

DA-Desk[®]

DA-DESK

WHO THEY ARE
WHAT THEY DO
WHAT THEY DON'T DO
VIEW ON AGENCY COMMUNITY

DA-DESK User platform



Agency Users: 9500

Principal users: 5700



- More than 9000 Agency offices
- More than 6000 ports
- More than 11000 port calls a year
- More than 30000 vessels

Credentials and initiatives by DA-Desk



Six Sigma Green Belt Projects

- Repetitive queries to port agents
- Port cost items requirement analysis



Joined the United Nations Global Compact

- Aligning operations around 10 principles in the areas of human rights, environment, labor and anti-corruption



Joined the TRAC Registered Access Code (TRAC) network

- A global identification system establishing a TRAC
- By using TRAC, companies & suppliers are reducing the burden of compliance efforts, while ensuring transparency throughout their businesses



Associate Member of the Maritime Anti-Corruption Network

- A network of socially responsible maritime companies that have joined together to bring the issue of bribery and corruption to the forefront of the industry



ISO certification - 9001:2008



Supports Sarbanes-Oxley Compliance (ISAE3402 Type II)

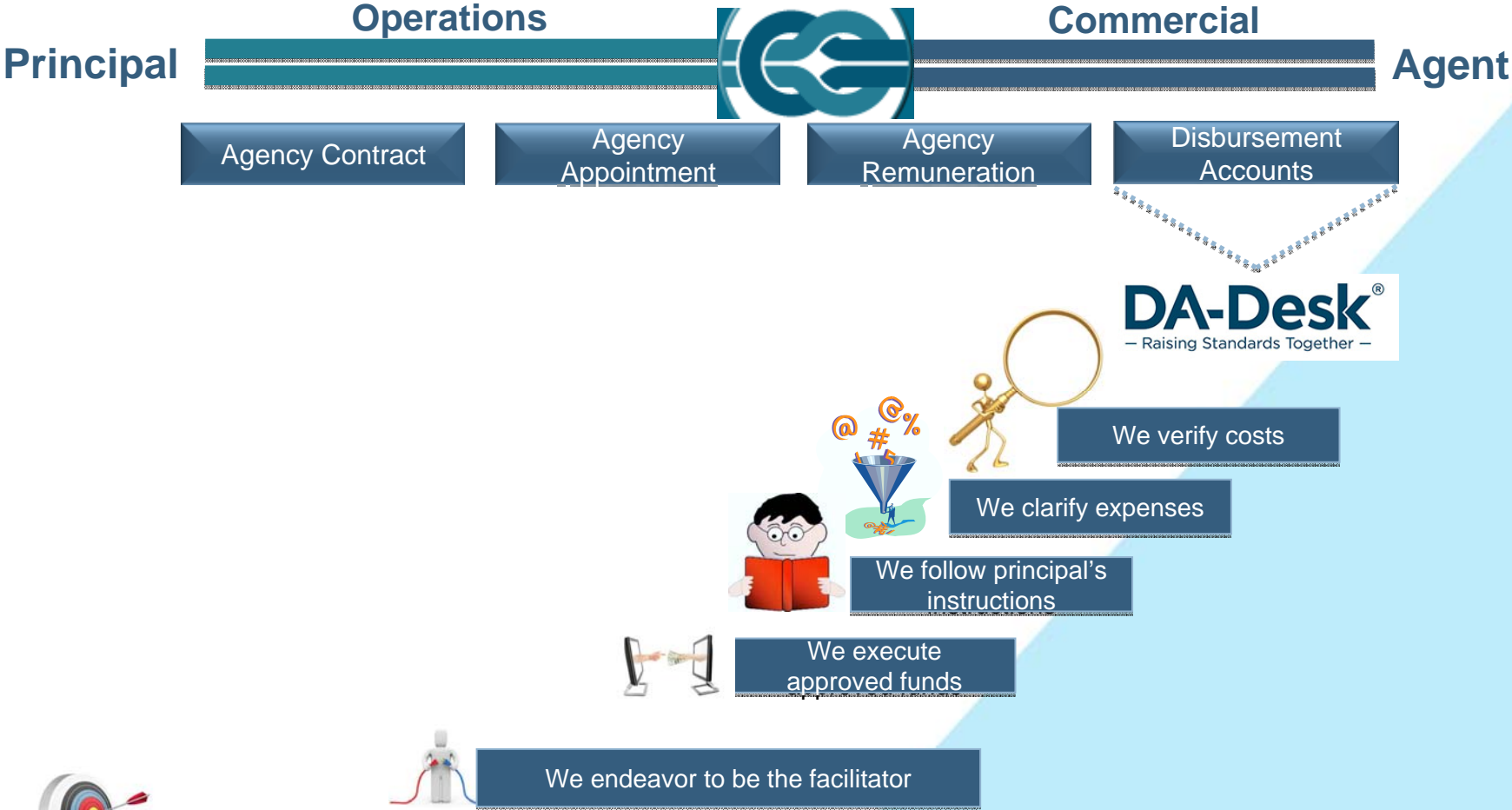
Senior Member of International Transport Intermediaries Club (ITIC)



Auditors - Deloitte



The role of DA-Desk



Our mission is to increase transparency in the disbursement account process, create operational efficiency, and improve the price-value relationship for principals and agents.

