



# **BICS2**

## User manual

Date      21 January 2020  
Status    1:13 (in progress)



## **BICS2**

### User manual

Document ID	Contract number-document number
BICS2.manual	31071774

### Colophon

Published by	Central Information Systems department of the Directorate-General for Public Works and Water Management
Information	Harvey Wong Loi Sing
Date	21 January 2020
Status	in progress
Version number	1:13

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# Table of Contents

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<b>Chapter 1 Introduction</b>	<b>6</b>
1.1 Document classification	6
1.2 Document objective	6
1.3 Document layout	6
1.4 Reading instructions	7
1.5 Intellectual property	8
<b>Chapter 2 BICS2: General</b>	<b>10</b>
2.1 Application purpose	10
2.2 Operation	10
2.3 User interface	10
2.3.1 Basic and advanced	11
2.3.2 Generic elements	11
2.3.3 Help screen	14
2.3.4 Search mechanism	16
2.4 External systems	22
2.5 Message types	24
2.5.1 Reporting messages	24
2.5.2 Additional messages	24
2.6 Accounts types	24
2.6.1 Message service account	25
2.6.2 Application account	25
2.6.3 Additional messages account	25
<b>Chapter 3 Installation</b>	<b>26</b>
3.1 Initial installation	26
3.1.1 System requirements	26
3.1.2 Registration and downloading	27
3.1.3 Demonstration mode	27
3.1.4 Installation	27
3.2 Update application with new version	37
3.3 Uninstall	39
<b>Chapter 4 Starting up and closing</b>	<b>41</b>
4.1 Starting up and logging in	41
4.2 Using the main screen	42
4.3 Performing updates	43
4.4 Communication status values	44
4.5 Logging out	46
<b>Chapter 5 Manage administrative details</b>	<b>47</b>
5.1 Manage favourites	47
5.1.1 Add favourite: voyage	48
5.1.2 Add favourite: sailing unit	49
5.1.3 Add favourite: cargo	52
5.1.4 Add favourite: reference data	52
5.1.5 Add favourite: master voyage	53
5.1.6 Add favourite: passenger list	55

---

5.1.7 Add favourite: visit .....	55
5.1.8 Add favourite: URLs .....	57
5.1.9 Edit favourite .....	57
5.1.10 Delete Favourite .....	57
5.2 Manage address book .....	58
5.2.1 Add address .....	58
5.2.2 Edit address .....	59
5.2.3 Delete Address .....	60
5.3 Manage hulls .....	60
5.3.1 Add hull .....	61
5.3.2 Edit hull .....	63
5.3.3 Delete Hull .....	63
5.4 Manage users .....	64
5.4.1 Add user .....	64
5.4.2 Edit user .....	65
5.4.3 Delete User .....	66
5.5 Manage groups .....	66
5.5.1 Add group .....	67
5.5.2 Edit group .....	69
5.5.3 Delete Group .....	69
5.6 Import reference data .....	70
5.7 Export reference data .....	71
<b>Chapter 6 Configure settings .....</b>	<b>73</b>
6.1 User settings .....	73
6.1.1 Account .....	73
6.1.2 Preferences .....	74
6.1.3 Language .....	76
6.2 System settings .....	76
6.2.1 Message service account .....	77
6.2.2 Additional services account .....	79
6.2.3 Additional recipients .....	80
6.2.4 Advanced settings .....	85
<b>Chapter 7 Input voyages .....</b>	<b>86</b>
7.1 New voyage input methods .....	86
7.2 Manually input a voyage .....	86
7.2.1 Component: Voyage .....	88
7.2.2 Component: Sailing unit .....	91
7.2.3 Component: Cargo .....	95
7.3 Using a favourite .....	102
<b>Chapter 8 Using voyage dashboard .....</b>	<b>103</b>
8.1 Voyage status values .....	103
8.2 Display active and planned voyages .....	104
8.3 Display closed voyages .....	105
8.4 Filter the outline .....	107
8.5 Import voyage data .....	109
8.6 Export voyage data .....	109
8.7 Duplicate voyage data .....	110
8.8 Print voyage data .....	111

---

8.9 Close voyage .....	112
8.10 Delete voyage .....	112
8.11 Perform actions for multiple voyages simultaneously .....	113
<b>Chapter 9 Send and edit voyages .....</b>	<b>114</b>
9.1 Report voyage .....	114
9.2 Edit or cancel a reported voyage .....	115
9.3 Resend voyage .....	117
9.4 Manually confirm or reject voyage .....	118
9.5 Message history .....	119
<b>Chapter 10 Advanced input .....</b>	<b>121</b>
10.1 Concepts .....	121
10.2 General reporting procedure .....	122
10.3 Activate advanced display .....	123
10.4 Manage folder tree structure .....	124
10.5 Input .....	125
10.5.1 Input voyage .....	129
10.5.2 Input person list .....	129
10.5.3 Input visit .....	132
10.6 Report .....	135
10.6.1 Report voyage .....	137
10.6.2 Report person list .....	137
10.6.3 Reporting visit .....	138
10.7 Archive voyage .....	139
<b>Appendix A Abbreviations and terminology .....</b>	<b>141</b>
<b>Appendix B Communication security .....</b>	<b>144</b>
<b>Appendix C Configure proxy server .....</b>	<b>146</b>
<b>Appendix D Roll back application update .....</b>	<b>147</b>
<b>Appendix E Explanation stowage location containers .....</b>	<b>148</b>
<b>Appendix F BICS2 instruction card .....</b>	<b>150</b>
<b>Appendix G Problem solving .....</b>	<b>151</b>
<b>Appendix H Service desk contact information .....</b>	<b>152</b>
<b>Index .....</b>	<b>153</b>

# Chapter 1 Introduction

This chapter contains a concise description of this manual.

It contains the following topics:

- Document classification
- Document objective
- Document layout
- Reading instructions
- Intellectual property

## 1.1 Document classification

This document is a user manual for version 2 of the Barge Information and Communication System (abbreviation: BICS2). It contains a description of the installation procedure and BICS2 functionalities and provides instructions for reporting voyage and cargo data.

Originally (1996), BICS was an electronic system developed by the Zeeland Services within the Directorate-General for Public Works and Water Management. It allowed information about cargo and ship voyages to be communicated quickly and easily using PC and GSM telephone on-board and on-shore to the various waterways administrators (in the Netherlands: Directorate-General for Public Works and Water Management and several provinces) and port authorities.

BICS has since grown to become a much larger suite of nautical software for various types of data exchange within the inland waterways and short-sea shipping. The latest release of the application is version 2 (BICS2).

## 1.2 Document objective

The purpose of this document is to provide the user with sufficient information to be able to send voyage and cargo data via BICS2.

The main user groups are the boatmasters and shipping companies.

## 1.3 Document layout

This manual contains the following chapters:

- **BICS2: General, Chapter 2:** description of the objective, operation and user interface of BICS2 and the different types of messages.
- **Installation, Chapter 3:** overview of system requirements and procedures for the installation and removal of BICS2
- **Starting up and closing, Chapter 4:** procedures for starting and shutting down of BICS2, description of the main screen and the communication status values and procedures for downloading updates
- **Manage administrative details, Chapter 5:** procedures for managing favourites, address book items, hulls, users and user groups, and for exporting reference data
- **Configure settings, Chapter 6:** procedures for managing user and system settings
- **Input voyages, Chapter 7:** description of the different input methods and procedures for entering voyage and cargo data for each method

- **Using voyage dashboard, Chapter 8**: description of the operational status values for voyages, procedures for displaying and filtering of active, planned and closed voyages, and procedures for importing, exporting, duplicating, printing and closing voyages
- **Send and edit voyages, Chapter 9**: procedures for sending and re-sending, editing, and cancelling (deleting) voyages
- **Advanced input, Chapter 10**: description of the advanced display and procedures for inputting and reporting master voyages, voyages, person lists and visits

This document also contains the following appendices:

- **Abbreviations and terminology, Appendix A**: an outline of relevant abbreviations and terms
- **Communication security, Appendix B**: an outline of the security of your browser communications
- **Problem solving, Appendix G**: a list of common problems and possible solutions
- **Service desk contact information, Appendix H**: information needed to reach the BICS service desk

## 1.4 Reading instructions

We recommend that you first read the chapters in the manual from *start to finish*. This will give you a solid foundation getting the best use out of BICS2 .

If you then want to **install** and **configure** the application, you can refer to the following chapters:

- Installation, Chapter 3
- Starting up and closing, Chapter 4
- Manage administrative details, Chapter 5
- Configure settings, Chapter 6

Once you have completed the actions above, the following chapters will be useful:

### To input and manage voyages:

- Input voyages, Chapter 7
- Using voyage dashboard, Chapter 8
- Send and edit voyages, Chapter 9

### To enter and manage master voyages, voyages, person lists and visits, for example to ports or terminals:

- Advanced input, Chapter 10

The appendices in this manual serve as reference material.

### Additional information and warnings

Occasionally, additional information is provided in this manual. This is indicated with the following icons:



Additional or useful information will be displayed alongside the information icon.



Important information will be displayed alongside the warning icon, e.g. the conditions for performing an action in BICS2 or possible adverse repercussions for an action.

## 1.5 Intellectual property

### Article 1. Licence

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3502 MC Utrecht, the Netherlands

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### **Article 4. Applicable law**

This licence agreement is subject to Dutch law.

## Chapter 2 BICS2: General

This chapter provides a description of general concepts relevant to the BICS2 application.

The following topics are covered:

- Application purpose
- Operation
- User interface
- External systems
- Message types

### 2.1 Application purpose

The purpose of the BICS2 application is to send voyage and cargo data for (inland waterways) vessels electronically to the competent authority or a processing system (whether or not it is regional).

These messages are sent using a protocol conforming with internationally-established laws and regulations.

In the Netherlands, these include:

- Shipping Traffic Act
- Dutch Inland Waterways Police Regulations
- Dutch Rhine Inland Shipping Police Regulations
- Dutch Statistics Act

### 2.2 Operation

The BICS2 application allows a user to record data (ship name, measurements, ship type and official ship number) about the vessels in question.

BICS2 contains reference data with the names of loading and discharge locations, different cargo types, and the exact naming and danger designations for dangerous substances. The use of these reference data prevents any misunderstandings being caused by writing errors, unintelligible text or language problems, and makes the system very user-friendly.

For each voyage, you only have to input relevant variables such as departure port and destination, type and quantity of cargo, draught, and number of persons on board. It is generally sufficient to just select from the list of default designations.

The data entered are then reported electronically after the order is placed.

Multiple users can use the BICS2 application at the same time. You can create different user accounts and associated rights for this.

### 2.3 User interface

The user interface of the BICS2 application is designed such that the user can input voyage and cargo data in a straightforward manner.

This section describes the relevant components of the user interface.

These components are:

- Basic and advanced
- Generic elements
- Help screen
- Search mechanism

### 2.3.1 Basic and advanced

You can use the BICS2 application to send voyages (ERINOT message) and master voyages (ERIVoy message), person lists (PAXLST message) and visits, for example to ports or terminals (BERMAN message).

You perform these actions using one of two different modes in the application: basic display or advanced display.

#### Basic display

If you want to input and send voyage and cargo data, use the application in basic display mode.



By default, the application is started up in the basic display mode. This is sufficient for most situations.

#### Advanced display

If you want to input and/or send master voyages, visits, and/or person lists, then you use the application in the advanced display mode.

In section 6.1, 'User settings' on page 73, you can read how to change the view.



All screens in this manual are for the basic display mode unless otherwise indicated.

### 2.3.2 Generic elements

This section describes the display and operation of the generic parts of the BICS2 user interface.

You can work with the application using a mouse, keyboard or touch screen. The description below assumes that a **mouse** will be used.



It is presumed you are familiar with similar touch screen actions.

#### Display

Throughout the user interface, the following parts are displayed in **bold**:

- buttons
- menus and menu options
- fields

#### Keyboard/mouse

Keys on the keyboard are displayed as <key>, e.g. <Enter>.

Screen titles are displayed in *italics*. E.g. the screen *New Voyage*.

The use of certain keys on the keyboard and mouse is described in the table below.

<b>Option</b>	<b>Operation</b>
<Enter> key	Confirm a value or action
<Tab> key or <Shift> <Tab>	Go to the next or previous field
Move mouse	Point to a part of the screen
Single click of left mouse button	Select a part of the screen








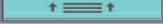
BICS2 uses the default settings within the operating system. If you change the default font it may make the BICS2 screens unreadable.



If you have questions, please contact the BICS service desk (see the Appendix Service desk contact information for more information).

## Buttons

The following buttons work the same way throughout the entire application:

<b>Button</b>	<b>Meaning</b>
	Set day mode
	Set night mode
	Edit
	Delete
	Advanced search
	Expand screen element
	Collapse screen element
	Collapse window

Required fields

Required fields (fields that *must* be completed) are displayed with a dark outline. See the **People (total number)** field and the **Passengers** field in the *New Voyage* screen. The **People (total number)** field is framed in bold and is a compulsory field. The **Passengers** field does not have a dark outline and is not a required field:

Crew and passengers

Persons (total):

Passengers:

Image 2-1: Required fields

Fields with a drop-down menu

Some BICS2 fields have an automatic drop-down menu. You can enter one or more characters in such a field and BICS2 automatically searches for the matching values and shows these in a drop-down menu. You then select the correct value by clicking it in the drop-down menu. The values are displayed in the following sort order:

- 1. The favourites of the user, indicated by a star icon.
- 2. The values most recently used, indicated by a clock icon.
- 3. The remaining values.

Favourites can be flagged by clicking the star to the right of the value in the drop-down menu.

See the drop-down menu for the **Origin** field in the *New Voyage* screen, where the value “rotterdam” is typed in:

Voyage

★ Add to Favorites

📁 My Favorites

Origin:

Rotterdam

🔍

Departure date:

06-03-2017

📅

08:46

🕒

Destination:

Name	Terminal code	ISRS code
ROTTERDAM	2E KATENDRECHTSEHAVEN HAVENBEDRIJF ROTTERDAM	NLRTM00102KDHR00128
ROTTERDAM	ENTREPOTHAVEN CITY MARINA ROTTERDAM VOF	NLRTM102C1ETCMR00003
ROTTERDAM	HOLLAND AMERIKAKADE ROTTERDAM	NLRTM010420HAMK00011
ROTTERDAM	MAASBOEI HAVENBEDRIJF ROTTERDAM	NLRTM00102MBHBR00462
ROTTERDAM	NESSERDIJK DIENST GEMEENTEWERKEN ROTTERDAM	NLRTM00102J009000074
ROTTERDAM	NESSERDIJK HAVENBEDRIJF ROTTERDAM	NLRTM00102NDHBR00074
ROTTERDAM	PRINS HENDRIKKADE HAVENBEDRIJF ROTTERDAM	NLRTM102C1HKHBR00009
ROTTERDAM	SCHAARDIJK HAVENBEDRIJF ROTTERDAM	NLRTM00102SCHBR00055
ROTTERDAM	SLEEPBOOTHAVEN HAVENBEDRIJF ROTTERDAM	NLRTM01183SBHBR00004
ROTTERDAM	SLUISJESDIJK HAVENBEDRIJF ROTTERDAM	NLRTM0102FSDHBR00007
ROTTERDAM	TESSENDERLO CHEMIE ROTTERDAM B.V.HYDRO TESSE	NLVLA01078TCHHY00002
ROTTERDAM	ARGOS TERMINALS B.V.	NLRTM0102IARGOS00006

🔗 Add Intermediate Point

First reporting point:

Crew and passengers

Persons:

Cones

Cones:

Administrative

Voyage number:

Transport document:

Invoice address:

🔍

Image 2-2: New Voyage screen: Departure field drop-down menu

### 2.3.3 Help screen

You can click the **Help** button at the top of the BICS2 main screen to display the BICS2 application help screen:

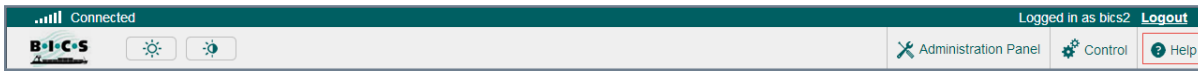


Image 2-3: Help button

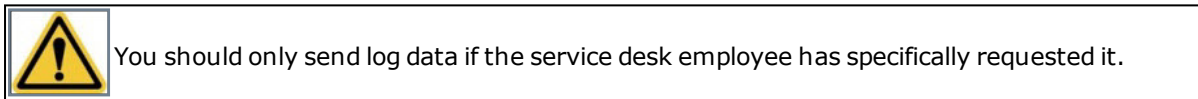
The help screen consists of the following components:

- Information
- Manuals
- Notifications
- Server messages

#### Information

In this section, you will find general information about the BICS2-application, such as the version and a reference to the release notes.

This screen also lets you send log data to the service desk should you have problems when working with the application. The service desk uses this data to investigate problems in your installed BICS2 application.



The following log files are used:

- **Communication log:** contains data about information exchanged with external systems (stowage applications, message service) and errors occurring in this context.
- **Application log:** contains data about general events and error situations.
- **Update log:** contains data about the updates to configuration data, reference data and the application.

Perform the following steps to view data about the BICS2 application and/or to view and send log data:

1. In the help screen, click the **Information** button to open the screen containing information about the BICS2 application (this is opened by default when you click **Help** in the main screen):

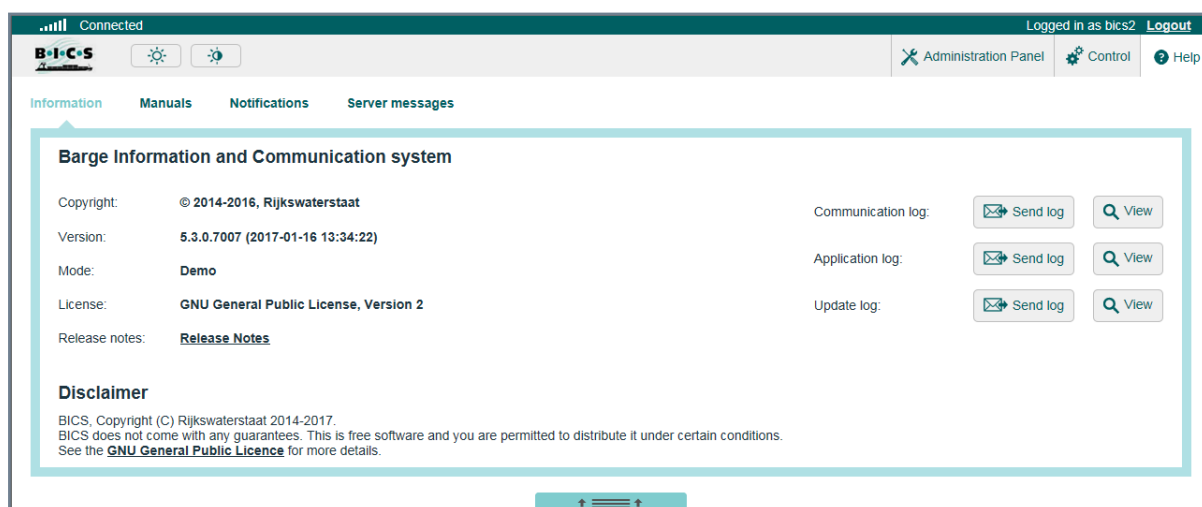


Image 2-4: Screen: Information

This screen displays the name, version and licence number for the application.

2. To view the log file concerned in the browser, click the **View** button next to the **Communication log**, **Application log** or **Update log**.
3. If the service desk has asked you to send one of these logs, click the **Send** button next to the **Communication log**, **Application log** or **Update log**. The *Send email* screen is displayed:

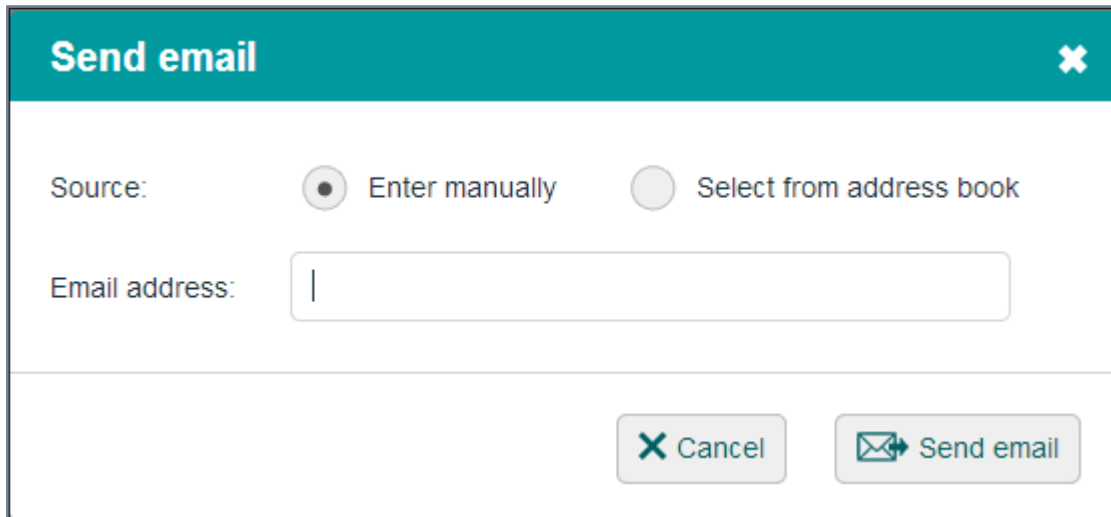


Image 2-5: Screen: Send email

You use this screen to input the recipient's email address.

4. Select the appropriate button in the **Source** field for inputting the address, to indicate whether the address is selected from the address list or entered manually.
5. Enter the new email address in the **Email address** field or select it from the list.
6. Click the **Send email** button to save your data and close the screen, or click the **Cancel** button to exit the screen without saving the data.



The option to send log files is only available if you have set up an "Additional services account". See section 2.6.3, 'Additional messages account' on page 25.

## Manuals

This application component lets you open the BICS2 application user manual in PDF format in one of the available languages.



To read the files in PDF format, you must have a PDF reader program installed, such as Adobe Reader®.

Perform the following steps to open the manual:

1. In the help screen, click the **Manuals** button to open the corresponding screen:

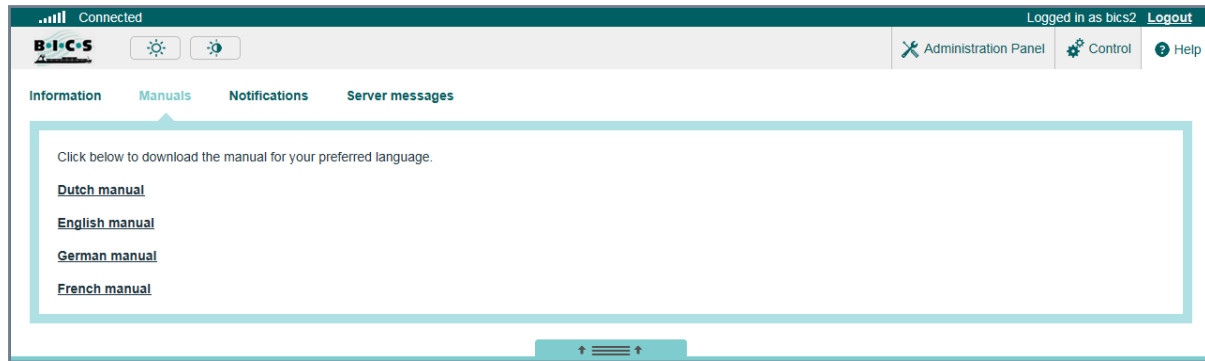


Image 2-6: Manuals screen

2. Click on the name of the manual that you want to view. This is then displayed on a separate screen in PDF format.

## Notifications

In this component, you see all of the notifications which apply at this moment which the system wants to display to the user. These concern operational announcements such as planned maintenance for central servers and/or announcements about new versions.

These notifications are also displayed on the main screen where the user can click them away if he no longer wants to see them (by clicking the small cross). Notifications clicked away are no longer visible for the current user. Other users continue to see the notifications and they can decide individually if they want to click them away. All notifications are displayed in the notification overview on the help screen regardless of whether a user has clicked them away on the main screen.

1. To open the screen with any notifications, click the **Notifications** button on the help screen:



Image 2-7: Notifications screen

## Server messages


In this part, the error messages are displayed which can occur during the communication with authorities (message traffic). They concern invalid answers from an authority which can no longer be related to the correct voyage.

1. To open the screen with any server messages, click the **Server messages** button on the help screen.

### 2.3.4 Search mechanism

BICS2 provides different methods to perform a search.



This description is only relevant for fields where a magnifying glass  is shown.



We will use an example of a search operation in the **Origin** field on the *Voyage* screen:

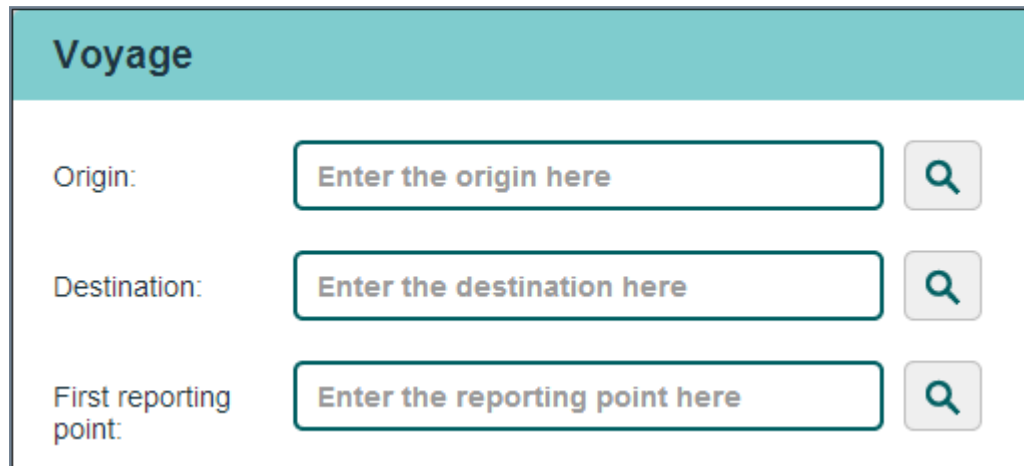
The image shows a partial view of a software interface titled "Voyage" in a teal header. Below the header, there are three search fields. Each field consists of a label on the left, a text input box in the middle, and a search button (a magnifying glass icon) on the right. The first row has the label "Origin:", an input box with the placeholder text "Enter the origin here", and a search button. The second row has the label "Destination:", an input box with the placeholder text "Enter the destination here", and a search button. The third row has the label "First reporting point:", an input box with the placeholder text "Enter the reporting point here", and a search button.

Image 2-8: Voyage screen (partial)

You can search for a particular value (in this case: Origin) in two different ways:

- Auto-complete
- Advanced search

#### Auto-complete

1. Click the cursor in the relevant field (in this case: **Origin**). The drop-down list will be displayed expanded:
2. Enter a few characters in the field. The locations that match the characters you entered are displayed. Entering more characters will change the list accordingly:

Voyage

Origin:

ams|

Name	Terminal code
AMSTELHOEK	
AMSTELVEEN	
AMSTERDAM	1E ZIJHAVEN AMSTEL I TE AMSTERDAM
AMSTERDAM	
AMSTERDAM	BUNKERSTATION REINPLUS V. WOERDEN
AMSTERDAM	FIJWADO BUNKERSTATION
AMSTERDAM	FRANSE BOEIEN
AMSTERDAM	GRASWEG OMYA
AMSTERDAM	ORANJESLUIZEN (SCHELLINGWOUDE)
AMSTERDAM	VAN VLIET (TOETSENBORDWEG)
AMSTERDAM	WILLEM I-SLUIZEN
AMSTERDAM (NLAMS)	

Image 2-9: Example screen for search (characters)

3. Select the desired location in the list.



You can delete all characters entered at one go by clicking the “x” in the search field (which appears when you use the mouse to hover the cursor over the search field).

By typing multiple search terms in the search field, you can specify the location that you want to find. This reduces the number of search results. You can limit the number of search results as follows:

1. Click the cursor in the relevant field (in this case, the **Origin** field and type two search terms, as in the example below. As you can see, the number of search results is limited:

Voyage

Origin:

ams tas

Departure date:

Destination:

Name

Terminal code

AMSTERDAM TASMANIEHAVEN

AMSTERDAM TASMANIEHAVEN

AGM BOUWGRONDSTOFFEN

AMSTERDAM TASMANIEHAVEN

GRODAM KADE

First reporting point:

Image 2-10: Sample screen: Searching with two search terms

2. Add another search term to further limit the number of search results, in this case to a single search result:

Voyage

Origin:

ams tas bouw

Departure date:

Destination:

Name

Terminal code

AMSTERDAM TASMANIEHAVEN

AGM BOUWGRONDSTOFFEN

Image 2-11: Sample screen: Single search result

3. Connect search terms with underscores (the '\_' sign), to search for search results in which the terms are separated by spaces:

Voyage

Origin:

rotterdam\_prinses\_a

Depa

Destination:

Name

Terminal code

ROTTERDAM PRINSES ALEXIAHAVEN

ROTTERDAM PRINSES AMALIAHAVEN

ROTTERDAM PRINSES ARIANEHAVEN

First reporting point:

Image 2-12: Sample screen: Connecting search terms with underscores

## Advanced search

1. In the **Origin** field, click the magnifying glass . The screen *Search - Location* is displayed:

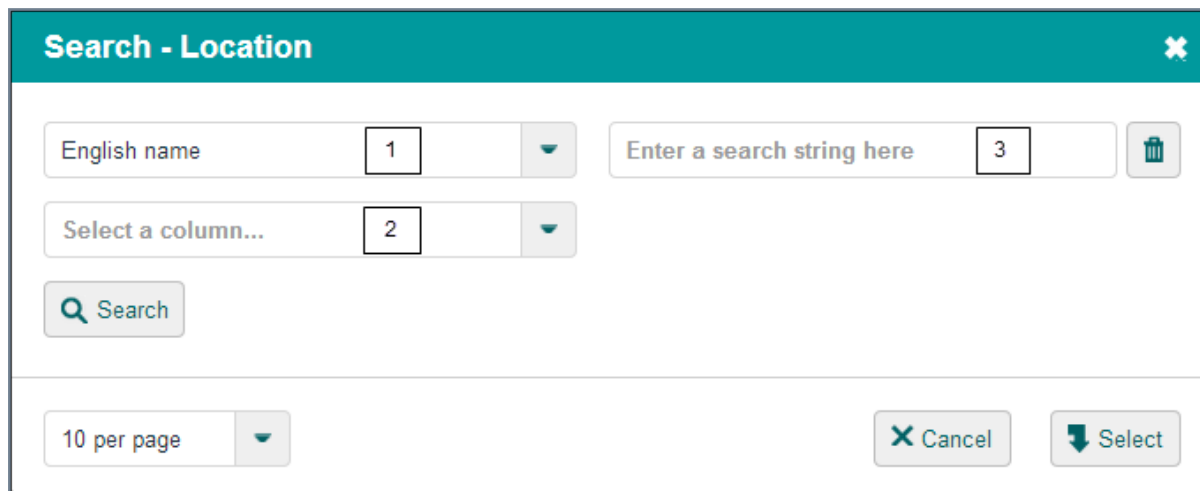


Image 2-13: Advanced search screen: *Search - Location*

This screen contains three search fields (see points 1, 2, and 3). The principle is as follows: select a criterion in the left field and enter a relevant value in the right field. (e.g. "English name" = "Rotterdam".)



If two or more search fields are used then the search is performed based on an "AND" operation (thus, field 1 AND field 2 AND field 3).

2. Click the  button to expand the list with search criteria:

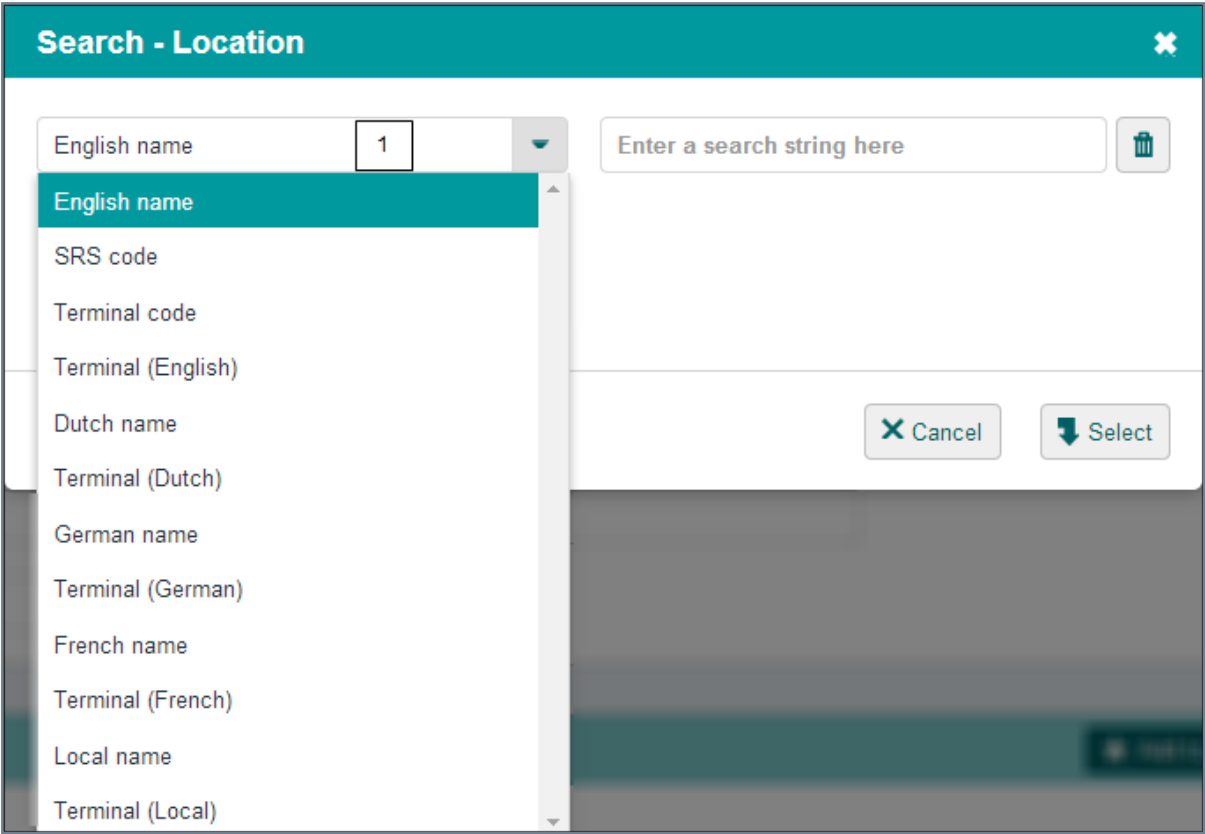


Image 2-14: Advanced search: field 1

- 3. Select a value in this list (1).
- 4. Enter a value in the field at the right (3) of the advanced search screen, for example Rotterdam.

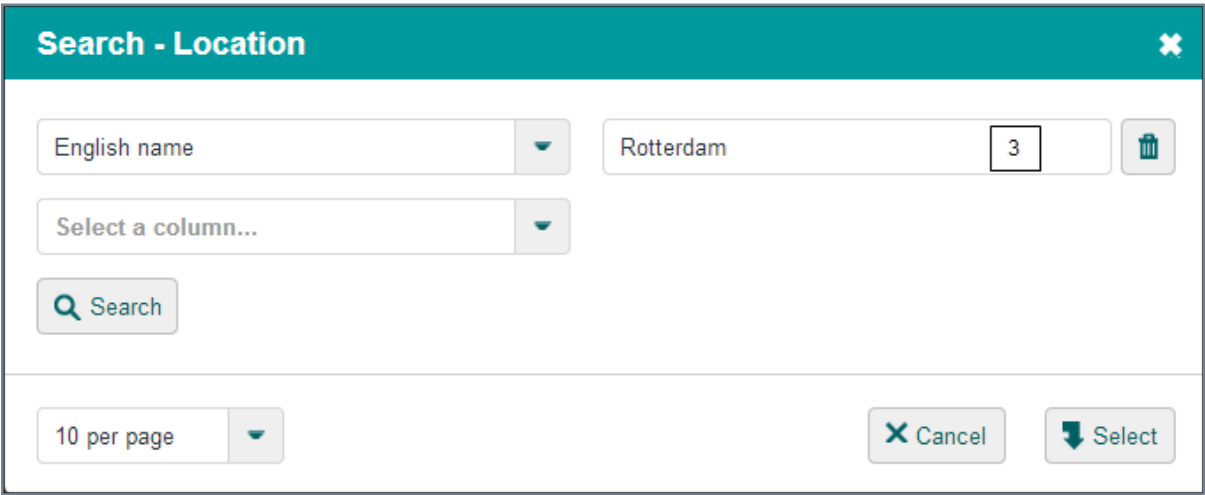


Image 2-15: Advanced search: field 3

- 5. If you want to search on more fields, repeat steps 2 through 4 by beginning in the field on the left (2).  
For each field on the left, an entry field will appear on the right-hand side. After you have entered a value, a new select field will appear to the left at the bottom.

