

InceDemurrage with Demurrage Desk

Shipping companies are under immense and constant pressure to maintain performance, costs, and margins. A typical ship operator may face up to 400 negotiations every year, but if just 50% of those negotiations can be favourably managed, hundreds of thousands of dollars can be saved.

InceDemurrage alleviates the complex burden of demurrage processes and elevates them to a higher standard. Combining Ince's legal and consultancy advisory on claims and disputes, with Demurrage Desk's integrated expert demurrage and laytime insights, you can ensure accurate and timely demurrage invoicing, structured demurrage income recovery and dispute handling, precise and streamlined laytime and demurrage calculations, and the avoidance of a backlog of claims.

Our demurrage services:

- Laytime and demurrage processing (through Demurrage Desk's state-of-the-art solutions);
- Dispute resolution and case follow-up;
- Building of historical overview and insight;
- Demurrage contract and clause drafting and review;
- Claims management and exchange; and
- Development of bespoke systems, application, and internet of things technology to improve the customer experience.

InceDemurrage is a value-adding service for shipowners, vessel operators, charterers, traders, P&I Clubs, and any other organisation that works with laytime and demurrage. The solution provides insight, clarity, collection, dispute resolution and streamlining of demurrage and laytime processes, with expert guidance and ultimate clarity in demurrage claim cases based on specialist knowledge and tech-led insights and intelligence.

The level of supply chain disruption that the transport & logistics sector has endured since the outbreak of the COVID-19 pandemic has led to increasing port waiting times and higher volumes of port congestion.

In addition, there is a need for shipping to optimise its dispatch, demurrage and laytime processes, alongside the continued digitalisation of the maritime sector.

The InceDemurrage proposition ensures accurate and timely demurrage invoicing, structured demurrage income recovery and disputes, precise and streamlined laytime and demurrage calculations, and the avoidance of a backlog of claims. This is complemented with Ince's over-arching legal advisory on demurrage disputes and claims.

Our experts provides ultimate clarity for claims with specialist knowledge and tech-led insights. The service represents a new benchmark for laytime calculations and demurrage claims, and elevates demurrage processes to a higher standard in line with industry best practice.



About Demurrage Desk



Streamlining demurrage and laytime claims

Demurrage Desk was founded in 2014 by Jean-Paul Dezutter as an outsourced back-office support service, specifically aimed at shipowners, operators and freight traders.

Demurrage Desk offers complete demurrage and claims management, with expert despatch and demurrage analysis specialism, expertise and advice is complemented by state-of-the-art technology for fully digitalised demurrage and laytime tracking and calculation.



Utilising a team of industry experts and certified laytime analysts

Demurrage Desk's team of highly experienced, laytime and demurrage personnel provide a personal, hands-on service. They utilise industry-leading tools and technology to significantly reduce time, cost and efforts spent on demurrage.