Disbursement Account Process



PDA

FDA



Verification of Cost items, (Port/Owners/Charterers,) cost allocation, applied contracts/voyage instructions



Extra expenses are submitted to Principal for approval



Voucher processing, cost allocation as per appointment /voyage instructions and balance settlement



Principal approves and advance is executed by Principal or DA-Desk (Port Payables)



Principal approves/transfer the funds or DA-Desk executes payments on Principal's behalf (Port Payables)



Principal approves & finalizes a voyage

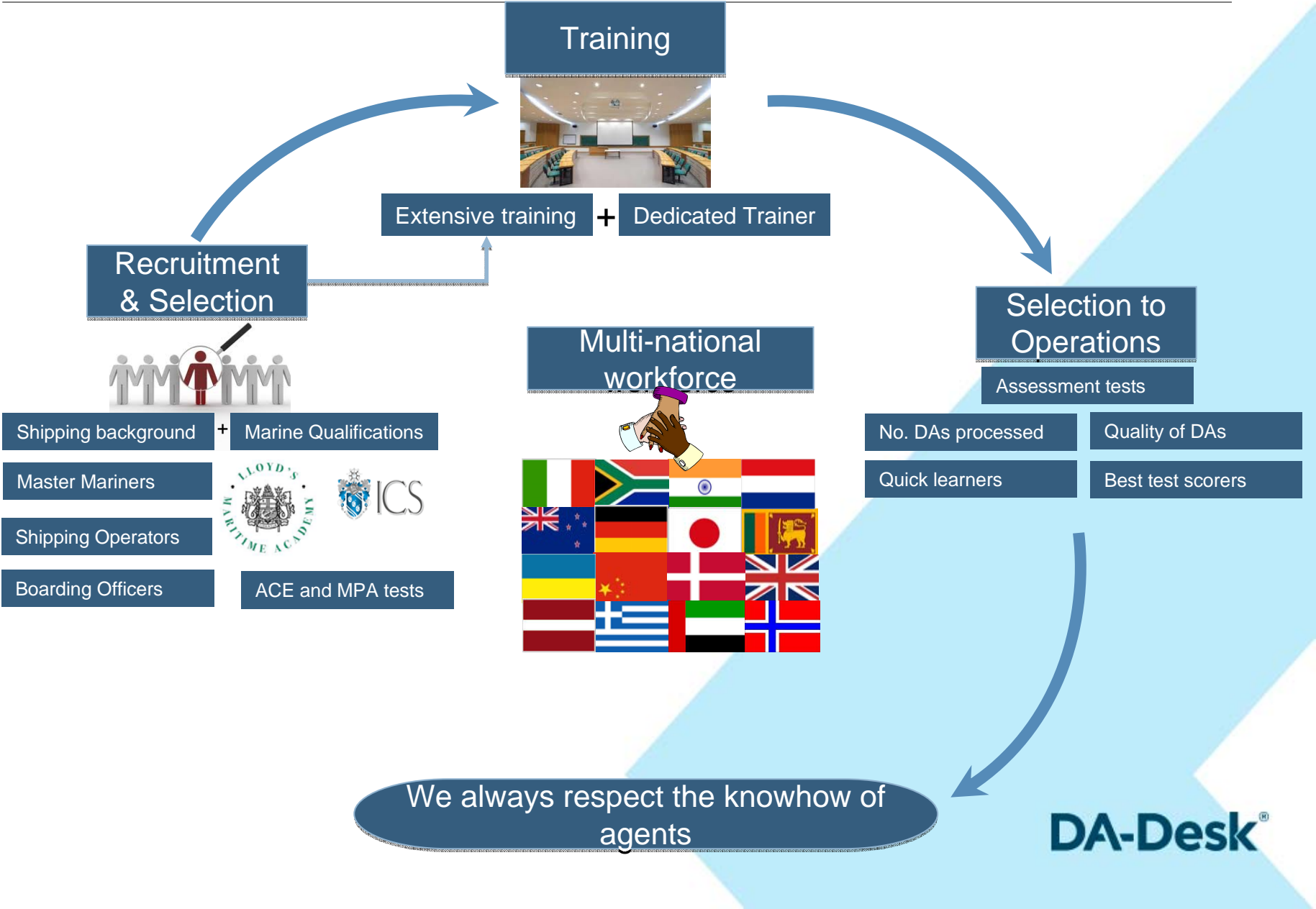
At DA-Desk, transparency, compliance and accountability governs our work and our relationships with customers, agents, employees and local communities.



Principal - Agent

Principal - DA-Desk - Agent

DA-Desk Shipping Know-how



✓X In Summary



We Do:

- Follow Principal's Instructions
- Question when a Cost Item is against the Instructions or Policy of Principal
- Execute Payments Approved by Principals
- Maintain Full Confidentiality of all Data
- Consider Agents as Key Stakeholders



We Do Not:

- Appoint or Nominate Agents
- Decide Advance Percentage
- Decide on Payment Dates
- Negotiate Agency Fee
- Rank OR Rate Agents
- Deduct any Amount from DA without Principal's Instructions
- Have a high Staff Turnover
 - 12% for DA-Desk
 - industry average is 25-30%

The Role of Agency relationship Management (ARM)

Training of Agents



- ❖ DA-Desk Application
- ❖ Circulars on Hot Topics
- ❖ Help-Desk for Agents

Agency Database



- ❖ Addition of new Agents
- ❖ Maintenance of Existing Data
- ❖ Update Bank Accounts

Agency satisfaction



- ❖ Conducting Agency Surveys
- ❖ Agency Visits
- ❖ Dealing with Agency Complaints

FDA Overdue



- ❖ Issue Clarification
- ❖ Help Re-conciliation
- ❖ R.o.e. Dispute Input

Raising Standards Together



- ❖ Recommendations for Appointment Letter Improvements
- ❖ Agents' Voice in DA-Desk Process Development

Contact: ARM@DA-DESK.COM

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