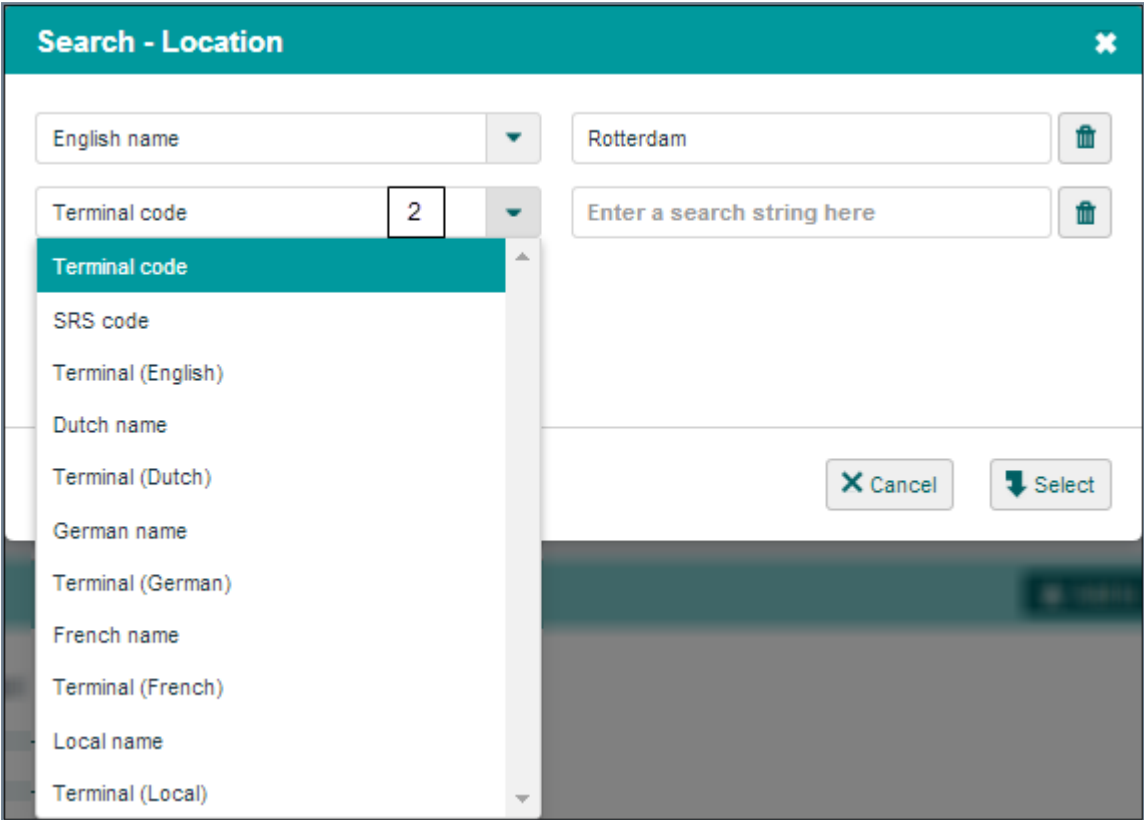


Image 2-16: Advanced search: field 2

- 6. Click on the **Select** button to perform the search or the **Cancel** button to exit the search. In both cases, you will be returned to the previous screen.

2.4 External systems

BICS2 is not a stand-alone application. It connects with multiple external systems.

The interaction between these applications is described below. The arrows indicate the direction of communication from/to BICS2.

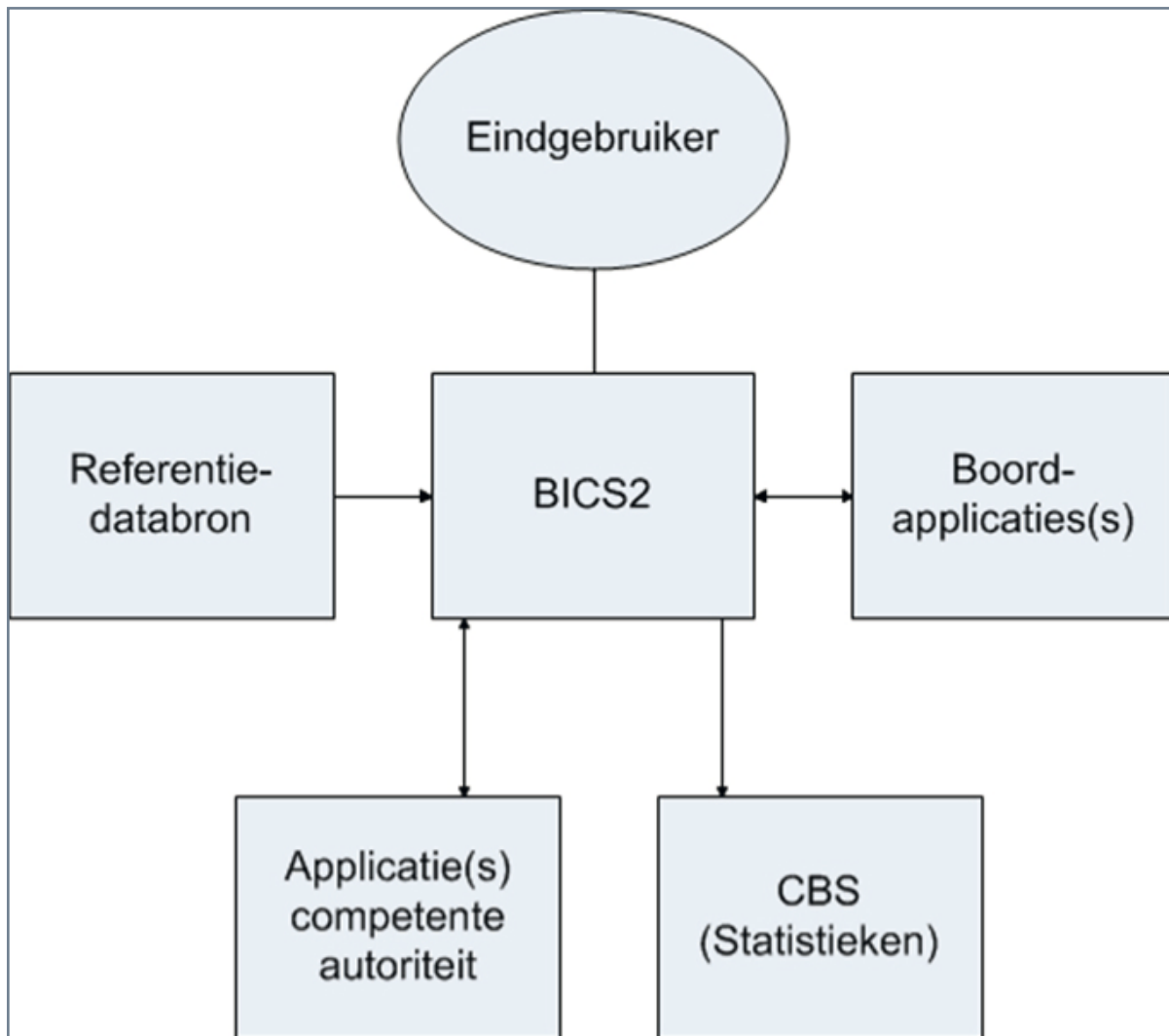


Image 2-17: BICS2 external applications

### Reference data source

This contains lists of locations, substances etc. These are updated in BICS2 using the Update function. (See section 4.3, 'Performing updates' on page 43.)

### On-board application(s)

In addition to BICS2, the captain may also use stowage and voyage planning applications. These applications can be linked to BICS2. Their functioning depends on the respective on-board application and is therefore not described in this user manual.

### Competent authority systems

This regards one or more systems used by inland navigation authorities or port authorities that exchange voyage and cargo data with BICS2, for example IVS90.

### CBS

This concerns statistical reporting in the Netherlands and only applies to Dutch captains.

## 2.5 Message types

BICS2 allows you to send the following messages:

- Reporting messages (including change and cancel messages)
- Additional messages

### 2.5.1 Reporting messages

Reporting messages are messages that report the start of or change to a voyage to the processing system of an authority. Reporting messages are usually called ERINOT messages.

The voyage becomes active when you report a voyage to a processing system, for example IVS90. From that moment, the voyage and cargo data are known in the relevant system.

You can enter voyage data in BICS2 well ahead of the planned departure.

Depending on the "first reporting point" entered, the reporting message will be sent automatically to the regional processing system for the origin point, or to the processing system for the relevant country.

#### Edit

If needed, you can change the voyage and/or cargo data of a reported voyage. However, during the period that there is no response to the message, the voyage is "on hold" and cannot be changed.

Note that changes to the voyage and/or cargo data are subject to the rules of the relevant authority.

#### Cancelling

You can cancel a reported voyage by sending a cancel message (if this is permitted). However, during the period that there is no response to the message, the voyage is "on hold" and cannot be cancelled.

After the cancel message is processed, the voyage and cargo data is deleted from the processing system.

### 2.5.2 Additional messages

You can use additional messages to report master voyages, visits and person lists.



Additional messages can only be accessed using the *advanced display* mode of BICS2. (See section 2.3.1, 'Basic and advanced' on page 11 for more information.)

You can use additional messages in consultation with the local authorities.



If you use additional messages, you must send these before departure or arrival (for visits) to the local authorities.

## 2.6 Accounts types

To work with BICS2, you need different accounts:

- A Message service account for electronically sending and downloading BICS2
- An Application account for using the BICS2 application
- An Additional messages account



### **2.6.1 Message service account**

To perform reporting electronically, you must have a message service account, also called a mailbox. This is an email account or web service account for the message service of the Directorate-General for Public Works and Water Management Information Systems. This account is used by BICS2 to send reports (messages) and receive responses. This account also gives you access to the download section on [hsbics.nl](http://hsbics.nl) to download BICS2. You can request a message service account using [www.bics.nl](http://www.bics.nl).

During the installation of BICS2, you are asked to enter the data for the message service account. section 6.2, 'System settings' on page 76 describes how you can manage your account information after installing your account using BICS2.

### **2.6.2 Application account**

Once you have installed BICS2, you use the login page to access the BICS2 application. A default application account is created during the installation. Username and password for this account are both "bics2".

The sections "Manage users" on page 76 and "Manage groups" on page 66 describe how to create multiple accounts and assign rights (permissions) for each account.

### **2.6.3 Additional messages account**

In addition to reporting messages and additional messages, BICS2 can also send messages that are not intended for electronic reporting. A different email account is used to send these additional messages. You can use a free email service for this such as GMail, or for example your internet service provider email account in Outlook.

section 6.2, 'System settings' on page 76 describes how you can configure the account in BICS2 for other messages.

## Chapter 3 Installation

This chapter describes how to install the BICS2 application on your system.

The following topics are covered:

- System requirements
- Registration and downloading
- Installation
- Update application with new version
- Uninstall



If you have problems or question, please contact the service desk (see appendix "Service desk contact information"). Please have your personal installation information to hand.

### 3.1 Initial installation

This chapter describes how to install the BICS2 application on your system.

BICS2 can be installed in two different modes:

- Normal mode
- Demonstration mode



If you have problems or question, please contact the service desk (see appendix "Service desk contact information"). Please have your personal installation information to hand.

#### 3.1.1 System requirements

To install the BICS2 application on your PC, it must satisfy the following *minimum* system requirements:

- Intel® Pentium® 4 processor with 1.5 gigahertz (GHz) clock speed
- 2 GB internal memory (RAM)
- 1 GB free space on hard disk
- Operating system:
  - Windows® Vista, Windows 7, Windows 8, Windows 10
  - Red Hat® Enterprise Linux® 6 or Ubuntu 16.04lts
  - Mac OS-X 10.12
- Display resolution of at least 1024 x 768 pixels

To open the BICS2 application, you must use a current web browser that supports HTML5. such as:

- Microsoft Internet Explorer® (version 9 or higher)
- Microsoft™ Edge
- Mozilla Firefox®
- Google Chrome™
- Apple Safari

### 3.1.2 Registration and downloading

Before you can work with BICS2, you must perform the following steps:

1. Request a message service account (mailbox), unless you already have a mailbox or only wish to install the application in demonstration mode. For more information about this topic, see section 2.6.1, 'Message service account' on page 25.
2. Download BICS2 on the basis of the instructions that you received after registration.

### 3.1.3 Demonstration mode

It is also possible to install BICS2 in a so-called 'demonstration mode'. In this mode BICS2 functions in the same way as in the 'normal mode', the only difference being that you do not need to have a message service account. In 'demonstration mode' no messages are sent to relevant authorities.



If you want to switch off the demonstration mode in BICS, you must uninstall the application and then reinstall it in normal mode.

### 3.1.4 Installation

This section provides a description of the procedure used to install the BICS2 application on your system. Follow the procedure precisely. Depending on the environment where you will install BICS2, the screens may appear different from the examples.



You can quit the installation process at any time by clicking the **Cancel** button. All changes that may have made will then be undone.



You must have administration rights to perform the installation of BICS2 on your PC.

Perform the following steps to install the BICS2 application on your PC:

1. Start the installation.

In Windows:

- a. Double click on the downloaded BICS2-Install-VERSION.exe file to start the installation procedure.

In Linux:

Use the correct distribution depending on whether you are using a 32 or a 64 BIT Linux version (either BICS2-Install32-VERSION.bin or BICS2-Install64-VERSION.bin).

- a. Open a terminal.
- b. Assign 'execute rights' to the installer: `chmod +x BICS2-installXX-VERSION.bin`
- c. Start the installer with the following command `sudo ./BICS2-installXX-VERSION.bin`

For Mac OS-x:

- a. Double click on the downloaded BICS2-Install-VERSION.pkg file to start the installation.
- b. Follow the steps in the installation program and enter the user name and the password of a user with administrator rights when requested to do so.

2. A pre-installation screen is displayed:

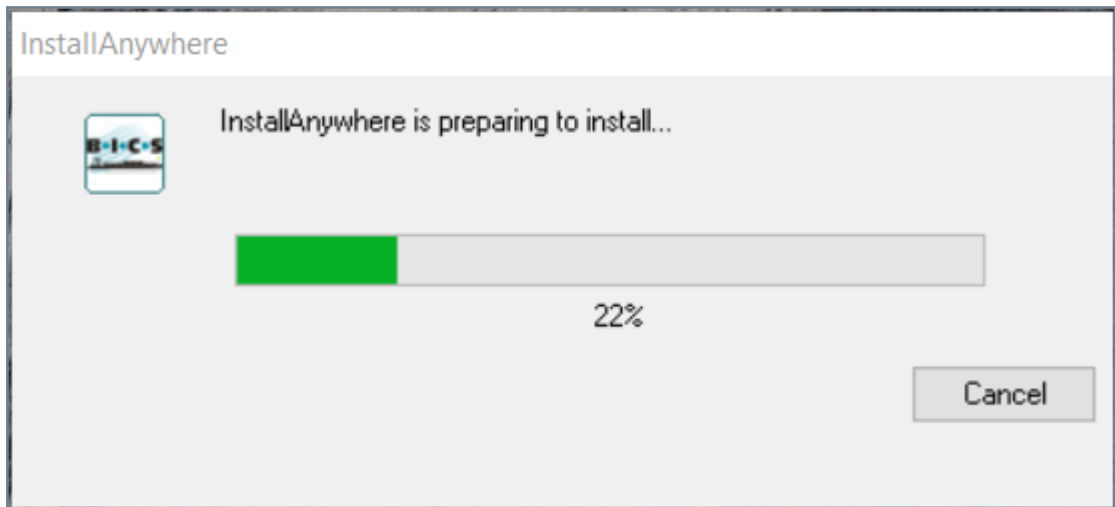


Image 3-1: Installation screen: pre-installation

3. Wait until the progress bar is complete. A screen is displayed in which you can set the user interface language:



Image 3-2: Installation screen: language

4. Select a language and click **OK**. The introduction screen with the installation steps is displayed:

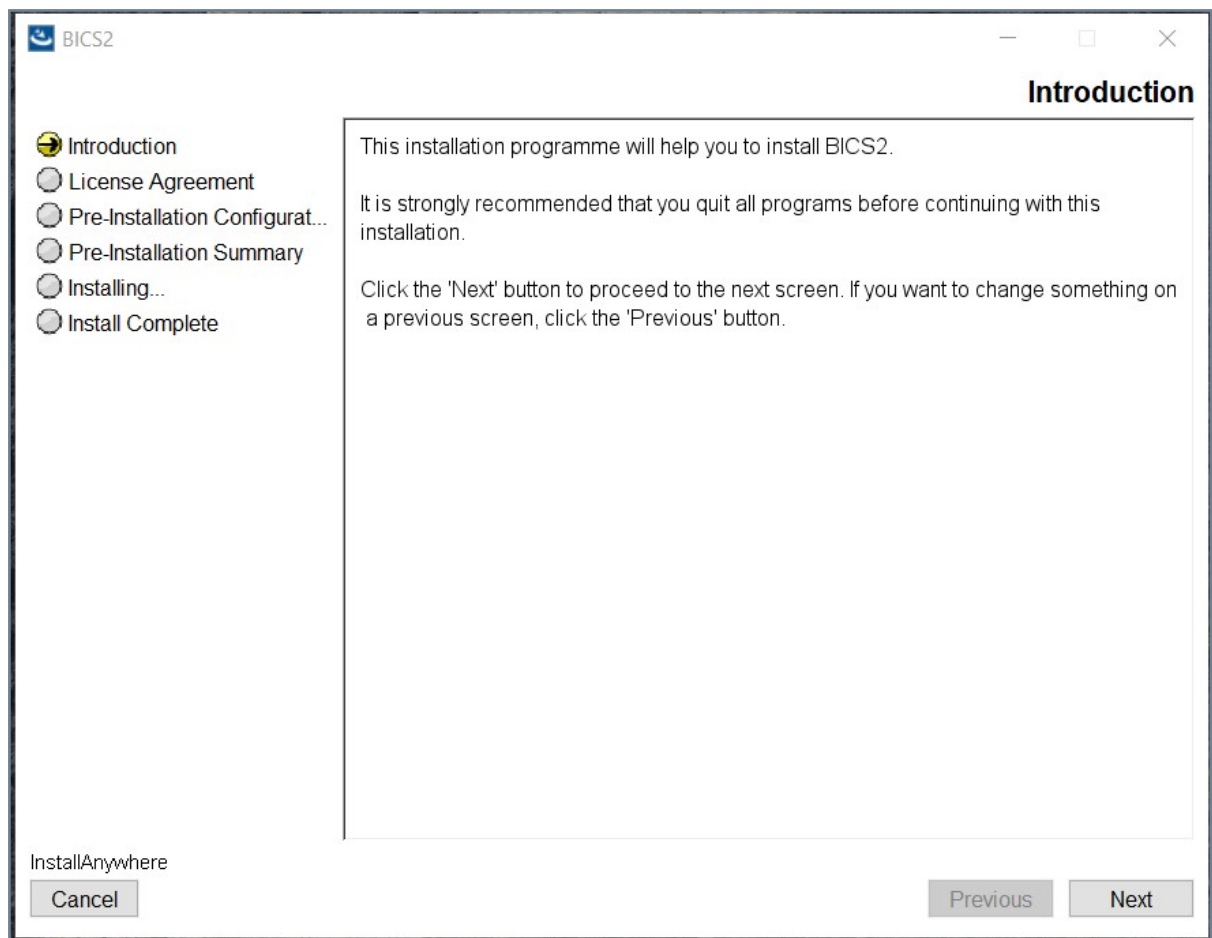


Image 3-3: Installation screen: introduction

5. Click **Next**. A screen with important information about the licence is displayed:

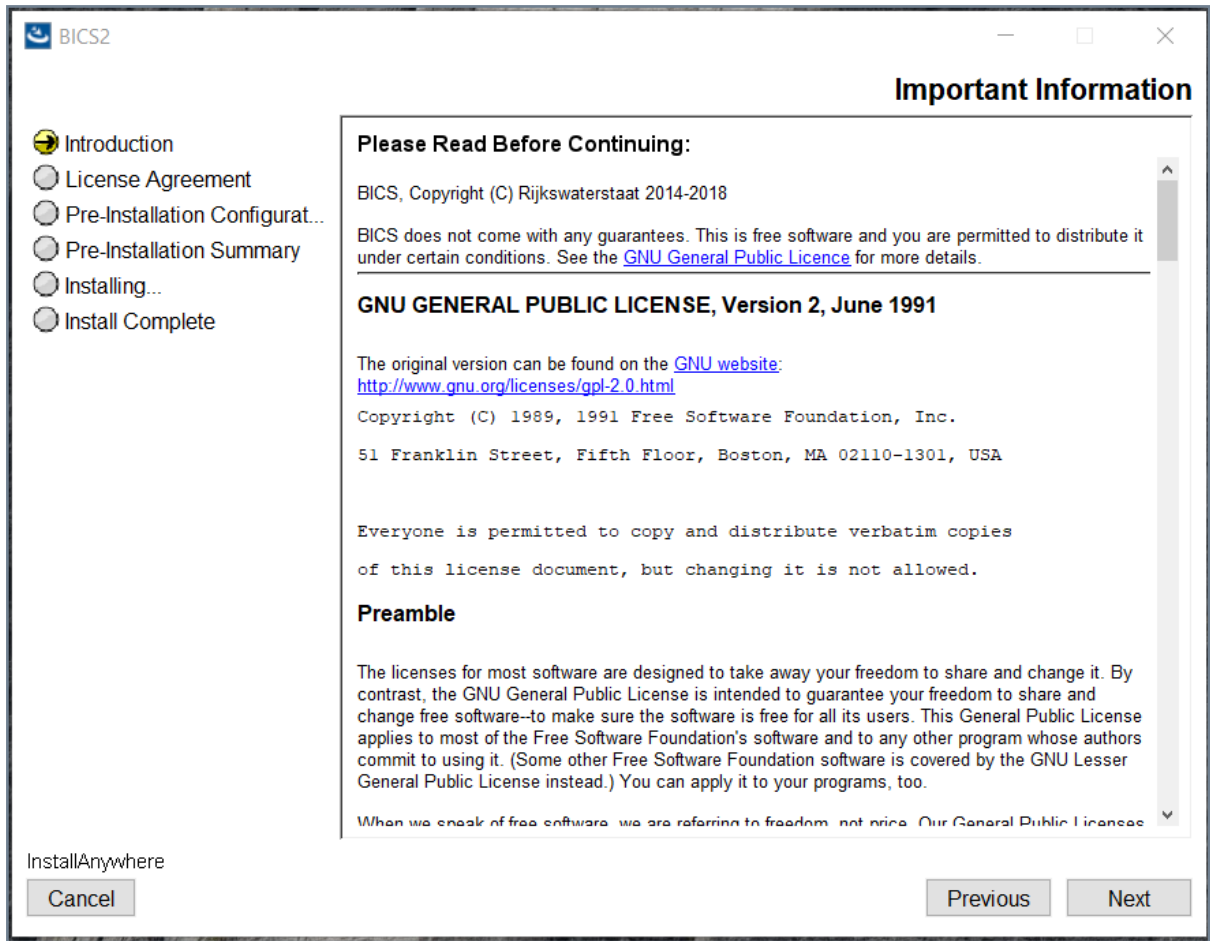


Image 3-4: Installation screen: important information

6. If desired, read the information and then click **Next**. The licence agreement screen is displayed:

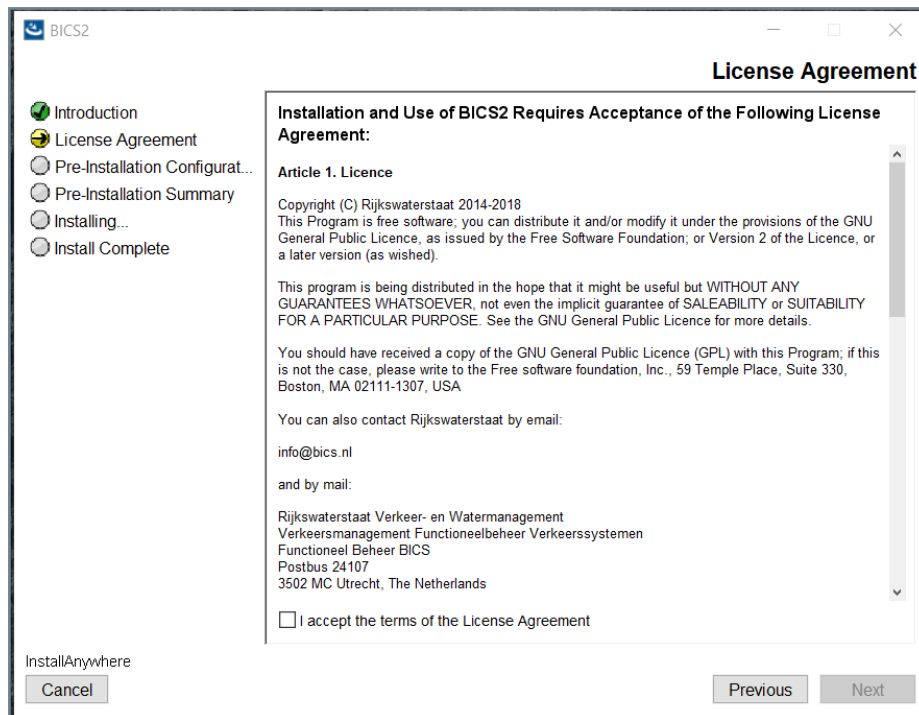


Image 3-5: Installation screen: licence agreement

7. Read the conditions, when relevant, and then click the top button to accept the conditions.
8. Click **Next**. The screen for selecting the installation folder is displayed:

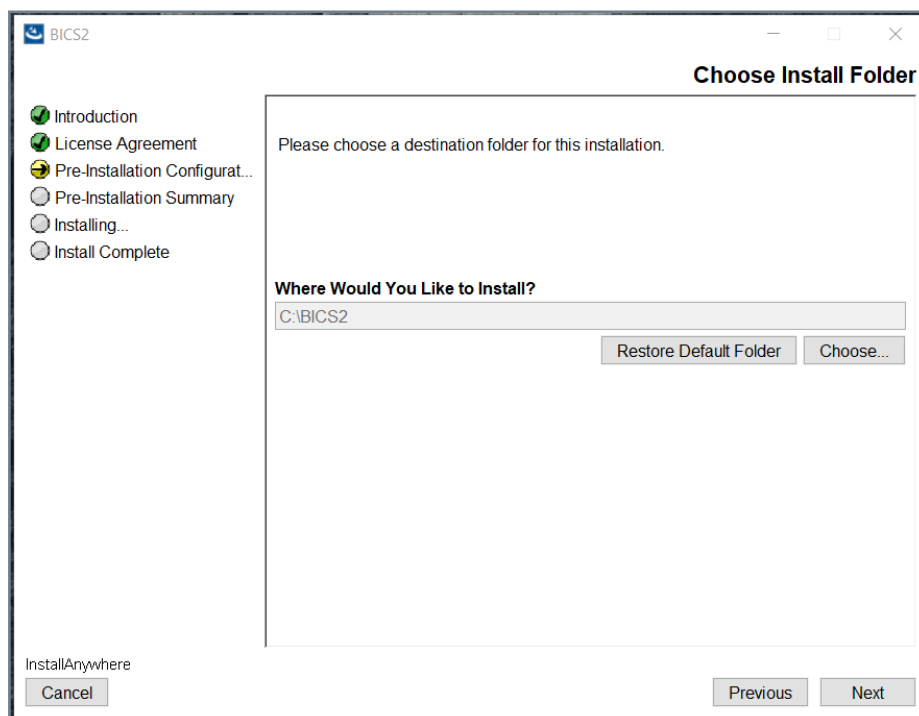


Image 3-6: Installation screen: select installation folder

9. Select the location where you wish to install BICS2. Click **Choose...** if you want to select a different location for saving the shortcut.
10. Click **Next**. A screen is displayed showing the available ports that BICS2 is going to use. You can manually adjust the automatically selected ports if required.

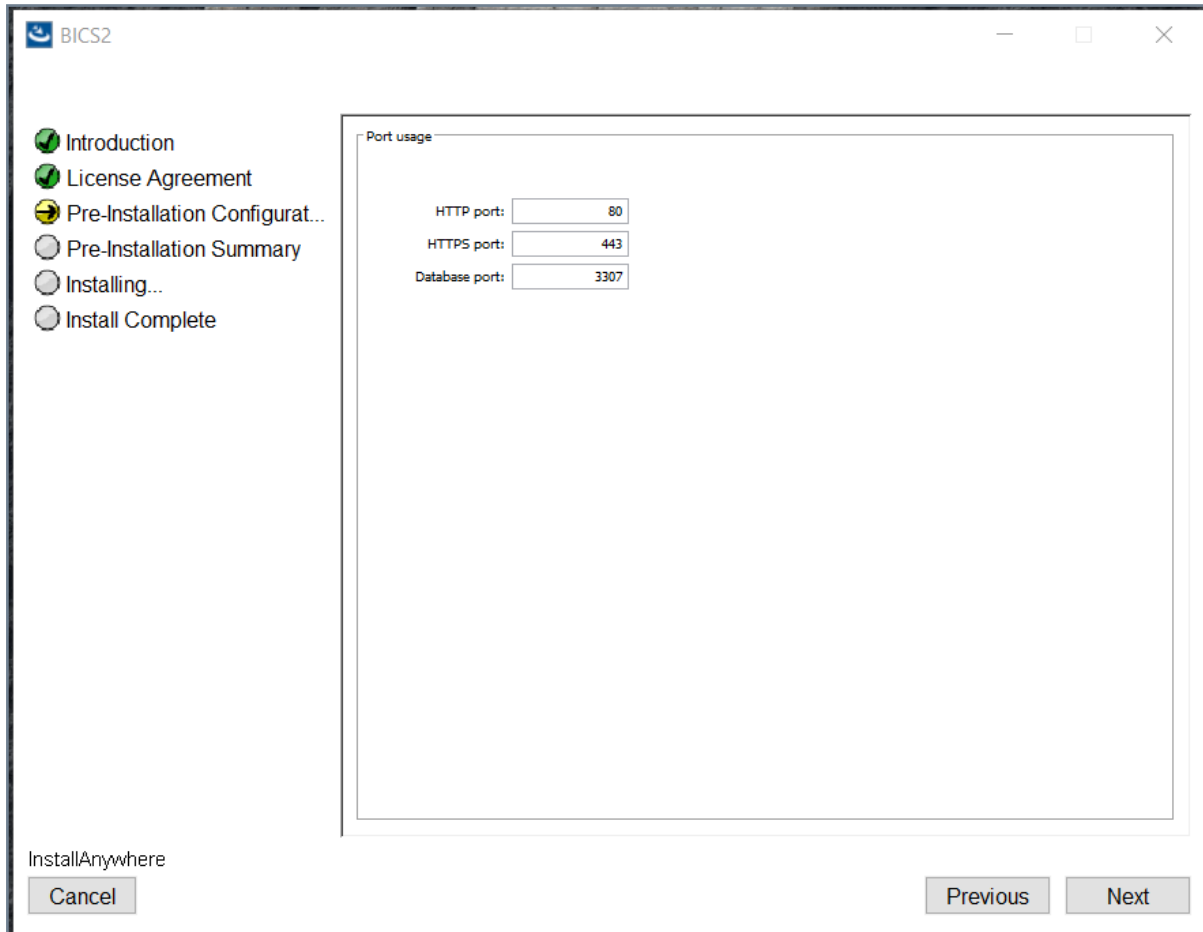


Image 3-7: Installation screen: ports BICS2 will use

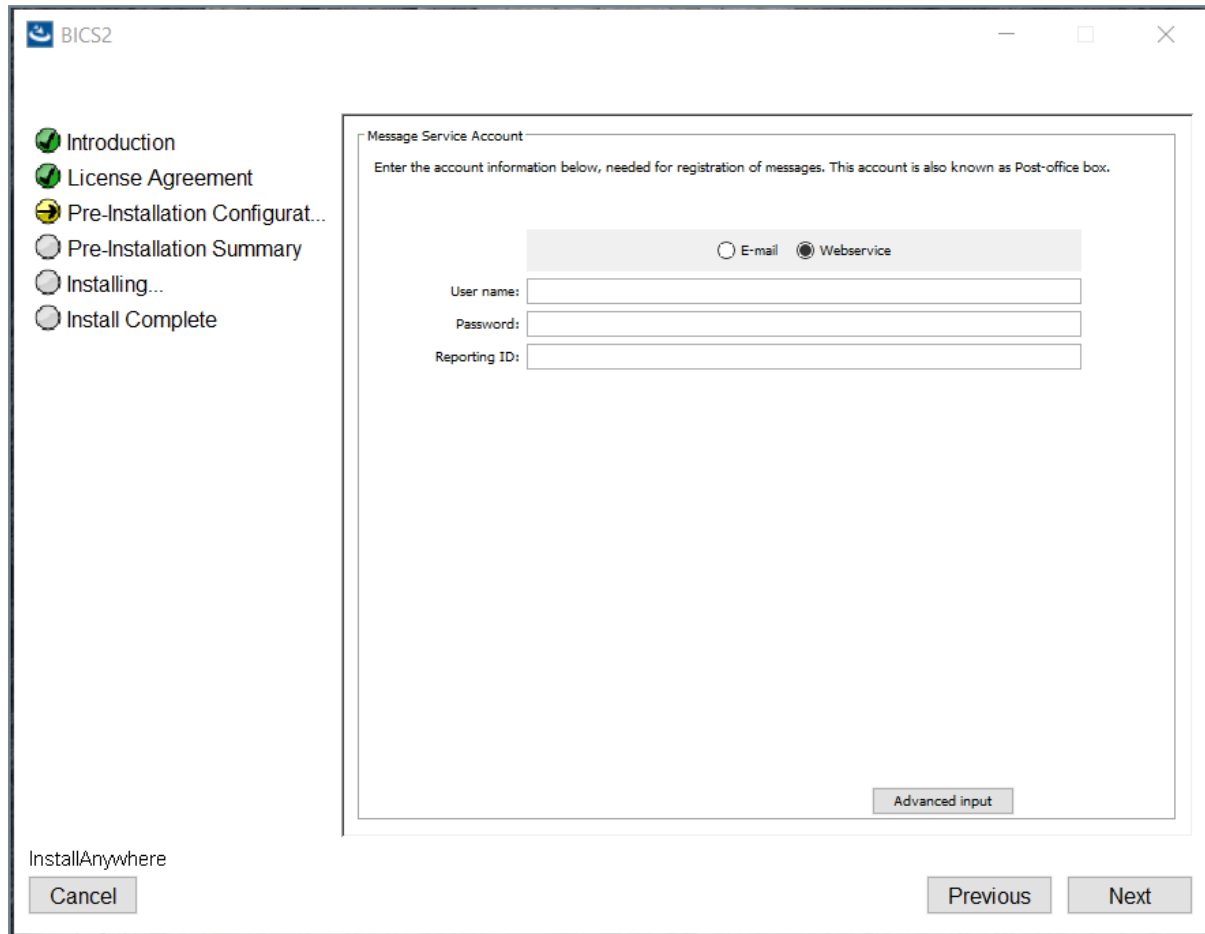
11. Make a note of the number of the HTTP port when you intend to work with a tablet. You will need this later when starting the application (see section 4.1, 'Starting up and logging in' on page 41 for details).



If at some later time you want to access BICS2 from a different device on the network, it is possible that you may have to adjust your firewall software so that you can access the HTTP and HTTPS ports.

