The world's largest independent provider of port cost management services

Every year, we process over 150,000 port calls for our 260+ customers, and we never stop finding new ways to deliver analytics, benchmarks and insights, to save you time, money and effort - not to mention enhanced compliance.

We have the scale, systems, processes, tools and network to provide our customers with substantial savings and peace of mind. Our customers annually approve over $5 billion of port call-related costs through the DA-Desk System, and over $4 billion agency payments through PortPayables® - a platform we created to process cross-border payments on behalf of shipping operators.

Key facts

1. Every year we evaluate millions of Agent and Supplier invoices, giving us unparalleled insight into global port expenditure.

2. As the only fully independent service provider in the field, we provide uncompromised support and enhanced compliance.

3. Our PortPayables® and VendorDirect® services provide a platform for more compliant transactions and efficient financial management.

4. By leveraging the collective scale of our customer base, we are able to offer a very compelling package of savings.

5. We are tech specialists committed to efficiency, quality and security.

6. We provide a 24/7-supported, VMS-integrated, web-based system with multiple functionalities.

7. We provide simplified processes for transaction processing and issue handling, backed by a comprehensive support infrastructure.

Introducing our range of world-class port cost management services

When subscribing to our port cost management services, you'll be assisted by a team of dedicated DA-Desk professionals who will assist you from port call creation to voyage closing. Each stage of this process features improved efficiency, cost control and regulatory compliance.

All your decision-making activities are centralised in our System so you retain complete control over your DAs and contracts. Our solutions are entirely web-based, so there's no need to download, install or maintain any software.

PortSpend Management℠

All your labour-intensive tasks can be automated and managed with PortSpend Management. All the information required for decision making is centralized for convenience and our in-house team manages your agency instructions and communications in strict adherence to your policies. The PortSpend Management process includes DA-Nomination℠, DA-Proforma℠, DA-Final℠ and DA-Rebilling℠.

PortPayables®

Our unique cash management service provides very competitive exchange rates and banking terms. Approximately $4 billion is processed in multiple currencies through this service in collaboration with our global banking partners. This centralized service gives exclusive access to special exchange rates and banking terms.

All tasks related to payment, transfers, confirmation, netting, accounting, credit collection and reconciliation are managed through the PortPayables platform. It includes DA-Accounts℠, DA-Forex℠, DA-Cashflow℠ and DA-Compliance®.

DA-Integration™

Securely integrate your VMS with the DA-Desk System, to avoid manual and repetitive data entry tasks, all while staying in control and up-to-date with all aspects of the port call.

All Agents receive automated notifications about cancelled port calls and changes to ETA, thus improving the management of payments.

DA-Recovery™

Our research data suggests around 20-30% of port calls are overfunded. The frequency of work with an Agent has a direct inverse relationship with overfunding. The higher the frequency of work, the lower the overfunding (and vice versa). Unfortunately, there are some agents that do not net this overfunding in a future port call which can aggravate the situation.

Over the last year, the DA-Recovery team has contacted 5,100 counterparties and successfully recovered $69 million for our customers across 15,700 overfunded port calls. This is the same team that can help retrieve those final invoices from 6, 9, or 12 months back, so voyages can be reconciled and closed. No matter how old these cases are, we are here to help.

The Benefits

For our customers, the value of the benefits is well in excess of the fee.

Increased Control and Reporting

A process can only be managed if it can be reported on. The DA-Desk System logs all actions by all participants so customers are able to get reports on all aspects of the workflow, time lines and savings.

Effective Standardisation

The customer can standardize its DA process and policies across all offices, internal departments and port agents. This allows the customer to focus on improvements in its policies and contracts and shift the staff's focus on higher value-adding activities.

Paperless Process

Significant amounts of paper will be removed since all documents can be uploaded by Agents through the DA-Desk System or sent by courier under our global courier contract at no additional cost. The documents are receipt-logged, sorted, allocated to proper team, checked for completeness, scanned, linked to the online System, and stored physically and digitally in accordance with applicable statutory requirements.

High Auditing Standards

The DA-Desk System provides an online audit trail down to voucher level. Auditors and internal control staff can find any voucher and related cost-control comments, online with a few clicks. Improved process times will enable faster closure of quarterly and annual accounts.

ISO-certified SOX-compliant Process

Each year, Lloyds Register Quality Assurance certifies DA-Desk's Quality Management System (QMS) according to ISO 9000:2008. Moreover, to comply with relevant SOX requirements, DA-Desk has also engaged Deloitte to annually audit the PortPayables service and issue an ISAE 3402 Type II letter.

No Software to install or maintain

The DA-Desk System is web-based so there are no additional software or hardware investments required. Enhancements to the System are released every 6 weeks and each release is based on user feedback and requests.

Shift Fixed G&A Expenses to Variable Voyage Costs

By booking the DA-Desk fee on the DA, the cost for one of the most pervasive administrative processes is turned it into a very small voyage cost. The customer is never over or under-staffed, irrespective of changes in fleet size. Staff recruitment, training and management of human resources are borne by DA-Desk.

Scale Advantages

The customer also benefits from the combined scale of DA-Desk's customer base:

- Superior information about ports, agents, tariffs, suppliers, best practices and norms;
- A global portal with 24/7 active support that ensures constant flow of transactions
- Volume discounts and better banking terms; and
- Through its integration with PortsDirect, ability to leverage the purchasing power of one of the largest contract management companies in the industry with a continuous drive to increase transparency and competition in ports.

Testimonials

"Western Bulk Chartering has used DA-Desk for its DA processing since 2008. During this time Western Bulk has steadily increased its port call volumes and found DA-Desk to be a reliable, professional and forward thinking company to grow together with. Being proactive in a constantly changing environment is extremely important, and DA-Desk though its relationship managers and support staff always ensure that challenges are identified, well explained and solved in a timely manner. With their investment in IT systems and people, Western Bulk Chartering is confident in the fact that DA-Desk works to the high levels of accuracy and integrity we require, whilst also enjoying the scale and cost benefits."

Andrew Redfern
Western Bulk Chartering,
Oslo, Norway

"Clipper Bulk have been using DA-Desk since 2006 and have over the years added PortPayables, Dashboards and KPI's which has turned the use of DA-Desk into a streamlined process throughout the organisation, with cash flow optimization, easier closing and reconciliation of voyages and less paperwork. On top of this we use PortLog and PortPoint from the Marcura Group product list. DA-Desk is an ideal solution to support the organisation, with 24/7 support."

Lars Lyngby Lyngstrand
SVP and Head of Global Operations
& Shipping Services, Clipper Bulk

"Klaveness has used the DA-Desk System to appoint agents and finalise DAs since June 2014. We also use PortPayables to pay and settle balances with appointed agents. We have access to the PortPayables Financial Dashboard, where we have full transparency of port costs where we can check our preferential FX rates and our savings on bank charges. For us it was critical that our Voyage Management System could fully integrate with the DA-Desk System in order for us to have end-to-end, real-time workflow, which means auto population of our port expenses directly into our voyage management system. By fully integrating, we have had significant time savings and reduction in human typing errors.

Per Erik Olsen
VP, Regional Operations Manager,
AS Klaveness Chartering