Shipping KPI
User Guide

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1 Registration

1.1 How to register Overview

Ship managers and ship owners can register to Shipping KPI by completing the online request form.
- To do so, use your internet browser to navigate to www.shipping-kpi.org
- On the top right corner of the page click on “register your company”

**Note**: as the link denotes, you can register your company – not yourself as an employee. The administrator of a registered company can provisionally give access to additional company users.

1.2 Enter registration information

You will be prompted to enter your company’s and personal registration information. Please provide accurate data (including your company email address) as this information will be used for evaluating and approving your request.

**Note**: the registration process takes a couple of minutes for completing the 15 fields listed below.
1.3 Receipt of request automatic email

Upon completing the registration process, you will receive an automatic email confirming the receipt of your request.

- The **Sender** of the email will be “Shipping-kpi Support <support@shipping-kpi.org>”.
- The **Subject** of the email will be “Application pending”

**Note:** Please allow for up to 1 hour from the time you press the Register button until receiving the email

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**Subject:** Application pending

**Registration Pending for your company**

Thank you for registering your company to the Shipping KPI. All registrations need to pass through a brief due diligence and approval check. As soon as your request is approved you will receive an approval email with instructions on how to login.

Below are the details you provided to us:

**Company Details:**
- **Company Name:**
- **Company Type:**
- **Number of vessels:**
- **Company Address:**
- **Company Website:**

**User Details:**
- **Name:**
- **Job:**
- **Email:**
- **Telephone:**

Thanking you,

The Shipping KPI support team

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1.4 Evaluation of request

The shipping KPI support team will evaluate the request on the basis of the KPI committee’s rules and directives and authorize or reject access accordingly.

**Note:** As part of the verification process, the shipping KPI support team will request a ship’s ‘DOC’ document (Document of Compliance).

1.5 Approval of request

Following the evaluation process the requestors of all the approved requests will be notified by email, providing all the information for logging in.

- The **Sender** of the email will be “Shipping-kpi Support <support@shipping-kpi.org>”.
- The **Subject** of the email will be “Registration for your company has been approved”

**Note:** The processes for changing or retrieving your password (in case you lost it) are explained in the next chapters.

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**Subject:** Registration for your company has been approved

**Registration for your company has been approved**

Thank you for registering your company to the Shipping KPI. We are happy to inform you that your registration has been approved. You can now login and use the Shipping KPI website.

To login please visit [Shipping-kpi.com](http://Shipping-kpi.com). To login use your email and the following password. The password you are given is autogenerated and we encourage you to change it after your first login.

- **Email:**
- **Password:**

Thanking you,

The Shipping KPI support team
2  Login

2.1 How to Login Overview

Authorized users can login to shipping KPI by clinking on the link found on the home page.
- To do so, use your internet browser to navigate to www.shipping-kpi.org
- On the top right corner of the home page click on “login”

2.2 Enter your credentials

You will be prompted to enter your email and password details.
Make sure to read and accept the Privacy Policy and Terms of Service.

Note: optionally you can select the Remember me option, to find yourself automatically logged-in (for a period of 30 days) when revisiting the site.
2.3 Successful login

Upon successfully logging in to the site you will notice:

- On the top of the page a green bar with the successful login message (disappears after a few seconds)
- A welcome message with your full name and Company name
- The login button has changed to logout
- A user button (where you can update your user profile information)
- The current overall number of ships and number of quarters that you can benchmark against

*Note:* the information you can view is limited to the user access granted to your by your company administrator

![Shipping KPI User Guide](image)

2.4 Maintain your user profile

While being logged in to the system, clicking on your user (top right corner) will load the user Profile window where you can:
- Update your user profile (fields like name, email, telephone) and subscribe to news
- Change your password
- Enable the API authorization token. Pressing the “Enable API” button generates an Authentication token (i.e. “ead67be531dc52c8de12f04cafcf6d03”)

This API token uniquely identifies you as a KPI user and allows access to your KPI system data from 3rd party applications (e.g. mobile device applications).
### 3.1 How to retrieve your password

**Overview**

In case you lost or cannot remember your password for logging in, follow the process below:

- Use your internet browser to navigate to [www.shipping-kpi.org](http://www.shipping-kpi.org)
- On the top right corner of the home page click on “login”
- On the login window that pops up click on “Lost your password?”

**Note:** for privacy and security purposes your password is stored encrypted in the system.

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### 3.2 Request to reset your password

You will be prompted to enter your email (the one you used originally for registering your user name) and press the **Request** button.
Note: upon pressing the Request button you will be diverted to the home page and a temporary message on the top green bar will inform you that your request has been sent.