12. Click **Next**. The screen with the message service account settings is displayed:





The screenshot shows the BICS2 installation window. On the left is a navigation pane with the following steps: Introduction (checked), License Agreement (checked), Pre-Installation Configurat... (checked), Pre-Installation Summary (unchecked), Installing... (unchecked), and Install Complete (unchecked). The main area is titled 'Message Service Account' and contains the text: 'Enter the account information below, needed for registration of messages. This account is also known as Post-office box.' Below this text are two radio buttons: 'E-mail' (unchecked) and 'Webservice' (checked). There are three input fields: 'User name:', 'Password:', and 'Reporting ID:'. An 'Advanced input' button is located at the bottom right of the main area. At the bottom of the window, there is a 'Cancel' button on the left and 'Previous' and 'Next' buttons on the right. The text 'InstallAnywhere' is visible in the bottom left corner.

Image 3-8: Installation screen: message service account

13. Select one of the following options:

a. If you want to install BICS2 in demonstration mode:

- Select the **Advanced input** button.
- Select the **demonstration mode** check box.
- Continue from the next numbered step in the instructions.

b. For the normal installation of BICS2 (usual):

- Enter your message service account details in the screen shown above. You received this information in the welcome letter.



Contact the service desk if you have forgotten your message service account details. (See Appendix Service desk contact information for details.)

Enter the following details:

Field	Description
EDI mailbox number	The mailbox number you received in the welcome letter (for example, "700012345")
Password	The associated password you received in the welcome letter
Reporting ID	The Reporting ID for your web service account

You can change advanced settings of your message service account via the button **Advanced input**. This is not necessary with the normal use of the application.

- Continue from the next numbered step in the instructions.

14. Click **Next** to continue. The contact details screen is displayed:

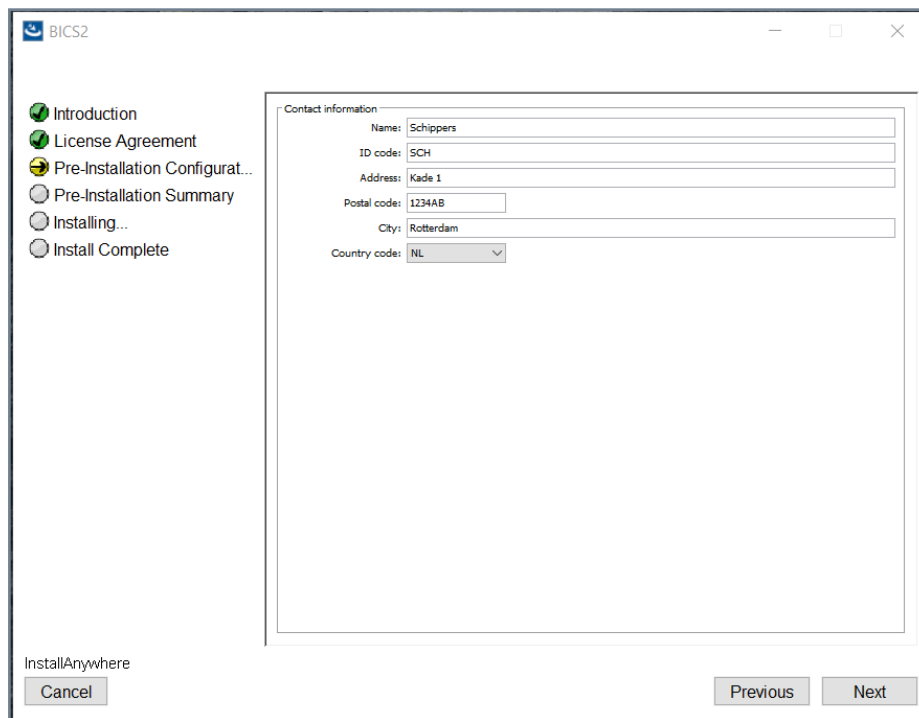
The screenshot shows a window titled "BICS2" with a sidebar on the left containing a list of installation steps: "Introduction" (selected with a green circle), "License Agreement", "Pre-Installation Configurat..." (with a yellow gear icon), "Pre-Installation Summary", "Installing..." (with a grey circle), and "Install Complete" (with a grey circle). The main area is titled "Contact information" and contains several input fields: "Name" (filled with "Schipper"), "ID code" (filled with "SCH"), "Address" (filled with "Kade 1"), "Postal code" (filled with "1234AB"), "City" (filled with "Rotterdam"), and "Country code" (a dropdown menu showing "NL"). At the bottom left, there is a small logo for "InstallAnywhere" and a "Cancel" button. At the bottom right, there are "Previous" and "Next" buttons.

Image 3-9: Installation screen: contact details

15. Enter the contact details of the owner or legal person. Enter a code of your choice in the **Identification code** field, for example the first three letters of the name of the owner or legal entity. (The remaining fields are self-explanatory and are not discussed further in these instructions.)
16. Click **Next**. A screen is displayed with a pre-installation summary:

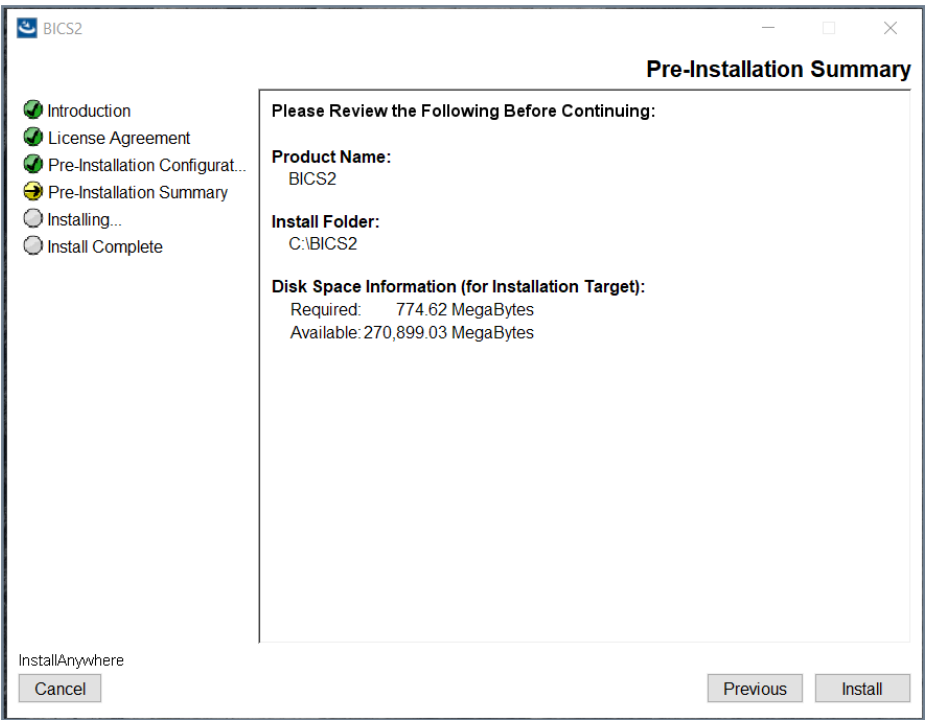


Image 3-10: Installation screen: pre-installation summary

17. Click **Install** to start the installation process. The progress is shown in the following screen:

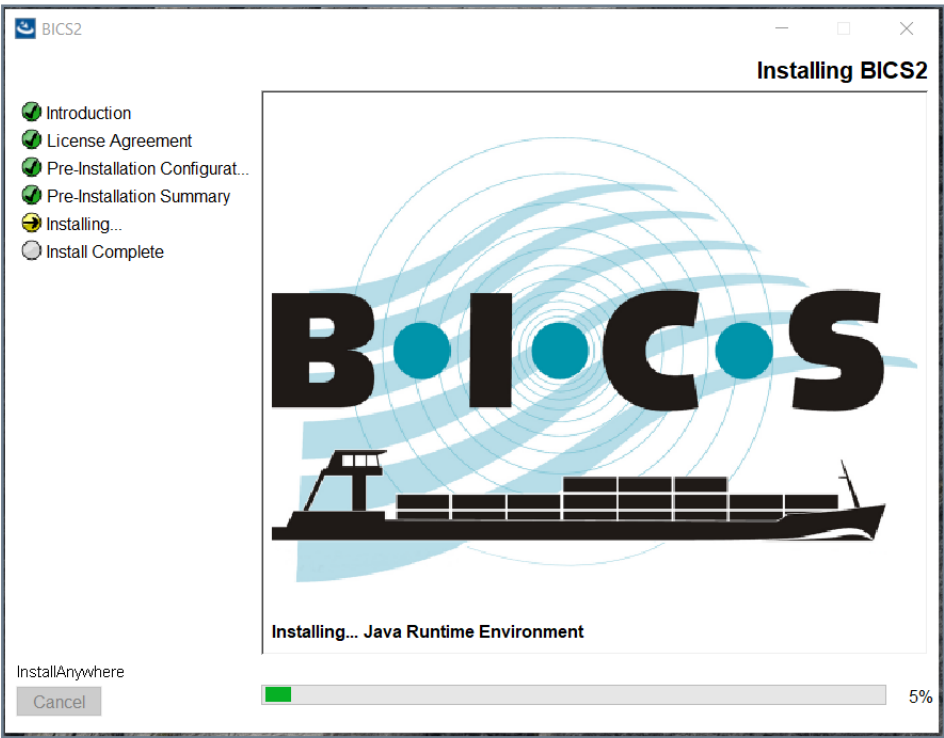


Image 3-11: Installation screen: progress

18. Click **Next** when you are finished entering details. A screen is displayed in which the installer offers you the

option of installing Mozilla Firefox (web browser) if this is not already installed on your system:

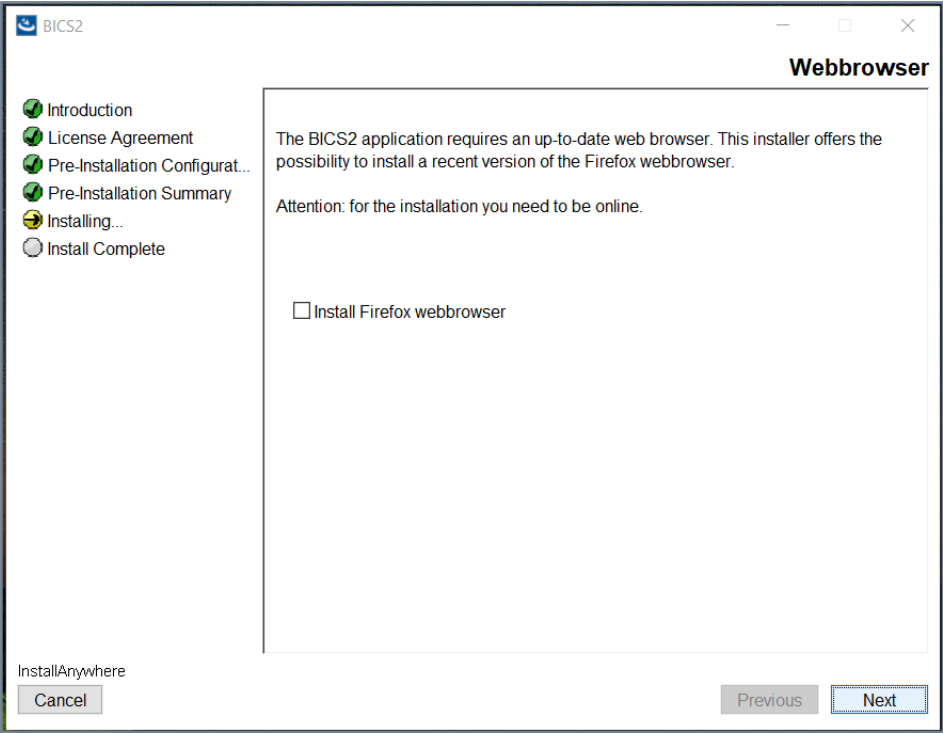



Image 3-12: Installation screen: installation of Mozilla Firefox



Your system must be connected to the Internet to install the Mozilla Firefox web browser.

19. Click **Next** to continue. A screen opens to inform you that the installation is complete:

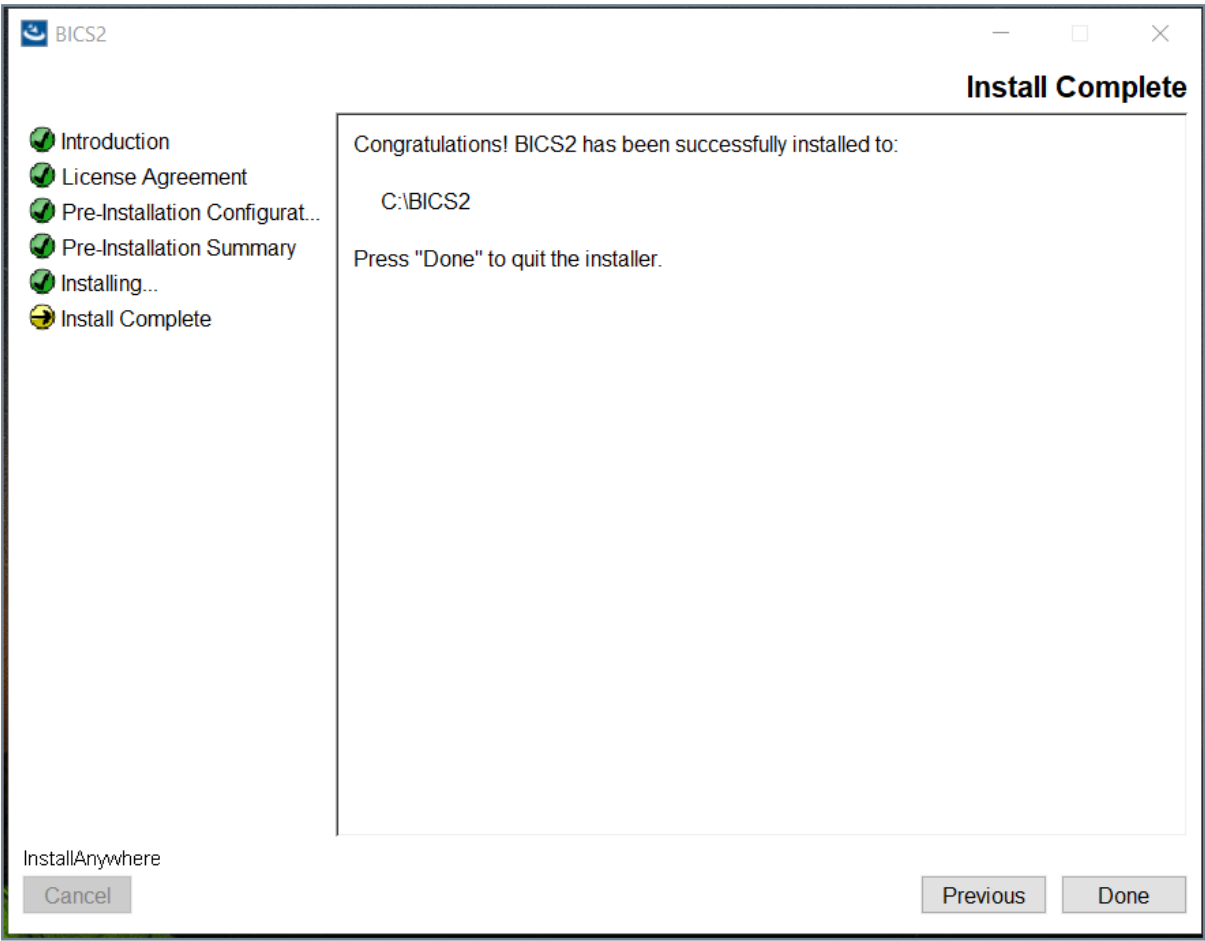



Image 3-13: Installation screen: installation complete

20. Click **Ready** to close the installation and to use BICS2.




After the installation procedure has been successfully completed, a standard user is created with **'bics2** as **login name and password**. (See section 4.1, 'Starting up and logging in' on page 41 for details.)


21. After the installation, you can login and enter the data for your vessel in BICS2. See section 5.3.1, 'Add hull' on page 61 for details.

### 3.2 Update application with new version


If a new version of BICS2 is available, you will be informed about it on the dashboard. It is strongly recommended to update an installation as quickly as possible. Follow the procedure precisely. Depending on the environment where you will install BICS2, the screens may appear different from the examples.



The release notes describe the changes and improvements contained in the new version.



The current data and settings are retained during the update to the new version.



In order to be able to update the application, you need administrator rights for the PC on which BICS2 has been installed and you need to be logged in on this machine.

Perform the following steps to update the BICS2 application:

1. In the update section, click the **Download** button. This action downloads the new version of the application from the internet.


Updates				
Update type	Current version	New version	Status	Action
Software	5.2.0.6887	<a href="#">View release notes</a>	Update available	 Download
Configuration data	1.0		No update available	
Reference data	17-05-2016 17:40		No update available	

Image 3-14: Screen updates: download

2. As soon as the download is complete, the update can be prepared. You need to open the update file as a user. You do this in several steps. Firstly, click the **Install** button.


Updates				
Update type	Current version	New version	Status	Action
Software	5.2.0.6887	<a href="#">View release notes</a>	Ready to install	 Install
Configuration data	1.0		No update available	
Reference data	17-05-2016 17:40		No update available	

Image 3-15: Screen updates: install

3. A pop-up with instructions is displayed. Click the **Download installer** button to request the installation file so that you can then open it. The installation file is now retrieved and saved via your browser.

Updates

Update type

Software


Configuration data

Reference data

Software update

This will install an update of the BICS application on your computer.  
After completion of the download by the browser, start the update process by executing the update installer.  
Note that the installer must be executed on the same computer on which the BICS application runs.

Cancel

 Download installer

Action


 Install

Image 3-16: Software update pop-up screen: Download application

4. Start the installation file from the location where your browser has saved it (generally in the *Downloads* folder). A pre-installation screen is displayed:

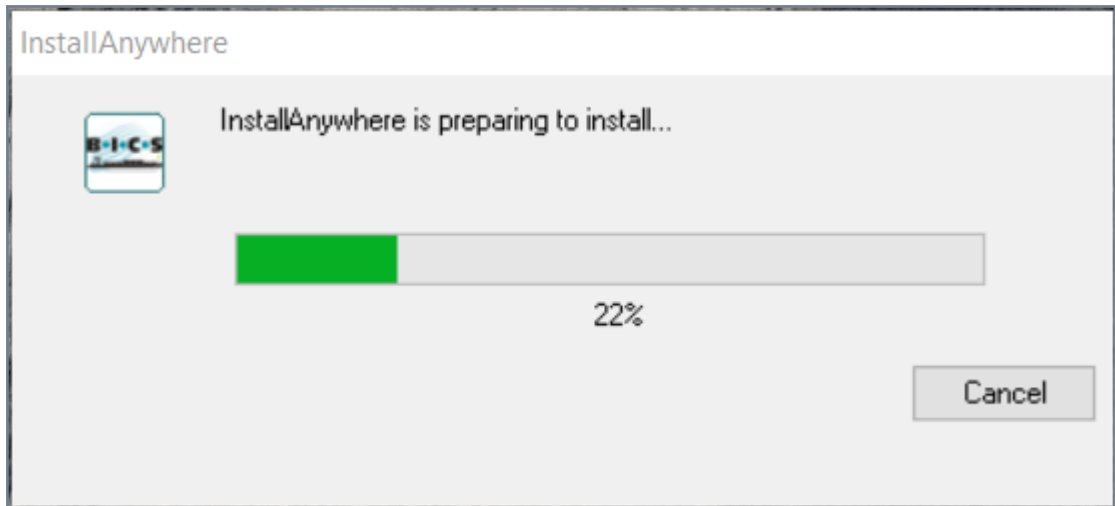



Image 3-17: Installation screen: pre-installation

5. Follow the steps of the installation procedure to update BICS2 with the new version.




If you experience any problems after updating the application, please contact the BICS2 help desk. (See Appendix Service desk contact information for more information.)

If it is not possible to resolve the problems, then the roll-back procedure can be performed at the request of the help desk. This is described in Appendix Roll back application update.

### 3.3 Uninstall

If you no longer want to use BICS2, you can remove the application from your system.




When you uninstall BICS2 you will lose all data entered in the application.

The procedure is dependent on your operating system:

#### Windows

- After installation, a **Remove BICS2** icon is created in the start menu. Click this icon to uninstall the application from your system.



You can also use the standard Windows uninstall software functionality to remove software from your system.

#### Linux

- Open a terminal and go to the '/opt/bics2/Uninstall' folder
- Execute the following command: 'sudo ./Remove BICS2 Installation'

#### Mac OX

- Open a terminal and go to the '/Applications/BICS2/Uninstall' folder
- Execute the following command: 'sudo ./uninstall.sh'




## Chapter 4 Starting up and closing

This chapter describes how the BICS2 application is started and stopped.

The following topics are covered:

- Starting up and logging in
- Using the main screen
- Performing updates
- Communication status values
- Logging out



The BICS2 application runs continuously in the background. The application is started automatically when your operating system is launched, and is closed automatically when your PC is shut down. This chapter only describes the “start up” steps needed to open the application in your web browser.

### 4.1 Starting up and logging in

Perform the following steps to open the BICS2 application in your web browser:

1. Double-click the BICS2-**shortcut** on the desktop.

or

Manually open BICS2 by entering the application URL in the address bar of your browser:

- For the PC where BICS2 is installed: **http://localhost:<portnumber>**. You made a note of the port number during the installation procedure. For instance: http://localhost:80.
- For another PC or a tablet: **http://<device name>:<portnumber>**. You made a note of the port number during the installation procedure. For instance: http://DEMO:80 (in this example, "DEMO" is the name of the device where BICS2 is installed). You can find the network name of the computer in Windows under Computer > Properties.

The BICS2 login screen is displayed:

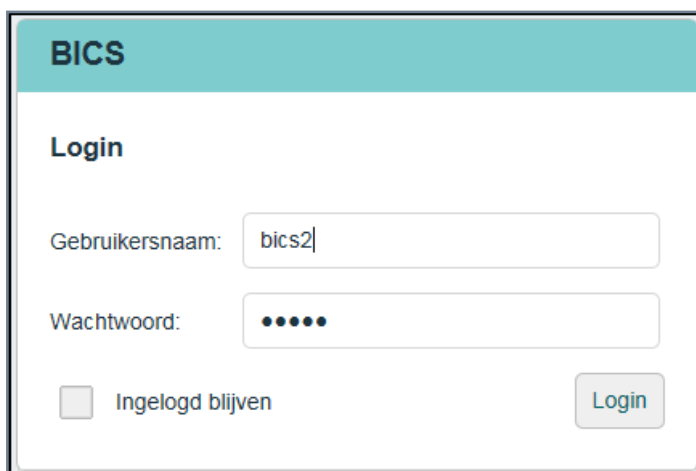


Image 4-1: BICS2 login screen



If the login screen does not appear, please contact the service desk (see appendix "Service desk contact information").

2. Enter your username (default: **bics2**) and password (default: **bics2**).
3. Specify if you want to remain logged in.



Per account, you can only remain logged on on one device.

4. Click on the **Login** button. The BICS2 main screen is displayed and you can now use the application.

## 4.2 Using the main screen

The main screen or "Dashboard" forms the basis of the BICS2 application. When started up, the main screen will be similar to the following:




Update type	Current version	New version	Status	Action
Software	5.3.0.7007		No update available	
Configuration data	1.0		No update available	
Reference data	16-01-2017 10:50		No update available	

Image 4-2: Main screen BICS2 - collapsed (basic display mode) with one notification



By default, BICS2 opens in the *basic display mode*. See section 2.3.1, 'Basic and advanced' on page 11 for more information.

The following buttons are available on the main screen:

Button	Operation	See also
	Set the application in day mode (default)	N/A
	Set the application in night mode for a better display at night	N/A
<b>Administrative details</b>	Manage favourites, addresses, vessels, users etc.	on page 47
<b>Settings</b>	Account details, language choice, preferences, changing between basic and advanced input	on page 73
<b>Help</b>	View help information, select manual	on page 14
<b>New voyage</b>	Basic display: define a new voyage Advanced display: define a new master voyage (including voyage, person list and/or visit)	on page 86
<b>Active &amp; planned</b>	Displays an outline of active voyages/master voyages, report voyages/master voyages	on page 103
<b>Closed</b>	Displays an outline of closed voyages/master voyages	on page 103
<b>Tree</b>	Manage folder tree structure (advanced display)	on page 124
<b>Import voyage</b>	Import voyage data from an ASCII or XML file	on page 109
	Close the notifications	on page 16

## 4.3 Performing updates

The *Updates* screen can be found at the bottom of the main screen.


Updates				
Update type	Current version	New version	Status	Action
Software	5.0.2.6362		No update available	
Configuration data	1.0		No update available	
Reference data	23-01-2015 08:46		Update available	 Download

Image 4-3: Screen: Updates

This screen allows you to download updates for the following:

Category	Description
Software	The BICS2 application
Reference data	Lists of locations and substances
Configuration data	BICS2 application configuration data

Click the **Download** button to perform an update.



To ensure that your messages will be reported properly, it is important that you install updates as soon as possible.

## 4.4 Communication status values

To use BICS2, you must have an internet connection as well as a connection with the BICS2 website opened in your browser and the BICS2 application. The quality of both connections is monitored periodically.

### Internet connection

BICS2 displays the internet connection status in the status bar of the user interface. As BICS2 usually communicates via a wireless connection, it is to be expected that the quality of the connection will vary depending on the circumstances.

The table below provides an outline of the possible communication status values for the internet connection.

<b>Status</b>	<b>Possibilities</b>
No connection	BICS2 can for this status: <ul style="list-style-type: none"><li>• cannot send or receive messages</li><li>• cannot update reference data</li><li>• cannot download software and configuration updates</li></ul>
Bad connection	BICS2 can for this status: <ul style="list-style-type: none"><li>• sends and receives messages</li><li>• checks whether reference data has changed</li><li>• checks whether software and configuration updates are available</li></ul>
Connected	BICS2 can for this status: <ul style="list-style-type: none"><li>• sends and receives messages</li><li>• checks whether reference data has changed and updates it after the user gives permission;</li><li>• checks whether software and configuration updates are available and downloads these after the user gives permission.</li></ul>

### Manually override the connection quality

BICS2 lets you manually override the communication status:

1. Click the communication status. The *Communication level* screen appears.

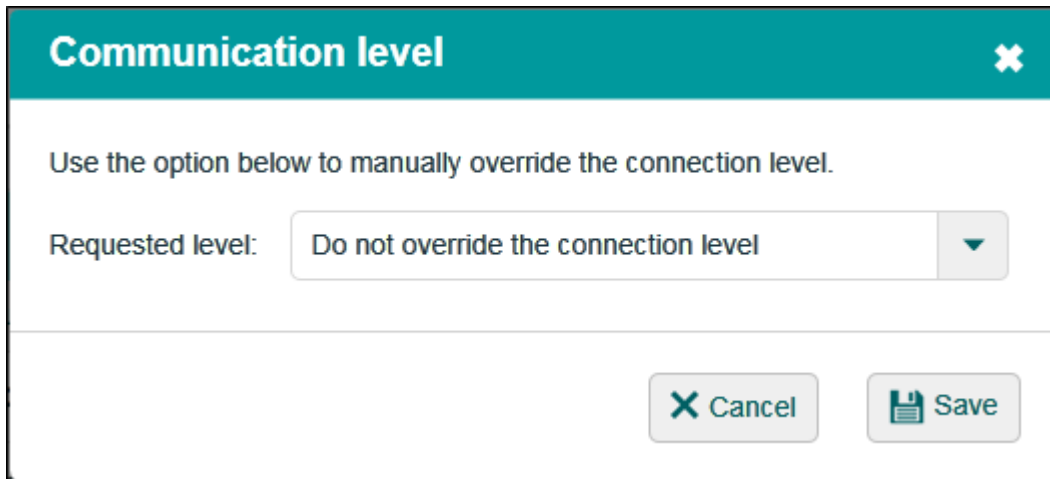


Image 4-4: Screen: *Communication level*

2. In the drop-down menu, select *Requested level* for Do not override the connection level, No connection, Bad connection or Connected.

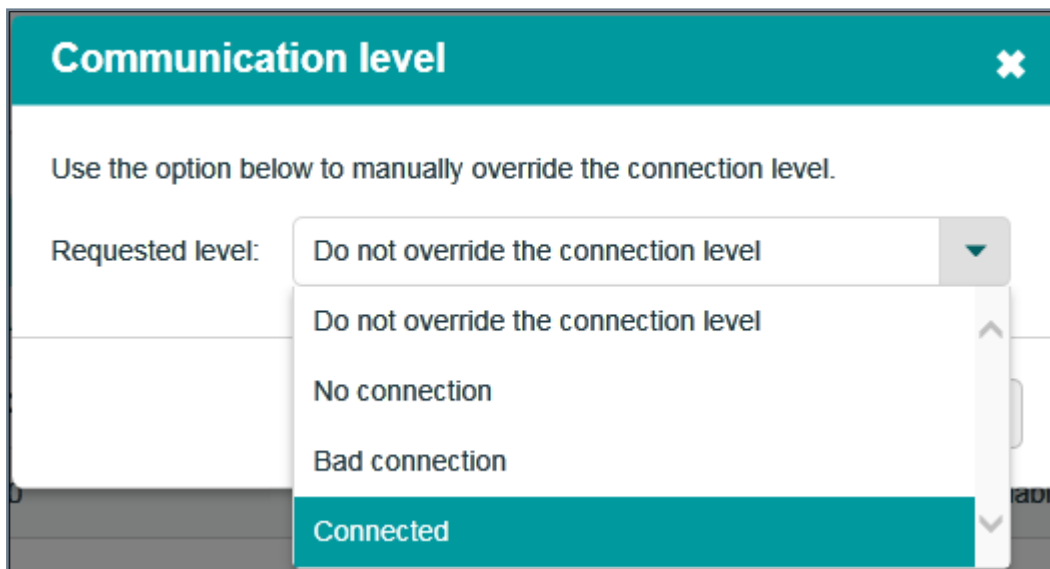



Image 4-5: Screen: *Communication level: Options*

3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.
4. The application will use the value set up until such time that you make another choice.




BICS2 measures the network quality by performing so-called ICMP PING commands. If a firewall is active within the local network, it may block the PING messages. The result of this is that BICS2 always displays the status 'Bad connection'. If this is the case, you can edit the firewall settings or override the communication status manually.

## Application connection

The possible communication status values for the connection between the BICS2 website and the BICS2 application are listed in the table below:

<b>Status</b>	<b>Meaning</b>	<b>Display</b>
Connected	The BICS2 website (GUI) is connected to the BICS2 application.	Browser
Disconnected	The BICS2 website (GUI) is not connected to the BICS2 application.	Browser



The “disconnected” status will appear when the network connection with BICS2 is temporarily broken, e.g. when you are initiating a connection via a wireless network. If the BICS2 website (GUI) loses the connection with the application temporarily, then the data you enter is not lost.

## 4.5 Logging out

You can log out of BICS2 before you close your browser session. If you choose to log out then the function for automatic logging on lapses, assuming that this has been activated.

To do so, perform the following steps:

1. In the BICS2 main screen, click the **Logout** button. The *Logout* screen is displayed:

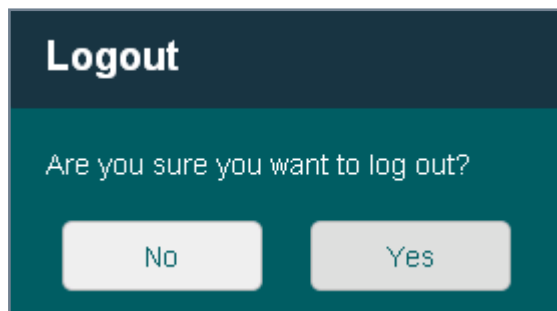



Image 4-6: Screen: Logout

2. Click **Yes** to log out, or **No** to cancel.
3. Close the browser.



As previously mentioned in this chapter, the BICS2 application continues to run in the background. Only your browser session (the user interface) will be closed.

## Chapter 5 Manage administrative details

This chapter describes how to update administrative data.

The following topics are covered:

- Manage favourites
- Manage address book
- Manage hulls
- Manage users
- Manage groups
- Export reference data

To open the screen where you can update administrative data, click the **Administration Panel** button at the top of the BICS2 main screen:

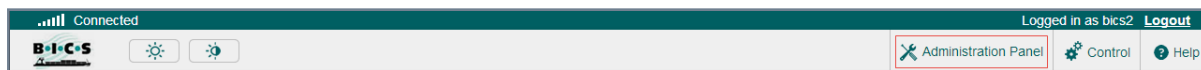


Image 5-1: Administration Panel button

### 5.1 Manage favourites

BICS2 lets you manage favourites for various types of data. You can call up favourites in another screen to reuse the favourites. In this way, you can for example save a sailing unit as a favourite and use it again in other voyages.

This section describes how you can manage favourites for:

- Voyage
- Sailing unit
- Cargo
- Reference data
- Master voyage
- Passenger list
- Visit

Perform the following steps to manage favourites:

1. In the BICS2 main screen, click the **Administration Panel** button. The *Favourites* screen is opened by default:

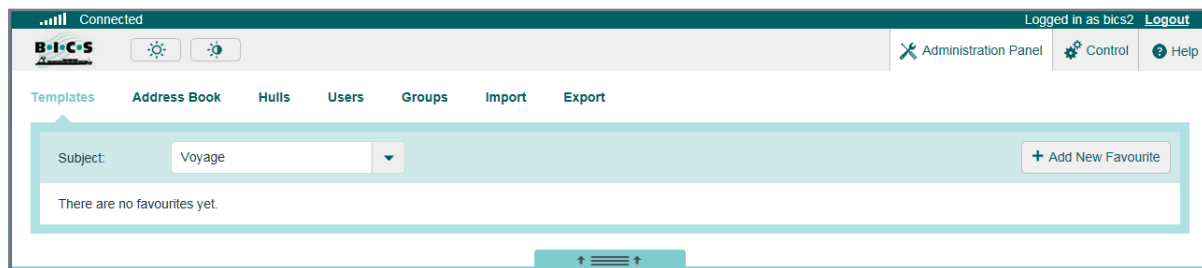


Image 5-2: Screen: Favourites

You can manage your favourites in this screen.

5.1.1 Add favourite: voyage

Perform the following steps to add a favourite for a voyage:

- 1. In the *Templates* screen, in the **Subject** drop-down list, select the option **Voyage** (if this is not already selected).
- 2. Click the **Add New Favourite** button. The screen *New voyage favourite* is displayed:

New voyage favourite

Name:

Favourite 1

Origin:

ROTTERDAM

Destination:

SOUTHAMPTON

First reporting point:

HCC ROTTERDAM

Manual override

Persons:

Passengers:

Cones:

Voyage number:

Transport document:

Cancel

Save


Image 5-3: Screen: New voyage favourite

- 3. Input the following fields:

Field	Description
Name	Name of favourite
Origin	Departure location
Destination	Destination location
First reporting point	The first reporting point in the voyage



Field	Description
People (total number)	Total number of people on the ship (crew and passengers)
Passengers	Number of passengers on the vessel
Cones	Signal cones corresponding to cargo type (number of cones, B-Flag, or transport ban)
Voyage number	Identification number for the voyage
Transport document	Transport document identification number associated with the cargo

 Optional fields can be left empty.

- Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. You can then use the favourite in the voyage input screen.

