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ANNUAL MEETING 2023

SHIP AGENT PLENARY MEETING

17th OCTOBER 2023

THE IMPACT OF THE 3PFSP ON THE SHIP
AGENT/PRINCIPAL RELATIONSHIP

PANEL DISCUSSION
MODERATOR: SIMONE CARLINI MICS



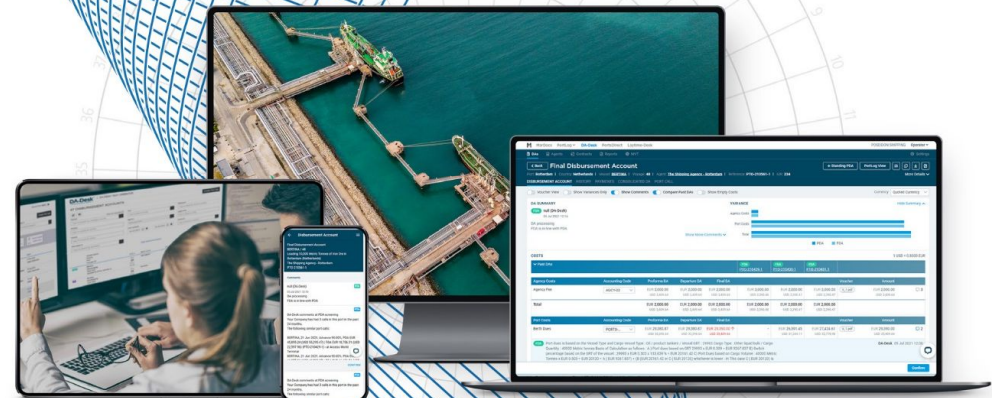
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THE IMPACT OF THE 3PFSP ON THE SHIP AGENT/PRINCIPAL RELATIONSHIP

Speakers:

FONASBA ANNUAL MEETING 16TH - 18TH OCTOBER 2023 AMMAN, JORDAN	FONASBA ANNUAL MEETING 16TH - 18TH OCTOBER 2023 AMMAN, JORDAN	FONASBA ANNUAL MEETING 16TH - 18TH OCTOBER 2023 AMMAN, JORDAN
<p>SPEAKER</p> <p>DIONYSIS TZELEPIS Chief Executive Officer, DA-Desk</p> 	<p>SPEAKER</p> <p>GEORGE TSOUGKRANIS Senior Vice President Business and Operational Transformation, DA-Desk</p> 	<p>SPEAKER</p> <p>CPT. ALEX GARROCH General Manager Group Agency Business Development, DA-Desk</p> 
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An Introduction to DA-Desk



Who we are



Dionysis Tzelepis
Chief Executive Officer



George Tsougkranis
Senior Vice President
Business & Operational Transformation



Alex Garroch
General Manager
Group Agency Business Development

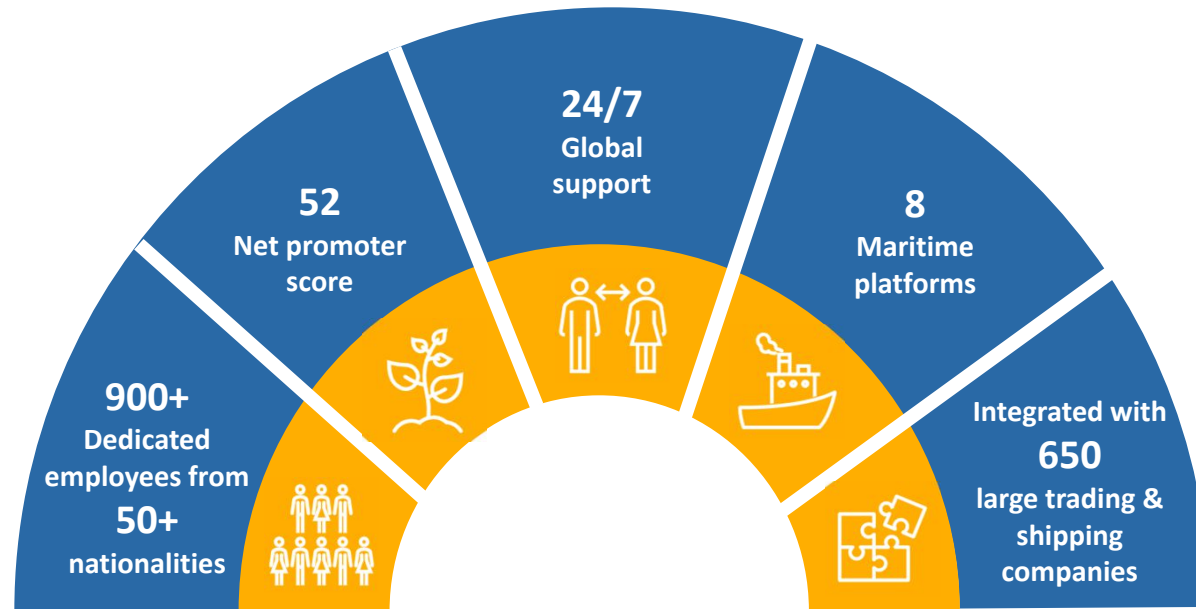
DA-Desk[®]