3.3 Email notification with login link

A few minutes after successfully completing the request, you will receive an automatic email with instructions on how to change/reset your password.

- The **Sender** of the email will be “Shipping-kpi Support <support@shipping-kpi.org>”.
- The **Subject** of the email will be “Request to reset password”.

**Note:** Please note that for security reasons no user or administrator can see your password.

3.4 Completing the process

By clicking on the link included in the email, you will be diverted to a page for providing a new password.

- Enter a **new password** (and retype it on the Confirm new password)
- Press the **Reset** button

You will be diverted to the home page and a temporary message on a green bar at the top to the page will inform you that the operation of changing your password has been successfully completed.
4 KPI Book

4.1 How to use the KPI Book Overview

The KPI Book provides all the information about the Shipping KPI Standard. The various chapters aim to introduce the reader to the concepts, explain the various KPIs and provide examples for each one of them.

- To view the KPI Book, use your internet browser to navigate to [www.shipping-kpi.org](http://www.shipping-kpi.org)
- Click on the “Study” box link or the “KPI Book” menu item

**Note:** The top menu provides access to the individual modules and is always visible and accessible across the site. The left column menu consists of various module-related links (changes according to the module) aims to guide you through each individual process.

4.2 Introduction

You are currently diverted to the Introduction page. Especially at the beginning and before moving on to the details, you will find it helpful to ready through the Introduction, the Concepts and the KPI project chapters.
4.3 Concepts

You can read the Concepts and further study the breakdown of:

- SPIs — Shipping Performance Indicators
- KPIs — Key Performance Indicators
- PIs — Performance Indicators (Performance measurements)

Note: scroll to the bottom of each page to view all the details
4.4 How to navigate

Use the Search box or select a KPI from the list to view its description and details.

*Note:* in the same way you can search for SPIs or PIs under the related chapters

4.5 Details page

By selecting a specific KPI you can find all the related information such as:

- The description
- The formula to calculate the value
- The dependencies on PIs (performance indicators)
- The SPIs in which the selected KPI is used
- The KPI rating
- The formula used to calculate the KPI rating
- The KPI references
- The time period for data capture and expression of KPI value and rating
- The Ship/Fleet measurements
- Additional miscellaneous information

*Note:* in the same way you can search for SPIs or PIs
4.6 Downloads section

Under the “Downloads” section you can find the latest versions of the user guides (i.e. Shipping KPIs Quicksheet V2.1) listing in a summarized format the SPIs, KPIs and PIs.
5 Ship Submission

5.1 How to Submit Ship figures Overview

As a user of a registered company, you can log in to the Shipping KPI to submit ships.

- The activity to add a ship is the creation/submission of quarter data for that ship.
- Such an activity can be performed every quarter for each ship (for example if you have ship ‘xyz’ you can add this ship every quarter and as many times as required for each quarter).

- To start entering ship data, browse to [www.shipping-kpi.org](http://www.shipping-kpi.org)
- Login by providing your username and password
- Click on the “Measure” box link or the “My Ships” Menu item

*Note:* additionally to this approach of adding ships, an alternative way for adding multiple ships is to use the import feature explained in the next chapters.

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5.1.1 How to add a ship

To add a ship enter the Ship’s Name, IMO Number, Quarter and press the Add button

*Note:* in case the ship already exists for the specific quarter, you will see a related error message and get directed to the already available ship’s quarter overview page
5.1.2 Completing the ship data

The ship is added. Navigate to the different tabs to enter or update the corresponding values.

There are two types of values:

- Meta data
- Performance indicators

*Note:* Meta Data is used for filtering during benchmarking and grouping during statistical analysis. Similar to Performance Indicators all Meta Data is collected per ship on a quarterly period.

5.1.3 Reviewing – Display of entered data

Once you have added a ship and updated the values in the various tabs you can see the results in the detailed pages (i.e. Overview, SPI, KPI).

- Initially you are standing on the Overview tab where you can get a first general impression about the status of the ship.
  When you hover (mouse over) a KPI or an SPI you can see the exact figures and how that figure is derived.

- If necessary you can change the ship’s name by clicking on the icon next to it.

- Pressing the Delete button removes the ship data of the specific quarter only so you can start entering the quarter’s data from scratch.
5.2 How to view Quarter Ship figures Overview

You can view the ship’s quarter figures to get an overview, or update a few field values (import might be your preferred way for multiple values entering and updating).

