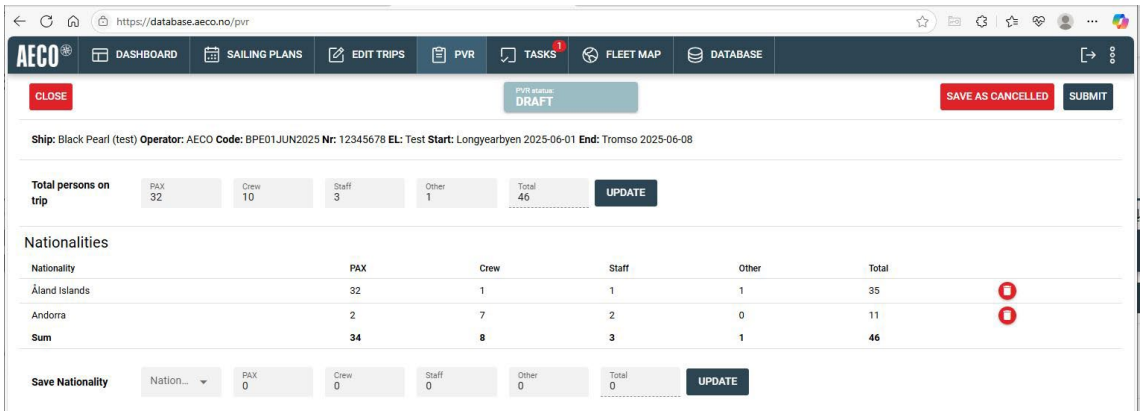
11.1 PVR Core Data

The PVR requires trip specific data as well as site and activity data at the given site. The PVR core data consists of the total number of people and the distribution of nationalities onboard based on passengers, crew, staff, and others.

Complete the nationalities for all onboard. Note that the category “Other” is no revenue passengers. If an error occurs while typing, just click the number in the table and the edit bar will open for that line to edit directly. **Press update** after each edit.

The form is otherwise automatically saved as a draft.

Use only “Save as cancelled” if the trip was cancelled.



11.2 Double bookings back in time

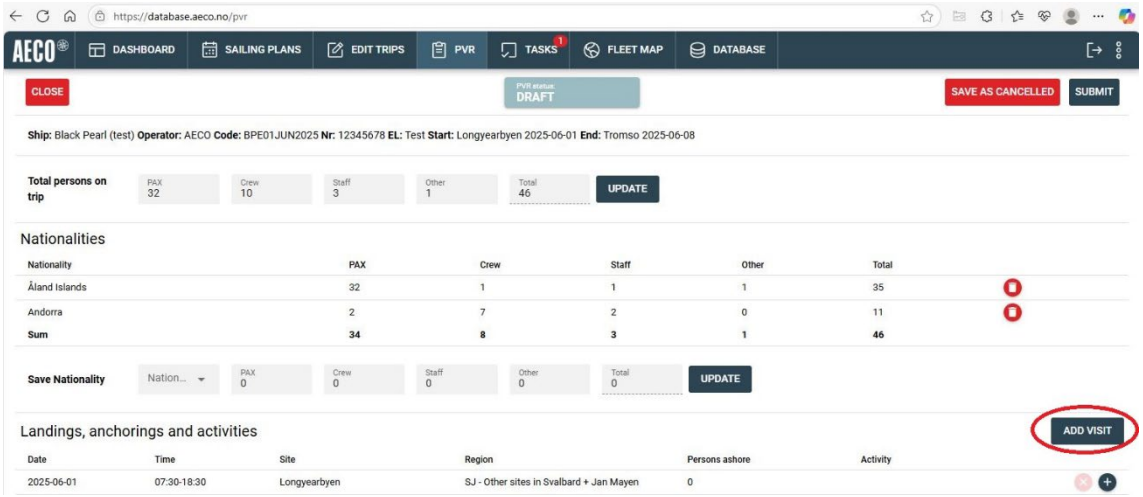
A PVR may differ from a trip itinerary booked under **Edit Trips** if two or more sites have been visited during a given time slot, i.e., a vessel takes advantage of a free site adjacent to the booked site at the same time slot and has activities at both at the same time.

It is not possible to double book nature landing sites into the future, but it is possible to double book sites in the past when there is no longer a practical impact on the overall sailing plans.

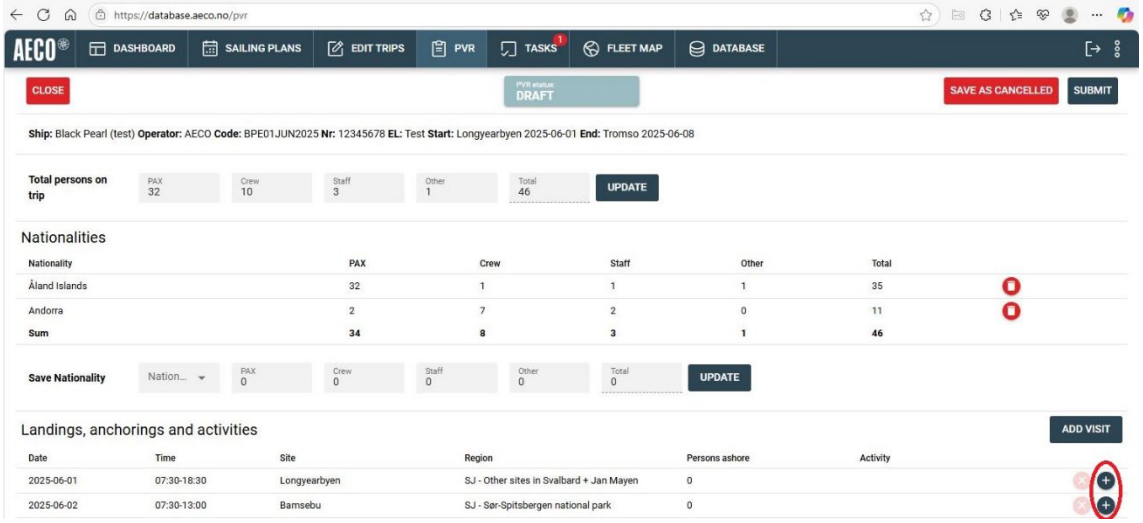
- Double bookings can be made from the day after the activities have occurred.