### 5.1.2 Add favourite:sailing unit

Perform the following steps to add a favourite for a sailing unit:

- In the screen *Favourites* in the list box **Subject**, select the option **Compose** (if this has not yet been selected).
- Click the **Add New Favourite** button. The screen *New sailing unit favourite* is displayed:

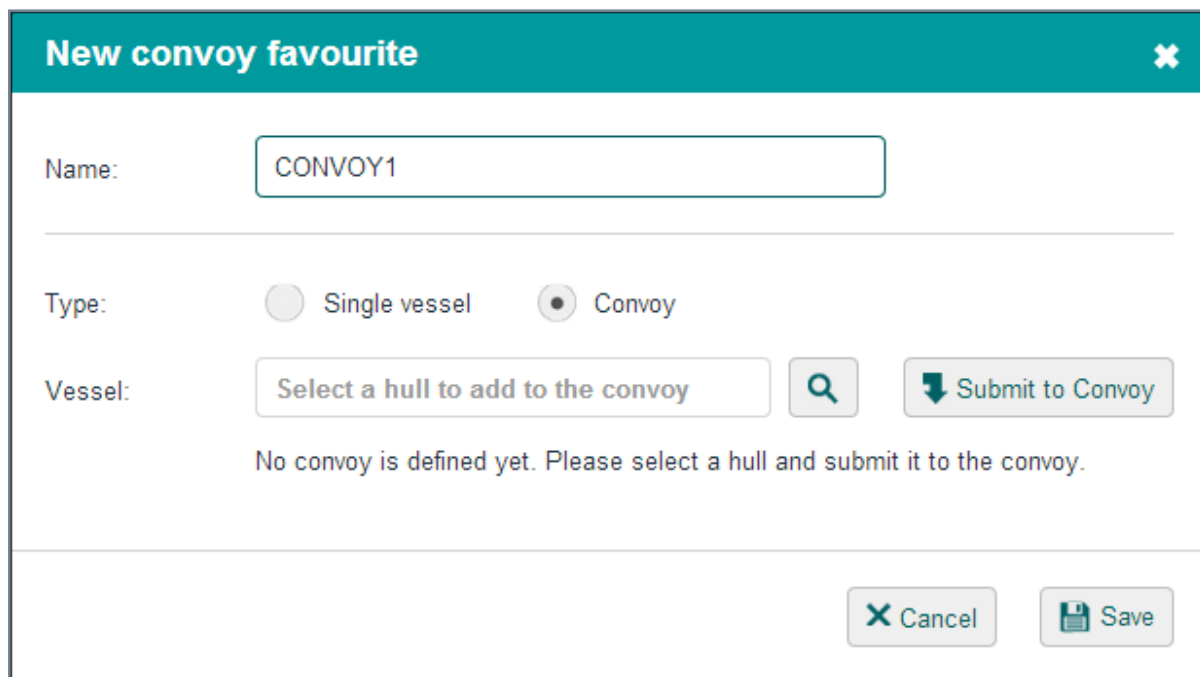


Image 5-4: Screen: New sailing unit favourite

- Enter the name of the favourite in the **Name** field.

- 4. In the **Hull** field, select a hull to be added by either entering the initial characters of the name or the identification number, or searching by clicking the magnifying glass.
- 5. Click **Submit to Convoy** to add the hull to the convoy. The *New sailing unit favourite* screen is now displayed with additional information on the relevant convoy:

New convoy favourite

Name:

Convoy 01

Type:

Single vessel

Convoy

Vessel:

Select a hull to add to the convoy

Submit to Convoy

Convoy properties

Naming	Vessel	Identification	Length	Width	Height	Draught	Action
	Argo 78	00001234	9.00 m	6.00 m	7.00 m	3.00 m	<div></div> <div></div>

Measurements:

Convoy type:

Suggest convoy type

Cancel

Save

Image 5-5: Edit convoy: convoy properties

- 6. The **Convoy type** drop-down list allows you to select from different types of convoy:

Convoy type:

PUSHTOW, 1 CARGO BARGE

PUSHTOW, 2 CARGO BARGES

PUSHTOW, 3 CARGO BARGES

PUSHTOW, 4 CARGO BARGES

Image 5-6: Drop-down list: Convoy type

- 7. Based on the selected convoy type, the operational dimensions (Length, Width, Draught, and Height) are displayed:

Edit convoy favourite

Name:

Convoy 01

Type:

Single vessel

Convoy

Vessel:

Select a hull to add to the convoy

Submit to Convoy

Convoy properties

Naming	Vessel	Identification	Length	Width	Height	Draught	Action
	Argo 78	00001234	9.00 m	6.00 m	7.00 m	3.00 m	<div></div> <div></div>

Measurements:

9.00 m

6.00 m

7.00 m

Convoy type:

TUG FREIGHTER(S), COUPLED

Suggest convoy type

Cancel

Save

Image 5-7: Screen: Edit convoy favourite (operational values)

These operational measurements can be overridden with the *actual* measurements (e.g. to allow for a pontoon or crane or if the formation of the convoy changes).

It is extremely important that the actual values are checked!

8. Click on the button if you want to overwrite the operational dimensions with the current values. The following screen is displayed:

Override Convoy Dimensions

Length:

m

9.00

Width:

m

6.00

Cancel

Save Changes

Image 5-8: Screen: Override Convoy Dimensions

9. Enter the actual values.
10. Click **Save changes** to use these values. The new measurements are displayed in bold letters and the old values are dimmed and crossed out.

11. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. You can then use the favourite when entering the convoy information for a voyage.

### 5.1.3 Add favourite: cargo

Perform the following steps to add a favourite for a cargo:

1. In the *Templates* screen, in the **Subject** drop-down list, select option **Cargo** (if this is not already selected).
2. Click the **Add New Favourite** button. The *Edit cargo favourite* screen is displayed:

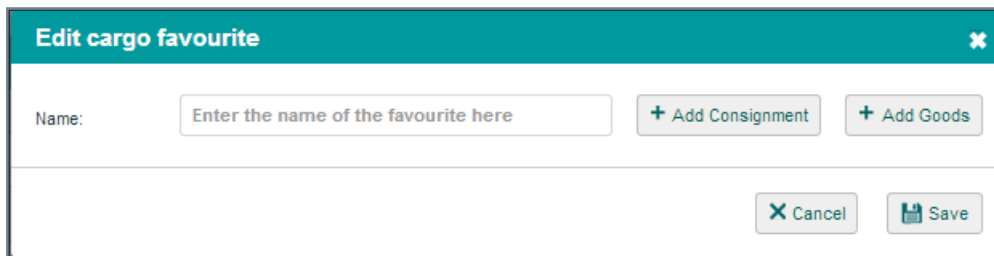


Image 5-9: Screen: Edit cargo favourite

3. Enter the name of the favourite in the **Name** field.
4. To add a consignment, click the **Add Consignment** button.
5. To add goods, click the **Add Goods** button.
6. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. You can then use the favourite when entering cargo.

### 5.1.4 Add favourite: reference data

Perform the following steps to add a favourite for reference data:

1. In the *Templates* screen, in the **Subject** drop-down list, select the option **Reference data** (if this is not already selected).
2. Click the **Add New Favourite** button. The *Edit reference data favourite* screen is displayed:

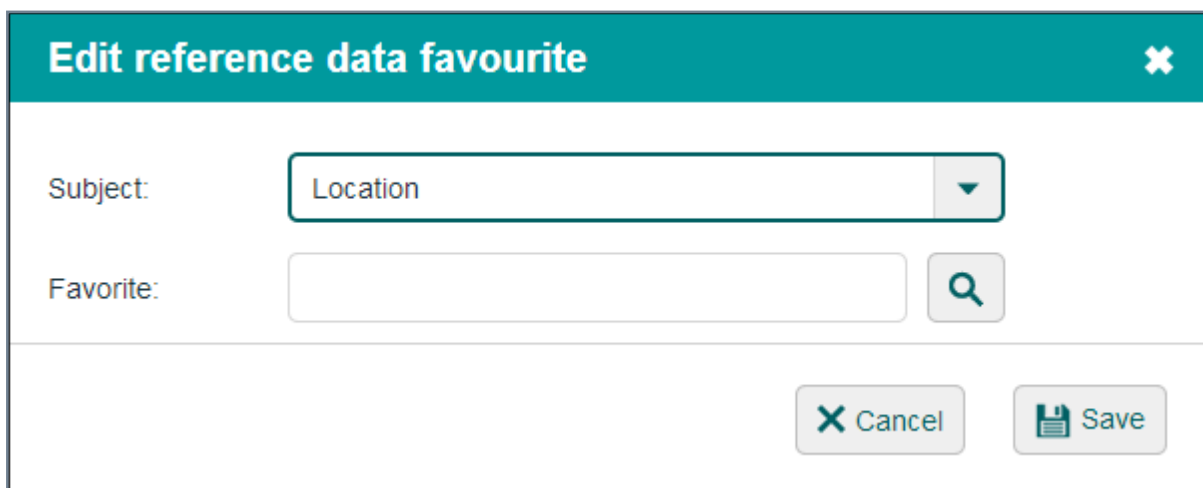


Image 5-10: Screen: Edit reference data favourite

3. Input the following fields:

Field	Description
Subject	The subject for the reference data. For instance: address, container type and packing type.
Favourite	The reference data element that you want to select as a favourite (for example a container type that you use often).

4. Select a value in the **Favorite** field by searching in the list (see section see section 2.3.4, 'Search mechanism' on page 16 for details).
5. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. The favourite is now displayed above the search results in the quick search drop-down lists with reference data.

### 5.1.5 Add favourite: master voyage

Perform the following steps to add a favourite for a master voyage:

1. Select **Master voyage** (if not already selected) in the **Subject** drop-down menu in the *Favourites* screen.
2. To open the input screen for the favourite, click the **Add New Favourite** button. The screen *New master voyage favourite* is displayed:

New master voyage favourite

Name:

Enter the name of the favourite here

+ Add Waypoint

+ Add Intermediate Point

Origin:

Enter the origin here

Destination:

Enter the destination here

Voyage information:

Average speed:

Persons:

Passengers:

Number of animals:

Cones:

Activity period start:

Activity period end:

Sailing regime:

Non-working days:

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Captain:

Agent:

Authorised official address:

Cancel

Save

Image 5-11: New master voyage favourite screen

3. Enter the name of the favourite.

4. Fill in the relevant fields. See section 10.5, 'Input' on page 125



Optional fields can be left empty.

5. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. You can then use the favourite in the voyage input screen.

### 5.1.6 Add favourite: passenger list

Perform the following steps to add a favourite for a passenger list:

1. Select **Passenger list** (if not already selected) in the **Subject** drop-down menu in the *Favourites* screen.
2. To open the input screen for the favourite, click the **Add New Favourite** button. The screen *New passenger list favourite* is displayed.

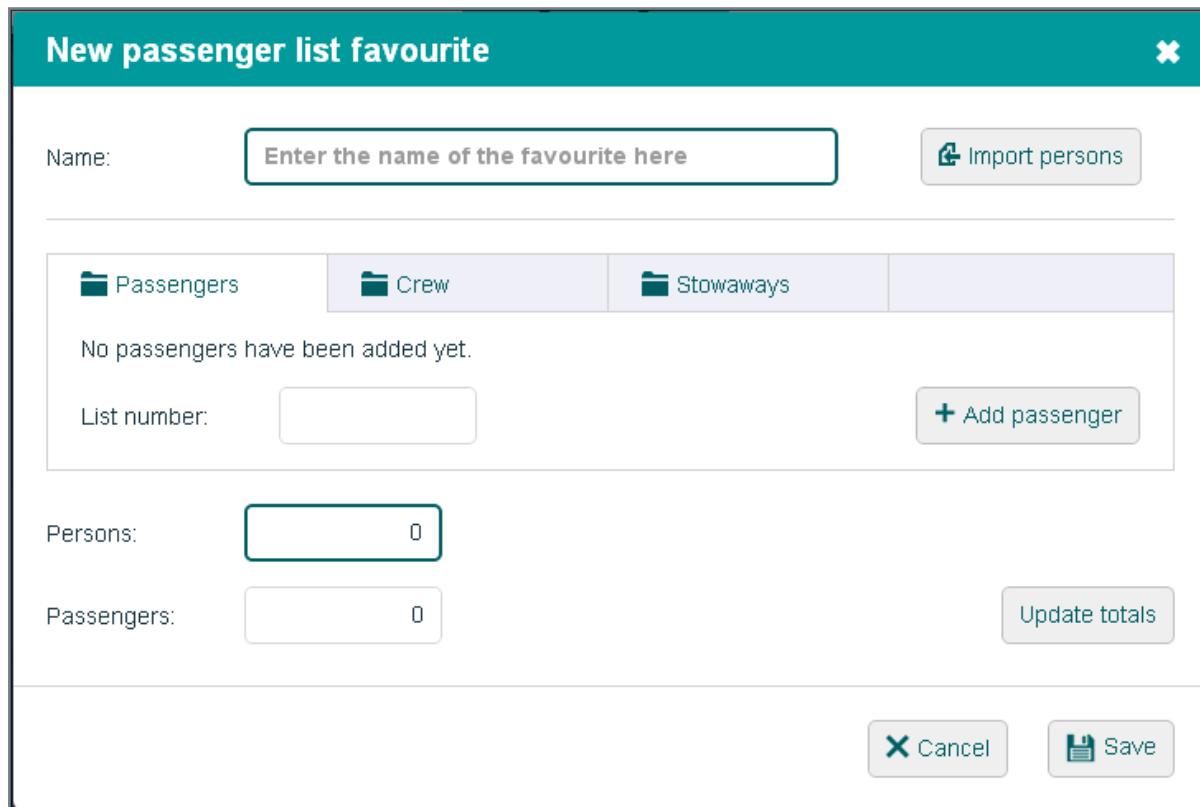


Image 5-12: Screen: New passenger list favourite

3. Enter the name of the favourite.
4. Fill in the relevant fields. See section 10.5.2, 'Input person list' on page 129 for more information.
5. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. You can then use the favourite when entering persons (in advanced mode only).

### 5.1.7 Add favourite: visit

Perform the following steps to add a favourite for a visit:

1. Select **Visit** (if not already selected) in the **Subject** drop-down menu in the *Favourites* screen.
2. To open the input screen for the favourite, click the **Add New Favourite** button. The screen *New visit favourite* is displayed:

New visit favourite

Name:

Enter the name of the favourite here

Visit number:

Reference number:

Reference document:

Passenger list

Vessel captain:

Carriers agent:

Authorised official:

Previous port of call:

Vessel defects:

Next port of call:

Vessel particulars:

Cargo description:

Gassed

No cargo

Waste on board

Hazardous cargo

Add service requirement

Cancel

Save

Image 5-13: Screen: New visit favourite

2. Enter the name of the favourite.
3. Fill in the relevant fields. See section 10.5.3, 'Input visit' on page 132.
4. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. You can then use the favourite when entering a visit (in advanced mode only).



### 5.1.8 Add favourite: URLs

Perform the following steps to add a favourite for a URL:

1. In the *Templates* screen, in the **Subject** drop-down list, select the **URLs** option (if this is not already selected).
2. To open the input screen for the favourite, click the **Add New Favourite** button. The *New URL* screen is displayed:

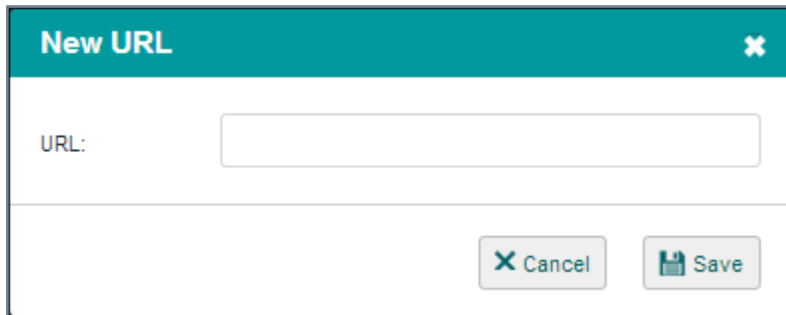




Image 5-14: Screen: New URL

2. Enter the URL.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data. The favourite URL can now be clicked in the favourites overview, so that the browser opens the respective page.



### 5.1.9 Edit favourite

This section describes how you can edit favourites.

1. In the *Templates* screen, in the **Subject** drop-down list, select the option you want to change (if necessary, first click the  button).
2. To edit the favourite, click the  button next to the name. The *Edit* screen is displayed: The content of the screen will match the content of the screen used to enter the details for the favourite (see relevant sections for entering details).
3. Edit the details.
4. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

### 5.1.10 Delete Favourite

This section describes how you can delete favourites.

1. In the *Templates* screen, in the **Subject** drop-down list, select the option you want to delete (if necessary, first click the  button).
2. Click the  button next to the name of favourite you want to delete.  
The *Delete Favourite* screen is displayed:

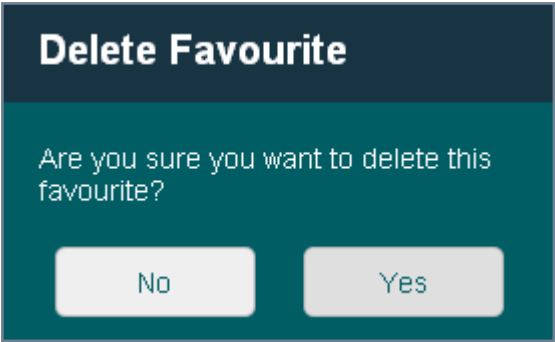


Image 5-15: Screen: Delete Favourite

- 3. Click **Yes** to delete or **No** to go back without deleting.

## 5.2 Manage address book

BICS2 lets you manage addresses for voyage data. Saved addresses, for example invoice addresses or sender addresses, can be called up in another screen to be used again.

This section describes what to do for addresses when you want to:

- add
- edit
- delete

Perform the following steps to manage the address book:

- 1. Click **Administration Panel**, then click the **Address Book** button. The *Address Book* screen is displayed.

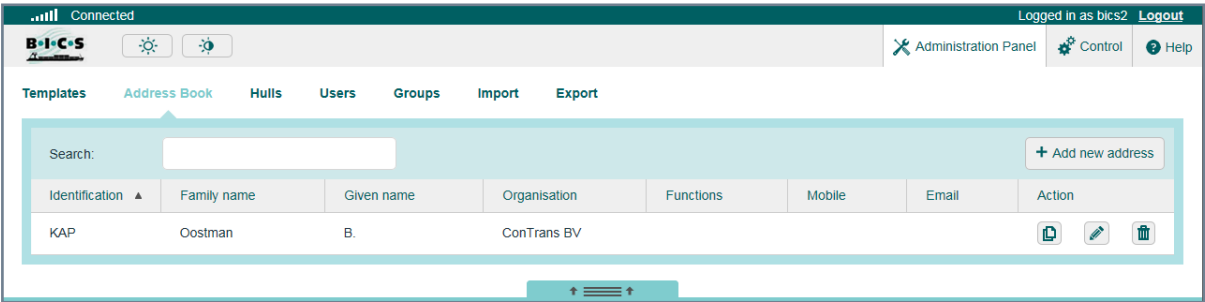


Image 5-16: Screen: Address Book

You can manage the address book in this screen.

### 5.2.1 Add address

Perform the following steps to add a new address to the address book:

- 1. Click **Administration Panel**, then click the *Address Book* button, then click the **Add new address** button. The corresponding screen is opened:

New address

Identification:

Date of birth:

Family name:

Place of birth:

Given name:

Country of birth:

Prefix:

EDI mailbox:

Organisation:

Email address:

Street:

Telephone:

Zipcode:

Mobile:

City:

Telefax:

Country:

Passport:

Nationality:

IdentityCard:

Rank:

Seaman's book:

Function:

None

InvoiceNumber:


Edit

Cancel

Save

Image 5-17: Screen: Add new address


2. Populate the desired fields. In the **Identification** field, enter a unique identification of your choice of the address, for example the first three letters of the name. (The remaining fields are self-evident and are not further described here).
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.



Depending on what the address is used for, the application may set additional requirements when using an address as to what fields must be filled in.


5.2.2 Edit address

Perform the following steps to edit an address in the address book:

1. Click **Administration Panel**, then click the *Address Book* button, then click the  button for the address you want to edit. The *Edit Address* screen is opened with the details of the address to be edited.
2. Edit the relevant fields as needed.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

### 5.2.3 Delete Address

Perform the following steps to delete an address from the address book:

1. Click **Administration Panel**, then click the *Address Book* button, then click the  button for the address you want to delete.

The *Delete address* screen is displayed:

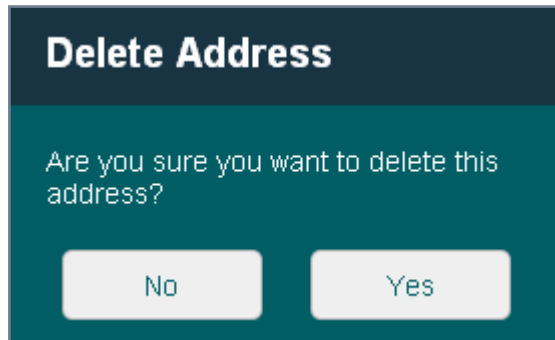


Image 5-18: Screen: Delete Address

2. Click **Yes** to delete or **No** to go back without deleting.

## 5.3 Manage hulls

BICS2 lets you manage hull details for voyage data. A distinction is made between hulls for inland shipping and hulls for ocean shipping. You can call up saved hull details in other screens to use the details again.

This section describes what to do for hulls when you want to:

- add
- edit
- delete

Perform the following steps to manage hull details:

1. Click **Administration Panel**, then click the **Hulls** button. The *Hulls* screen is displayed:

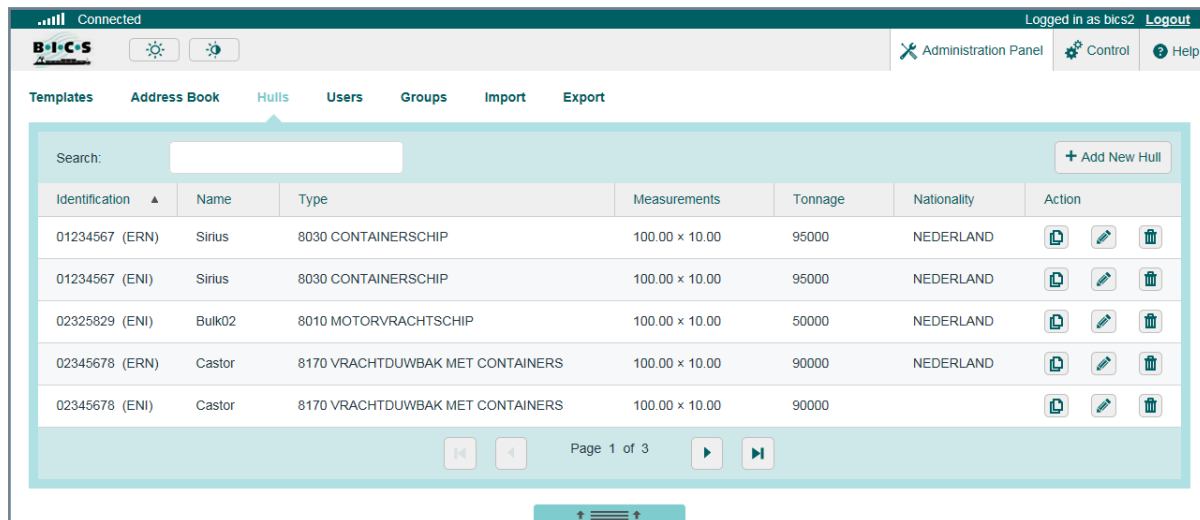


Image 5-19: Screen: Hulls

You can manage the hull details in this screen.

### 5.3.1 Add hull

Perform the following steps to add a new hull:

1. Click **Administration Panel**, then click the *Hulls* button, then click the **Add new hull** button to open the corresponding screen:

New hull

Name:

Length:

m

Transport mode:

☒ Inland
☐ Maritime

Width:

m

Codelist:

ENI

Max draught:

m

Identification:

Height:

m

Vessel type:

Length bow to bridge:

m

Double walled in conformity with ADN:

☐ Yes
☐ No
☒ Unknown

Cargo capacity:

tn

Nationality:

Dead weight:

tn

Place of registration:

Call sign:

Date of registration:

Owner:

Cancel

Save

Image 5-20: Screen: Add new hull

## 2. Populate the desired fields:


Field	Description
Name	Name of the vessel
Transport mode	Indication whether the ship sails on inland waterways or at sea
Codelist	Type of identification for the vessel. ENI for inland shipping, or IMO for ocean shipping
Identification	Unique identification of the ship (the ENI or IMO number)
Vessel type	Ship type, for example motor-driven river barge or tank ship
Double-walled	Indicates whether the ship is double-walled in compliance with ADN ( <b>Yes</b> ) or single-walled ( <b>No</b> ) . Select <b>Unknown</b> if you do not know.
Nationality	The ship's nationality (flag)
Place of registration	The location where the ship is registered
Date of registration	The date when the ship was registered

Field	Description
Owner	Name of owner of the ship
Length (m)*	Ship's length (in metres)
Width (m)*	Ship's width (in metres)
Max draught (m)*	Maximum draught of the ship (in metres)
Height (m)*	Air draught of the ship (in metres)
Length bow to bridge	Distance from the bow to the bridge (in metres)
Cargo capacity	Ship's cargo capacity (in tonnes)
Deadweight	Ship's deadweight (in tonnes)
Call sign	Call sign of the ship

3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

### 5.3.2 Edit hull

Perform the following steps to edit a hull's details:


1. Click **Administration Panel**, then in the *Hulls* screen, click the  button next to the name of the hull you want to edit. The *Edit hull* screen is opened with the data of the hull to be edited.
2. Edit the relevant fields as needed.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.



If a hull is changed while editing a voyage in which the respective hull is applied, then the modifications to the hull only take effect when the voyage is saved.

### 5.3.3 Delete Hull

Perform the following steps to delete a hull:

1. Click **Administration Panel**, then click the *Hulls* button, then click the  button for the hull you want to delete. The *Delete Hull* screen is displayed:

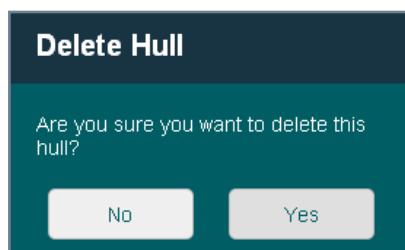



Image 5-21: Screen: Delete Hull

2. Click **Yes** to delete or **No** to go back without deleting.




It is possible to delete hulls that are used in planned, active and/or closed voyages. If a voyage contains a deleted hull, the application will give a message about this when saving the voyage.

## 5.4 Manage users

This section describes what to do for user data when you want to:

- add
- edit
- delete



Only users with management rights can access this functionality. See section 5.5, 'Manage groups' on page 66 for more information.

Perform the following steps to manage user data:

1. Click **Administration Panel**, then click the **Users** button. The *Users* screen is displayed:

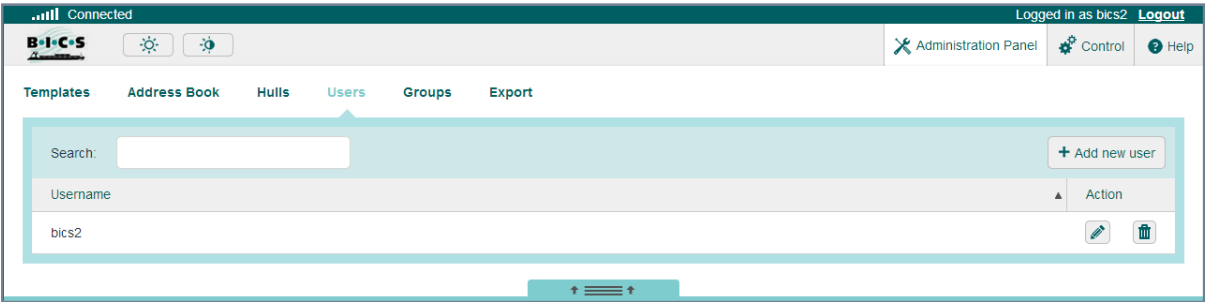


Image 5-22: Screen: Users

You can manage user data in this screen.

### 5.4.1 Add user

Perform the following steps to add a new user:

1. Click **Administration Panel**, then click the *Users* button, then click the **Add new user** button. The *Add new user* screen is displayed:



Add new user

Username:

Password:

Repeat password:

Allowed for vessel:

☒ All vessels

☐ One specific vessel

Groups:

☐ bics2\_administrators

X Cancel


 Save

Image 5-23: Screen: Add new user


2. Input the following fields:

Field	Description
Username	The login name for the user
Password	The password the user enters to login. At least 5 and no more than 20 characters must be entered.
Repeat password	Enter the same password again
Allowed for vessel	Indication of whether the user has rights for managing the voyages for all the hulls or for one specific hull.
Groups	Authorisation group(s) where the rights are specified allowing BICS2 users to perform specific operations. A user who is a member of a group automatically receives the authorisations of the group. See also section 5.5, 'Manage groups' on page 66 for more information.)

3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

5.4.2 Edit user

Perform the following steps to edit a user’s details:

1. Click **Administration Panel**, then click the *Users* button, then click the  button for the user you want to edit. The *Edit user* screen is opened with the details of the user to be edited.
2. Edit the relevant fields as needed.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.




Changes only take effect after the respective user has logged in again.

If the user name or the password is changed, it is no longer possible for the account concerned to automatically log in.

### 5.4.3 Delete User

Perform the following steps to delete a user:

1. Click **Administration Panel**, then click the *Users* button, then click the  button for the user you want to delete.

The *Delete User* screen is displayed:

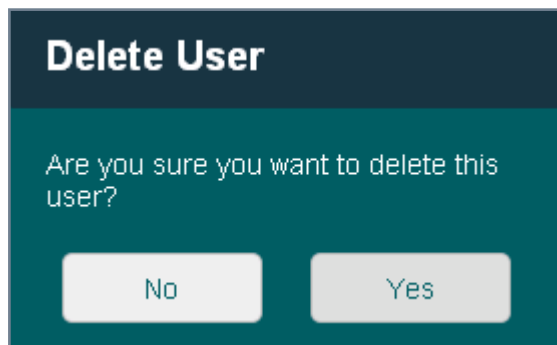


Image 5-24: Screen: Delete User

2. Click **Yes** to delete or **No** to go back without deleting.



A user cannot delete his own user entry. This is to prevent an application administrator accidentally excluding himself from the application.

## 5.5 Manage groups

You can define **authorisation groups** (groups for short) in BICS2. Authorisation group(s) have specified rights that allow BICS2 users to perform specific operations.

These authorisation groups can be subdivided into operational authorisations and administrative authorisations.

**Operational authorisation** examples:

- Editing voyages or master voyages
- Sending voyages or master voyages

**Administrative authorisation** examples:

- Editing users
- Use services (such as stowage and voyage planning applications)
- Archive files

A few examples showing the use of authorisation groups are provided below.

#### Example 1: Shipping companies

Generally, multiple authorisation groups are used within shipping companies, one for (administrative) employees who only handle ("manage") voyages, and another for employees who report voyages.

## Example 2: Vessel

Generally on a single vessel, one authorisation group is defined (e.g. for the captain).

This section describes what to do for authorisation groups when you want to:

- add
- edit
- delete

See section 5.4, 'Manage users' on page 64 to link users to groups.



The default user that is created during installation has section 3.1.4, 'Installation' on page 27 the available rights (see *section 0.1, "Application installation" on page 1*).

Perform the following steps to manage groups:

1. Click **Administration Panel**, then click the **Groups** button. The *Groups* screen is displayed:

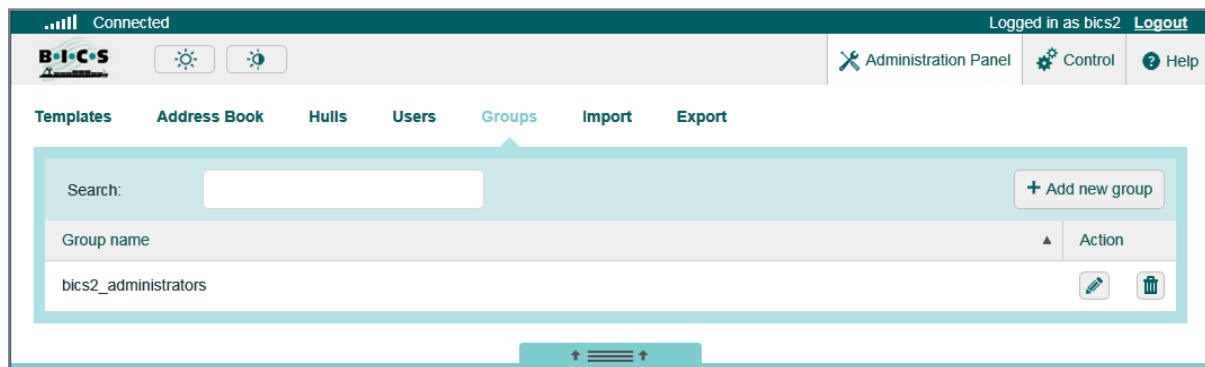


Image 5-25: Screen: Groups

You can manage groups in this screen.

### 5.5.1 Add group

This section describes how to assign authorisation groups to users.

Perform the following steps to create a new group:

1. Click **Administration Panel**, then click the *Groups* button, then click the **Add new group** button. The corresponding screen is opened:

Add new group

Group name:

Permissions:

☐

AR\_MAINTAIN\_USERS

☐

AR\_MAINTAIN\_SYSTEM\_SETTINGS

☐

AR\_MAINTAIN\_LOCAL\_REFERENCE\_DATA

☐

AR\_MAINTAIN\_VOYAGE☐☐☐☐☐☐☐☐☐

Cancel


Save

Image 5-26: Screen: Add new group

2. Enter the name of the group in the **Group name** field.
3. Select one or more authorisation groups by clicking one or more checkboxes under **Permissions**.
4. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

### 5.5.2 Edit group

Perform the following steps to change an authorisation group:

1. Click **Administration Panel**, then click the *Groups* button, then click the  button for the group you want to change. The *Edit Group* screen is opened with the details of the authorisation group to be edited:

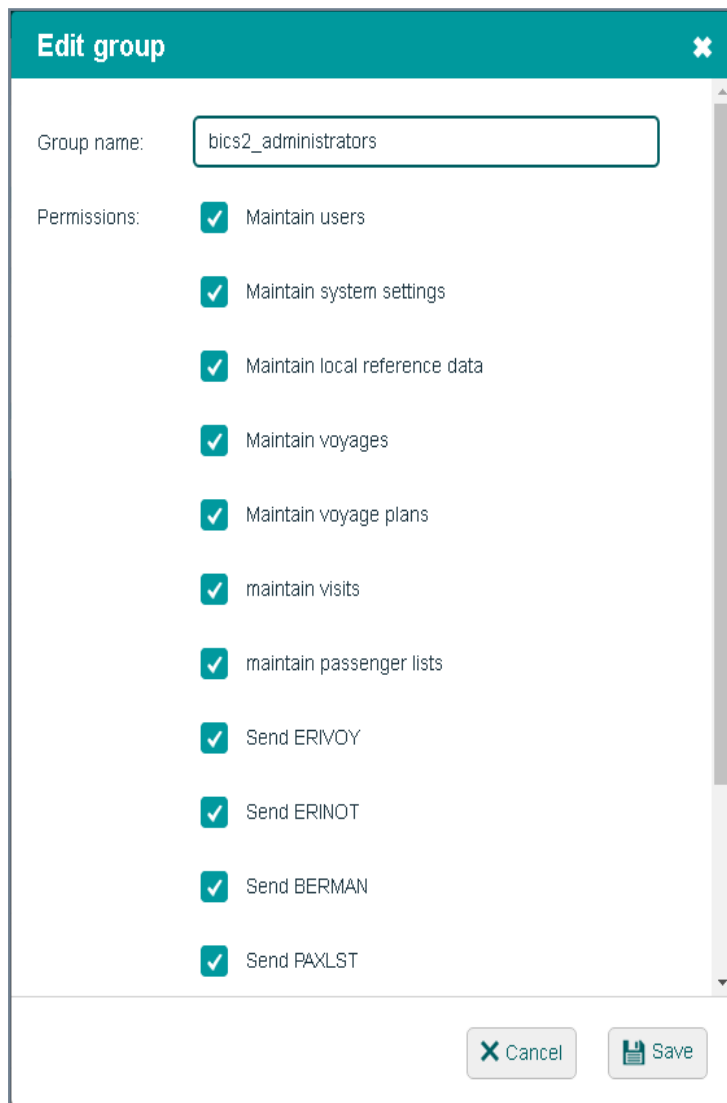


Image 5-27: Edit Group screen

2. Change the permissions by clicking the relevant checkboxes.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.



Changes only take effect after the respective user has logged in again.

### 5.5.3 Delete Group

Perform the following steps to delete an authorisation group:

1. Click **Administration Panel**, then click the *Groups* button, then click the  button for the group you want to delete.