- Click on the “Measure” box link or the “My Ships” Menu item
- You have now access to the quarter data of the ships under the business unit or your whole company account.
  - You are currently under the current quarter but you can click on the Quarter drop down box to select a different quarter.
  - Search by ship name or IMO number to find quarter data for a ship or directly click on the ship’s name

5.2.1 Additional controls

Additionally you can use the controls under the Rating Color Legend to:
- Change the default 50% value and control how the results are visualized
- Mark unusual data to identify KPIs and PI values that are out of the normal limits (these limits defined by the KPI expert group aim to help users verifying the data)
6 Export/Import Data

6.1 How to Export or Import ship quarter data Overview

In order to calculate the KPIs of your ships and benchmark these against other ships, ship related data is collected by quarter and by ship. Two types of information are collected:

- Meta Data (Flag, Year build, ship type, ...)
- Performance Indicators (number of officers, number of collisions, ...)

Meta Data is regarded mostly, but not 100% static. For example the flag might change over time.

Therefore also meta data is collected by quarter, but copied from previous quarters to avoid redundant data entry.

The IMO number is used to identify a ship. Together with the ship name and the meta data it is mandatory for input. All performance indicators are optional.

6.2 Data entry

The KPI system allows you to either enter your ship data manually (as described in the previous chapter) or to upload it using a CSV (Comma Separated Values) file.

We recommend the following approach:

**Step 1:**
Enter the data of the first quarter manually to get direct feedback about your data and to avoid file format incompatibilities.
Step 2:
Export the data of that quarter and use it as a template for future imports. To do so, return to the Ships overview page and click on the Export button.

You will be directed to the selection page where you need to select what data to export.

Step 3:
Based on your preferred way you can choose to export the file displaying one row per ship or one column per ship. A file contains the data of several ships and exactly one quarter.

**Note:** In case you defined business units for your account, then a single file can contain the ships of a single business unit and quarter. During export and import you can specify the desired business unit.

Two alternative formats exist:

- **Row Oriented**
  In this CSV format the data of each ship fills one row in excel. This format is best suited by data automatically generated from an electronic system.

- **Column Oriented**
  In this CSV format the data of each ship fills one column in excel. This format is best suited for manual entry.
Select what data you want to export and click the Export button.

**Note:** for reporting purposes and to evaluate the already existing data, you may choose to export SPIs and KPIs which are calculated based on PI information.

**Step 4:**
Edit the template with the data of the next quarter in order to import it back. Now you have a suitable export file at hand. The file is a so called CSV (comma separated value) file, which can be opened and edited in excel.

**Note:** Do not change the format of the file to achieve a successful import!
In this example you can see the row based format:

- The header row defines the fields and should therefore not be changed.
- The second row is descriptive for the user and will be ignored.
- The following rows contain the actual data (one row per ship).

You can edit the data and also simply add a new line with a new ship as long as the IMO number is valid and unique. When you save the file make sure to save it again as a CSV and not as a normal excel file!

### 6.3 Importing the updated file

The updated file is ready for import. Follow the same steps (like the export process) to import the file to the desired quarter.

![Image of Import Data](https://via.placeholder.com/150)

### 6.4 Typical import errors and problems

Due to the manual process involved errors are bound to happen. You can always correct your file and repeat the import. Existing data will be overwritten, new data will be added.

The most common problems that might occur have their solutions described below:

- **Error: “File contains binary data! Not imported!”**
  A CSV file is a pure text file without any binary data. The above error is reported, if the import detects binary data in the file. Either you have chosen a completely wrong file (like a graphics file) or you saved by accident your file not as CSV, but as original Excel (ie. xls or xlsx) file.
  **Solution:** Save the file as CSV and import again.

- **Error: All lines rejected**
  This is very unusual and indicates a major formatting error. Particularly if the import file is based on a template as described above this is very unlikely to happen. Perhaps you are using a different file format (row vs. column oriented) for export than for import.
  **Solution:** Verify the file format and choose appropriate options during import.

- **Error: “XXX only allows predefined values of type ’ZZZ’. Value ’YYY’ not listed”**
  **Example:** “META021 only allows predefined values of type ’Nationalities’. Value ’Greek’ not listed”
Several fields of the meta data only allow a predefined set of values. During manual entry you select such a value from a drop down box. During file import you have to provide the correct and unique key value as listed in the documentation. Do not use free text values! Solution: Verify your values against the key values defined in the KPI Book in the meta data section (https://www.shipping-kpi.org/book/page/6).