Click the Add Visit button and book sites that are otherwise missing from the automated transfer of sites from the booked sailing plan of the trip.

- The new double booking back in time will appear both in the original trip itinerary and the PVR section.



11.3 Activity information



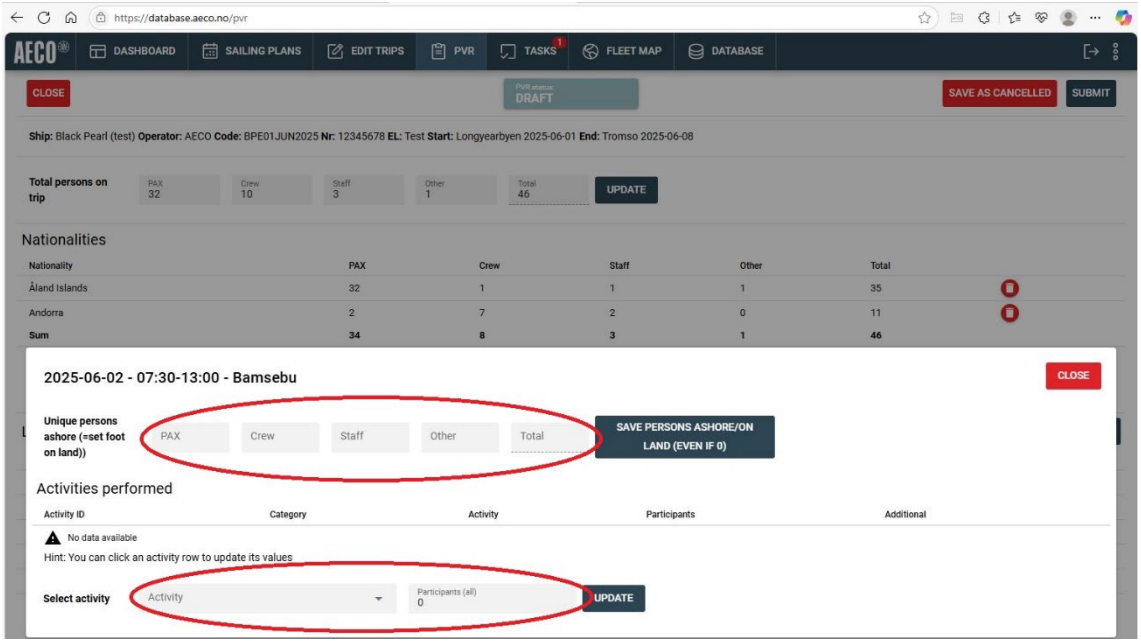
Add activity information for each site by pressing the + sign on the right hand side of the site list.

The details for each site visit will appear.

The details for each site visit will appear.

- The number of people ashore (actually on land!) must be added. Differentiate between passengers, crew, staff, and others.
    - For water based activities the number of people ashore is always zero (0).
- The same person can participate in different activities at the same site and added as a participant for each activity but count only as one unique person ashore.
    - For example, the activities Zodiac/Small boat landing + Extensive hike + Clean Up (same person entered thrice) but still only the one person onshore.

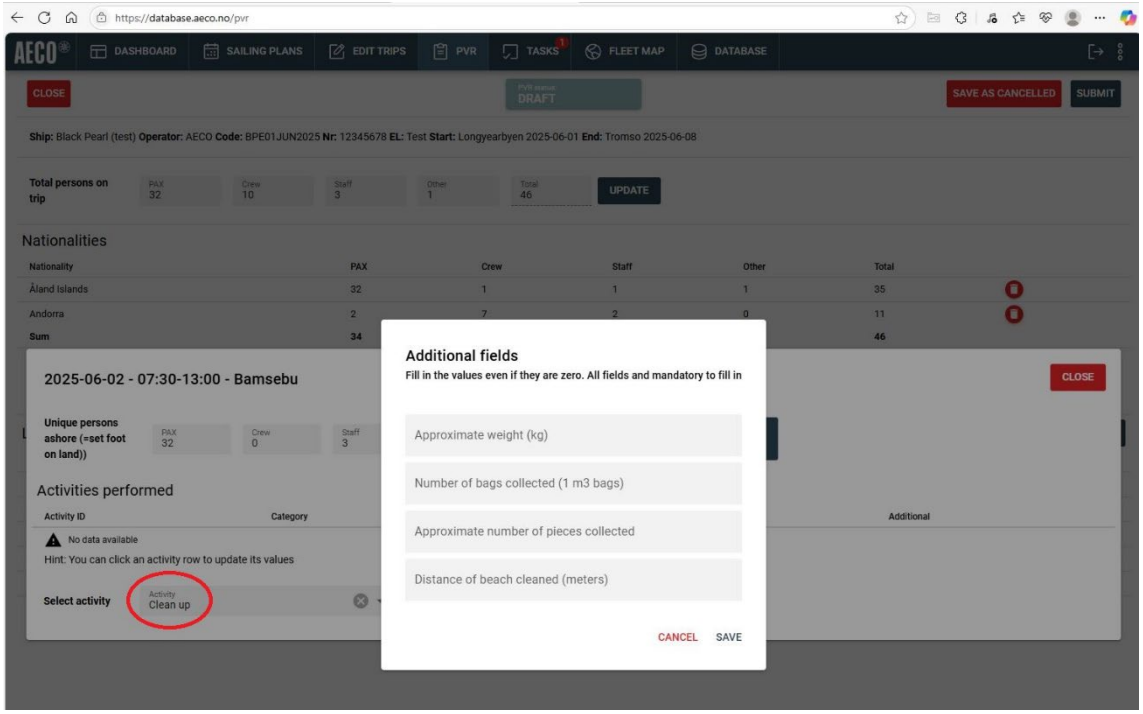
- Any number of different activities can be added and the number of participants in each activity entered.



Remember to **Save/*Update*** both when entering *Unique persons ashore* and *Activity/Participants*.