The *Delete Group* screen is displayed:

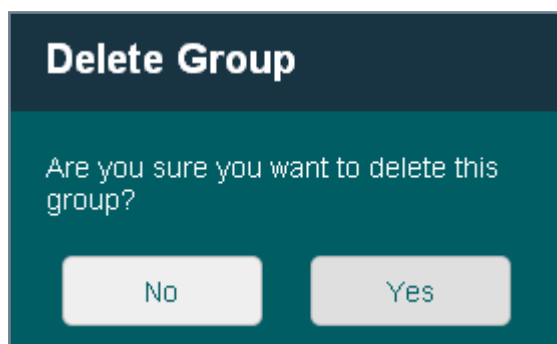


Image 5-28: Screen: Delete Group

2. Click **Yes** to delete or **No** to go back without deleting.

## 5.6 Import reference data

You use this screen to import reference data from a CSV file, after which it can be used in BICS2.

Follow the steps below to import reference data from a CSV file:

1. Click **Administrative data** and then click the **Import** button. The *Import reference data* screen is displayed:

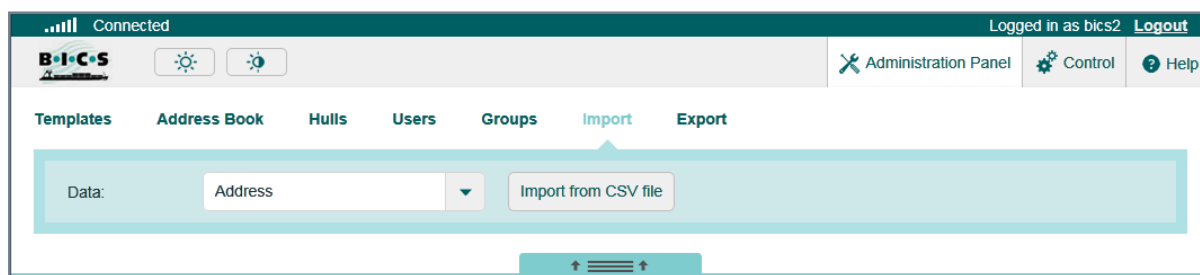


Image 5-29: Screen: Import reference data

2. In the **Data** field, select whether you want to import a file with addresses or one with vessels.
3. Click the **Import from CSV file** button to import the data. The following pop-up screen is displayed:

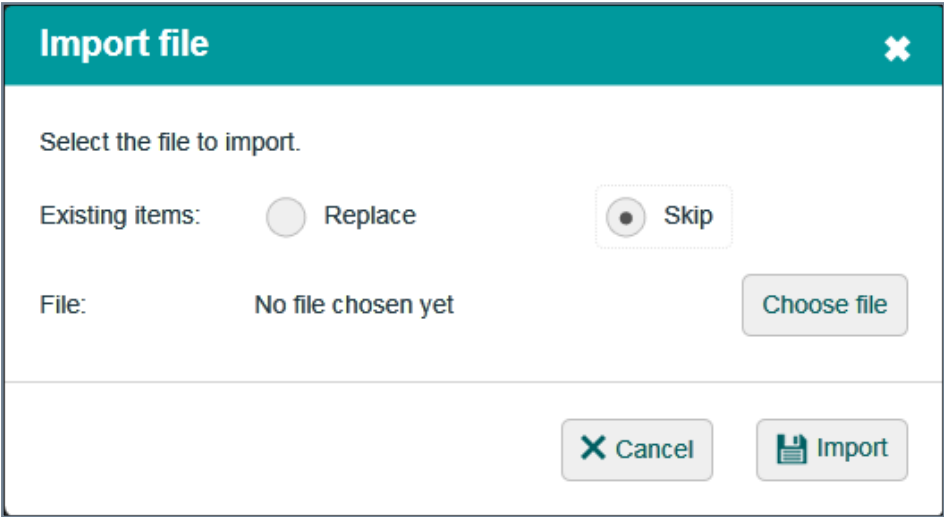


Image 5-30: Screen: Import reference data

- Specify how already existing items should be handled during the import by selecting either the *Replace* option or the *Skip* option.
- Select the **Choose file** button to go to the file location where you have saved the CSV file to be imported.
- Select the CSV file.
- Click the **Import** button. The import process is started.
- When the import has been completed, the following pop-up screen is displayed:

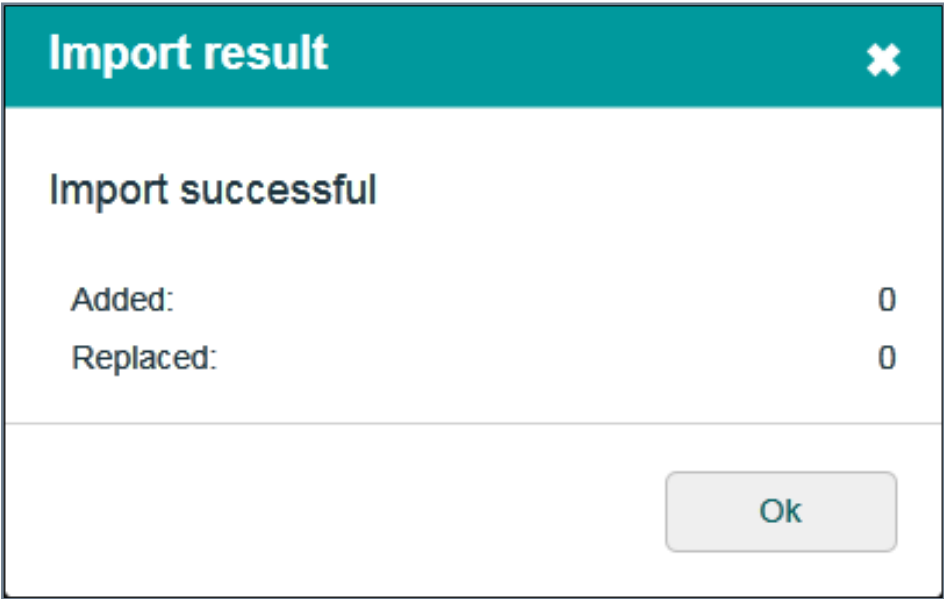


Image 5-31: Screen: Import reference data

- Click the **Ok** button. The imported data are now available in BICS2.

## 5.7 Export reference data

You use this screen to export reference data to a CSV file so that it can be used in another application.

Follow the steps below to export reference data to a CSV file:

1. Click **Administrative data** and then click the **Export** button. The *Export reference data* screen is displayed:

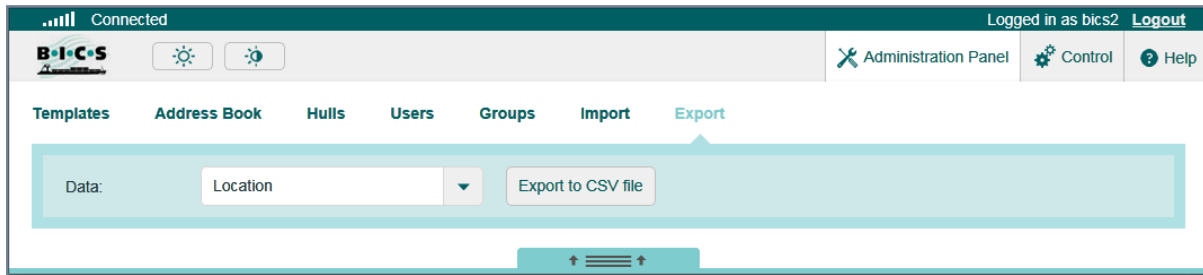


Image 5-32: Screen: Export reference data

2. Use the **Data** drop-down list to select the type of data that you want to export.
3. Click the **Export to CSV file** button to export the data.
4. The type of web browser and how it is set up will determine whether you are asked for a location to place the file. Generally, this is asked in Internet Explorer. In Google Chrome®, this is automatically the folder “\My Documents\Downloads”.
5. Once the export is complete, you can view the data or use it in another application.



## Chapter 6 Configure settings

This chapter describes how to configure various settings.

These can be:

- User settings
- System settings

To configure the settings, click the **Settings** button at the top of the BICS2 main screen.

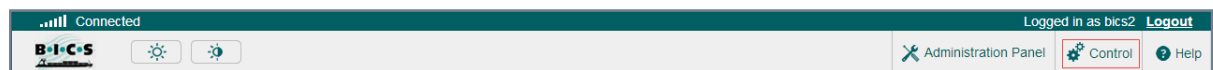


Image 6-1: Control (settings) button

### 6.1 User settings

You can manage the user settings in this screen:

- Account (password)
- Preferences
- Language

Follow these steps to edit user settings:

1. In the BICS2 main screen, click the **Control** button. By default, the *User settings* screen is displayed:

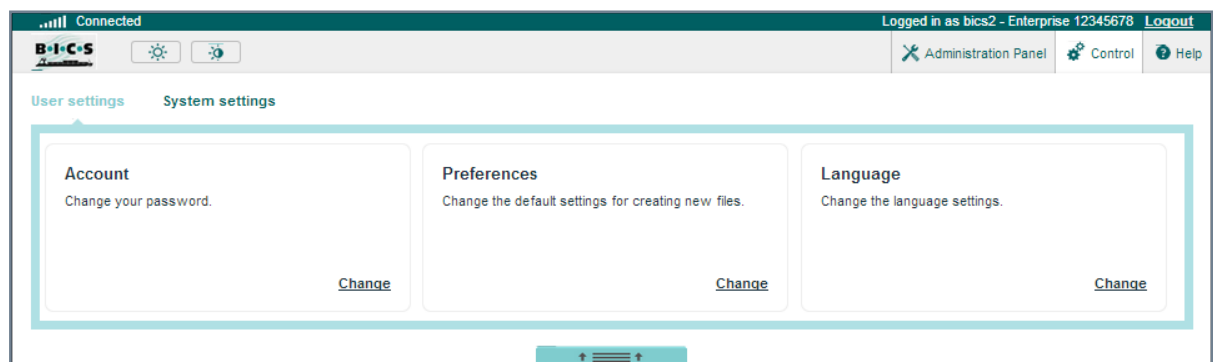


Image 6-2: Screen: User settings

You can manage the user settings in this screen.

#### 6.1.1 Account

This component lets you set a new password for the BICS2 account with which you are logged in.

1. In **User settings**, in the **Account** box, click the **Change** button. The *Account settings* screen is displayed:

Account settings

Password:

Unchanged

Repeat password:

X Cancel

Save

Image 6-3: Screen: Account settings

2. Edit the desired options:

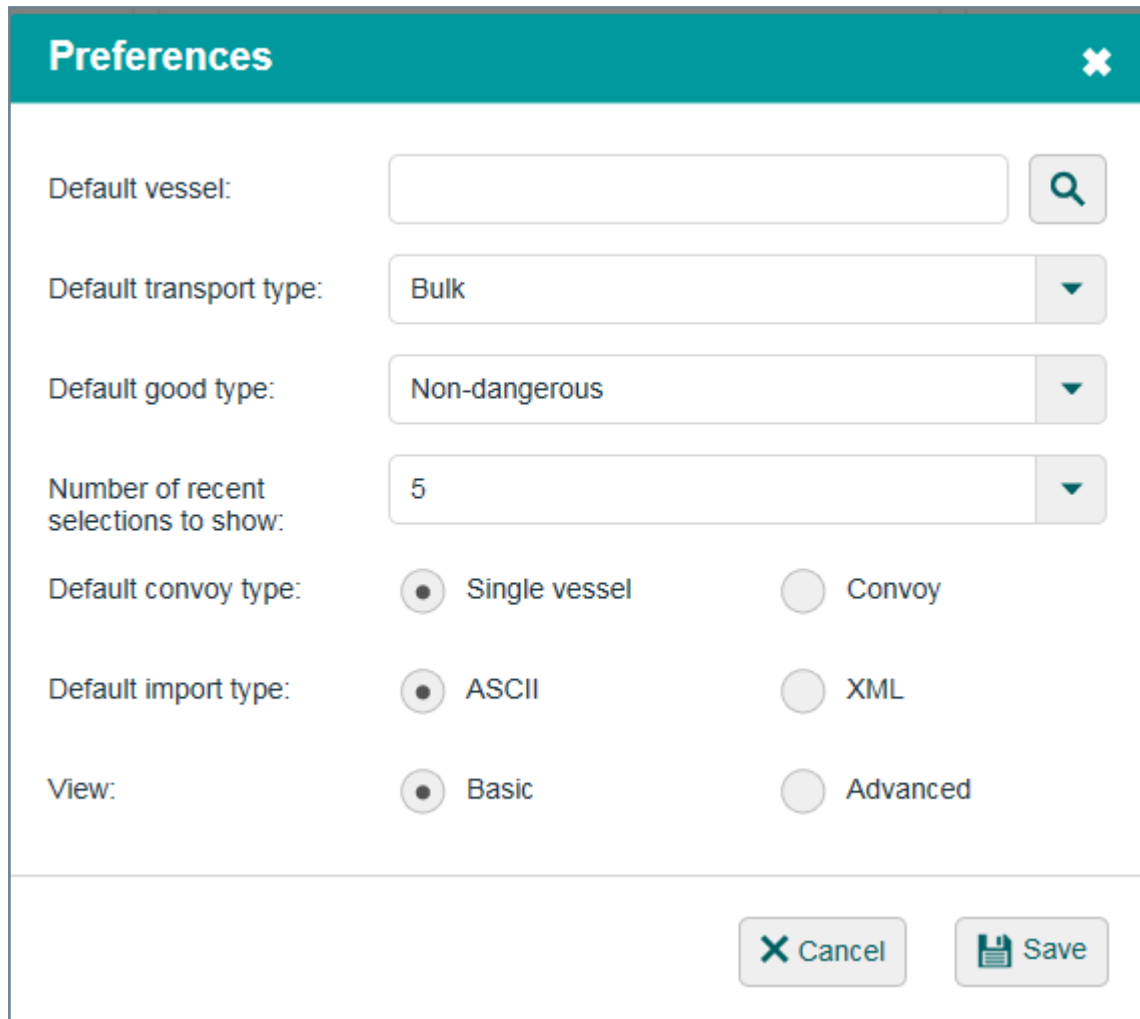
Option	Description
Password	Password the user enters to login. Format: at least 5 and at most 20 alpha-numeric characters.
Repeat pass-word	Same password to check

3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

6.1.2 Preferences

This application component allows you to set the default voyage preferences and the BICS2 display mode.

1. In **User settings**, in the **Preferences** box, click the **Change** button. The *Preferences* screen is displayed:



**Preferences** [X]

Default vessel: [ ] [Q]

Default transport type: Bulk [v]

Default good type: Non-dangerous [v]

Number of recent selections to show: 5 [v]

Default convoy type: ☒ Single vessel ☐ Convoy

Default import type: ☒ ASCII ☐ XML

View: ☒ Basic ☐ Advanced

[X] Cancel [Save]

Image 6-4: Screen: Preferences

2. In the **Default vessel** field, select the default vessel by entering its initial letter(s) or by clicking the magnifying glass (See section 2.3.4, 'Search mechanism' on page 16 for details). The vessel will be displayed by default when defining a new voyage.
3. In the **Default transport type** field, select the default transport type by entering its initial letter(s) or by clicking the magnifying glass. This transport type will be displayed by default when entering goods and determines which fields must be entered.
4. In the field **Standard type of goods**, you can indicate if you would prefer to select 'non dangerous' or 'dangerous' goods when adding goods to a voyage.
5. In the **Maximum number of recently used items to display** field, you can specify how much recently used reference data you would like to see in the drop-down selection lists.
6. In the **Sailing unit** field, you can specify whether you prefer to select a Single hull or a Convoy when creating a new voyage.
7. In the **File import** field, you can specify whether you prefer to use the ASCII or the XML format when importing a voyage.

- You can select one of the **View** option buttons to change the BICS2 user interface to be displayed in basic mode or advanced mode.



Select "Advanced" if you want to work with master voyages, persons or visits.

- Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

### 6.1.3 Language

This application component allows you to set the language used by BICS2 for the user interface and reference data.

- In **User settings**, in the **Language** box, click the **Change** button. The *Language* screen is displayed:

The screenshot shows a 'Language settings' dialog box. It has a teal header bar with the title 'Language settings' and a close button (X). Below the header, there are two dropdown menus. The first is labeled 'Reference data language:' and is set to 'English'. The second is labeled 'Main language:' and is also set to 'English'. Below these menus, there is a note: 'Note: Changing the main language requires a restart.' At the bottom right of the dialog, there are two buttons: 'Cancel' (with a red X icon) and 'Save' (with a floppy disk icon).

Image 6-5: Screen: Language settings

- Edit the desired options:

Option	Description
Main language	The language of the BICS2 user interface
Reference data language	Language for reference data for inputting and displaying voyage and cargo data

- Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

## 6.2 System settings

You can manage the following system settings in this screen:

- Message service account
- Additional services account
- Additional recipients
- Advanced settings

Follow these steps to edit system settings:

- In the BICS2 main screen, click the **Control** button, then click **System settings**. The *System settings* screen is displayed.

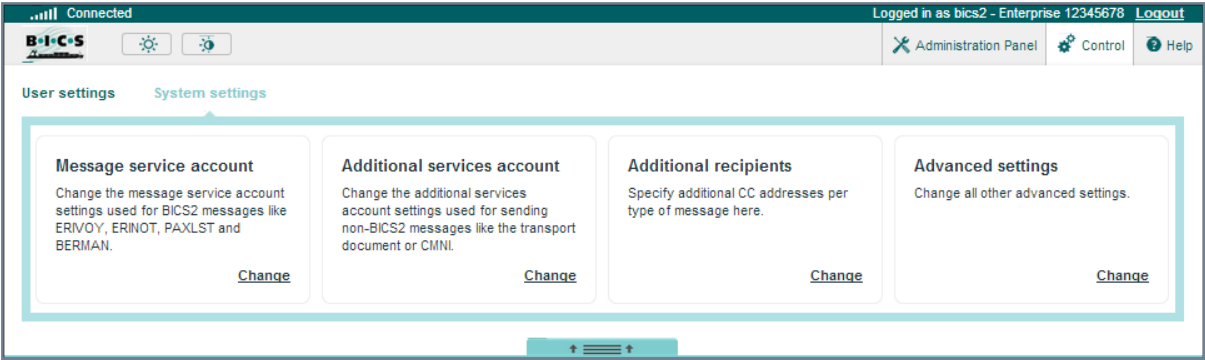


Image 6-6: Screen: System settings

You can manage the system settings in this screen.

6.2.1 Message service account

This application component lets you edit the settings for the message service account.

To do so, follow these steps:

- 1. Click the **Change** button in the **Message service account** section in **System settings**. The *Message service account* screen is displayed:

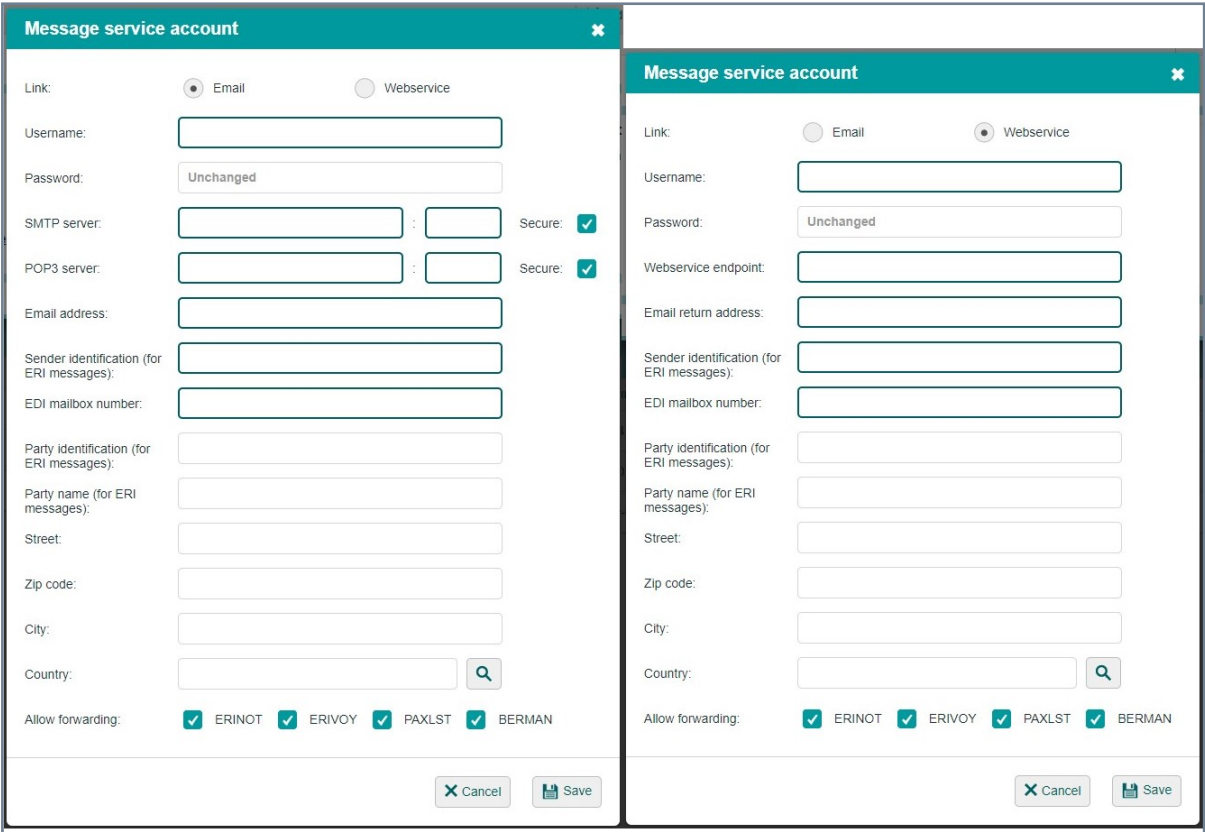


Image 6-7: Screen: Message service account

- 2. Edit the desired options:

<b>Option</b>	<b>Description</b>
Link	The link to be used to send messages (email or web service).
Username	The username used for SMTP/POP3 authentication. (This is usually your email address).
Password	The password used for SMTP/POP3 authentication.
SMTP server	The address and port number for the message service server to send messages to. Select the "Secure" check box if the communication will use an SSL connection. This field is only visible when the "Email" link has been selected.
POP3 server	The address and port number for the message service server to retrieve messages from. Select the "Secure" check box if the communication will use an SSL connection. This field is only visible when the "Email" link has been selected.
Webservice endpoint	The address of the message service web service server to which messages will be sent and from which messages will be retrieved This field is only visible when the "Web " link has been selected.
(return) Email address	The email address of your message service, e.g. "12345@edi.bics.nl"
Sender identification	The identification for your sender data, e.g. '12345'
EDI mailbox number	The number of your mailbox, e.g. "1234501012345"
Party identification	The identification for the legal person, e.g. "900000000".
Party name	The name of the legal person to whom the message service account is registered.
Street	The street address of the legal person to whom the message service account is registered.
Zip code	The ZIP code for the address of the legal person to whom the message service account is registered.
City	The city for the address of the legal person to whom the message service account is registered.
Country	The country for the address of the legal person to whom the message service account is registered.
Allow forwarding of ERINOT	Indicates whether the voyage and cargo data may be shared between authorities during your voyage.

Option	Description
Allow forwarding of ERIVoy	Indicates whether the master voyage data may be shared between authorities during your voyage.
Forward PAXLST	Indicates whether the crew and passenger data may be shared between authorities during your voyage.
Allow forwarding of BERMAN	Indicates whether the visit data may be shared between authorities during your voyage.

- Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.



Please contact the service desk if you have questions about entering this data. (See Appendix Service desk contact information for details.)



It is not possible to set up the message service account in demonstration mode.

### 6.2.2 Additional services account

This application component allows you to configure the mail server for sending items such as transport documents and application logs.



Use a private account for this purpose, and not the message service account.

Perform the following steps to manage the data for the other additional services account:

- Click the **Change** button in the **Additional services account** section in **System settings**. The *Additional services account* screen is displayed:

**Additional services account**

Email address: schippers@gmail.com

Username: schippers

Password: .....

SMTP server: smtp.gmail.com : 587 Secure: ☒

Cancel Save

Image 6-8: Screen: Additional services account

2. Edit the desired options:

Option	Description
Email address	The email address of the sender.
Username	The username used for SMTP/POP3 authentication. (This is usually your email address).
Password	The password used for SMTP/POP3 authentication.
SMTP server	The address and port number of the server to send messages to. Select the "Secure" check box if the communication will use an SSL connection.

3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.



Please contact the service desk if you have questions about entering this data. (See Appendix Service desk contact information for details.)

### 6.2.3 Additional recipients

This application component lets you manage additional recipients who may receive a copy of the messages you send. These parties are then added to the CC address list for the respective messages.



You can enter additional recipients for each message type (ERINOT, ERIVOY, PAXLST, BERMAN).

Follow these steps to manage the additional recipients:

1. Click the **Change** button in the **Additional recipients** box in **System settings**. The *Additional recipients* screen is displayed:

Additional recipients

Specify additional CC addresses per type of message here.

Add new email address

Type	Address	Condition (y/n)	Condition description	Action
BERMAN	test@test.nl	Yes	a description of the condition	
ERINOT	test@test.nl	No		

Cancel

Save

Image 6-9: Screen: Additional recipients



## Add

2. To enter an additional recipient, click the **Add new email address** button. The following screen is displayed:

**Edit email** ✕

Type:

Source: ☒ Enter manually ☐ Select from address book

Email address:

Condition description:

---

Location type:

ISRS-code (part):

The voyage must meet all conditions.

Image 6-10: Screen: Edit email

Image 6-11: Screen: Edit email

3. In the **Type** field, select the type of message that the recipient can receive.
4. Select the appropriate button in the **Source** field to enter the address to indicate whether the address is selected from the address list or entered manually.
5. Enter the new email address in the **Email address/Choose address** field or select it from the list

6. In the **Condition description** field, enter a short description of the conditions the voyage must satisfy. The email is only sent to the specified email address if the voyage meets all the conditions specified in the **Type of location** field and the **ISRS code (part)** field.
7. In the **Type of location** field, specify whether the location is a departure location (the location from where the voyage starts), a destination location (the location where the voyage ends) or an intermediate location (a location through which the voyage must pass).
8. In the **ISRS code (part)** field, enter an existing ISRS code or a valid part of an ISRS code. Examples of valid values are: NL, NLNIJ00119 and NLNIJ001191388300117.
9. Click the **Add new condition** button to add the specified combination of type of location and ISRS code (part) so that it is displayed on the screen.
10. Repeat the procedure from step 7 for any other combinations of type of location and ISRS code (part).

Edit email

Type:

BERMAN

Source:

☒ Enter manually

☐ Select from address book

Email address:

test@test.nl

Condition description:

a description of the condition

Location type:

ISRS-code (part):

Add new Condition

The voyage must meet all conditions.

Location type	ISRS-code (part)	Action
Departure	NLGOU	
Destination	NLAMS	
Intermediate point	NLHAA12345	

Cancel

Save

Image 6-12: Screen: Edit email (continued)




The **Type of location** field and the **ISRS code (part)** field must contain information before you click the **Add new location** button. If they do not contain any information, a message is displayed which requests you to provide the missing information (the type of location and a valid ISRS code).

If you have entered a type of location and an ISRS code (part), you must always first click the **Add new location** button. Once you have added one or more conditions to the list on the screen, click the **Save** button. If you do not want to save the condition, delete the contents of the **ISRS code (part)** field.

11. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.


### Edit the additional recipient

Perform the following steps to edit the details of an extra recipient:

1. In the *Extra recipients* screen, click the  button next to the condition description of the recipient concerned.  
The *Edit email* screen is opened and displays the details of the extra recipient who must be edited.
2. Edit the relevant fields as needed.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.


### Delete additional recipient

Perform the following steps to delete the details of an extra recipient, including any conditions that have been entered for the recipient.

1. In the *Extra recipients* screen, click the  button next to the condition description of the recipient concerned.  
The *Delete email address* screen is opened. You will be requested to confirm the deletion.
2. Click **Yes** to delete or **No** to go back without deleting.

### Delete condition

Perform the following steps to delete an existing condition (a combination of a type of location and an ISRS code) from the list.

1. In the *Edit email* screen, click the  button next to the ISRS code of the condition concerned.

The *Delete email condition* screen is opened. You will be requested to confirm the deletion.

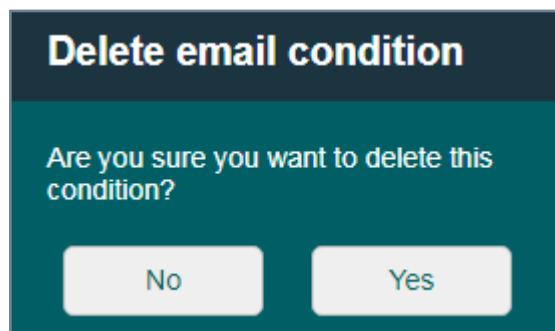


Image 6-13: Screen: Delete email condition

2. Click **Yes** to delete or **No** to go back without deleting.

### 6.2.4 Advanced settings

This application component allows you to specify advanced settings.



These settings affect how BICS2 works. Only change these settings when advised to do so by the BICS2 service desk.

## Chapter 7 Input voyages

This section describes how to enter a new voyage and its cargo and vessel data in BICS2.

For each voyage, you enter an origin (departure port) and destination with the date and time. Optionally, you can enter data about the cargo, draught and the persons on board.

You can save the data for a voyage. This enables you to view the voyage and cargo data again, enter additional data and send it at a later time.

The following topics are covered:

- New voyage input methods
- Manually input a voyage
- Using a favourite

Before you can enter a voyage, you must have created the relevant hulls, see section 5.3, 'Manage hulls' on page 60.

### 7.1 New voyage input methods

You must first create a new voyage and enter data before you can report it.

The following methods are possible:

- Manually input a voyage (see section "Manually input a voyage" on page 86)
- Select a favourite voyage (see section "Using a favourite" on page 102)
- Duplicate an existing voyage (see the "Using voyage dashboard" section in the "Duplicate voyage data" chapter, on page 103)
- Import a voyage (see the "Import voyage data" section in the "Using voyage dashboard" chapter, on page 103)

After you have *manually* created one or more voyages, e.g. for (bulk) sand transport, you can then select a favourite for a previous voyage or make a copy of an existing voyage.

When you *duplicate* a voyage, you can specify whether you want to copy the associated cargo data, and whether you want to repeat the voyage or reverse the direction.

The use of a *favourite* is particularly useful when you often use the same route. A lot of relevant data will be available including origin, intermediate points, destination etc.

### 7.2 Manually input a voyage

Perform the following steps to enter a new voyage manually:

1. In the main screen, click the **New voyage** button to open the corresponding screen:

Connected

Logged in as bics2Logout

BICS

Administration Panel

Control

Help

Dashboard

New Voyage

Voyage

Add to Favorites

My Favorites

Origin:

Departure date:

Destination:

Arrival date:

First reporting point:

☐ Manual override

Crew and passengers

Persons:

Passengers:

Cones

Cones:

Administrative details

Voyage number:

Transport document:

Invoice address:

Sailing unit

Add to Favorites

My Favorites

Type: ☒ Single vessel ☐ Convoy

Vessel:

Cargo

Add to Favorites

My Favorites

+ Add Consignment

+ Add Goods

No cargo has been entered yet.

Container Matrix

Save Voyage & Send

Save Voyage

Image 7-1: Screen: New Voyage

This screen contains three components, which are described separately:

- Voyage
- Sailing unit
- Cargo

7.2.1 Component: Voyage

Voyage

★ Add to Favorites

📁 My Favorites

Origin:  🔍

Departure date:  📅  ⌚

Destination:  🔍

Arrival date:  📅  ⌚

First reporting point:  🔍

☐ Manual override

📍 Add Intermediate Point

Crew and passengers

Persons:  Passengers:

Cones

Cones:  ▼ 

Calculate cones

Administrative details

Voyage number:  Transport document:

Invoice address:  🔍

Image 7-2: Screen: New voyage (with data)

In the **New Voyage** screen, the *Voyage* component contains the general information about the voyage, such as:

- departure and destination details
- number of persons/passengers
- cones
- administrative details

Perform the following steps to enter voyage data:



1. In the *Voyage* component, populate the following fields:

<b>Field</b>	<b>Description</b>
Origin	The departure port for the voyage. You can click the magnifying glass to search for a departure port.
Departure date	Date and time of departure. You can click the <b>Calendar</b> button and <b>Clock</b> buttons to select the date and time.
Destination	Final destination for the voyage. You can click the magnifying glass to search for a destination port.
Arrival date	Date and time of arrival. You can click the <b>Calendar</b> button and <b>Clock</b> buttons to select the date and time.
First reporting point	The first reporting point in the voyage (see comment below). You can click the magnifying glass to search for a reporting point.
Add intermediate point	Location along the route (see below).
People (total number)	Total number of people on board.
Passengers	Total number of passengers on board.
Cones	Indication of hazards due to the transportation of hazardous substances (see below).
Voyage number	Reference to your own (administrative) voyage number or the identification number of the voyage document.
Transport document	Identification number of the transport document.
Invoice address	The invoice address You can click the magnifying glass to search for an address.
National ref.	National reference.



The first reporting point for the voyage is automatically determined based on the origin port. If there are multiple options, you must make the final selection of the first reporting point. If this result is not correct, it can be overwritten by ticking the check box "Manually overwrite".



The authority associated with the selected first reporting point determines which fields will be visible or not and what fields are required or not.

#### **Add intermediate point**

2. Click the **Add Intermediate Point** button if you want to sail via a specific location. The *Voyage intermediate point* screen is then opened.
3. Enter the details in the same way as for the **Destination** field (see table). You can add multiple destinations as intermediate points.
4. Click the **Up** button or the **Down** button to move the intermediate point earlier or later in the voyage route.

Calculate cones

If you transport dangerous cargo then you need to provide a valid signal cone.

- 5. If you want to automatically calculate the cones based on the cargo, click the **Calculate cones** button (these must have been entered previously). The following screen is displayed:

Cone calculation

Based on the ADN cone calculation, you need: **3 cones**  
Explanatory reason: 1/2/3 cone(s) is/are required for the transport of these goods.

The following overview shows the cargo responsible for the calculated cones.


Goods	Weight (Tn)	Container ID	Vessel	Typecode	Double walled
FIREWORKS	1.200		Containerschip	8030	No

Cancel

Submit value

Image 7-3: Calculate cones screen

- 6. If you have added dangerous substances to the cargo, an overview is displayed of the substances which are responsible for the calculated cones. For example, if the outcome is 2 cones, then only those substances which have contributed to this outcome are displayed (and thus not the substances that would have led to 1 cone).  
Click one of the substances for more information about the hazardous substance.
- 7. Click **Copy value** if you want to copy the suggested value to the **Cones** field or click **Cancel** if you do not want to do so.



The captain is responsible for reporting the correct cones.

Add to Favourites

- 1. If you want to add the voyage data entered to your favourites, click the **Add to Favourites** button. The following screen is displayed:

Save voyage favourite

Name: 

Enter the name of the favourite here

Cancel

Save

Image 7-4: Screen: Save voyage favourite

- 2. Enter the name of the favourite in the **Name** field.
- 3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

The voyage is now added to your favourites and the data can be used for another new voyage. (See section “Using a favourite” on page 102 for more information.)

7.2.2 Component: Sailing unit

Sailing unit

★ Add to Favorites

📁 My Favorites

Type: ☒ Single vessel ☐ Convoy

Vessel: 

Q

Image 7-5: Screen: New Voyage: sailing unit

In the **New Voyage** screen, the *Sailing unit* component contains the general information about the vessel data, such as the hull type.

Perform the following steps to enter sailing unit data:

1. In the **New Voyage** screen, in the *Sailing unit* component, select the vessel type by clicking the **Single vessel** or **Convoy** button.
- Single vessel**
2. If you specify single vessel then populate the **Vessel** field with the name of the pertinent vessel (or search using the magnifying glass).

You can specify a default vessel in settings (control) under Preferences. This will be displayed by default when inputting the sailing unit. (See section “Preferences” on page 74 for details.)

