The customer view – in their own words

DA-Desk®

In their own words

"Onboarding went very smoothly for us."

Richard Tiggelaar
Seatrade

"Our partnership with Marcura has played a key role in our digital journey, and we are delighted to see that it is generating positive results not only financially, but also in terms of improving internal controls and compliance!"

David Gooding
G2 Ocean

"The compliance element Is a major benefit to us. Presently, compliance Is crucial, and we rely completely on DA-Desk's scalability to conduct the required checks and action related notifications as needed."

Robert Gaina
Ardmore Shipping

"I think partnering with a company like Marcura helps Eagle to perform better and to process accounts quicker and leveraging data and resources that they have to put it all together in one platform."

Marc Radulovic
Eagle Bulk Shipping

DA-Desk®

Some of our 350 fantastic customers

bp

Cargill

Ultrabulk

BBC Chartering

FEDNAV

NORDEN

Penfield MARINE

Stolt-Nielsen Limited

WILSON THE PREFERRED CARRIER

SWIRE BULK

HEIDMAR

Western Bulk

Pacific Basin

Navig8

LAURITZEN BULKERS

And how our customers rate us

★★★★⯪ 4.2
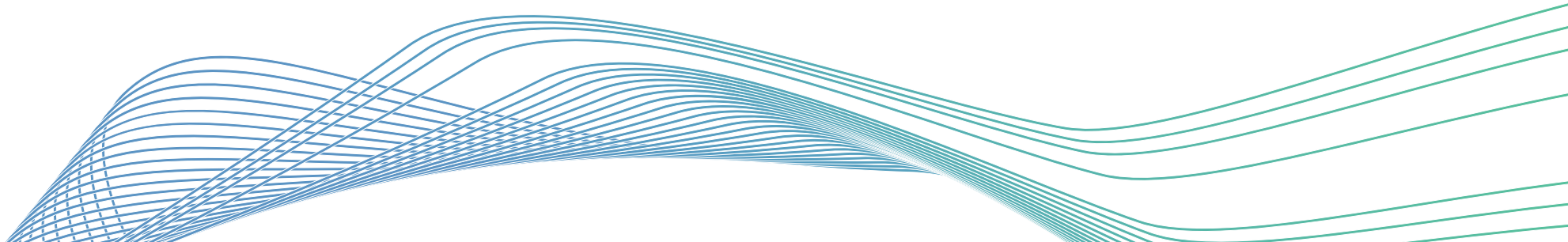**Overall**

★★★★⯪ 4.6
Reliability

★★★★⯪ 4.4
Service

★★★★⯪ 4.8
Security

Case study

Ardmore's Director of Commercial Operations, Robert Gaina

Ardmore has been a customer for the last five years. They operate a fleet of 30 vessels, making approx. 800 port calls a year.

> "DA-Desk has a team of professionals who provide a sterling job to owners and operators."

Can you talk about working with DA-Desk over the years?

Robert: I'm a fan of technology, and that's essentially what DA-Desk is. During the pandemic, we realised that technology could be used, particularly, to establish efficient flow automation. Crucial to the success of this solution, Ardmore is backed up by a DA-Desk team ashore who deal with all the intricacies of disbursement accounting, invoices, and agents - all over the world. DA-Desk's team of professionals provide a sterling service to owners and operators. Our dealings with DA-Desk are a pleasure, with their system consistently prompt and accurate.

We also use another Marcura product - Laytime-Desk - which has assisted us greatly in processing our laytime calculations. As a DA-Desk customer, we always feel heard, and have enjoyed a long-standing, collaborative relationship through which we're able to find effective solutions to the challenges we face.

Do you benefit from validation checks on other line items on DBAs?

Robert: Absolutely. All these safety checks, barriers and parameters are exactly what we're looking for. Answers to questions such as 'What are your safety parameters?' and 'Was that process completed?' are invaluable to efficient operation.

The time report sent every week is also hugely valuable.

When you say the safety checks, what do you mean?