11.4 Clean Up reporting

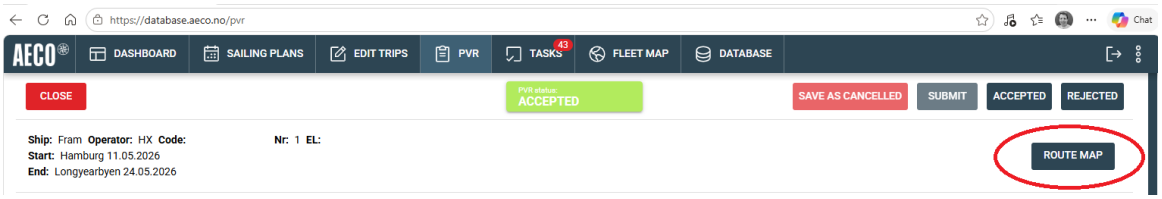
Special to the new activity reporting system is that when the activity **Clean up** is selected and confirmed by pressing *Update*, a pop up window occurs where details of the clean-up are reported. The information is the same as what used to be to be reported separately by e-mail.

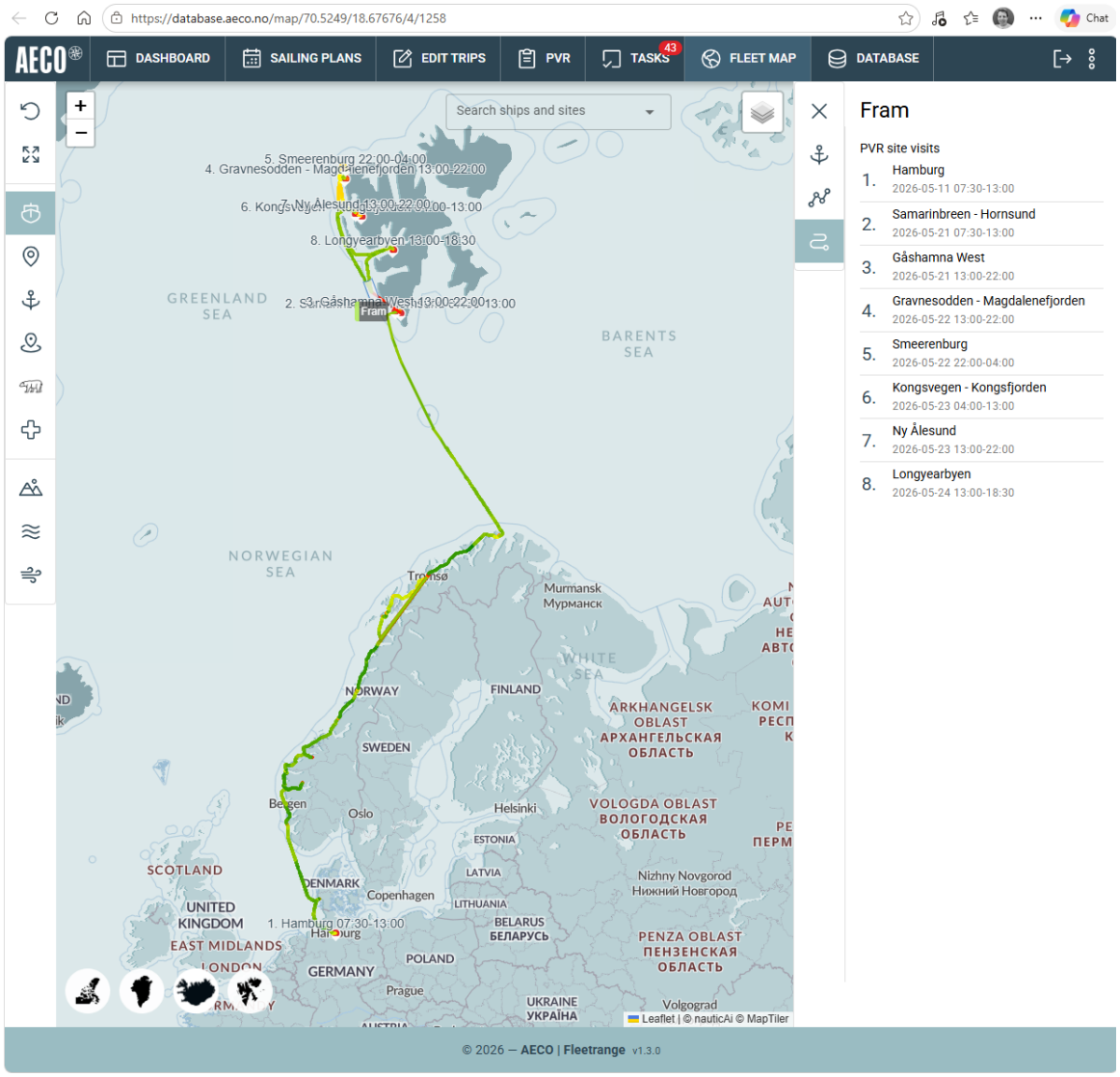


Please estimate as best possible and press save.

11.5 Route Map

A Route Map function is available to see the exact route the vessel took on a given trip via the PVR menu. This route map is based on AIS information. The route map is also used by the AECO secretariat to check PVRs submitted for approval. In case of discrepancies or questions related to the information logged in the PVR compared to the route map the PVR may be rejected. See 11.6.





11.6 Completing a PVR

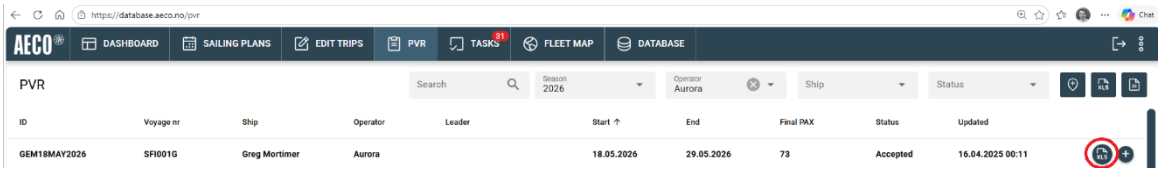
A PVR can be edited during the trip and saved as DRAFT. Once the PVR is completed, it must be submitted. This will let the *AECO Admin* know that the PVR is ready for a check to be approved or rejected. Once submitted, the PVR is locked for editing. A rejection opens the PVR for edits and is followed by a confirmation e-mail to the user who submitted the PVR to clarify whatever issue has been identified. When the issue is resolved the PVR must be re-submitted.