The operational dimensions of the ship (length, width, draught and height) are now displayed under the name of the ship:

Sailing unit

★ Add to Favorites

📁 My Favorites

Type: ☒ Single vessel ☐ Convoy

Vessel: 

Q

Current draught:  m 3.00 m

Measurements: Length: 9.00 m Width: 6.00 m Height: 7.00 m 


Edit vessel dimensions

Image 7-6: Screen: Sailing unit – operational measurements

3. Input the following fields:

Field	Description
Current draught	The current draught for the hull
Calculate cones according to IMDG	This field is only visible for ocean-going vessels. If selected, the cones are determined according to IMDG.

These operational measurements can be overridden with the *actual* measurements (e.g. to allow for a pontoon with an overhanging load or a crane).



It is extremely important that the correct actual values are entered!

4. If you want to overwrite the operational measurements with the actual values, click the **Edit vessel dimensions** button. The following screen is displayed:

Override Vessel Dimensions

Length:

m

120.00

Width:

m

5.00

Height:

m

4.00

Current draught:

2.00

m

2.00

Cancel

Save Changes

Image 7-7: Screen: Overwrite operational ship dimensions

5. Enter the actual values, e.g.:

Override Vessel Dimensions

Current draught:

4.00

m

3.80

Length:

80.00

m

114.00

Width:

8.20

m

11.40

Height:

2.70


m

6.80

Cancel

Save Changes

Image 7-8: Screen: Overwrite operational ship dimensions (actual values)



If the actual operational measurements are smaller than the standard measurements or even much larger then extra confirmation of the values specified will be requested. Check again if the measurements specified are correct.

6. Click **Save changes** to use these values. The new measurements are displayed in bold letters and the old values are dimmed and crossed out.

Sailing unit

Add to Favorites

My Favorites

Type:

Single vessel

Convoy

Vessel:

Argo 78

Current draught:

4.00

m

8-00-m

Measurements:

Length: 11.00 m

9-00-m

Width: 6.50 m


6-00-m

Height: 8.50 m

7-00-m

Edit vessel dimensions

Image 7-9: Screen: Sailing unit – actual measurements



It is extremely important that the actual values are checked!

Convoy

7. If this involves a convoy, select a hull to be added in the **Hull** field by clicking it, entering the initial characters of the name or the identification number, or searching by clicking the magnifying glass.
8. Click **Submit to Convoy** to add the hull to the convoy. The screen is now displayed with additional properties for the relevant convoy.

Sailing unit

Add to Favorites

My Favorites

Type:

Single vessel

Convoy

Vessel:

Select a hull to add to the convoy

Submit to Convoy

Convoy properties

Naming	Vessel	Identification	Length	Width	Height	Draught	Action
	Enterprise	12345678	27.00 m	9.00 m	11.00 m	3.00 m	<div></div> <div></div>

Measurements:

Current draught:

m

Convoy type:

Suggest convoy type

Image 7-10: Convoy properties

9. The **Convoy type** drop-down list allows you to select from different types of convoy:



Image 7-11: Drop-down list: Convoy type

10. Based on the selected convoy type, the operational dimensions (Length, Width, Draught, and Height) are displayed:

Sailing unit

★ Add to Favorites

🔖 My Favorites

Type:

☐ Single vessel

☒ Convoy

Vessel:

Bulk02

🔍

Submit to Convoy

Convoy properties

Naming	Vessel	Identification	Length	Width	Height	Draught	Action
<input checked="" type="radio"/>	Bulk02	02325629	100.00 m	10.00 m	8.00 m	3.00 m	<div>✎🗑</div>

Measurements:

100.00 m

10.00 m

8.00 m

✎

Current draught: m 3.00 m

Convoy type:

MOTOR FREIGHTER SHIPS ALONGSIDE

🔍


Suggest convoy type

☒ Wide

☐ Long

Image 7-12: Operational measurements

11. The measurements can be adjusted by choosing **Wide** or **Long**, depending on whether you position the hulls next to each other (wide) or behind each other (long) (if the convoy allows this).
12. These operational measurements can be overridden with the *actual* measurements (e.g. to allow for a pontoon or crane or if the formation of the convoy changes).

It is extremely important that the actual values are checked!

Add to Favourites

1. If you want to add the sailing unit data to your favourites, click the **Add to Favourites** button. The following screen is displayed:

Save convoy favourite

Name:

Enter the name of the favourite here

Cancel

Save

Image 7-13: Screen: Save sailing unit favourite

- 2. Enter the name of the favourite in the **Name** field.
  - 3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.
- The sailing unit is now added to your favourites and the data can be used for another new voyage. (See section "Using a favourite" on page 102 for more information.)

Save

If you do not want to enter cargo data, save the new voyage data now by clicking the **Save voyage** button. Otherwise, enter the cargo data.

7.2.3 Component: Cargo

Cargo

★ Add to Favorites

My Favorites

+ Add Consignment

+ Add Goods

No cargo has been entered yet.

Container Matrix

Edit Container Matrix

Image 7-14: Screen: New Voyage cargo

In the **New Voyage** screen, the *Cargo* component lets you enter the cargo from a previously-entered vessel. To do so, follow these steps:

- **Consignment:** a group of goods with the same loading and unloading location. It is not mandatory to enter a consignment; you can also choose to enter the cargo on board directly using the **Goods** button.
- **Goods:** cargo with specific loading and discharge location. These can be transported by container, tanker or in bulk. Each transport type will determine what details have to be entered.

The following transport types are used:

- Bulk: large quantity of the same goods (e.g. sand)
- Container: multiple goods that travel on the same "from-to" route.
- Tanker cargo: cargo that is transported in a tanker (e.g. fuel)

For each transport type, certain fields should or should not be completed in the *Goods* screen.



You can specify the default transport type in the settings (control) under preferences. This will be displayed by default when entering goods. (See section 6.1.2, 'Preferences' on page 74 for details.)

Perform the following steps to enter cargo data:

### **Consignment**

1. To add a consignment, click the **Add Consignment** button. The following screen is displayed. It displays the departure and destination locations that you specified for your voyage:



Consignment

A consignment groups goods with the same loading and discharge location.

Loading:

Discharge:

Sender:

Recipient:

Identification:

Remarks:

Cancel

Add

Image 7-15: Screen: Consignment

## 2. Input the following fields:

<b>Field</b>	<b>Description</b>
Loading	The place where the consignment is loaded. The name and terminal code of the loading location must be the same as those of the departure location, selected in the <b>Departure</b> field of the <b>Voyage</b> component, provided that the name and terminal code of the unloading location are the same as those of the destination location selected in the <b>Destination</b> field of the <b>Voyage</b> component. These details must not be swapped over. Enter the arrival date and time of the loading quay in the relevant fields. You can click the <b>Calendar</b> button and <b>Clock</b> button to select the date and time.
Discharge	The place where the consignment is discharged. The name and terminal code of the unloading location must be the same as those of the destination location, selected in the <b>Destination</b> field of the <b>Voyage</b> component, provided that the name and terminal code of the loading location are the same as those of the departure location, selected in the <b>Departure</b> field of the <b>Voyage</b> component. These details must not be swapped over. Enter the arrival date and time of the discharge location in the relevant fields. You can click the <b>Calendar</b> button and <b>Clock</b> button to select the date and time.
Sender	The sender of the consignment
Recipient	The recipient of the consignment
Identification	The unique identification of the consignment
Remarks	Additional remarks for this consignment

3. Click **Add** to add the consignment to the cargo. You can then add goods to the consignment.

Goods

- 1. To enter goods, click *Add Goods* for each **Goods type**. The following screen is displayed:

Good

Consignment:

New Consignment

Loading:

Discharge:

Transport type:

Container

Vessel:

Dangerous goods:

No

Yes

Good:

Empty of

Additional description:

Container ID:

Container Type:

Stowage (BBBRRTT):

Weight:

Tn

Volume:

m3

Inner packing:

Number:

Cancel

+ Add and continue

Add

Image 7-16: Screen: Goods

The specific values corresponding to the relevant transport type are entered in this screen. This example shows the tanker transport, which requires some additional information fields to be completed.

- 2. Select the desired transport type in the **Transport type** field.
- 3. Specify whether you are transporting dangerous cargo by selecting the option button next to **Dangerous goods**
- 4. If you selected **Yes** then click the magnifying glass to select the relevant goods. This displays the *Advanced*


search screen. (See section "Search mechanism" on page 16 for details.)



If you are transporting dangerous materials, it is recommended to use the "Advanced search" function to select the substances in question, because the additional data (such as the different flash points) are shown in full under this function.

5. Populate the remaining fields:

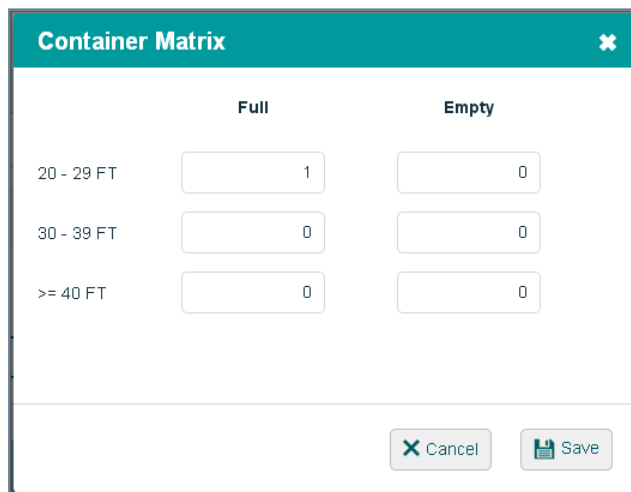
<b>Field</b>	<b>Description</b>
<b>ALL TRANSPORT TYPES</b>	
Vessel	The vessel transporting the goods.
Goods	The goods being transported. You can enter the initial letters or search for a word using the magnifying glass.
Empty of	The cargo is empty in principle, but still contains traces or vapours.
Do not include in cones (for dangerous goods)	The state of the cargo is such that it does not need to be accounted for in determining the signalling, e.g. only a very small amount is present.
Additional description	An additional description of the goods for customs purposes.
Weight	The total weight of the goods in (in tonnes).
Volume	The volume of the goods in (in cubic metres).
Customs status	The customs status concerning the import/export of the goods.
Customs document	The corresponding customs document for the goods.
<b>CONTAINER</b>	
Container ID	The identification code of the container used to transport the goods. The identification code consists of 11 characters in accordance with ISO6346.
Container type	The type of container used to transport the goods.
Stowage (BBBRRTT)	BBBRRTT indication of the stowage location, where B=Bay, R=Row, T=Tier (layer).  A supplementary description of the coding can be opened using the information button next to the input field and can also be found in the appendix Explanation stowage location containers.
<b>BULK &amp; CONTAINER</b>	
Inner packing	The inner packaging used to transport the goods.

Field	Description
Quantity	Number of inner packagings.
<b>TANKER</b>	
Tank location (LLnn)	<p>The location of the tank.</p> <p>The coding system used to specify the tank locations is explained on the BICS2 instruction card.</p> <p>This coding system is used in tanker shipping to indicate the position of the tank on board the ship in the electronic voyage report sent to the inland navigation authorities.</p> <p>LL = the location of the tank on the ship; nn = the tank's number.</p> <p>Click the  button so that a Quick Reference Guide is opened with more information about the BICS2 instruction card and an explanation of the tank location coding system. The Quick Reference Guide can be found in the appendix Explanation stowage location containers.</p>

6. Click **Add** to add the goods to the cargo.

### Container Matrix

1. To change the container matrix, click the **Edit Container Matrix** button. The *Container Matrix* screen is displayed:



	Full	Empty
20 - 29 FT	<input type="text" value="1"/>	<input type="text" value="0"/>
30 - 39 FT	<input type="text" value="0"/>	<input type="text" value="0"/>
>= 40 FT	<input type="text" value="0"/>	<input type="text" value="0"/>

Image 7-17: Screen: Container Matrix

This screen shows three different dimensions for containers. The pre-filled values are calculated by the application based on your input so far.

2. Adjust, if necessary, the number of empty and full containers for each container size, by entering the correct numbers in the fields **Full** and **Empty**.
3. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

### Add to Favourites

1. If you want to add the cargo data entered to your favourites, click the **Add to Favourites** button. The following screen is displayed:

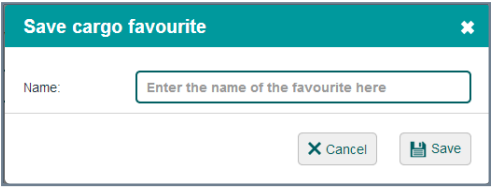



Image 7-18: Screen: Save cargo favourite

- 2. Enter the name of the favourite in the **Name** field.
- 3. Click the **Save** button to save the favourite and exit the screen.

The cargo is now added to your favourites and the data can be used for another new voyage. (See section “Using a favourite” on page 102 for more information.)

Save voyage


Save the data by clicking the **Save voyage** button. You can now report the voyage.



If the name and the terminal code of the departure location and arrival location, selected in the **Departure** field and the **Destination** field of the **Voyage** component, are swapped over in the **Loading location** field and the **Unloading location** field in the *Consignment* screen, the message “The order of the specified loading location and unloading location conflicts with the order of the departure location and the destination location and any specified intermediate points in the voyage plan” is displayed when the **Save voyage** button is clicked.

7.3 Using a favourite

Master voyage data and voyage data that you have marked as favourites can be used to define a new master voyage or voyage.



See paragraph Manage favourites on page 47 for details about creating and managing favourites.

Perform the following steps to use a favourite:

- 1. After you have clicked New Voyage or New Master Voyage, click the **My Favourites** button for the relevant components (voyage, sailing unit, cargo, or master voyage). The corresponding favourite screen is displayed.

The layout of the screen is identical for the different components. The figure below shows an example where one favourite of the “Voyage” type is available, named “Voyage Favourite 1”:

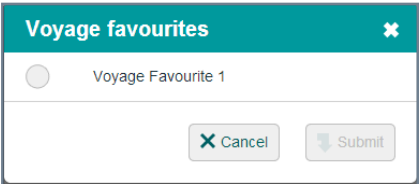


Image 7-19: Screen: Voyage favourites

- 2. Click the button for the favourite that you want to use.
- 3. Click the **Submit** button. The data saved in the favourite now populates the fields in the input screen.

## Chapter 8 Using voyage dashboard

This chapter describes how to display an outline of active, planned and closed voyages.

This outline appears in the main BICS2 screen and lets you perform the following:

- Report, edit, and cancel voyages
- Display voyages that have not yet begun
- Display voyages that have begun, but are not completed
- Display completed voyages
- Filter the voyages outline
- Duplicate, import, export and print voyage data
- Close and delete voyages
- Export, close or delete multiple voyages simultaneously
- Archive multiple closed voyages simultaneously (only possible in the advanced display)

The following topics are covered in this chapter:

- Voyage status values
- Display active and planned voyages
- Display closed voyages
- Filter the outline
- Import voyage data
- Export voyage data
- Duplicate voyage data
- Print voyage data
- Close voyage
- Delete voyage
- Perform actions for multiple voyages simultaneously



See chapter "Send and edit voyages" to see how to send, resend, edit and cancel (delete) a voyage.

### 8.1 Voyage status values

This section provides an outline of the different operational status values of voyages (and associated messages). The status values determine which operations a user can perform on a voyage (or message).

#### Status values

This table contains the possible status values for a voyage and also indicates whether a voyage can be modified when it has a specific status (this includes the ability to *delete* a voyage).

<b>Status</b>	<b>Meaning</b>	<b>Editable?</b>
Planned	The message has not yet been sent to the relevant authority.	Yes
Busy with sending	The message is sent to the respective authority. After successfully sending the report, the date and time are entered in the <b>Sent</b> status field. No answer has been received yet.	No
Reported	The message has been reported to the relevant authority (confirmation is optional for each authority).	Yes
Not reported	The report was rejected by the relevant authority or successfully cancelled (deleted).	Yes
Busy with editing message	The edit message was sent to the relevant authority, but a response has not yet been received.	No
Busy with cancelling	The cancel message was sent to the relevant authority, but a response has not yet been received.	No

## 8.2 Display active and planned voyages

The *Active & planned* dashboard lists the active and planned voyages. This dashboard allows you to perform the following operations on voyages:

- Change, see section 9.2, 'Edit or cancel a reported voyage' on page 115
- Copy, see section 8.7, 'Duplicate voyage data' on page 110
- Import, see section 8.5, 'Import voyage data' on page 109
- Export, see section 8.6, 'Export voyage data' on page 109
- Print, see section 8.8, 'Print voyage data' on page 111
- Delete, see section 8.10, 'Delete voyage' on page 112
- Close, see section 8.9, 'Close voyage' on page 112



See Chapter 10, 'Advanced input' on page 121 to see how to use this overview for master voyages, person lists and visits.

Perform the following step to display the overview of active and planned voyages:

1. In the BICS2 main screen, click the **Active & planned** tab. If voyages have been entered, a screen will be displayed similar to the following example:



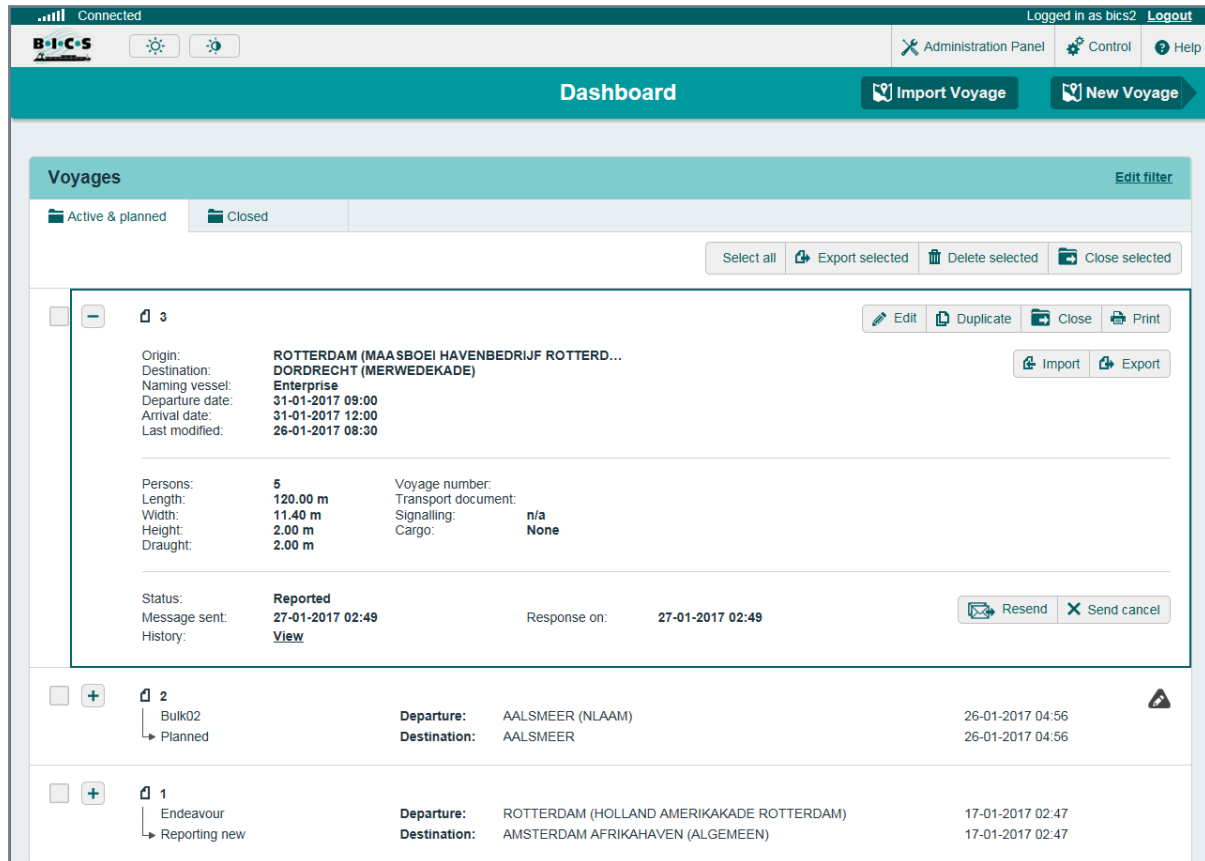


Image 8-1: Overview of active and planned voyages

This screen lists all active and planned voyages. What buttons are available will depend on the voyage status.


The status values in the example here are described below.

- The first voyage in the example has "Planned" status: the voyage has not yet been reported to the relevant authorities.
- The second voyage has the status "Not reported": the voyage is rejected by the authority concerned or the voyage has been cancelled.
- The third voyage has the status "Being reported": a message has been sent to the authority concerned but confirmation has not yet been received.

### 8.3 Display closed voyages

The *Closed* dashboard lists all closed voyages. This dashboard allows you to perform the following operations on voyages:

- Copy, see section 8.7, 'Duplicate voyage data' on page 110
- Export, see section 8.6, 'Export voyage data' on page 109
- Print, see section 8.8, 'Print voyage data' on page 111
- Delete, see section 8.10, 'Delete voyage' on page 112



See the chapter “Advanced input” for how to use this overview for master voyages, passenger lists and visits.

Perform the following step to display an overview of closed voyages:

- 1. In the BICS2 main screen, click the **Closed** tab. A screen will be displayed similar to the following example:

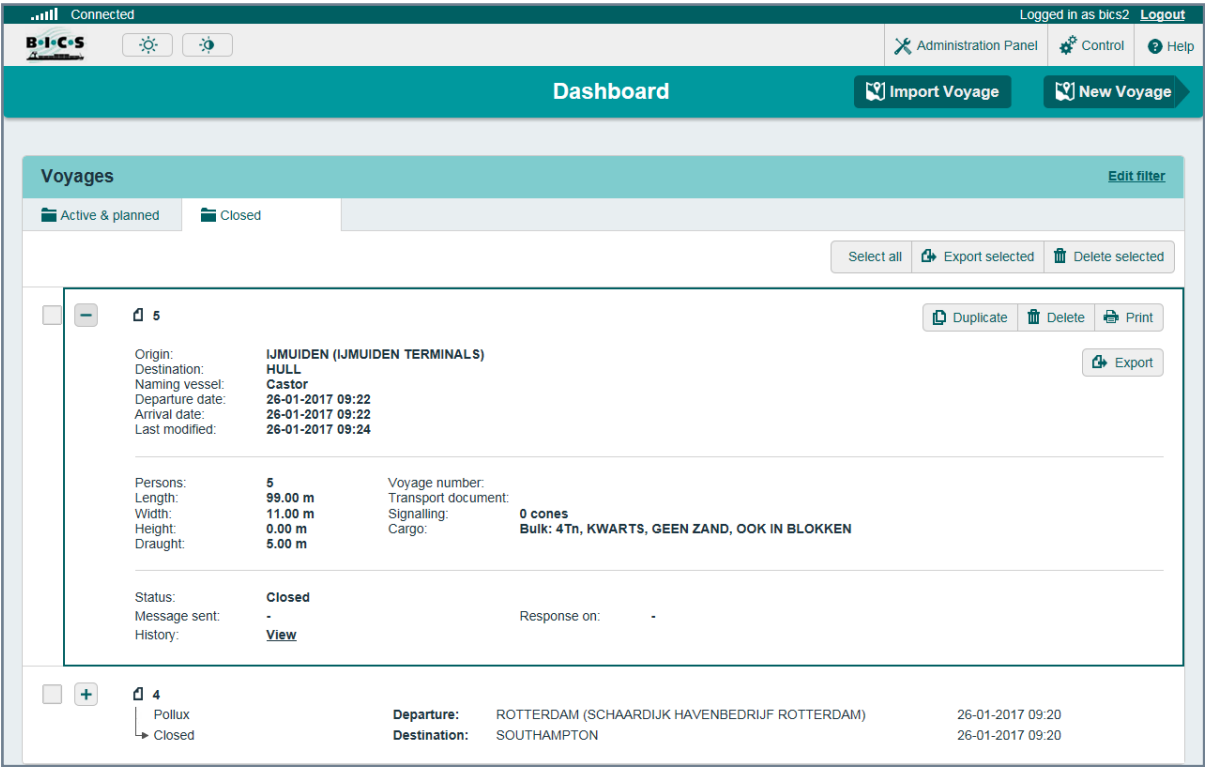



Image 8-2: Overview of closed voyages

This screen displays the overview of all closed voyages. These voyages cannot be edited, but can be copied, exported or printed.



See the chapter “Advanced input” for how to use this overview for master voyages, passenger lists and visits.

## 8.4 Filter the outline

**BICS** Connected Logged in as bics2 Logout

Administration Panel Control Help

**Dashboard** Import Voyage New Voyage

**Voyages** [Edit filter](#)

Active & planned Closed

Select all Export selected Delete selected Close selected

**Voyage Details:**

Origin: ROTTERDAM (MAASBOEI HAVENBEDRIJF ROTTERDAM)  
Destination: DORDRECHT (MERWEDEKADE)  
Naming vessel: Enterprise  
Departure date: 31-01-2017 09:00  
Arrival date: 31-01-2017 12:00  
Last modified: 26-01-2017 08:30

Persons: 5  
Length: 120.00 m  
Width: 11.40 m  
Height: 2.00 m  
Draught: 2.00 m

Voyage number:  
Transport document:  
Signalling: n/a  
Cargo: None

Status: Reported  
Message sent: 27-01-2017 02:49  
History: [View](#)

Response on: 27-01-2017 02:49

Resend Send cancel

**Voyage List:**

Voyage	Departure	Destination	Time
2 Bulk02 Planned	AALSMEER (NLAAM)	AALSMEER	26-01-2017 04:56
1 Endeavour Reporting new	ROTTERDAM (HOLLAND AMERIKAKADE ROTTERDAM)	AMSTERDAM AFRIKAHAVEN (ALGEMEEN)	17-01-2017 02:47


Image 8-3: Overview of active and planned voyages


When the voyage data outline contains many voyages, you can select which voyages you want to display or hide by clicking the **Edit filter** link. The following screen is displayed:



## Filter



Fill in the required filters and leave the others empty.

Voyage status: ☒ All ☐ Reported ☐ Not reported

Vessel:  

Location:  

Start date:    

End date:    

Good: ☒ All ☐ Dangerous ☐ Non-dangerous


Created by user:  

Image 8-4: Screen: Filter

You can filter on the following criteria:

- non-reported voyages
- reported voyages
- voyages for a specific vessel
- voyages related to a specific departure or arrival port
- voyages transporting a specific cargo
- voyages occurring between two dates




If you do not use a filter then *all* voyages are displayed. This is also the default behaviour.

## 8.5 Import voyage data

You can update the data for an existing voyage using data from an ASCII (.rei file) or XML file.

Perform the following steps to import voyage data:

1. Open the screen *Active and planned voyages* for a voyage that has not yet been reported.
2. Select the voyage that you want to update by importing data by expanding the voyage using the  button.
3. Click the **Import** button. The following screen is displayed:

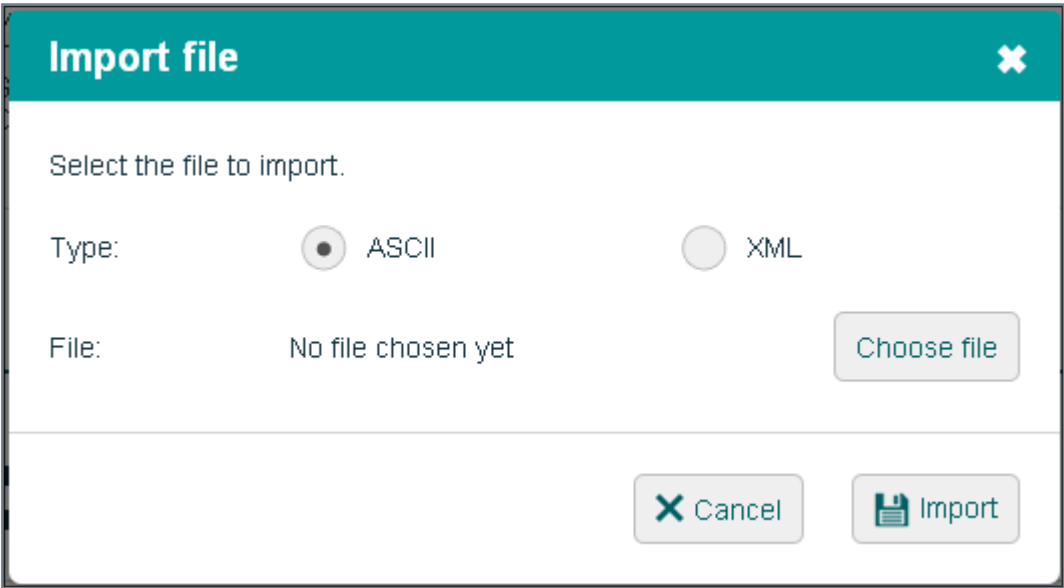



Image 8-5: Screen: Import file

4. Select the file format (ASCII or XML) in the **Type** field.
5. Click the **Choose file** button to select a file to import.
6. Click the **Import** button. The imported voyage information is displayed in the voyages outline. You can now edit the voyage.




If an error occurs during importing, the error details can then be found in the system log that is present in the installation folder of the application. If the error persists, please contact the help desk.

## 8.6 Export voyage data

You can export voyage data to an ASCII or XML file so that you can use the data in another application.

Perform the following steps to export voyage data:

1. Open one of the following screens:
  - *Active and planned* for a voyage that has not yet been reported.
  - *Closed* for closed voyages.
2. Select the voyage that you want to export by expanding the voyage using the  button.

3. Click the **Export** button. The following screen is displayed:

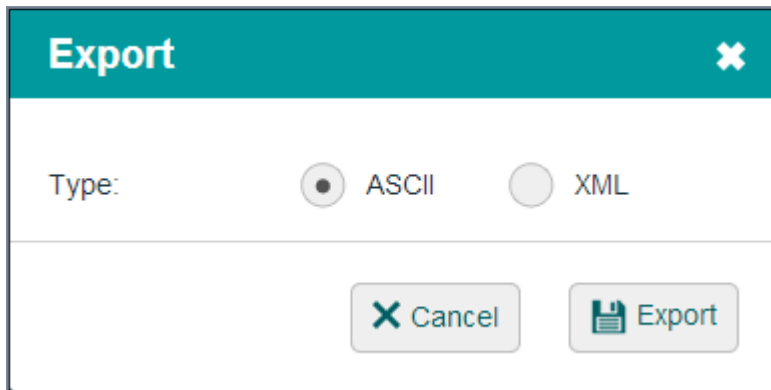


Image 8-6: Screen: Export file

4. Select the export format by clicking the corresponding **Type** button.
5. Click the **Export** button to export the data.



The type of web browser and how it is set up will determine whether you are asked for a location to place the file. Generally, this is asked in Internet Explorer. In Google Chrome®, this is automatically the folder **\My Documents\Downloads**.




You can export multiple voyages simultaneously. To do so, select the check boxes of the voyages in question and then click **Export selection**. Also see section 8.11, 'Perform actions for multiple voyages simultaneously' on page 113.

Once the export is complete, you can view the data or use it in another application.

## 8.7 Duplicate voyage data

You can duplicate and save the data from an existing voyage into a new voyage.

Perform the following steps to duplicate voyage data:

1. Open one of the following screens:
  - *Active and planned* for a voyage that has not yet been reported.
  - *Closed* for closed voyages.
2. Select the voyage that you want to duplicate by expanding the voyage using the  button.
3. Click the **Duplicate** button. The following screen is displayed:

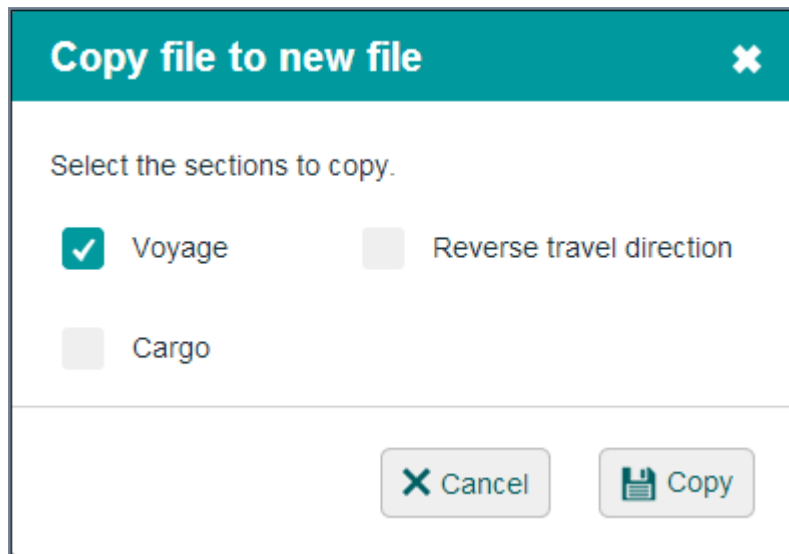


Image 8-7: Screen: Copy voyage

4. Select the relevant buttons to choose the sections of the existing voyage that you want to copy to the new voyage.



If you select "Reverse travel direction", the origin and destination are switched around in the new voyage.

5. Click the **Copy** button to copy the voyage. The new voyage appears in the dashboard screen.



The following fields are excluded when duplicating a voyage: date/times, current draught, number of persons on board and cones.


## 8.8 Print voyage data

BICS2 allows you to generate the following documents and then print to a file or printer:

- CMNI document
- Transport document

You can open or save these documents.

Perform the following steps to generate the outlines:

1. Open one of the following screens:
  - *Active and planned* for a voyage that has not yet been reported.
  - *Closed* for closed voyages.
2. Select the voyage that you want to print by expanding the voyage using the  button.
3. Click the **Print** button. The following screen is displayed:

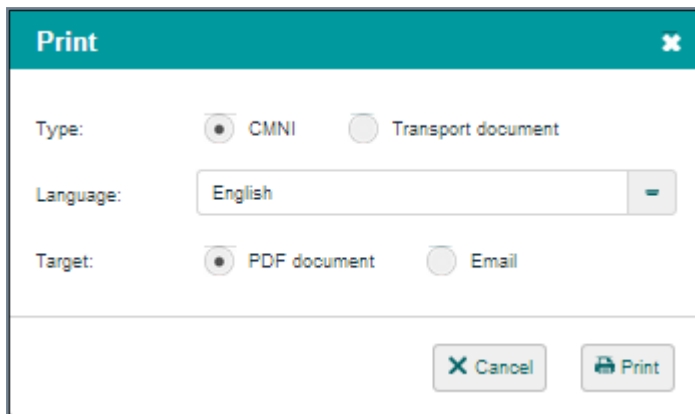



Image 8-8: Screen: Print

4. Choose the desired document type (CMNI document or Transport document) by selecting the appropriate **Type** button. The CMNI document can only be printed if a cargo has been added for the voyage.
5. Use **Language** to choose the language in which you want to print the document. The format of the document (PDF) is specified in **Objective**.
6. Click **Print** to open the document in PDF format (use Adobe Reader® or a compatible program), after which it can be printed, or click **Cancel** to leave the screen without saving the document.

## 8.9 Close voyage

Once you are finished with a voyage in BICS2, you can close it. It will then be moved to the closed voyages outline. Perform the following steps to close a voyage:

1. In the BICS2 main screen, click the **Active & planned** tab to display the open voyages dashboard.
2. Select the voyage that you want to close by expanding the voyage using the  button.
3. Click the **Close** button. The voyage is closed and moved to the closed voyages outline.



A voyage in BICS2 is automatically closed ('previous voyage') when you send a login message for a new voyage for a ship with the same name and the previous voyage is in the past.



You can close multiple voyages simultaneously. To do so, select the check boxes of the voyages in question and then click **Close selection**. Also see section 8.11, 'Perform actions for multiple voyages simultaneously' on page 113.

## 8.10 Delete voyage

This section describes how you can delete an existing voyage.




You can only delete a voyage if it has not yet been reported or is closed.

Perform the following steps to delete a voyage:



1. Open one of the following screens:
  - *Active and planned* for a voyage that has not yet been reported.
  - *Closed* for closed voyages.

(See section "Using voyage dashboard" on page 103 for details.)

2. Select the voyage that you want to delete by expanding the voyage using the  button.
3. Click the **Delete** button. The voyage is deleted from the outline.



You can delete multiple voyages simultaneously. To do so, select the check boxes of the voyages in question and then click **Delete selection**. Also see section 8.11, 'Perform actions for multiple voyages simultaneously' on page 113.

