ClaimStar

Guarantee claims, stevedore damages, inspection reports and insurance claims

VESSEL

for the fleet

With the ClaimStar vessel client the officers on board can create and update guarantee claims and stevedore damages. Each incident in the program consists of required and optional fields in the description, images and additional documents and the on-board and external expenditures with working hours and materials used. Every modification is recorded in a log for easy tracking of changes in the office. Changes to incidents can be transferred to the office via email in a bandwidth - optimized way. A simple backup solution is integrated.

For Guarantee Claims and Stevedore Damages
- Easy installation with vessel client for deck and engine department.
- Simple user interface
- Automatic incident numbering with a unique key in the fleet
- Optimized transfer of incidents via email to the office with automatic downscaling of attached images and additional compression to reduce communication costs.
- Extensive user guidance with required / optional fields
- Automatic logging of each modification for easy tracking of changes in the office
- Sorting / filtering of incidents
- Integrated help system in English language
- Full PDF support, generation of overviews and detailed incident reports with attached images / PDFs for on-board filing.
- Simple backup system
- No additional software licenses required

For Guarantee Claims:
- Optional usage of the MaintStar category tree for specifying the component and part of the damage.

For Stevedore Damages:
- Categorized registration of damaged / broken parts for distinction between lashing materials, rails, cell guides etc.
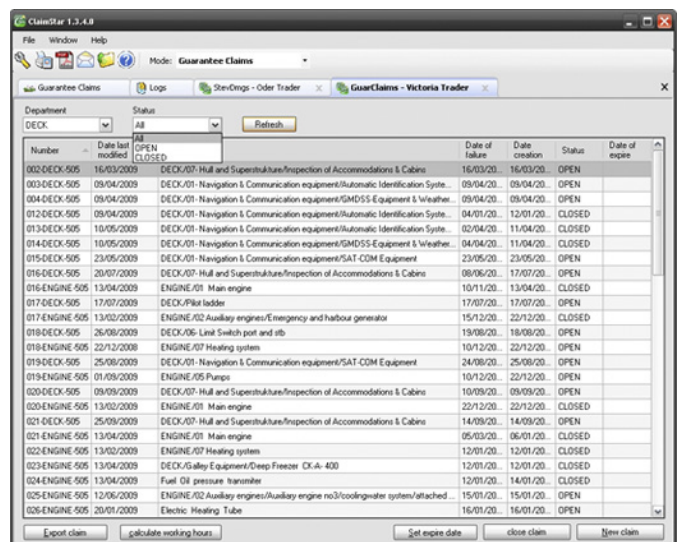
OFFICE

for the shipping line

With the ClaimStar office client incidents can be tracked and managed professionally. The office part consists of multiple interconnected components: one database server with an attached email server and an office client installed on each client pc in the office.

Updates from any vessel in the fleet sent via email are automatically processed by the email server and incorporated into the database. The vessel and responsible people in the office are automatically notified via email of the changes.

For Guarantee Claims and Stevedore Damages
- Client-Server architecture
- Simple user interface
- Full email integration for most email systems. Emails can be sent and filed with ClaimStar
- Integrated document management system (DMS)
- Automatic notification of changes via email to the responsible people
- Full PDF support, generation of overviews for the fleet, each vessel and detailed incident reports with attached images/ PDFs
- Automatic logging of each modification by office workers for easy tracking of changes in the office
- Sorting, filtering of Incidents
- No additional software licenses required

For Stevedore Damages:
- Invoicing module, creation of the statement of compensation with detailed cost calculation, currency conversion and article pricing lists.

ClaimStar ► Efficient tracking and handling of guarantee claims and stevedore damages!