Once the AECO Admin has approved the PVR it will feature as approved on the PVR list overview. Once a PVR has been approved it can be exported for internal filing should it be required.

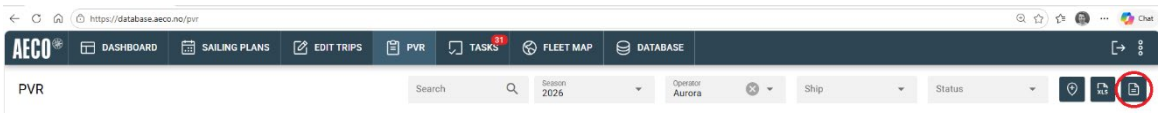
11.7 Exporting a PVR

Export your general PVR list by using the xls icon in the top right corner.

You can export a specific PVR directly from the PVR list. Use the XLS icon on the right-hand side of the trip you wish to export.



11.8 Reporting to the Governor of Svalbard



Upon end of season, the Governor of Svalbard requires a separate post visit report via a bespoke online portal. The AECO Cruise Database and Live Scheduler offers an export of PVR data that fits with the reporting demands of the Governor of Svalbard's online portal. This export feature is available to company *Admin* and *Operator* access levels only.

The transfer of data from the AECO export option is **manual and not automated**.

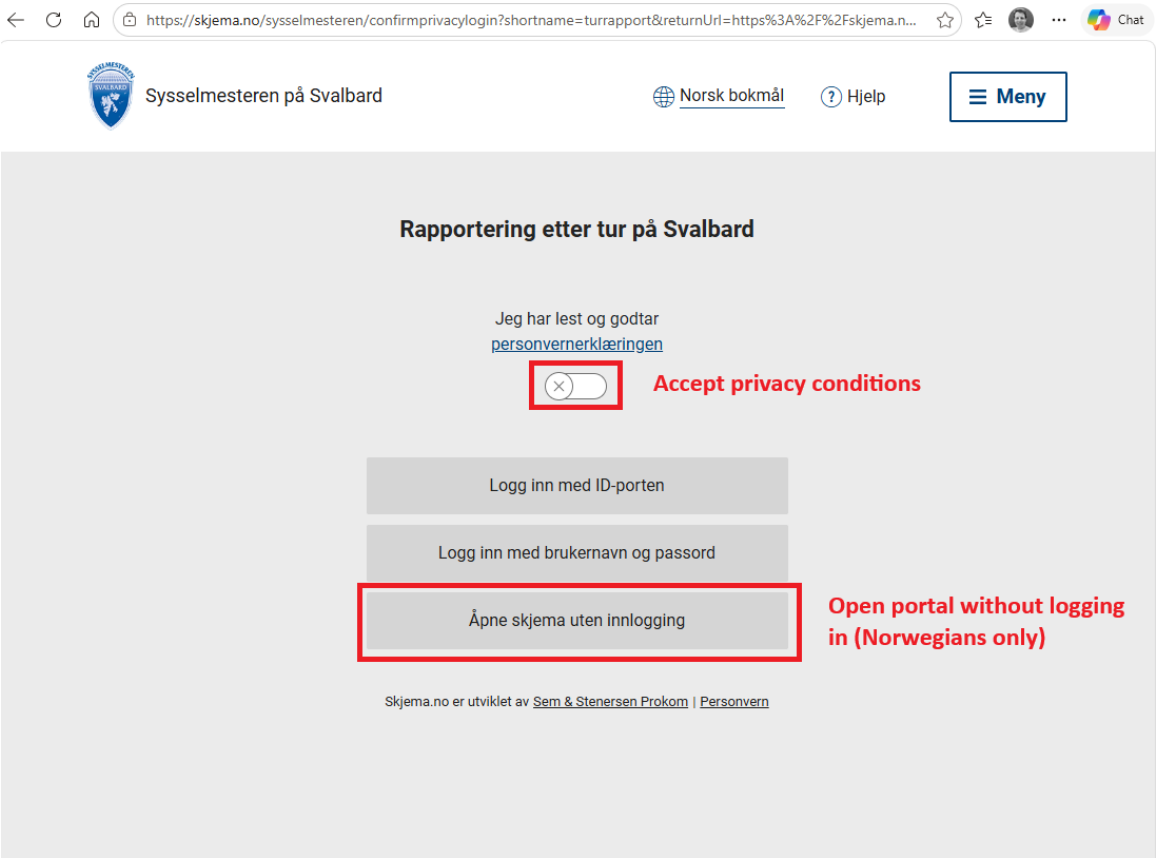
The information required by the Governor is quite different than what is required by AECO but by using the export function in the top right corner, data is collated and summed up across site registrations and persons ashore automatically to help complete the online form as easily as possible.

The Governor of Svalbard's online reporting portal is found here:

Skjemaoversikt - Sysselmesteren på Svalbard

The portal is only available in the Norwegian language.

Select: "Rapportering etter tur" >> "Rapportering etter tur på Svalbard"



Important to note!

- *The exported data is only as good as the data that was submitted in PVRs. AECO is not liable for wrong or insufficient data submitted AECO PVRs. AECO only approves a PVR based on route, stops as per Route Map and totals. AECO do not approve PVRs based on individual numbers reported for individual activities. Hence a disclaimer must be accepted before the export can be completed.*

- *Not all sites in all of Svalbard are required to be reported on in the Governor's online portal form. Sites that are not protected but located outside of Isfjorden and Kongsfjorden (outside the so-called "ferdselsområde") are not reported on specifically but pooled for example. Landing activities inside protected areas on the west coast between 1 January and 25 May on frozen and snow-covered ground are not reported either, it appears.*

The exported file (first tab: "Form entry") is organized in a sequence corresponding to the Governor's online portal form and the drop-down menus therein. Not everything corresponds 100% since the online portal form changes depending on what information is added initially.