Group company of

Marcura[®]

Marcura overview

Serviced maritime platforms for efficient and compliant seaborne trade execution



Used for time & cost optimisation of 2 million+ port calls since 2001
Across 7,000+ ship agents and 35,000+ berths

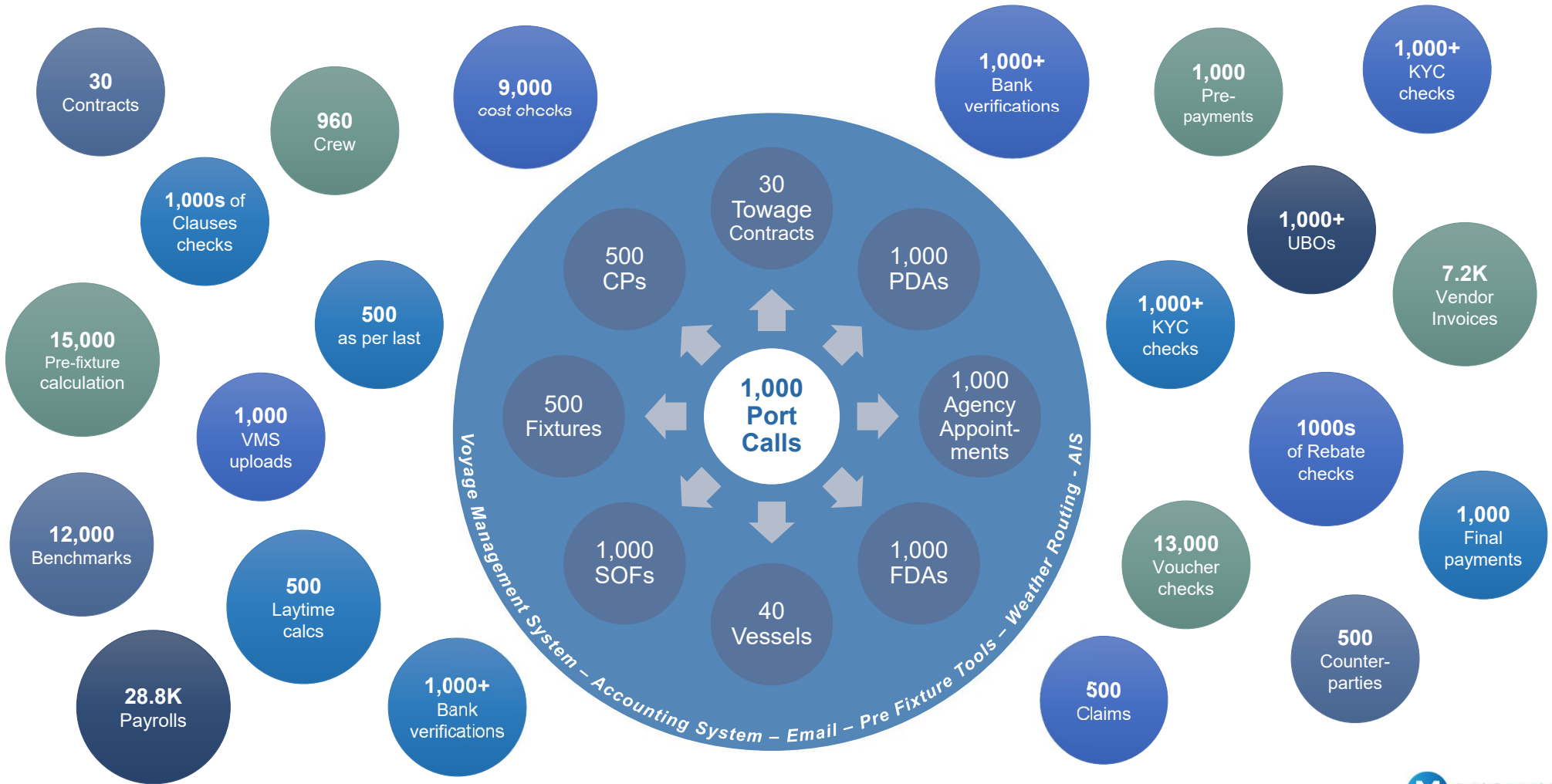


\$14 billion worth of global payments
to agents, suppliers and crews



All services, products are fully backed
by specialised teams

The analogue drag of shipping companies



What is DA-Desk?

