

ic-enc



# WENDWG 8

Feedback on ENC overlaps from  
VAR/Distributors

- Feedback from end-users on existing ENC overlaps rarely reach the ENC producers or the RENCs.
- A questionnaire on overlaps was submitted to a selection of RENC VARs/Distributors.
- The following is an extract of the replies submitted by the VARs/Distributors.
  - Data considerations
  - Commercial considerations

# ic-enc Questions / Replies (Data)



- In general based on your experience, do you consider ENC overlap to be a serious issue hampering the use and sale of ENC to end-users? If yes, how do you experience that?
  - Rarely get queries
  - “No problem but annoying”
  - **Causes confusion - the end-user is unsure how to handle such cases.**
  - **Deteriorates the end-user experience – data discrepancy between ENCs covering same area.**

- Have you ever received feedback/complaints from your customers regarding overlapping ENC data? If yes, how do you handle it?
  - Limited number of queries
  - Explain to end-users why they are getting ECDIS warning
  - Advise the end-user to **delete one of the overlapping charts**
  - Advise the end-user to **select charts from just one ENC producer**
  - **System (onboard) selection: Will vary from ECDIS manufacturer (OEM) and their S63-OEM internal SENC conversion process.**

ic-enc

## ‘Commercial’ Comments



Important for user experience, but not relevant to safety (unless choice of ENC is made based on saving costs)

- Does not affect sales
- Problem because end-user having to pay twice for the same coverage
- Complaints due to having to buy the same chart coverage twice
- Price is important – select coverage with fewer charts

- Overlaps cause End User confusion
- Companies/Users are making their own decisions about what ENC data an ECDIS displays, not a Hydrographic Office.