AECO's PVRs are based on various activities that can be entered individually. AECO defined activities may include several different options for being on shore, but all indicate that a landing has taken place. The same is valid for certain sea-based operations of which not all can be reported. The Governor's online portal form only allows for adding **two relevant** activities comprising all types of AECO defined activities that include being on shore. One activity is "Skiing" which is a standalone activity in AECO's Cruise Database and Live Scheduler. The second activity is much broader defined and includes everything else which has taken place on land.

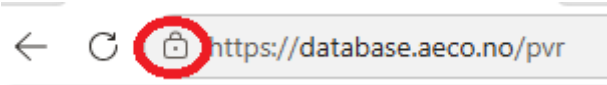
The AECO export file takes this into account by summing up all persons ashore for all activities that includes shore-based activities (except "Skiing" which is listed separately if relevant). Likewise, the AECO export file adds the sea based AECO defined activities "Kayaking" and "Stand Up Paddleboard" to identify areas where the Governor of Svalbard's portal form asks for Kayaking to be reported.

While AECO's PVR are based on sites marked by specific coordinates on the map, the Governor's reporting is most often based on either a stretch of coastline that is legal to land on (protected areas) or fjord systems (Isfjorden area). The exported form sums up the number of *Persons Ashore* as reported for each site registered in a PVR by geofencing. If multiple AECO sites are registered within a specific stretch of coast or fjord system which is mandatory to report for, then **the output listed in the export is the sum of persons ashore for each stretch of coastline or fjord per months for all vessels that the member has operated with during the season**.

Three further tabs are available in the export file. These are to document how the calculations have been made and include a full export of all PVR information per member for the relevant season.

NB!

If the exported file is corrupted and does not show the details required to report to the Governor of Svalbard's online portal, please reset your browser settings by clicking the padlock here.



Go to Site Settings >> Reset Settings

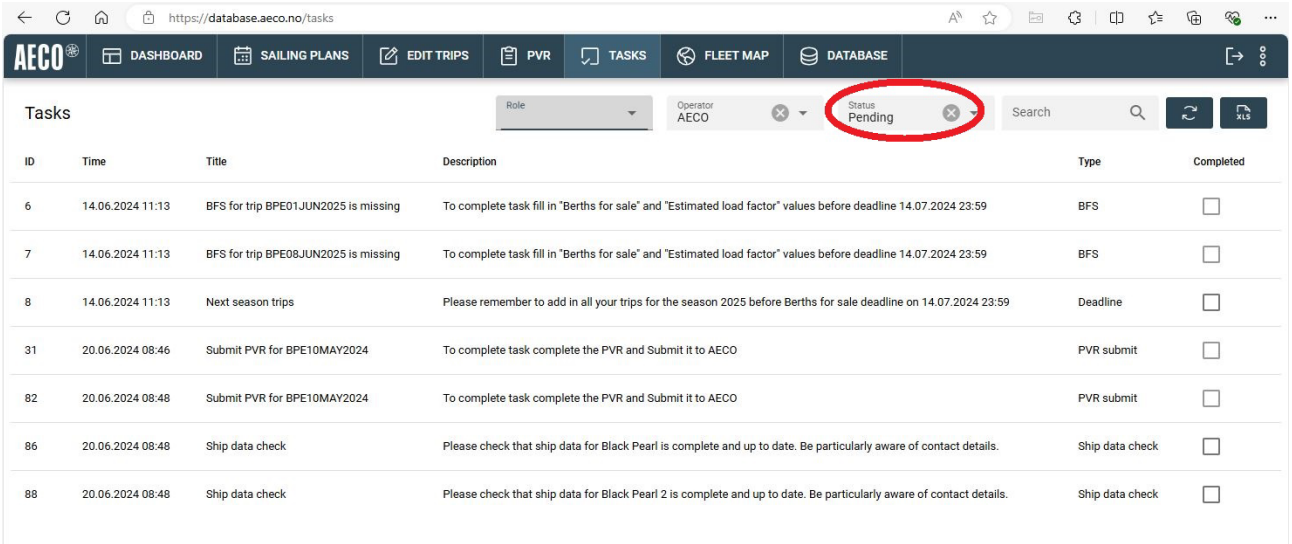
Then try again.

12. Tasks

The cruise database features a tasks list for users to quickly get an overview of missing obligations. Tasks will appear automatically for a variety of topics that are either subject to a deadline or have passed a deadline. An automated e-mail will be sent out weekly requesting to log on and check the tasks list in case tasks need to be completed. If no tasks need to be completed no e-mail will be forwarded.

The tasks are user specific. This means that *Admin* or *Operator* roles get a list of **all** tasks that their company needs to complete. Some may be delegated but others will need dedicated attention. The *Expedition Leader* role will only get tasks related to missing PVRs for the ship assigned to the specific user registration but not tasks related to the shore based operations department such as Berths for Sale deadline, Derby Day deadline, registration of core data for future trips, check of company details, or ships details, annual reset of ships specific PIN code, etc.

The *Bridge/DPA* role will be prompted with the task of checking the ships' information annually. For most tasks the check box on the right-hand side is completed automatically once the task has been completed. Tasks that include the annual check of company and ship data, which may not have any changes, will have to be checked off manually.