Financial Service Provider **FALSE**

A website complicating an Agent's life **FALSE**

A system with no people behind it **FALSE**

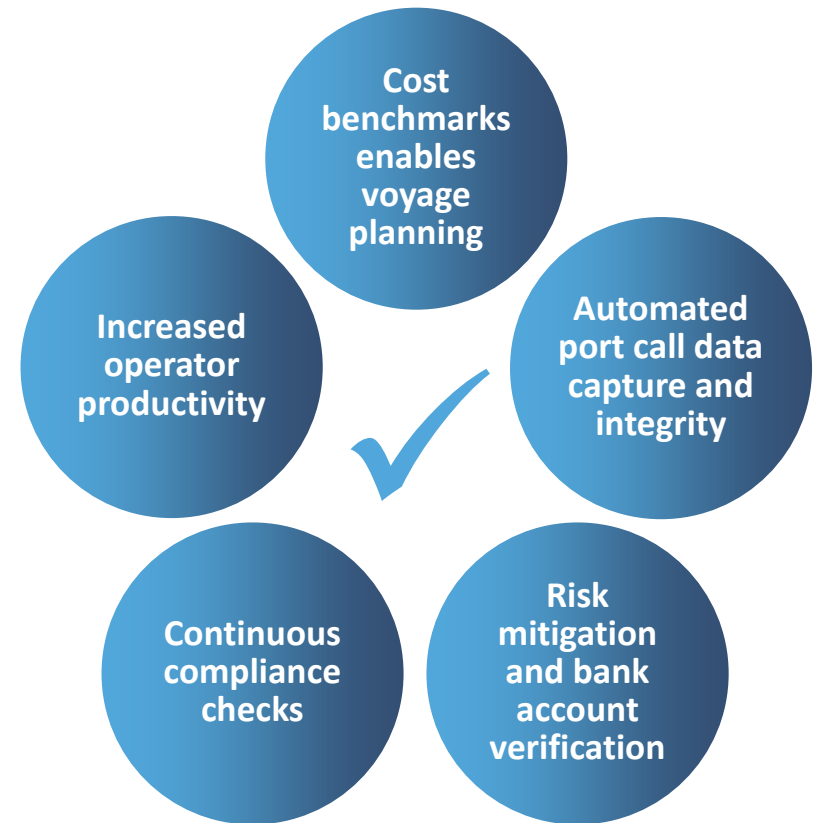
A competitor for Port Agent services **FALSE**

A third party that delays the settlement of our payments **FALSE**

Common industry problems that DA-Desk solves



DA-Desk[®]
helps ship owners & operators overcome these problems and deliver scalability & flexibility:



Tanker Customers

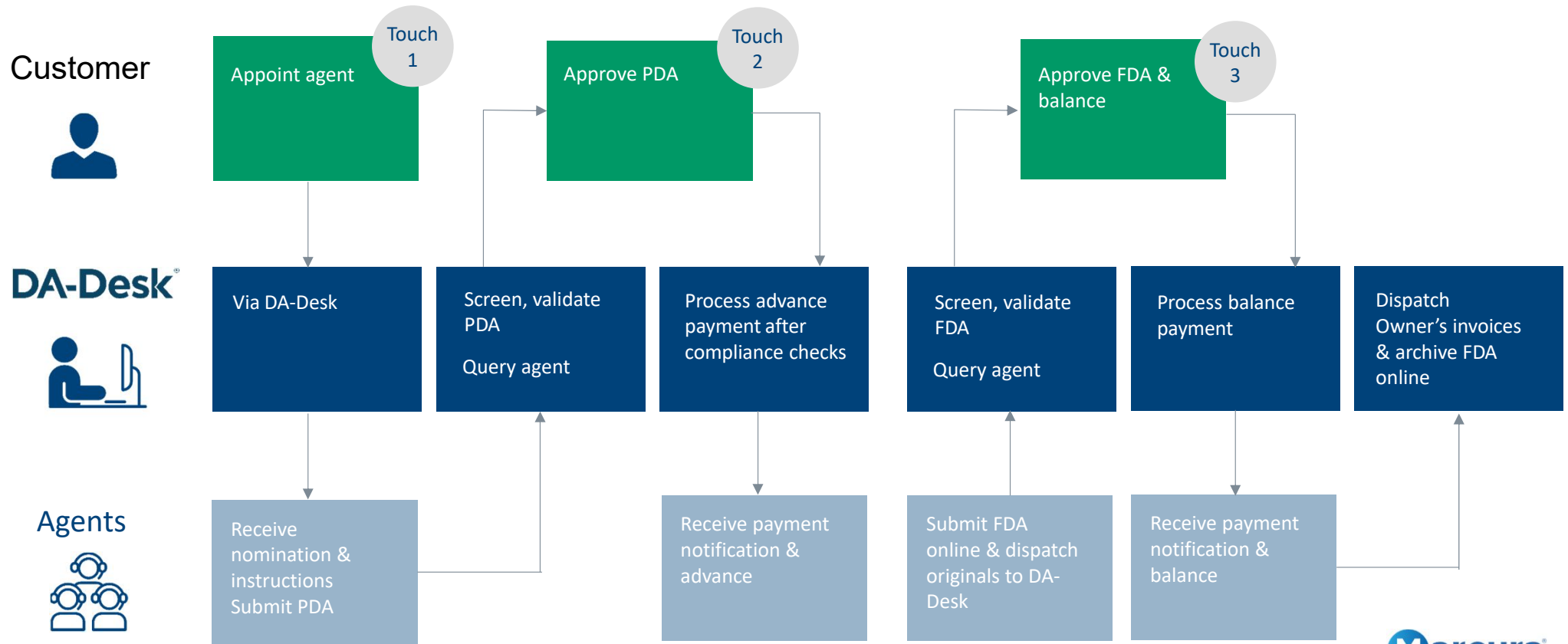


Bulk customers



What does the end-to-end process look like?

Automate your entire port call operations and payments with one simple platform. A platform you use (or connect your VMS to) to automate your entire DA process. Using the system is super simple, you only have three touchpoints:



The four foundations 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

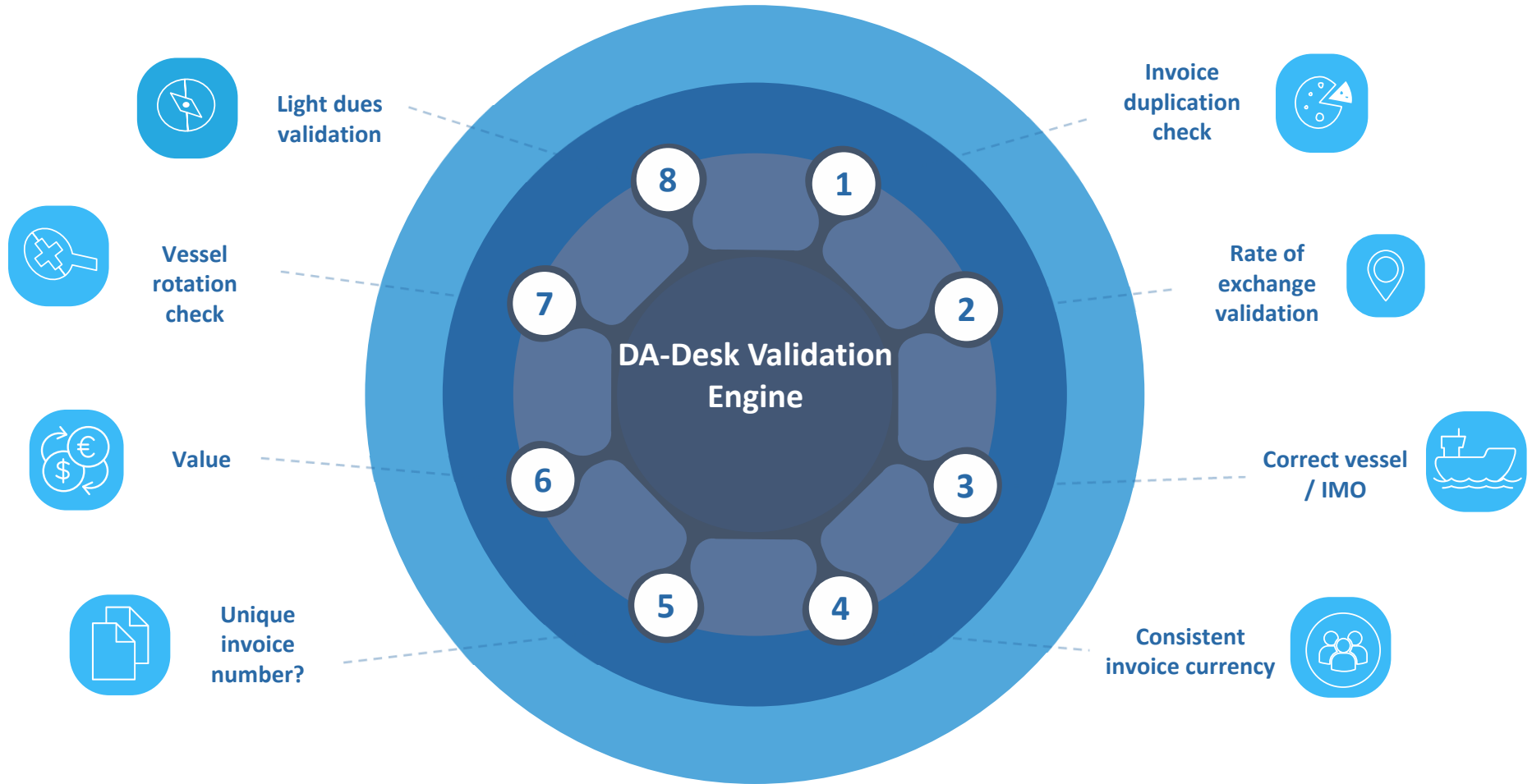
Reduce operational costs with reduced bank charges and screening of all port charges.