## 8.11 Perform actions for multiple voyages simultaneously

In BICS2, you can perform the actions **Export**, **Delete**, **Close** and **Archive** for multiple voyages simultaneously. The action **Archive** is only available for closed voyages in the advanced display.

Carry out the following steps to perform an action for multiple voyages simultaneously:

1. In the overview, choose the desired voyages by clicking the corresponding check box or by clicking **Select all** if you want to select all voyages in the overview.
2. Click **Export selection**, **Delete selection**, **Close selection** or **Archive selection**.



If an action is not possible for a voyage, for example closing a voyage with the status **Being reported**, then the action for this voyage is skipped and a message is displayed. The action is however performed for the voyages for which it is possible.



If you export multiple voyages simultaneously then the export results per voyage are saved in a zip file.

## Chapter 9 Send and edit voyages

This chapter describes how you send, resend, edit, cancel or delete a voyage in BICS2.

The following topics are covered:

- Report voyage
- Edit or cancel a reported voyage
- Resend voyage
- Manually confirm or reject voyage


### 9.1 Report voyage

This section describes how to use BICS2 to send (report) a planned voyage to the relevant authority.



Send reporting messages **AT LEAST 15 MINUTES BEFORE DEPARTURE**. This is because message processing may take a while to complete.

Perform the following steps to report a voyage:

1. Open the *Active and planned voyages* screen (See section “Using voyage dashboard” on page 103 for details).
2. Select the voyage that you want to report by expanding the voyage using the  button. The figure below shows an example of an expanded voyage:

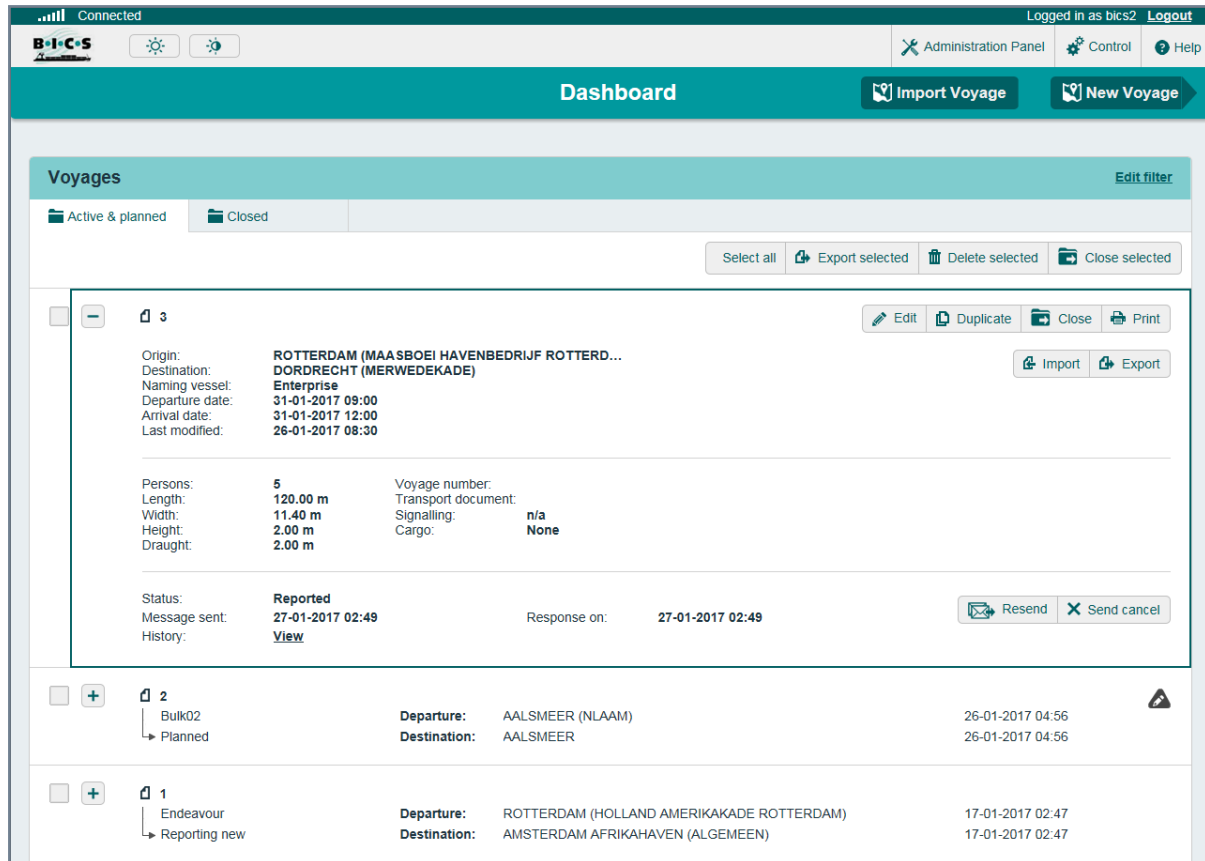


Image 9-1: Overview of active and planned voyages

3. Click on the **Send** button to report this voyage. The following screen is displayed:

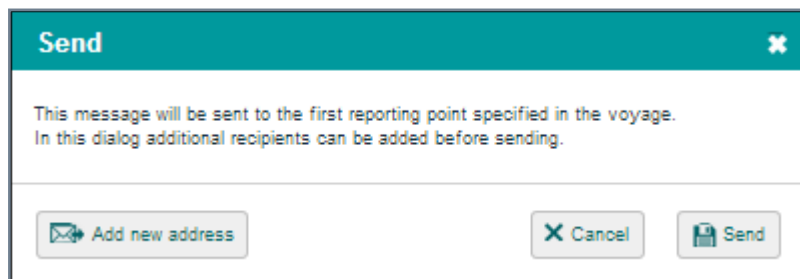


Image 9-2: Screen: Reporting

4. If desired, enter the data for additional recipients (CC addresses) for the message using the **Add new address** button. You can select persons from your address book or manually add new persons. The people/organisations in this list will receive a copy of this email when it is sent.
5. Click the **Send** button to send the message.  
The status of the voyage is changed to *Reporting new*.

## 9.2 Edit or cancel a reported voyage


This section describes how you can edit or cancel a reported voyage.



It is NOT possible to edit a reported voyage while the relevant authority has not responded that the message was received.

This means that you can only edit or cancel the voyage *after* a response is received. (See paragraph Voyage status values on page 103 for more information.)

Perform the following steps to edit or cancel a voyage:

1. Open the *Active and planned voyages* screen (see paragraph Using voyage dashboard on page 103 for details).
2. Select the voyage that you want to edit or cancel by expanding the voyage using the  button. The figure below shows an example of an expanded voyage:

The screenshot shows the BICS Voyage dashboard. At the top, there's a header with 'Connected', 'B-I-C-S', and user information 'Logged in as bics2'. Below the header is a 'Dashboard' section with buttons for 'Import Voyage' and 'New Voyage'. The main section is titled 'Voyages' and has tabs for 'Active & planned' and 'Closed'. Below the tabs are buttons for 'Select all', 'Export selected', 'Delete selected', and 'Close selected'. The 'Active & planned' tab is selected, showing a list of voyages. One voyage, 'Enterprise', is expanded. The expanded view shows details for the voyage, including origin, destination, vessel name, departure and arrival dates, and last modified date. It also shows vessel specifications like length, width, height, and draught. The status is 'Reported', and the message was sent on 27-01-2017 02:49. The response was received on 27-01-2017 02:49. There are buttons for 'Edit', 'Duplicate', 'Close', 'Print', 'Import', and 'Export'. Below the expanded voyage, there are two more collapsed voyages: 'Bulk02' and 'Endeavour'.

Image 9-3: Overview of active and planned voyages

## Edit

Perform the following steps to edit a reported voyage:

1. In the uncollapsed voyage that you want to edit, click the **Edit** button.
2. Edit the relevant data and save the voyage.



The fields **Departure location** and **Vessel name** cannot be changed for a reported voyage. If you want to change these fields then you must first cancel the voyage.

3. If so, click the **Send update** button to send an edit message to the relevant authority.

The following screen is displayed:

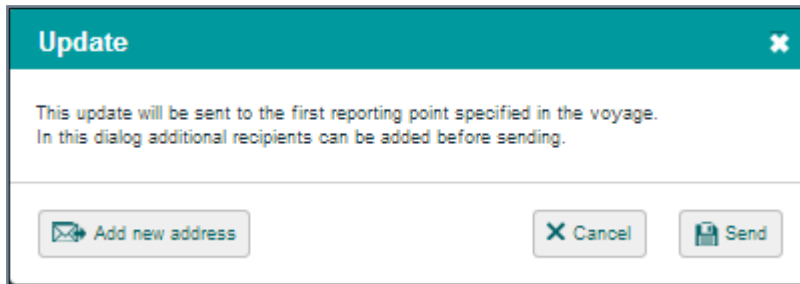


Image 9-4: Screen: Update

4. If desired, enter the data for additional recipients (CC addresses) for the message. The people/organisations in this list will receive a copy of this email when it is sent.
5. Click the **Send** button to send the message.

The status of the voyage is changed to "Busy with editing message".

## Cancel

Perform the following steps to cancel a reported voyage:

1. Click the **Send cancel** button in the expanded voyage that you want to cancel.

The following screen is displayed:

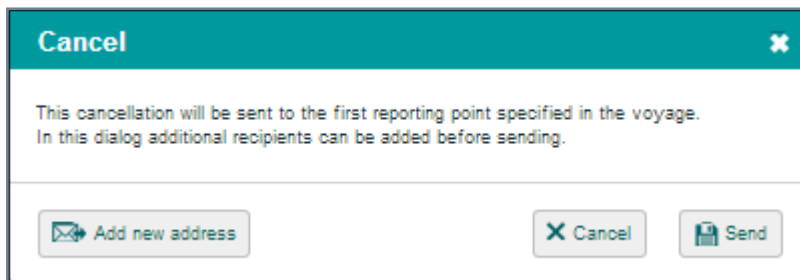


Image 9-5: Screen: Cancel

2. If desired, enter the data for additional recipients (CC addresses) for the message. The people/organisations in this list will receive a copy of this email when it is sent.
3. Click the **Send** button to send the message.

The status of the voyage is changed to "Busy with cancelling".


## 9.3 Resend voyage

You always report a voyage to the relevant authority in the region where the voyage started. If you enter the territory of another authority during your voyage, you must also report your voyage information to that authority, if applicable.

Some authorities work together, which means that they pass on the reports sent by you. In this case, you need to take no further action.

However, if this is not the case then you must "resend" the voyage to the authority in the next region. You perform this action by reporting the voyage once more, but to a different reporting point.

Perform the following steps to report a voyage once again :

1. Open the *Active and planned voyages* screen (See section “Using voyage dashboard” on page 103 for details).
2. Select the voyage that you want to report again by expanding the voyage using the  button.
3. Click the **Resend** button. The following screen is displayed:

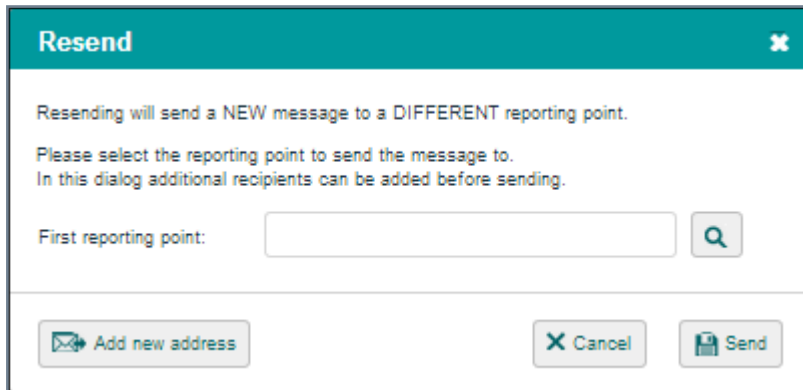




Image 9-6: Screen: Resend

4. In the **First reporting point** field, select the appropriate reporting point for the region. (Click the magnifying glass to search for it if desired).
5. If desired, enter the data for additional recipients (CC addresses) for the message. The people/organisations in this list will receive a copy of this email when it is sent.
6. Click the **Send** button to send the message.
7. The status of the voyage is changed to *Reporting new*.

 If the newly-selected reporting point requires supplementary data, you will be notified and the resend will not be performed. You can only report the voyage once again after you have added the required data by editing the voyage and then clicking the **Resend** button.

 After resending a voyage, all the changes to the relevant file will be sent to the reporting point that was selected when resending.

## 9.4 Manually confirm or reject voyage

You cannot perform edits while the voyage status is “Busy with sending” or “Busy with cancelling”. The status is only modified after an acknowledgement has been received from the authority.

In exceptional circumstances where it is necessary to ensure the voyage status is changed when the authority does not provide an acknowledgement, the user interface allows you to confirm or reject the status manually.

The screenshot shows the BICS Dashboard interface. At the top, there's a status bar with 'Connected', 'B-I-C-S', and user information 'Logged in as bics2' with a 'Logout' link. Below this are navigation links for 'Administration Panel', 'Control', and 'Help'. The main header is 'Dashboard' with buttons for 'Import Voyage' and 'New Voyage'. The 'Voyages' section has tabs for 'Active & planned' and 'Closed'. Below these are action buttons: 'Select all', 'Export selected', 'Delete selected', and 'Close selected'. The 'Active & planned' tab shows three voyages. Voyage 1 is expanded, showing details: Origin: ROTTERDAM (HOLLAND AMERIKAKADE ROTTERDAM), Destination: AMSTERDAM AFRIKAHAVEN (ALGEMEEN), Naming vessel: Endeavour, Departure date: 17-01-2017 02:47, Arrival date: 17-01-2017 02:47, Last modified: 17-01-2017 02:49. It also lists vessel specifications (Persons: 3, Length: 110.00 m, Width: 11.40 m, Height: 2.00 m, Draught: 2.00 m), Voyage number, Transport document, Signalling, Cargo, and Container: 40, 1000Tn. At the bottom, it shows Status: Reporting new, Message sent: 26-01-2017 08:26, History: View, and Override options: Confirm manually and Reject manually.

Image 9-7: Overview of active and planned voyages

If you do not receive an acknowledgement from the authority, contact that authority. If the authority has processed the message, you can select the “Confirm manually” option in the user interface. If the authority has not processed the message, select the “Reject manually” option.




This function may only be used in emergencies and is not to be used during normal use.

## 9.5 Message history

You can view the message history of each voyage made. The following information is displayed in the overview:

- Date and time when the message was sent
- Date and time when the answer was received
- The message number (identification)
- The message type (New, Cancel or Change)
- The authority (provider) with whom communication has taken place
- The status of the voyage at that moment (Planned, Reported, Unreported, etc.) with in parentheses the status of the message (for example, Reported, Confirmed, Rejected, etc.)
- Any error message from the authority

Perform the following steps to view the history of a message:

1. In the BICS2 main screen, click the tab on which the voyage is located.
2. Go to the voyage for which you want to view the history and click the  button.
3. Click **View** next to the **History** label. The following screen is displayed:

Message history - ERINOT						
Date/time sent	Date/time response	Message id	Message type	Provider	Status	Error
27-01-2017 02:51:46	27-01-2017 02:56:03	BICS588AFC0E003	New	IVS90 (NL) PROD	Unreported (Rejected manually)	Message rejected

✕ Close



## Chapter 10 Advanced input

This chapter describes how to use the advanced display of BICS2 to enter master voyages, voyages, person lists and visits.

The following topics are covered:

- **Concepts:** conceptual description of a master voyage, voyage, person list and visit, and an outline of the different message types used to report a master voyage, voyage, person list and visit
- **General reporting procedure:** the procedure normally used to report a master voyage, voyage, person list and visit
- **Activate advanced display:** the procedure for activating the advanced display in BICS2
- **Manage folder tree structure:** the procedure for displaying and managing the folder tree structure in BICS2
- **Input:** the procedure for entering a master voyage, voyage, person list and visit in BICS2
- **Report:** the procedure for reporting a master voyage, voyage, person list and visit in BICS2

### 10.1 Concepts

Aside from managing and reporting voyages, you can also use BICS2 to enter and report master voyages, person lists and visits.

A **master voyage** consists of one or more voyages, each with a specific departure and arrival location. In principle, a master voyage indicates when you will be at a certain location.

A master voyage is saved in BICS2 in a **file**. A file is created for each master voyage. A file only relates to one particular master voyage.

For each of the voyages that is linked to a master voyage, optional person lists and/or visits can be connected, each of which is reported separately:

- A **person list** contains the details on the people on board (crew, paying passengers and stowaways).
- A **visit** is a service visit at the arrival or departure of a vessel in a harbour. For instance: delivery of provisions or fuel.

The above is illustrated schematically in the following figure.

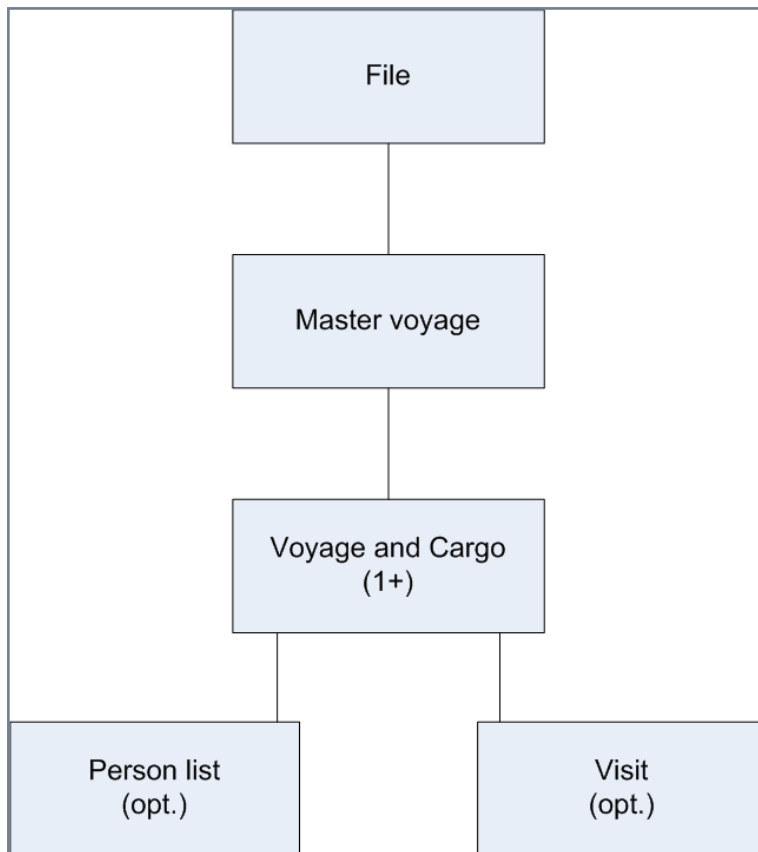


Image 10-1: Master voyage: structure

### Message types

Different types of messages can be linked to a master voyage. These **message types** are listed below:

- **ERIVoy- or master voyage message:** message for electronically reporting a master voyage. Among other things, this message contains information about cones (signalling) and convoy details.
- **ERINOT- or reporting message:** message for electronically reporting a voyage and any cargo.
- **PAXLST- or passenger list message:** message for electronically reporting crew and/or passengers.
- **BERMAN- or visit message:** message for electronically reporting the arrival or departure from a mooring place or harbour and the desired service.

## 10.2 General reporting procedure

This section gives an overview of the procedure used to report a master voyage and the voyages, person lists and visits.

The general procedure is as follows:

1. Input master voyage
2. Edit voyages within master voyage
3. Enter passengers and crew (optional)
4. Input visits (optional)

5. Send ERIVoy message (report master voyage)
6. Send ERINOT message (report voyage) This reported voyage is now the active voyage within the master voyage and is displayed automatically when you expand the folder tree structure.



The steps above are repeated for the following voyage in the master voyage.

7. Send PAXLST CREW (report crew person list) for the relevant voyage (optional)
8. Send PAXLST PASSENGERS (report passenger person list) for the relevant voyage (optional)
9. Send PAXLST STOWAWAY (report stowaway person list) for the relevant voyage (optional)
10. Send BERMAN (report visit[s]) (optional)



The sending of ERIVoy, PAXLST, and BERMAN messages is optional.

The various parts of this procedure are covered in more detail in the rest of this chapter.

### 10.3 Activate advanced display

You must activate the advanced display in BICS2 to work with master voyages, passenger lists and visits.



The section “User settings” on page 73 describes how you can activate the advanced display mode.

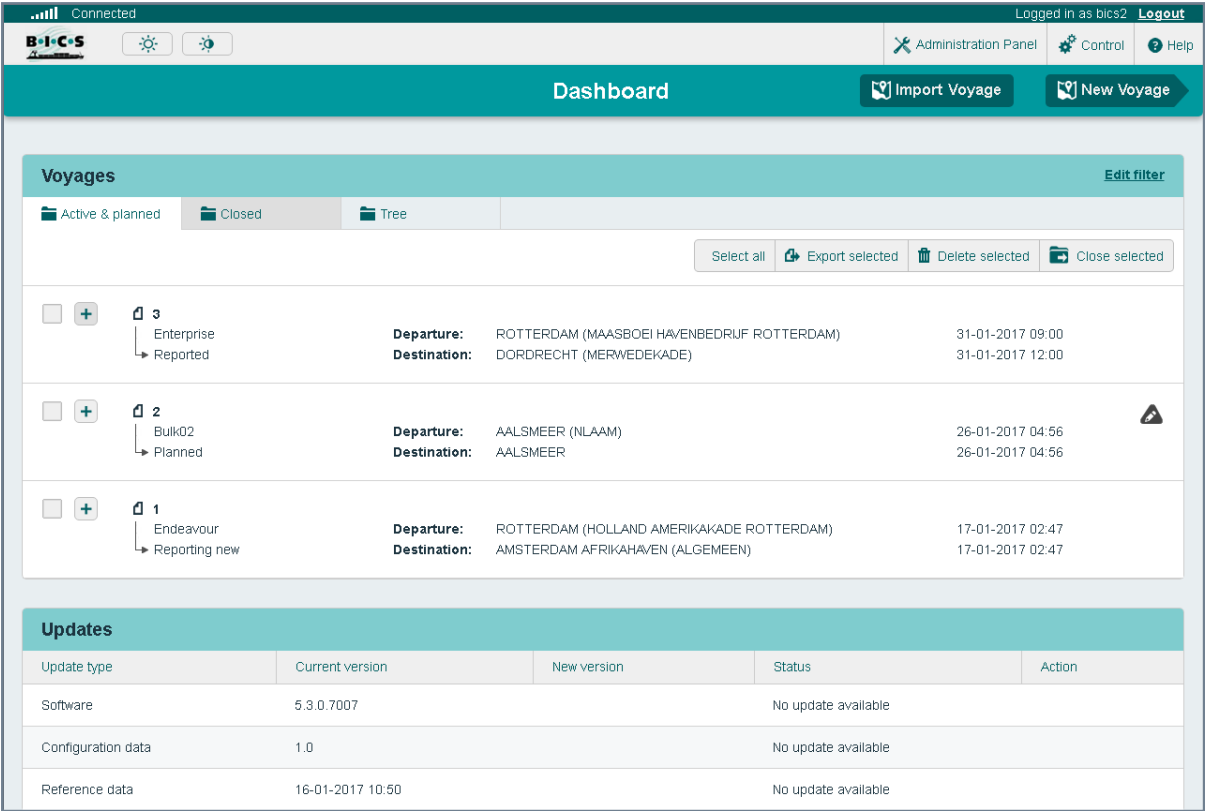



Image 10-2: Main screen BICS2 - collapsed (advanced display)

In advanced display mode, you will see that the **Tree** tab is displayed at the top of the main screen.

### 10.4 Manage folder tree structure

The advanced display main screen contains the **Tree** tab with all the files with master voyages that have been defined to that point, including the associated voyages, person lists and visits, and the associated messages and status values.

You can modify the folder tree structure to suit your own needs by adding folders and sub-folders.



The **Tree** tab is only intended as an extra tool to give *structure* to your master voyage and voyage data. The *content* of data is not changed in any way.

You can perform the same operations in the folder tree structure as you can in the *Active & planned* screen:

- Manage master voyages, voyages, person lists and visits
  - Send ERIVOY, ERINOT, PAXLST, and BERMAN messages
1. To add a file in the folder tree structure, click the **New folder** button. If you are already in a folder then a new sub-folder is created.
- An example is shown in the figure below.

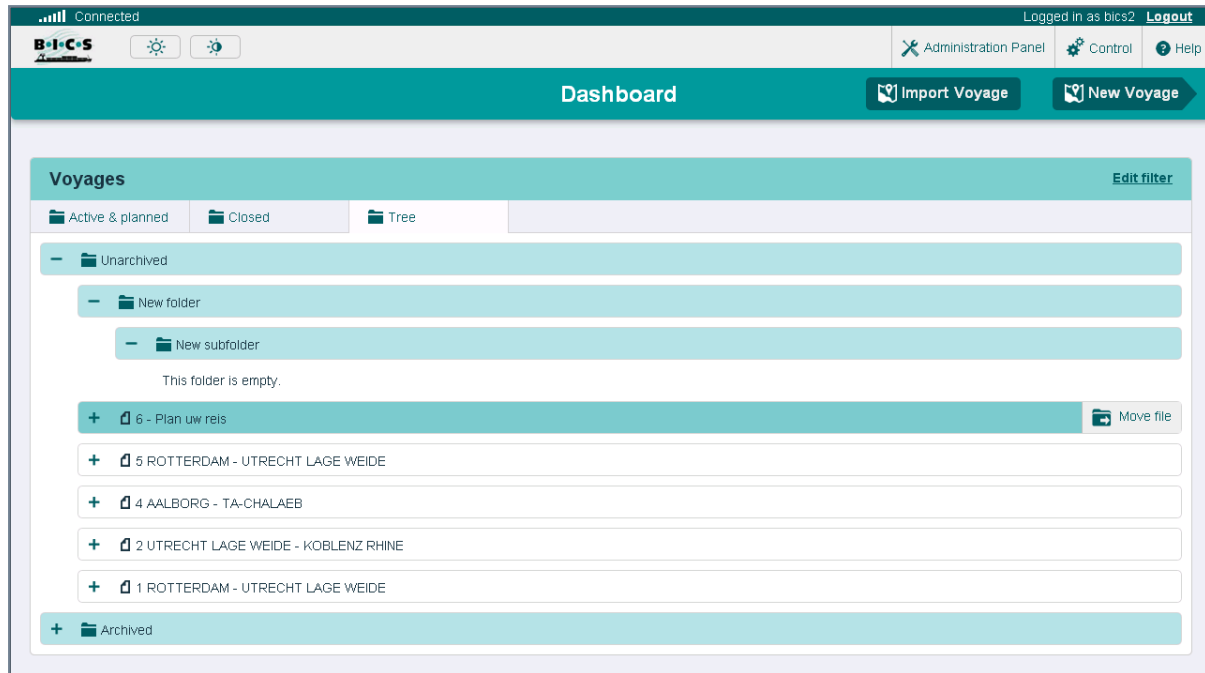


Image 10-3: Screen: Folder tree structure outline

The same information is displayed as in the *Active & planned* screen, but in the folder tree structure that you choose yourself. (The data in the *Active & planned* screen is not affected in any way).

2. If you want to change the name of a folder, click the **Rename** button.
3. If you want to delete a folder from the tree, click the **Delete** button.

## 10.5 Input

This section describes how you manually enter a master voyage.

The different methods for inputting master voyages are similar to those used to input voyages.



These input methods are described in section 7.1, 'New voyage input methods' on page 86.

- **Favourite:** select a saved favourite as the master voyage. See section 6.1.2, 'Preferences' on page 74 of Using a favourite.
- **Duplicate:** duplicate an existing master voyage. See section 6.1.2, 'Preferences' on page 74 of Duplicate voyage data.
- **Import:** import a master voyage. See section 8.5, 'Import voyage data' on page 109 (for voyages) for more information.

Perform the following steps to create a new master voyage manually:

1. Click the **New voyage** button in the main screen.
2. Select the **Advanced** option in the **Create new file** screen.
3. Enter the name of the new master voyage in the **Name** field.
4. Click the **Create** button. The *New Master Voyage* screen is displayed:

Connected

Logged in as bics2Logout

B-I-C-S

Administration PanelControlHelp

DashboardNew Master Voyage

Master Voyage

Add to FavoritesMy FavoritesAdd WaypointAdd Intermediate Point

File name:

Origin:

Enter the origin here

Departure date:

16-02-2017

09:58

Destination:

Enter the destination here

Arrival date:

16-02-2017

09:58

Voyage information

Voyage information:

Average speed:

Persons:

Passengers:

Number of animals:

Cones

Cones:

n/a

Start and end of daily navigation

Activity period start:

Activity period end:

Sailing regime:

Non-working days:

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Addresses

Captain:

Agent:

Authorised official address:

Cargo information

Cargo description:

☐ Gassed

☒ No cargo

Information:

☐ Waste on board

☐ Hazardous cargo

Sailing unit

Add to FavoritesMy Favorites

Type:

☒ Single vessel

☐ Convoy

Vessel:

Enter the hull here

Cargo

Add to FavoritesMy FavoritesAdd ConsignmentAdd Goods

No cargo has been entered yet.

Save Master Voyage

Image 10-4: Screen: New Master Voyage

## 5. Populate the desired fields:

<b>Field</b>	<b>Description</b>
File name	The name of the file
Origin	Departure location (origin) and date and time of departure
Destination	Arrival location and date and time of arrival
<b>Voyage information</b>	
Voyage information	<p>The status of the voyage, for example, <i>Planned</i>, <i>Under way</i> or <i>Cancelled due to changed voyage plan</i>.</p> <p>After selecting a status, you can add a description.</p> <p>If the <i>Date and time under way</i> status is selected, you can specify the duration of the voyage in days and hours</p>
Average speed	Your average speed (in km/hr or knots) used to derive the distance travelled per hour
People (total number)	<p>Total number of people on the ship (crew and passengers)</p> <p>This value is copied to the first voyage of the file</p>
Passengers	<p>Number of passengers on the vessel</p> <p>This value is copied to the first voyage of the file</p>
Number of animals	<p>Number of animals on the ship</p> <p>This value is copied to the first voyage of the file</p>
<b>Cones</b>	
Cones	<p>Signal cones corresponding to cargo type (N/A, number of cones, B-Flag, or transport ban)</p> <p>This value is copied to the first voyage of the file</p>
<b>Start and end of daily navigation</b>	
Start of period	Time when navigation starts during the day
Activity period end	Time when navigation ends during the day
Sailing regime	Number of hours sailed per day (maximum 14, 18, or 24)
Non-working days	Days when no sailing occurs
<b>Addresses</b>	

Field	Description
Captain	Address of the ship's captain
Agent	Address of the ship's agent
Authorised official address	Address of the authorised person (for security)
<b>Cargo information</b>	
Cargo description	Description of the cargo on board
Gassed / No cargo / etc.	Click the appropriate button
Information	Explanation of the selected cargo
Status	Indication whether the cargo is dangerous (drop-down list)



In the **Sailing unit** part of the **New Master Voyage** screen, indicate the convoy used during the voyage. The convoy can then still be modified per voyage. Note that the eponymous ship must be same for all voyages. See Component: Sailing unit on page 91 for more information about adding a hull and a convoy.

After entering the voyage plan, the convoy of the first non-closed voyage of the file is displayed here.



You can add a consignment and add goods in the **Cargo** part of the **New Master Voyage** screen. The consignments and goods that are added apply to the entire master voyage. See Component: Cargo on page 95 for more information about adding consignments and goods.

## Waypoint

A Waypoint is a relevant waterway object in a voyage. For example, a bridge that you can only pass with a bridge rotation.

- Click the **Add Waypoint** button to add a Waypoint. The following screen is displayed:

Image 10-5: Waypoint screen

- Select a waterway object from the list.
- Enter the relevant data.

## Intermediate point

An intermediate point is a location along which you want the voyage to pass or where you want the voyage to end/begin because a significant change takes place, for example loading or discharging goods or a change in the sailing unit.

- To add an intermediate point to the voyage, click the **Add Intermediate Point** button. The following screen is displayed:



Image 10-6: Screen: Intermediate point

10. Select a location from the list.
11. Select the 'Start new voyage here' field if a significant change takes place.
12. Enter the relevant data.

### Add to Favourites

13. If you want to add the master voyage data entered to your favourites, click the **Add to Favourites** button.
14. Enter the name of the favourite in the **Name** field.
15. Click **Save** to store your data and exit the screen, or **Cancel** to exit the screen without storing the data.

The master voyage is now added to your favourites and the data can be used for another new master voyage.

### Save

16. Click the **Save Master Voyage** button to save the master voyage and exit the screen.

#### 10.5.1 Input voyage

After you have entered the master voyage, BICS2 automatically generates the voyages. You can then enter the data for the relevant voyages using the dashboard. See the section Input voyages on page 86 for more information.



When entering a voyage, it is possible that some fields are "read only" because these may only be changed in the master voyage.

You can correct the cargo of the relevant voyage if there are errors with regard to this. You can add or delete a cargo only through the master voyage screen.

#### 10.5.2 Input person list

This section describes how to add a person list to a voyage. You can do this by editing a voyage that has been generated from a master voyage.

You can add a person list to a voyage in the following ways:

- Import a list of persons
- Manually add persons

Perform the steps below to add a person list to a voyage:

1. In the *Active & planned* screen or the relevant folder in the folder tree structure, select the advanced voyage that you want to add a person list to.
2. Click the *Edit* button to activate the **Edit Voyage** screen:

Dashboard Edit Voyage

Cones: 0 cones Calculate cones

Administrative details

Voyage number: Transport document: Invoice address: Search

Persons Import Add to Favorites My Favorites

Passengers Crew Stowaways

No passengers have been added yet.

List number: Add passenger

Persons: 2 Passengers: 0 Update totals

Image 10-7: Screen: Edit voyage

There are three tabs under the **Persons** heading: *Passengers*, *Crew* and *Stowaways*.

- Click the tab where a person list is to be added.

### Import

- Click the **Import** button to import a list of passengers, crew and/or stowaways respectively. The following screen is displayed:

Import file

Select the file to import.

File: No file chosen yet Choose file

☐ Add to existing list ☒ Replace existing list

Cancel Import

Image 10-8: Screen: Import file

- Click the **Choose file** button to select a file to import. This must be a CSV file, as specified in the interface specification 'IRSIDD Application Manager'.
- Choose whether to add the import file to the existing list or to replace this existing list with the import file. This selection is made by clicking the relevant check box.

- Click **Import** to add to the existing person list or replace the existing person list with the import file person list.

## Manual

- Depending on the tab selected, click the **Add passenger**, **Add crew member** or **Add stowaway** button to add a passenger, crew member or stowaway manually. When you add a passenger, the *Passenger* screen is displayed:



When adding a crew member or stowaway, the respective *Crew* or *Stowaway* screen is displayed. The fields in these screens are mostly the same as those in the *Passenger* screen and are self-explanatory.

### Passenger

Please enter the person data, or choose a person from the address list.

Fill from address:

Q

Prefix:

First name:

Surname:

Nationality:

Q

Place of birth:

Date of birth:

Embark port:

Q

Disembark port:

Q

ID document type:

▼

ID document number:

✕ Cancel

➡ Add

*Image 10-9: Screen: Passenger*

9. If desired, you can use the **Fill from address** button to select persons defined in your address book.
10. Populate the remaining fields (they are self-explanatory).
11. Click **Add** to add the person to the person list.
12. Repeat the steps above for each person to be added to the person list.

### 10.5.3 Input visit

You can specify a visit for the origin point, the destination and for each intermediate point in a voyage. This can be on arrival in or departure from the corresponding location of the intermediate point.