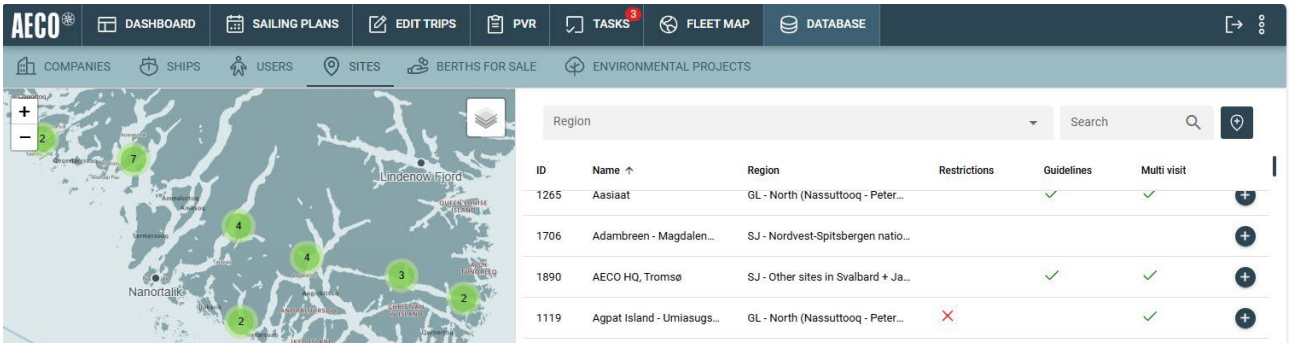


ID	Time	Title	Description	Type	Completed
6	14.06.2024 11:13	BFS for trip BPE01JUN2025 is missing	To complete task fill in "Berths for sale" and "Estimated load factor" values before deadline 14.07.2024 23:59	BFS	☐
7	14.06.2024 11:13	BFS for trip BPE08JUN2025 is missing	To complete task fill in "Berths for sale" and "Estimated load factor" values before deadline 14.07.2024 23:59	BFS	☐
8	14.06.2024 11:13	Next season trips	Please remember to add in all your trips for the season 2025 before Berths for sale deadline on 14.07.2024 23:59	Deadline	☐
31	20.06.2024 08:46	Submit PVR for BPE10MAY2024	To complete task complete the PVR and Submit it to AECO	PVR submit	☐
82	20.06.2024 08:48	Submit PVR for BPE10MAY2024	To complete task complete the PVR and Submit it to AECO	PVR submit	☐
86	20.06.2024 08:48	Ship data check	Please check that ship data for Black Pearl is complete and up to date. Be particularly aware of contact details.	Ship data check	☐
88	20.06.2024 08:48	Ship data check	Please check that ship data for Black Pearl 2 is complete and up to date. Be particularly aware of contact details.	Ship data check	☐

Once completed the task is removed from the "Pending" tasks. Notice that the "Pending" tasks are set as the default filter. If you wish to see completed tasks including a time stamp and name for who has completed the task, please select "Completed" in the filter option.

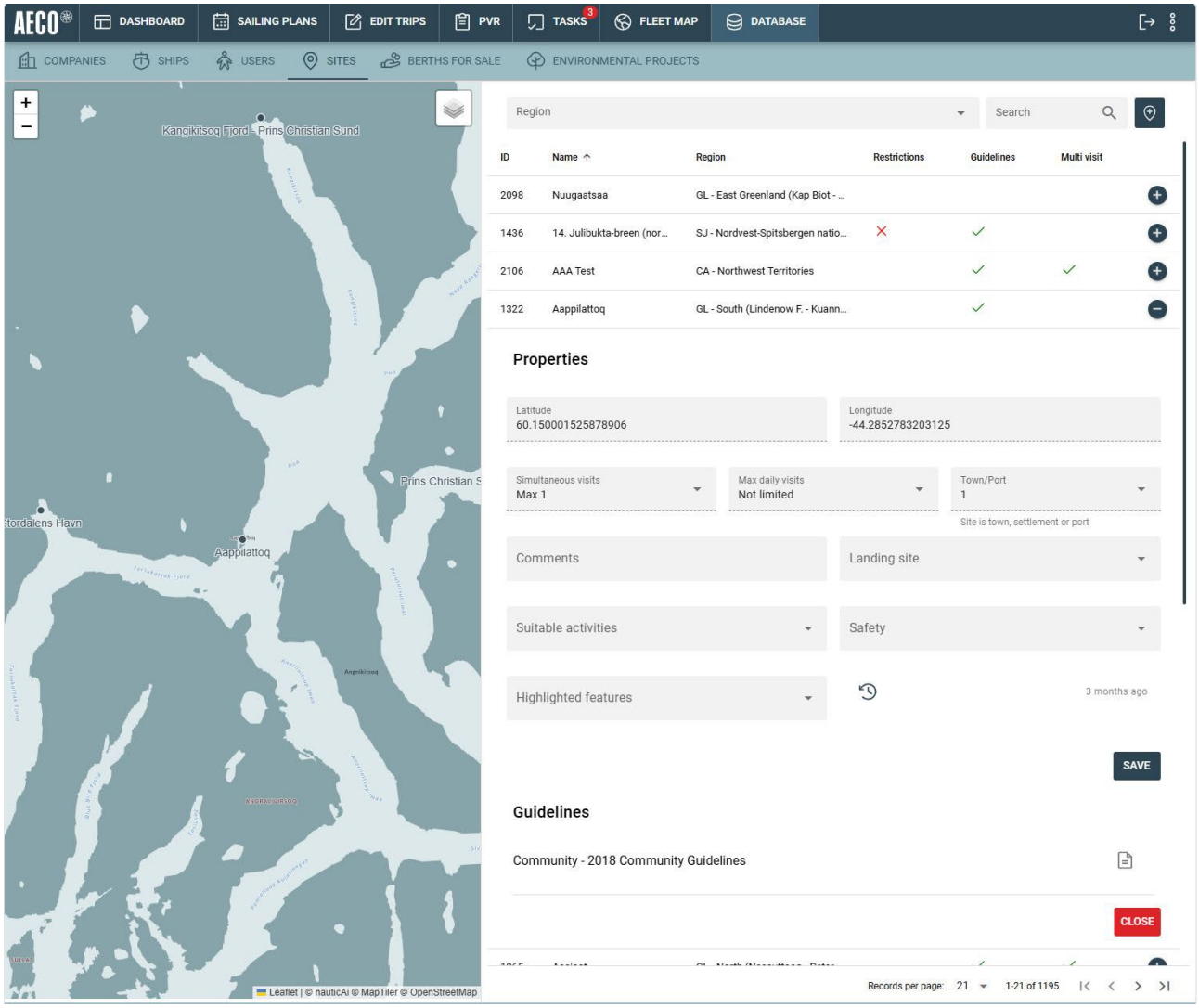
13. Sites

Access the **Sites** menu via the top menu >> **Database**.



13.1 Site specific information

The sites can be accessed via the map by clicking the site indicator directly or by filtering the right-hand list view. For details on a specific site, press the + sign on the right-hand side.