Integration

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

How does our Disbursement Account Validation Engine (DAVE) work?



More than 1,800 validation rules over 80 countries for rebates and discounts

Collaboration Working with agents & vendors



Dedicated platform for agents with Live chat



7,000 active agents transitioned onto platform



Seamless flow of information



Improved efficiencies & timeliness of communication

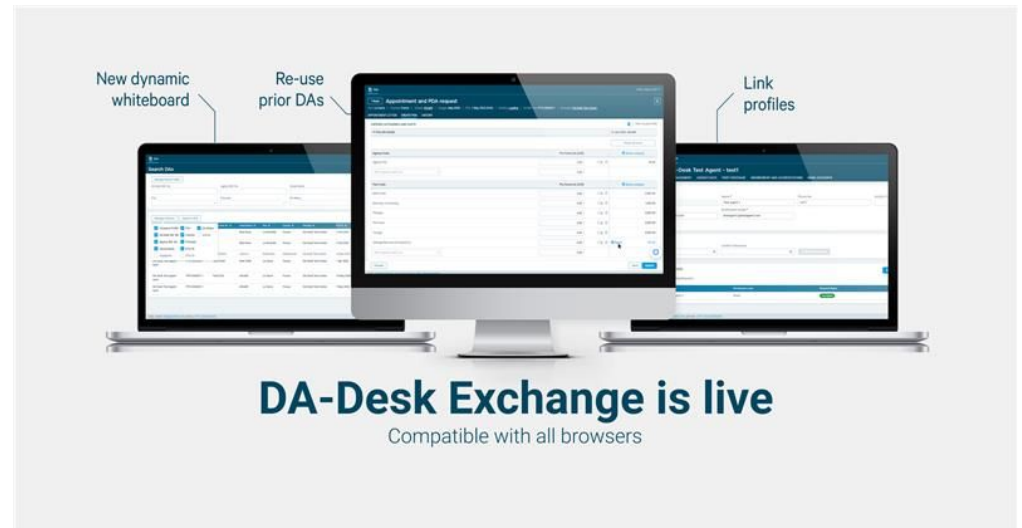


Greater security of business & financial data



Agents performance satisfaction score

DA-Desk Exchange



24/7 global support & live chat



+52 Net promoter score

Compliance – knowing your counterparty



PortPoint DA-DESKTEST OPERATOR

United Kingdom, Teasport 10:11 AM

40 Agency Risk

Agency	DA Risk	DA Status	DA Type	DA Date	DA Status	DA Date	DA Status	DA Date
Almex Shipping Ltd	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Bulgaria	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Romania	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Greece	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Cyprus	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Malta	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Bulgaria	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Romania	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Greece	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Cyprus	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Malta	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Bulgaria	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Romania	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Greece	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Cyprus	✓	✓	✓	✓	✓	✓	✓	✓
Almex Shipping Ltd - Malta	✓	✓	✓	✓	✓	✓	✓	✓

