

# Take Control of Your Demurrage Process

Marcura Claims is a flexible, managed service that helps you accurately calculate and manage laytime claims—removing admin burden, reducing error risk, and delivering audit-ready results. Whether you handle 50 or 500 port calls a month, we streamline your claims process while giving you full control and visibility.



## Demurrage Challenges We Solve

Real-world issues faced by operations and post-fixture teams:



### Resource Optimization

Advancing FTE utilization and freeing up laytime experts to manage exceptions, not admin.



### Opportunities Missed

Time bars overlooked, ambiguous clauses misinterpreted, nuances missed in manual workflows.



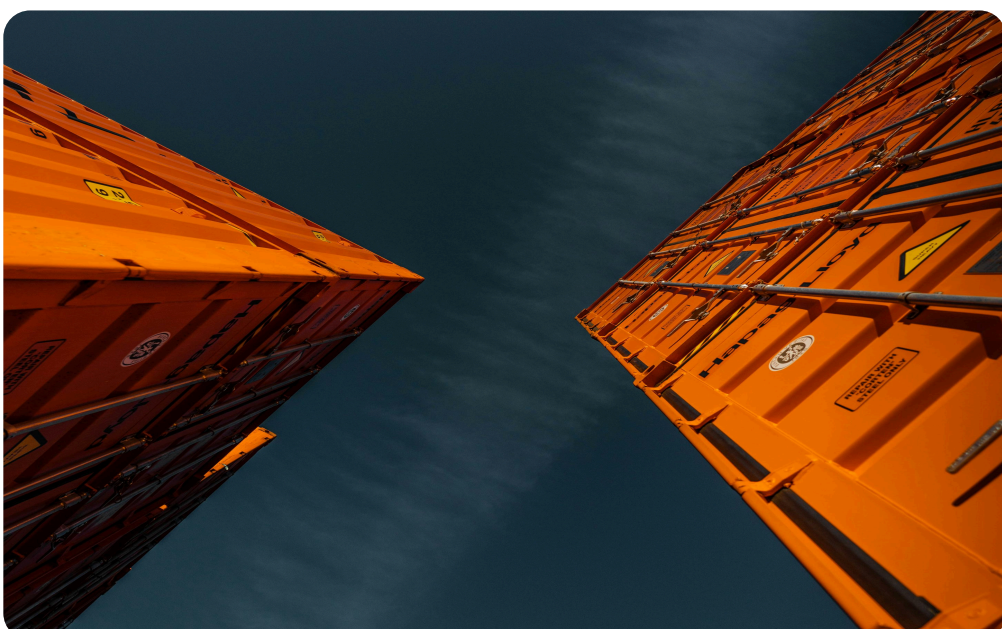
### Fragmented Data

Difficult to forecast or analyze outcomes due to unstructured and siloed data.



### Learning Loop Gaps

No feedback loop to inform voyage planning or commercial negotiations.



## What Marcura Claims Delivers

Core Services (always included)



### Claim Packaging & Dispute Handling

Audit-ready claim documents issued to counterparties  
Version-controlled workflows to track and manage disputes



### Laytime Calculation & Validation

Structured SOFs + AI-assisted checks + expert review of CP terms



### Visibility & Control

Customer portal for real-time status, documentation access, and approval workflows

Optional Add-On Modules



### Contract Digitisation (CP Structuring)

Structured clause modelling of recaps and CPs



### DA-Desk Integration

Auto-trigger of claims from DA-Desk port calls (if subscribed)



### PDMS (Port Doc Collection)

Agent follow-up and validation of NORs, SOFs, LOP protest letters, etc.



### PortLog Integration (Adjacent Product)

Claims outcomes can feed into PortLog for post-fixture analytics



### IMOS Integration (One-way inbound)

Receive data from IMOS to reduce manual duplication



## Why Marcura Claims Is Different

Here's what sets it apart:

### Digitized and Connected Workflows

From CPs to claims packages – data is structured, searchable, and reusable

### Transparency + Auditability

Every claim has version history, comparator views, and supporting documentation

### AI + Human Validation

Automated clause logic + maritime laytime experts ensure accuracy

### Insights That Drive Improvement

Reporting highlights root causes, clause performance, and negotiation signals

### Counterparty Network Familiarity

We've seen how counterparties behave and help you navigate disputes more effectively



## Business Outcomes



Reduce manual work and admin drag



Full overview of workflow, bottlenecks and workload for your team



Full audit trail and version history for internal and counter-party reviews

Let's explore  
it together

Want to see how Marcura Claims can fit your workflows? Book a demo or connect with your Marcura expert today.

Learn more: [marcura.com/process-claims](https://marcura.com/process-claims)