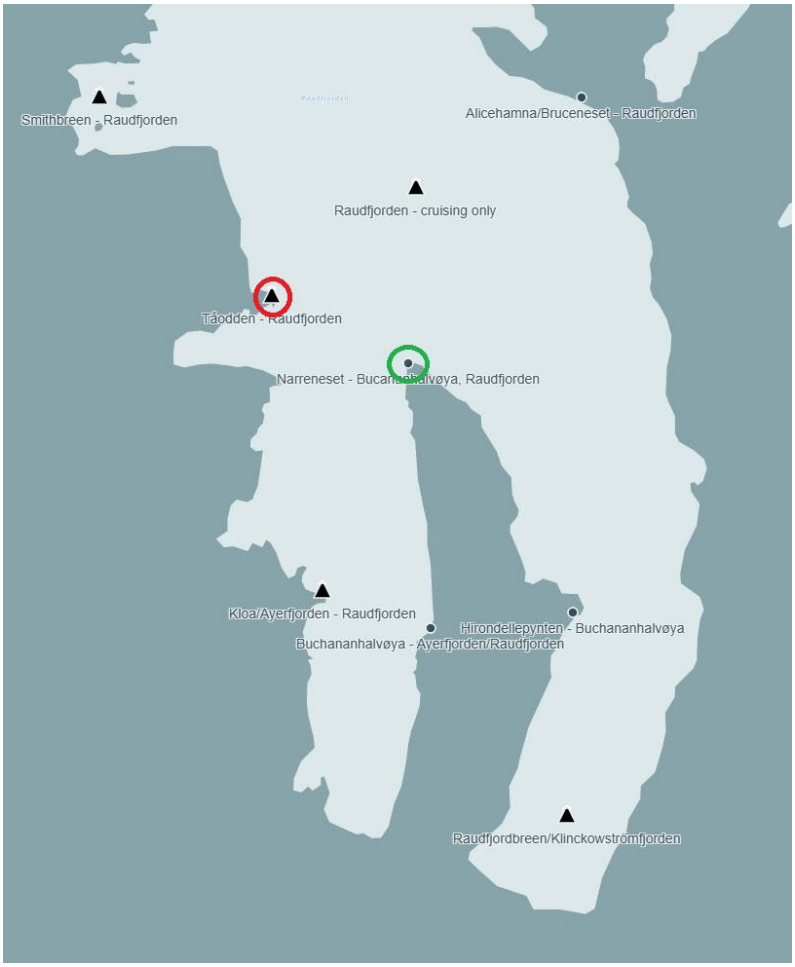


Some details can only be edited by the AECO Admin when registering a new site. Other features (Comments, Landing site, Suitable activities, Safety and Highlighted features) can be edited by most Admin, Operator and EL roles. This enables basic knowledge on a site to be related to other users that may use a site for the first time.

The O-VRAT app is now integrated with the new Cruise Database and Live Scheduler. This means that all information available in the O-VRAT app is now also available when clicking the + sign for a specific site. This can be AECO Guidelines or Restrictions of any kind.

13.2 New Svalbard site regulations

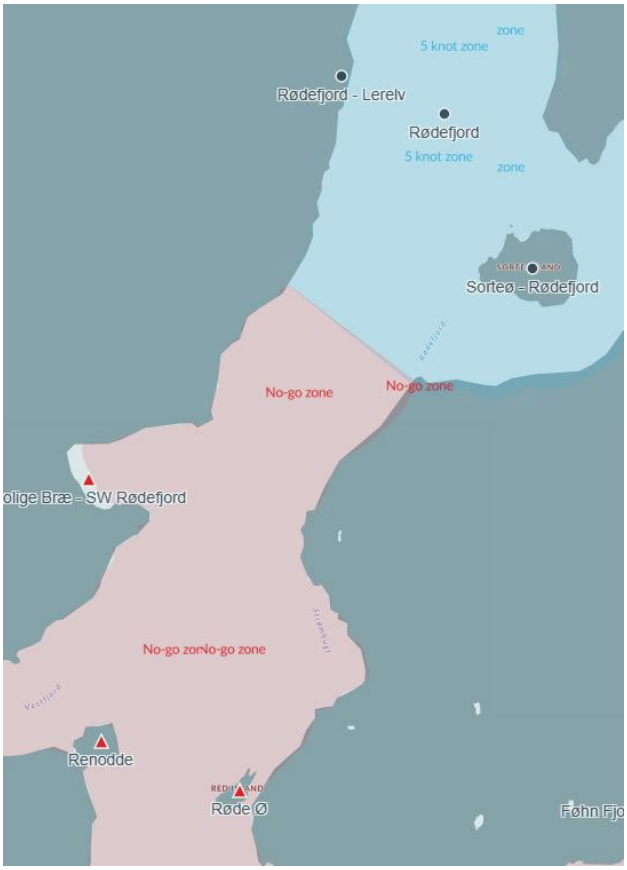
From 1 January 2025 site regulations come into force in Svalbard. 43 limited coastlines will be available for landings. The AECO Cruise Database sites entries are based on single points – not stretches of coastline as the regulations. Hence sometimes more than one registered landing site is available for landings within a given restricted area. On the Sites list and the Fleet Map site overlay it is now easily recognizable which sites can be landed at (small black circle) and which can be booked for water activities only with no landing allowed (black triangle).



- This feature is <u>not</u> supported in the O-VRAT app.
- Certain areas on the coast of Spitsbergen, marked with black triangles, are allowed to be landed at from 1 January – 25 May on snow covered ground.
- For further details on specific landing requirements please see the site-specific information in the Sites tab, Fleet map sites overlay or O-VRAT app (from November 2024).