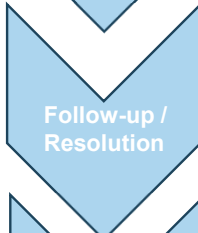
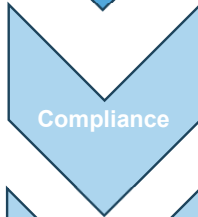


Agent available for appointment

Role of the agency relationship team (ARM)



Assistance



- ✓ Agency and vendor online live training on DA-Desk system Exchange
- ✓ Assist agents with queries and issues
- ✓ Assist teams internally with queries and issues



Role of the agency relationship team (ARM)

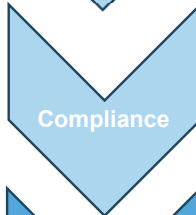


Compliance

- ✓ Agency profile verification
- ✓ Liaise with MCaaS / AFC to obtain agency company documents
- ✓ Bank account compliance process coordination



Role of the agency relationship team (ARM)

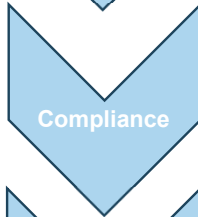


Follow-up / Resolution

- ✓ Urgent follow-up internally and externally with agents and vendors
- ✓ DDA / FDA overdue follow-up
- ✓ SoF follow-up
- ✓ Assist PortPayables with the overdue payments pending from non-responsive agents



Role of the agency relationship team (ARM)



Communication

- ✓ Update agents on new developments in the DA-Desk Exchange system
- ✓ Update agents on DA-Desk advisories
- ✓ Day to day phone calls / virtual with agents and visits when possible
- ✓ Attend shipping conferences



Role of the agency relationship team (ARM)



Agency Satisfaction Survey

- ✓ Quarterly agency satisfaction survey (NPS)
- ✓ Follow-up with the agents on the NPS survey



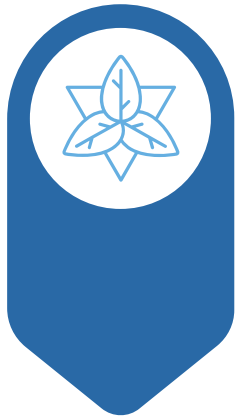
DA-Desk Exchange system enhancements

- **Payments Tab**
- **Link Profile**
- **Agency Invoice Number**
- **Additional Payment Request**
- **Live Chat**
- **Preview / Cover page**

The screenshot displays the 'Payments Calendar' interface. At the top, there are navigation tabs for 'DAs', 'Payments', and 'Settings'. Below this is a search section with the following fields: 'Company Profile' (dropdown), 'Vessel' (dropdown), 'Port' (dropdown), 'DA-Desk Ref. No.' (text), 'Agency Reference No.' (text), 'Agency Invoice No.' (text), and 'Date Range' (calendar pickers for '12 Apr 2023' and '12 Dec 2023'). There are 'Clear Search' and 'Search' buttons. Below the search section is an 'Export to CSV (38)' button. The main content area shows a table of payment entries, grouped by date. The first group is for '24 Apr 2023' and contains three entries. The second group is for '26 Apr 2023' and contains one entry. Each entry row includes columns for 'DA-Desk Ref. No.', 'Agency Invoice No.', 'Vessel Name', 'Port', 'Agency Profile', 'Payment Type', and 'Amount'. The 'Payment Type' column shows 'FDA Balance' for the first two entries and 'Advance' for the last entry. The 'Amount' column shows 'PHP'. Each entry has a 'Payment Processed' status and a 'Download Remittance Advice' link.

DA-Desk Ref. No.	Agency Invoice No.	Vessel Name	Port	Agency Profile	Payment Type	Amount
					FDA Balance	PHP
					FDA Balance	PHP
					Advance	PHP

ESG initiatives



ENVIRONMENTAL

Carbon-neutral services
Green rebates
Remote first organisation



SOCIAL

Diversity agenda
Flexible working
Secure and safe payment solution
Reducing facilitation payments



GOVERNANCE

Anti-financial crime
MACN 3 Sea Diligence community
platform





Q&A Session

What else would you like to know about DA-Desk?
How can we strengthen our relationship?



Thank you.

For updates and insights please
follow us on [Linked in](#).

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