



- + Star Voyager
- + Messaging
- + Equipment
- + Work planning
- + Project
- + Safety
- + Material and services
- + Purchasing
- + Budgets
- + Insurance
- + Crew
- + Documents
- + Forms
- + Reports
- + Common codes

Star Guarantee Claims

Star Information Systems AS (SIS) provides fleet management software for ships and rigs. SIS is a company created by pioneers in the field of fleet management who have been instrumental in the industry since 1967. Since SIS's inception in 1997 we have seen strong growth and today our worldwide network of subsidiaries and agents forms the basis of our customer support.

The SIS systems cover all areas of fleet management including:

- Maintenance
- Dockings
- Spares and inventory
- Purchasing- including electronic commerce
- Safety Management
- Insurance
- and more...

All modules are independent yet can also form a completely integrated system. The SIS software is uniquely designed to make it easier to learn for the people onboard and easier to maintain for the head office.

The software is used onboard and in the office: Coordination occurs through our robust, secure and cost effective data replication engine or on-line features.

The aim of the SIS systems is to improve efficiency and profits through:

- Improved maintenance and condition control
- Manage and follow-up audits, non-conformities, incidents, and near-misses
- Cross fleet comparisons
- Efficient data replication
- Reduced operational costs
- Tighter budget and cost control
- Optimized inventory use
- Efficient purchasing processes
- Reduced risk exposure and reduced insurance premiums

With the Star system managers can be assured of meeting the requirements within their own company and of external parties such as classification societies, national administrations and international organizations.

A dynamic, credible and professional partner for our customers.

...will help you make the most of your guarantees



Star Guarantee Claims is a tool for reporting and managing guarantee claims for:

Newbuildings: Warranty from the yard

Equipment: Warranty from the supplier or manufacturer

The system is used onboard and onshore and can exchange data related to the claims between ship and shore.

The System is designed to:

- Make it EASY for users to create/log a Guarantee Claim
- 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 and comparisons of various equipment types

Star Guarantee Claims contains modules for technical documentation (Contract and Building Spec's). During the guarantee period all failures and claims are registered in a uniform way against the warranty. The document module enables you to attach drawings, images, forms, letters etc.

Guarantee claims: GC2007-5000, Auxillary Engine room fan

File Edit Outcome Inspection Notifications Connections Window Help

New Save Close Vessel: M/S Star Responsible: Next due: Status: New

Claim: GC2007-5000 Auxillary Engine room fan Date observed: 30.11.2007

Yard: DAEWOO Yard No.: Rep. by: STAR IPS Common User 21.11.2007 15:15:09

Cause: Product failure Vessel location: Rotterdam

Details Description Leading to Action Inspection Notifications Connections Comments

Immediate action onboard: Changed part with spare Requested action ashore: Send claim report to yard/ supplier

Defected part/ equipment retur: Where needed: When needed:

Specialist needed:

Comments regarding actions performed:

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 with keeping track of:

- Who has been notified about the claim
- Who has been inspecting the problem equipment
- And all related correspondence about the claim

The correspondence may be inserted directly as text/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 pre-defined menus or as free text.

GUARANTEE CLAIM DETAILS :			
Event type :	Guarantee claims	Report date :	22/11/2006 11:23:26AM
Vessel :	M/S STAR	Author :	STAR IPS Common User
Event date :	22/11/2006	Print date :	23/11/2006
Event status :	New	Responsible :	Chief eng
CAUSE :			
Cause :	No Cause known	Vessel location:	Brisbane
SUBJECT PARTICULARS :			
Technical account :	501	Description :	LIFEBOATS W/EQUIPMENT
Equipment Id :		Description :	
Model:		Maker :	
Maker's no :		Serial no :	
Running hours :		Manufact. date :	
Commissioning date :		Warranty exp. date:	
DESCRIPTIVE TEXTS :			
Short description :	Test GC		
Full description :	Lorem ipsum dolor sit amet consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.		

Partial view of the Standard "Guarantee Claim summary" Report.

Reports

Standard and Tailor-made claim reports are available for quick and easy distribution to the yard or supplier of the guaranteed equipment.

:Integration with other Star systems

Star Guarantee Claims can be used as a stand-alone 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.

:Technical Data

Star Guarantee Claims can be run on windows NT/XP/Vista workstations. The program uses SQL databases like Oracle and MS SQLServer.

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