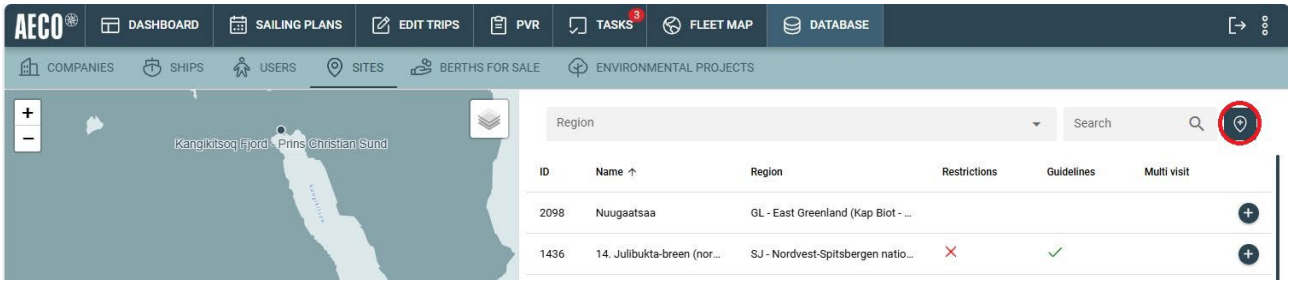
13.3 Site bookings are not possible in no go areas

Existing sites previously logged in areas currently designated as NO GO ZONES are not possible to book in advance. For reasons of maritime safety (i.e. seeking shelter from the weather) these sites are possible to log in a PVR back in time (after the date of the visit). The sites that are not possible to book are marked with a red triangle.



13.4 Requesting the addition of a new site to the database

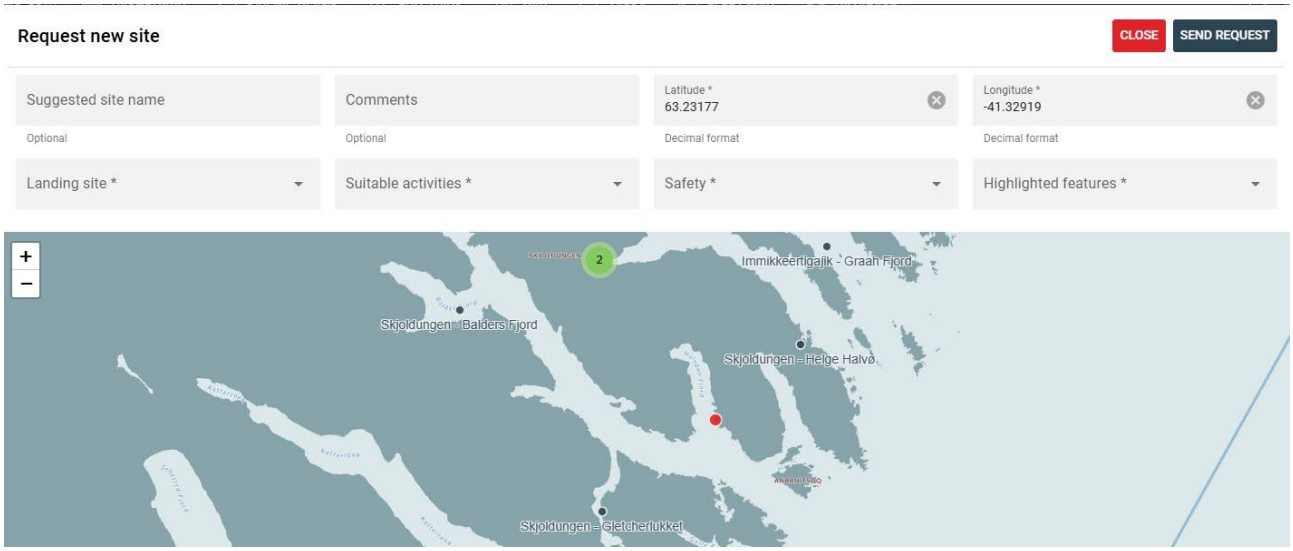
To comply with AECO obligations, you must submit a complete PVR. If you visit a site that is not present in the Cruise Database, you must request that it is added.



A new site request can be issued by the *Admin, Operator,* and *EL* roles. Access the **Sites** menu via the top menu >> **Database**. On the top right you will find a button labeled with a marker. Press the button and the **Request new site** window opens.

Find the site on the map and click with your mouse. The new site is indicated with a red dot. The position of the site is automatically registered. Suggest site name (if available) and complete the drop-down menus about general site information. Multiple topics can be indicated for each drop-down menu.

This site information will be available for each site in the database to use for basic preparations for others that may not have visited the site before.



Once the form is completed to the extent possible, send the request to the *AECO Admin* to get the site confirmed. The *AECO Admin* receives an e-mail with the request and will investigate if any restrictions apply, any guidelines should be attached and find the correct place name for the site in question. Once confirmed the site is available in the cruise database.

14. Trouble Shooting

14.1 Encountering issues with a page not loading correctly

Reload the page:

PC: Simultaneously press Shift+Ctrl+R.

MAC: Shift + Reload.

14.2 Cannot log on to Cruise Database and Live Scheduler

Log on issues can be caused by various circumstances which can be hard to replicate by a third party.

If the AECO Cruise Database and Live Scheduler works on your mobile with 4G/LTE/5G, but not on your PC, it could indicate internal corporate IT challenges.

The AECO Cruise Database and Live Scheduler use a Secure Sockets Layer (SSL) setup to provide security between web browser and server. Log on issues can arise if the authentication process started by SSL fails.

The developer of the AECO Cruise Database and Live Scheduler has checked the quality of the SSL solution and found no problems.

Please contact your IT Department and provide them with this list for troubleshooting:

1. Outdated CA Trust Store:

The browser or OS may lack updated CA certificates. Talk to IT about this.

2. Device Time/Date Mismatch:

Incorrect system clock can invalidate SSL certificates, i.e. if the PC clock is off, it may cause these issues. Check if the time on the PC is the same as e.g. on time.com

3. Network Proxy or Inspection:

SSL traffic intercepted by corporate proxies or security software may use an untrusted certificate. Talk to your IT about this.

4. DNS or Cache Issue:

Domain might resolve to an incorrect or outdated server. Try to flush the DNS cache and verify DNS settings.

5. Cached HSTS Policy:

Browsers may cache outdated SSL configurations via HSTS. Clear browser cache and test using an incognito/private session.

6. Browser-Specific Behavior:

Older or non-compliant browsers may fail validation.

Test on multiple browsers to identify if the issue is browser specific. Especially testing on a mobile phone that is NOT in the company network/VPN/WiFi, but rather on a 4G/LTE/5G subscription can help to pinpoint issues.