- **Error:** “XXX is of datatype 'integer'. Value 'yy.y' looks like a double.”
  **Example:** “PI019 is of datatype 'integer'. Value '27.5' looks like a double.”
  Some fields are explicitly specified to take integer values only and to reject decimal values. For example number of collisions would be such a field, since half a collision does not make sense. The system has detected that the file contained a decimal value in such a field and will not import this specific field.
  **Solution:** Correct the CSV file and import again.

- **Error:** “XXX is of datatype 'double'. Value 'yyy' is not compatible.”
  **Example:** “PI010 is of datatype 'double'. Value '180.319.74' is not compatible.”
  The system was expecting a double (ie. decimal) value, but the provided data is not compatible.
  **Solution:** Please make sure you use “,” for decimals and not “,”. Also please make sure your numbers do not contain a thousand sign. Correct the CSV file and import again.

- **Error:** “Ship ID XXX' not allowed”
  **Example:** “Ship ID '10x0216' not allowed”
  The IMO number is used as unique identifier for ships. An IMO number must be a 7 digit number without any characters etc.
  **Solution:** Correct the CSV file and import again.

- **Error:** “Another account entered ship 'XXXXXXXX' in quarter 'YYYY-YY' already.”
  **Example:** “Another account entered ship '1000150' in quarter '2011-Q2' already.”
  Only the DOC holder is entitled to enter the data of a ship. For this specific ship already somebody else entered data for this quarter. Either you mistyped the IMO number or somebody entered mistakenly data for your ship.
  **Solution:** In case of a typing error on your side, correct the file and import again. In case of a real conflict, contact us and we will inform the other user to delete their entry.
7 Benchmark

7.1 How to Benchmark Overview

After entering the PI values and calculating the KPIs of your ships, you can benchmark these against other ships.

- To do so, use your internet browser to navigate to www.shipping-kpi.org
- Login by providing your username and password
- Click on the “Benchmark” box link or the “Benchmark” Menu item

7.2 Select the Quarter and Fleets

Select the Quarter and add other fleets for comparison (up to five fleets can be added for comparison).

By default you can see the first SPI on the top part of the page (i.e. Environmental).

As a result the Environmental details are displayed below.

- Click on a different SPI on top to view its details below.

7.3 Specify additional criteria

Click on one of the fleets you are comparing and in the pop up window specify additional fleet criteria making your comparison more specific.

- You can add other filter criteria fields from the predefined list and press the Update filter button to view the results.
Note: under the Fleets and the specified fleet criteria screen, you can see the number of ships and the number of accounts from which the benchmark information is derived. For privacy and data integrity purposes if the figure is too low then no results are displayed.

7.4 SPI detail tabs

Once you selected an SPI on top of the page, navigate to the tabs on the bottom part of the page which give you the KPIs Definition, Breakdown and Trend of the selected SPI.

7.5 KPI detail tabs

You can also select a KPI on the bottom part of the page and view its Definition, Breakdown and Trend.
Click on an SPI to view its corresponding KPIs.

Similarly, you can click on the KPI to see the description of its corresponding PIs.
8 Feedback

8.1 How to Leave Feedback Overview

Your feedback is important to us. We aim to continuously extend the system, so any information is welcome (criticism, error reports, new ideas, etc).
- To leave feedback, use your internet browser to navigate to www.shipping-kpi.org
- Click on the “Talk to us” box link or the “Feedback” Menu item

8.2 Completing the Feedback form

You can leave feedback while logged in the system (as a registered user) or without being logged in (as a visitor) to the Shipping KPI site.

*Note:* while being logged in the system the “Your email” field is not required/visible as your email is known from your user profile.

- In the “Type” field, select one of the available options (i.e. I have a question)
- In the “Feedback” field please specify the subject
- In the “Details” field please specify the details of your feedback entry
- In the “Your email” field please specify your email (If you are not already logged in the system)
- Press the Submit button
8.3 Feedback receipt email notification

Once you have submitted a feedback entry you will receive an automatic notification email that your request has been submitted to the Shipping KPI team.

Sample email

KPI System Feedback Notification: New feedback entry

Thank you very much for your feedback.

Question: Benchmark functionality addition

Mon Jun 15 11:35:09 UTC 2015

While performing benchmark between 3 fleets display...

Thanking you,
The Shipping KPI support team

Your feedback message will be processed by the Shipping KPI Team and you will be receiving further response by email.

8.4 Feedback history

When you send feedback messages while being logged in the system, feedback messages will be recorded for your own reference.