Robert: Because safety is not only about the human element, but also about the accounts and their safety parameters, this is an important factor in maintaining the success of each operation. As a publicly listed company, we conduct a rigorous audit report every year, meaning that an understanding of the pre-defined limits is crucial.

This collaboration with DA-Desk is of a great assistance to us, seamlessly providing us with cybersecurity and core business data through cutting-edge artificial intelligence systems.

> "This collaboration is a great help, providing us with the data around cybersecurity."

Case study

In conversation with Giuseppe Oliveri from d'Amico

"d'Amico has our own dedicated DA-Desk team working for us"

d'Amico has been a customer of DA-Desk and Marcura for many years, operating a fleet of 100 vessels.

Overall, how do you find DA-Desk?

Giuseppe: DA-Desk is a fantastic tool. It gives you all the information that you need and can be used 24 hours a day – you know you always have someone at DA-Desk working for you.

I know that DA-Desk teams are specialized – so for d'Amico we have our own dedicated DA-Desk team working for us on DAs, reports, amongst others –
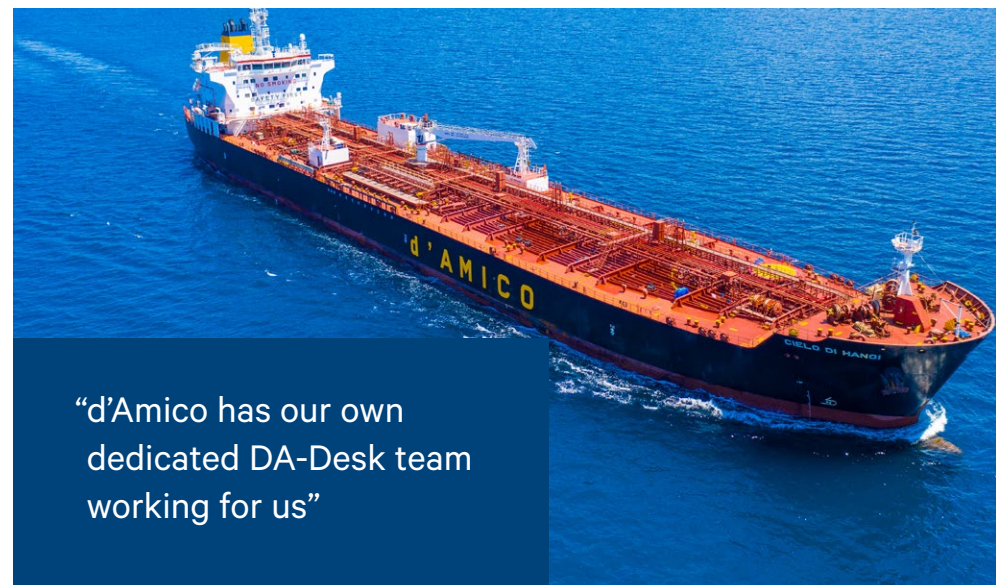
which saves us a lot of money.

Also, if I consider the preferential supplier agreements we get through DA-Desk, those have been a great help. We use these agreements on a wide range of suppliers, pilots, towage, and port handlers.

So yes, overall, I am very happy to work with you and I think that everyone here is happy to work with DA-Desk.

I'm curious about the reduction of the manual, repetitive paper-based workload achieves through using DA-Desk.

Giuseppe: Yes, it is important. I don't need the real paper anymore in my hand because of DA-Desk. Everything is in the system - you just get it with a click, and I can then see it.

And we know that everything is stored by DA-Desk. It's not just the paper saving, it's the way DA-Desk has changed our

job. That is fantastic. If you were to recreate what DA-Desk does, you'd need at least five people.

DA checking: So, this is where we're checking cost items line items. Does that generate real savings?

Giuseppe: Yes, for us it generates savings. DA-Desk checks to see the costs are as agreed and they flag if not just to us but to the agent themselves. And that if they see that there is any kind of

discount that has not been applied, then DA-Desk is there [to inform the agent] that this is the discount that you should have applied it.

