



In addition to the demands from shareholders, employees and customers, shipping companies must also meet the requirements of IMO, rules and regulations from national administrations and classification societies.

The Star systems help improve safety through:

- Improved maintenance & condition control
- Better contingency planning & handling
- Better follow-up of accidents & near accidents
- Better follow-up of non-conformities
- More precise ship – shore data replication
- Improved quality on information for management & operation

Shipping companies invest in modern IT solutions to reduce cost, to improve safety and to increase profit. The Star systems play important roles in achieving:

- Reduced off-hire
- Better documentation for claims & settlements
- Reduced insurance premium
- Reduced maintenance cost
- Optimized spare part inventory & consumption
- Better business to business e-commerce
- Reduced communication cost
- Reduced repair yard bills
- Increased second hand value
- Improved environmental protection
- Professional IT environment
- Compliance with ISM and ISPS code requirements

Star Guarantee Claims

FOR REPORTING AND MANAGING GUARANTEE CLAIMS



Star Guarantee Claims is a tool that assists in keeping track of guarantee claims for newbuildings or new installations where the ship or equipment has warranty from the yard, supplier or manufacturer. The system may be used both onboard and on shore, and can exchange data related to the claims between ship and shore.

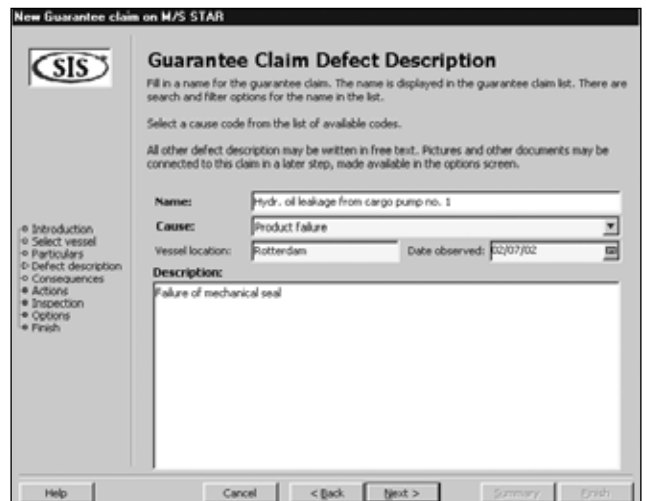


The system is designed to:

- Minimize administration of claims work.
- Log guarantee claims or product failures.
- Describe the consequences of the product failure.
- Manage and follow up until the product failure is fixed.
- Track all correspondence regarding the guarantee claim.
- Track all actions and costs.
- Involve ship and shore personnel through data exchange.
- Coordinate actions and information between ship and home office.
- Build up statistics for evaluations based on facts

Easy to use

The users are guided by wizards as they enter information into the Planning and Reporting system. The wizards are programmed with company rules and regulations so costly input errors can be avoided.



Star Guarantee Claims contains modules for technical documentation (Contract and as built specifications). During the guarantee period all failures and claims are registered in a uniform way for use against the warranty. The document module enables you to attach drawings, images, forms, letters and other correspondence.

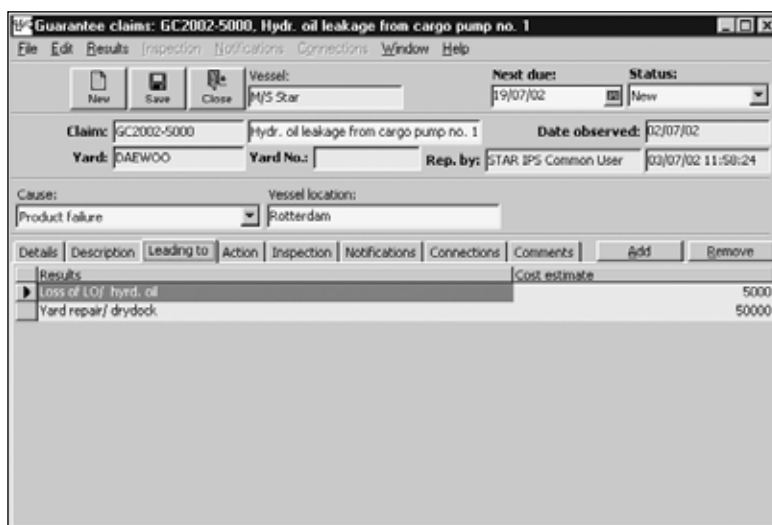
Equipment failure consequences

Consequence costs are logged for each claim. These may be logged and commented during the process, supplemented and modified.

Notification and communication

Star Guarantee Claims assists on keeping track of who has been notified about the claim, who has been inspecting it, and all related correspondence.

The correspondence may be inserted directly as text or comments, or attached as external documents.



Corrective actions

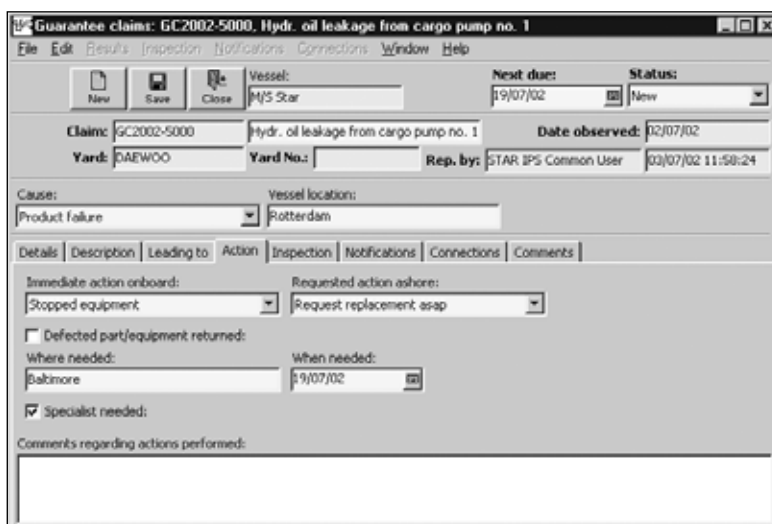
All corrective actions taken onboard, and requests for actions ashore may be indicated.

The actions may be described both as codes from predefined menus or as free text.

Integration with other Star systems

Star Guarantee Claims can be used as a standalone program or may be integrated into the Star Information and Planning System (Star IPS).

Star IPS has modules for work planning, material and purchase management, logging and follow up of events, document handling, budgeting etc. Please refer to the Star IPS data sheet for more information.



Data replication

Data is exchanged between ship and shore through an advanced replication system.

Technical Data

Star Guarantee Claims can be run on Windows 98/2000/NT/XP workstations. The program uses SQL databases like Oracle, MS SQL Server, or Sybase.

For more information about this or any other Star Information Systems products, please contact your local distributor or Star Information Systems head office.



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