A visit is entered for a voyage that is generated from the voyage plan. Perform the following steps to add a visit to a voyage:

1. In the *Active & planned* screen or the relevant folder in the folder tree structure, select the voyage you want to add a visit to.
2. Click the **Add visit** button to open the *New visit* screen:

**Dashboard** **New visit**

**Visit** ★ Add to Favorites 📁 My Favorites

Port of call:

Type:  Visit number:

Departure time:   Arrival time:

Reference number:  Reference document:  Passenger list

Vessel captain:   Authorised official:

Carriers agent:

Previous port of call:   Next port of call:

Vessel defects:  Vessel particulars:

**Cargo information**

Cargo description:

☒ Gassed Information:

☒ No cargo Information:

☒ Waste on board Information:

☒ Hazardous cargo Information:

Status:

Image 10-10: Screen: New visit

3. In this screen, enter the relevant data for the visit, such as:
  - port of call for the visit
  - arrival time
  - type of visit message
  - captain, etc.
4. Click the **Add service requirement** button to request service from a specific company, for example a moorage service or pilotage. The *Service requirement* screen is expanded:

**Dashboard** **New visit**

☐ Waste on board

☐ Hazardous cargo

**Service requirement:**

Service requirement:  Location port of service:

Estimated service start date:

Linesmen:  Tugboats:

**Purpose of call**

<input type="checkbox"/> Awaiting orders	<input type="checkbox"/> Cargo operation	<input type="checkbox"/> Changing crew	<input type="checkbox"/> Crew movement
<input type="checkbox"/> Cruise, leisure and recreation	<input type="checkbox"/> Goodwill visit	<input type="checkbox"/> Laid-up	<input type="checkbox"/> Miscellaneous
<input type="checkbox"/> Passenger movement	<input type="checkbox"/> Quarantine inspection	<input type="checkbox"/> Refuge	<input type="checkbox"/> Repair
<input type="checkbox"/> Taking bunkers	<input type="checkbox"/> Taking supplies	<input type="checkbox"/> Tank cleaning	<input type="checkbox"/> Ordered by government
<input type="checkbox"/> Waste disposal			

**Security**

Level of security:  Car info:

Further remarks:

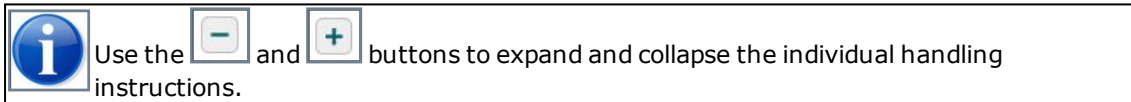
Certificate:  Service provider:

Image 10-11: Screen: Service request

5. Enter the data about the service requirement in this screen, for example:
  - type of service requirement
  - location where the service is desired
  - estimated service start date
  - service provider, etc.
6. To add a handling instruction, click the **Add handling instruction** button. The *Handling instruction* screen is expanded:

Image 10-12: Screen: Handling instruction

7. Enter the handling information in this screen, for example:
  - type of handling instruction
  - type of cargo
8. Click the **Add handling instruction** button to add more handling instructions.



9. To save the visit, click the **Save Visit** button.

## 10.6 Report

This section describes how to use BICS2 to send (report) a master voyage to the relevant authority. This can be an entirely new master voyage or a master voyage that has been changed.


You report a master voyage by sending an ERIVORY message. This message contains data about the voyage, such as cones, convoy etc.



Send reporting messages **AT LEAST 15 MINUTES BEFORE DEPARTURE**. This is because message processing may take a while to complete.

You can report master voyages, voyages, person lists and visits from either the *Active & planned* screen or the folder tree structure.

Perform the following steps to report a master voyage:

1. In the BICS2 main screen, click the **Active & planned** or **Tree** button.
2. Select the master voyage that you want to report by expanding the voyage using the  button. The figure below shows an example of a partially expanded file that contains the master voyage:

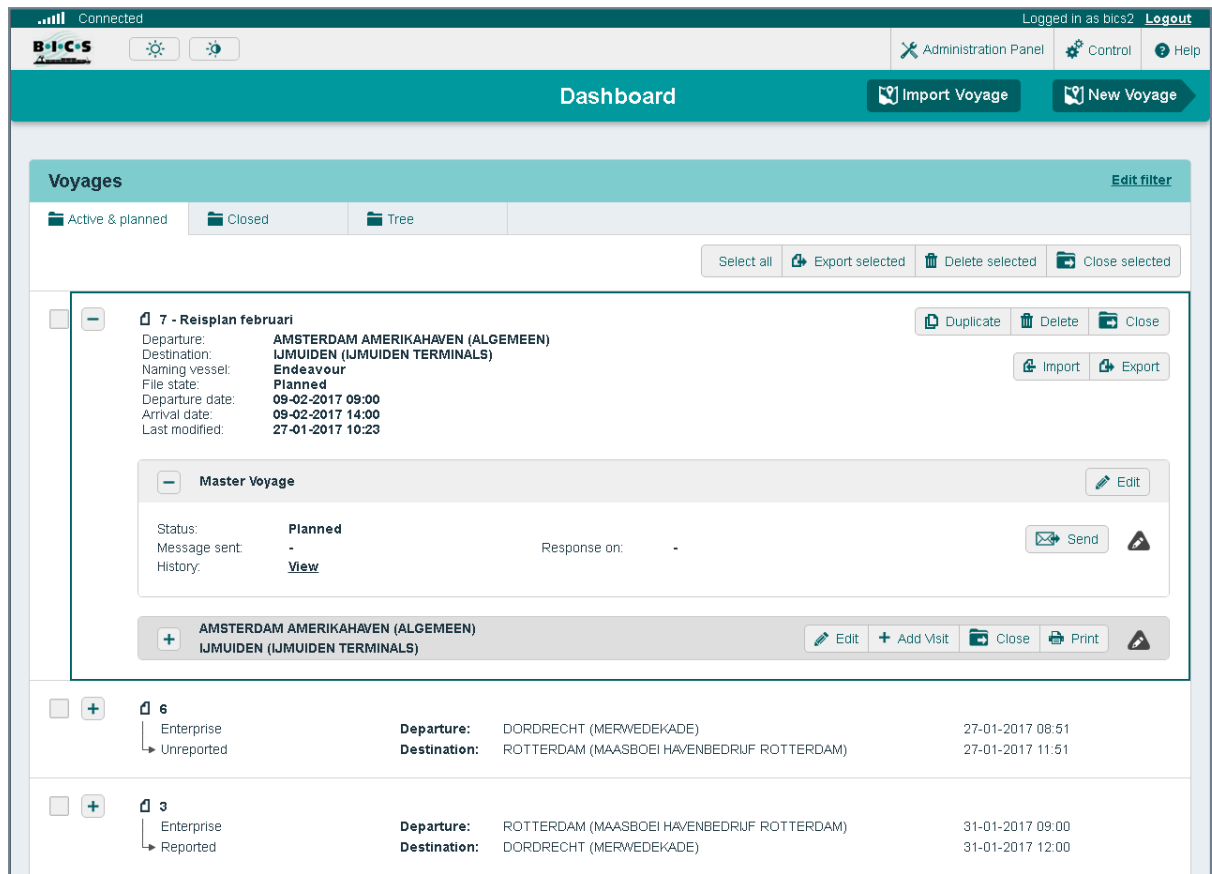


Image 10-13: Screen: Master voyage outline

3. Click on the **Send** or **Edit** button (depending on status) to report it. The following screen is displayed:



Send

This message will be sent to the first reporting point specified in this dialog.  
In this dialog additional recipients can be added before sending.

First reporting point:

Additional address	Action
example_1@bics2.com	
example_2@bics2.com	
example_3@bics2.com	

Add new address

Cancel

Send

Image 10-14: Screen: Reporting

4. In the **First reporting point** field, select the appropriate reporting point for the region. (Click the magnifying glass to search for it if desired).

5. If desired, enter the data for additional recipients (CC addresses) for the message. The people/organisations in this list will receive a copy of this email when it is sent.

6. Click the **Send** button to send the message.
- The status of the master voyage is now changed to *Busy with sending*, *Busy with editing*, or *Busy with cancelling*, depending on whether it is a new or changed report.

10.6.1 Report voyage

Reporting a voyage within a master voyage is described in the chapter “Send and edit voyages” on page 114.

10.6.2 Report person list

This section describes how to use BICS2 to send (report) a person list to the relevant authority.  
Perform the following steps to report a person list:

1. In the BICS2 main screen, click the **Active & planned** or **Tree** button.

2. Go to the voyage for which you want to report the person list by expanding it with the  button.

3. Select the person list that you want to report (crew, passengers or stowaways).

4. Click on the **Send** or **Edit** button (depending on status) to report it. The following screen is displayed:

Send

This message will be sent to the first reporting point specified in this dialog.  
In this dialog additional recipients can be added before sending.

First reporting point:

Additional address	Action
example_1@bics2.com	
example_2@bics2.com	
example_3@bics2.com	

Add new address

Cancel

Send


Image 10-15: Screen: Reporting

5. In the **First reporting point** field, select the appropriate reporting point for the region . (Click the magnifying glass to search for it if desired).
6. If desired, enter the data for additional recipients (CC addresses) for the message. The people/organisations in this list will receive a copy of this email when it is sent.
7. Click the **Send** button to send the message.
8. The status of the person list is now changed to *Busy with sending*, *Busy with editing*, or *Busy with cancelling*, depending on whether it is a new or changed report.

### 10.6.3 Reporting visit

This section describes how to use BICS2 to send (report) a visit to the relevant authority.

Perform the following steps to report a visit:

1. In the BICS2 main screen, click the **Active & planned** or **Tree** button.
2. Go to the visit that you want to report by expanding the voyage using the  button.
3. Select the visit that you want to report.
4. Click on the **Send** or **Edit** button (depending on status) to report it. The following screen is displayed:

Send

This message will be sent to the first reporting point specified in this dialog.  
In this dialog additional recipients can be added before sending.

First reporting point:

Additional address	Action
example_1@bics2.com	
example_2@bics2.com	
example_3@bics2.com	

Add new address

Cancel

Send


Image 10-16: Screen: Reporting

5. In the **First reporting point** field, select the appropriate reporting point for the region. (Click the magnifying glass to search for it if desired).
6. If desired, enter the data for additional recipients (CC addresses) for the message. The people/organisations in this list will receive a copy of this email when it is sent.
7. Click the **Send** button to send the message.
8. The status of the visit has now been changed to *Busy with sending*, *Busy with editing*, or *Busy with cancelling*, depending on whether it is a new or changed report.

## 10.7 Archive voyage

In advanced view, a voyage can be archived. After a voyage is closed, the **Archive** button becomes available for the voyage in the **Closed** tab.

Perform the following steps to archive a voyage:

1. In the main screen of BICS2, click the **Closed** tab to display the overview of closed voyages.
2. Click the  button for the voyage that you want to archive.
3. Click the **Archive** button.. The voyage is archived and remains visible in the overview of closed voyages with the status **Archived**. Furthermore, the voyage on the **Tree** tab is moved from **Not archived** to **Archived**.



You can archive multiple voyages simultaneously. To do so, select the check boxes for the desired voyages and then click **Archive selection**. Also see section 8.11, 'Perform actions for multiple voyages simultaneously' on page 113.

## Appendix A Abbreviations and terminology

This appendix contains explanations for abbreviations and terms used in the manual.

<b>Abbreviation/term</b>	<b>Description</b>
BBBRRTT	Format in which stowage locations are given (B=Bay, R=Row, T=Tier).
BERMAN	Berth MANagement (message): electronic message to register the arrival at or departure from a berth and the desired service.
BICS	Barge Information and Communication System to report the voyage and cargo data to a (local) ship traffic service.
BPR	Binnenvaart Politie Reglement (Inland Waterways Police Regulations).
CMNI	Contrat de transport de Marchandises en Navigation Intérieure (Budapest Convention On The Contract For The Carriage Of Goods By Inland Waterway): a convention setting out the regulations for the transportation of goods within (European) inland waterways.
CSV	Comma Separated Values: a data file in which the data is separated by a comma.
File	Storage unit for master voyage ("master voyage"). Linked to ERIVoy message.
EDI	Electronic Data Interchange: the internationally-established method of defining electronic messages and associated message scenarios.
EDIFACT	The international set of guidelines for defining electronic messages and associated message scenarios for EDI messages for transactions between two parties.
First reporting point	The (first) reporting point to which you report electronically. The choice of reporting point in combination with the departure location determines the system (IVS) where the reporting message will be sent.
ENI	European Navigation Identifier (a unique European identification number for a ship).
ERI	Electronic Reporting International: electronic reporting.
ERINOT	ERI Notification (message): electronic reporting message for a voyage.
ERIVoy	ERI Voyage (message): electronic reporting message for a master voyage.
GHR	Gemeentelijk Havenbedrijf Rotterdam (Port of Rotterdam Authority). It has its own vessel traffic service for the Rotterdam region.
GUI	Graphical User Interface.
IMO	International Maritime Organisation.
ISPS code	International Ship and Port facility Security Code: the international code for the security of ships and harbour facilities is an amendment to SOLAS (Safety Of Lives At Sea). It is used for the security of ships and harbour installations against terrorist attacks.
ISRS code	A code that is known to the captain. ISRS stands for International Ship Report-

<b>Abbreviation/term</b>	<b>Description</b>
	ing Standard.
KLPD	Korps Landelijke Politie Diensten (Netherlands Police Agency).
MIB	Melde- und Informationssystem für die Binnenschifffahrt (Reporting and Information System for Inland Waterways): the information for shipping on the most important German waterways.
Naming	A vessel in a convoy is the naming vessel when that vessel seeks contact with the IVS90, a navigation lock, or vessel traffic service centre or port authority. For example: a push boat is the naming vessel for a push convoy.
Recipient (on Cargo input screen)	The company where the cargo will be unloaded.
PAXLST	Passenger List (message): electronic reporting message for a passenger list.
PONTIS	Scheepvaart Afhandeling en Registratie Systeem (Shipping Administration and Registration System): the processing system used in the IJmond region.
PorXs	Zeeuws Haven Informatie Systeem (previously: ZHIS): the regional information processing system of Zeeland Seaport in the ports of Vlissingen and Terneuzen.
PROTECT	The collaboration between six European sea ports that have implemented EDIFACT messages for reporting the maritime transportation of dangerous goods.
Reference data	Lists of, for example, locations, goods and container types.
RIZA	Previously, this was the Rijksinstituut voor Integraal Zoetwaterbeheer en Afvalwaterbehandeling (National Institute for Inland Water Management and Wastewater Treatment). It is currently the Water Division. This authority is responsible for distributing shipping and water messages throughout the Netherlands.
Route point	A relevant waterway object in a voyage, for example a bridge that can only be passed by swinging the bridge open.
Convoy	A combination of ships undertaking a voyage together. A convoy consists of a "Naming" vessel (see this term in this glossary) and one or more connected vessels or barges.
Ship (target group)	The vessel obligated to report as specified in Article 12.01 of the Dutch Rhine Navigation Police Regulations, in Article 9.07 of the Inland Waterways Police Regulations, in the Regulations on Communication Inland Waterways, and in Article 12.01 of the Swiss High Rhine Inland Waterways Police Regulations. This involves vessels of certain dimensions and/or with certain dangerous substances on board, information on which must be reported to the local authorities and shipping (tracking) systems.
Captain	The BICS2 user on board a ship.
Intermediate point	A location along which the voyage must pass or upon which the voyage must end/begin because a significant change is made, for example loading or unloading goods or a change in the sailing unit.
URL	Uniform Resource Locator. This is used to identify website addresses.

<b>Abbreviation/term</b>	<b>Description</b>
VBS	VerkeersBegeleidingsSysteem (Vessel Traffic Service).
VBS Rotterdam	The VBS (vessel traffic service) for the region of Rotterdam.
Shipper	BICS2 user within a quayside operations centre of a transportation company.
Via Point	A point along which a voyage will proceed. If various routes are possible between the departure and destination locations then "via point" indicates the route that will be taken.
VNF	Voies Navigables de France (Navigable Waterways of France): uses a French shipping tracking system for registration of inland waterways traffic and administration of the voyage rights on the main French waterways.

## Appendix B Communication security

The BICS2 suite provides the option of securing the communication between the browser and the BICS2 suite. If the communication takes place via the public internet, we recommend that you use secure communication between the browser and the BICS2 suite.



By default, communication with the browser is NOT secure.

You can recognise whether the browser communication is secure by the way the URL is displayed in your browser's address bar. If the URL starts with the text '**https://**' (pay attention to the presence of the s), you can be sure that the communication is secured. If the URL starts with the text '**http://**' then the communication is **not** secure.

The following sections describe how the BICS2 suite can be configured for secure browser communication.

### Certificate

The basis for secure communication is a certificate. A certificate can be regarded as proof of "good behaviour". The BICS2 suite passes this certificate to the browser and it is then used as a basis for secure communication between both parties.

The BICS2 suite provides support for loading an external certificate file. A certificate file contains a "packed" certificate and is secured with a username and password. The certificate file and certificate must have a specific format so that BICS2 suite can pass it on.

The certificate file must be in the "**Java KeyStore**" format. A Java KeyStore normally has the file extension **.jks** and can be created using the Java Development Kit or Java Runtime Environment (JDK or JRE version 7) from Oracle. In this Java installation environment, you can find the "**keytool.exe**" program in the **bin** directory, which lets you create your own certificate file.

The keytool.exe is also available in the Java directory that is installed along with the BICS2 suite. You can find it in the BICS2 folder "**jre\bin**".

You create the certificate as follows:

1. Start up a command prompt.
2. Go to the **bin** directory in the JDK installation directory.
3. Execute the following command. Adjust the bold text to meet your needs. For more information, see the explanation following the command.

```
keytool -genkeypair -alias ownkey -dname cn=xxxhostname -validity 365 -keyalg RSA -keysize 2048
```

```
-keypass xxxpass -keystore xxxstore.jks -storepass xxxpass -keypass xxxpass
```

- **xxxhostname** stands for the host name or IP address of the machine where the BICS2 suite is installed.
- **365** stands for the number of days that the certificate is valid (e.g. one year).
- **xxxstore.jks** is the name and location of the certificate file.
- **xxxpass** is the password providing access to the certificate file.

### Configuration

You configure the BICS2 suite for secure communication as follows:

1. Place the certificate file on the same machine as the BICS2 suite.
2. Note the name and entire path to the certificate file.



e.g. Windows: **c:/temp/xxxstore.jks**

Linux example: **/temp/xxxstore.jks**



With Windows, the "/" character must be used as the separator sign.

3. Go to the **conf** directory in the BICS2 installation directory and open the file **bics2suite.properties** in an editor.
4. Search the file for the line starting with "**webServer.keystore=**" and modify the text after the "=" sign (bold text) to match the location and name of your own certificate file.  
e.g. **webServer.keystore=c:/temp/xxxstore.jks**
5. Search the file for the line starting with "**webServer.keystorePassword=**" and modify the text after the "=" sign (bold text) to match your own password used to create the certificate file. such as: **webServer.keystorePassword=xxxpass**
6. Save the changes in **bics2suite.properties**.
7. Go to the Windows option "**Run**" via the "**Start**" button.
8. Execute the following command and press <Enter>: **services.msc**. A screen is displayed with the name "Services".
9. Right-click in the list on the name "**Bics2 Suite**". A menu is displayed with a list of options.
10. Select the option '**Restart**'. A dialogue is displayed showing the progress of the action.

Once the actions above have been performed successfully, the BICS2 suite is configured for secure communication. You can check this by establishing a connection using the BICS2 suite using your browser, and checking that the URL in the address starts with "**https**".

## Appendix C Configure proxy server


The BICS2 suite provides the option of configuring a proxy server. This can be necessary in business and other environments in which there is a requirement to route http and https traffic via a proxy server. To find out if a proxy server is necessary for http and/or https traffic, you should contact your organisation’s system administrator.


If a proxy server needs to be configured, perform the following steps:

1. Open the following file: <BICS2 installation folder>\current\conf\bics2suite.properties
2. Enter the data you have received from your system administrator in the following fields:

Field	Description
proxy.http.proxyHost	The host name or IP address of the proxy server for http traffic
proxy.http.proxyPort	The port number of the proxy server for http traffic
proxy.http.proxyUser	The user name of the proxy server for http traffic (if authentication is required)
proxy.http.proxyPassword	The password of the proxy server for http traffic (if authentication is required)
proxy.https.proxyHost	The host name or IP address of the proxy server for https traffic
proxy.https.proxyPort	The port number of the proxy server for https traffic
proxy.https.proxyUser	The user name of the proxy server for https traffic (if authentication is required)
proxy.https.proxyPassword	The password of the proxy server for https traffic (if authentication is required)

3. Save the changes and reboot the computer. The BICS2 suite now makes use of the proxy server.

 If only a http proxy is required and not a https proxy then leave the proxy.https values empty.

 If you want to deactivate the proxy configurations then empty all the fields.

If you have any doubts, please contact the BICS2 help desk.

## Appendix D Roll back application update

If there are problems with BICS2 after performing an application update, then the update can be rolled back. The roll back procedure is described below.



When an application update is rolled back, all the changes that have been made in BICS2 since the update, for example changes to file data, are undone.



In case of problems after performing an application update, contact the BICS help desk first. If the problem cannot be resolved, the roll back can be started in consultation with the help desk.

### Roll back procedure in Windows

1. Close all open applications.
2. In Windows explorer, go to the folder where you have installed BICS2, for example **C:\BICS2**.
3. Open the **Rollback** folder and then the **Bin** folder.
4. Right-click the file **rollback.bat** and select the option **Run as administrator**. Enter an administrator account if this is requested. The roll back procedure is started.
5. Type **y** in the conformation window, followed by <Enter>. The roll back is now performed. This can take several minutes.

### Roll back procedure with Linux

1. Close all open applications.
2. Open a terminal and go to **/opt/bics2/rollback/bin**.
3. Type the command **sudo rollback.sh**. The roll back procedure is started.
4. Type **y** in the conformation window, followed by <Enter>. The roll back is now performed. This can take several minutes.

### Roll back procedure under Mac OS-X

1. Close all open applications.
2. Open a terminal and go to **/Applications/BICS2/rollback/bin**.
3. Type the command **sudo rollback.sh**. The roll back procedure is started.
4. Type **y** in the conformation window, followed by <Enter>. The roll back is now performed. This can take several minutes.

## Appendix E Explanation stowage location containers

These instructions describe the coding system of the stowage locations used in inland container shipping, especially for the electronic voyage report to the inland navigation authorities.

In inland navigation, a coding system based on 20’ cells is used, analogous to the maritime standard.

The cells are identified by a numbering of bay-row-tier (section-row-layer) coded as BBBRRTT (see figure at side).

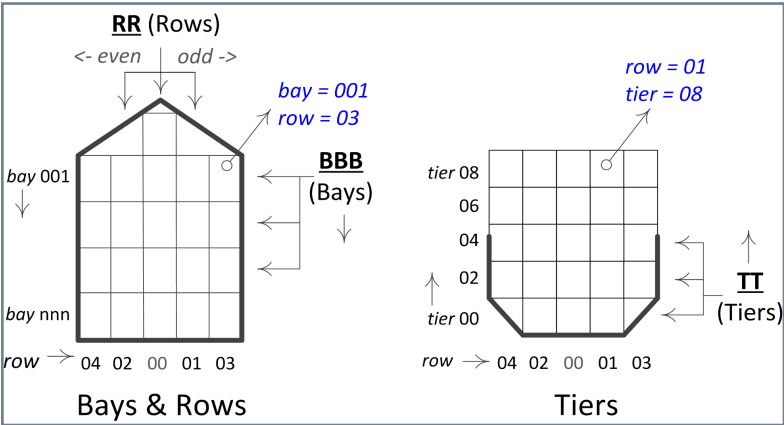


Image E-1: Coding

This is all based on the ISO standard 9711-1 (1990).

### Bay (section) coding (BBB)

The bay (section) indicates at which 20’ location (section, cell) of the container ship the container is located. The bay numbering begins at 001 from the front of the ship (see Figure 1).

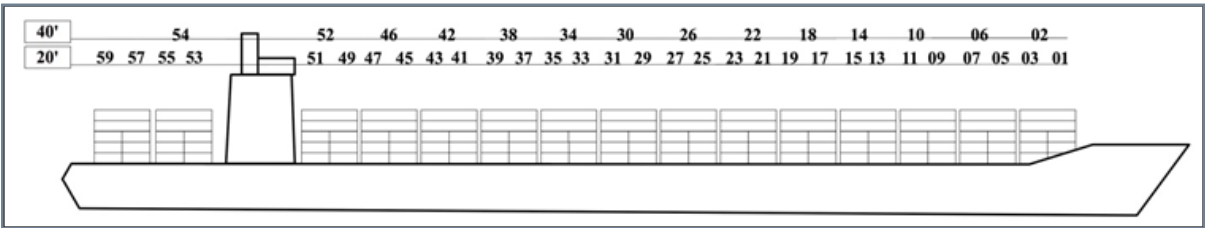


Image E-2: coding of the bays (sections)

### Bay (section) coding 20’ and 40’ containers:

Uneven numbers indicate the 20’ stowage locations and the even numbers indicate the 40’ stowage locations, which replaces two 20’ locations.

For example: Bay 001 and Bay 003 together form Bay 002 for a 40’ container, and Bay 004 covers Bay 003 and 005 for the next 40’ position.

### Bay coding for 30’ and 45’ containers:

The coding of a 30’ container is in principle the same as the coding of a 20’ container. If the front of a 30’ container falls between two 20’ bays, then the greater bay number is used for coding the 30’ container.

The coding of a 45’ container is identical to that of a 40’ container (an even bay number). The ISO container type of the container then indicates whether it concerns a 30’ or 45’ container.

**Row coding (RR)**

The row number indicates the row in which the container is located. Row 00 indicates the middle row of a ship. Rows are then numbered from the middle, where even numbers are used for port (left) and uneven numbers are used for starboard (right).

The middle row (00) can be omitted if a ship has an even number of rows. If an uneven number of containers, which do not form one (1) row, can be placed at the front or the back of the ship due to space considerations, then Row 00 is used for that bay.

**Tier (layer) coding (TT)**

The tier indicates on which layer the container is located. The layers are numbered with even numbers and start with Tier 00. Tier 02 is the next tier.

Containers that are stowed on the upper deck (occurs infrequently with inland navigation) have a coding that begins with Tier 80. Tier 82 is the next tier.

Below are a number of coding examples for the stowage location.

Stowage location (BBBRRTT)	Explanation
0030200	Bay 003 (section 003 = 20' container) in the first row on the port side of middle, on the first layer.
0120102	Bay 012 (section 012 = 40' container) in the first row on the starboard side of middle, on the second layer. This bay consists of Bay 011 and Bay 013.
0010000	Bay 001 (at the front) in the middle, on the first layer.

For more information, please consult the "Documentation" section of the BICS website ([www.bics.nl](http://www.bics.nl)).

## Appendix F BICS2 instruction card

These instructions explain the coding of the tank locations used in tanker shipping, in particular for clearly indicating the tank position on board the ship in the electronic voyage report to the inland navigation authorities.

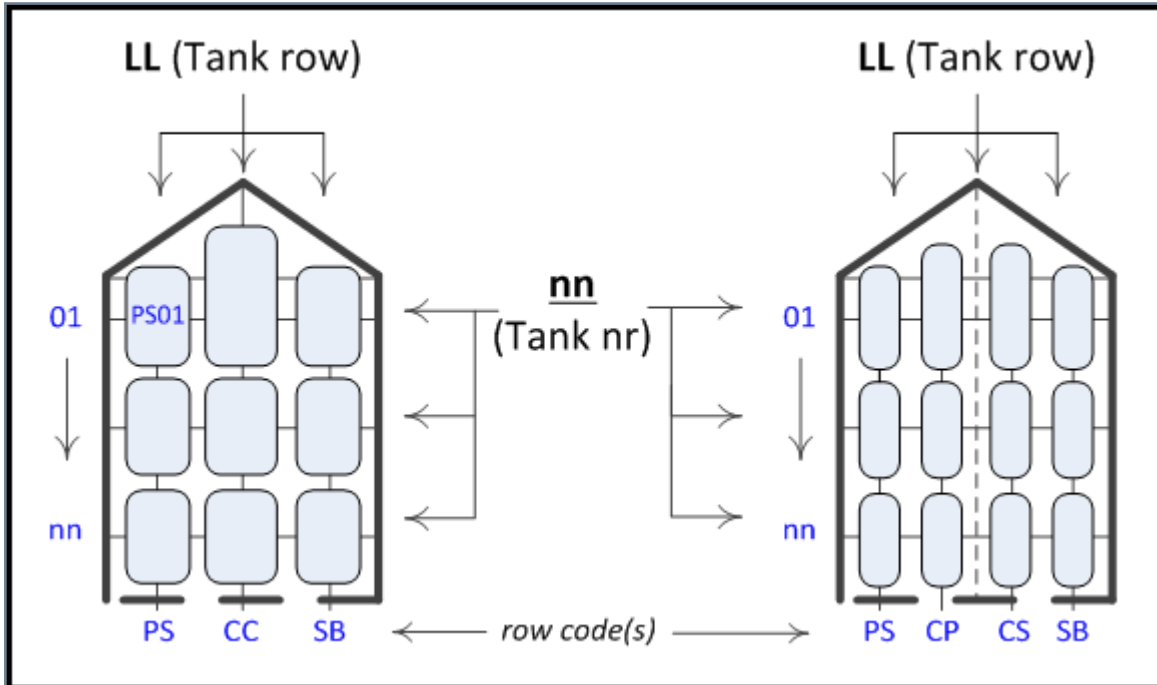


Image F-1: Tank location coding (position of the tank for inland navigation tanker ships)

The tank location is coded as LLnn, where:

- **LL** indicates the location on the ship (the row)

In the case of a ship with two or three rows:

- PS (port side).
- SB (starboard side).
- CC (centre centre).

In the case of a ship with four rows, the middle rows are indicated as follows:

- CP (centre port side).
- CS (centre starboard side)

In the case of a ship with one row, the row is indicated as follows: CC.

- **nn** gives the tank's number, starting with 01 from the front.

Example: a tank in the first position on the port side (starting from the bow) is indicated by PS01.

## Appendix G Problem solving

This appendix contains an outline of problems that can occur during the installation or operation of BICS2, and possible solutions.

Problem	Solution:



If you cannot solve the problem yourself, please contact the service desk (see appendix "Service desk contact information").



If the service desk employee asks you to send particular log data, consult the section ""Information"" in section "Help screen" on page 14.

## Appendix H Service desk contact information

We prefer that you send your requests and report problems to the service desk via email. For urgent issues, telephone contact is often preferable.

Regardless of the reason why you contact the desk, you should always provide the following information :

- Mailbox number
- Ship number
- Ship name
- (If applicable) telephone number where you can be reached

There are specific situations where you must also give the following information :

- Message not received or delayed: date and time message sent and sender details
- Error message: the text of the error message

### ***Service desk contact information***

Opening times	Work days (Mon. to Fri.) from 08:00 to 23:00
Telephone	+31 (0)10 - 288 63 90
Fax	+31 (0)10 - 288 63 99
Email:	helpdesk@bics.nl
Website:	www.bics.nl



Make sure that you have your BICS and personal information at hand.



## Index

### A

Account	
user settings	73
Account type	
Additional messages account	25
Application account	25
Message service account	25
Accounts types	
general	24
Active and planned voyages	104
Add intermediate point	89
Add waypoint	128
Additional recipients	
add	81
delete	84
edit	84
system settings	
System settings	
additional recipients	80
Additional services account	
system settings	79
Administrative data	
address book	58
export	70-71
favourites	47
groups	66
hulls	60
users	64
Advanced display	11
activate	123
concept	121
main screen	123
reporting procedure	122
tree	123
Advanced search	20
Advanced settings	
system settings	
System settings	
advanced	85
Application log files	
help screen	14
Application update	
roll back	147
Archiving	
voyage	139

Auto-complete	17
---------------	----

### B

Basic display	11
Basic display mode	
main screen	42
BERMAN	122
BICS2	
basic display	11
generic elements	11
help screen	14
installation	27
login	41
removal	39
search mechanism	16
start up	41
update	37
BICS2 instruction card	150

### C

Calculate cones	90
Cancel	
voyage	
Voyage	
cancel	117
Cargo	
consignment	96
container matrix	101
create favourite	101
goods	99
input	95
Close	
voyage	112
Closed voyages	
Outline	
closed voyages	105
CMNI document	111
Communication log file	
help screen	14
Communication security	144
Communication status values	44
Configure	
proxy server	146
Confirm manually	
voyage	118
Consignment	
input	96
Container Matrix	101
Containers	
stowage	148

Convoy .....	93
--------------	----

**D**

Delete	
voyage .....	112
Display	
advanced .....	11
basic .....	11
Duplicate	
voyage .....	110

**E**

Edit	
reported voyage .....	116
ERINOT .....	122
ERIVoy .....	122
Export	
reference data .....	70-71
voyage .....	109
Export reference data .....	70-71

**F**

Favourite	
create	
cargo .....	101
master voyage .....	129
sailing unit .....	94
using .....	102
Favourites	
create	
voyage .....	90
manage .....	47
Files .....	124
Filter	
Outline	
filter .....	107
Folder	
add .....	124
delete .....	124
edit .....	124
Folder tree	
manage .....	124

**G**

Generic elements .....	11
Goods	
input .....	99

**H**

Help screen .....	14
-------------------	----

**I**

Import	
passenger list .....	130
voyage .....	109
Information	
help screen .....	14
log files .....	14

**Input**

cargo .....	95
consignment .....	96
goods .....	99
master voyage .....	125
person list .....	129
sailing unit .....	91
visit .....	132
voyage .....	86, 88

Installation .....	27
--------------------	----

**Intermediate point**

add to master voyage .....	128
input visit .....	132

**L**

Language	
user settings .....	76
Log files	
application .....	14
communication .....	14
update .....	14
Login .....	41

**M**

Main screen	
advance .....	123
basic .....	42
Manage address book .....	58
Manage groups .....	66
Manage hulls .....	60
Manage users .....	64
Manuals	
help screen .....	15
Master voyage	
add intermediate point .....	128
add waypoint .....	128
create favourite .....	129
input .....	125
input person list .....	129
input visit .....	132

input voyage	transport document .....	111
Input	voyage .....	111
voyage within master voyage	Proxy server	
message history .....	configure .....	146
report .....	<b>R</b>	
report person list .....	Reject manually	
report visit .....	voyage .....	118
using a favourite .....	Removal	
Master Voyage	BICS2 .....	39
save .....	Report	
Master voyage message (ERIVoy) .....	master voyage .....	135
Message	person list .....	137
additional .....	procedure (advanced) .....	122
BERMAN .....	visit .....	138
ERINOT .....	voyage .....	114
ERIVoy .....	voyage within master voyage .....	137
PAXLST .....	Reporting	
reporting .....	message (ERINOT) .....	122
Message history	Resend	
master voyage .....	voyage .....	117
voyage .....	Roll back	
Message service account	application update .....	147
system settings .....	<b>S</b>	
Message types .....	Sailing unit	
BERMAN .....	convoy .....	93
ERINOT .....	create favourite .....	94
ERIVoy .....	input .....	91
general .....	single vessel .....	91
PAXLST .....	Save	
<b>N</b>	master voyage .....	129
Notifications	Search	
help screen .....	advanced .....	20
<b>O</b>	auto-complete .....	17
Outline	Search mechanism .....	16
active and planned voyages .....	Select	
<b>P</b>	multiple voyages .....	113
Passenger list	Server messages	
import .....	help screen .....	16
manual input .....	Settings	
Passenger list message (PAXLST) .....	system .....	76
PAXLST .....	users .....	73
Person list	Single vessel .....	91
input .....	Status values	
report .....	communication .....	44
Preferences	operational .....	103
user settings .....	voyage .....	103
Print	Stowage location containers .....	148
CMNI document .....	System settings .....	76
	additional services account .....	79
	message service account .....	77

**T**

Transport document .....	111
Tree .....	123

**U**

Update .....	37
Update log files	
help screen .....	14
Updates	
configuration data .....	43
download .....	43
perform .....	43
reference data .....	43
software .....	43
User settings .....	73
account .....	73
language .....	76
preferences .....	74

**V**

Visit	
input .....	132
report .....	138
Visit message (BERMAN) .....	122
Voyage	
add intermediate point .....	89
archiving .....	139
calculate cones .....	90
cargo .....	95
close .....	112
confirm manually .....	118
create favorite .....	90
delete .....	112
duplicate .....	110
edit .....	116
export .....	109
import .....	109
input .....	86, 88
input within master voyage .....	129
message history .....	119
multiple select .....	113
print .....	111
reject manually .....	118
report .....	114
report within master voyage .....	137
resend .....	117
sailing unit .....	91
status values .....	103
using a favourite .....	102