So yes, the check is real, on each single page of the DA.

"This collaboration is a great help, providing us with the data around cybersecurity."

Case study

In conversation with Marc Radulovic From Eagle Bulk

Eagle has been a customer of DA-Desk and Marcura for many years. They operate a fleet of 57 vessels making 1,560 port calls a year.

"So Marcura is a leader on that front and that was one of the main factors for us for coming over."

Why did Eagle come over to Marcura and DA-Desk?

Marc: We have quite a few port calls throughout the year that we would like to use a third-party processor of disbursement accounts and we know that Marcura is a Marcet leader in technology and also in the processing of disbursement accounts.

They also have all the other platforms that come along with the port call process, whether it's Laytime and other statistical analysis that comes from that.

Was part of that decision also to accommodate your future growth as well so it could be scalable?

Marc: Oh absolutely we know that Marcura can handle volumes that we hope that over the next years to come when we will be increasing the volume of port calls that we have.

Change management is key to digital transformation so just wondering how you would describe your experience in implementing this change when we onboarded Eagle?

Marc: I know from being a user of the platform and being a user of technology in the office that when people hear that there's going to be a change in platforms or a change in services everyone gets a little anxious and worried that it's going to affect their day-to-day and having to learn a platform. We were able to train people ahead of time (super users so to speak) and then those super users were able to assist all the other users on the platform to make the change management seamless and quite easy.

Even Eagle's background data, that was all done ahead of time and it was quite easy and went extremely well so it was a pleasure and no real problems.

"The switch to Marcura was actually quite easy for our users."

In their own words

"**Great customer support and ease of use.**"

- Customer A

"**Smooth operation** of the system. The flexibility of the system in terms of providing options to the users to easily amend and appoint."

- Customer B

"It's important to have a company like DA-Desk that has the structures in place to assist users with compliance.

DA-Desk makes my life easier with the stringent checks they do on Agents."

- Customer C

"We looked into the competition, but had the perception that they are just cheap knocks-offs of DA-Desk – so **why not go with the original?**

- Customer D

"DA-Desk software is user **friendly and has logical UI/ UX**. It is quite easy to find information, search for prior DA's, and compare them.

Excellent solution that I would gladly suggest."

- Customer E

"**24/7 chat messaging** is the most assisting and helpful. It's like having somebody next to you to assist you all the time."

- Customer F

"**Reliable service available 24 hours a day, 7 days a week.** PDAs are thoroughly examined. Customer service is diligent and has excellent response time, with a helpful and readily available team. "

- Customer G

"Excellent overview, simple to use, practically all agents are registered and **prompt responses to inquiries.**"

- Customer H

*Reviews are received on the basis of anonymity.

DA-Desk®

In their own words

Edward Evison
Commercial Operations Manager
Union Maritime

"DA Desk is fundamental to trading our global fleet efficiently. The user interface is slick and logical to navigate. Furthermore, the system integrates well with our other digital maritime solutions.

"In addition to the digital wins offered by the platform, DA Desk's dedicated support team are available 365 days a year to support our business requirements.

"The system neatly packages up re-billable items along with the supporting documents making the claims issuance process easier. The more effective this process is, the faster we are able to recover recoverable items.

"Of course, the fact that the DA-Desk system handles everything in between agency nomination and FDA approval reduces associated workloads for our in-house staff drastically."

Oskar Fabricius
CFO
Ultrabulk

"The AFC checks done in DA-Desk are an important comfort for us — it is not something we could do on our own. DA-Desk has the resources to mitigate the risk for us"

Lasse Holm Jensen
Head Of Operations
Ashley Group

"DA-Desk has been a great benefit to us: its easy-to-use platform has streamlined our PDA/FDA process an ensures that we don't miss any port calls, payments or old FDAs. Previously we would check all vouchers manually, but automating the process has alleviated a lot of pressure from our operations and finance team.

"They're quick to help, and their online chat is excellent for quickly resolving small queries. Our dedicated account manager is always happy to help, too!"

DA-Desk®
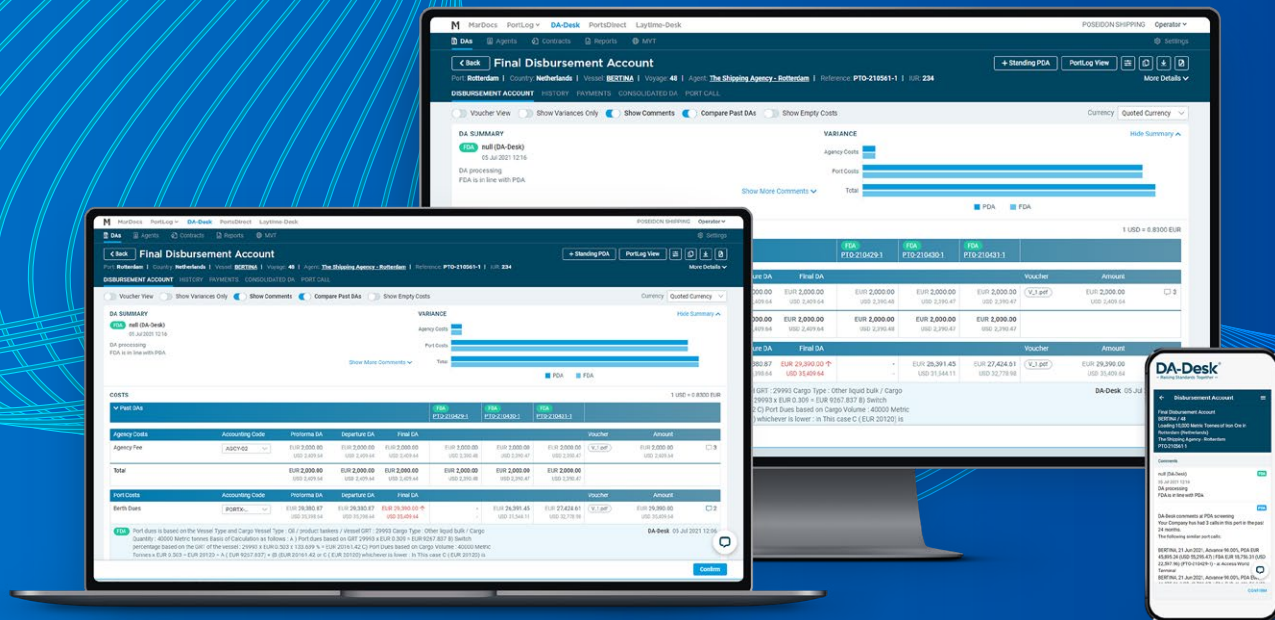
From agent appointment to voyage closing, from managing payments to maintaining regulatory compliance, we know just how complicated and costly juggling the demands of international port calls can be.

That's why we've spent over 20 years pioneering solutions, harnessing the power of digital shipping to open new possibilities:

Driving efficiencies

Saving money

Mitigating risk

| 350+	200,000	$12bn	360	2001
Customers	Port calls/year	Payments/year	Team members	Established

The four benefits of DA-Desk

Risk reduction

Mitigating exposure to legal, financial, transactional, regulatory and operational risks with due diligence, regulatory compliance, end-to-end transparency and IT security.

Smart operations

Spend more time making operational decisions by automating and streamlining lengthy manual and repetitive administrative tasks.
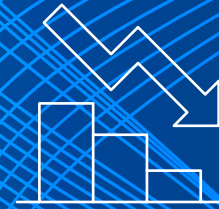
Reduced costs

Reduce operational costs with competitive supplier quotes, favourable FX rates, reduced bank charges and screening of all port charges.

Integration

Easily connect and share data in real-time with your VMS and accounting system.

DA-Desk®

DA-Desk®

Request your demo –
visit www.da-desk.com